

City of New Haven announces results of the 2025 Community Needs Survey

In August, the City of New Haven announced the launch of its wellness initiative. As part of the wellness initiative, the City asked residents to participate in its Community Needs Survey.

Conducted between **August 19 and October 19, 2025**, the survey invited all residents aged 18 and older living within city limits to participate. Eligible zip codes included **46774, 46816, 46815, 46803, and 46806**, with 46774 being the most common zip code of respondents. In total, **341 residents** completed the survey online.

The survey revealed several prominent wellness themes including:

- **Social health**
- **Mental health**
- **Physical health**
- **Food accessibility**
- **Housing affordability**

Following the close of the survey, results were compiled and analyzed. Those results and analysis are available to the public in the Community Needs Survey Report. The report was issued by the City's Community Development Department, authored by Community Health Coordinator Katie Rhodes, and prepared with the editorial review and input of partner organizations.

To provide deeper context, the report integrates comparative data from other community sources, including the **United Way of Allen County's 2021 Priorities Report, Parkview Health's 2022 Community Health Needs Assessment, New Haven Police Department statistics, and McKinney Vento data from East Allen County Schools**.

City leaders emphasize that this report is more than data — it is a look into what health and wellness issues matter most to New Haven residents. Utilizing data from the report, The City of New Haven will work with residents and community organizations to address health and wellness issues in the New Haven Community.

Mayor Steve McMichael said, “I am grateful to the 341 residents who took the time to complete this survey, sharing what health and wellness issues matter most to them. As a result, the New Haven Community can begin looking into ways to collaboratively address these issues.”

Recommendations based on survey data are outlined on page 19 of the final report.

Community Needs Survey

**Summary of Findings
November 2025**



**Department of
Community
Development**

Table of Contents

| | |
|--|----|
| Title Page..... | 1 |
| Table of Contents..... | 2 |
| Executive Summary..... | 3 |
| Overview of Results..... | 4 |
| Demographics of Respondents..... | 5 |
| Demographics of Respondents Part 2..... | 6 |
| Food Accessibility..... | 7 |
| Social Health..... | 8 |
| Physical Health..... | 9 |
| Substance and Alcohol Use..... | 10 |
| Mental Health..... | 11 |
| Resources..... | 12 |
| Resources Part 2..... | 13 |
| Educational Topics..... | 14 |
| Open-Ended Responses..... | 15 |
| Open-Ended Responses Part 2 (Breakdown by the Numbers)..... | 16 |
| Mental Health Rating Responses..... | 17 |
| Other Community Data..... | 18 |
| Recommendations..... | 19 |
| Acknowledgements..... | 20 |
| Sources..... | 21 |
| Appendix A: Allen County Demographics..... | 22 |
| Appendix B: Allen County Top Identified Health Concerns and Needed Services..... | 23 |

Executive Summary

Purpose

The purpose of the community needs survey was to gather direct input from our community to understand what matters most to our residents, what resources are available within our community, and what the gaps in services are. This report includes an analysis of the data found throughout the responses from the survey.

Methods

Research was conducted prior to creating the survey, which included input from partner organizations on survey tools, methods, and questions to ask.

Outreach methods included a press release for the survey, social media posting, collaboration with partner organizations, setting up in-person locations for the survey to be taken, attending events to implement the survey, working at the library to make the survey available the survey, placing flyers on motels, and talking with managers of mobile home parks to increase awareness.

For open-ended response data analysis, categories were created based on the main categories of the survey, (Housing, Food, Physical Health, Social Health, Mental Health, Substance Use, Resources, Community Access, and Other). Sub-categories were created based upon common themes found throughout responses and then organized under main category based on best fit.

If a survey included a response that fell within a sub-category, the response was counted, only one count was taken per survey in a specific sub-category. For example, if a response mentioned food 4 times, it was only counted once. However, if a survey mentioned adult social activity and then youth social activity, both were counted separately.

Margin of Error

The margin of error indicates the accuracy of survey results and helps determine how close the survey's results are in accurately representing the overall population. The smaller the margin of error, the more accurate the survey is likely to be. It helps you understand that the result isn't exact. Please note, the margin of error does not account for under/over representation in demographics of respondents. For example, there is an overrepresentation in female respondents, and an underrepresentation in respondents of the age group 18-24. To see how accurate demographics of respondents are in relation to New Haven's demographics, visit census.gov.

The margin of error for the community needs survey is $\pm 5\%$ with a 95% confidence level, this number was found by using the total number of responses (341) and New Haven's population (16,378) according to <https://www.indiana-demographics.com/new-haven-demographics>.

Overview of Results

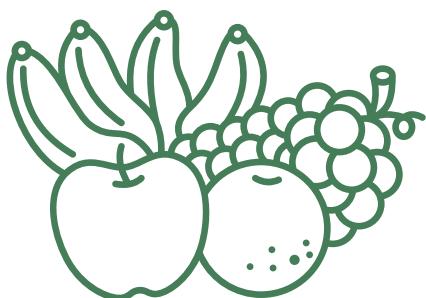
The community needs survey launched on August 19, 2025, and closed on October 19th, 2025. The survey was open to any individual 18 and older who lives in New Haven. The accepted zip codes for the survey were: 46774, 46816, 46815, 46803, and 46806. City limits encompass portions of each of the previously mentioned zip codes, with the primary zip code being 46774.

341 community members completed the survey.

