Community Needs and Resources

WEST SPRINGFIELD

January 2023
West Springfield Profile

Census Data
Census Data: Age

Total Population: 28,835

**Median Age**

West Springfield

The median age of Our Community is **41.0 years-old**

This is older than the U.S. median age of 38.1 years.

**Number of Children Under 5 Years**

West Springfield

1,624

5.7% of our Community are children under 5 yrs old

**Number of Seniors in Our Community**

West Springfield

4,220

14.8% of our Community are senior 65+ yrs old

Source: U.S. Census Bureau, 2020 Census Redistricting Data (Public Law 94-171)

Source: Broadstreet, ACS 2015-2019
Census Data: Race & Ethnicity

Race/Ethnicity in W. Springfield

- White Non Hispanic: 72%
- Hispanic: 14%
- Black Non Hispanic: 4%
- Other Non Hispanic: 10%

Source: U.S. Census Bureau, 2020 Census Redistricting Data (Public Law 94-171)
Census Data: Language

Languages Spoken at Home in W. Springfield

- English Only: 75%
- Spanish: 7%
- Other Languages: 18%

Source: U.S. Census Bureau, 2020 Census Redistricting Data (Public Law 94-171)
Census Data: Education

Percent of Population with High School Education
West Springfield

90% of people in Our Community have graduated HS

compared to 88% of US population

Source: Broadstreet, ACS 2015-2019
Census Data: Income

Median Family Income
West Springfield

$73,658
U.S. Dollars

OUR COMMUNITY
$73,658

MASSACHUSETTS
$103,126

$77,263
UNITED STATES

Low Income Status
West Springfield

20% of people in Our Community are low income

OUR COMMUNITY U.S. BENCHMARK

Percent of population living below 150% federal poverty level in the 1-city area (ACS 2015-2019).

Source: Broadstreet, ACS 2015-2019

cmpared to 22% of US population
Census Data: Health

Compared to US population:
- No Insurance – 8.8%
- Public Insurance – 32.9%
- Private Insurance – 54.7%

Source: Broadstreet, ACS 2015-2019
West Springfield Profile

COVID-19 Data
COVID Data: W. Springfield

Total Population: 28,835

Total COVID Cases: 8,870

Total COVID Deaths: 83*
*death total from 2020 & 2021 only.

Source: MA Department of Public Health Covid-19 Response Reporting, October 2022
Vaccination Rate by Race/Ethnicity in W. Springfield

- **Primary Series**
- **First Booster**
- **Second Booster**

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Primary Series</th>
<th>First Booster</th>
<th>Second Booster</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population (28835)</td>
<td>68%</td>
<td>37%</td>
<td>9%</td>
</tr>
<tr>
<td>AI/AN (35)</td>
<td>62%</td>
<td>25%</td>
<td>3%</td>
</tr>
<tr>
<td>Asian (1839)</td>
<td>67%</td>
<td>34%</td>
<td>4%</td>
</tr>
<tr>
<td>Black (1036)</td>
<td>64%</td>
<td>30%</td>
<td>5%</td>
</tr>
<tr>
<td>Hispanic (3969)</td>
<td>49%</td>
<td>21%</td>
<td>2%</td>
</tr>
<tr>
<td>Multi-Race (1055)</td>
<td>59%</td>
<td>36%</td>
<td>8%</td>
</tr>
<tr>
<td>White (20892)</td>
<td>68%</td>
<td>40%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Source: MA Department of Public Health [Covid-19 Response Reporting](https://www.mass.gov), October 2022
Vaccination Rate By Age in W. Springfield

COVID Community Impact Survey (CCIS)

In November 2020, the MA Department of Public Health implemented the survey to better understand the most pressing health needs facing the Commonwealth due to the pandemic, including the social and economic consequences

- Over **33,000 adult respondents and over 3,000 youth** (under 25) in the final sample.
- DPH targeted priority populations. There was good participation from LGBTQ, Indigenous, non-English speaking, Asian American, Latinx, deaf/hard of hearing, and black communities.
  - **In West Springfield, there were 319 respondents.**

*It is important to note that these findings are only representative of those who participated in the survey and may not be representative of the experiences of everyone in West Springfield or have good representation from priority populations.*
CCIS Data: W. Springfield

Worried about Basic Need Expenses (N=319)

- % worried about paying for 1 or more types of expense or bills in the coming few weeks: 58%
- % worried about getting food or groceries in the coming weeks: 32%
- % worried about getting medication in the coming weeks: 17%
- % worried about getting broadband in the coming weeks: 16%
CCIS Data: W. Springfield

Impact on Income and Jobs (N=319)

- % worried about paying mortgage, rent, or utilities related expenses: 46%
- % of employed residents who experienced reduced work hours: 23%
- % worried they may have to move out of where they live in the next few months: 11%
- % of employed residents who experienced job loss: 9%
CCIS Data: W. Springfield

Impact on Health (N=319)

- % with 15 or more poor mental health in the past 30 days: 37%
- % who had not gotten the medical care that they needed since July of 2020: 21%
Substance Use (N=319)

- % used **alcohol** in the past 30 days: 45%
- % of current substance users who said they are now using more substances than before the pandemic: 43%
- % used conventional **tobacco** in the past 30 days: 12%
- % used **marijuana** in the past 30 days: 12%
413Cares Overview

• Central place for up-to-date information about local community services and how to access them

