

JUNE 2021



COMMUNITY SERVICES, INC.
Community Needs Assessment

Acknowledgments

Foremost, we would like to express our sincere gratitude to the elected officials in our service area for their unwavering support and feedback:

Judge Robert D. Johnston, Judge Chris Hill, Judge Jim Johnson, Judge Todd Little, Judge Wade McKinney, County Attorney G. Calvin Grogan V, City Manager Howdy Lisenbee, Judge Bobby L. Rich, Jr., Judge H.M. Davenport Jr., Commissioner Janet Nichol, Judge David Sweet, and Judge Don Kirkpatrick.

A warm appreciation to the entire Community Services, Inc. staff and board of directors for their invaluable insight on this Community Needs Assessment and active participation in data collection measures.

Special recognition to the Community Needs Assessment (CNA) Team for their tireless efforts yielding to the successful execution of this project.

Last but not least, we would like to thank our Executive Director, Mr. Daniel Edwards, Sr. for his patience, motivation, enthusiasm, and immense knowledge on the subject matter. His guidance helped us in the research and compilation of this report.

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Executive Summary

Compelled to Serve our Community

As a Community Action Agency in the Community Action tradition, Community Services, Inc. (CSI) work of providing services that benefit the community is core to our identity. While governed by laws and regulations for non-profit, tax-exempt organizations to provide services to those in need, we are ultimately compelled by a desire to extend the hope, ultimately leading to self-sufficiency. Our mission and core values call us *to empower and enrich those in the communities we serve* with a particular concern for the poor and underserved.

Assessing Community Social Services Needs

CSI collaborated with county and metro area service agencies and other community partners to conduct a community needs assessment (CNA) for the ten-county service area, consisting of three regions. A regional manager governs each region. The targeted service area included Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt counties, representing a total population of about 2,693,601 residents.

The CNA consisted of various versions of surveys (i.e., windshield surveys) to include local residents, staff, board members, local public officials via virtual forms (i.e., emails), with opportunity for respondents to voluntarily participate in focus group sessions, town hall meetings, and Zoom Calls when appropriate to ensure safety during the pandemic which aided in the validation of the survey results.

Additional sources included national, state, and local demographic and community health databases and CSI's utilization data and asset maps in conjunction with the survey and focus groups. Multiple community partners, such as Serve Denton, Texas Workforce Commission, county commissioners, and courts, also shared specific data and resources from their respective community needs assessments.

The Challenge: Determining Social Needs, Information and Process Gaps

Two significant challenges in the CNA process were identified: skewing data within the Ten-County region toward the smaller cities within those counties, which are a part of CSI's service area, and conducting a Community Needs Assessment amid a pandemic.

The cities targeted in the ten-county service delivery area, while inclusive but not in the CSI's daily program design for service delivery due to locale, could have distorted the data for the surrounding suburban communities, which is why extensive groundwork was launched and completed in this process. Compounding the issue was the absence of a coalesced effort to create a health needs assessment specific to CSI's service delivery area, primarily due to timing and COVID-19 issues.

Social Service and Health Care Priorities

The CNA identified five top social/environmental concerns for our ten-county service delivery area:

1. Housing
2. Education
3. Health & Social Development
4. Employment
5. Transportation

These specific needs were identified based upon extensive investigative survey practices that were innovative and based on putting feet on the ground in a total of thirty cities throughout our ten-county service delivery area and our ability to affect the need.

Our Response

The plethora of needs identified by the CNA has been integrated into CSI's three-year implementation plan designed to address these needs with activities that align with CSI's strategic initiatives, mission, and vision. With the guidance from CSI's Strategic Leadership Council and Community Benefit Steering Committee, stewarding existing resources, strengthening partnerships, and seeking the creation of new innovative programs both on the main campus and within the community, the goals, objectives, and outcome measures defined in the implementation plan will be reviewed annually for impact.

This report is the first update to CSI's CNA as required by the Texas Department of Housing and Community Affairs (TDHCA) and specifically applicable to the time that CSI Community Services Block Grant Program Regional Team has facilitated this CNA comprehensive update. This report aims to provide a roadmap for improving and promoting the health/stability of the communities in our service delivery area. The CNA process identifies several factors that influence the populations served and determines the availability of resources that adequately address such concerns. With the information provided in this report, agency leaders will develop a plan of action to address community priorities and build the capacity of existing programs, resources, and partnerships.

This Executive Summary provides an overview of the 2021 CNA findings for the ten-county region. The full report that follows contains information and explanations of the data for individual counties. Links and references provided throughout this report will help readers understand how the data led to the development and findings of the 2021 CNA.

To access the full CNA Report, visit www.csicorsicana.org

Background

In 2001, the U.S. Department of Health and Human Services (USHHA) issued a memorandum to all CSBG eligible entities, giving them a directive to conduct a Community Needs Assessment. The assessment results serve as guidance to help design and implement programs to meet the community's needs. This requirement is in conjunction with the Organizational Standards. Community Action Agencies (CAA) must follow a three-step process to remain compliant with this federal requirement, as illustrated below:

1. A Community Needs Assessment (CNA)- This assessment aims to help identify the community needs to be conducted every three years.
2. A Strategic Plan (SP)- This plan aims to help set agencies' priorities leading to desirable outcomes, which are to be conducted every five years.
3. A Community Action Plan (CAP)- the purpose of this plan is to implement programs that will meet the community's needs, which are to be conducted yearly.

Relationship between planning processes



Summary of Community Needs Assessment Requirements

- Collect current poverty data and county demographics of the service area.
- Identify key findings on the causes of poverty in the service area.
- Collect and analyze qualitative and quantitative data in the service area.
- Formal presentation of assessment and approval received by the agency's governing board.
- Formulate a results-oriented and anti-poverty-driven Community Action Plan.
- Utilize customer satisfaction survey data to help guide the strategic planning process.


CSI will use the data obtained in the Community Needs Assessment process to sustain and enhance service to improve the quality of life of low-income families in the 10-county service area.

Organizational Profile/ Agency Background

Community Services, Inc. (CSI) was founded in 1966 in response to the federal administration's declaration of war on poverty. CSI started planting its roots in Navarro County to meet the needs of the underserved with low socio-economic status in the community. Organized as a community action agency in pursuance of the economic Opportunity Act of 1965, CSI has partaken in the coordination and mobilization of community-based resources. Our agency participated in related charitable activities to promote opportunity and improve the quality of life for the disadvantaged population. The mission of Community Services, Inc. is to provide support services that empower and enrich individuals, families, and communities directly and through mutual collaborations with community partners leading to self-sufficiency.

CSI has been very fortunate to initiate pilot projects resulting in the development of weatherization, comprehensive energy assistance, Headstart, parent counseling, GED, and housing counseling programs. Although these outreach programs have merged or dissolved over the past decades, CSI has been recognized as an agency with rich culture and community values. Social altruism has been the bedrock of this agency, yielding to sustainability for the past 55 years. CSI is funded by the Texas Department of Housing & Community Affairs (TDHCA) as a CSBG eligible entity. Over the years, we have grown as an agency offering direct client services in the following counties: Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt. These support services are rental assistance, utility assistance, education supports, employment supports, transportation and food. CSI has been a tremendous asset to the community with annual fundraising and outreach programs to promote health, safety, and education needs.

Currently, CSI invests its time in building and enhancing the following service programs: Community Services Block Grant/ Direct Client Services (CSBG/DCS), Community Transit Services (CTS), and Meals on Wheels (MOW). We meet our customers' needs by eliminating barriers along the way. Each customer and family we serve has access to our agency via phone, website, or email communication to help address their needs. This is established via an application process that is thoroughly explained by the program and support staff.



"Working at CSI started as a job for me, but as the years progressed, I realized it was a calling."

-Excerpt from Ms. Denise Freeman- CSI's Tenured staff (Full interview located in appendix)

Highlights

- CSBG has established 40 community partnerships within the past year to ensure the continuum of care.
- CSBG has served 395 unduplicated households with a 1097 person count in FY 2020.
- Thirty-three persons Transitioned Out of Poverty (TOPs) in FY 2020, despite the loss of jobs due to the COVID-19 pandemic.
- CTS received a 95% overall accuracy rate during its TXDOT Drug and Alcohol Compliance Review.
- CTS ridership increased by 44% from February 2021 to March 2021.
- CTS installed covered parking to protect our human resources first and foremost with ancillary benefits designed to maintain the vehicles to their full life expectancy.
- MOW program doubled in capacity from 100 to 200 participants and delivered 51,166 Meals from March 2020 to March 2021.
- MOW recently passed the latest Audit with 97% out of 100%.
- MOW hired new staff and implemented an additional route to serve the needs of program participants adequately.
- MOW executed safe meal delivery to program participants before Winter Storm Uri (February 2021).



Timeline of Events (1966-2021)

Transitioning low-income families to self-sufficiency

1966

Beginning Stages

CSI, also recognized as community action agency was founded in Navarro County.

1967

Pilot Program-Housing & Headstart

CSI developed a pilot project to provide housing counseling. Headstart program was initiated in Navarro County.

1968

Pilot Program-Job Training/ GED program

140 trainees were approved to participate in on the Job training for 7 counties through the Bureau of Apprenticeship (Dept. of Labor)

1973

Pilot Program-Energy Conservation

Weatherization program began for low-income families residing in 10-county service area.

1975

Assessment

Assessments were conducted on Seasonal Farm Worker/ Migrant workers eventually resulting in employment opportunities.



Timeline of Events (1966-2021)-Cont.

Transitioning low-income families to self-sufficiency

1976

Assessment- "Women In Crisis"

A special demonstration project that provided counseling, assessment, support and job training and placement for displaced homemakers.

1977

Special Outreach Project

Conducted in Kaufman County under Title X-program provided additional home repairs, rural housing counseling, and outreach/referral services.

1978

Operation Plan

Delivery of Title XIX Medical Transportation Services under TDHR to cover service area except Denton County.

1979

Emergency Energy Crisis Assistance

Served low-income persons in Anderson, Collin, Denton, Henderson, Kaufman, Navarro, Rockwall and Van Zandt counties yielding a total of 820 clients and \$106,460 in assistance rendered.

1980

Summer Heat Crisis Relief Program

Served 3,441 low-income persons in Ellis, Kaufman and Navarro counties. A total of \$99,154 in assistance rendered.

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JUNE 1, 2021



Timeline of Events (1966-2021)-Cont.

Transitioning low-income families to self-sufficiency

1982

Parent Aid Counseling

Small project launched with TDHR to provide parent aid counseling and home visitation. Education support provided to help reduce child abuse and neglect.

1983

Energy Crisis Intervention Program

Served 1,176 client in 10-county service area with \$95,37 of TDHR funds expended within a year of award.

2016

Jubilee Celebration

CSI turns 50. Agency met state requirements and Transitioned 59 families out of Poverty (TOPs)

2020

Breaking Ground

CSI moved into a new facility to house all 3 programs: CSBG, Community Transit Services (CTS and Meals on Wheels (MOW). Award \$2.1M in CARES funding in addition to regular contract funds. Implementation of Virtual Intakes.

2021

Discretionary Funds

CSI was awarded an additional 133K in discretionary funds to expended by August 31st, 2021. Enhancing service delivery by adapting innovative online tools and platforms utilized by program staff and clientele.

COMMUNITY SERVICES, INC. /
A COMMUNITY ACTION AGENCY

JUNE 1, 2021 6

Outreach Locations-

Community Services, Inc. has offices in the following locations. A list of former outreach locations and pictures are located in Appendix L.

ANDERSON COUNTY

2065 Loop 256, Ste #34-A

Palestine, TX 75801

P: 903-723-4750

F: 903-723-4796

COLLIN COUNTY

1836 W. Virginia, Ste. #209

McKinney, TX 75069

P: 214-585-0885

F: 214-585-0645

DENTON COUNTY

306 N. Loop 288

Denton, TX 76209

P: 903-872-2401

F: 903-874-4274

ELLIS COUNTY

1905 W. Ennis Avenue,

Ste #208

Ennis, TX 75119

P: 972-875-0070

F: 972-875-0071

HENDERSON COUNTY

1703 Rocky Ridge Rd.

Athens, TX 75751

P: 903-675-7623

F: 903-675-6779

HUNT COUNTY

2824 Terrell Rd, Ste #203

Greenville, TX 75401

P: 903-455-0341

F: 903-454-1730

KAUFMAN COUNTY

101 Sage, Ste. #F

Terrell, TX 75160

P: 972-551-0947

F: 972-551-1150

NAVARRO COUNTY

302 Hospital Drive

Corsicana, TX 75110

P: 800-831-9929

F: 903-874-4247

ROCKWALL COUNTY

305 N. Houston

Royse City, TX 75032

P: 800-831-9929

F: 972-635-6824

VAN ZANDT COUNTY

670 West Dallas (Hwy 64)

Canton, TX 75103

P: 903-567-3150

F: 903-567-3157

Community Services Block Grant Overview

The Community Services Block Grant (CSBG) is administered in all 50 states of the United States of America; included in this group are the District of Columbia, the Commonwealth of Puerto Rico, U.S. Territories, and other organization with the common goal of alleviating the causes and conditions of poverty.

CSBG is a federally funded program administered by the U.S. Department of Health and Human Services, Office of Community Services (USHHS/OCS). These funds are disbursed to states accordingly with the purpose of address poverty and helping low-income families become self-sufficient. This network consists of both public and non-profit agencies. This is non-competitive for all eligible entities as funding is allocated based on a matrix designed by the USHHS/OCS. Support services and program activities are designed to address the following needs: housing, employment, education, nutrition, and health.

Sub-recipients of this grant are expertise in program delivery as each entity institutes effective methods of addressing the needs of the communities they serve. Each eligible entity is described as a *Community Action Agency* (CAA) under section 673(1) of the CSBG Act, as amended by the Human Service Amendments of 1994 (P.L. 103-252), and meets all requirements under section 673 (1) (A) and 676 (A) of the CSBG Act, as amended by the COATES Human Services Reauthorization Act of 1998.

Community Services Block Grant/ Direct Client Services (CSBG/DCS)

Community Services Block Grant/Direct Services Support (CSBG) is funded by the Texas Department of Housing and Community Affairs. The CSBG program provides administrative and supports services in the following counties: Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt. This program is designed to provide a range of services that assist low-income individuals, and families attain the skills, knowledge, and motivation necessary to achieve self-sufficiency. Direct Support Services is executed through a six-month case management program for all eligible customers. These customers are enrolled in case management during their initial contact with our agency. This is accomplished via monthly follow-up sessions with case managers to address barriers, initiate a plan for achieving desirable outcomes. This outcome includes, but is not limited to: education advancement, job training, and professional development with the result of Transitioning Out of Poverty (TOP). We have impacted the communities we service by offering up to three months of rental assistance, offering gas cards for those seeking employment, food assistance to those experience a crisis, tuition and textbook assistance, and other levels of support.

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Board of Directors

The CSI leadership includes the following member presently seated on the Board of Directors:

Public	<ul style="list-style-type: none">• Monetha Fletcher• Jeffery C. Enoch, Sr.• Ruth Woods	Rockwall Henderson Navarro	President Secretary Treasurer
Private/ Civic	<ul style="list-style-type: none">• Rev. Dairy Johnson• Lakeshea Brown• Clara Jo McMillan	Navarro Ellis Navarro	Vice President Member Member
Client	<ul style="list-style-type: none">• Krystal Gergits• Vacant• Vacant	Anderson Navarro Kaufman	Member Member Member

Community Needs Assessment Overview

The Community Services Block Grant (CSBG) Act requires states administering this grant to present a Community Needs Assessment (CNA) report developed by CSBG eligible entities. Sub-recipients must outline the Community Needs Assessment results overview in the report to be submitted by June 1, 2021. CSI referred to the "Develop A CNA Report" section on TDHCA's website for guidance on this report.

Anderson County:

Poverty %:	19.8%
# of Residents Surveyed:	60
# of Clients Surveyed:	Included in survey
# of Community Forums Held:	1
# of Focus Groups:	1
Title of Elected Officials Participants:	Judge Robert D. Johnson (County Judge)
Name of Board Members Interviewed:	Krystal Gergits
Names of Organization Interviewed:	Palestine Municipal Court (Public) Advanced Art, Inc. (Education) Super H Staffing, LLC (Private) ACCESS (Public) First Resource Center (Community) Hope Station (Community) Anonymous Angels of Anderson County (Faith) Anderson County Visitor's Center (Public) Multicultural Education Center (Community)

Collin County:

Poverty %:	6.1%
# of Residents Surveyed:	84
# of Clients Surveyed:	Included in survey
# of Community Forums Held:	1
# of Focus Groups:	0
Title of Elected Officials Participants:	Judge Chris Hill (County Judge)
Name of Board Members Interviewed:	N/A
Names of Organizations Interviewed:	Frisco Family Services (Community) City Church (Faith) Community Lifeline Center (Private) Gulledge Elementary School (Education) North Texas Job Corps Center (Public)

Denton County:

Poverty %:	6.5%
# of Residents Surveyed:	59
# of Clients Surveyed:	Included in Survey
# of Community Forums Held:	1
# of Focus Groups:	0
Title of Elected Officials Participants:	Judge Jim Johnson (District Judge)
Name of Board Members Interviewed:	N/A
Name of Organizations Interviewed:	Denton Public School Foundation, Inc. Denton Public Library Denton Friends of the Family Denton Fire Department Grace Like Rain Serve Denton CASA (Denton) Refuge for Women Salvation Army Condell Garden Giving Hope, Inc. Recovery Resource Council Renue Pharmacy

Ellis County

Poverty %:	8.7%
# of Resident Surveyed:	88
# of Clients Surveyed:	Included in Survey
# of Community Forum Held:	1
# of Focus Groups Held:	0
Title of Elected Officials Participants	Judge Todd Little
Name of Board Members Interviewed:	Lakeshea Brown
Name of Organizations Interviewed:	Helping Hands of Ennis (Community) Waxahachie Family YMCA (Faith) Palladium Glenn Heights Apartments (Public) Waxahachie Housing Authority (Public) Medical Professional Institute (Education) First Red Oak (Faith) Clarity Counseling Center of Ellis County, Inc. (Private)

Henderson County

Poverty %:	17.5%
# of Resident Surveyed:	56
# of Clients Surveyed:	Included in survey
# of Community Forum Held:	1
# of Focus Groups Held:	1
Title of Elected Officials Participants:	Judge Wade McKinney (County Judge)
Name of Board Members Interviewed:	Jeffery Cardell Enoch, Sr.
Name of Organizations Interviewed:	Faith In Action (Community) Workforce Solutions East Texas (Public) Express Employment Solutions (Private) A.T. Staffing- Athens (Private) First Baptist Church of Malakoff (Faith) Cross Roads Elementary (Education)

Hunt County

Poverty %:	14.8%
# of Resident Surveyed:	55
# of Clients Surveyed:	Included in survey
# of Community Forum Held	2
# of Focus Groups Held	2
Title of Elected Officials Participants	G. Calvin Grogan V. (County Attorney) Howdy Lisenbee (City Manager)
Board Members Interviewed:	N/A
Organizations Interviewed:	Hunt County Probation Office City of Commerce Joyful Hearts Learning Center Bread of Life Food Pantry United Healthcare Bread of Life Church of the Nazarene

Kaufman County

Poverty %:	9.8%
# of Resident Surveyed:	55
# of Customers Surveyed:	Included in survey
# of Community Forum Held:	1
# of Focus Groups Held:	0
Title of Elected Officials Participants:	Judge Bobby L. Rich, Jr. (County Court at Law 2)
Name of Board Members Interviewed:	N/A
Organizations Interviewed:	Salvation Army Service Center (Faith) Helping Angels of Kaufman County (Community) The Help Center (Community) Kaufman County Sheriff's Department (Public) The Kaufman Herald (Private) Terrell Alternative Education Center/ Phoenix School (Education)

Navarro County

Poverty %:	13.4%
# of Resident Surveyed:	56
# of Clients Surveyed:	Included in the survey
# of Community Forum Held:	1
# of Focus Groups Held:	1
Name/Title of Elected Officials Participants:	Judge H.M. Davenport (County Judge)
Name of Board Members Interviewed:	Rev. Dairy Johnson Ruth Woods Clara Jo McMillian
Name of Organizations Interviewed:	Mary Peterson Daycare (Education) YMCA of Corsicana (Faith) Workforce Solutions for North Central Texas (Public) Corsicana Chamber of Commerce (Private) Salvation Army (Community) Martin Luther King Jr. Community Center (Community)

Rockwall County

Poverty %:	4.8%
# of Resident Surveyed:	58
# of Clients Surveyed:	Included in the survey
# of Community Forum Held:	1
# of Focus Groups Held:	0
Title/ Name of Elected Officials Participants:	Judge David Sweet (County Judge) Janet Nichol (Commissioner Pct. 4)
Name of Board Members Interviewed:	Monetha Fletcher
Name of Organizations Interviewed:	JER Chilton YMCA (Faith) Rockwall Public Library (Public) Helping Hands (Community) Rockwall Quest Academy (Education) Rockwall Counseling and Wellness (Private)

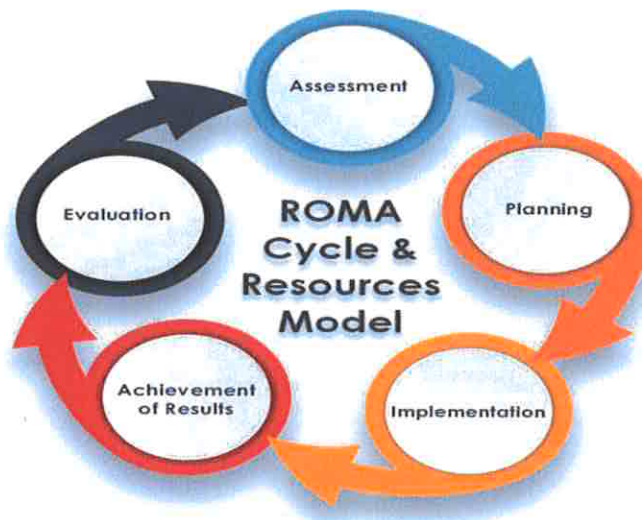
Van Zandt County

Poverty %:	13.6%
# of Resident Surveyed:	50
# of Customers Surveyed:	Included in the survey
# of Community Forum Held:	2
# of Focus Groups Held	1
Title of Elected Officials Participants:	Judge Don Kirkpatrick (County Judge)
Name of Board Members Interviewed:	N/A
Name of Organizations Interviewed:	Love and Grace Family Resource Ministry (Faith) Manna House Food Bank (Community) Canton Police Department (Public) Twisted Cedar Childcare Center (Education) Grand Saline Sun (Private)

*Poverty percentages were extracted from US Census Bureau American Community Survey (ACS).

Timeline and Data Collection Plan

CSI utilized the Results Oriented Management and Accountability (ROMA) Cycle as a framework in classifying the needs of our 10-county service area. This framework allows us to identify gaps in service delivery to implement programs to address the community's needs. The Community Needs Assessment drives our agency's Strategic Plan. Our agency continues to evaluate its current methods of service delivery to ensure there is no disruption in services. In addition, CSI seeks additional opportunities to enhance the efficiency of the Community Services Block Grant Program yearly.



This Community Needs Assessment was conducted in the following months: March, April, and May 2021. The Data Collection Plan is as follows:

- Collecting local, state, and nationwide data (Quantitative)
- Surveying local residents (Qualitative)
- Interview local officials (Qualitative)
- Extract data from data banks such as "Community Commons" or "Sparkmap.org," U.S. Census Bureau, U.S. Center for Disease Control (CDC), World Health Organization (WHO), SAMSHA, "Health People 2020" (Quantitative)
- Collect and analyze qualitative data (i.e., focus groups, town hall meetings, virtual and in-person interviews, community forums, online surveying platform, and staff insight)
- Identify the needs by county and prioritize the top 5 needs using both quantitative and qualitative data.

CSI also included the input of our clientele alongside our community partners to ensure real-time results. We had a wide variety of participants across various sectors in our 10-county service area, such as community-based organizations, faith-based organizations, education, public and private sectors.

Data Collection & Analysis Methods

Scope of Research

This assessment aims to identify the community needs, develop a plan to address the needs, implement a plan with the help of community leaders, measure and evaluate outcomes. Our agency implemented a multi-faceted approach to obtaining accurate results (survey instruments in Appendix section):

- Extensive sample community survey via survey monkey and social media platforms.
- Windshield Survey (conducted by staff)
- Community-Based Organizations (i.e., faith-based, non-profits, education, public, and private sector)
- Forums and Focus Groups
- Interviews with elected officials and board members
- Quantitative data analysis (National, State, and Local Level)

Large Sample Community Surveys via Survey Monkey and Social Media Platforms

Our agency followed the recommendations given by TDHCA. It used the sample size calculator (<http://www.raosoft.com/samplesize.html>) to determine the sample size for a given confidence level and margin of error for the population. Our total large sample size equated to 621 participants. Our agency data is based on a 98.73% confidence level with a 5% margin of error in evaluating our sample size. Survey participation was advertised on CSI's Facebook page in addition to LinkedIn and other social media platforms. Special arrangements were made to address the various barriers presented by survey participants, such as limited reading comprehension, language barriers, and handwriting legibility. Participants were given a diverse range of options and modes to complete the survey: via Survey Monkey, QR Code, Physical Surveys (English), Physical Surveys (Spanish), Phone Interviews, and in-person dictation. There were five available survey collectors: via Web Link, Email, Social Media, Website, and Manual Data Entry. Survey Participation advertisement attached and located in Appendix A.

Web Link: Ideal for sharing via email, social media, etc.

Email: Ideal for tracking survey respondents.

Social Media: Post the survey on Facebook, LinkedIn, or Twitter.

Website: Embed survey on the website.

Manual Data Entry: Manually enter responses.

Residents can access the survey via the following QR Code:



Windshield Survey (New Feature)

CSI elected to conduct a windshield survey during this Community Needs Assessment period to provide an objective view of the low-income communities in our 10-county service area. Our Needs Assessment team strategically focused on mapping the Windshield surveys based on the top three cities of customers seeking assistance in all support areas. We surveyed the low-income areas within the top 3 cities identified.

The top 3 cities were identified in each county, and completion of this survey method was accomplished in 1 week. This surveying method aimed to understand the overall view of the community and have a greater understanding of the volume of requests received in each respective county.

Highlights

- Public transportation was non-existent in rural areas and smaller towns.
- Residents had to travel outside of the area to receive medical/mental health care in quaint towns.
- Pride was taken in preserving the integrity of historic buildings.
- Residents lacked knowledge of other available resources that were available in the area.
- Conducting the needs assessment provided the opportunity to interact with the residents and meet other community partners.

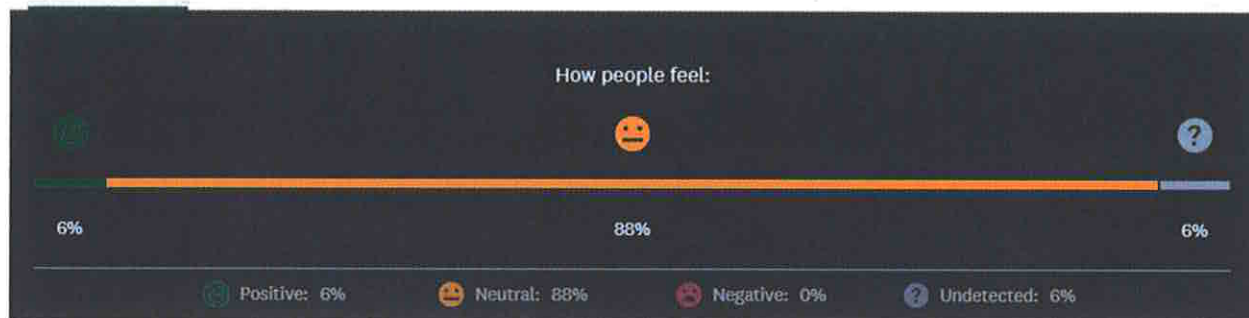
Community-Based Organizations (Survey Monkey-New Feature)

In preparation for survey collection for Residents, Community Partners, and Key Stakeholders in the community, CSI adopted a new platform to help gather and analyze data. This is evident as a result of the graphics that can be seen embedded in this report. Our agency invested time and effort in utilizing online platforms to extend our reach within the community.

Sentiment Analysis is a unique feature used in the data collection process to obtain feedback from key stakeholders and community partners.

Data Example (Anderson County):

Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 6% of organizations interviewed expressed that they had a basic knowledge of our community action agency and our services to the community.
- 88% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.
- 6% of the organization's responses were undetected because "N/A" was written in the field provided.

Organizations can access the survey via the following QR Code:



Forums and Focus Groups

Forums were conducted in all ten counties. However, the Community Needs Assessment (CNA) Team opted to conduct focus groups on the top 5 counties with the highest poverty percentage in our service area. Forums were conducted to solicit input on the top needs of low-income persons in the community, identify barriers, and solicit recommendations for agency-wide program improvements. Focus groups allowed our agency to delve deeper into root causes, conditions, barriers, resources, and solutions for the top 5 needs identified via community surveys.

Interviews with elected officials and board members

The Community Needs Assessment (CNA) Team scheduled in-person interviews with elected officials and board members. The team tallied results to identify the top needs in each respective county.

Quantitative data collection (National, State, and Local Level)

Quantitative data was utilized in the development of this Community Needs Assessment report. National, State, and Local data were retrieved and compared against each other to identify key findings and highlight their similarities and differences.

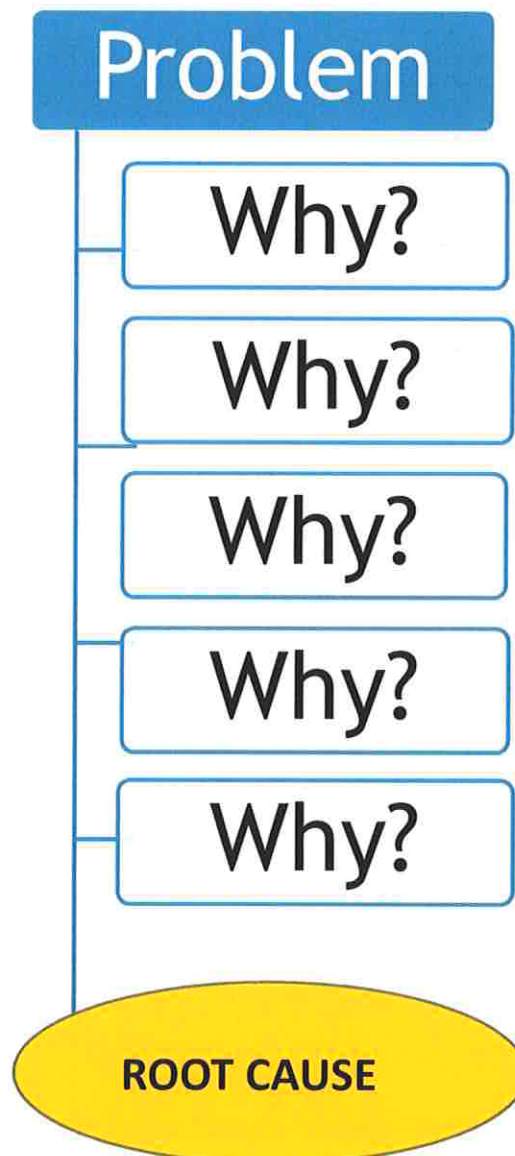
Top Five Needs-10 County Service Area

Based on the research modalities listed above, the following results yield the top five needs for the aggregated service area:

1. Housing
2. Education
3. Health & Social Development
4. Employment
5. Transportation

Root Cause Analysis (The “Five Whys” Analysis Method)

“The Five Whys” is identified as an effective root cause analysis method because it is an essential component of the lean philosophy. This concept was initially developed by Sakichi Toyoda, a Japanese creator, and owner. The root cause analysis method should involve someone with practical knowledge, hence the inclusion of interviews with key stakeholders in the community, residents, boards member, staff, and elected officials in this process. Successful implementation of community-based programs requires having insightful knowledge of the needs of the community. The root cause of an identified need must be what drives the solutions. Community needs vary due to several factors, and any proposed solutions should be tailored to their unique needs.



Community Involvement and Outreach

In preparation for this CNA report, CSI sought a diverse range of input from staff members, the Board of Directors, Community Partners, and the residents in our service area. The distribution of participation is shown below:

Group	Approximate Number or Description	Modality
Staff members	19	One-on-one interviews Focus Group
Board of Directors	All	One-on-one interviews
Community Partners	Opinions from: 70 organizations representing the Faith-based, Community-based, Private, Public, and Education sector	Focus groups Community Forums One-on-one interviews
Community-at-large members	621	Large Sample Survey Community Forum One-on-one interviews

Through this data collection method, CSI was able to identify the needs of the service area. One-on-one interviews from community organizations and focus groups provided in-depth input on the needs of low-income persons. This assessment period allowed us to reach out to new community organizations and create formal and working partnerships. This process has increased our referral network, and community reaches tremendously.

Community Profile: Aggregated Service Area

CSI currently serves the following ten counties: Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt. The total population for our service area is 2,693,601. Within the report area, 7.8% or 210,160 individuals live in households with income below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access, including health services, healthy food, and other necessities contributing to poor health status. Anderson County is ranked with the highest poverty rate across our ten-county service area. Individuals and families below the federal poverty level may struggle to meet basic living needs. Rockwall has an excellent wealth distribution in our service area with a GINI index. There is a well-built transportation system in Denton County, which is identified as a community strength and asset. A significant challenge for Hunt County is the transportation and the ability to obtain gainful employment. Overcrowded households and household burden across our service area consist of at least one-fifth of the service area's population, respectively.

There are two types of poverty that many individuals and families face in their lifetime: residual and transitional. Residual poverty is often classified as generational and persistent mental health challenges and lacking a solid support system. These individuals recycle resources such as homeless shelters, local emergency rooms for free healthcare treatment, food pantries, rental or emergency assistance programs. Those families identified as living in transitional poverty result from an unforeseen circumstance or a sudden lifestyle change. These changes range from the sudden loss of employment, significant health or debilitating condition, divorce, loss of family member (breadwinner), leading to a mental health crisis. Those impacted by transitional poverty can locate community-based resources to alleviate their circumstances or stressors. This takes a lot of stamina to keep hope alive and utilize resources to transition out of poverty, or one can fall prey to societal pressures and slip into residual poverty, also known as generational poverty.

