

**Defining Underserved, Un-served & Inadequately Served**

Underserved, un-served and inadequately served “populations" or communities share an identity and a state of "being” and face service challenges due to historical or ongoing systemic and societal or community-based barriers based on:

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| --- | --- | --- | --- |
| **Race** | **Ethnicity** | **Immigration Status** | **Sovereignty/Indigenous Status** |
| **Sexual orientation/Gender Identity** | **Cultural, language and literacy barriers** | **Geographic location (where it creates a barrier)** | **Faith, spirituality or religious identity** |
| **Age: Youth and children** | **Age: Adults in later life** | **Mental disabilities or other mental health needs** | **Physical, cognitive or sensory disability** |

Expanding and enhancing our understanding and approach to include this three-tier definition of underserved, un-served & inadequately served will enable us to include a ***spectrum of needs.***

* **Unserved** 
  + No services available
  + Severe isolation
* **Underserved** 
  + Limited access
  + Moderate isolation
* **Inadequately served** 
  + Over-represented
  + Access but limited quality

**Applying the Three-Tier definitions to the populations in your**

**State, district, territory, or organization**

**(Please check one category – and only one – for each population)**

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| **POPULATION** | **Unserved** | **Underserved** | **Inadequately Served** |
| Asian Pacific Islander (API) |  |  |  |
| Black/African American |  |  |  |
| Disabilities/Deaf |  |  |  |
| Immigrant / Refugee |  |  |  |
| Later life |  |  |  |
| Latino/ Hispanic |  |  |  |
| Limited English Proficiency (LEP) |  |  |  |
| LGBTQI |  |  |  |
| Multi-ethnic |  |  |  |
| Native |  |  |  |
| Rural |  |  |  |
| Undocumented |  |  |  |
| Youth and Teens |  |  |  |
| Non-Christian Faith |  |  |  |

**Action Steps for Reaching 3-Tier Populations**

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| **Goal** | **Action Steps** | **Who?** | **Resources Needed** | **Timeline** |
| **Identifying 3-Tier Populations** |  |  |  |  |
| **Building Community Partnerships w/ 3-Tier Populations** |  |  |  |  |
| **Becoming Stronger Ally to 3-Tier Populations** |  |  |  |  |
| **Responding to Barriers to 3-Tier Populations** |  |  |  |  |
| **Other Goals** |  |  |  |  |