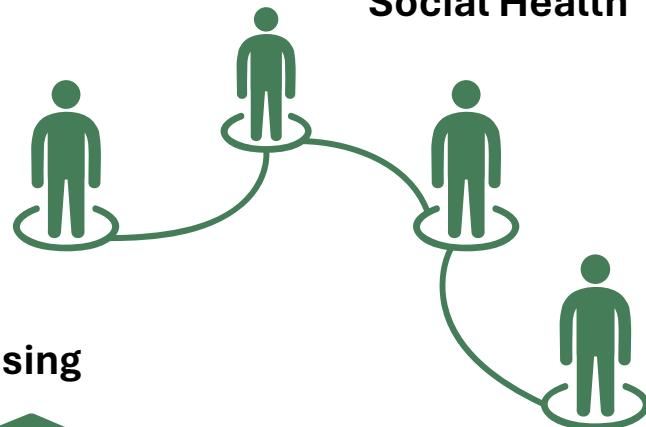
In addition to this, 10 individuals completed the survey in-person, but did not include age/zip code. For accuracy and consistency, this data was not analyzed in this report.

Prominent Themes

Food Accessibility



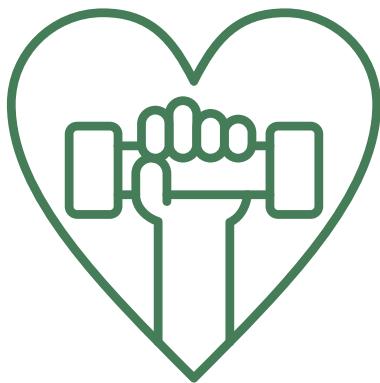
Social Health



Affordable Housing



Physical Health



Mental Health



Demographics of Respondents

By Percentage of Response per Category

Zip Code

46774- 89%
46803- 4.1%
46806- 3.8%
46815- 2.3%
46816- 1.2%

Age

18-24 (2.3%)
25-34 (17%)
35-44 (18%)
45-54 (14%)
55-64 (18%)
65 or older (30%)

Race

White- 91%
Decline to answer- 4.6%
African American- 2.3%
American Indian or Alaska Native- 1.2%
Pacific Islander- 0.29%
Other- 0.87%

Ethnicity

Not Hispanic or Latino- 90%
Hispanic or Latino- 2.5%
Decline to answer- 7.7%

Military Status

7.1% of individuals responded that they are a veteran.
2.7% declined to answer
0.3% of individuals responded they are Active Duty.

Gender

Female- 68%
Male- 30%
Decline to answer- 1.5%

Demographics of Respondents Part 2

Employment

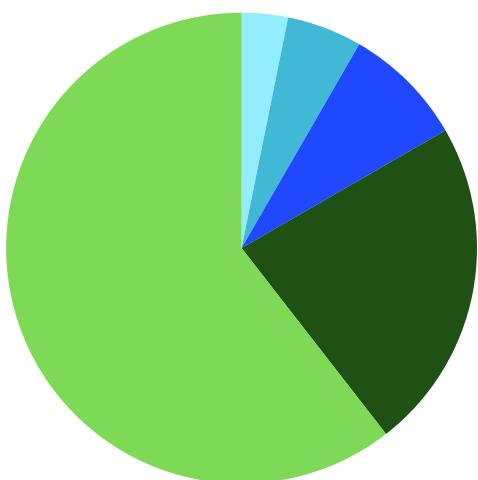
● Decline to answer | 3.2%

● Unemployed | 5.2%

● Part-time | 8.4%

● Other | 23%

● Full-time | 61%



When responding, “other” to employment, the common responses were retired and homemaker/stay at home parent.

Household Income

● Decline to answer | 13.0%

● \$0-\$9,999 | 1.8%

● \$10,000-\$19,999 | 3.6%

● \$20,000-\$29,000 | 7.7%

● \$30,000-\$39,999 | 10.0%

● \$40,000-\$49,999 | 5.0%

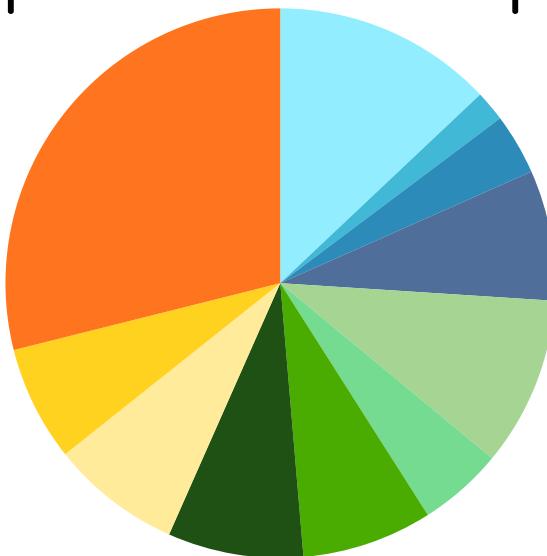
● \$50,000-\$59,999 | 7.7%

● \$60,000-\$69,999 | 8.0%

● \$70,000-\$79,999 | 7.7%

● \$80,000-\$89,000 | 6.8%

● \$90,000 plus | 29%



Education

● Decline to answer | 0.88%

● Other | 0.59%

● Some high school | 1.8%

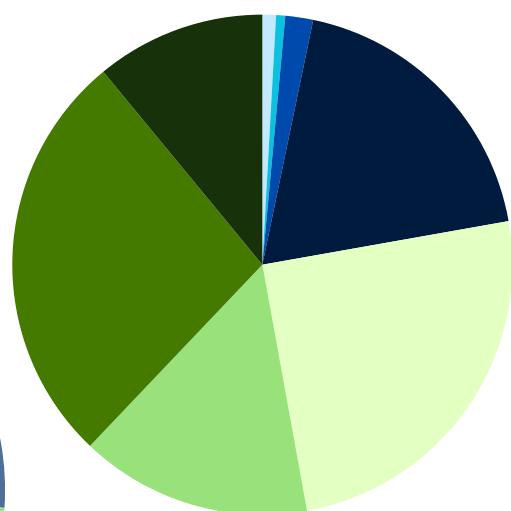
● High school graduate | 19%

● Some college | 25%

● Associate's degree | 15%

● Bachelor's degree | 27%

● Master's degree | 11%



Note: Responses and percentages are above each graph. The colored dot before each response matches to the color on the graph.