The public health infrastructure and utilization of community resource services in each of the counties we serve vary due to access, affordability, and awareness. This is evident in the health disparities that will be identified in this report. There is a call to action for the public and private sectors to collaborate to address poverty issues. Many communities are labeled as poverty-stricken, and their residents are forced to face this harsh reality and live in survival mode. This needs assessment aims to identify and address the community needs in our service area and spread awareness of local resources available through our community partners.

Unique Visitors

Total Unique Visitors
Last month

5.61k

Maximum Unique Visitors
Per day

528

Minimum Unique Visitors
Per day

231



Detailed graph- 30 days of unique

Site Unique Visitors per month:

August 2020	8,770
September 2020	10,440
October 2020	7,850
November 2020	5,840
December 2020	10,950
January 2021	10,740
February 2021	10,420
March 2021	7,750
April 2021	4,100
Average	6,435

Source: Switch Technologies-IT Firm (2021)

****This chart and graph show the impact of Community Services, Inc based on website traffic. This graph does not show the county breakdown but indicates the community seeking assistance for basic needs. Our agency has reported 128 unique website entries for residents who have utilized our COVID-19 Assessment tool.**

Key Demographics Measures per CSI 10-County Service Area

Measure	Texas	Anderson	Collin	Denton	Ellis	Henderson
Population	28,995,881	57,735	1,034,730	887,207	184,826	82,737
Median Age	34.2	39.1	37.2	35.8	36.1	43.9
Median Household Income	\$61,874	\$43,455	\$96,051	\$86,913	\$76,871	\$47,355
Percent Living In Poverty	13.6%	19.8%	6.1%	6.5%	8.7%	17.5%
Race/ Ethnicity						
% Caucasian	41.2%	58.3%	55.1%	57.6	58.9%	77.4%
% African American	12.9%	21.9%	10.9%	11.0%	12.2%	6.4%
% Hispanic	39.7%	18.2%	15.5%	19.6%	26.9%	13.6%
% Other Races	6.2%	1.6%	18.5%	11.8%	2%	2.6%
Percent with Bachelor's Degree or Higher	29.9%	10.6%	52.3%	45.1%	24.3%	17.3%
Veterans (% of population)	6.98%	8.70%	5.84%	6.60%	5.79%	10.52%

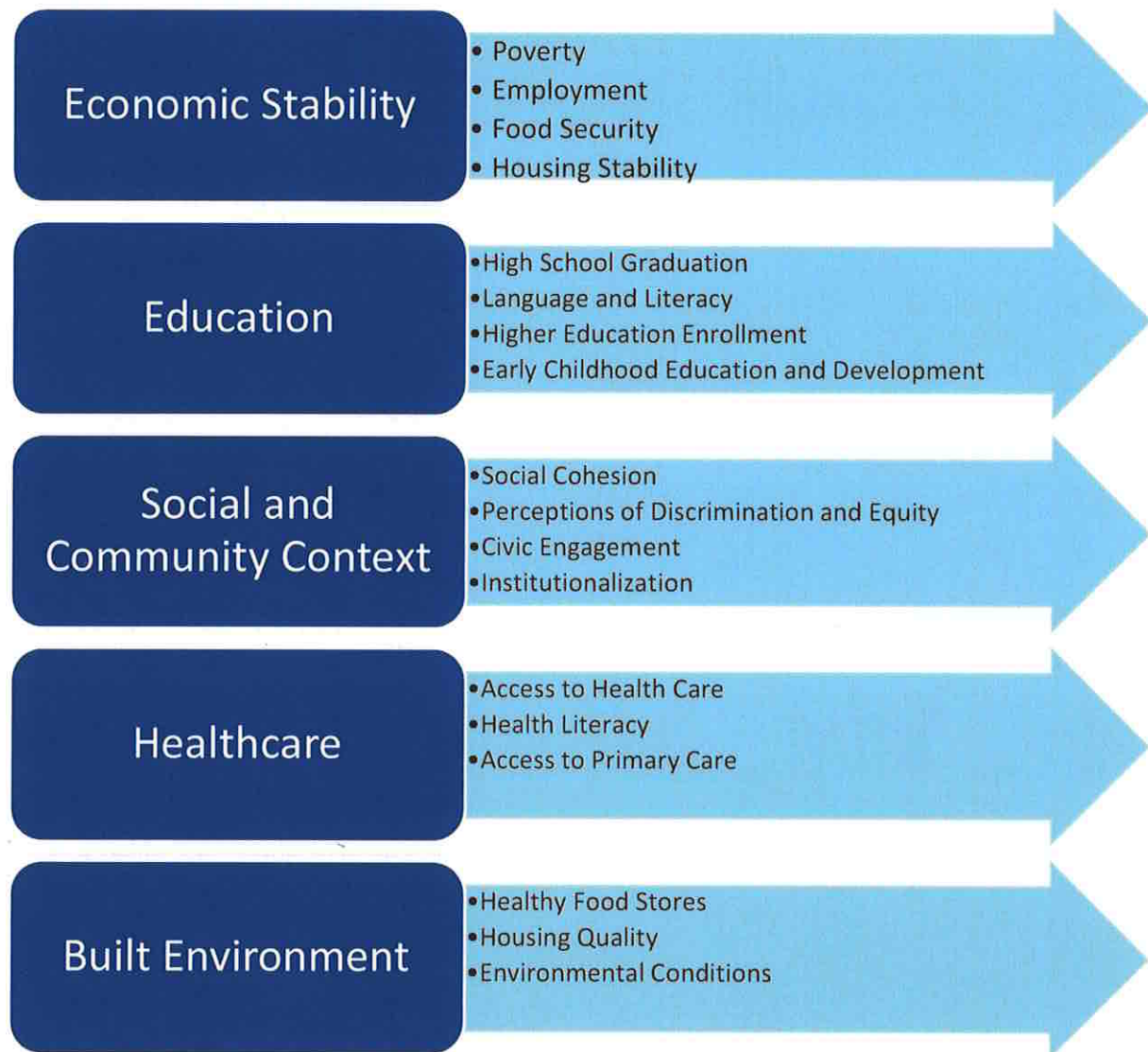
- Anderson, Henderson, Hunt, Navarro, and Van Zandt are the top five counties with the highest poverty percentages.
- Rockwall County has the highest median household income at \$100,920 and the lowest poverty percentage (4.8%)
- Anderson County has the lowest median household income at \$43,455 and the highest poverty percentage (19.8%)
- A strong correlation between wealth distribution, access to services, and county area.
- Urban counties have a lower poverty percentage than rural counties.

Measure	Texas	Hunt	Kaufman	Navarro	Rockwall	Van Zandt
Population	28,995,881	98,594	136,154	50,113	104,915	56,590
Median Age	34.2	37.8	35.6	38.6	37.6	42.9
Median Household Income	\$61,874	\$54,959	\$70,107	\$48,529	\$100,920	\$54,654
Percent Living In Poverty	13.6%	14.8%	9.8%	13.4%	4.8%	13.6%
Race/ Ethnicity						
% Caucasian	41.2%	70.4%	59.8%	54.7%	69%	82.9%
% African American	12.9%	8.2%	13.9%	13.3%	7.4%	2.9%
% Hispanic	39.7%	17.6%	23.3%	28.5%	18.6%	11.7%
% Other Races	6.2%	3.8%	3%	3.5%	5%	2.5%
Percent with Bachelor's Degree or Higher	29.9%	19.9%	20.5%	15.9%	40.7%	15.8%
Veterans (% of population)	6.98%	9.10%	7.73%	7.69%	8.17%	8.80%

- One-tenth of residents in Anderson county have attained a Bachelor's degree or higher.
- Collin, Denton, and Rockwall counties have the highest education attainment rates.
- Major universities and community colleges are located in Collin, Denton, and Rockwall counties.
- Lack of access to quality grocery stores, higher wages, and educational opportunities impacts any given county's overall health.

Causes and Conditions of Poverty (overview)

The Robert Wood Foundation (RWJF) has made a correlation between poverty and health. The social determinants of health drive health outcomes in both rural and urban counties. "Healthy People 2030" has set objectives to lead to healthy communities both at their work and homes: Health Conditions, Health Behaviors, Populations, Settings and Systems, and Social Determinants of Health. This is evident across our 10-county service area



Poverty Analysis

Our agency understands the unique and varying needs of our 10-county service area. There is a significant disparity in the needs of our urban and rural county as evidenced by the data indicators below. This chart will give a visual snapshot of poverty in each county by gender, age, race/ethnicity, and key socio-economic factors with an included synopsis on findings.

Measure	Texas	Anderson	Collin	Denton	Ellis	Henderson
Population- Poverty Status Determined	28,995,881	57,735	1,034,730	887,207	184,826	82,737
AGE						
Under 18 years	19.2%	23.8%	6.8%	7.1%	12.8%	30.3%
18 to 64 years	13.6%	19.8%	6.1%	6.5%	8.7%	17.5%
65 years and over	10.6%	10.3%	7.1%	5.1%	5.4%	9.1%
SEX						
Male	13.34%	12.68%	5.73%	6.94%	7.86%	16.08%
Female	16.09%	17.02%	6.83%	8.31%	9.64%	18.05%
RACE/ ETHNICITY						
Caucasian	13.79%	12.46%	5.87%	6.99%	7.34%	16.16%
African American	19.33%	20.68%	7.63%	11.15%	17.05%	29.64%
American Indian or Alaska Native	17.12%	71.22%	9.06%	8.74%	13.82%	3.07%
Hispanic or Latino origin	20.72%	19.97%	12.94%	12.56%	13.42%	31.59%
Caucasian alone, not Hispanic or Latino	10.82%	13.89%	5.09%	6.47%	7.11%	14.95%
Source: U.S. Census Bureau, Small Area Income & Poverty Estimates. 2019						
Source: U.S. Census Bureau (ACS) 2015-2019						
Source: https://cap.engagementnetwork.org						

- Poverty is more prevalent in females in comparison to males in the service area.
- The poverty percentage amongst Caucasians is significantly lower than any other race/ ethnicity group.
- Seniors in poverty did not exceed 10.8%.
- American Indians represent a more significant portion of the population that are in poverty (71.22%)

Measure	Texas	Hunt	Kaufman	Navarro	Rockwall	Van Zandt
Population- Poverty Status Determined	28,995,881	98,594	136,154	50,113	104,915	56,590
AGE						
Under 18 years	19.2%	20.3%	13.8%	21.1%	6.5%	19.5%
18 to 64 years	13.6%	14.8%	9.8%	13.4%	4.8%	13.6%
65 years and over	10.6%	7.6%	10.1%	10.8%	2.8%	9.7%
SEX						
Male	13.34%	15.19%	9.88%	15.05%	3.91%	11.33%
Female	16.09%	16.91%	12.77%	18.80%	5.57%	15.86%
RACE/ ETHNICITY						
Caucasian	13.79%	12.37%	10.20%	13.92%	4.25%	12.49%
African American	19.33%	29.30%	19.19%	29.12%	13.28%	27.07%
American Indian or Alaska Native	17.12%	30.88%	17.94%	64.07%	0.00%	19.93%
Hispanic or Latino origin	20.72%	26.82%	17.81%	19.96%	6.71%	24.83%
Caucasian alone, not Hispanic or Latino	10.82%	13.97%	9.59%	15.82%	4.33%	12.28%
Source: U.S. Census Bureau, Small Area Income & Poverty Estimates. 2019						
Source: U.S. Census Bureau (ACS) 2015-2019						
Source: https://cap.engagementnetwork.org						

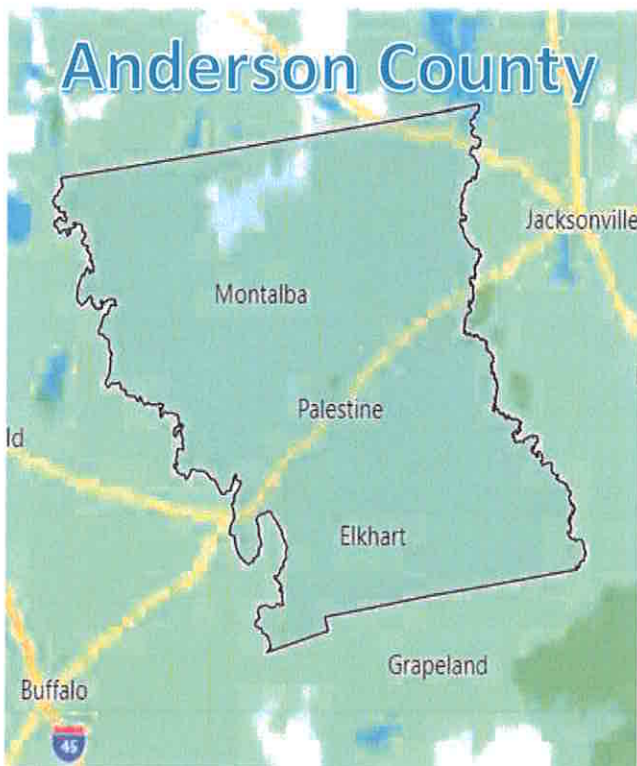
Measure	Texas	Anderson	Collin	Denton	Ellis	Henderson
EDUCATIONAL ATTAINMENT						
High school graduate or higher (25+)	83.7%	81.3%	93.8%	92.5%	86.2%	83.5%
Some college, no degree						
Bachelor's degree or higher	29.9%	10.6%	52.3%	45.1%	24.3%	17.3%
EMPLOYMENT STATUS						
Civilian labor force 16 years +	64.2%	41.4%	70.7%	72.6%	66.7%	51.4%
Male	42.2%	49.9%	37.3%	33.6%	39.4%	53.4%
Female	57.8%	50.1%	62.7%	66.4%	60.6%	46.6%
Unemployed	7.2%	6.2%	5.6%	5.6%	5.8/%	6.5%
Source: U.S. Census Bureau (ACS) 2015-2019						
Source: https://cap.engagementnetwork.org						

Measure	Texas	Hunt	Kaufman	Navarro	Rockwall	Van Zandt
EDUCATIONAL ATTAINMENT						
High school graduate or higher (25+)	83.7%	84.5%	85.8%	78.4%	92.7%	84.6%
Some college, no degree						
Bachelor's degree or higher	29.9%	19.9%	20.5%	15.9%	40.7%	15.8%
EMPLOYMENT STATUS						
Civilian labor force 16 years +	64.2%	58.7%	66.7%	60.5%	67.9%	53.2%
Male	42.2%	48.3%	39.4%	46.8%	39.7%	54.9%
Female	57.8%	51.7%	60.6%	53.2%	60.3%	45.1%
Unemployed	7.2%	6.5%	6.3%	6.9%	5.6%	6.1%
Source: U.S. Census Bureau (ACS) 2015-2019						
Source: https://cap.engagementnetwork.org						

Anderson County

Population and Key Demographics

Founded on March 24, 1846, Anderson County has a population of 57,735 with 1,078 square miles. Anderson was originally named after Kenneth L. Anderson, a lawyer, the fourth and last Vice President of the Republic of Texas. This county is surrounded by 99% land and only 1% water. There are seven major highways (US Hwy 79, 84, 175, 287, 19, 155, and 294). The largest industries are as follows: Retail Trade, Health Care, Social Assistance, and Public Administration. The highest paying industries are Arts, Entertainment & Recreation, Professional, Scientific, Technical Services, Mining, Quarrying, and Oil and Gas extraction. The Mount Vernon African Methodist Episcopal Church is one of 28 historic and notable landmarks in Anderson County.



Key Facts:

Median Age: 39
Median Property Value: \$ 92,900
Racial/Ethnicity Make-Up:
 % Caucasian: 58.3%
 % African American: 21.9%
 % Hispanics: 18.2%
Median Household Income: \$43,455
Percent Living in Poverty**: 19.8%
Percent with Bachelor's degree or higher:
10.6%
Veterans (% of population): 8.70%
Persons with disability < 65 years old (%):
10.1%

*** (i.e., Poverty percentage extracted from the U.S. Census Bureau)*

Snapshot of Top Five Needs:

1. Education
2. Employment
3. Health & Social Development
4. Housing
5. Food Assistance

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal Poverty level guidelines are at 200%. The current percent of poverty in Anderson County, TX is 19.8% compared to the State average of 13.6% and the National average of 10.5%. The underlying causes of poverty range from lack of education, high teen pregnancy rate, high school dropout rates, racial disparities, wealth distribution, and visibility by local social service agencies. The negative implications of poverty are decreased access to healthy foods, lower rates of physical activity, high incidence rates of chronic diseases, lack of access to health care services, and affordability.

The COVID-19 pandemic has a profound impact on the socio-economic status of Anderson County residents. This is evident in the plummeting unemployment rates, food insecurity, and the impending housing crisis once the CDC moratorium expires.

Conditions of Poverty

It is imperative to have a holistic view of the conditions of poverty. Many factors contribute to poverty in Anderson County. These factors can vary from public infrastructure and safety, crowded housing, environmental index economic hardship, and lack of governmental resources funneled to the county. The broad framework of categories consists of 84 metrics performed across ten health or health-related categories: population health, equity, education, economy, housing, food and nutrition, environment, public safety, community vitality, and infrastructure. After each condition was assessed on a scoring system, the overall county score was determined.

Category	Anderson County
Population Health	46
Equity	59
Education	37
Economy	42
Housing	48
Food & Nutrition	35
Environment	63
Public Safety	61
Community Vitality	34
Infrastructure	49
TOTAL (Average):	36
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)	

County Average: 36/100

Texas Average: 42/100

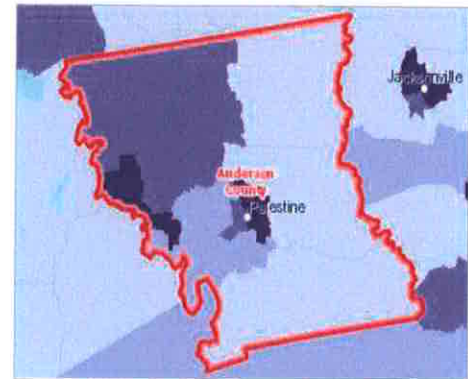
U.S. Average: 46/100

Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across the county. Although the median gross rent in Anderson County is \$770, many are still struggling to pay their rent and meet basic living needs. Due to the limited availability of social service agencies, many individuals and families are displaced and forced to relocate out of state or move in with other family

members. 38.59% of renters are spending 30% or more of their income on rent.



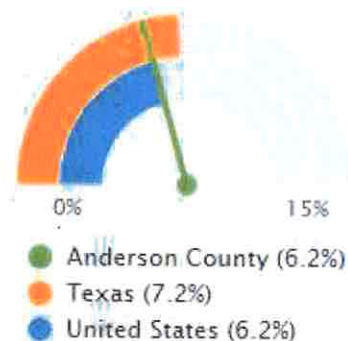
Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19



Employment

There are 891 business establishments. The median income is \$43,455. 41.4% of the population ages 16+ are among the civilian labor force. There is gender equity in the civilian labor force, as evident with 50% of its population ages 16+ are females who are among the civilian labor force. The total number of unemployment claims filed in Anderson county from March 2020 to March 2021 was 5,032 out of 319,248. This indicates that Anderson county residents constituted 2% of our service area for filed unemployment claims. They are ranked as the 10th out of our ten-county service area, which is the lowest. The unemployment rate is 6.2%.

Unemployment Rate



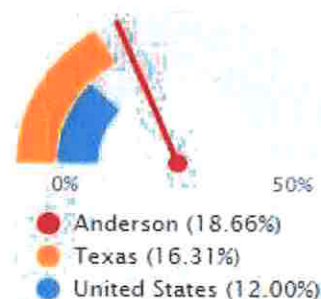
The top 5 industries with the highest unemployment insurance claims are self-employed or small businesses (653,288 claims), accommodation and food services (496,770), retail trade (407,016), Administrative/ Support/ Waste Management/ Remediation services (356,525 claims), and Health Care/ Social Assistance (356,160). The filing period was from 03/07/2020 to 03/06/2021. The total number of claims across all industries is 3,794,898.

Education

The educational level of Anderson County Residents shows that 1 in 10 of the general population, ages 25 and up, have obtained their Bachelor's degree or higher at 10.61%. This is

lower than the state average for Bachelor's degree attainment at 29.90%. The number of diplomas issued is 503 out of a population of over 57K. About 18% of residents did not attain a high school diploma. Only 3.8% of residents received a graduate or professional degree, which is drastically lower than the state's average of 10.4%. There are two major colleges in Anderson County: Trinity Valley Community College- Palestine and University of Texas-Tyler Palestine Campus. Despite the Workforce Education Program available through the Texas Workforce Commission, many residents don't seek the opportunities to pursue a college degree. A more in-depth analysis of barriers to educational opportunities will be outlined in the "Gaps in Services" section of this report.

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. There are limited numbers of grocery stores and a total of about 25 fast-food establishments. Recreation and Fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 3 for Recreation and Fitness facility access. 12.6% of the population are currently receiving SNAP benefits; however, the poverty percentage for Anderson County is 19.8% leading to food insecurity. There is a high "preventable hospitalization rate." The rate for Anderson County is 5,208, which is higher than the state's average of 5,167. The rate is calculated per 100k beneficiaries. The total number of Medicare beneficiaries for the counties is 6,714. The age-adjusted death rate (per 100,000 population) is at 25.2 for Mortality by Suicide, which is higher than the state's average of 12.9. This is an indicator that more programs are needed in Anderson County to



Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Anderson County, TX	31	2	5	5	2	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File, September 2020. Source geography: County → [Show more details](#)

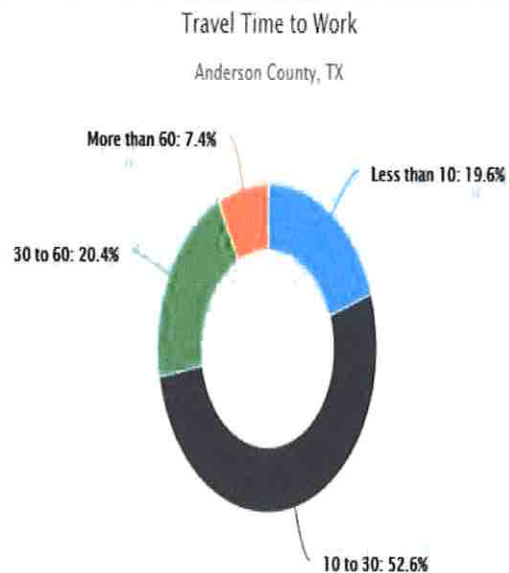
address the mental health crisis. In addition, there need to be more programs to address the nutritional education needs of Anderson County residents.

Infrastructure/ Income & Asset Building

The median income is \$43,455, which is lower than the state's average of \$61,874. Assess income inequality is done by looking at the GINI Index. The GINI index describes the wealth distribution within a population or group of people. The scale is between 0 to 1. The closer a population or group is to 0, the more equality is seen across the group. Anderson county's GINI index is 0.43 in comparison to the state's average of 0.48. The closer a population is to 1, the likelihood of the group experiencing wealth inequality.

Although this score represents Anderson's county distribution of wealth, there are still barriers preventing households from

transitioning out of poverty. One in five residents are in poverty and may not have the same opportunities as their counterparts in more urban counties. The mean travel time to work is about 23.4 minutes for the workforce population over 16. This average commute time is lower than the state's average of 26.6 minutes. Workers can get to their respective jobs in less than 30 minutes with limited road obstructions. The GoBus provides daily local service to the following counties: Anderson, Camp, Cherokee, Gregg, Harrison, Henderson, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt, and Wood. The county's service schedules are available to riders with a low cost of \$2 one way and \$1 for each additional stop. The county honors the active military and veteran population by offering free rides.



Civic Engagement/ Community Involvement

This domain focuses on activities designed to improve the social networks of the community. This includes but is not limited to community involvement and revitalization needs. The total number of Naturalized citizens is 1,221 (2.11% of the population). Veterans constitute 8.70% of the total population, which is higher than the state's average of 6.98%. The Social vulnerability index takes into account 15 variables to determine the overall vulnerability score of a population. The closer a population is to 0, means less vulnerability to emergencies, while a 1 means higher vulnerability to an emergency situation (i.e.,

pandemic). The total score for Anderson County is 0.15. The voter participation rate is at 38.3% as compared to the state's average of 52.8%. This data indicates that residents need to be more civically engaged in their community. The annual rate of violent crimes per 100,000 populations is 439.50, higher than the state's average of 428.50. It can be inferred that a high crime rate means there is a need for crime prevention activities for both teens and adults. Prevention activities can be facilitated by public or elected officials in conjunction with local community providers.



Social & Economic Indicators

<i>Social & Economic Indicators</i>	<i>Anderson County</i>	<i>Texas</i>
Median Household Income	\$43,455	\$61,874
Children Eligible for Free Lunch	62.6%	60.5%
No High School Diploma	18.66%	16.31%
Graduate or Professional Degree	3.8%	10.4%
Unemployment Rate	6.2%	7.2%
Children in Poverty	21.37%	20.92%
Income Inequality	0.43	0.48
Mortality-Suicide**	25.2	12.9
Mortality Unintentional Deaths**	45.8	37.99
Source: County Health Rankings & Roadmaps		

- More than half of Anderson county school children are eligible for free lunch.
- "Children in Poverty" represents one-fifth of the population.

- Graduate or professional degree attainment is significantly lower in Anderson County (3.8%) than in the state (10.4%).
- Suicide constitutes one-fourth of deaths reported in Anderson County

<i>Physical Environment</i>	<i>Anderson County</i>	<i>Texas</i>
Air Quality- Particulate Matter	8.13	8.32
Climate & Health-Drought Severity	26.88%	17.03%
Housing Quality-Substandard housing	29.74%	31.73%
Food Environment- SNAP Authorized food stores**	6.50	7.90
Mean Commute Time	23.4	26.6
Source: County Health Rankings & Roadmaps		

- Anderson County residents' mean commute time is 23.4 minutes, lower than the state at 26.6 minutes.
- Air Quality in Anderson County (8.13) is slightly lower than the state's average of 8.32, which increased over time from 8.0%.
- Occupied housing with one or more substandard housing conditions is 29.74%, while the state's average is 31.73%.

<i>Health Behaviors</i>	<i>Anderson County</i>	<i>Texas</i>
Adult Smoking	17.4%	15%
Adult Obesity	37.3%	31.3%
Physical Inactivity	26.5%	23.1%
Excessive Drinking	19.24%	19.52%
Sexually Transmitted Infections (Rate per 100,000 population)	169.7	166.9
Teen Births (Rate per 1,000 population)	46.4	34.3
Source: County Health Rankings & Roadmaps		

- Severe chronic conditions impact the overall health of the county
- Anderson County obesity rates, 37.3%, are higher than the state's average of 31.3%.
- STI infections and treatment costs can impact individual household expenditures.
- High Teen Births correlates to high school dropout rates

<i>Clinical Care</i>	<i>Anderson County</i>	<i>Texas</i>
Uninsured Population (%)	14.45%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	5,208	5,167
Diabetic Monitoring	86.1%	84.1%
Mammography Screening	29%	28%
Source: Community Commons		

- Anderson's county uninsured population (14.45%) is lower than the state's average (17.24%) despite having a high preventable hospitalization rate.
- Diabetic monitoring and mammography screening are higher than the state average.

<i>Health Outcomes</i>	<i>Anderson County</i>	<i>Texas</i>
Diabetes (Age-adjusted rate)	11.4%	10%
HIV Prevalence (Rate per 100,000 population)	749.8	392.7
Premature age-adjusted mortality	10,927	6,662
Mortality- Cancer (Age- Adjusted Death Rate)	229.9	147.84
Low Birth Weight (%)	8.20%	8.40%
Source: Community Commons		

- The high HIV prevalence rate (749.8) is significantly higher than the state average (392.7).
- Premature age-adjusted mortality and cancer mortality are the highest amongst Anderson county residents.

Trends in Key Demographics 2018-2021

Measure	Anderson County	Texas	United States
Total Population (2018)	57,772	25,146,091	323,127,513
Total Population (2021)	57,735	28,995,881	328,239,523
Change	-37	+3,849,790	+3,849,790
Median Age (2018)	38.9	34.2	38.2
Median Age (2021)	39.1	34.2	38.4
Change	+0.2	N/A	+2
Poverty % (2018)	17.08%	16.7%	11.8%
Poverty % (2021)	19.9%	13.6%	10.5%
Change	+2.82	-3.1%	-1.3%
Percent Uninsured (2018)	15.7%	19.3%	11%
Percent Uninsured (2021)	14.45%	17.24%	10%
Change	-1.25	-2.06%	-1
%Person with Disability (< 65yrs.)- 2018	14.8%	13.7%	14.5%
%Person with Disability (<65yrs.)- 2021	10.1%	7.9%	8.6%
Change	-4.7%	-5.8%	-5.9%
Median Household Income (2018)	\$42,146	\$54,727	\$60,309
Median Household Income (2021)	\$43,455	\$61,874	\$62,843
Change	+1,309	+\$7,147	+\$2,534
Bachelor's Degree (25+) %- 2018	11.7%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	10.6%	29.9%	32.1%
Change	-1.1%	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase

(-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Anderson County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Focus Group (community-based)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

During a food drive give-away, resident surveys were conducted in Palestine, TX, at Store House Ministries Food Pantry. The residents completed the surveys in their cars while waiting for their food orders to be distributed. The organization was located within an older neighborhood with homes that were in dire need of repair. Many of the residents were more senior; quite a few stated they had some health issues, a few of the residents had some problems with completing the surveys due to literacy challenges or the inability to understand some of the questions thoroughly, assistance was provided to help them complete the survey.

Additional survey collection occurred a mile away from the food bank at Treehouse Apartments. These are low-income apartments in need of community revitalization. The residents that participated in the completion of the surveys were diverse in age and race. Several of the residents had health challenges and needed assistance with the completion of the surveys via dictation. The apartments were a mile away from a main street that had several businesses and restaurants. Survey participants were identified at the following zip code 75801, which is recognized as a low-income area.

The following needs were identified within the scope of the CSBG Domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. Based on our data analysis, the top five needs were identified using the research methodologies described in the *Scope of Research* section. There were a total of 15 needs identified in Anderson County; however, a weighted scale was used to analyze both quantitative and qualitative data yielding the following results for the top 5 needs:

1. Education
2. Employment
3. Health & Social Development
4. Housing
5. Food Assistance

The Five Whys Analysis-Anderson County Top Five Needs



- Lack of awareness of federal aid and assistance such as FAFSA.
- Literacy and comprehension of how to complete FAFSA.
- Passing rate of SAT test (admission requirement for college).
- Distance of colleges and university.
- Teen Births, Rate per 1,000 populations is 46.4 higher than state average of 34.3 correlates with school dropout rates.



- Lack of New Job Creation.
- Labor force participation rate is 41.39%, lower than the state's average of 64.24%.
- Median Household Income is \$43,455, lower than the state at \$61,874.
- Lack of job skills training to obtain higher wages & literacy rates (i.e. certifications, resume writing, computer skills training, interview skills).
- Large portion of population only have only high school diploma.



- One fourth of the county population are Suicide related and Chronic Condition deaths.
- High Prevalence rates for Chronic conditions such as: HIV, Lung Disease and Cancer.
- Limited Access to Recreation and Fitness Facilities; county average (0.51 per 10,000 populations).
- Lack of preventative measures for mental health crisis and nutrition education for Chronic Illness.



- 33% of housing voucher recipients are considered over-housed (one third of the population).
- 12-month waiting period for housing voucher.
- 38.59% of household experience a cost burden due to housing costs exceeding 30% of their income.
- Increase in market rent causes many families to be displaced or live in substandard housing, which consists of 29.74% of the population.
- Lack of new housing development for low-income families in the community.



- Lack of healthy food stores in underserved communities (Food Environment Index: 3.2).
- Cost of healthy foods and distance to healthy food stores.
- SNAP beneficiaries is 12.6% inequivalent to the poverty rate (19.8%)
- Lack of comprehension to fill out SNAP benefits application.
- Food insecurity increased due to limited low wages to purchase household food items leading to influx of families at local food pantries.

Gaps in Services and Barriers

Based on the top 5 needs identified in Anderson County, we will delve deeper into the gaps in services and barriers to overcome. This report will be divided into three sections to understand our survey population's varying perspectives.

Community Forum Synopsis

The barriers to services are that many residents in poverty-stricken households have to make the most complex decisions daily. Heads of households have to decide whether to spend their net income on food necessities, paying for gas to go to work, car repairs, rental costs, or utility bills. The daily stressors, both internally and externally, can be taxing on any household. The common themes discussed in the community forum are the lack of affordable jobs, food insecurity for children, and limited access to computers and technology. This is evident in the data extracted from the U.S. Census Bureau on access to broadband internet. Although 81.3% of households own a computer, only 67.9% have a broadband internet subscription. There was no disclosure on the rates of households with high bandwidth connections compared to those with low bandwidth connections. During the COVID-19 pandemic and the school shutdown that initially began in March 2020, many households were forced to purchase the internet to meet the demands of virtual learning. This adjustment to learning affected both parents and children.

Focus Group Synopsis

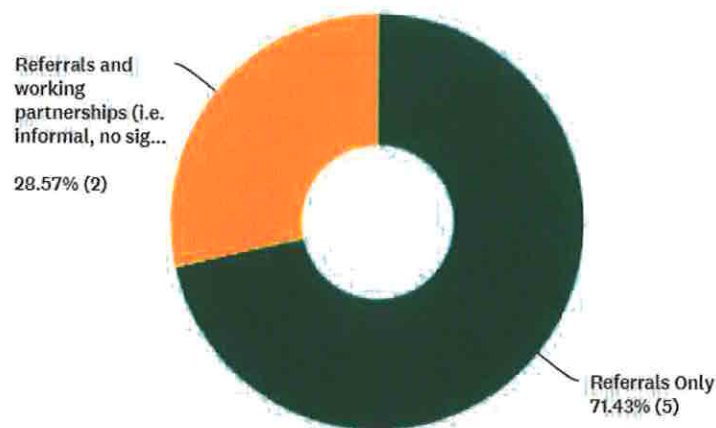
A focus group was conducted with a community-based organization in Anderson County to identify the root causes, conditions, barriers, resources, and solutions to identified needs.

The root cause of living in a substandard housing environment is the lack of higher education. As a result of a lack of higher education, heads of households cannot generate enough income to pay for household expenses. Other conditions are due to the commute time to and from jobs. Higher paying jobs are found in the commercialized areas of the county and require at least a Bachelor's degree to occupy such job positions. The current rate of residents who obtained a Bachelor's degree ages 25 and up is 10.61%, significantly lower than the state's average of 29.90%. Another variable to consider is that Anderson County has a high teen birth rate of 46.4 per 1,000 populations compared to the state level at 34.3. Once the education gap has been closed, this will remedy the employment crisis. However, a critical intervention to consider is conducting frequent credit counseling, budgeting, and financial education classes for low-income. It is an excellent incentive for low-income families to receive services to help them get to self-sufficiency; however, we must implement programs to decrease the cycle of recidivism to poverty.