• Input from social service and health care agencies

• Bi-directional referral capability and helpful tools for community-based organizations

• Completely FREE to use

• Funded by Baystate Health and the MA Department of Public Health

• Built on the findhelp.org national platform
Support and Vested Interest for 413Cares

Advisory Board

Funders
413Cares Partnerships

Partnerships aim to direct people to specific types of needed resources

- Digital Resources
- Addiction and Recovery Resources
- Food Navigation
- Mentoring
- Breaking Stigma of Substance Use

More partnerships are on the horizon!
413Cares Engagement

As of January 2023

- Users: 17,321
- Searches: 68,681
- Programs Listed: 1,716
- Programs Claimed: 629
# 413Cares Growth

<table>
<thead>
<tr>
<th>Activity</th>
<th>2021</th>
<th>2022</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Searches</td>
<td>17,841</td>
<td>31,762</td>
<td>78%</td>
</tr>
<tr>
<td>Users</td>
<td>4,812</td>
<td>8,065</td>
<td>68%</td>
</tr>
<tr>
<td>Programs Added</td>
<td>325</td>
<td>481</td>
<td>48%</td>
</tr>
<tr>
<td>Programs Claimed</td>
<td>113</td>
<td>202</td>
<td>79%</td>
</tr>
</tbody>
</table>
What are people searching for in W. Springfield?

Search categories (all time) in West Springfield

- Housing 40%
- Food 13%
- Work 4%
- Transit 3%
- Education 1%
- Money 7%
- Legal 4%
- Care 7%
- Health 16%
- Goods 5%

Search terms (all time) in West Springfield

<table>
<thead>
<tr>
<th>Term</th>
<th>Searches</th>
</tr>
</thead>
<tbody>
<tr>
<td>housing</td>
<td>92</td>
</tr>
<tr>
<td>food</td>
<td>38</td>
</tr>
<tr>
<td>help find housing</td>
<td>31</td>
</tr>
<tr>
<td>help pay for housing</td>
<td>25</td>
</tr>
<tr>
<td>help pay for healthcare</td>
<td>24</td>
</tr>
<tr>
<td>food pantry</td>
<td>22</td>
</tr>
<tr>
<td>rent</td>
<td>20</td>
</tr>
<tr>
<td>help pay for utilities</td>
<td>15</td>
</tr>
<tr>
<td>food delivery</td>
<td>13</td>
</tr>
<tr>
<td>housing vouchers</td>
<td>13</td>
</tr>
<tr>
<td>prisoners' legal services of Massachusetts</td>
<td>12</td>
</tr>
<tr>
<td>furniture</td>
<td>11</td>
</tr>
<tr>
<td>shelter</td>
<td>11</td>
</tr>
<tr>
<td>outpatient treatment</td>
<td>11</td>
</tr>
<tr>
<td>childcare</td>
<td>10</td>
</tr>
</tbody>
</table>
W. Springfield Programs on 413Cares

- **590** programs serving West Springfield on 413Cares
- **282** programs are claimed

<table>
<thead>
<tr>
<th># of Local Programs</th>
<th>Food</th>
<th>Housing</th>
<th>Goods</th>
<th>Transit</th>
<th>Health</th>
<th>Money</th>
<th>Care</th>
<th>Education</th>
<th>Work</th>
<th>Legal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20</td>
<td>57</td>
<td>11</td>
<td>10</td>
<td>148</td>
<td>58</td>
<td>164</td>
<td>96</td>
<td>38</td>
<td>28</td>
</tr>
</tbody>
</table>

*Local = Programs that provide services throughout a county, city, or a postal/zip code.*
413Cares Supporting W. Springfield

➢ Raising awareness of existing services
➢ Connecting people to needed services and programs
➢ Connecting service providers to each other
413Cares Resources

• **Schedule trainings** for community providers, offices, stakeholders, and constituent service staff to get more programs claimed and people connected to services
  o To schedule a training, contact 413Cares Staff:
    - Liv Anna Homstead, LHomstead@publichealthwm.org and
    - Francheska Bermudez, FBermudez@publichealthwm.org

• **Distribute materials** – tip cards, posters
  o Available in English and Spanish, and other languages upon request

• **Use the search widget on your site**
Interested in More Data?

MA COVID Community Impact Survey (CCIS)
For CCIS questions and to submit a request, contact:
Kathleen Szegda  
kszegda@publichealthwm.org  
Victoria Hill  
vhill@publichealthwm.org

www.publichealthwm.org/what-we-do/research-evaluation/reports/COVID-Impact-TA

2022 Baystate Community Health Needs Assessment
## Contact Us

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jessica Collins</td>
<td>Executive Director</td>
<td><a href="mailto:jcollins@publichealthwm.org">jcollins@publichealthwm.org</a></td>
<td>413-794-2520</td>
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<td>Liv Anna Homstead</td>
<td>413Cares Manager</td>
<td><a href="mailto:LHomstead@publichealthwm.org">LHomstead@publichealthwm.org</a></td>
<td>413-795-0594</td>
</tr>
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<td><a href="mailto:shudson@publichealthwm.org">shudson@publichealthwm.org</a></td>
<td>413-794-7600</td>
</tr>
<tr>
<td>Andrea Freeman</td>
<td>Policy Director</td>
<td><a href="mailto:afreman@publichealthwm.org">afreman@publichealthwm.org</a></td>
<td>978-895-0960</td>
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</table>
QUESTIONS?