Food Accessibility

New Haven's Community Needs Survey Results

Q 1

Do you feel like you have adequate access to food?

**11% (31 INDIVIDUALS)
RESPONDED NO**

Q 2

Within the last 30 days have you ever worried about where your next meal was coming from?

**11% (35 INDIVIDUALS)
RESPONDED YES**

Q 3

Within the last 30 days have you felt that the amount of food you have would run out before you were able to access more?

**15% (50 INDIVIDUALS)
RESPONDED YES**

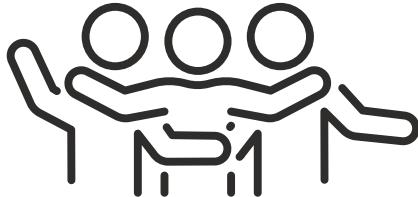
Allen County Data

Data from United Way of Allen County Priorities Report

- 10% of Allen County families have limited access to healthy food (i.e. a grocery store) (United Way of Allen County, pg. 9, 2021).
- In Allen County, 13% of families do not have enough food or do not necessarily know where their next meal is coming from (United Way of Allen County, pg. 9, 2021).

Data from Parkview Health Community Health Needs Assessment

- Allen County had the highest percentage (9.8%) both low-income and with low access to a grocery store across the 8 Parkview Health service area counties (Parkview Health, pg. 20, 2022).
- In 2020 13.3% of Allen County was food insecure.
- In 2017 14.9% of Allen County was food insecure (Parkview Health, pg. 21, 2022).



Social Health

Q1

Do you feel like you have an adequate support system? (People you can visit regularly and call for help)?

16% (51 individuals) responded no

Q2

Do you feel like the relationships within your home are healthy and supportive?

5% (18 individuals) responded no

Q3

Do you ever feel unsafe or uncomfortable in your home?

6% (19 individuals) responded yes

Commonly mentioned reasons included living alone and concerns about neighborhood safety.

Q4

Do you feel that you have adequate access to support systems that are reflective of your cultural background?

13% (42 individuals) responded no

Q5

Do you feel that you have adequate access to support systems that are reflective of your spiritual or religious beliefs?

12% (39 individuals) responded no

Physical Health

Chronic Health Condition Responses

Gastrointestinal disorders | **12%**
Arthritis | **26%**
Diabetes | **14%**
Respiratory conditions (Asthma/COPD) | **11%**
Cardiovascular disease | **8.1%**
Decline to answer | **8.5%**
Other | **10 %**
Kidney disease | **4.2%**
Neurological disorders (i.e. dementia) | **3.3%**
Cancer | **2.9%**

Common responses for “other”: hypertension, hypothyroidism, and chronic pain/nerve conditions.



Insurance Response Rates

Yes, insurance through employer | **54%**
Yes, Medicare | **26%**
Yes, Medicaid | **4.9%**
Yes, HIP (Healthy Indiana Plan) | **4.3%**
Decline to answer | **3.1%**
No insurance | **2.1%**
Yes, insurance through the military | **2.8%**
Other | **3.4%** (Common response for “other” was insurance through spouse)

When asked, “Do you have any physical limitations?” **17%** of individuals responded **yes**

Common responses when asked to share were:

- **Mobility limitations**
- **Back injuries**
- **Disabilities**



Substance and Alcohol Use

Percentage of Responses to the Following Questions on New Haven's Community Needs Survey

- **Q1- “Are you struggling with substance use?”**
 - 1% of respondents selected “yes”
 - 2.4% of respondents selected “in recovery”
- **Q2- “Are you struggling with alcohol use?”**
 - 1% of respondents selected “yes”
 - >1% selected “Not currently, but within the last 30 days”
 - 2.4% selected “in recovery”
- **Q3- “Are you currently receiving treatment/support for alcohol or substance use?”**
 - 2% of respondents selected “yes”
 - >1% selected “No, but I would like to be”
- **Q4- “Do you have a loved one that is currently struggling with substance use or has passed away due to substance use?”**
 - 22% (74 individuals) respondents selected “yes”

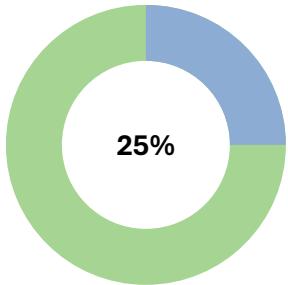
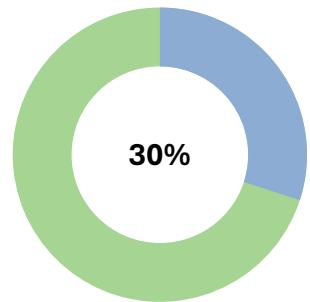
Allen County Data from Parkview Health's Community Needs Assessment

- Emergency department visits non-fatal drug overdose incidence rate per 100,000
 - 2017- 214.8
 - 2020- 178.8
- Drug overdose deaths crude rate per 100,000
 - 2017- 15.5
 - 2020- 22.5
- % Adults reporting binge/ heavy drinking
 - 2017- 18.6%
 - 2020- 17.8%
- % Driving deaths with alcohol involvement
 - 2017- 32.4%
 - 2020- 35.3%

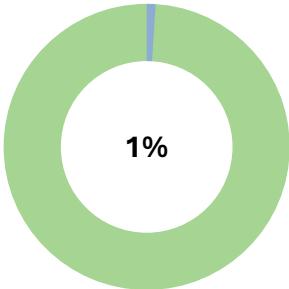


Mental Health

30% (100) individuals responded “yes” when asked if they have ever been diagnosed with or treated for a mental health disorder.