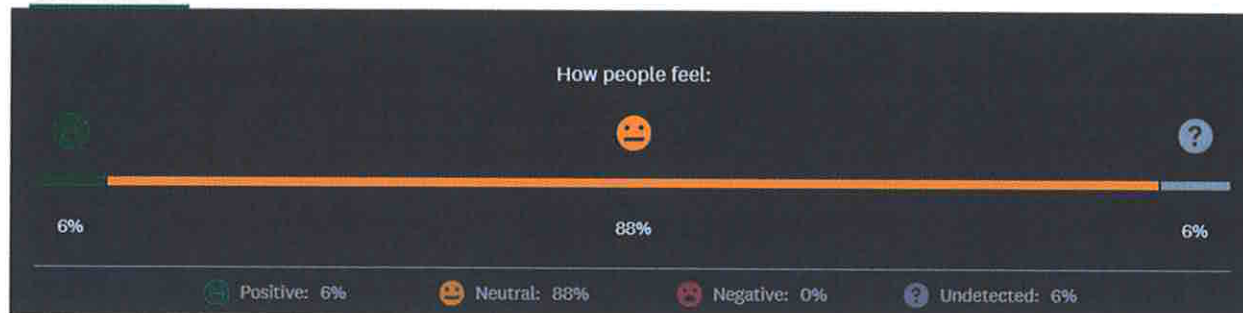
Interview with Key stakeholders in the community

Many factors led to these community needs: the stigma behind requesting assistance from community-based organizations. One of the critical stakeholders stated that parents are embarrassed to ask for help, which ultimately impacts the children. A child is unable to focus at school if the basic needs of food and housing are insecure. The lasting effects of this traumatic event can develop into mental health episodes or crises as a child gets into their teen years. In most cases, this can lead to various routes from criminal activity to increased high school dropout rates to find work to help make ends meet. Another key informant stated that the lack of communication between providers is a barrier. For example, a family can go to one agency that provides rental assistance. Across the street is another agency that offers credit counseling, credit repair, and transportation and vouchers for a visit; however, both agencies are aware of the services they each provide the community. In addressing the employment disparity in the county, it was suggested that local businesses should hire locally versus bringing in employees from other's cities. This can increase the per capita income for the county and raise the GINI index to a number closer to 1. Another sentiment expressed was "people may not feel that there are resources available to them. They don't know where to go, or if they qualify for any programs". Due to a lack of higher education, residents cannot obtain gainful employment and are only limited to minimal wage blue-collar jobs. This places a financial burden on the head of the household to provide for the family. Due to a rental increase in the county, there is a lack of affordable housing to address the needs. This can lead to evictions, overcrowded housing, or displacements of families.

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 6% of organizations interviewed expressed that they had a basic knowledge of our community action agency and our services to the community.
- 88% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.
- 6% of organizations' responses were undetected because "N/A" was written in the field provided.

Windshield Survey

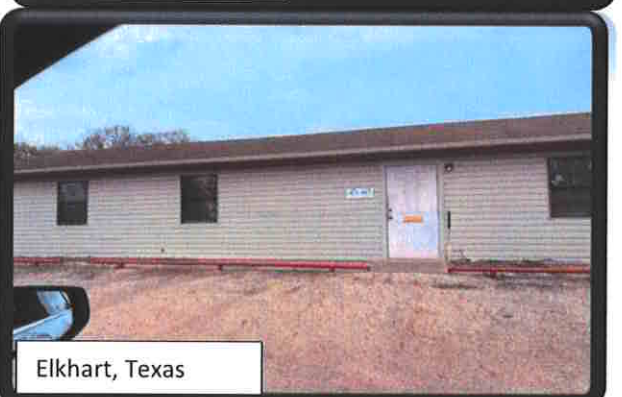
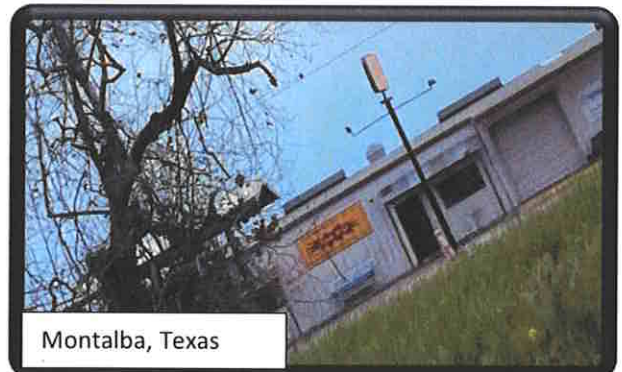
Anderson

City of Palestine, Elkhart, and Montalba

The county of Anderson was organized in 1846. It is named after Kenneth Anderson, a vice president of the Republic of Texas. While surveying cities within Anderson County, we observed that most sites were disbursed into two locations, Elkhart, TX and Palestine, TX. The overall noise level was moderate, and the air quality was average. Significant infrastructural needs were identified in Montalba; the only store that we saw is presented on the right side of this document. The store was older and lacked a secure structure.

We observed the roads as challenging to use due to the pavement. Elkhart had a centralized location for the constable, the city hall, and the courthouse. The idea of having everything local is an asset because individuals can receive assistance without an excessive commute. We visited a few locations ranging from health and social services to recreational sites. From the three cities visited in Anderson county, we observed Palestine having the most resources for individuals within the community. The overall perception of Anderson county was that between the three sites, the area surrounding Montalba has the greatest need.

Additional pictures located in Appendix: J



Agency Response

Our agency received a total of 43 requests from September 2020- February 2021. These months were isolated from the general data pool because it is our agency's application peak period. 69.7% of individuals requested housing assistance, 58.14% requested utility assistance, and 4.6% requested education supports, and 2.3% requested employment assistance. There were no inquiries for gas or food assistance.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner referrals. The household makeup comprises single adults, single adults with children, two adults or more with children, and multigenerational households. Single adult households made 21.4% of requests received, 38.1% of requests made came from a single adult with children households, 14.3% came from two adults or more with children households, 9.52% came from two adults (no children) households, and another 16.67% came from multi-generational households. The income bracket of the individuals who called our agency from September 2020-February 2021 is as follows: 59.5% of individuals made under \$1,000, 35.7% of individuals made between \$1,001 to \$1,999, 4.76% of individuals made between \$2,001 to \$2,999. There were no individuals that earned \$3,000 or more. Income amounts were recorded based on the last 30 days before the individual's request date.

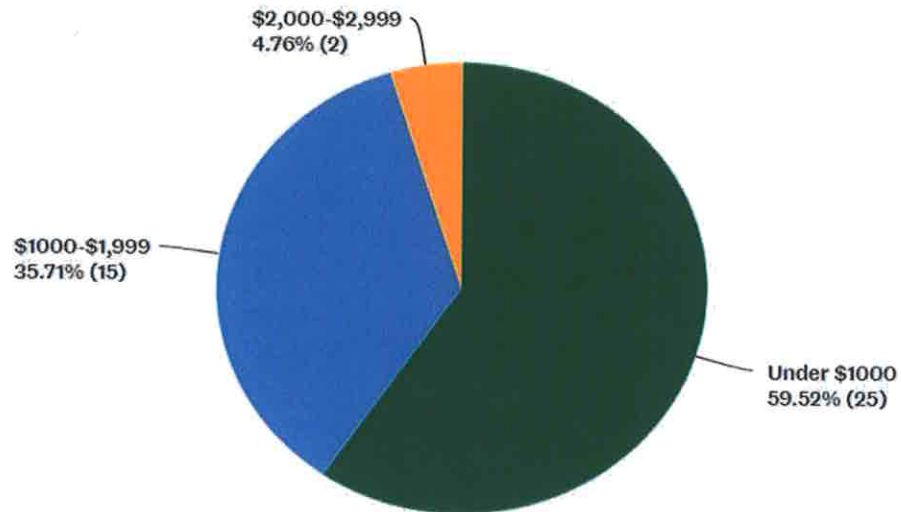
Although we received an abundance of requests during this timeframe, there were a total of 40 unduplicated households (95 person count) that submitted applications and deemed eligible to receive assistance in one or more of the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

According to 2-1-1, there were a total of 40 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline are as follows: Electric Service Payment Assistance, Rent Payment Assistance, Gas Money, Inpatient Drug Use Disorder Treatment Facilities, Water Service Payment Assistance, COVID-19 Immunization Clinics, Vaccine Information, COVID-19 Diagnostic Tests, and Electric Service Payment Assistance. The top 5 requests from the 2-1-1 hotline were identified and categorized as:

1. Electric Service Payment Assistance
2. Rent Payment Assistance
3. COVID-19 Immunization Clinics & Vaccine information
4. Gas Money
5. Inpatient Drug Use Treatment Facilities

Monthly Income:

Answered: 42 Skipped: 1

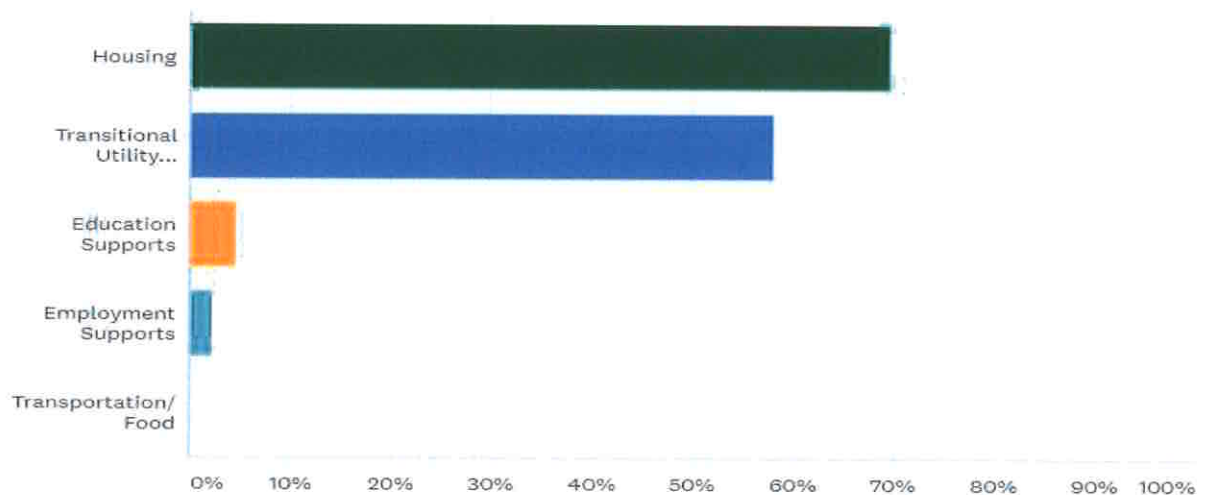


Agency Request Line (AND)

0 (0)

Requested Service(s):

Answered: 43 Skipped: 0



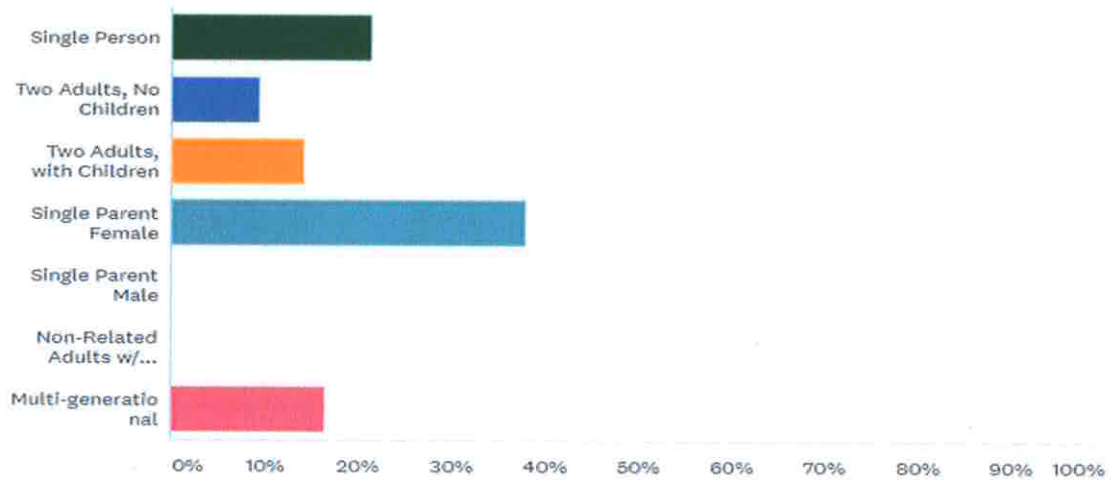
Agency Request Line (AND)

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- 59.52% of the customers made under \$1,000 for their monthly income.
- Customers did not signify that household income was up to \$3,000.
- About 87% of callers sought rental assistance, while utility assistance ranked as the second-highest request.

Household Type:

Answered: 42 Skipped: 1

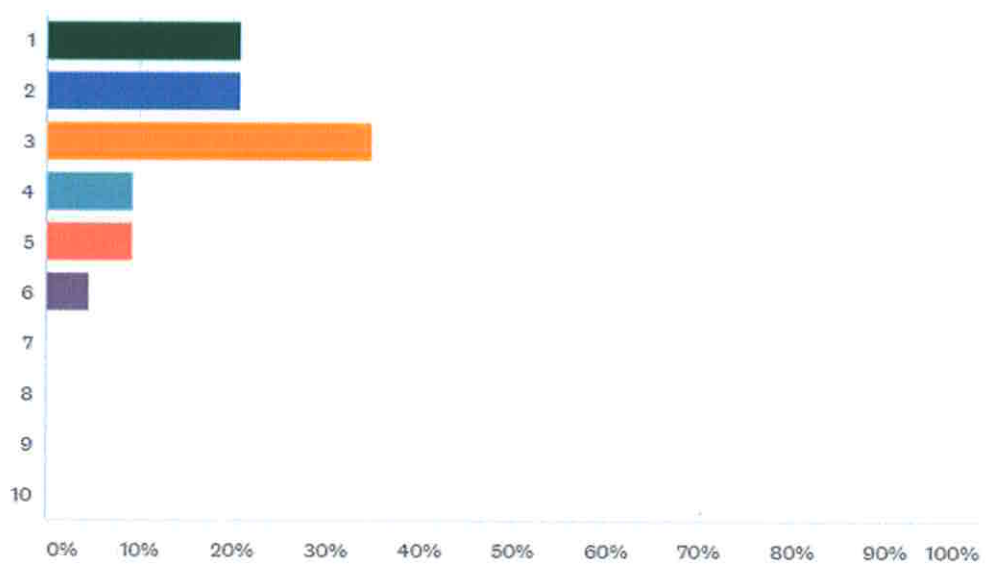


Agency Request Line (AND)

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of Household Members:

Answered: 43 Skipped: 0



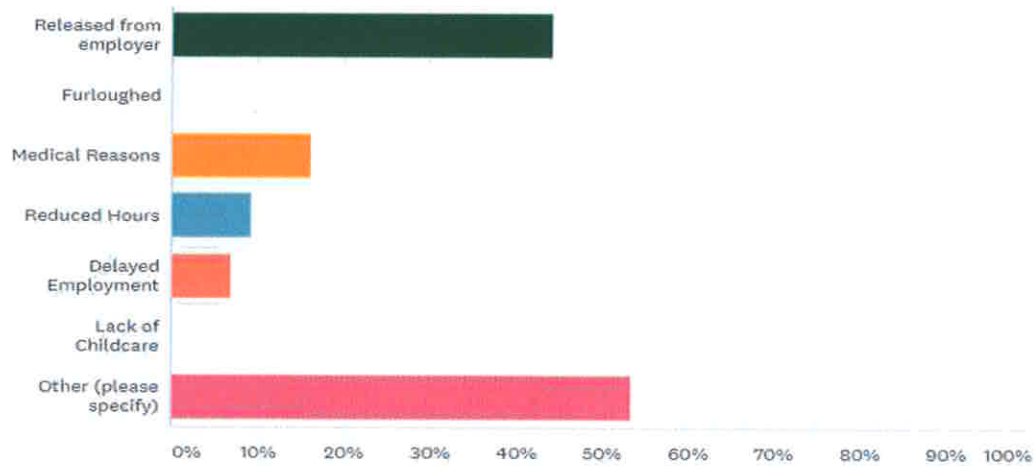
Agency Request Line (AND)

▽ (0)

- A large influx of single-parent females made up 38.10% of requests received from Anderson County (more than one-third of the calls received).
- The average household members count is three members in the household.
- Six-member households only accounted for 4.65% of callers.

Crisis:

Answered: 43 Skipped: 0

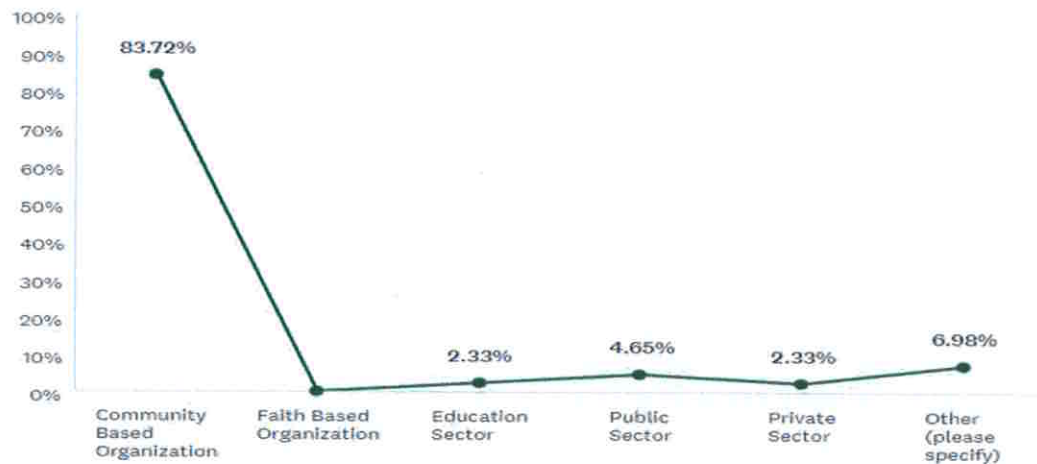


Agency Request Line (AND)

0

Referral Source

Answered: 43 Skipped: 0



Agency Request Line (AND)

0

- Less than half of the customers faced a crisis due to being released from an employer.
- About 53.19% of customers faced hardships and unforeseen circumstances and sought assistance with our agency
- Lack of Childcare and being furloughed were options not selected during the agency's pre-screening process.
- Community-based organizations were recognized as the highest percentage of referral sources at 83.72%, while no referrals were received from faith-based organizations.

Community Strengths and Assets

Anderson County has preserved its historic district by taking pride in its veteran population and notable landmarks. The National Park Service has listed four districts and 23 individual properties as historical places or landmarks. (picture shown: Mount Vernon AME Church in Palestine, Texas)



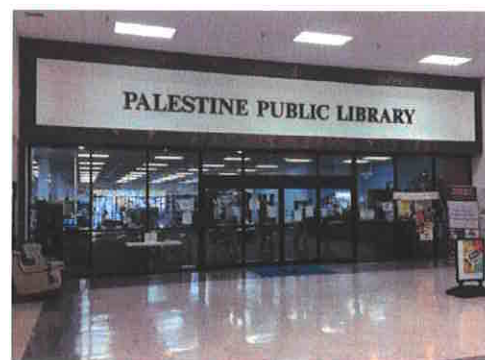
Anderson County has a transportation system called “GoBus,” where riders can run errands and attend doctor’s appointments within the community. Active military and veterans ride free. Trips from the rural areas into the urbanized areas are offered every week. Schedules are available online with directions on how to access services. The mean commute time to work for workers is about 23 minutes, lower than the state’s average of 26.9 minutes. (picture shown: GoBus that runs through Anderson County in addition to 13 surrounding counties).



As evidenced by the availability of different religious denominations across the county, values and belief systems are encouraged—there 38 denominations listed on the Anderson County directory.



There are communication mediums available for county residents to obtain community information, such as local newspapers, libraries, and radio stations. Anderson is a family-oriented community. (Picture shown: Palestine Public Library)



Public Health Challenges & Response

There is a strong correlation between employment status and mental and physical well-being. A stable and well-paying job affords individuals and families opportunities for entrepreneurship, access to quality foods and nutrition, private health insurance, education, and improved quality of life. These are critical factors to maintaining good health; however, it becomes unattainable with loss of employment. Depression found in adults ages 18-24 is tied to unemployment. Many adults are faced with a strain in a family relationship due to the inability to provide for home or meet basic living needs. High unemployment rates place a heavy economic burden on States due to a severe reduction in revenue and a high demand for unemployment insurance benefits and social welfare programs.

Evidence-based programs such as Texas Workforce Commission (TWC) Job training programs are established to combat the high unemployment rates, especially in the young adult population. These programs are designed to create a smooth transition between school and the workforce.

Skills training to enhance job mobility relevant to the labor market is vital to a successful training program. The COVID-19 pandemic has drastically impacted the success stories behind such programs.

The following are current interventions to combat high poverty rates includes a combination of federal, state, and local government programs:

- Supplemental Security Income (SSI)
- Medicare and Medicaid (reduce healthcare cost; improve access to care)
- Food and nutrition assistance programs (i.e., SNAP and WIC)
- Subsidized housing (i.e., Rental vouchers and Tax Credit communities)
- Programs to increase social mobility and decrease residential segregation.

Disaster Efforts (The impact of COVID-19 and relief efforts)

<i>COVID-19 Data as of 3/19/2021</i>	<i>Anderson County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	<i>10,479.36</i>	<i>9,579.96</i>
<i>Mortality (Rates per 100K population)</i>	<i>192.91</i>	<i>164.44</i>
<i>Vaccines Administered</i>	<i>23,077</i>	<i>21,430,921</i>
<i>Vaccinations (One Dose)</i>	<i>27.08%</i>	<i>41%</i>
<i>Fully Vaccinated</i>	<i>15.21%</i>	<i>43%</i>

***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customers' well-being. Such interventions will be an item agenda on the monthly Board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- We are updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Collin County

Population and Key Demographics

Founded on April 3, 1846, Collin County has a population of 1.03M with 886 square miles. They are originally named after Collin McKinney, a land surveyor, merchant, politician, and lay preacher. He is noted to be one of the five men who drafted the Texas Declaration of Independence and the oldest of the 59 men who signed it. This county is surrounded by 95% land and only 5% water. There are ten major highways (Dallas North Tollway, Sam Rayburn Tollway, US Hwy 75, 380; SH 190, 5, 78, 289, 66, and 205). The largest industries are as follows: Professional, Scientific, Technical Services, Healthcare, Social Assistance, and Retail Trade. The highest paying industries are Professional, Scientific, Technical Services, Manufacturing, and Information. The Collin County-Mill and Elevator Company are one of 64 historic and notable landmarks in Collin County.



Key Facts:

Median Age: 37.2

Median Property Value: \$ 340,600

Racial/Ethnicity Make-Up:

% Caucasian: 55.1%

% African American: 10.9%

% Hispanics: 15.5%

% Other Races: 18.5%

Median Household Income: \$96,913

Percent Living in Poverty**: 6.1%

Percent with age 25+ with Bachelor's degree or higher: 52.3%

Veterans (% of population): 5.84%

Persons with disability < 65 years old (%): 4.4%

***Poverty percentage extracted from the U.S. Census Bureau, American Community Survey*

Snapshot of Top Five Needs:

1. Housing/ Rental Assistance
2. Transportation
3. Employment
4. Health & Social Development
5. Income & Asset Building

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal Poverty level guidelines are at 200%. The current percent in poverty in Collin County, TX is 6.1% compared to the State average of 13.6% and the National average of 10.5%. The underlying causes of poverty range from lack of education, high teen pregnancy rate, high school dropout rates, racial disparities, wealth distribution, and visibility by local social service agencies. The negative implications of poverty are decreased access to healthy foods, lower rates of physical activity, high incidence rates of chronic diseases, lack of access to health care services, and affordability.

The COVID-19 pandemic has a profound impact on the socio-economic status of Collin County residents. This is evident in the plummeting unemployment claims filed through the Texas Workforce Commission (TWC), food insecurity, and the impending housing crisis resulting from the household cost burden of more than 30% of income spent on housing.

Conditions of Poverty

Collin County is the most populated county in our service area, with an urban population of 94.76% and a rural population of 5.24%. Although Collin County has five categories that fell below 70, the overall average score was: 76/100. This is higher than the state and national average: Equity, Housing, Food & Nutrition, Environment, and Community Vitality. The equity index includes educational equity, health equity, income equity, and social equity. The housing index has housing affordability, housing capacity, and housing quality. The food & nutrition index includes food availability and nutrition: environment index air and water quality, natural environment, and natural hazards.

Category	Collin County
Population Health	81
Equity	45
Education	84
Economy	83
Housing	60
Food & Nutrition	52
Environment	63
Public Safety	74
Community Vitality	64
Infrastructure	76
TOTAL (Average):	76
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)	

County Average: 76/100

Texas Average: 42/100

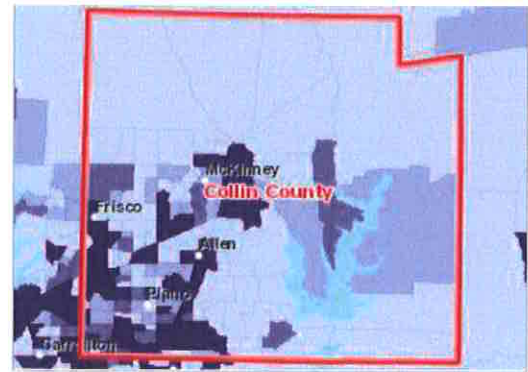
U.S. Average: 46/100

Data using CSBG Domains

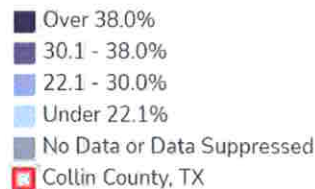
Housing

Our research indicates that a surge of requests for the housing market has been tremendously impacted since the inception of the COVID-19 pandemic. The Eviction Filing Rate is at 6.05%, which is higher than the state's average of 4.77 %. However, there are many housing assistance programs across various cities in Collin County. There were still a reported number of evictions totaling 1,978 over 12 months. Although the median gross rent is \$1,389, the cost-burdened households that exceeded 30% of their income are 41.91%.

Occupied housing units with one or more substandard conditions equates to 28.48% of the population in Collin County. This is lower than the state's average of 31.73%. Due to the high demand for rental assistance, many social services agencies and non-profits deplete funds quickly.



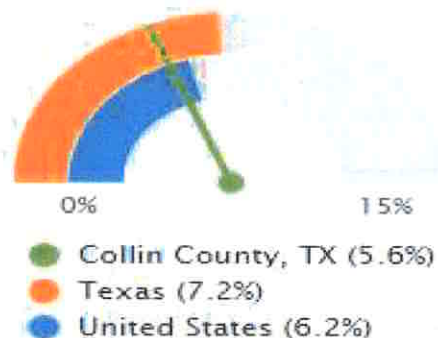
Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19



Employment

There are 25,558 business establishments. 70.7% of the population ages 16+ are among the civilian labor force. There is a slight bias regarding gender equity in the civilian labor force, as 62.7% of its population ages, 16+ are females. The total number of unemployment claims filed in Collin county from March 2020 to March 2021 was 121,792 out of 319,248. This indicates that Collin county residents constituted 38% of our service area that filed unemployment claims. They are ranked as the 1st out of our ten-county service area, which is the highest. The unemployment rate is 5.6%.

Unemployment Rate



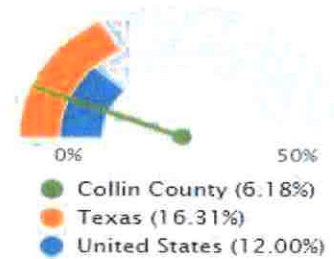
Education

The education levels of Collin County Residents show us that more than half of its population age 25 and up has obtained their Bachelor's degree or higher at 52.35%. This is higher than the state average for Bachelor's degree attainment at 29.90%. The Cohort graduation rate for High School

students is at 96.4%, which is higher than the state's average of 91.3%. There is a minimum of 14 trade schools established in Collin County in cosmetology, healthcare, technical schools, and vocational training.

A more in-depth analysis of barriers to educational opportunities will be outlined in the "Gaps in Services" section of this report.

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. There are a total number of 107 grocery stores and a total of 933 fast-food establishments. Recreation and Fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 144 for Recreation and Fitness facility access. 3.9% of the population is currently receiving SNAP benefits. About 10.44% of the population are uninsured, which is lower than the state's average of 17.24%. The age-adjusted death rate (per 100,000 population) is at 10.9 for Mortality by Suicide—preventable hospitalization rates per 100,000 beneficiaries.



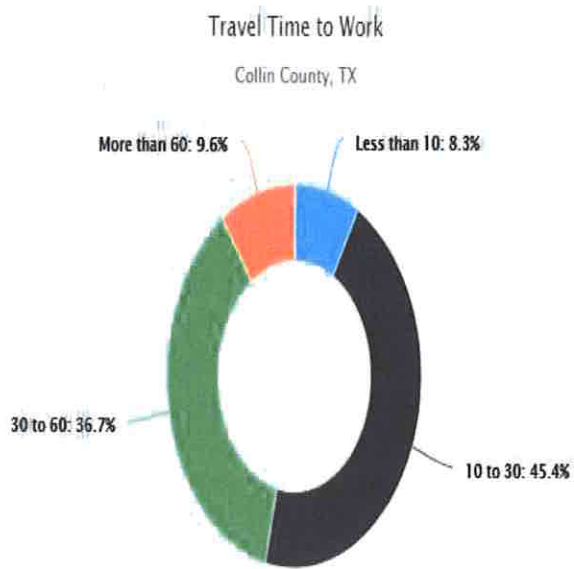
Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Collin County, TX	190	21	22	6	0	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File, September 2020. Source geography: County. [Show more details](#)

Infrastructure/ Income & Asset Building

The median income is \$96,913, which is higher than the state's average of \$61,874. Assess income inequality is done by looking at the GINI Index. The GINI index describes the wealth distribution within a population or group of people. The scale is between 0 to 1. The closer a person or group is to 0, the more equality is seen across the group. The closer a population is to the 1, the likelihood of the group experiencing wealth inequality. The community layout shows that 11.8% of the people are within 0.5 miles of walkable destinations compared to the state's average of 4.8%. Although the walkability score is 9.0%, workers still

commute 60 minutes or more to work. The lack of trains, buses, and more cost-effective modes of transportation can eventually lead to a financial strain on Collin County residents.



Civic Engagement/ Community Involvement

This domain focuses on activities designed to improve the social networks of the community. This includes but is not limited to community involvement and revitalization needs. The total number of Naturalized citizens is 95,894 (9.26% of the population). Veterans constitute 5.84% of the total population, which is lower than the state's average of 6.98%. The Social vulnerability index takes into account 15 variables to determine the overall vulnerability score of a population. The closer a population is to 0, means less vulnerability to emergencies, while a one means higher vulnerability to an emergency situation (i.e., pandemic). The total score for Collin County is 0.15. The voter participation rate is at 65.1% as compared to the state's average of 52.8%. This data indicates that more residents are civically engaged in their community. The annual rate of violent crimes per 100,000 populations is 124.10, lower than the state's average of 428.50. It can be inferred that a lower crime rate means there is an investment in crime prevention activities facilitated by public/ elected officials.



Social & Economic Indicators

<i>Social & Economic Indicators</i>	<i>Collin County</i>	<i>Texas</i>
Median Household Income	\$96,913	\$61,874
Children Eligible for Free Lunch	25.5%	60.5%
No High School Diploma	6.18%	16.31%
Graduate or Professional Degree	19.1%	10.4%
Unemployment Rate	5.6%	7.2%
Children in Poverty	7.03%	20.92%
Income Inequality	0.43	0.48
Mortality-Suicide**	10.9	12.9
Mortality Unintentional Deaths**	28.4	37.99
Source: County Health Rankings & Roadmaps		

- One-fourth of Collin county school children are eligible for free lunch.
- Low "Children in Poverty" percentage in the population.
- Graduate or professional degree attainment is significantly higher in Collin County (19.1%) than in the state (10.4%).
- Suicide mortality in Collin County (10.9) is lower than the state's average of 12.9 due to diverse treatment opportunities and low mental health days.

<i>Physical Environment</i>	<i>Collin County</i>	<i>Texas</i>
Air Quality- Particulate Matter	8.85	8.32
Climate & Health-Drought Severity	17.38%	17.03%
Housing Quality-Substandard housing	28.48%	31.73%
Food Environment- SNAP Authorized food stores**	5.57	7.90
Mean Commute Time	28.9	26.6
Source: County Health Rankings & Roadmaps		

- Collin County residents' mean commute time is 28.8 minutes, which is higher than the state at 26.6 minutes due to a lack of publicly funded transportation systems.
- Air Quality in Collin County (8.85) is slightly higher than the state's average of 8.32.
- Occupied housing with one or more substandard housing conditions is at 28.48%, while the state's average is 31.73%.

<i>Health Behaviors</i>	<i>Collin County</i>	<i>Texas</i>
Adult Smoking	11.5%	15%
Adult Obesity	25.1%	31.3%
Physical Inactivity	19.9%	23.1%
Excessive Drinking	19.26%	19.52%
Sexually Transmitted Infections- Gonorrhea (Rate per 100,000 population)	108.4	166.9
Teen Births (Rate per 1,000 population)	11.1	34.3
Source: County Health Rankings		

- Severe chronic conditions impact the overall health of the county.
- Lack of physical activities can lead to adverse health outcomes, thereby resulting in compounding poverty rates.
- About 1/5th of the population is physically inactive; however, lower than the state's average (23.1%).

<i>Clinical Care</i>	<i>Collin County</i>	<i>Texas</i>
Uninsured Population (%)	10.44%	17.24%
Preventable Hospitalizations (Rate per100,000 beneficiaries)	4,423	5,167
Diabetic Monitoring	88.6%	84.1%
Mammography Screening	35%	28%
Source: Community Commons		

- Collin county's uninsured population (10.44%) is lower than the state's average (17.24%); however, a 6.24% increase over the past three years.
- Diabetic monitoring and mammography screening are higher than the state average.

<i>Health Outcomes</i>	<i>Collin County</i>	<i>Texas</i>
Diabetes (Age-adjusted rate)	7.6%	10%
HIV Prevalence (Rate per 100,000 population)	226.0	392.7
Premature age-adjusted mortality	4,192	6,662
Mortality- Cancer (Age- Adjusted Death Rate)	121.3	147.84
Low Birth Weight (%)	7.8%	8.40%
Source: Community Commons		

- HIV Prevalence rate in Collin County (226.0) is significantly lower than the state average (392.7).
- Premature age-adjusted mortality and cancer mortality are significantly lower in comparison to the state's average.

Trends in Key Demographics 2018-2021

Measure	Collin County	Texas	United States
Total Population (2018)	886,633	25,146,091	323,127,513
Total Population (2021)	1,034,730	28,995,881	328,239,523
Change	+148,097	+3,849,790	+3,849,790
Median Age (2018)	36.2	34.2	38.2
Median Age (2021)	37.2	34.2	38.4
Change	+1	N/A	+2
Poverty % (2018)	7.1%	16.7%	11.8%
Poverty % (2021)	6.1%	13.6%	10.5%
Change	-1%	-3.1%	-1.3%
Percent Uninsured (2018)	4.2%	19.3%	11%
Percent Uninsured (2021)	10.44%	17.24%	10%
Change	+6.24	-2.06%	-1
%Person with Disability (< 65yrs.)- 2018	7.7%	13.7%	14.5%
%Person with Disability (<65yrs.)- 2021	4.4%	7.9%	8.6%
Change	-3.3%	-5.8%	-5.9%
Median Household Income (2018)	\$86,188	\$54,727	\$60,309
Median Household Income (2021)	\$96,913	\$61,874	\$62,843
Change	+\$10,725	+\$7,147	+\$2,534
Bachelor's Degree (25+) %- 2018	50.2%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	52.3%	29.9%	32.1%
Change	+2.1%	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase

(-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Collin County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

As research over the needs of Collin County has slightly varied due to economic factors, one common theme remains the same: community awareness of services available. Funding plays a pivotal role in the sustainability of implemented community programs.

Resident Surveys were conducted in Dallas, TX (Collin County) at Landmark at Gleneagles Apartments, 4343 At The Parkway, The Gables of McKinney. A portion of its residents falls within the "low-income" category. The residents completed surveys in person with physical paper surveys. A small percentage requested for the Spanish Surveys. The area surrounding these apartments was secluded with service road access. Other income-based apartments were adjacent to the property. Households were screened before completing surveys to ensure that they were low-income and fell within the 200% Federal Income Poverty guidelines. Households that reported that they made \$30k-49k consisted of a four-person household with only one income in the household. Households that reported that they made \$50K did not exceed \$52K, which consisted of a six-person household with only one income in the household. Many individuals were at risk of becoming homeless or faced eviction, resulting in many families moving in together. The residents that participated in the completion of the surveys were diverse in age and race. Survey participants were identified at the following zip code 75287, which is recognized as a low-income area. Forums were conducted to access the needs of Collin County residents.

The following needs were identified within the scope of the CSBG domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. There were a total of 14 needs identified. Based on our data analysis, the top five needs were identified using the research methodologies (i.e., quantitative and qualitative data) as described in the *Scope of Research* section

1. Housing/ Rental Assistance
2. Transportation
3. Employment
4. Health & Social Development
5. Income & Asset Building

The Five Whys Analysis-Collin County's Top Five Needs



- Family Households percent is 74.08%, which is higher than the state's average of 69.26%.
- Cost burdened households (housing costs exceeding 30% of income) is 41.91%.
- Eviction Filing rate is 6.05% in comparison to state's average of 4.77%. leading to displaced families.
- Rising housing costs including property taxes.
- City is growing past it's limits forcing more low-income families to migrate to rural counties due to housing cost burden.



- Crippling traffic congestion due to more drivers on the road.
- 9.9% of workers commute 60 minutes or more, higher than the state's average of 8.3% and national average of 6.6%.
- Lack of centralized public transportation system in the county.
- Collin County lacks consensus on timing for transportation bond election prior to commencement of major transportation projects.



- 70% of the population participates in the labor force; however the unemployment rate is 5.5% of the overall population.
- Loss of jobs, Increased unemployment claims over the past 12 months.
- Adverse effects of the COVID-19 pandemic.
- Disruption in workplace environment due to lack of automated systems and infectious disease outbreaks.
- Lack of contingency plan and proper planning by local business owners.



- One-fourth of the adult population are obese (15.3% of low-income preschoolers are obese).
- Socio-economic factors: 7.03% of children in poverty, 6.5% of single parent families households.
- Nutrition Environment: 4% of low income families travel more than 1 mile to the store, availability of farmer's market per 10,000 people is 0.
- Physical Activity Environment: recreation and fitness facilities per 10,000 is 0.9.
- Lack of nutrition education and access to prevention activities for low income families.



- Low income households only have checking accounts or pre-paid debit cards and not savings.
- Lack of financial literacy amongst low income families
- Lack motivation to set goals for self-sufficiency
- Stressor of household responsibilities
- Change in household structure (i.e. grief/ loss, divorce, loss of income etc).

Gaps in Services and Barriers

Based on the top 5 needs identified in Collin County, we will delve deeper into the gaps in services and barriers to overcome. This section of this report will be divided into two sections to understand the varying perspective of our survey population.

Community Forum Synopsis

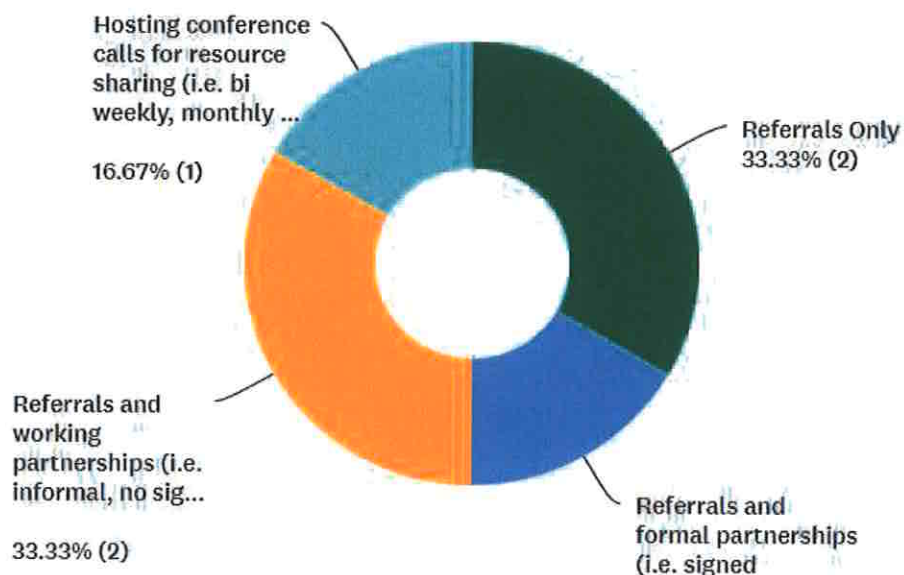
The barriers to services are that many residents in poverty-stricken households lack basic financial education or credit counseling. Many households are not conscious of the impact of building generational wealth to help break the cycle of recidivism. Late payments on significant bills and credit cards indicate poor spending habits and a lack of priorities. High cortisol levels impact the health and well-being of low-income families. Many households consist of single parents who struggle with either paying for rent and utilities, paying for YMCA afterschool enrichment programs, developing a savings account, or putting food on the table. The common themes discussed in the community forum is that there are: lack of affordable housing, lack of job training skills to obtain gainful employment, food insecurity for children, and access to resources to improve health outcomes and overall quality of life. This is evident in the data extracted from the U.S. Census Bureau on access to broadband internet. Although 97.9% of households own a computer, only 92.8% have a broadband internet subscription. There was no disclosure on the rates of households with high bandwidth connections compared to those with low bandwidth connections.

Interview with Key stakeholders in the community

Many factors led to these community needs: the lack of knowledge of available resources and how to access services. The lack of communication amongst non-profits can impound the poverty crisis in Collin County. Community-based organizations were advised to collectively address social needs and health disparities and not stay in their silos. Another reoccurring theme shared and discussed was that Collin County lacked affordable housing and gentrification of older neighborhoods. This will force low-income families to relocate to more affordable communities. Transportation was also identified as a limiting force or barrier to access services. 2.78% of the population consists of households with no motor vehicle. This percentage captures the entire county; however, it fails to narrow down the percent of low-income families with no vehicles. There is a significant percentage of residents with medical issues, limiting their ability to get to their appointments (i.e., medical). The county has lost Meals on Wheels, a transit services option. In addition, key stakeholders affirmed that there isn't a uniform route to access transit services (consistency issues). A remedy for community-based organizations would entail developing a community partnership with rideshare providers like Lyft or Uber for a voucher agreement. The stressors attributed to the COVID-19 pandemic calls for an immediate response to the sudden rise of mental health services in Collin County. Out of the pool of key stakeholders,

one organization representative had an opposing view of the underlying cause of poverty within the county—these views focused on the political factors impacting poverty, such as socialism.

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

100% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.

Windshield Survey

Collin

City of Allen, McKinney, and Plano

Collin County is located in the Dallas-Fort Worth-Arlington metropolitan area. As of 2019, the county has an approximate population of 1,002,000 people. While visiting the Collin County cities, we observed that the Collin County area is growing past city limits. This area is overpopulated, and there was significant traffic out during the hours that we conducted the survey. In addition, we observed an oversaturation of businesses which contributes to a growing economy, which is a challenge. There is no centralized transportation system thereby causing a demand of residents to have vehicles to get to work and fulfil other obligations. The overall noise level was loud, and the air quality was above average. Relatively new sites were visible in all three counties to include new homes, new businesses, and further city improvements, which can be viewed as an asset. The city of McKinney had a sizeable local community college. Allen's primary source of revenue streams from their Premium Allen Outlet Mall. From the three cities visited in Collin County, we observed Plano as having the most resources for individuals within the community. There was a large selection of businesses to include supply companies, warehouses, healthcare sites, educational sites, etc. The overall perception of Collin county is skewed due to one portion of the community thriving, while a small portion (low-income areas) are vulnerable.

Additional Pictures located in Appendix: J



Agency Response

Our agency received a total of 225 unduplicated requests from September 2020 - February 2021. These months were isolated from the general data pool because it is our agency's application peak period. 87.4% of individuals requested housing assistance, 31.84% requested utility assistance, and 0.9% requested education support, and 0.4% requested gas or food assistance. There were no inquiries for employment assistance.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner referrals. The household makeup comprises single adults, single adults with children, two adults or more with children, and multigenerational households. Single adult households made 30.67% of requests received, 30.23% of requests made came from a single adult with children households, 20.44% came from two adults or more with children households, 10.67% of requests came from two adults (no children) households, and another 8% came from multi-generational households. The income bracket of the individuals who called our agency from September 2020-February 2021 is as follows: 42.4% of individuals made under \$1,000, 32.59% of individuals made between \$1,000 to \$1,999, 16.52% of individuals made between \$2,000 to \$2,999 and 8.48% of individuals fell with the \$3,000 or more category. Income amounts were recorded based on the last 30 days before the individual's request date.

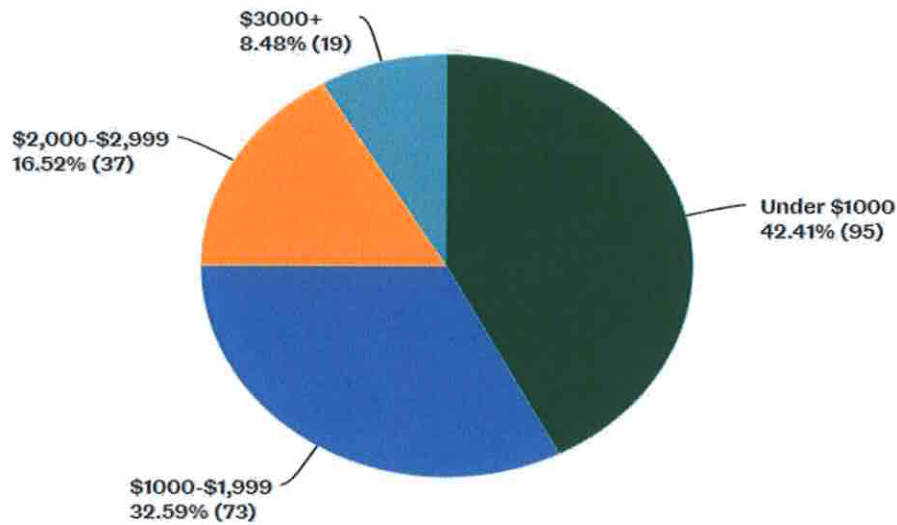
Although we received an abundance of requests during this timeframe, there were a total of 97 unduplicated households (235 person count) that submitted applications and were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

According to 2-1-1, there were a total of 2,939 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline are as follows: Electric Service Payment Assistance, Rent Payment Assistance, COVID-19 Diagnostic Tests, Childcare Expense Assistance, Food Pantries, Talklines/ Warmlines, Transitional/ Homeless Shelters, Holiday Gifts/ Toys, Prescription Expense Assistance, Community Clinics, Food Stamps, COVID-19 Vaccine Information and Housing Authorities. The top 5 requests were identified and categorized as:

1. Electric Service Payment Assistance
2. Rent Payment Assistance
3. Food Pantries
4. COVID-19 Diagnostic Tests/ Vaccine Information
5. Childcare

Monthly Income:

Answered: 224 Skipped: 1

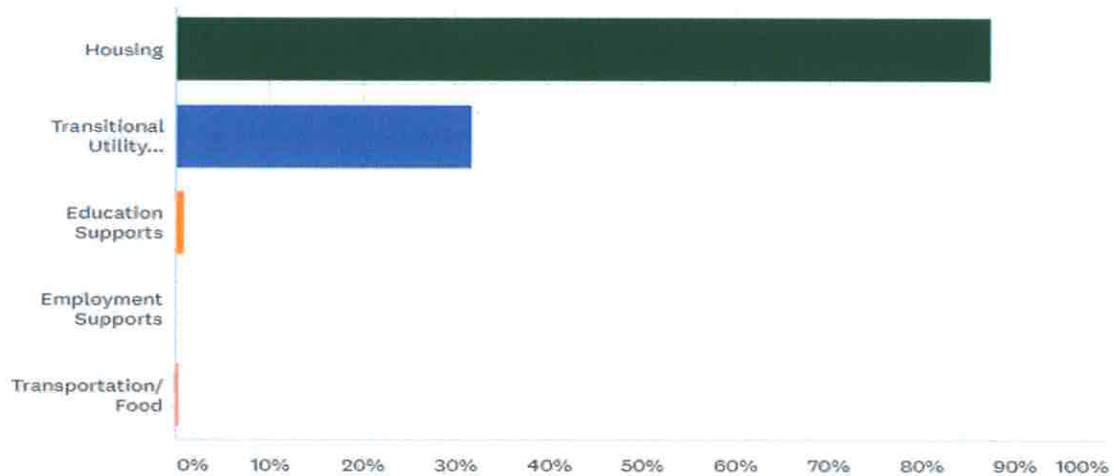


Agency Request Line (COL)

🔍 (0)

Requested Service(s):

Answered: 223 Skipped: 2



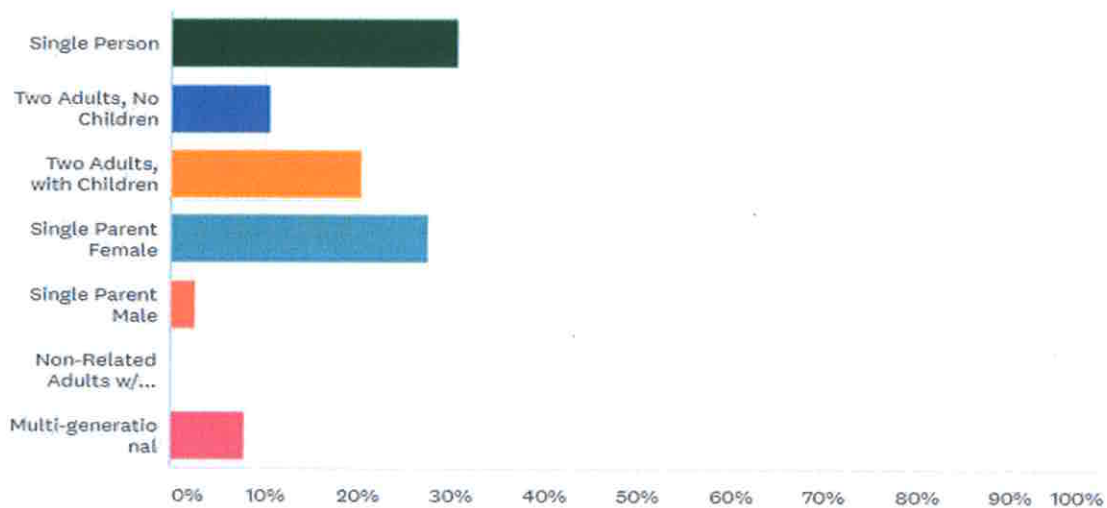
Agency Request Line (COL)

🔍 (0)

- 42.41% of customers made under \$1,000 for their monthly income.
- Individuals that made \$3,000 (8.48% of customers) were deemed over income for a single-person household.
- About 87% of customers sought rental assistance, while utility assistance ranked as the second-highest request.

Household Type:

Answered: 225 Skipped: 0

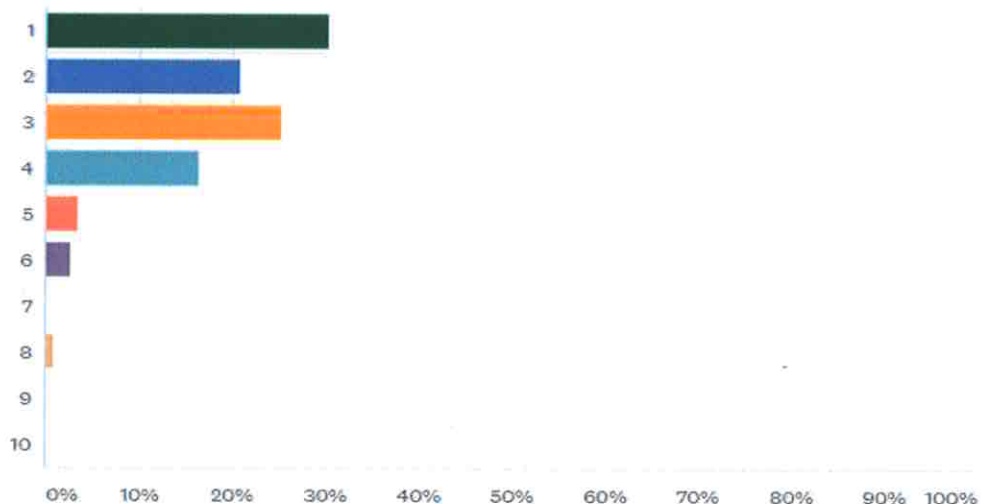


Agency Request Line (COL)

▼ (0)

of Household Members:

Answered: 225 Skipped: 0



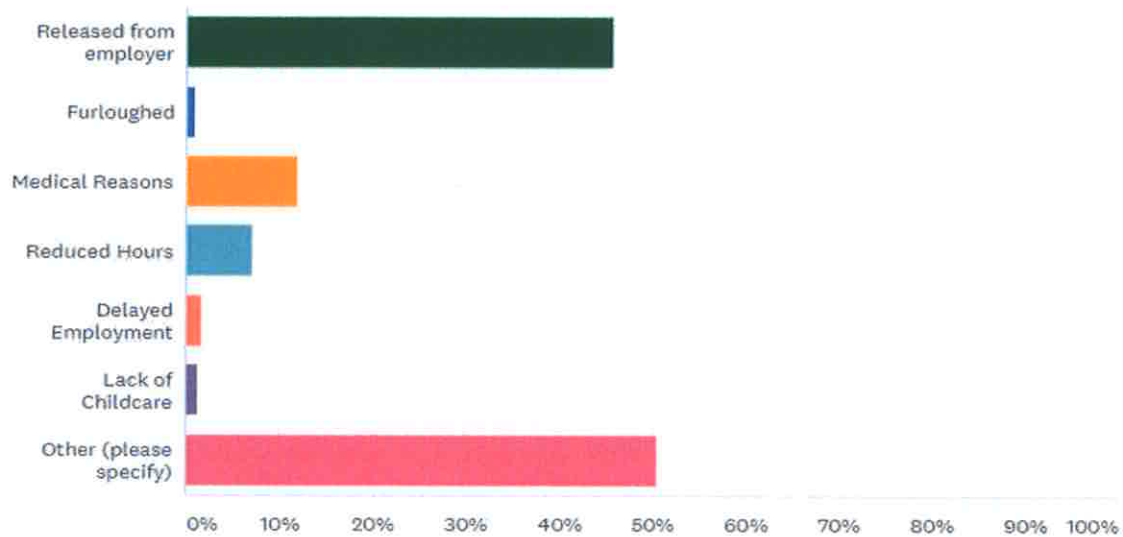
Agency Request Line (COL)

▼ (0)

- 30% of customers consisted of single persons' households.
- Customers did not identify their household make-up as "Non-related adults with children."
- The highest number of household members is eight as a result of multi-generational household make-up.

Crisis:

Answered: 225 Skipped: 0

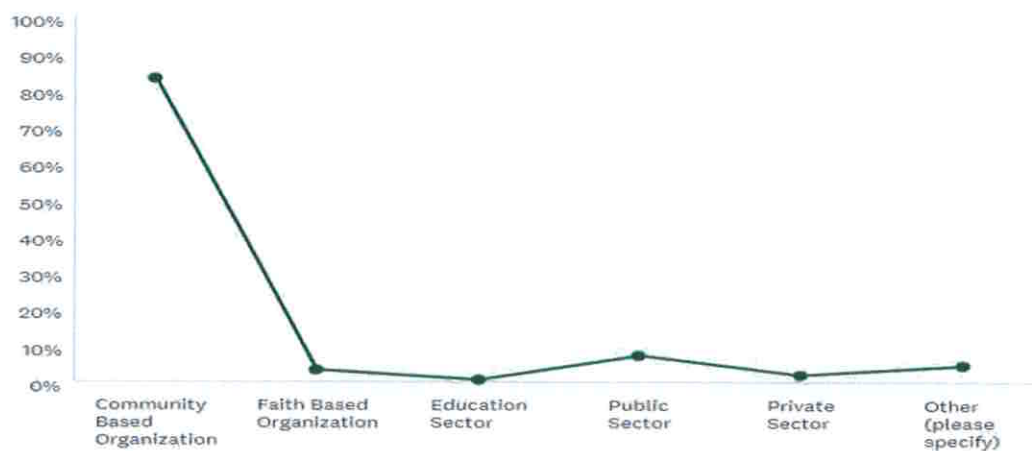


Agency Request Line (COL)

▼ (0)

Referral Source

Answered: 225 Skipped: 0



Agency Request Line (COL)

▼ (0)

- Half of the customers faced a crisis due to hardships and unforeseen circumstances.
- Collin County residents reported diverse crisis areas.
- 12% of customers reported that their crisis was due to COVID-19 infections.
- Community-based organizations were recognized as the highest percentage of referrals. A source at 83.11%, while education-sector referrals were at an all-time low (0.44%).

Community Strengths and Assets

Collin County has preserved its historic district; they established the Collin County Historical Marker program to interpret, promote and protect its historical and cultural resources. Collin has over 170 Texas State Historical markers, and over ten sites have been awarded the Collin County Historical Markers (Picture shown: Allen Water Station)



Collin County takes pride in having one of the largest school districts in the Dallas-Fort Worth Metroplex. There are a total of 14 independent school districts in this county. County officials invest in the education and well-being of their residents. The various ISDs with the county noted the following success stories: low teacher to student ratio with a STAAR test pass rate of at least 80%. Collin County has the highest Bachelor's degree attainment rate at 52.3%. (Picture shown: Lovejoy School)



Collin's values and belief systems are encouraged, as evidenced by the various religious denominations and churches scattered across the county. There are 12 different denominations listed on the Christian Guide US Church Directory for Texas Church Directory.



There are various communication mediums available throughout the county for residents. There are various local community newspapers in the different cities located in the county. There are several radio stations and 16 public libraries are in Collin. (Picture Shown: Haggard Library, Plano, TX)



Public Health Challenges & Response

A broad spectrum of public health initiatives can be implemented to address the following public health crisis: Poverty. A significant contributor to death and disease is poverty in correlation with socio-economic status. "The United States has among the largest income-based health disparities in the world" (Khullar, 2018). Wealth distribution is unequal in comparison to Income which is paramount when addressing intergenerational health disparities. About 10% of earners receive 50% of all the nation's income, holding more than 75% of all the wealth. Wealth is the backbone of education attainment, housing stability, financial security, and homeownership opportunities. Isolating the unique contribution of income to health can be difficult because this relationship intersects with many other social risk factors (Khullar, 2018). These socio-economic factors drive health outcomes. Inadequate environmental systems and lack of public infrastructure can hinder health and social development initiatives in the community. This is evident as a result of increased establishments of the tobacco industry in low-income neighborhoods. This industry uses strategic measures to target low-income families because they have limited access to cessation counseling services. Many low-income families use negative coping skills to de-stress, resulting in compounding issues in the future. There is a distinct relationship between mental health problems and living in abject poverty that transcends other socio-economic factors. Many of the mental health problems became existent as a result of childhood trauma that was left untreated. In the final analysis, income influences health and longevity through various clinical, behavioral, social, and environmental mechanisms (Khullar, 2018).

Disaster Efforts (The impact of COVID-19 and relief efforts)

County Judge Chris Hill announced a formal disaster declaration on March 16, 2020, to prepare the county to respond to the public health emergency activated due to the Novel Coronavirus (COVID-19). There is a race against time for the county to reach herd immunity, with at least 70% of the population being fully vaccinated. There is still unrest and uncertainty amongst Collin county residents due to the possible side effects of the COVID-19 vaccine. Many residents question the vaccine's efficacy, while others opt-in to take the vaccine due to having vulnerable family members who are most likely susceptible to getting infected with COVID-19.

Community Vaccination Sites have doubled since the initial administration of the COVID-19 vaccines. Residents have the option of taking one of three vaccines: Pfizer, Moderna, and Johnson & Johnson.

The following updates on COVID-19 infection rates, mortality, and vaccination administration (one year after the disaster declaration):

<i>COVID-19 Data as of 3/19/2021</i>	<i>Collin County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	<i>85,550</i>	<i>9,579.96</i>
<i>Mortality (Rates per 100K population)</i>	<i>77.30</i>	<i>164.44</i>
<i>Vaccines Administered</i>	<i>908,277</i>	<i>21,430,921</i>
<i>Vaccinations (One Dose)</i>	<i>53.96%</i>	<i>41%</i>
<i>Fully Vaccinated</i>	<i>44.68%</i>	<i>43%</i>

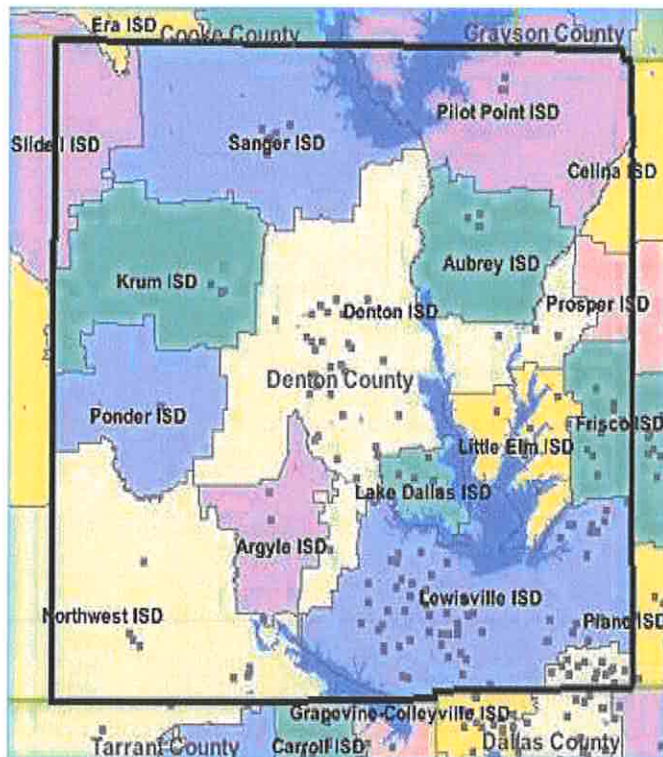
***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customers' well-being. Such interventions will be an item agenda on the monthly Board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- We are updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Denton County

Population and Key Demographics

Founded on April 11, 1846, Denton County has a population of 887,207 with 953 square miles. Originally named after John B. Denton, a Methodist minister, lawyer, soldier, and political candidate. Denton was also noted to be a skillful orator as a preacher, which helped in his law career. This county is surrounded by 92% land and only 8% water. There are twelve major highways (President George Bush Turnpike, Sam Rayburn Tollway, Loop 288, I-35, I-35E, I-35W, I-35 BL, US Hwy 77, 377, 380; SH 114 and 170). The largest industries are Retail Trade, Health Care and Social Assistance, and Educational Services. The highest paying industries are Management of Companies and Enterprises, Professional, Scientific, Technical Services, and Finance & Insurance. The Pioneer Woman Monument located at Texas Women's University is one of 15 historic and notable landmarks in Denton County.



Key Facts:

Median Age: 39

Median Property Value: \$ 305,200

Racial/Ethnicity Make-Up:

% Caucasian: 57.6%

% African American: 11.0%

% Hispanics: 19.6%

% Other Races: 11.8%

Median Household Income: \$86,913

Percent Living in Poverty**: 6.5%

Percent with Bachelor's degree or higher: 45.1%

Veterans (% of population): 6.60%

Persons with disability < 65 years old (%): 5.6%

*** (i.e., Poverty percentage extracted from the U.S. Census Bureau)*

Snapshot of Top Five Needs:

1. Affordable Housing
2. Health & Social Development
3. Employment
4. Crime prevention
5. Emergency Assistance

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal poverty level guidelines are at 200%. The current percent of poverty in Denton County, TX is 6.5% compared to the state average of 13.6% and the national average of 10.5%. The underlying causes of poverty in an urban county differ from that of rural counties. Lack of awareness of available resources within the community, health gap and disparity, poor eating habits, financial education, and rising housing costs are all contributing factors. Job security is found among the wealthiest part of the population, leaving low-income families at a disadvantage.

Although Denton County takes pride in its education attainment rate and job creation, the impact of the COVID-19 pandemic has significantly affected many households, resulting in significant loss of employment respective of one's socio-economic status. The housing crisis is resulting in the immediate need for rental and mortgage assistance.

Conditions of Poverty

Although Denton County's overall health score is higher than the state and national average, poverty is still existent due to several environmental factors. The categories showing the most impact are as follows: Food & Nutrition, Equity, Housing, Environment, and Community Vitality. All of these factors fall below the score of 70. It is imperative to have a holistic view of the conditions of poverty. Each condition was assessed on a scoring system to determine the overall county's score.

Category	Denton County
Population Health	73
Equity	42
Education	76
Economy	79
Housing	51
Food & Nutrition	49
Environment	64
Public Safety	74
Community Vitality	60
Infrastructure	75
TOTAL (Average):	68
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)	

County Average: 68/100

Texas Average: 42/100

U.S. Average: 46/100

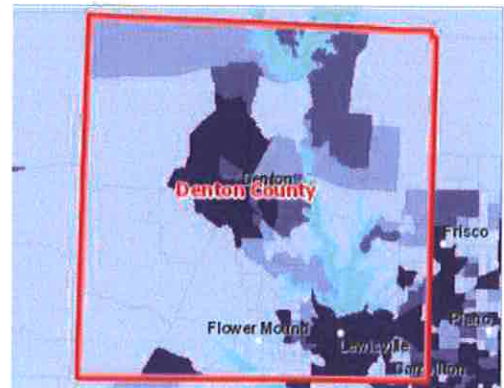
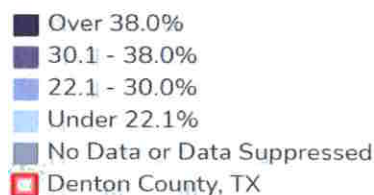
Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across the county, in addition to utility assistance. Although the median gross rent in Denton County is \$1,218, many low-income individuals are still struggling to pay their rent and meet basic living needs. The current cost burdened household percentage is 43.31%, slightly lower than the state's average of 44.33%.

Cost burdened households indicator is defined as families whose housing costs exceed 30% of their income. Home insecurity affected the mental health state of the county residents.

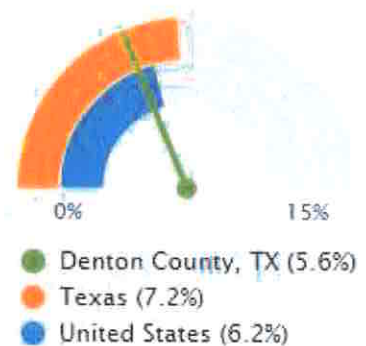
Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19



Employment

Before the COVID-19 pandemic, there were 16,086 business establishments. 72.6% of the population ages 16+ are among the civilian labor force. There is a gender inequity in the civilian labor force, as evidenced by two-thirds of the population identified as females ages 16 and over. The total number of unemployment claims filed in Denton county from March 2020 to March 2021 was 114,764 out of 319,248. This indicates that Denton county residents constituted 36% of our service area for filed unemployment claims. They are ranked as the 2nd highest unemployment claims filing out of our ten-county service area. The unemployment rate is 5.6%.

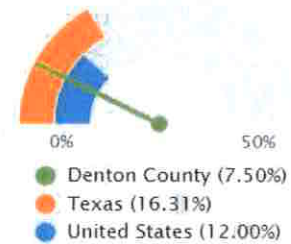
Unemployment Rate



Education

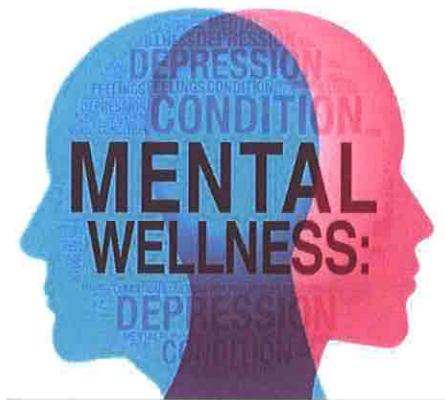
The education levels of Denton County residents show us that 45.1% of the population ages 25 and up have attained their bachelor's degree or higher. This is higher than the state average for bachelor's degree attainment at 29.90%. The number of diplomas issued is 9,774 out of a population of over 887K. About 7.5% of residents did not obtain a high school diploma. 14.8% of residents obtained a graduate or professional degree, which is higher than the state's average of 10.4%. There are 7 Colleges in Denton County, Texas, serving 781,321 people in an area of 879 square miles.