25% (86) individuals responded “yes” when asked if they are currently on any medications or utilizing any services for mental health treatment/support.



1% Responded that they were not, but would like to be.

Note: Blue represents percentage amount

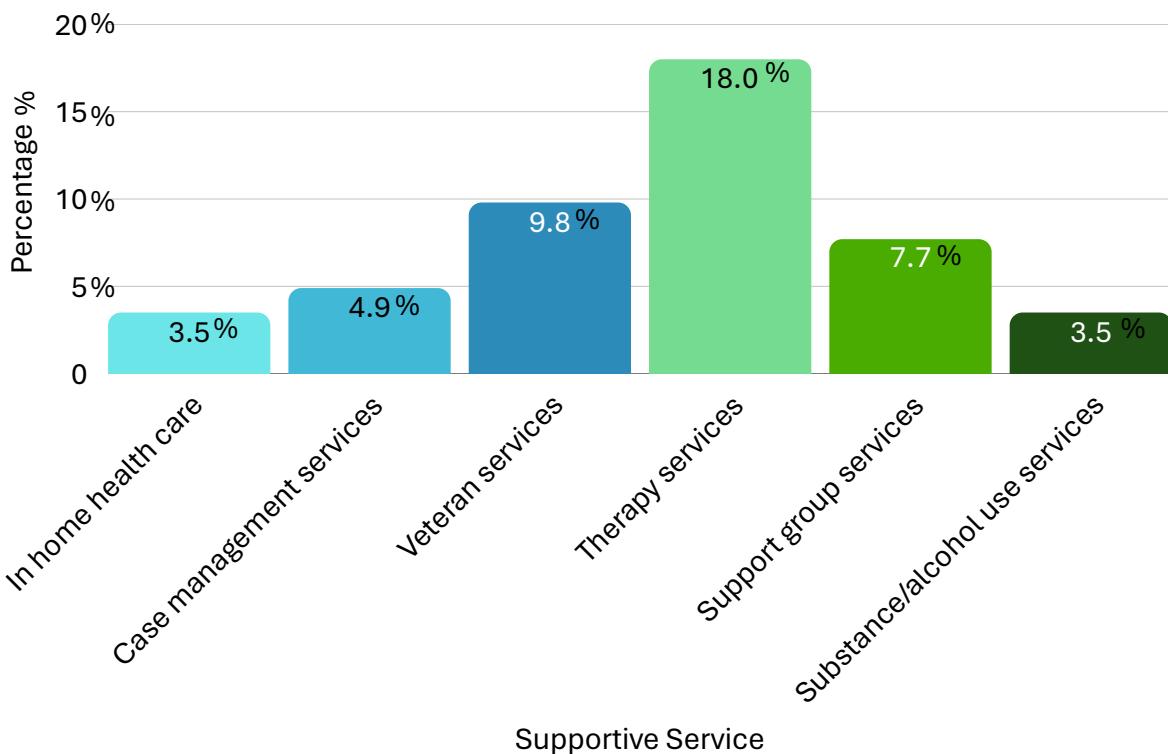
Allen County Data from United Way of Allen County Priorities Report

- 2 in 5 of Allen County respondents said they felt they could benefit from seeking treatment from a mental health professional. Of those who felt they might benefit, only 35% sought treatment (Community Insights Survey).
- Driving factors for not receiving treatment:
 - Received help elsewhere (including friends and family).
 - Unsure of how to get the help they needed, including 40% of those aged 18 to 34.
 - Did not think a professional could help them, including 47% of seniors and 46% of Hispanics.
 - Too embarrassed to see someone. Men were twice as likely as women to cite embarrassment.
 - Concerned about cost (37%).