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. There are a limited number of grocery stores and a total of about 684 fast-food establishments. The recreation and fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 80 for recreation and fitness facility access. 5.0% of the population are currently receiving SNAP benefits; however, the poverty percentage for Denton County is 6.1%, equating to a slight variance of 1.1%. There is a low "preventable hospitalization rate." The rate for Denton County is 4,897, which is lower than the state's average of 5,167. The rate is calculated per 100k beneficiaries. The total Medicare beneficiaries for the county is 51,957. The age-adjusted death rate (per 100,000 population) is at 10.8 for mortality by suicide, which is lower than the state's average of 12.9. Denton County residents are physically inactively leading to some debilitating diseases. In addition, there is a need for more programs to address the nutritional education and mental health needs of Denton County residents.



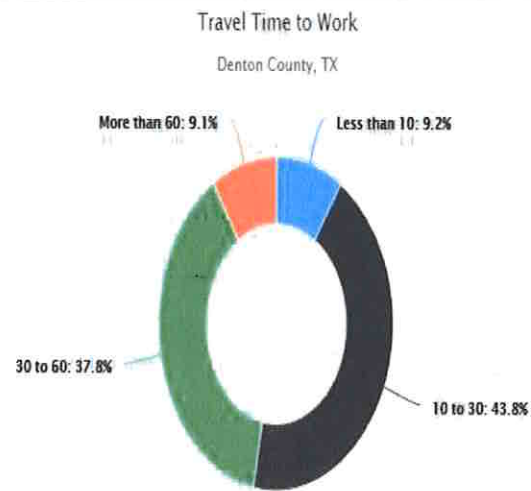
Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Denton County, TX	147	16	18	5	0	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File, September 2020. Source geography: County → [Show more details](#)

Infrastructure/ Income & Asset Building

The median household income for Denton County is \$86,913, which is higher than the state's average of \$61,874. Income inequality is done by looking at the GINI Index. The GINI index describes the wealth distribution within a population or group of people. The scale is between 0 to 1. The closer a population or group is to 0, the more equality is seen across the group. Denton County's GINI index is 0.43 in comparison to the state's average of 0.48. The closer a population is to 1, the likelihood of the group experiencing wealth inequality.

Although this score represents Denton County's distribution of wealth, there are still barriers preventing households from transitioning out of poverty. One in five residents are in poverty and may not have the same opportunities as their counterparts in more urban counties. The mean travel time to work is about 29.0 minutes for the workforce population over 16. This average commute time is higher than the state's average of 26.6 minutes. The average gas costs in Denton County is \$2.84. Workers can get to their respective jobs in about 30 minutes with limited road obstructions. Denton County Transit Authority (DCTA) is Denton County's public transportation system.



Civic Engagement/ Community Involvement

The total number of naturalized citizens is 60,042 (6.76% of the population). Veterans constitute 6.60% of the total population, which is slightly lower than the state's average of 6.98%. The social vulnerability index for Denton County is 0.22. The voter participation rate is at 60.7% as compared to the state's average of 52.8%. This data indicates that residents are civically engaged in their community, but there is still room for more awareness and voter participation. There are 36 crimes per square mile, which is higher than the state at 28 and the national median at 28.3. The chances of becoming a victim of property crime are 1 in 49 in Denton County, which is higher than the state's rate (1 in 42). This indicates a high value placed on resident's properties compared to the county's violent crime rate at 157.50 per 100,000 population. Prevention activities can be facilitated by public or elected officials in conjunction with local community providers, such as modern technological security systems and neighborhood watch activities.



Social & Economic Indicators

Social & Economic Indicators	Denton County	Texas
Median Household Income	\$86,913	\$61,874
Children Eligible for Free Lunch	33.4%	60.5%
No High School Diploma	7.50%	16.31%
Graduate or Professional Degree	14.8%	10.4%
Unemployment Rate	5.7%	7.2%
Children in Poverty	8.44%	20.92%
Income Inequality	0.43	0.48
Mortality-Suicide**	10.8	12.9
Mortality Unintentional Deaths**	25.9	37.99
Source: County Health Rankings & Roadmaps		

- One-third of Denton County school children are eligible for free lunch.
- “Children in Poverty” represents 8.44% of the population.
- Graduate or professional degree attainment is higher in Denton County (14.8%) than in the state (10.4%).
- 10% of deaths in Denton County are attributed to suicide mortality.

Physical Environment	Denton County	Texas
Air Quality- Particulate Matter	8.82	8.32
Climate & Health-Drought Severity	21.29%	17.03%
Housing Quality-Substandard housing	28.86%	31.73%
Food Environment- SNAP Authorized food stores**	4.93	7.90
Mean Commute Time	29.0	26.6
Source: County Health Rankings & Roadmaps		
U.S. Census Bureau		

- Denton County residents' mean commute time is 29.0 minutes, which is higher than the state at 26.6 minutes.
- Air Quality in Denton County (8.82) is slightly higher than the state's average of 8.32; however, it has decreased over the past three years from 10.3%.
- Occupied housing with one or more substandard housing conditions is 29.0%, while the state's average is 31.73%.

Health Behaviors	Denton County	Texas
Adult Smoking	13.1%	15%
Adult Obesity	31.7%	31.3%
Physical Inactivity	21.4%	23.1%
Excessive Drinking	22.41%	19.52%
Sexually Transmitted Infections- Gonorrhea (Rate per 100,000 population)	95.0	166.9
Teen Births (Rate per 1,000 population)	14.6	34.3
Source: County Health Rankings		

- There is a significant alcohol consumption problem in Denton County.
- Denton County's obesity rates (31.7%) are higher than the state's average of 31.3%.
- STI infections are lower than the state's average, credited to advertisements for safe sex practices.
- Teen Births in Denton County are significantly lower than the state's rates (34.3)

Clinical Care	Denton County	Texas
Uninsured Population (%)	11.20%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	4,897	5,167
Diabetic Monitoring	85.4%	84.1%
Mammography Screening	34%	28%
Source: Community Commons		

- Denton County's uninsured population (11.20%) is lower than the state's (17.24%).
- Diabetic monitoring and mammography screening are higher than the state average.

Health Outcomes	Denton County	Texas
Diabetes (Age-adjusted rate)	7.4%	10%
HIV Prevalence (Rate per 100,000 population)	200.2	392.7
Premature age-adjusted mortality	4,350	6,662
Mortality- Cancer (Age- Adjusted Death Rate)	128.2	147.84
Low Birth Weight (%)	7.20%	8.40%
Source: Community Commons		

- Health outcomes indicators in Denton County are slightly lower than the state's rates.
- Although HIV prevalence in Denton County is lower than the state's rate, it has significantly increased over the past three years from 140.9.

Trends in Key Demographics 2018-2021

Measure	Denton County	Texas	United States
Total Population (2018)	754,650	25,146,091	323,127,513
Total Population (2021)	887,207	28,995,881	328,239,523
Change	+132,557	+3,849,790	+3,849,790
Median Age (2018)	34.5	34.2	38.2
Median Age (2021)	39	34.2	38.4
Change	+4.5	N/A	+2
Poverty % (2018)	8.7%	16.7%	11.8%
Poverty % (2021)	6.5%	13.6%	10.5%
Change	-2.2%	-3.1	-1.3%
Percent Uninsured (2018)	13.3%	19.3%	11%
Percent Uninsured (2021)	11.2%	17.24%	10%
Change	-2.1%	-2.06	-1
%Person with Disability (< 65yrs.)- 2018	9.7%	13.7%	14.5%
%Person with Disability (<65yrs.)- 2021	5.6%	7.9%	8.6%
Change	-4.1%	-5.8%	-5.9%
Median Household Income (2018)	\$76,678	\$54,727	\$60,309
Median Household Income (2021)	\$86,913	\$61,874	\$62,843
Change	+\$10,235		
Bachelor's Degree (25+) %- 2018	42.2%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	45.1%	29.9%	32.1%
Change	+2.9%	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase (-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Anderson County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

Surveys were conducted at Denton Community Food Center during their food giveaway hosted weekly on Monday and Wednesdays. The Denton Community Food Center was the first location surveying initiated, and Spanish surveys were utilized. The center is located on the main street in Denton and surrounded by various industrial businesses, with a heavy low-income population within a five-mile radius of the food bank. The residents that participated were of different ages and races. The zip code area surveyed was 76209.

The following needs were identified within the scope of the CSBG Domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. Based on our data analysis, the top five needs were identified using the research methodologies described in the *Scope of Research* section. There were a total of 17 needs identified in Denton County; however, a weighted scale was used to analyze both quantitative and qualitative data yielding the following results for the top 5 needs:

1. Affordable Housing
2. Health & Social Development
3. Employment
4. Crime Prevention
5. Emergency Assistance

The Five Whys Analysis-Denton County Top Five Needs



- Eviction filings rate is at 6.76%, higher than the state at 4.77%.
- No steady income within the household.
- Change in family circumstance (i.e. divorce, grief, abuse etc).
- 39, 624 single parent households (11,065 men, 28,559 women).
- Increased rental rates (rent) and increase (property taxes for mortgage).



- Asthma-higher incidence rate.
- Poor air quality.
- Lack of proper disposal of toxins.
- Location of industrial warehouses or power plants built in low-income areas.
- Increase of more warehouse jobs, lack of proper zoning codes.



- 114,764 unemployment claims filed within a 12-month period.
- COVID-19 Pandemic & closures of small businesses.
- Reduction in force due to reduced clientele.
- Many COVID-19 infection reports.
- Inability to secure gainful employment due to job scarcity (businesses operating on an as needed basis or remotely).



- High percentage of property crimes.
- Limited neighborhood watch groups.
- Lack of public officials support to establish crime prevention groups.
- Lack of visibility by public officials.
- Lack of funding to pay for extra public officials to govern county-side neighborhood watch programs.



- Increased request for emergency assistance programs.
- Increased financial crisis due to the COVID-19 pandemic.
- Limited funds available.
- Demand is higher than the supply.
- Loss of steady income in the household.

Gaps in Services and Barriers

Based on the top 5 needs identified in Denton County, we will delve deeper into the gaps in services and barriers to overcome. This section of this report will be divided up into two sections to understand the varying perspective of our survey population.

Community Forum Synopsis

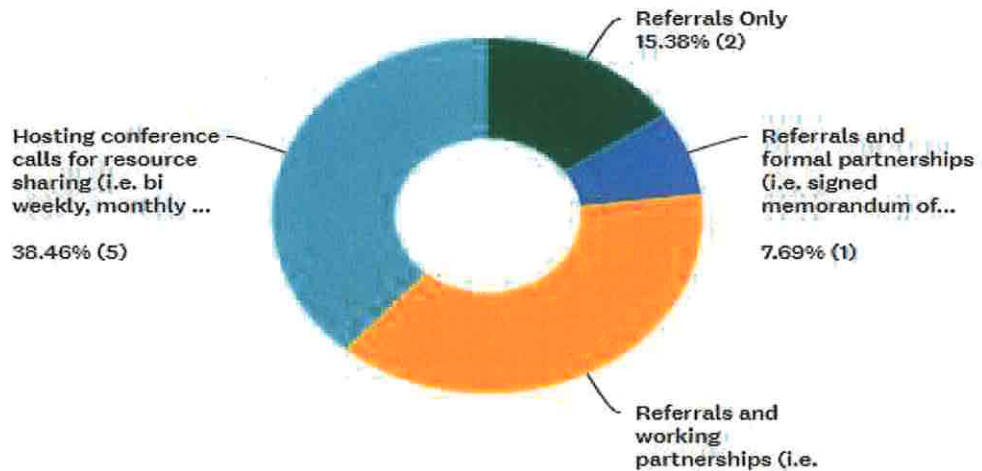
The discussion in the forum centered around the insecurities of getting the COVID-19 vaccine, barriers to accessing community services, and impact on overall households. More specifically, residents agreed that there was an increased need for rental and utility assistance, child care, emergency assistance programs, transportation, and affordable health insurance. Since March 2020, many households were impacted by the COVID-19 pandemic due to job loss, food insecurity for children, and mental and physical health crisis. Many low-income families were sick due to neglecting CDC guidelines for social distancing, PPE usage, and prevention techniques. Many childcare facilities shut down completely, which places a burden on parents to look for alternative child care.

Interview with Key stakeholders in the community

Many factors led to these community needs, such as the stigma behind requesting assistance from community-based organizations. The following themes were developed after interviewing organization from faith-based, community-based, private, public, and education sectors:

- Transportation and technology access.
- Communities need more wrap-around services made available to clients.
- Have a consortium of leaders to share the services they offer, providing a smoother transition for clients seeking services.
- A clarion call for more organizations to address the behavioral health needs of the community.
- Affordable healthcare for single-person households (i.e., Medicaid).
- Mental Health and Drug Treatment.
- Increased demand and limited supply.
- Systemic barriers across all dimensions.
- Lack of awareness of community based-services and providers.
- Location of community-based services located on the outskirts of the low-income area.
- Lack of technology for participants and computer skills to access services online.

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 23% of organizations interviewed expressed that they had a basic knowledge of our community action agency and our services to the community.
- 62% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.
- 15% of organizations' responses were undetected because "N/A" was written in the field provided.

Windshield Survey

Denton

City of Lewisville, Corinth and The Colony

Denton County was named for John B. Denton and was established in 1846. Denton County constitutes part of the Dallas–Fort Worth Metroplex. While visiting the cities in Denton County, we observed that most sites were located in growing areas. Neighborhoods were expanding tremendously, and construction was visible. High traffic congestion areas at various times of the day. The overall noise level was loud, and the air quality was poor in low-income neighborhoods (challenge). A primary infrastructural need we observed while driving from Lewisville to The Colony was road repairs.

There was an ample amount of businesses in Lewisville and The Colony. Corinth is a smaller city and shared sites like the public library with a neighboring city. Area surrounding library was unkempt and with poor signage. The Colony emphasized the city's history by labeling its street signs to honor veterans. Driving through Corinth, many new homes were being built, which means that the community is thriving (Asset). The overall perception of Denton county was that the wealthier portions of the county were thriving in comparison to vulnerable low-income areas.

Additional pictures located in Appendix J



Agency Response

Our agency received a total of 300 unduplicated requests from September 2020- February 2021. These months were isolated from the general data pool because it is our agency's application peak period. 90.27% of individuals requested housing assistance, 22.82% requested utility assistance, 0.34% requested education support, and 0.34% requested gas or food assistance. There were no inquiries for employment assistance.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner referrals. The household make-up as follows: single adults, single adults with children, two adults or more with children, and multigenerational households. Single adult households made 27.09% of requests received, 34.78% of requests made came from a single adult with children households, 20.40% came from two adults or more with children households, 11.71% came from two adults (no children) households, and another 5.35% came from multigenerational households. The income bracket of the individuals who called our agency from September 2020-February 2021 is as follows: 40.60% of individuals made under \$1,000, 37.25% of individuals made between \$1,000 to \$1,999, 14.43% of individuals made between \$2,000 to \$2,999 and 7.72% of individuals fell with the \$3,000 or more category. Income amounts were recorded based on the last 30 days before the individual's request date.

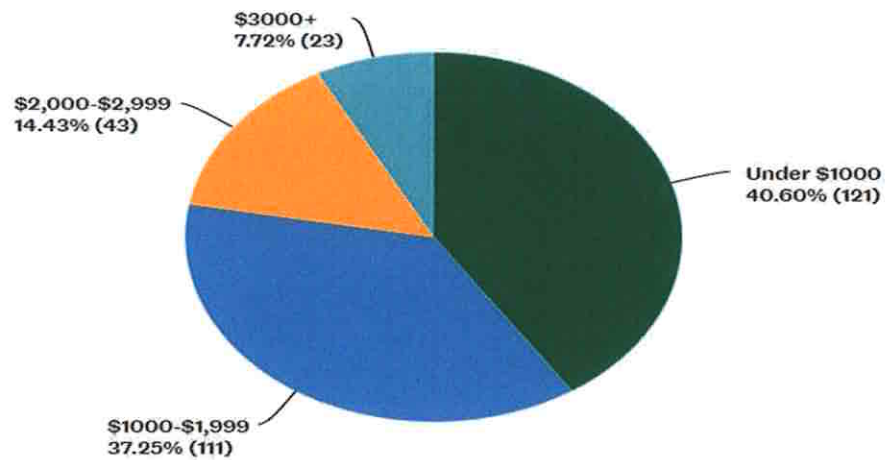
Although we received an abundance of requests during this timeframe, there were a total of 110 unduplicated households (297 person count) that submitted applications and were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

According to 2-1-1, there were 2,761 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline was as follows: Electric Service Payment Assistance, Rental Payment Assistance, Food Pantries, COVID-19 Diagnostic Tests, Child Care Expense Assistance, Community Clinic, Talklines/ Warmlines, Comprehensive Outpatient Drug Use Disorder Treatment, Prescription Expense Assistance, Community Mental Health Agencies, Homeless Shelter, Water Service Payment Assistance, Holiday Gifts/ Toys, and Housing Authorities. The top 5 requests were identified and categorized as:

1. Electric Service Payment Assistance
2. Rental Payment Assistance
3. Food Pantries
4. COVID-19 Diagnostic Test
5. Childcare Expense Assistance

Monthly Income:

Answered: 298 Skipped: 2

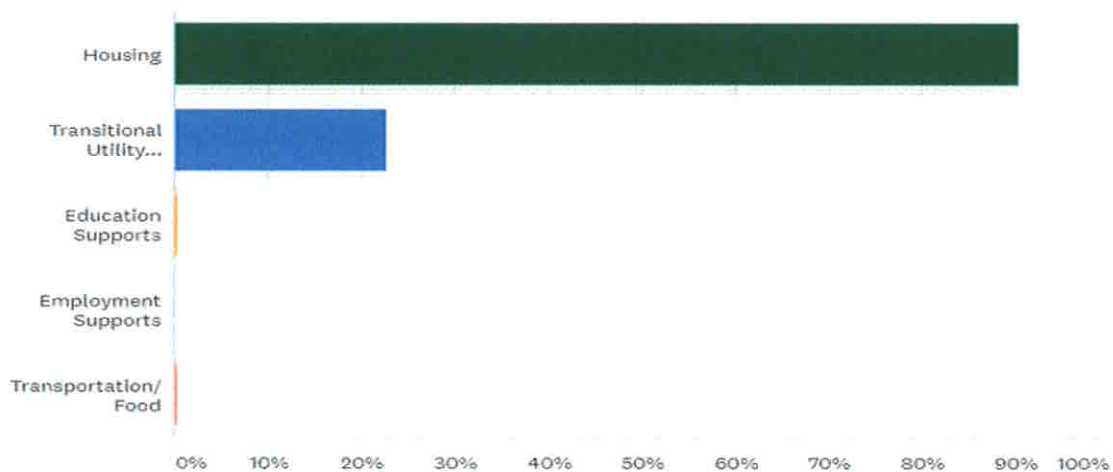


Agency Request Line (DEN)

0

Requested Service(s):

Answered: 298 Skipped: 2



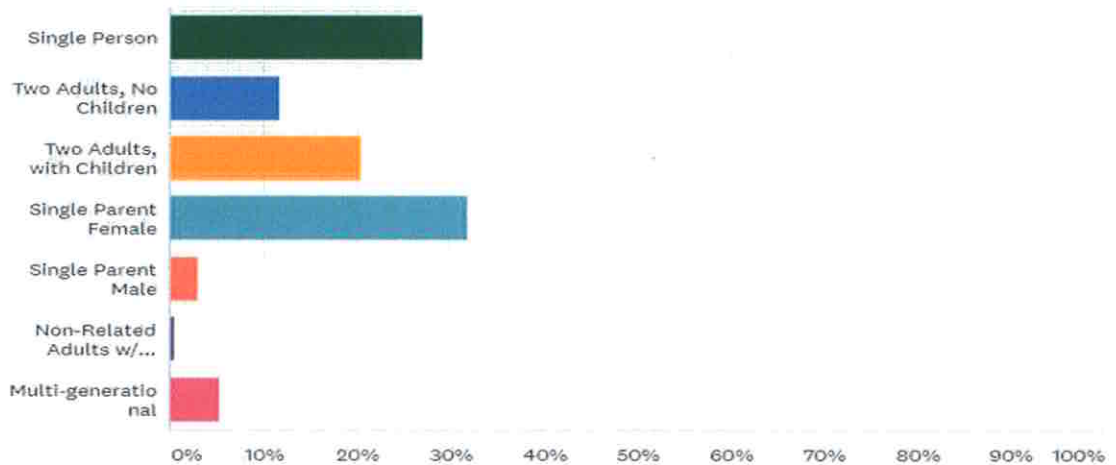
Agency Request Line (DEN)

0

- 40.60% of the customers made under \$1,000 for their monthly income.
- Individuals that made \$3,000 (7.72% of the callers) were deemed over income for a single-person household.
- About 90% of customers were seeking rental assistance.
- A small percentage of customers sought multiple areas of assistance (such as utility and rental assistance).

Household Type:

Answered: 299 Skipped: 1

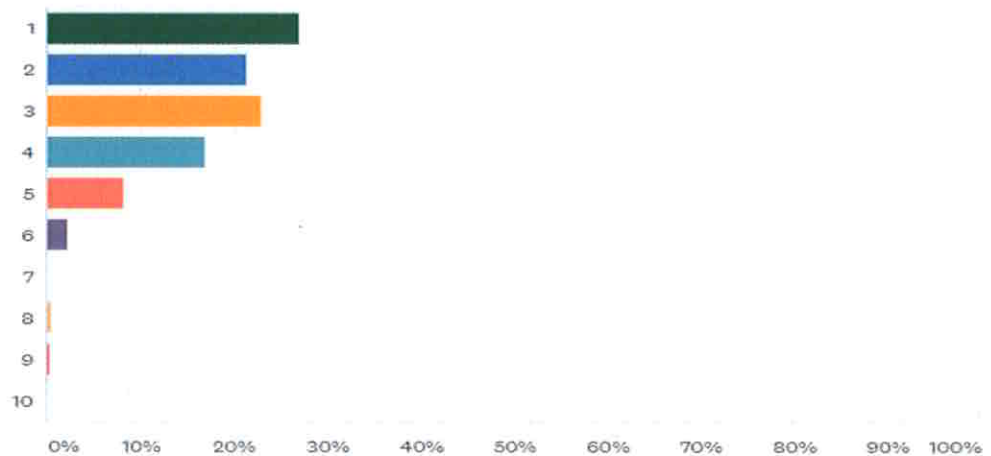


Agency Request Line (DEN)

0

of Household Members:

Answered: 300 Skipped: 0



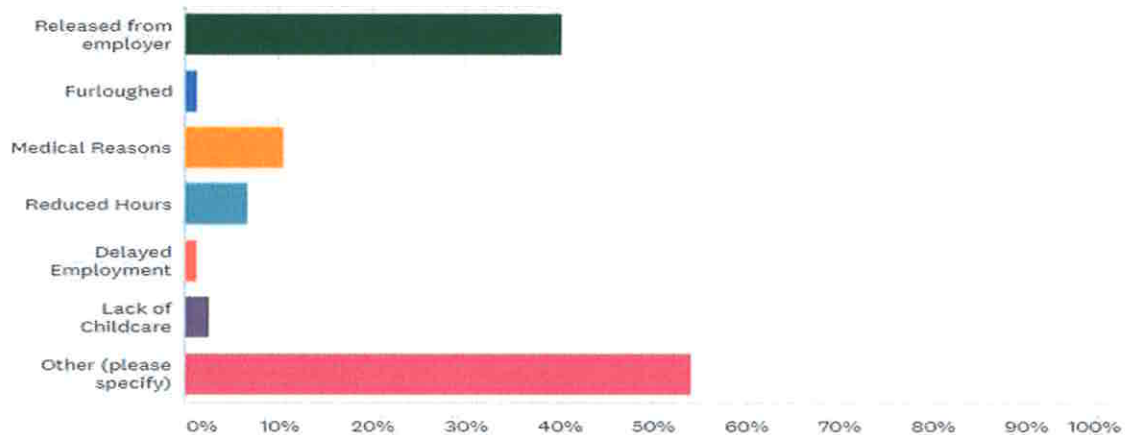
Agency Request Line (DEN)

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- 31.77% of customers consisted of single-parent female households.
- Customers identified their household make-up across all categories, with single parent females as the highest percentage of requests.
- The highest number of household members is nine as a result of multi-generational household make-up.

Crisis:

Answered: 300 Skipped: 0

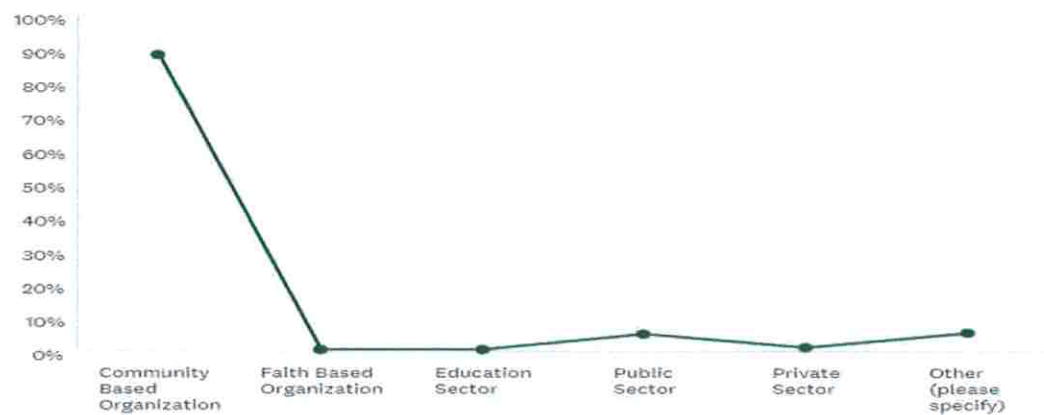


Agency Request Line (DEN)

0

Referral Source

Answered: 300 Skipped: 0



Agency Request Line (DEN)

0

- More than half of the customers faced a crisis due to hardships and unforeseen circumstances.
- Denton County residents report diverse crisis areas.
- 10.67% of customers reported that their crisis was due to COVID-19 infections (the third highest cause of the crisis).
- Community-based organizations were recognized as the highest percentage of referral sources at 88%, while faith-based and education-sector referrals were tied at an all-time low (0.33%).

Community Strengths and Assets

Denton County has a rich historical history that has been preserved on national, state, and county historical markers found in cities, towns, cemeteries, and early communities. The National Park Service has listed 24 districts and 133 individual properties as historical places or landmarks, and many are great tourist attractions, such as the Elm Fork Bridge.



The Denton County transportation system is The Denton County Transportation Authority (DCTA); it covers Denton, Lewisville, and Highland Village. DCTA also operates an A-train that services Denton to Carrollton, enabling passengers to connect the Green Line Train owned and operated by Dallas Area Rapid Transit (DART). Denton has the Denton Municipal Airport and the Northwest Regional Airport in Roanoke, and the Dallas Fort Worth International Airport is located a few miles south of the county.



Values and belief systems in Denton County are varied. Denton has many churches and other religious organizations representing a wide variety of denominations. Denton is located in the Bible Belt with a large evangelical population, but there are over 14 denominations listed on the Christian Guide US Church Directory for Texas churches.



There are communication mediums available for Denton County residents, such as the Cross Timbers Gazette and Denton Record-Chronicle. There are public libraries and several local radio stations. Denton is a family-oriented community.



Public Health Challenges & Response

The data in this report calls for substantial public health intervention in Denton County. Disparities identified reveal many opportunities for a community-based organization to engage in community improvement efforts. There is hope for a healthy community across the county, state, and nation. Tackling the following indicators will help reduce the adverse effects of poverty on low- socioeconomic households: nutrition environment, physical activity environment, clinical care, and overall population health. Policy initiatives that supplement income and improve educational opportunities, housing prospects, and social mobility can reduce poverty for low-income households (Khullar, 2018). Poor health contributes to low socioeconomic status and has the same effect if the roles were reversed. Prevention activities must start in the schools and be enforced and sustained by local elected officials in conjunction with their State counterparts.

Disaster Efforts (The impact of COVID-19 and relief efforts)

<i>COVID-19 Data as of 3/19/2021</i>	<i>Denton County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	8,251.42	9,579.96
<i>Mortality (Rates per 100K population)</i>	82.30	164.44
<i>Vaccines Administered</i>	720,186	21,430,921
<i>Vaccinations (One Dose)</i>	50.16%	41%
<i>Fully Vaccinated</i>	41.58%	43%

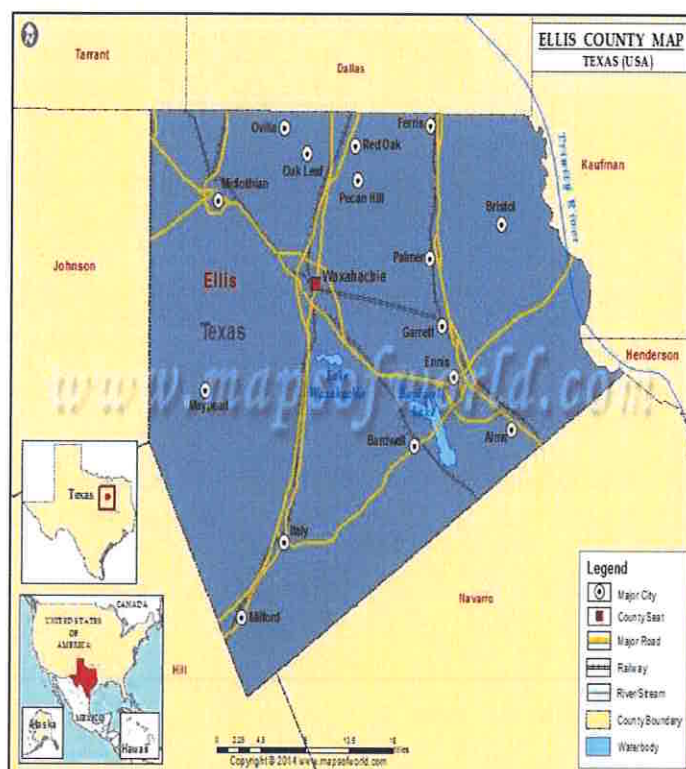
***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customers' well-being. Such interventions will be an item agenda on the monthly board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- We are updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Ellis County

Population and Key Demographics

Founded in 1849, Ellis County has a population of 184,826 with a total area of 952 square miles. Originally named after Richard Ellis, who was president of the convention where the Texas Declaration of Independence was developed. He is noted to be a politician and a judge on the first circuit court of Alabama. This county is surrounded by 98% land and only 2% water. There are seven major highways (Interstate 35E, Interstate 45, U.S. Route 67, U.S. 77, U.S. 287, State Highway 34, State Highway 342). The largest industries are as follows: Manufacturing, Retail Trade, and Health Care and Social Assistance. The highest paying industries are Mining, Quarrying, Oil & Gas Extraction, Information, and Public Administration. The Wyatt Street Shotgun House Historic District is one of 123 historic and notable landmarks in Ellis County.



Key Facts:

Median Age: 36.1
Median Property Value: \$172,900
Racial/Ethnicity Make-Up:
 % Caucasian: 58.9%
 % African American: 12.2%
 % Hispanics: 26.9%
 % Other Races: 2%
Median Household Income: \$76,871
Percent Living in Poverty**: 8.7%
Percent with Bachelor's degree or higher: 24.3%
Veterans (% of population): 5.79%
Persons with disability < 65 years old (%): 8%

*** (i.e., Poverty percentage extracted from the U.S. Census Bureau)*

Snapshot of Top Five Needs:

1. Education
2. Health & Social Development
3. Housing
4. Transportation
5. Employment

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal Poverty level guidelines are at 200%. The current poverty percent in Ellis County, TX is 8.7% compared to the State average of 13.6% and the National average of 10.5%. The underlying causes of poverty in Ellis County are the following: low educational attainment rates, chronic health conditions, lack of financial education and asset building, mental health crisis, and literacy rates. The negative implications of poverty are decreased access to healthy foods, lower rates of physical activity, and a high incidence rate of chronic diseases.

The COVID-19 pandemic has a profound impact on the socio-economic status of Ellis County residents. This is evident in the plummeting unemployment rates, food insecurity, and the impending housing crisis.

Conditions of Poverty

The following categories listed in the chart below provide a snapshot of the conditions of poverty in Ellis County and areas of strengths and weaknesses. There are various measures tabulated to give a total health score for the county. Throughout this report, these conditions will be clearly defined, in addition to a discussion on the gaps and barriers to services through the lens of community providers. Each condition was assessed on a scoring system to determine the overall county's score.

Category	Ellis County	
Population Health	60	County Average: 56/100
Equity	52	Texas Average: 42/100
Education	57	U.S. Average: 46/100
Economy	75	
Housing	46	
Food & Nutrition	34	
Environment	56	
Public Safety	67	
Community Vitality	65	
Infrastructure	58	
TOTAL (Average):	56	
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)		

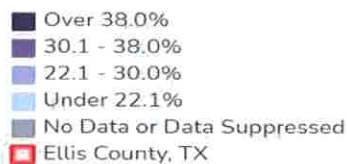
Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across the county. Although the median gross rent in Ellis County is \$1,054, many are still struggling to pay their rent and meet basic living needs. Due to unreliable means of transportation, low-income families have limited access to social service agencies. Cost burdened households (households costs exceeding 30% of income) is at 43.46%, slightly lower than the State (44.33%).



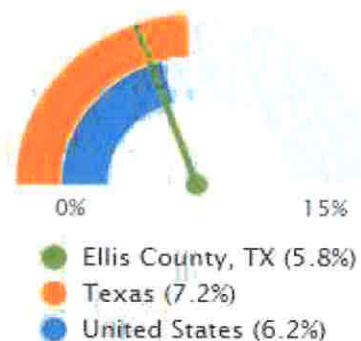
Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19



Employment

There are 3,221 recorded business establishments in Ellis County. 66.7% of the population ages 16+ are among the civilian labor force. There is a gender inequity in the civilian labor force, as evidenced by 60.6% of its population identified as females, aged 16 and over, among the civilian labor force. The total number of unemployment claims filed in Ellis county from March 2020 to March 2021 was 20,116 out of 319,248. This indicates that Anderson county residents constitute 6% of our service area for filed unemployment claims. They are ranked as the 3rd out of our ten-county service area, which is the lowest. The unemployment rate is 5.8%.