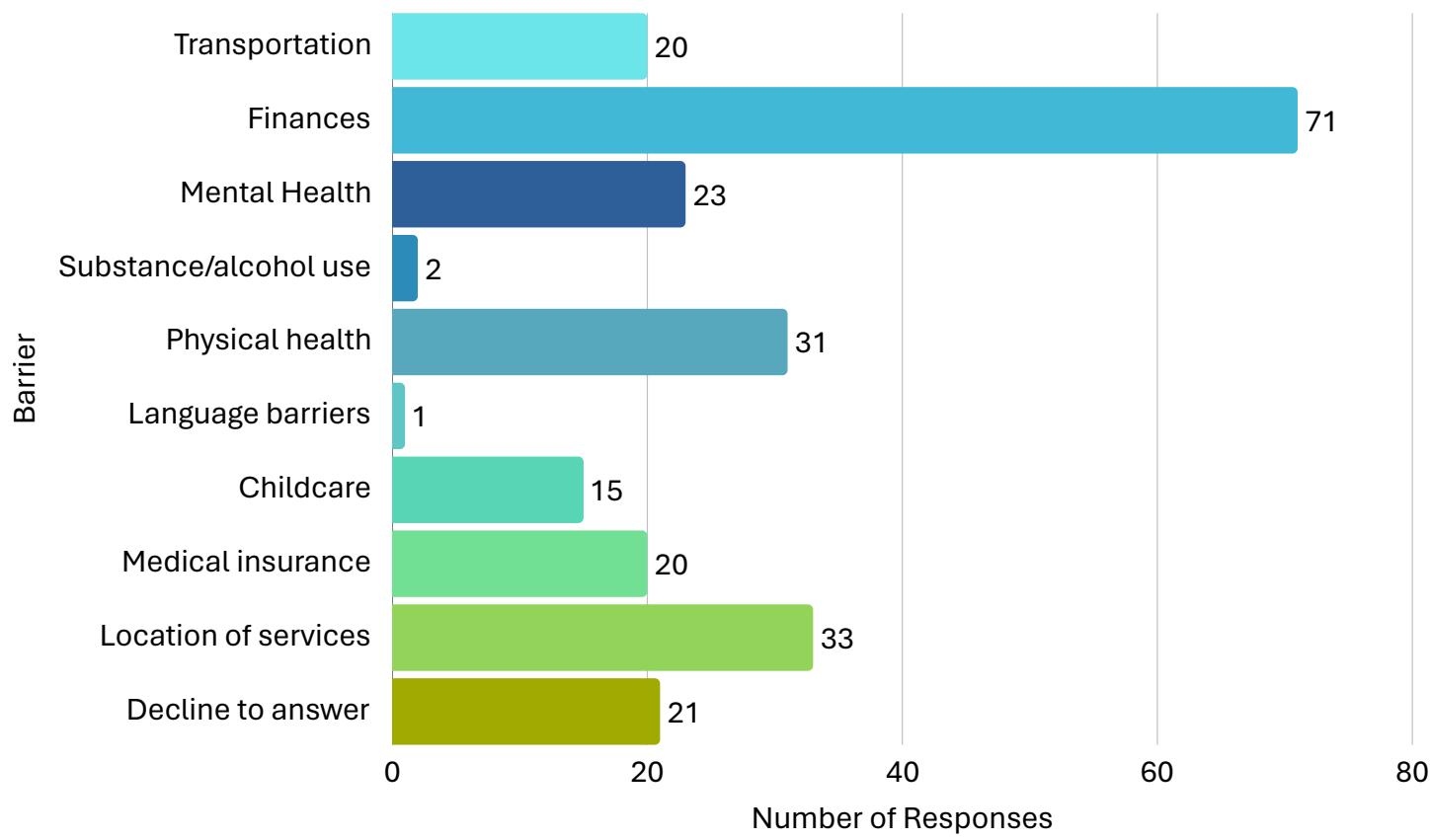


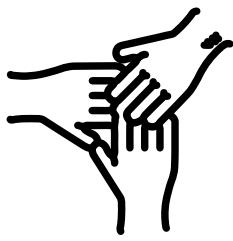
Resources

Percentage of Respondents Using the Following Supportive Services



Number of Respondents that Identified the Following Barriers to Resources





Resources Part 2

Percentage of responses per category when asked, “Are any of the following services ones that you do not currently have access to but are needing/wanting?”

- **Social events to connect with others in the community | 22%**
- **Financial assistance for housing | 10%**
- **Food pantry | 8.7%**
- **Mental health services | 8.3%**
- **Medical services (primary care physician, dental, vision) | 7%**
- **Financial assistance for medical costs | 6.2%**
- **Transportation | 5.4%**
- **Job training (for employment) | 3.3%**
- **Medication, for physical health | 3.3%**
- **Substance/alcohol use disorder resources | 2.1%**
- **Medication, for mental health | 1.2%**
- **GED/HSE (high school equivalency) classes | 0.83%**

In addition to this information, 2% of survey responses to the question, “Are you currently unhoused?” stated **yes**
**This does not include individuals living in non-permanent housing (i.e. with family or in a motel)*

Number of responses per category (ranked 1-12) when asked, “Are any of the following services ones that you do not currently have access to but are needing/wanting?”

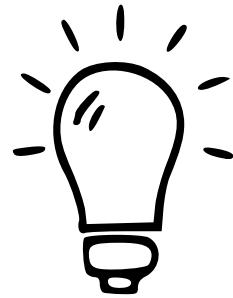
1. Social events to connect with others in the community- **53**
2. Financial assistance for housing- **25**
3. Food pantry- **21**
4. Mental health services- **20**
5. Medical services (primary care physician, dental, vision)- **17**
6. Financial assistance for medical costs- **15**
7. Transportation- **13**
8. Job training (for employment)- **8**
9. Medication for physical health- **8**
10. Substance/alcohol use disorder resources- **5**
11. Medication for mental health- **less than 5**
12. GED/HSE (high school equivalency) classes- **less than 5**



Educational Topics

Percentage of responses per category when asked, “Would you like to learn more about any of the following topics?”

- **Healthy eating (15%)**
- **Older adult health (10%)**
- **Healthy relationships (6.7%)**
- **Grief and loss support (6.2%)**
- **Chronic illnesses (4.4%)**
- **Disabilities (3.9%)**
- **Fall risk prevention (3.9%)**
- **Veterans (assistance and services) (2.8%)**
- **Medication for physical health conditions (1.3%)**
- **HSE (high school equivalency) resources (0.26%)**



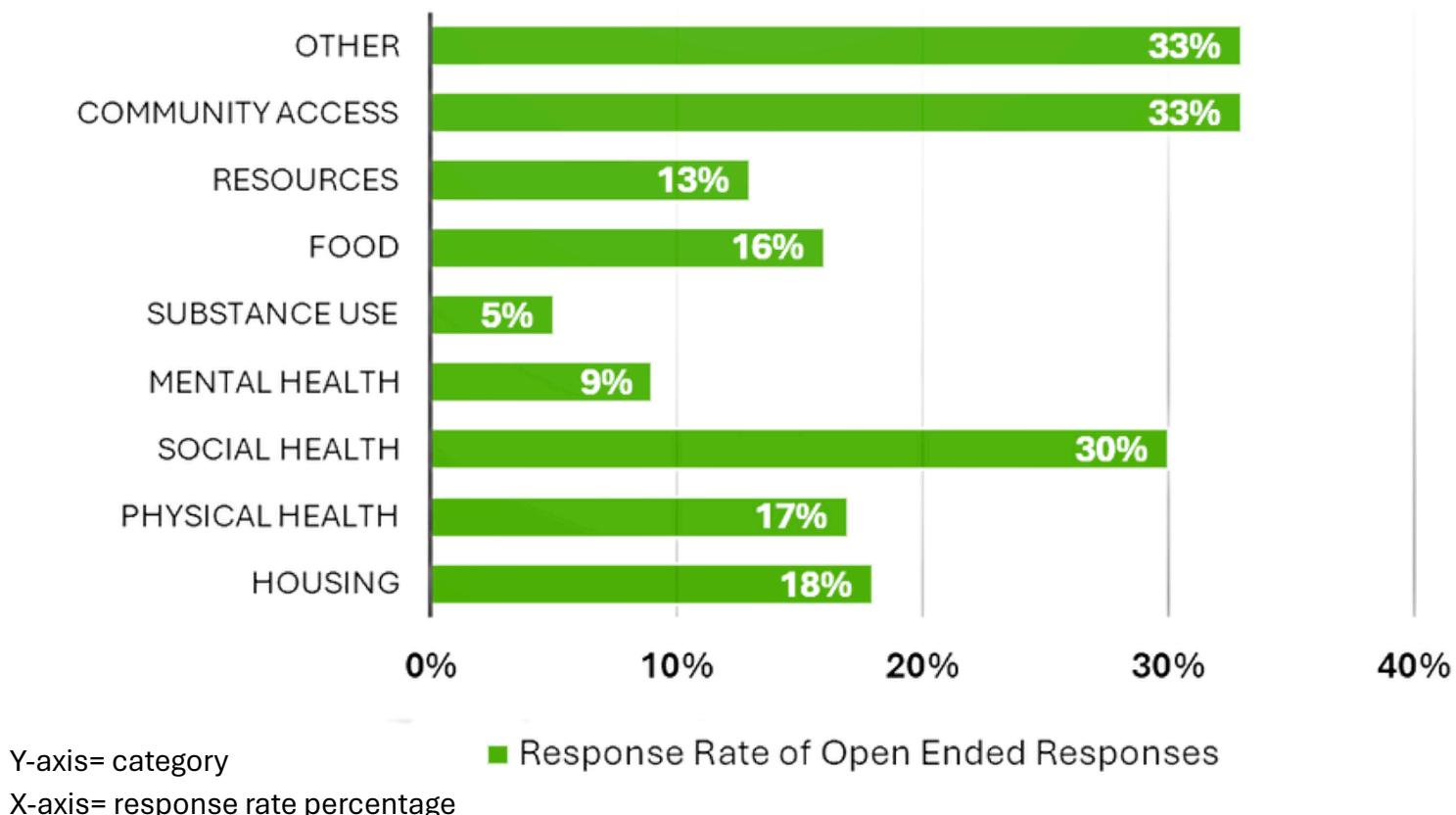
Topics Relating to Mental Health and Substance/Alcohol Use

- **Coping with mental health diagnoses (4.6%)**
- **Mental health conditions (4.4%)**
- **Mental health crisis intervention services (3.1%)**
- **Coping with someone close to you in active addiction (2.8%)**
- **Substance/alcohol use disorders (2.1%)**
- **Recovery from substance/alcohol use (2.1%)**
- **Medication for mental health conditions (1.5%)**

Open-Ended Responses

For open-ended response data organization, categories were created based upon the main categories of the survey (Housing, Food, Physical Health, Social Health, Mental Health, Substance Use, Resources, Community Access, and Other).

Sub-categories were created based upon common themes found throughout open-ended responses and organized under main category based on best fit.



Method

- % = (category total/response total) x 100
- Rounded to the first decimal point
- This data is derived from the 270 surveys that contained open-ended responses

Note: See page 16 for details on
“other” responses

Open-Ended Responses Part 2

(Breakdown by the Numbers)

Housing: 48 mentions

- 38 surveys mentioned housing affordability/homelessness. 10 surveys mentioned neighborhood/city restoration.

Food: 42 mentions

- 35 surveys mentioned food affordability/accessibility. 7 mentioned healthy/fresh food.

Mental Health: 24 mentions

- 24 surveys mentioned access to affordable mental health services, with childhood/youth mental health being mentioned periodically.

Substance Use: 14 mentions

- 14 surveys mentioned access/resources for substance use.

Physical Health: 45 mentions

- 26 surveys mentioned affordable/accessible healthcare, dental care, or primary care. 19 survey responses mentioned affordable gym or outdoor/indoor recreation.

Social Health: 81 mentions

- 34 surveys mentioned affordable activities/area for youth, adults, or older adults. 21 surveys mentioned entertainment (restaurants). 12 surveys mentioned social events in the community. 14 surveys mentioned healthy relationships/family support or recognition of diversity.