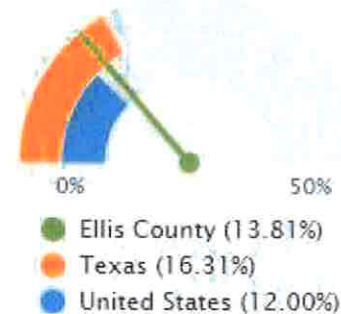
Unemployment Rate



Education

The educational level of Ellis County residents shows that 24.3% of the general population, ages 25 and up, have attained their Bachelor's degree or higher. This is lower than the state average for Bachelor's degree attainment at 29.90%. The number of diplomas issued is 2,355 out of a population of over 184K. About 13% of residents did not obtain a high school diploma. Graduate or professional degree percentages were not reported for Ellis County. There are two colleges in Ellis County: Southwestern Assemblies of God University and Texas A & M University Commerce-Midlothian Higher Education Center. Trinity Valley Community College- Palestine and University of Texas-Tyler Palestine Campus. Ellis County's college enrollment rate is 20.7%.

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. There are a limited number of grocery stores and a total of about 126 fast-food establishments. Recreation and fitness facility access is a critical part of assessing the health needs of the community. The total number of recreation and fitness establishments is 13. 9.5% of the population are currently receiving SNAP benefits, closely related to the poverty percentage for Ellis County at 8.7%. There is a high "preventable hospitalization rate." The rate for Ellis County is 5,272, which is higher than the state's average of 5,167. The rate is calculated per 100k beneficiaries. The total Medicare beneficiaries for the counties is 15,902. The age-adjusted death rate (per 100,000 population) is at 12.5 for mortality by suicide, close in range to the state's average of 12.9. This is an indicator that more programs are needed in Ellis County to address the mental health crisis. In addition, there need to be more programs to address the nutritional education needs of Ellis County Residents as obesity rates (38.1%) are higher than the state's rate (31.3%).



Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Ellis County, TX	35	4	9	2	1	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, [Provider of Services File](#) September 2020 Source geography: County [Show more details](#)

Infrastructure/ Income & Asset Building

The median income is \$76,871, higher than the state's average of \$61,874. Ellis County's GINI index is 0.42 in comparison to the state's average of 0.48. Although this score represents Ellis County's distribution of wealth, there are still barriers preventing households from transitioning out of poverty. The mean travel time to work is about 30.6 minutes for the workforce population over 16. The average commute time is higher than the state's average of 26.6 minutes. Workers are immersed in daily high traffic demands as they route their trip to work.



Civic Engagement/ Community Involvement

This domain focuses on activities designed to improve the social networks of the community. This includes but is not limited to community involvement and revitalization needs. The total number of naturalized citizens is 5,328 (2.88% of the population). Veterans constitute 5.79% of the total population, which is lower than the state's average of 6.98%. The social vulnerability index for Ellis County is 0.39. The voter participation rate is at 60% as compared to the state's average of 52.8%. This data indicates that residents are civically engaged in their community. The annual rate of violent crimes per 100,000 populations is 171, lower than the state's average of 428.50. It is inferred that the implementation of crime prevention programs led to the containment of violent crime rates in Ellis County.



Social & Economic Indicators

Social & Economic Indicators	Ellis County	Texas
Median Household Income	\$76,871	\$61,874
Children Eligible for Free Lunch	49.0%	60.5%
No High School Diploma	13.81%	16.31%
Graduate or Professional Degree	N/A	10.4%
Unemployment Rate	5.8%	7.2%
Children in Poverty	13.02%	20.92%
Income Inequality	0.42	0.48
Mortality-Suicide**	12.5%	12.9
Mortality Unintentional Deaths**	34.6	37.99
Source: County Health Rankings		

- About half of Ellis County school children are eligible for free lunch.
- "Children in Poverty" represents 13% of the population.
- Data on graduate or professional degree attainment was not reported for Ellis County.
- Suicide constitutes 12.5% of deaths reported in Ellis County.

Physical Environment	Ellis County	Texas
Air Quality- Particulate Matter	8.40	8.32
Climate & Health-Drought Severity	26.37%	17.03%
Housing Quality-Substandard housing	26.12%	31.73%
Food Environment- SNAP Authorized food stores**	6.68	7.90
Mean Commute Time	30.6	26.6
Source: County Health Rankings		

- Ellis County residents' mean commute time is 30.6 minutes, higher than the state's at 26.6 minutes.
- Air quality in Anderson County (8.40) is slightly higher than the state's average of 8.32, which decreased over time from 10.2%.
- Occupied housing with one or more substandard housing conditions is at 26.12%, while the state's average is 31.73%.

Health Behaviors	Ellis County	Texas
Adult Smoking	13.1%	15%
Adult Obesity	38%	31.3%
Physical Inactivity	25.7%	23.1%
Excessive Drinking	28,724	19.52%
Sexually Transmitted Infections-Gonorrhea (Rate per 100,000 population)	115.2	166.9
Teen Births (Rate per 1,000 population)	27.1	34.3
Source: County Health Rankings		

- Ellis County obesity rates (37.3%) are higher than the state's average of 31.3%, thereby showing a strong correlation with physical inactivity percentages.
- STI infections are relatively lower than the state's rate.
- Teen births are lower than the state's rate.

Clinical Care	Ellis County	Texas
Uninsured Population (%)	15.06%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	5,272	5,167
Diabetic Monitoring	87.3%	84.1%
Mammography Screening	30%	28%
Source: Community Commons		

- Ellis County's uninsured population (15.06%) is lower than the state's average (17.24%) despite having a high preventable hospitalization rate.
- Diabetic monitoring and mammography screening are higher than the state average.

Health Outcomes	Ellis County	Texas
Diabetes (Age-adjusted rate)	11.7%	10%
HIV Prevalence (Rate per 100,000 population)	216.2	392.7
Premature age-adjusted mortality	6,614	6,662
Mortality- Cancer (Age-Adjusted Death Rate)	162.2	147.84
Low Birth Weight (%)	7.40%	8.40%
Source: Community Commons		

- The diabetes prevalence rate (11.7%) is slightly higher than the state average (10%).
- Cancer mortality is the highest amongst Ellis County residents.

Trends in Key Demographics 2018-2021

Measure	Ellis County	Texas	United States
Total Population (2018)	160,225	25,146,091	323,127,513
Total Population (2021)	184,826	28,995,881	328,239,523
Change	+24,601	+3,849,790	+3,849,790
Median Age (2018)	35.9	34.2	38.2
Median Age (2021)	36.1	34.2	38.4
Change	+0.2	N/A	+2
Poverty % (2018)	11%	16.7%	11.8%
Poverty % (2021)	8.7%	13.6%	10.5%
Change	-2.3%	-3.1	-1.3%
Percent Uninsured (2018)	16.6%	19.3%	11%
Percent Uninsured (2021)	15.06%	17.24%	10%
Change	-1.54%	-2.06	-1
%Person with Disability (< 65yrs.)- 2018	12.9%	13.7%	14.5%
%Person with Disability (<65yrs.)- 2021	8%	7.9%	8.6%
Change	-4.9%	-5.8%	-5.9%
Median Household Income (2018)	\$64,382	\$54,727	\$60,309
Median Household Income (2021)	\$76,871	\$61,874	\$62,843
Change	+12,489	+7,147	+2,534
Bachelor's Degree (25+) %- 2018	21.9%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	24.3%	29.9%	32.1%
Change	+2.4%	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase

(-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Ellis County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

Surveys were conducted in Ellis County face to face at various locations. YMCA Ellis County was the first location located in a residential/small business neighborhood under development. Several apartment complexes were located within proximity to the YMCA, as well as industrial businesses. The community was diverse in race and age, and the residents were able to complete the surveys on their own. The Workforce Solutions of North Central Texas was the following location visited to conduct surveys which were 4 minutes from the YMCA. En route to the Workforce office, travel was along the service road of Interstate 35E, which had various fast food restaurants along the way. The following location was in Glenn Heights at The Palladium Apartments; travel to this destination was 13 miles away on I 35E N. There were several industrial-type businesses in route, as well as hotels and motels. The Palladium Apartments were a reasonably new structure that sat by itself off the main road; it was located across the street from a church and down the road from an older developed neighborhood that was well maintained. The residents who completed surveys at the apartment complex were diverse in age and race. The residents were able to complete their surveys without any assistance after a brief explanation. Surveys were conducted in the following zip code areas, 75165, 75145, that was also identified to be saturated with low-income households.

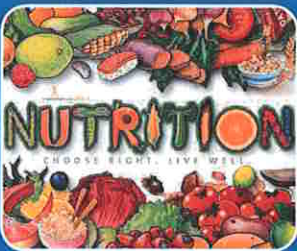
The following needs were identified within the scope of the CSBG Domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. Based on our data analysis, the top five needs were identified using the research methodologies described in the *Scope of Research* section. There were a total of 10 needs identified in Ellis County; however, a weighted scale was used to analyze both quantitative and qualitative data yielding the following results for the top 5 needs:

- | | |
|--------------------------------|-------------------|
| 1. Education | 4. Transportation |
| 2. Health & Social Development | 5. Employment |
| 3. Housing | |

The Five Whys Analysis-Ellis County's Top Five Needs



- Higher education attainment is lower than the state's average (24.3% versus 29.9%).
- Cost of attendance & lack of awareness of financial aid opportunities.
- Location of university to match income bracket.
- Transportation infrastructure to match demand.
- Lack of flexible commuting options for students with growing families.



- High obesity rates in comparison to the state's rate (38% versus 31.3%).
- Location and cost of healthy foods
- Many residents are physically inactive
- Limited nutrition education programs & affordable recreation programs
- Low socio-economic status and low wages



- Family households' percent is 78.90%.
- Increase eviction rate filing rate over the last 12 months (3.37%).
- Employment loss/ Reduction in Force (RIF).
- Huge economic impact on small businesses.
- Gentrification of the community.



- Lack of county-wide public transportation system.
- Lack of infrastructure to have public transportation within the county.
- Construction projects within the county were funded by private companies.
- County budget does not cover the costs of developing a transportation system.
- Public policy issue (Rules & Regulations, zoning, compliance etc).



- Unemployment rate at 5.7% (an increase from the past 3 years 3.3%)
- More establishment of chain restaurants, franchises
- More small business are closing
- Increase in unemployment benefits claims & beneficiaries
- Addition disaster unemployment hinders participation in job skills training to attain gainful employment (better job wages).

Gaps in Services and Barriers

Based on the top 5 needs identified in Ellis County, we will delve deeper into the gaps in services and barriers to overcome. This section of the report will be divided into two sections to understand the varying perspective of our survey population.

Community Forum Synopsis

The residents' needs were the greatest in their community: the lack of public transportation and not everyone having access to a vehicle and rideshare services becoming demanding and expensive to ride. After discussing the top five needs, forum participants shared the following areas for improvements: Literature/resources for services provided by the agency, utilization of social media to advertise and promote the organization, and visibility in the community.

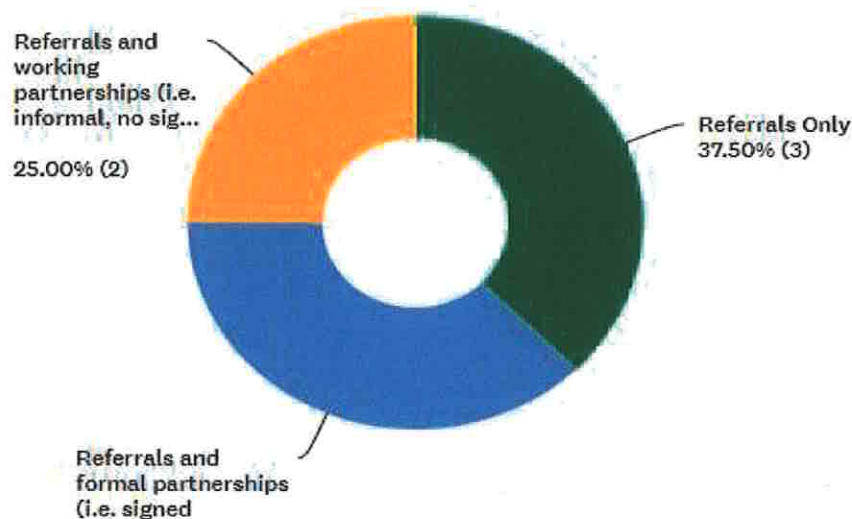
Community Forum participants agreed that the COVID-19 pandemic played a significant impact in their needs. Strong collaborations with local community providers were highlighted. The demographics of forum participants were low-income residents who were receiving unemployment benefits.

Interview with Key stakeholders in the community

This portion of the report focuses on the feedback received by community-based organizations on the gaps and barriers to services. Eight organizations were interviewed across all five sectors. Community organizations shared their areas of strengths and weaknesses in service delivery. The common themes discussed were as follows:

- Lack of a public transportation system in the area, especially for households in the outskirts of Ellis County.
- Literacy levels of low-income households
- Computer skills training to fill out forms for the assistance online
- Funding limitations
- Shortage of affordable housing and shelter
- Limited community resources

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 13% of organizations interviewed expressed that they had a basic knowledge of our community action agency and our services to the community.
- 75% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.
- 13% of organizations responses were undetected because "N/A" was written in the field provided.

Windshield Survey

Ellis

City of Ennis City, Red Oak, and Waxahachie

Ellis County is located 35 miles south of Dallas. While surveying the Ellis County cities, we observed that the city of Ennis is diverse in its market. There was an array of businesses from grocery stores to home improvement. The overall noise level was quiet, and the air quality was low to moderate. A polluted field was sighted near the local fire station. The city of Red Oak displayed a high emphasis on public safety. We observed public safety officials driving around the city. There was a plethora of new sites that were visible in all three counties, which included new homes, new businesses, and further city improvements or construction projects. A major challenge in this area is the lack of a public transportation system. The city of Ennis's revenue stems from events at the Texas Motorplex.

Ennis has a local airport within their city limits. We noticed that there were several historic district antique and craft shops around town. From the three cities visited in Ellis county, we observed Waxahachie as having the most resources for individuals within the community (asset). Ellis county's overall perception was that although it is located on the outskirts of Dallas, there is potential for more growth and influence from community-based providers.

Additional pictures located in Appendix J



Ennis, Texas



Red Oak, Texas



Waxahachie, Texas

Agency Response

Our agency received a total of 113 requests from September 2020- February 2021. These months were isolated from the general data pool because it is our agency's application peak period. 81.82% of individuals requested housing assistance, 21.82% requested utility assistance, and 7.27% requested education support. There were no inquiries for employment, food, or gas assistance.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner referrals. The household make-up is as follows: single adults, single adults with children, two adults or more with children, two adults (no children), and multigenerational households. Single adult households made 13.27% of requests, 39.82% of requests made came from a single adult with children households, 25.66% came from two adults or more with children households, 4.42% came from two adults (no children) household. Another 16.81% came from multi-generational households. The income bracket of the individuals who called our agency from September 2020 - February 2021 is as follows: 47.32% of individuals made under \$1,000, 30.36% of individuals made between \$1,000 to \$1,999, 18.75% of individuals made between \$2,000 to \$2,999, and 3.57% of individuals fell within the \$3,000 or more category. Income amounts were recorded based on the last 30 days before the individual's request date.

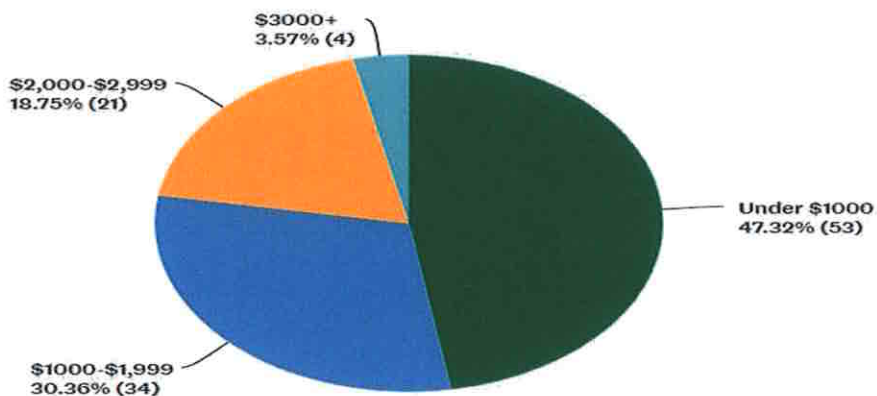
Although we received an abundance of requests during this timeframe, there were a total of 68 unduplicated households (236 person count) that submitted applications and were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

According to 2-1-1, there were a total of 548 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline are as follows: Rental Payment Assistance, Electric Service Payment Assistance, Childcare Expense Assistance, Vaccine Information, COVID-19 Diagnostic Tests, Food Pantries, Domestic Violence Shelters, Holiday Gifts/ Toys, Water Service Payment Assistance, Housing Authorities, Individual Counseling, Adult Residential Treatment Facilities, and Mortgage Payment Assistance. The top 5 requests were identified and categorized as:

1. Rental Assistance Payment
2. Electric Service Payment Assistance
3. Food
4. Childcare
5. COVID-19 Diagnostic Tests

Monthly Income:

Answered: 112 Skipped: 1

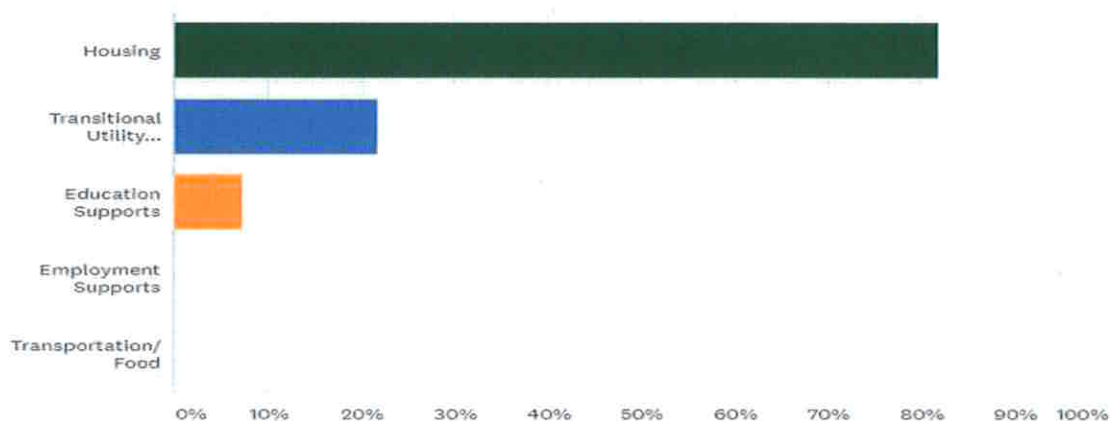


Agency Request Line (ELL)

0

Requested Service(s):

Answered: 110 Skipped: 3



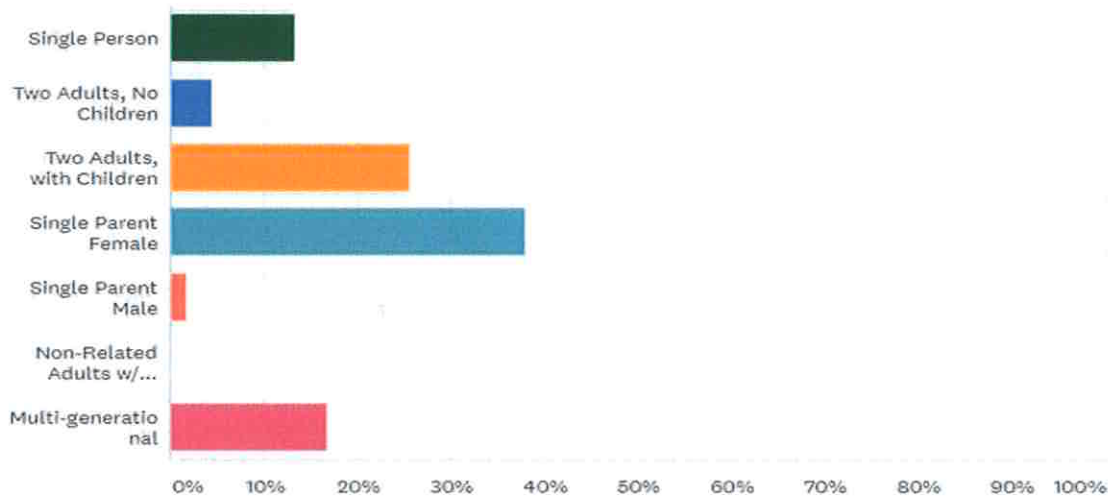
Agency Request Line (ELL)

0

- 47.32% of customers made under \$1,000 for their monthly income.
- Individuals that made \$3,000 (3.57% of customers) were deemed over income for a single-person household.
- About 81% of customers were seeking rental assistance.
- A small percentage of customers sought multiple areas of assistance (such as utility and rental assistance).
- A variety of support services were requested amongst customers except for employment supports, transportation, and food assistance.

Household Type:

Answered: 113 Skipped: 0

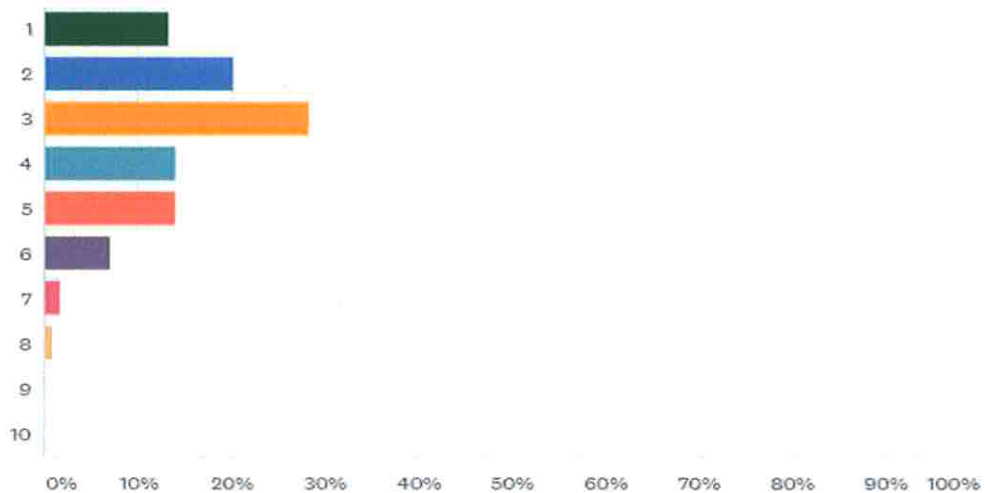


Agency Request Line (ELL)

Filter (0)

of Household Members:

Answered: 113 Skipped: 0



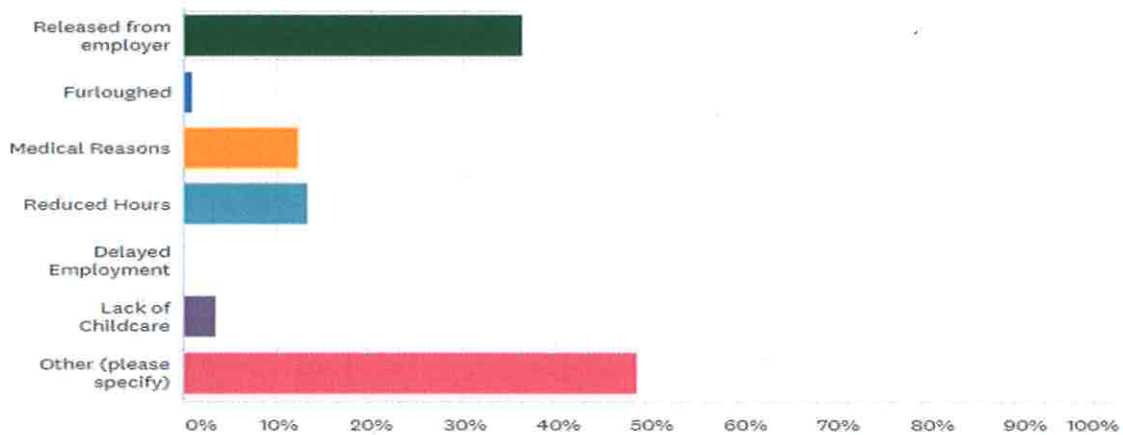
Agency Request Line (ELL)

Filter (0)

- 38.05% of customers consisted of single-parent female households.
- Customers identified their household make-up across all categories except "Non-Related Adults with Children."
- The highest number of household members is eight, as a result of multi-generational household make-up.

Crisis:

Answered: 113 Skipped: 0

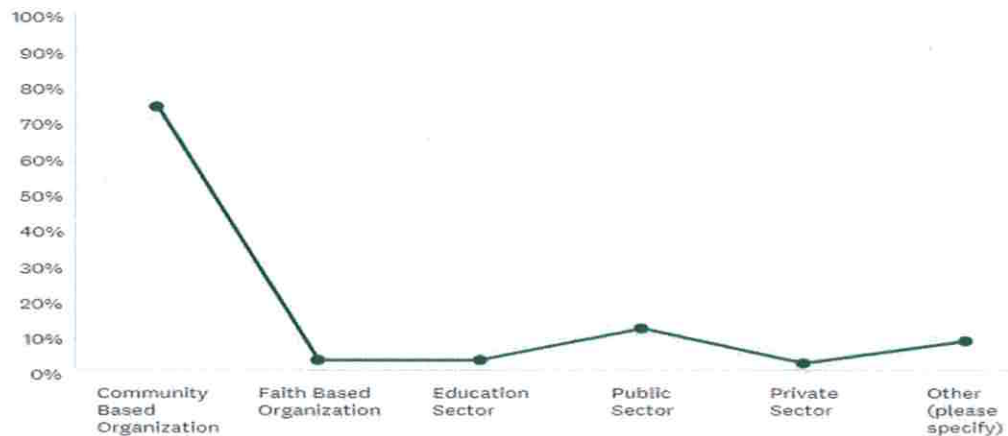


Agency Request Line (ELL)

▼ (0)

Referral Source

Answered: 113 Skipped: 0



Agency Request Line (ELL)

▼ (0)

- Less than half of customers faced a crisis due to hardships and unforeseen circumstances (48.67%).
- Ellis County residents reported diverse crisis areas except for “delayed employment” reasons.
- 12.39% of customers reported that their crisis was due to medical reasons (i.e., COVID-19 infections).
- Community-based organizations were recognized as the highest percentage of referral sources at 73.45%, while private-sector referrals were tied at an all-time low (1.77%).

Community Strengths and Assets

Ellis County has preserved its historical district, Ellis has seven districts, and over 114 Texas State Historical markers; nine are individually listed in the Recorded Texas Historic Landmarks. One of the county's most visited landmarks is Ennis National Bank (Picture Shown).



Ellis County has some civic engagement tools for children to engage them in meaningful civic learning. This program is called iCivics. School teachers are provided well-written, innovative resources to enhance their classroom participation. Remote learning tools are available for both educators and families.



As evidenced by the various religious denominations and churches scattered across the county, values and belief systems in Ellis are encouraged. There are 11 different Christian denominations and 458 Non-Denominational Christians listed on the Christian Guide US Church Directory for Texas Church Directory.



There are various communication mediums available throughout the county for residents. There are various local community newspapers in the various cities located in the county. There are several radio stations and public libraries in Ellis County. (Picture Shown: Ennis Public Library)



Public Health Challenges & Response

Mental health issues have been exacerbated since the start of the COVID-19 pandemic. Upholding the well-being of its citizens should be the goal of every community leader. Physical and social well-being has a significant impact on how people make decisions, manage stress, and interact with the general population. The overarching goal of Public Health is to promote healthy lifestyles while detecting, preventing, and responding to disease. This pandemic has caused a redirection of policies and initiatives to cater to the well-being of the country. This is apparent through the passing of the Coronavirus Aid Relief and Economic Security Act (CARES). This stimulus bill was originally signed into law on March 27th, 2020, providing a \$2.2 trillion economic stimulus bill. Ellis County was significantly impacted by closing many small businesses, displacing its residents with evictions despite the CDC moratorium. According to Maslow's hierarchy of needs, physiological needs, safety needs, belonging and love needs, esteem needs, and self-actualization is the roadmap to living healthy.

Disaster Efforts (The impact of COVID-19 and relief efforts)

COVID-19 Data as of 3/19/2021	Ellis County	Texas
Confirmed Cases (Rate per 100K population)	12,052.21	9,579.96
Mortality (Rates per 100K population)	167.19	164.44
Vaccines Administered	115,768	21,430,921
Vaccinations (One Dose)	39.53%	41%
Fully Vaccinated	31.49%	43%

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- We are updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal poverty level guidelines are at 200%. The current percent in poverty in Henderson County, TX is 17.5% compared to the state average of 13.6% and the national average of 10.5%. The underlying causes of poverty ranged from the lack of higher education attainment, high teen pregnancy rate, high unemployment rates, severe chronic conditions, racial and health disparities. The negative implications of poverty are decreased access to healthy foods, lower rates of physical activity, the high incidence rate of chronic diseases, lack of access to health care services, and affordability.

Conditions of Poverty

It is imperative to have a holistic view of the conditions of poverty. Many factors contribute to poverty in Henderson County. The county average is at 35/100, lower than the state (42/100). The highest score received across all ten categories was found in the "Equity" category. The conclusion is that the quality of life and health outcomes in Henderson County is significantly lower than the state's average. Henderson County is identified as having one of the most unsatisfactory health outcomes in our service area, thereby attributing poverty's negative implications.

Category	Henderson County
Population Health	39
Equity	56
Education	45
Economy	48
Housing	43
Food & Nutrition	44
Environment	53
Public Safety	49
Community Vitality	46
Infrastructure	38
TOTAL (Average):	35
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)	

County Average: 35/100

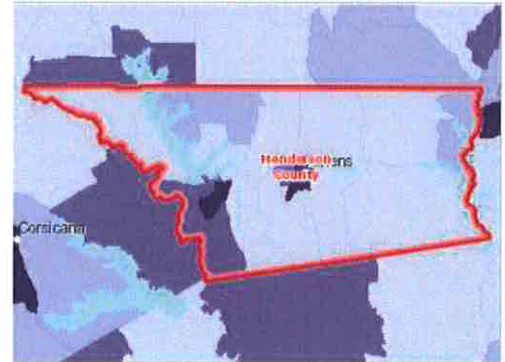
Texas Average: 42/100

U.S. Average: 46/100

Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing and utility assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across Henderson County. Although the median gross rent is \$802, many households are still seeking rental assistance for a two-bedroom household. This has increased over time from \$796. The residential vacancy rate is at 3.2%, higher than the state's rate (2.0%) 40.67% of renters spend 30% or more of their income on rent.



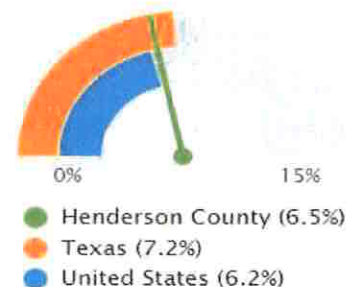
Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19



Employment

There are 1,328 business establishments. 51.4% of the population ages 16+ are among the civilian labor force. There is a gender inequity in the civilian labor force, as 46.6% of its population ages 16+ are females among the civilian labor force. The total number of unemployment claims filed in Henderson county from March 2020 to March 2021 was 9,231 out of 319,248. This indicates that Henderson County residents constituted 3% of our service area for filed unemployment claims. They are ranked as the 7th out of our ten-county service area. The unemployment rate is 6.5% in comparison to the state's rate (7.2%).

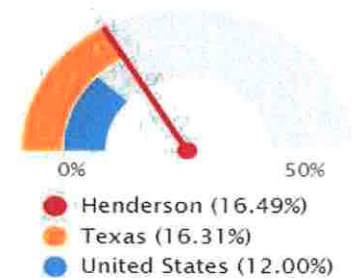
Unemployment Rate



Education

The education levels of Henderson County residents show that 17.34% of the general population ages 25 and up have attained a Bachelor's degree or higher. This is lower than the state average for Bachelor's degree attainment at 29.90%. The number of diplomas issued is 812 out of a population of over 82K. 16.49% of residents did not obtain a high school diploma. Only 5.9% of residents obtained a graduate or professional degree, which is drastically lower than the state's average of 10.4%. There is only one college in Henderson County (Trinity Valley Community College-Athens). A more in-depth analysis of barriers to educational opportunities will be outlined in the "Gaps in Services" section of this report.

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. The needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. 17.94% of the population are identified as having a disability, higher than the state's average (11.47). There are a limited number of grocery stores and a total of about 64 fast-food establishments. Recreation and fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 8 for recreation and fitness facility access. This correlates with the high prevalence of physical inactivity in Henderson County. About 30% of adults are physically inactive. This attributes to the severe chronic conditioned diagnosed amongst the residents. 36.5% of adults are considered obese with a BMI >30.0. 14.7% of the population are currently receiving SNAP benefits; however, the poverty percentage for Henderson County is 17.5% leading to food insecurity. The age-adjusted death rate (per 100,000 population) is at 21.8



Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Henderson County, TX		20	1	6	1	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File, September 2020. Source geography: County → [Show more details](#)

Infrastructure/ Income & Asset Building

Travel Time to Work
Henderson County, TX

Travel Time to Work	Percentage
Less than 10	16.4%
10 to 30	40.0%
30 to 60	25.3%
More than 60	18.4%

Civic Engagement/ Community Involvement

state's average of 52.8%. This data indicates that residents are civically engaged in their community. The annual rate of violent crimes per 100,000 populations is 345.10, lower than the state's average of 428.50. Although Henderson County's violent crime rate does not supersede the state's average, there is still a need for crime prevention activities for the teen and adult population.

Social & Economic Indicators

Social & Economic Indicators	Henderson County	Texas
Median Household Income	\$47,355	\$61,874
Children Eligible for Free Lunch	66.9%	60.5%
No High School Diploma	16.49%	16.31%
Graduate or Professional Degree	5.9%	10.4%
Unemployment Rate	6.5%	7.2%
Children in Poverty	27.06%	20.92%
Income Inequality	0.47	0.48
Mortality-Suicide**	21.8	12.9
Mortality Unintentional Deaths**	62.5	37.99
Source: County Health Rankings		

- About Two-Thirds of Henderson County school children are eligible for free lunch.
- "Children in Poverty" represents 27.06% of the population, higher than the State (20.92%).
- Graduate or professional degree attainment is significantly lower in Henderson County. (5.9%) in comparison to the state (10.4%).
- Suicide constitutes over one-fifth of deaths reported in Henderson County.