Resources: 34 mentions

- 7 surveys mentioned accessibility/knowledge of resources. 27 surveys mentioned accessibility of public transportation, childcare, or employment.

Community Access: 90 mentions

- 31 surveys mentioned improving/expanding parks/community center/trails. 32 surveys mentioned accessibility/improving sidewalks, roads, or trails. 17 surveys mentioned transparency/communication with the city. 8 surveys mentioned lack of accessibility to community spaces due to disabilities.

Other: 88 mentions

- 55 surveys mentioned accessibility to another grocery store. 13 surveys mentioned affordability of water/sewage bill or accessibility to recycling. 20 surveys mentioned public safety concerns or improving public schools.

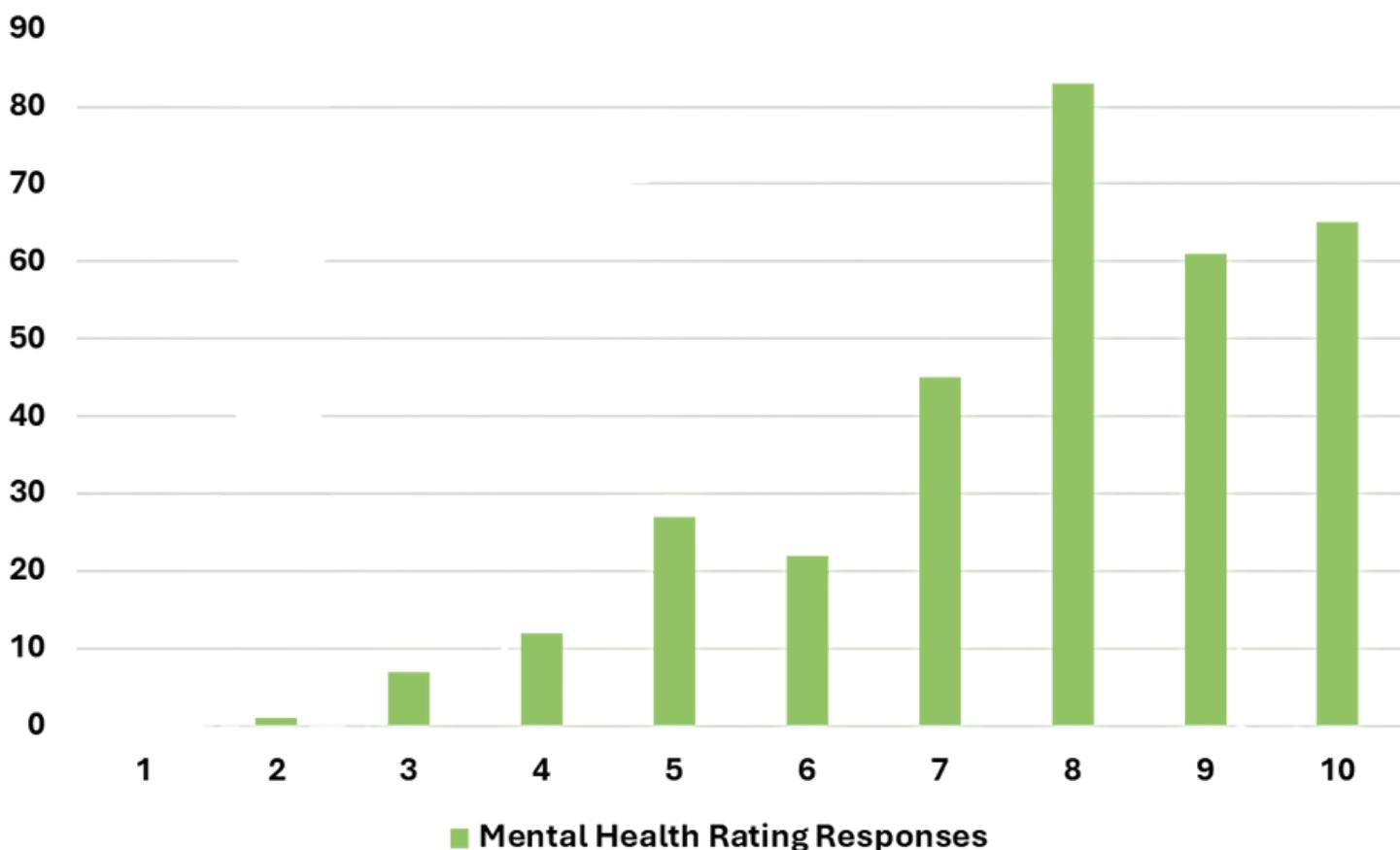
Mental Health Rating Responses

Mental health rating is 1 out of 10
323 individuals responded



Y-axis= number of responses

X-axis= rating from 1 to 10



Method

- $\% = (\text{total number of responses per rating}/\text{total response amount}) \times 100$
- Rounded to whole number
- **Any non-singular number was rounded to the lowest number to avoid minimizing symptoms/overly positive representation*

Percentage of responses received per rating

| RATING (1-10) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|----------------------------|----|-----|----|----|----|----|-----|-----|-----|-----|
| PERCENTAGE OF RESPONSES | 0% | >1% | 2% | 4% | 8% | 7% | 14% | 26% | 19% | 20% |

Other Community Data

New Haven Police Department Number of Responses per Category

NOTE: Below are the response numbers for mental health incidents in New Haven that the NHPD has addressed or investigated. Please note that some totals may overlap across categories. For instance, if a reported suicide was later determined to be an overdose, both codes would be recorded for the same incident.

| Year | Crisis Intervention Team Responses | Responses to Mental Health Related Situations | Responses to Reported Suicide Attempts | Responses to Reported Overdoses | Responses Involving Homeless Individuals (Began Data Collection in May of 2025) |
|------------------|------------------------------------|---|--|---------------------------------|---|
| 2023 | 109 | 145 | 18 | 20 | N/A |
| 2024 | 111 | 144 | 26 | 10 | N/A |
| 2025 (Jan.-Nov.) | 82 | 100 | 23 | 10 | 29 |

East Allen County Schools McKinney

Vento Numbers (2025)

What is McKinney Vento?