Physical Environment	Henderson County	Texas
Air Quality- Particulate Matter	8.21	8.32
Climate & Health-Drought Severity	20.68%	17.03%
Housing Quality-Substandard housing	26%	31.73%
Food Environment- SNAP Authorized food stores**	8.66	7.90
Mean Commute Time	32.1	26.6
Source: County Health Rankings		

- Henderson County resident's mean commute time is 32.1 minutes, driving further than the state's average (26.6 minutes).

- Air Quality in Henderson County (8.21) is slightly lower than the state's average of 8.32, which decreased over time from 9.1%.
- Occupied housing with one or more substandard housing conditions is at 26%, while the state's average is 31.73%.

Health Behaviors	Henderson County	Texas
Adult Smoking	16%	15%
Adult Obesity	36.5%	31.3%
Physical Inactivity	29.9%	23.1%
Excessive Drinking	17.44%	19.52%
Sexually Transmitted Infections-Gonorrhea (Rate per 100,000 population)	169.0	166.9
Teen Births (Rate per 1,000 population)	40.5	34.3
Source: County Health Rankings		

- 29.9% of Henderson County residents are physically inactive, in correlation with high obesity rates.
- Henderson County obesity rates (36.5%) are higher than the state's average of 31.3%.
- STI infections (Gonorrhea) prevalence rate is higher in Henderson County, leading to poor health outcomes and comorbidities.
- The teen birth rate is significantly higher in Henderson County than the state's rate (34.3).

Clinical Care	Henderson County	Texas
Uninsured Population (%)	17.89%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	5,120	5,167
Diabetic Monitoring	86.3%	84.1%
Mammography Screening	33%	28%
Source: Community Commons		

- Henderson County's uninsured population (17.89%) is higher than the state's average (17.24%), resulting in untreated health conditions.
- Diabetic monitoring and mammography screening are higher than the state average.

Health Outcomes	Henderson County	Texas
Diabetes (Age-adjusted rate)	12.9%	10%
HIV Prevalence (Rate per 100,000 population)	176.3	392.7
Premature death (Rate per 100,000 population)	11,017	6,662
Mortality- Cancer (Age- Adjusted Death Rate)	171.5	147.84
Low Birth Weight (%)	6.80%	8.40%
Source: Community Commons		

- The high HIV prevalence rate (749.8) is significantly higher than the state average (392.7).
- Premature age-adjusted mortality and cancer mortality are the highest amongst Henderson county residents.
- Untreated chronic conditions such as diabetes, cancer, stroke, and arthritis can lead to disability, and in some cases, death.

Trends in Key Demographics 2018-2021

Measure	Henderson County	Texas	United States
Total Population (2018)	79,213	25,146,091	323,127,513
Total Population (2021)	82,737	28,995,881	328,239,523
Change	+3,524	+3,849,790	+3,849,790
Median Age (2018)	43.7	34.2	38.2
Median Age (2021)	43.9	34.2	38.4
Change	+0.2	N/A	+2
Poverty % (2018)	18.9%	16.7%	11.8%
Poverty % (2021)	17.5%	13.6%	10.5%
Change	-1.4%	-3.1	-1.3%
Percent Uninsured (2018)	19.9%	19.3%	11%
Percent Uninsured (2021)	17.89%	17.24%	10%
Change	-2.01%	-2.06	-1
%Person with Disability (< 65yrs.)- 2018	18.6%	13.7%	14.5%
%Person with Disability (<65yrs.)- 2021	12.5%	7.9%	8.6%
Change	-6.1%	-5.8%	-5.9%
Median Household Income (2018)	\$43,434	\$54,727	\$60,309
Median Household Income (2021)	\$47,355	\$61,874	\$62,843
Change	+3,921	+7,147	+2,534
Bachelor's Degree (25+) %- 2018	17.4%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	17.34%	29.9%	32.1%
Change	-0.06%	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase (-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Henderson County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Focus Group (community-based)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

Surveys were conducted in Athens, TX, at the Oaks of Fairview Apartments. The apartments were in an older residential neighborhood and located next to a senior living facility. The community had a diverse population of varied ages and races. The next stop in Henderson was 3.6 miles away from the apartments at Faith in Action Outreach Center; a food pantry ran by local community volunteers. The residents that participated in the completion of the surveys were diverse in age and race. Several of the residents had health issues; a few had to be assisted with completing the surveys. Survey participants were identified at the following zip code 75751, which was identified as a low-income area.

The following needs were identified within the scope of the CSBG Domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. Based on our data analysis, the top five needs were identified using the research methodologies described in the *Scope of Research* section. There were a total of 12 needs identified in Henderson County; however, a weighted scale was used to analyze both quantitative and qualitative data yielding the following results for the top 5 needs:

1. Food Assistance
2. Health & Social Development
3. Education
4. Housing
5. Transportation

The Five Whys Analysis-Henderson County Top Five Needs



- Food Insecurity is at an alarming rate for children (25.90%)
- Lack of nutritious food establishments
- Infrastructure & community support to establish natural food stores is lacking
- Income distribution/ business revenue (most organic food store owners want to establish business in thriving environment rather than low-income areas).
- Lack of advocacy efforts from local leaders to address food insecurity needs.



- Mortality by Suicide rate is at 21.8%, higher than the state's rate (12.9%).
- Residents lack coping skills to handle stress or unforeseen circumstances.
- Mental Health is taboo in certain communities and often perceived to be a sign of weakness; thereby, mental health issues are left untreated.
- Lack of local community mental health facilities.
- Licensed practitioners are not motivated to practice in low-income areas due to low household median income.



- Higher education attainment is at 17.34%.
- Henderson County only has 1 college campus- TVCC-Athens.
- Demand for higher education is low.
- Adult literacy rates are at 14%.
- High teen births (40.5) and school dropout rate (16.49%) .



- 40.67% of renters spend 30 percent or more of their income on rent.
- Low wages and increased rent prices
- Inflation
- New development influencing housing needs of Henderson County
- Gentrification



- Lack of county-wide public transportation system
- County utilized a small scale transportation system
- Lack of infrastructure to support demand (i.e. Demand is higher than the supply)
- Funding (Not allocated in County Budget)
- Lack the capacity to training workers (i.e. cost of licensing, materials and instructors).

Gaps in Services and Barriers

Based on the top 5 needs identified in Henderson County, we will delve deeper into the gaps in services and barriers to overcome. This section of the report will be divided into three sections to understand our survey population's varying perspectives.

Community Forum Synopsis

The barriers to services are that many residents in poverty-stricken households have to make the most challenging decisions daily. This forum called for more opportunities for leadership workshops in the community. Forum participants emphasized the need for affordable housing, homeownership programs for first-time buyers with average credit. The second-ranking need was access to community service programs that assist in emergency financial assistance, gas cards, transportation, and food assistance needs. Residents and community leaders within the group affirmed that they had witnessed an increased demand for eligible households that need emergency funds. The third-ranking need was health and social development, in which chronic health, social programs, and mental health and wellness fall within that domain. Forum participants believe that there is a strong correlation between poverty and low health outcomes. The fourth-ranking need discussed was employment. Many participants complained of low wages and employment opportunities within city limits. Higher paying jobs are available in major cities and Metroplex like Dallas, TX. In addition, small businesses could not recoup lost revenue due to the impact of the COVID-19 pandemic and permanently closed their doors to the public. The five greatest needs discussed were income and asset building. There is a great need for financial literacy, credit counseling, and budgeting classes for Henderson County residents. There needs to be an investment in quality health outcomes. Income is one of the socio-economic indicators that impact the overall well-being of the nation.

Focus Group Synopsis

A focus group was conducted with a community-based organization in Henderson County to identify the root causes, conditions, barriers, resources, and solutions to identified needs.

The root cause to having food insecurity comes from low wages. Many households can't afford to feed growing families. Many teens who are single parents dropped out of school; thereby, limiting their ability to obtain gainful employment to meet their basic living needs. Healthy foods cost more than a happy meal at a local fast-food restaurant. Access to quality foods is another barrier and challenge for Henderson County residents. Healthy food stores are located on the outskirts of town or in nearby counties. Health and social development was the second-ranking need during the session. Many agree that low-income people cannot afford standard gym membership fees, and in most cases, families are working 2 to 3 jobs to make ends meet and lack time for physical activity.

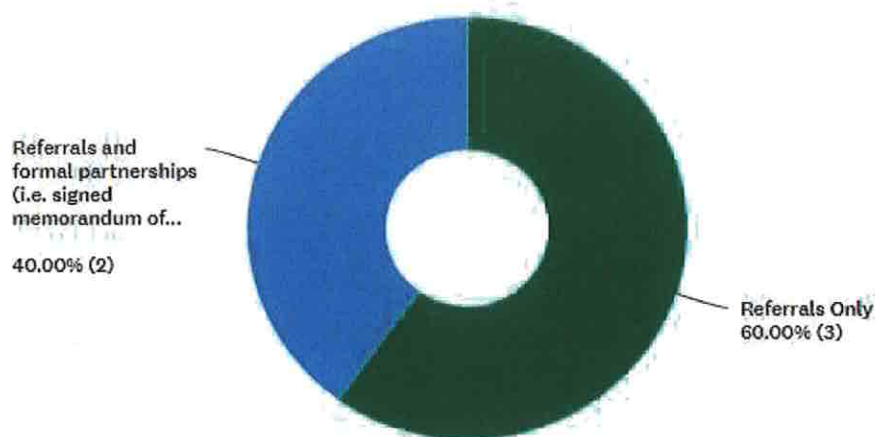
A number of participants concluded that there are limited resources for physical activity within county limits. The third-ranking need was housing. Many households had to relocate with family members due to the burden of increased market rates in addition to the adverse effects of the COVID-19 pandemic. Many households lost their jobs and could not afford to pay their rent. Affordable healthcare was the fourth-ranking need. Many low-income households cannot afford standard marketplace insurance. Employer-based insurance rates are not suitable for the average family, leading employees to opt-out of insurance and seek health centers with a sliding scale. The fifth ranking need is mental health programs. There are no mental health clinics in Henderson County, causing residents to adopt negative coping skills to overcome stressors (i.e., smoking, drugs, poor eating habits, and crime). The concluding theme within the group was: more action amongst public officials to address community needs primarily through funding and advocacy efforts.

Interview with Key stakeholders in the community

Elected officials and key stakeholders voiced their stance on the top five needs in Henderson County. The concluding response is as follows in order of the highest-ranked need: utility assistance, food assistance, affordable housing, weatherization, and transportation. When asked what the gaps and barriers to service, the following reasons were identified:

- Transportation to services
- Residents hesitant to work due to stimulus checks
- Fraudulent filed TWC claims (out of desperation)
- Lack of communication amongst community providers
- Gas voucher (distance from one agency to the next to receive help)

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



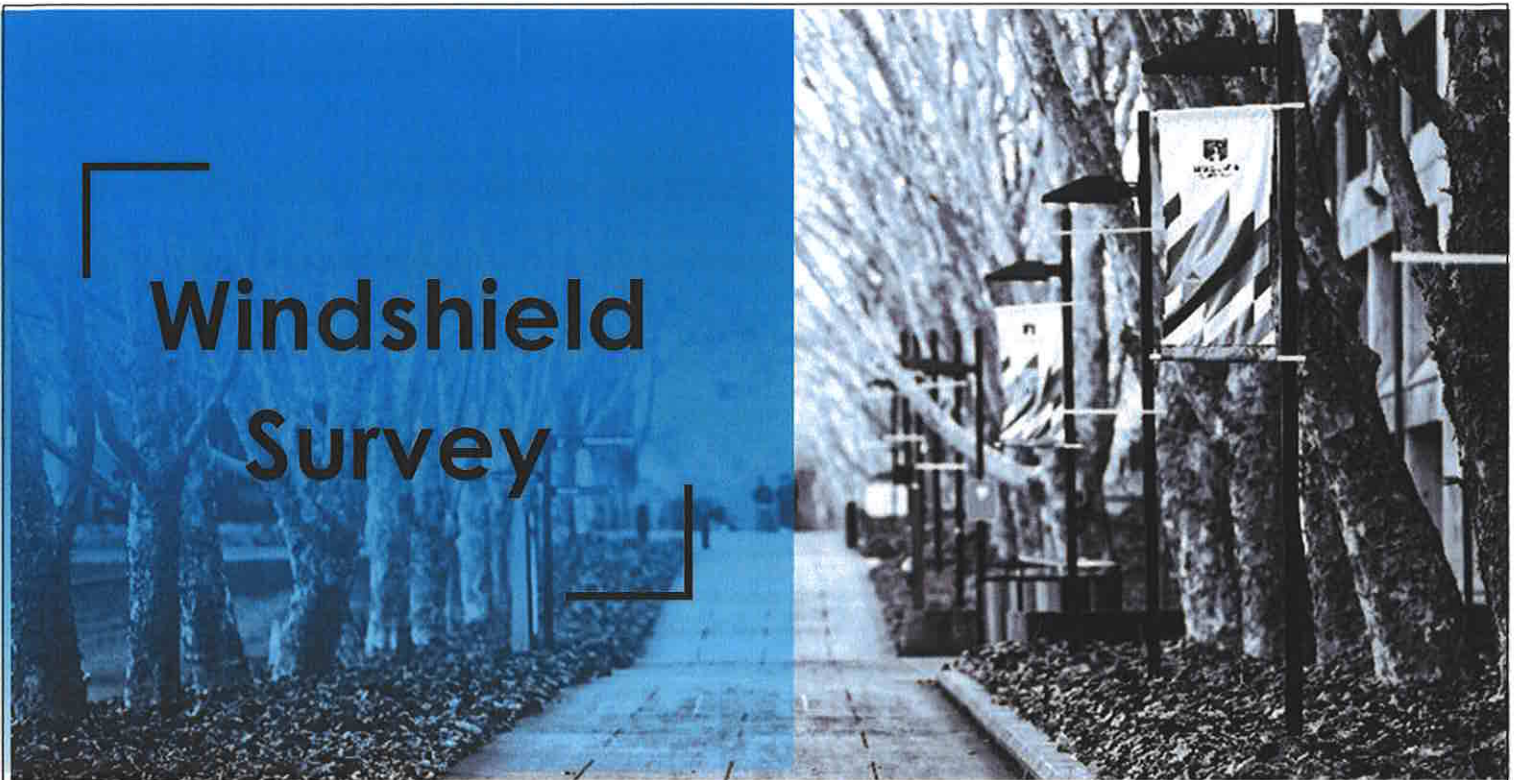
Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 20% of organizations interviewed expressed that they had a basic knowledge of our community action agency and our services to the community.
- 80% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.

Windshield Survey



Henderson

City of Malakoff, Athens, and Gun Barrel

Henderson county is named in honor of James Pinckney Henderson, the Republic of Texas first attorney general. While surveying the cities in Henderson county, we observed that most locations have an older stature. There was a large number of churches, two or three within walking distance from each other. The population age noticed in these counties was older. The overall noise level was moderate, and the air quality was average. The drive from one city to the next contained many homes on pieces of land with livestock. We were able to infer that livestock was a good form of revenue for this county (noted as an asset). Malakoff was the least populated location out of the three cities. Availability of health and social services agencies were minimal to none in the survey area.

A portion of the county did not have any landscaping projects and poor infrastructure in the main cities. While in route, we met a Gun Barrel Fireman who informed us that many tourists visit City Hall because of its unique logo. The perception of Henderson county is that individuals in this area are tight-knit even though they are not living close to one another (noted as a challenge).



Malakoff, Texas



Athens, Texas



Gun Barrel, Texas

Agency Response

Our agency received a total of 58 unduplicated requests from September 2020- February 2021. These months were isolated from the general data pool because it is our agency's application peak period. 68.97% of individuals requested housing assistance, 36.21% requested utility assistance, and 5.17% requested education support. There were no inquiries for employment, food, or gas assistance.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner referrals. The household makeup comprises single adults, single adults with children, two adults or more with children, and multigenerational households. Single adult households made 20.69% of requests, 25.86% of requests made came from a single adult with children households, 17.24% came from two adults or more with children households, 20.69% came from two adults (no children) households. Another 13.79% came from multi-generational households. The income bracket of the individuals who called our agency from September 2020- February 2021 is as follows: 62.07% of individuals made under \$1,000, 24.14% of individuals made between \$1,000 to \$1,999, 10.34% of individuals made between \$2,000 to \$2,999, and 3.45% of individuals fell within the \$3,000 or more category. Income amounts were recorded based on the last 30 days before the individual's request date.

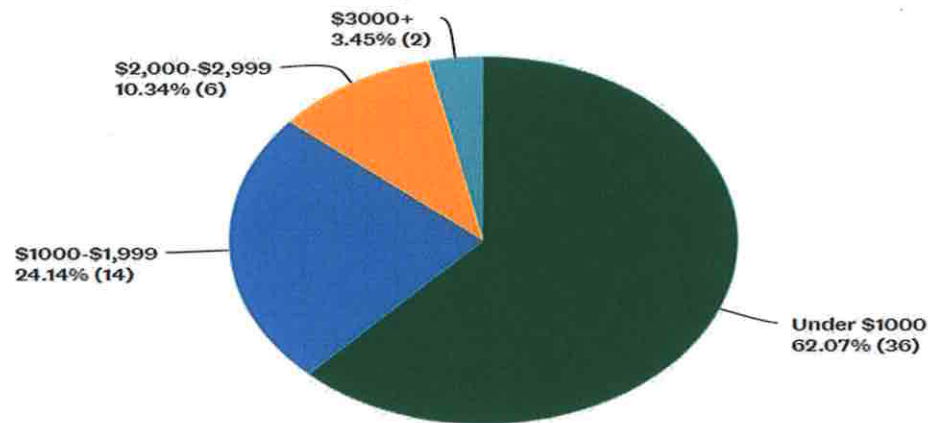
Although we received an abundance of requests during this timeframe, there were a total of 39 unduplicated households (125 person count) that submitted applications and were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

According to 2-1-1, there were a total of 82 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline are as follows: Electric Service Payment Assistance, Rental Payment Assistance, State Unemployment Insurance, Water Service Payment Assistance, COVID-19 Diagnostic Tests, Divorce Assistance, Adult Psychiatric Inpatient Units, Child Birth Education, Child Care Expense Assistance, Central Intake and Assessment for Drug Use Disorders, Food Pantries, Food Stamps, Prescription Expense Assistance, General Legal Aid and Discounted Internet Services. The top 5 requests were identified and categorized as:

1. Electric Service Payment Assistance
2. Rental Payment Assistance
3. COVID-19 Diagnostic Test
4. Water Service Payment Assistance
5. Mental Health Related Inquiries

Monthly Income:

Answered: 58 Skipped: 0

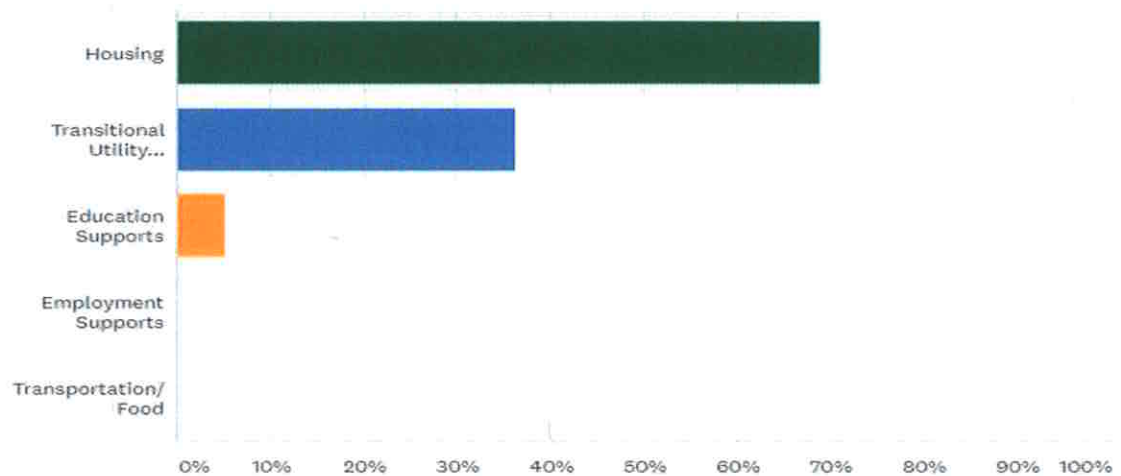


Agency Request Line (HEN)

0

Requested Service(s):

Answered: 58 Skipped: 0



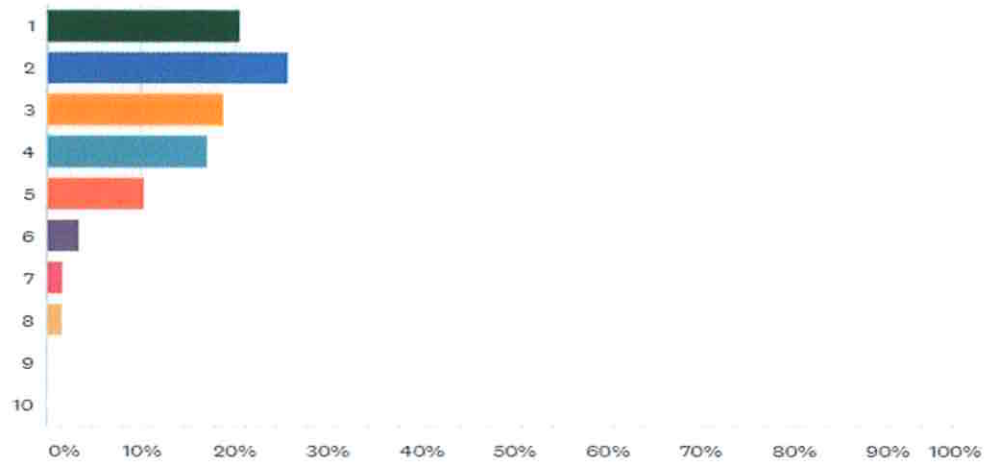
Agency Request Line (HEN)

0

- 62.07% of customers made under \$1,000 for their monthly income.
- Individuals that made \$3,000 (3.45% of customers) were deemed over income for a single-person household.
- About 69% of customers were seeking rental assistance.
- A small percentage of customers sought multiple areas of assistance (such as utility and rental assistance).
- Various support services were requested amongst the customer base except for employment supports, transportation, and food assistance.

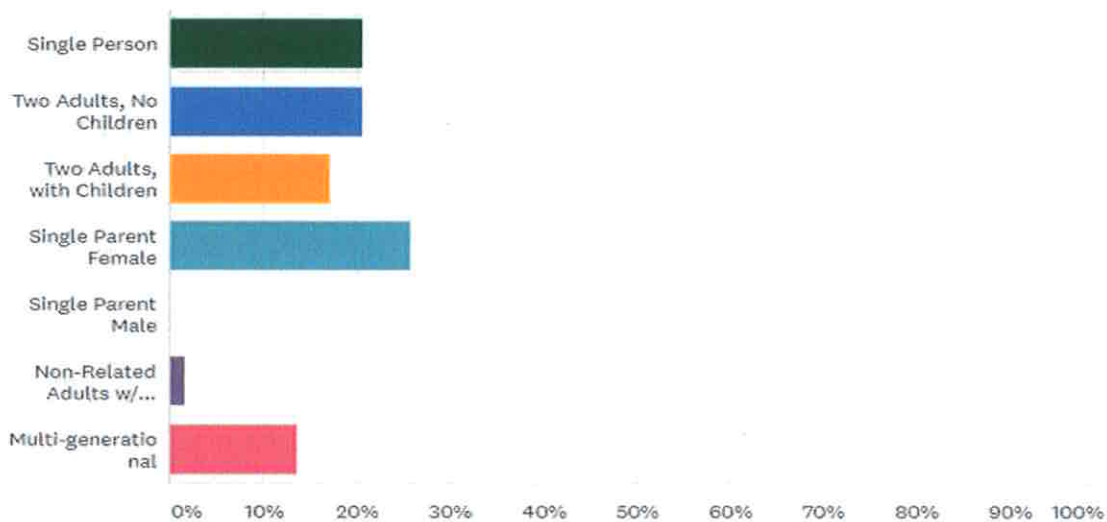
of Household Members:

Answered: 58 Skipped: 0



Household Type:

Answered: 58 Skipped: 0



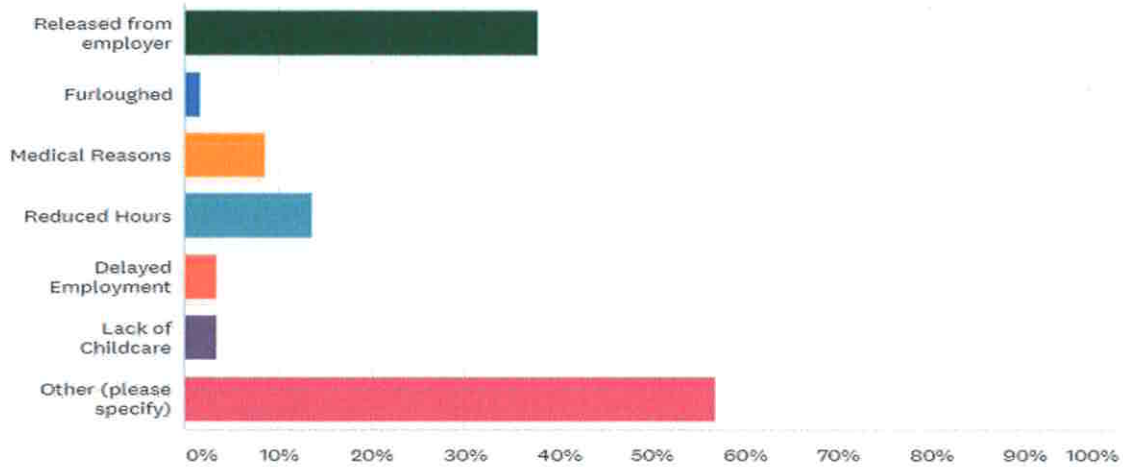
Agency Request Line (HEN)

0

- 25.86% of customers consisted of single-parent female households.
- "Single Person" households and "Two Adults, No Children" Households were tied at 20.69%.
- Potential customers identified their household make-up across all categories except "Single Parent Male."
- The highest number of household members was eight as a result of multi-generational household make-up.

Crisis:

Answered: 58 Skipped: 0

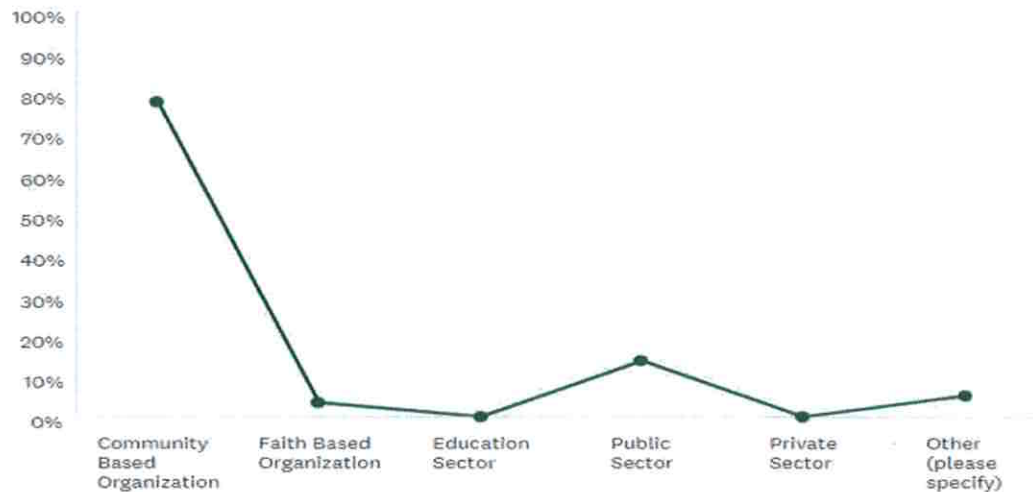


Agency Request Line (HEN)

0

Referral Source

Answered: 58 Skipped: 0



Agency Request Line (HEN)

0

- More than half of the customers faced a crisis due to hardships and unforeseen circumstances (56.90%).
- Henderson County residents reported diverse crisis areas.
- 8.62% of customers reported that their crisis was due to medical reasons (i.e., COVID-19 infections).

Community Strengths and Assets

Henderson County has preserved its historic district and has over 113 Texas State Historical markers and several war memorials honoring the veterans. (Picture Shown: War memorial).



Henderson County actively participates in the East Texas Food Bank Backpack Program in conjunction with the Feeding America program. On Fridays, participants receive a backpack filled with nutritious, kid-friendly items such as fruit, juice, cereal bars, and shelf-stable milk to last through the weekend. Mobile food pantries were created as a result of the COVID-19 pandemic.



Henderson's values and belief systems are encouraged, as evidenced by the various religious denominations and churches scattered across the county. There are ten different Christian denominations listed on the Christian Guide US Church Directory for Texas Church Directory.



There are various communication mediums available throughout the county for residents. There are various local community newspapers across the county—Henderson County public library hosts a summer reading program to enhance literacy skills. Henderson County prides itself in the number of family-owned businesses in town.



Public Health Challenges & Response

Food insecurity is one of the many factors that can impact the health outcome of a community. Health outcomes are driven by social determinants of health, including social, economic, physical, and environmental factors. Poor health is an expensive public health issue as it leads to exclusions on health policy plans or increased rates on insurance premiums due to pre-existing conditions. Food insecurity is one of many issues plaguing low-income households. Other co-existing conditions are housing instability, energy insecurity, and other resource-related hardships. Many heads of households have to make the tough decision on spending priorities with limited income.

Childhood poverty can serve as a traumatic event that can resurface in adulthood. Many school children are bullied based on their socio-economic status. Poverty can lead to long-term economic consequences. Many children aren't afforded the same opportunities as children raised in middle or upper-class families. Children growing up in poverty can lead to toxic or chronic stress, impacting child development and health. If left untreated, excessive and, high stress hormone levels can result in wear and tear on the brain and body, commonly referred to as allostatic load (Hartline-Grafton, H., 2017). Toxic stress can inhibit normal brain functioning, making children more susceptible to learning impairments, physical and mental health impairments. In general, one out of three chronically ill adults is unable to afford both medicine and food.

Disaster Efforts (The impact of COVID-19 and relief efforts)

<i>COVID-19 Data as of 3/19/2021</i>	<i>Henderson County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	<i>6,877.36</i>	<i>9,579.96</i>
<i>Mortality (Rates per 100K population)</i>	<i>210.21</i>	<i>164.44</i>
<i>Vaccines Administered</i>	<i>41,349</i>	<i>21,430,921</i>
<i>Vaccinations (One Dose)</i>	<i>29.75%</i>	<i>41%</i>
<i>Fully Vaccinated</i>	<i>24.36%</i>	<i>43%</i>

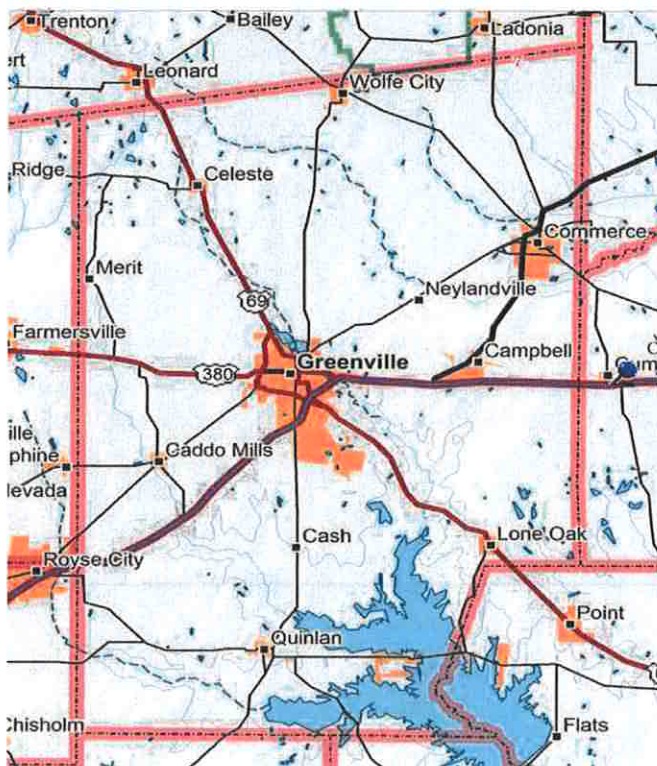
***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customer's well-being. Such interventions will be an item agenda on the monthly Board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- We are updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Hunt County

Population and Key Demographics

Founded in 1846, Hunt county has a population of 98,594 with a total area of 882 square miles. Originally named after Memucan Hunt Jr., who was a planter and businessman. Historical accounts confirm him to be the first minister of Texas to the United States, and he sat as the Secretary of the Texas Navy. Hunt, alongside Thomas Jefferson Green and James Pinckney Henderson, fought in the Texas Revolution. This county is surrounded by 95% land and only 5% water. There are thirteen major highways (Interstate 30, U.S. Highway 67, 69, 380; State Highway 11, 24, 34, 50, 66, 224, 276; Loop 178, and Spur 302). The largest industries are as follows: Manufacturing, Retail Trade, and Health Care and Social Assistance. The highest paying industries are Management of Companies and Enterprises, Information and Manufacturing. The Katy Depot, also known as the MKT Railway Passenger Station, is one of 9 historic and notable landmarks in Hunt County.



Key Facts:

Median Age: 37.8

Median Property Value: \$114,500

Racial/Ethnicity Make-Up:

% Caucasian: 70.4%

% African American: 8.2%

% Hispanics: 17.6%

% Other Races: 3.8%

Median Household Income: \$54,959

Percent Living in Poverty**: 14.8%

Percent of age 25+ with High School diploma:
84.5%

Percent with Bachelor's degree or higher: 19.9%

Veterans (% of population): 6.6%

Persons with disability < 65 years old (%): 10.8%

** (i.e., Poverty percentage extracted from the U.S. Census Bureau)

Snapshot of Top Five Needs:

1. Transportation
2. Food Assistance
3. Education
4. Employment
5. Housing

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal Poverty level guidelines are at 200%. The current percent in poverty in Hunt County, TX is 14.8% compared to the State average of 13.6% and the National average of 10.5%. The underlying causes of poverty in Hunt County range from low education rates, food insecurity, poor health outcome, uninsured population, unawareness of social services agencies that offer assistance to attain self-sufficiency.

The COVID-19 pandemic has a profound impact on the socio-economic status of Hunt County residents. The next section of this report will share the environmental factors that negatively impact health status.