The McKinney-Vento Homeless Assistance Act in Indiana is a federal law that guarantees educational rights and protections for children and youth experiencing homelessness

In Indiana, a student qualifies for McKinney-Vento protection if they lack a fixed, regular, and adequate nighttime residence. This includes children and youth living in shelters, motels, cars, campgrounds, doubled-up housing due to hardship, or other unstable arrangements.

Source: <https://www.in.gov/doe/home/mckinney-vento-homeless-children-and-youth-program/>

| (Schools located in New Haven) | (Entire district) |
|--------------------------------|----------------------|
| 47 students | Approx. 230 students |

Recommendations

Collaborate with partner organizations to utilize the results from the community needs survey to develop and implement programming.

Create a communication plan to provide information to the community regarding concerns.

Hold educational information sessions for the community based upon indicated topics of interest.

Hold a yearly reoccurring resource event for the community.

Maintain the City of New Haven's page on the City's website regarding available resources and services to the community.

Collaborate with partners to create a space where services can be offered to community members.

Create a committee of community service stakeholders to meet quarterly to discuss current community needs and create strategic plans to address identified needs.

Research successful intervention strategies for identified needs and implement when applicable.

Provide training to city staff regarding mental health and other relevant topics to enhance engagement and service delivery to the community.



Acknowledgements

Thank you to all of our community members that completed this survey, along with all of our partner organizations for their assistance. Without your help and participation gathering this input from our community would not have been possible.

It takes a community to build a community! Thank you!



Special thanks to our partners

- Christian Community Healthcare
- Adam's Township Parks Department
- Allen County Public Library- New Haven Branch
- project.ME
- Blue Jacket Inc.
- Renovate Counseling
- Fisher's Health Department
- The 909 Gathering Place
- YMCA- New Haven Branch
- EACS
- NHPD
- Bowen Health
- Imagine More, LLC
- Allen County Department of Health

Creator of report, Katie Rhodes, Community Health Coordinator

Sources

New Haven Community Needs Survey

East Allen County Schools

New Haven Police Department

McKinney Vento Information (IN.gov)

<https://www.in.gov/doe/home/mckinney-vento-homeless-children-and-youth-program/>

Parkview Health's Community Health Needs Assessment

<https://www.parkview.com/-/media/parkview-media/file/2020-pa---albright/2022-parkview-health-system-chna.ashx>

United Way of Allen County's Priorities Report (Summary)

https://www.unitedwayallencounty.org/wp-content/uploads/2022/10/Critical_Community_Needs_Study_Summary_Report_2021.pdf

Appendix A

Allen County Demographics

Median Household Income (Parkview Health, pg.15, 2022)

- 2020- 57,104
- 2017- 51,091

Percentage of Population by Race & Ethnicity (Parkview Health, pg. 13, 2022)

- White
 - 2020- 73.2%
 - 2017- 74.6%
- Black/African American
 - 2020- 11.3%
 - 2017- 11.3%
- Hispanic/Latino
 - 2020- 7.6%
 - 2017- 7.2%
- Other Race or Ethnicity
 - 2020- 8.1%
 - 2017- 6.9%

Unemployment (Parkview Health, pg. 17, 2022)

- 2020- 5.0%
- 2017- 6.3%

Percentage of Population Below Poverty Line (Parkview Health, pg. 16, 2022)

- 2020- 12.6%
- 2017- 14.7%

Education- Population without High School Diploma (Parkview Health, pg. 18, 2022)

- 2020- 10.1%
- 2017- 10.6%

Source: <https://www.parkview.com/-/media/parkview-media/file/2020-pa---albright/2022-parkview-health-system-chna.ashx>

Appendix B

Allen County Top Identified Health Concerns and Needed Services

Allen County's Top Ten Health Service Needs

(According to Research from Parkview Health's Community Needs Assessment)

- Mental health services
- Substance use disorder services
- Access to healthy food
- Access to recreational spaces
- Access to birth control
- Access to primary care providers
- Senior services
- Gun safety
- Health insurance
- Childcare

(Parkview Health, pg. 7, 2022)

Top ranked service needs from community and providers survey data for Allen County

(According to Research from Parkview Health's Community Needs Assessment)

Community Identified:

1. Mental Health
2. Substance Use
3. Food
4. Recreational spaces
5. Birth Control

Providers Identified:

1. Mental Health
2. Substance Abuse
3. Childcare
4. Transportation
5. Food

(Parkview Health, pg. 31, 2022)

Top ranked health concerns from community and provider survey data for Allen County

(According to Research from Parkview Health's Community Needs Assessment)

Community Identified:

1. Obesity
2. Chronic Disease
3. Mental Health
4. Substance Use
5. Alcohol Use

Providers Identified:

1. Mental Health
2. Substance Use
3. Obesity
4. Chronic Disease
5. Tobacco Use

(Parkview Health, pg. 31, 2022)