Conditions of Poverty

It is imperative to have a holistic view of the conditions of poverty. Many factors contribute to poverty in Hunt County. There were low scores given in all ten categories. This means that many underlining environmental barriers are impacting the low-income community in Hunt County. The highest score received was in the “Economy” category, while the lowest was in the “Infrastructure” category. This correlates with the top need in the county: Transportation. The overall health score for Hunt County is 35/100.

Category	Hunt County	
Population Health	40	County Average: 35/100
Equity	45	Texas Average: 42/100
Education	50	U.S. Average: 46/100
Economy	59	
Housing	37	
Food & Nutrition	47	
Environment	55	
Public Safety	46	
Community Vitality	45	
Infrastructure	32	
TOTAL (Average):	35	
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)		

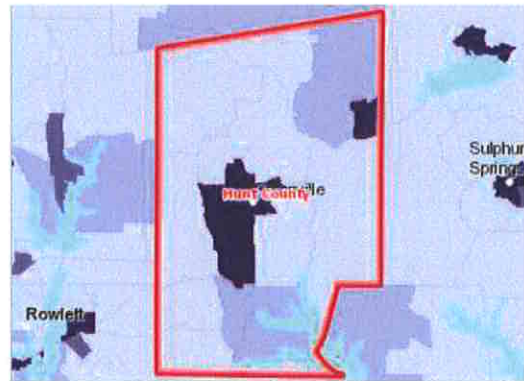
Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across Hunt County. However, the median gross rent is \$1,110 for a two-bedroom apartment, which increased over time from \$899. Many residents are unaware of assistance programs and lack access to utilize those services. Housing instability is one of the stressors of low-income households in Hunt County.

46.24% of renters spend 30 percent or more of their income on rent, which is higher than the State's average of 44.33%. Many

Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19

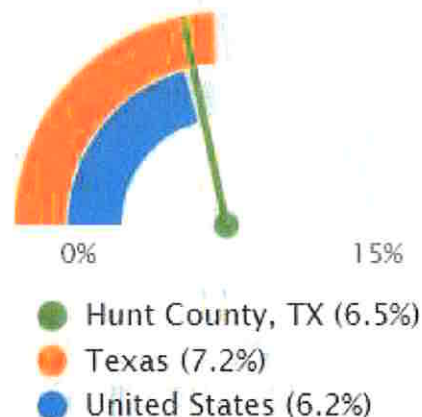


residents cannot afford to live in quality homes, so they settle for substandard housing to prevent homelessness. Occupied housing units with one or more substandard conditions is at 31.19% in close comparison to the State (31.73%)

Employment

There are 1,562 business establishments. 58.7% of the population ages 16+ are among the civilian labor force. There is gender equity in the civilian labor force, as 51.7% of its population ages, 16+ are females among the civilian labor force. The total number of unemployment claims filed in Hunt County from March 2020 to March 2021 was 10,262 out of 319,248. This indicates that Hunt County residents constitute 3% of our service area for filed unemployment claims. They are ranked as the 6th out of our ten-county service area. The unemployment rate for Hunt County is 6.5%.

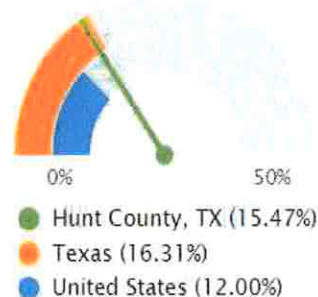
Unemployment Rate



Education

The education levels of Hunt County residents show that 1 in 5 of the general population ages 25 and up have attained their Bachelor's degree or higher (19.9%). This is lower than the state average for Bachelor's degree attainment at 29.90%. The number of diplomas issued is 1,062 out of a population of over 98K. About 15% of residents did not obtain a high school diploma. Only 7% of residents obtained a graduate or professional degree, which is drastically lower than the state's average of 10.4%. There are three colleges in Hunt County: Paris Junior College and Texas A & M University-Commerce, and Cosmetology Career Institute. A more in-depth analysis of barriers to educational opportunities will be outlined in the "Gaps in Services" section of this report.

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. The age-adjusted death rate (per 100,000 population) is at 17.4 for mortality by suicide, which is higher than the state's average of 12.9. This shows that there is a greater need for mental health counseling and wellness programs. There are limited numbers of grocery stores and a total of about 68 fast-food establishments. Recreation and fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 11 for recreation and fitness facility access. 12.9% of the population are currently receiving SNAP benefits; however, the poverty percentage for Hunt County is 14.8% leading to food insecurity. There is a high "preventable hospitalization rate." The rate for Hunt County is 6,356, which is higher than the state's average of 5,167. The rate is calculated per 100k beneficiaries. The total Medicare beneficiaries for the counties is 12,890.

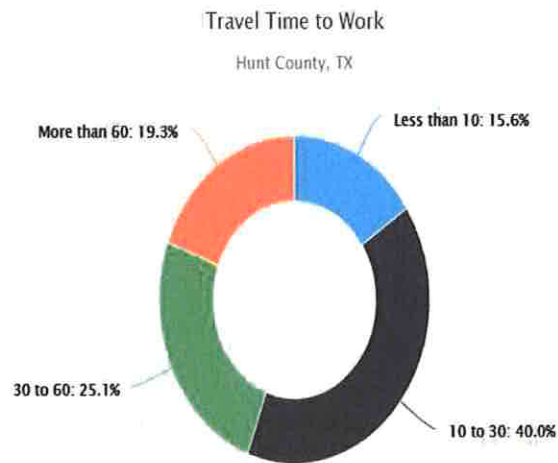


Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Hunt County, TX	40	3	5	5	4	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File: September 2020. Source geography: County → [Show more details](#)

Infrastructure/ Income & Asset Building

The median income is \$54,959, higher than the state's average of \$61,874. Hunt County's GINI index is 0.44 in comparison to the state's average of 0.48. The closer a population is, to 1, the likelihood of the group experiencing wealth inequality. Although this score represents Hunt County's distribution of wealth, there are still barriers preventing households from transitioning out of poverty. 14.8% of residents live in poverty and may not have the same opportunities as their counterparts in more urban counties. The mean travel time to work is about 31.3 minutes for the workforce population over 16. This average commute time is lower than the state's average of 26.6 minutes. There is a lack of a county-wide public transportation system, which causes a barrier to access services. Senior Center Resources and Public Transit (SCRPT), The Connection offers subsidized services for seniors, disabled and low-income residents at a limited capacity leaving the unmet transit needs of the county unresolved.



Civic Engagement/ Community Involvement

This domain focuses on activities designed to improve the social networks of the community. This includes but is not limited to community involvement and revitalization needs. The total number of naturalized citizens is 2,407 (2.44% of the population). Veterans constitute 9.10% of the total population, which is higher than the state's average of 6.98%. The Social vulnerability index takes into account 15 variables to determine the overall vulnerability score of a population. The total score for Hunt County is 0.83. This means this county is more vulnerable to emergencies (i.e., pandemics). The voter participation rate is at 49.3% in comparison to the state's average of 52.8%. This data indicates that residents need to be more civically engaged in their community. The annual rate of violent crimes per 100,000 populations is 340.80, lower than the



state's average of 428.50. Crime prevention activities can be facilitated by public or elected officials in conjunction with local community providers.

Social & Economic Indicators

Social & Economic Indicators	Hunt County	Texas
Median Household Income	\$54,959	\$61,874
Children Eligible for Free Lunch	59.8%	60.5%
No High School Diploma	15.47%	16.31%
Graduate or Professional Degree	7.0%	10.4%
Unemployment Rate	6.5%	7.2%
Children in Poverty	22.45%	20.92%
Income Inequality	0.44	0.48
Mortality-Suicide**	17.4	12.9
Mortality Unintentional Deaths**	49.9	37.99
Source: County Health Rankings		

- About 60% of Hunt County school children are eligible for free lunch.
- The "Children in Poverty" rate is higher than the state's average.
- Graduate or professional degree attainment is significantly lower in Hunt County (7%) than in the state (10.4%).
- Suicide mortality is at an all-time high (17.4) in comparison to the State (12.9).

Physical Environment	Hunt County	Texas
Air Quality- Particulate Matter	8.29	8.32
Climate & Health-Drought Severity	20.85%	17.03%
Housing Quality-Substandard housing	31.19%	31.73%
Food Environment- SNAP Authorized food stores**	8.94	7.90
Mean Commute Time	31.3	26.6
Source: County Health Rankings		

- Hunt County resident's mean commute time is 31.3 minutes, which is higher than the state at 26.6 minutes.
- Air Quality in Hunt County (8.29) is slightly lower than the state's average of 8.32, decreasing over time from 9.4%.
- Occupied housing with one or more substandard housing conditions is at 31.19% in close comparison to the state's average at 31.73%.

Health Behaviors	Hunt County	Texas
Adult Smoking	15.8%	15%
Adult Obesity	38.3%	31.3%
Physical Inactivity	31%	23.1%
Excessive Drinking	18.19%	19.52%
Sexually Transmitted Infections- Gonorrhea (Rate per 100,000 population)	123.6	166.9
Teen Births (Rate per 1,000 population)	32.1	34.3
Source: County Health Rankings		

- Adult smoking is slightly higher than the state average, which leads to chronic conditions such as lung disease.
- Hunt County obesity rates (38.3%) are higher than the state's average of 31.3%. This certifies that there is a health crisis within the county.
- STI infections and treatment costs can impact individual household expenditures.
- Teen birth rates are slightly lower than the state's rate.

Clinical Care	Hunt County	Texas
Uninsured Population (%)	16.27%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	6,356	5,167
Diabetic Monitoring	87.2%	84.1%
Mammography Screening	31%	28%
Source: Community Commons		

- Hunt County's uninsured population (16.27%) is lower than the state's average (17.24%) despite having a high preventable hospitalization rate.
- Diabetic monitoring and mammography screening are higher than the state average.

Health Outcomes	Hunt County	Texas
Diabetes (Age-adjusted rate)	12.5%	10%
HIV Prevalence (Rate per 100,000 population)	163.6	392.7
Premature death (Rate per 100, 000 population)	9,083	6,662
Mortality- Cancer (Age- Adjusted Death Rate)	184.2	147.84
Low Birth Weight (%)	8.20%	8.40%
Source: Community Commons		

- The Cancer Mortality rate (184.2) is significantly higher than the state average (147.84) due to lack of preventative treatment or late diagnosis.
- Premature age-adjusted mortality and cancer mortality are the highest amongst Hunt County residents.

Trends in Key Demographics 2018-2021

Measure	Hunt County	Texas	United States
Total Population (2018)	89,068	25,146,091	323,127,513
Total Population (2021)	98,594	28,995,881	328,239,523
Change	+9,526	+3,849,790	+3,849,790
Median Age (2018)	38.1	34.2	38.2
Median Age (2021)	37.8	34.2	38.4
Change	-0.3	N/A	+2
Poverty % (2018)	18.8%	16.7%	11.8%
Poverty % (2021)	14.8%	13.6%	10.5%
Change	-4%	-3.1	-1.3%
Percent Uninsured (2018)	19.0%	19.3%	11%
Percent Uninsured (2021)	16.27%	17.24%	10%
Change	-2.73	-2.06	-1
%Person with Disability (< 65yrs.)- 2018	17.6%	13.7%	14.5%
%Person with Disability (<65yrs.)- 2021	10.8%	7.9%	8.6%
Change	-6.8%	-5.8%	-5.9%
Median Household Income (2018)	\$45,643	\$54,727	\$60,309
Median Household Income (2021)	\$54,959	\$61,874	\$62,843
Change	+9,316	+7,147	+2,534
Bachelor's Degree (25+) %- 2018	17.8%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	19.9%	29.9%	32.1%
Change	+2.1%	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase (-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Hunt County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Focus Group (community-based)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

Surveys were conducted in Commerce, TX, in Hunt County at the **Bread of Life Food Pantry**, located in the **Bread of Life Church of the Nazarene**. The church was located off the highway; there were no other businesses within the vicinity. The residents who participated in the survey were older; some residents needed assistance to complete the surveys due to limited cognitive abilities. The zip code area served was 75428, which is identified as a low-income area.

The following needs were identified within the scope of the CSBG Domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. Based on our data analysis, the top five needs were identified using the research methodologies described in the *Scope of Research* section. There were a total of 17 needs identified in Hunt County; however, a weighted scale was used to analyze both quantitative and qualitative data yielding the following results for the top 5 needs:

1. Transportation
2. Food Assistance
3. Education
4. Employment
5. Housing

The Five Whys Analysis-Hunt County's Top Five Needs



- Limited public transportation options for residents (i.e. SCRPT)
- Lack of infrastructure to support large transit system
- Cost associated with developing a transit system, rider costs cannot cover employees and management of transit system.
- Skills training and funding for overall transit project
- Redirection of construction projects within the county that will increase revenue (i.e. more funding to meet the demands of thousands of college students) duUniversity



- Food assistance programs have limited capacity to cover the food crisis in Hunt County (4 well-known organizations and small parties through local churches)
- Food insecurity rates - Hunt County (17.9%) Vs. Texas (14.9%) prior to pandemic.
- Increased prices for healthy and nutritious foods, limited access to establishments (i.e. Super 1 Foods, Sunshine Shoppe Health Foods).
- The poverty percentage does not equate to the families with SNAP benefits.
- Lack of access to SNAP facilities and comprehension to fill out SNAP application.



- Low higher education attainment (19.90%)
- Availability of post-secondary education & tuition costs (Total cost for Texas Resident is \$14,238 per semester).
- Due to degree programs and demand of skilled professionals in the workforce.
- Lack of awareness of scholarships and financial advertisement
- Limited college prep programs in the community (i.e. in low income neighborhood).



- Lack of better wages to cover household expenses.
- Jobs are scarce, lack of new job creation
- Tenured staff don't want to leave their current position (higher wages)
- Access to housing (Lack of housing for their work staff)-majority of workers live out of town.
- New employers don't want to bring new jobs, because of housing shortages. Housing units available: 37, 798 for a population of 98,594.



- Limited affordable housing units (18 low-income housing apartment communities equivalent to 1,040 affordable apartments for a population of 98K.)
- Developers are more drawn to college students
- School funding pays for housing.
- Rental prices increases because demand of college students (from \$899 to \$1,110)
- Low-income can't afford quality housing and forced to live in substandard homes

Gaps in Services and Barriers

Based on the top 5 needs identified in Hunt County, we will delve deeper into the gaps in services and barriers to overcome. This section of the report will be divided into three sections to understand our survey population's varying perspectives.

Community Forum Synopsis

The barriers to services are that many residents in poverty-stricken households have to make the most complex decisions daily. There aren't many affordable housing properties to match the demand of low-income residents in Hunt County. The reoccurring theme amongst forum participants was the imminent need for a county-wide public transportation system. Once this need is met, many participants felt that it would allow residents to have better access to higher-paying jobs on the outskirts of town. The second-ranking need in the community is job training. Many residents are unemployed because they lack the skills training to perform assigned tasks in technical and professional jobs. The third-ranking need is health & social development to have more events for seniors to remain active and help manage their symptoms. The fourth-ranking need is food assistance. Since the start of the Pandemic, many homes have faced and are still facing food insecurity. Residents are relying on local food banks for food boxes. The fifth ranking need is affordable healthcare. Many residents are paying high premiums from employer-based insurance plans, causing many families to opt-out of insurance.

Focus Group Synopsis

A focus group was conducted with a community-based organization in Hunt County to identify the root causes, conditions, barriers, resources, and solutions to identified needs.

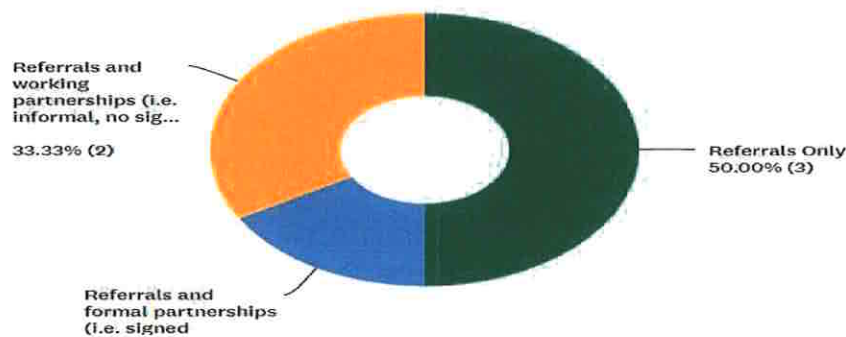
The community's root cause of current needs is unmet due to a lack of funding sources to address the need. Many residents are lured to living in substandard housing due to increased rental rates. New developers want to focus on college students to meet the housing demand. The neighborhood empowerment zone, a geographically underserved area, is a strategic plan of action to address the housing need. The city of Commerce will wave all permit fees and fees associated with housing developments as an incentive. Having affordable housing and new job creation can help address the additional needs of the county. Financial education was another need identified during the session as many residents need help rebuilding their credit and learning to budget. Nutrition education and physical wellness programs are required to address the adverse health outcomes of the county.

Interview with Key stakeholders in the community

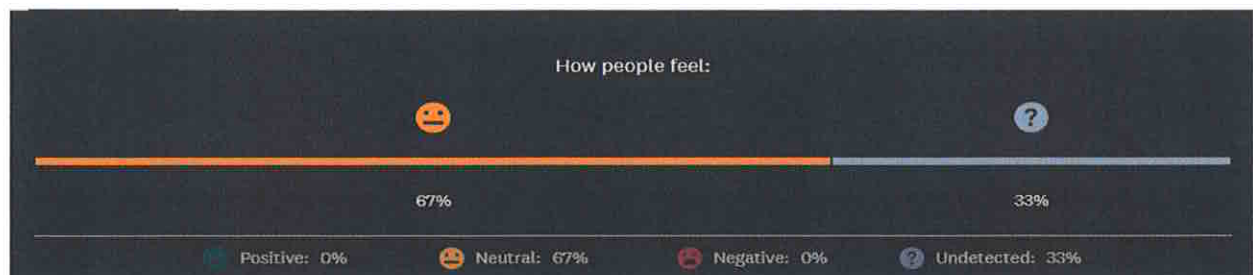
Elected officials alongside a number of key stakeholders were interviewed to discuss the needs of low-income persons in the community and give their perceptions of the gaps and barriers to services. The following are responses for common themes identified:

- Lack of higher education attainment and better wage employment
- Lack of education seen amongst the seniors regarding affordable healthcare options
- Lack of sufficient educational programs at all levels
- Lack of community revitalization projects
- Lack of awareness about available services
- More transportation options, more services like the Connection, low-cost transportation
- Affordable housing programs
- Lack of communication amongst providers

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 67% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.
- 33% of organizations' responses were undetected because "N/A" was written in the field provided.

Windshield Survey

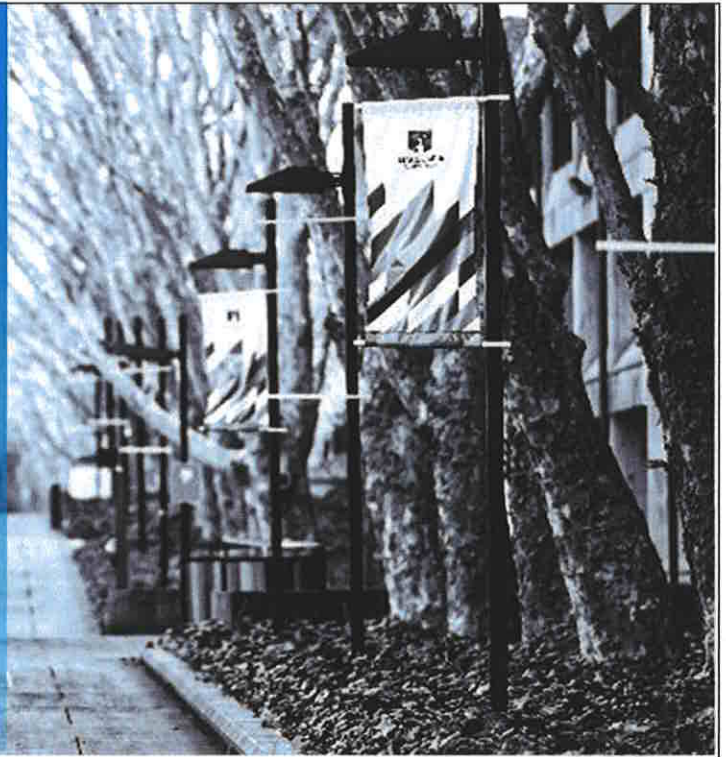
Hunt

City of Greenville, Commerce, and Quinlan

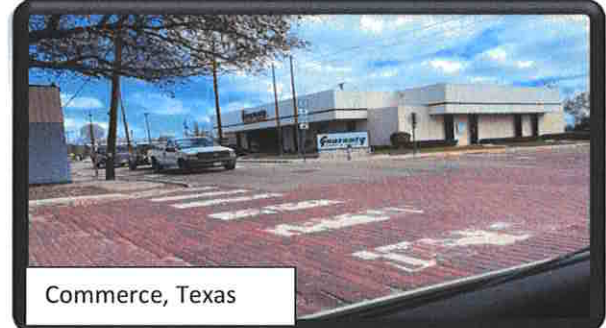
Hunt County is named after Memucan Hunt Jr., the First Republic of Texas Minister in the United States. The overall noise level was low, and the air quality was average. While surveying the cities, we observed that all three cities were smaller with little to no traffic congestion. We also observed that there was a high presence of safety officials driving through the cities. The sheriff's office in Greenville was large in size and relatively new in structure. The mode of transportation used were vehicles or by foot. The survey area did not have any local transportation signage.

An interesting observation made while driving through the parks and recreation area of the city, was the city parks revitalization projects were sponsored by local businesses (asset). The parks were very well kept and clean. In Quinlan, we observed that the economy was more vulnerable with poor infrastructure in portions of the city. Lack of landscaping and maintenance of roadways and city structures (challenge). The overall perception of Hunt County is that funding is needed for new development projects to transition from high vulnerability to a thriving economy.

Additional pictures located in Appendix: J



Greenville, Texas



Commerce, Texas



Quinlan, Texas

Agency Response

Our agency received a total of 23 unduplicated requests from September 2020 - February 2021. These months were isolated from the general data pool because it is our agency's application peak period. 91.3% of individuals requested housing assistance, and 17.39% requested utility assistance. There were no inquiries for education supports, employment supports, food or gas assistance.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner's referrals. The household make-up is as follows: single adults, single adults with children, two adults or more with children, two adults (no children), and multigenerational households. Single adult households made 26.09% of requests received, 21.74% of requests made came from a single adult with children households, 21.74% came from two adults or more with children households, 21.74% came from two adults (no children) households, and another 8.70% came from multi-generational households. The income bracket of the individuals who called our agency from September 2020 - February 2021 is as follows: 39.13% of individuals made under \$1,000, 43.49% of individuals made between \$1,001 to \$1,999; 13.04% of individuals made between \$2,000 to \$2,999, and 4.35% of individuals fell with the \$3,000 or more category. Income amounts were recorded based on the last 30 days before the individual's request date.

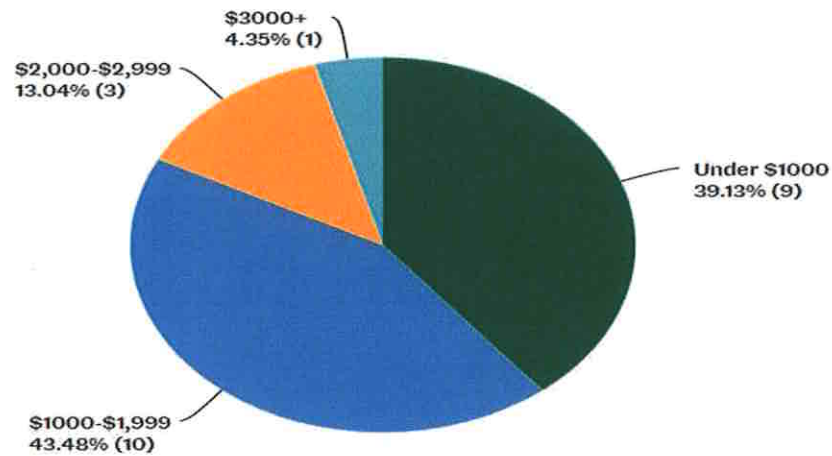
Although we received an abundance of requests during this timeframe, there were a total of 5 unduplicated households (18 person count) that submitted applications and were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

According to 2-1-1, there were a total of 338 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline are as follows: Electric Service Payment Assistance, Child Care Expense Assistance, Prescription Expense Assistance, Rent Payment Assistance, Housing Authorities, COVID-19 Diagnostic Tests, Food Pantries, Assisted Living Facilities, Food Stamps, Water Service Payment Assistance, Talklines/ Warmlines, Community Mental Health Agencies, General Legal Aid, Medical Appointment Transportation, and Gas Money. The top 5 requests were identified and categorized as:

1. Rental Payment Assistance
2. Electric Service Payment Assistance
3. COVID-19 Diagnostic Tests
4. Food Pantries
5. Mental Health Related Inquiries

Monthly Income:

Answered: 23 Skipped: 0

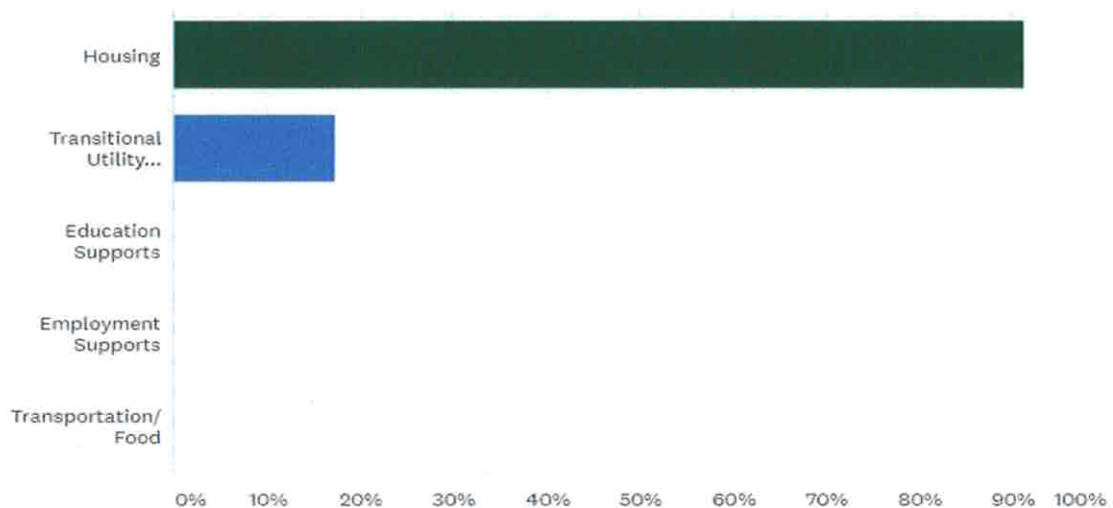


Agency Request Line (HUN)

▼ (0)

Requested Service(s):

Answered: 23 Skipped: 0



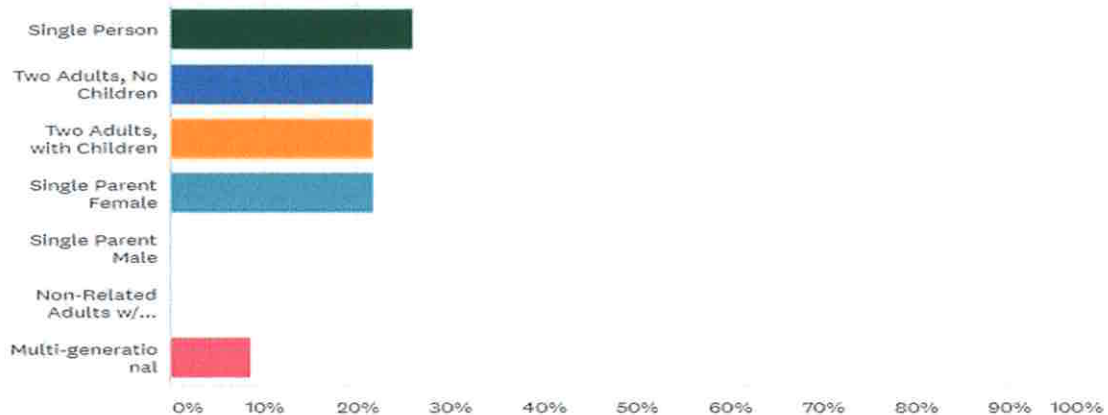
Agency Request Line (HUN)

▼ (0)

- 43.48% of customers made between \$1,000-\$1,999 for their monthly income.
- Individuals that made \$3,000 (4.35% of customers) were deemed over income for a single-person household.
- About 91% of customers were seeking rental assistance.
- A small percentage of customers sought multiple areas of assistance (such as utility and rental assistance).
- Customers only requested rental and utility assistance.

Household Type:

Answered: 23 Skipped: 0

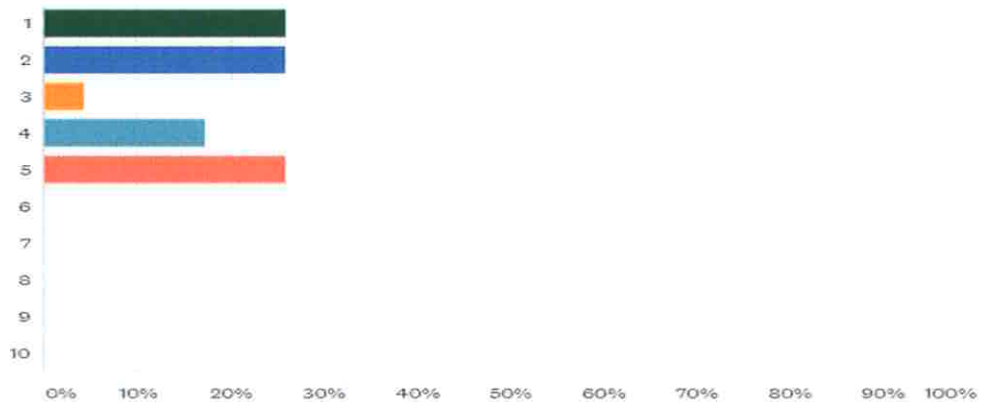


Agency Request Line (HUN)

0

of Household Members:

Answered: 23 Skipped: 0



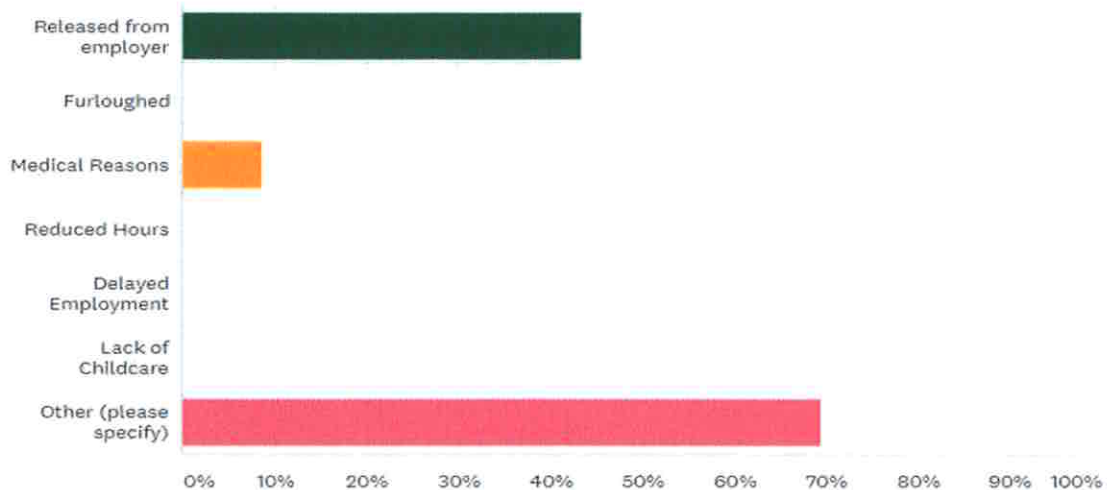
Agency Request Line (HUN)

0

- 26.09% of customers consisted of single-person households.
- "Single Parent Female" households, "Two Adults with Children" households, and "Two Adults, No Children" households were tied at 21.74%.
- Customers identified their household make-up across all categories except "Single Parent Male" and "Non-Related Adults with Children."
- The highest number of household members was five spread across varying household make-up.

Crisis:

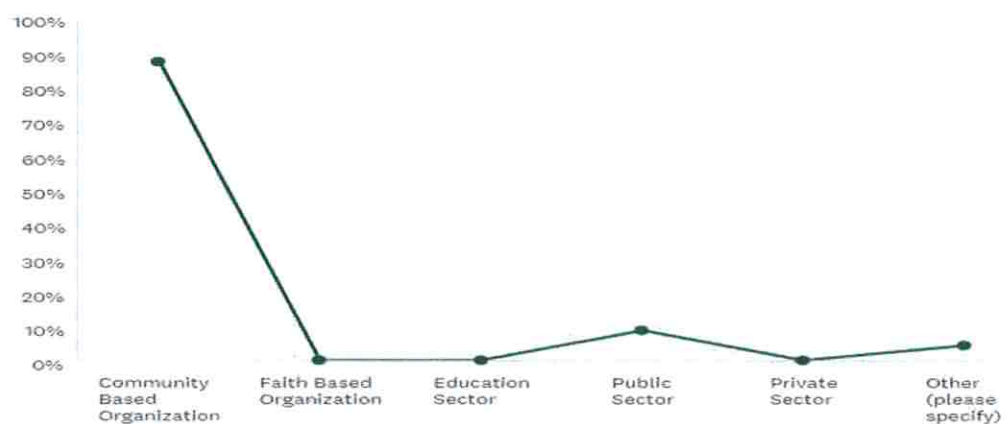
Answered: 23 Skipped: 0



Agency Request Line (HUN)

Referral Source

Answered: 23 Skipped: 0



Agency Request Line (HUN)

- About 70% of customers faced a crisis due to hardships or unforeseen circumstances.
- Crisis reasons reported by Hunt County residents resulted from being released from an employer or medical reasons.
- 8.70% of customers reported that their crisis was due to Medical reasons (i.e., COVID-19 infections).
- Community-based organizations were recognized as the highest percentage of referral sources at 86.96%, while public-sector referrals were the second-highest (8.70%).

Community Strengths and Assets

The Hunt County Historical Commission has preserved its historical areas and has 83 Texas State Historical markers. Pride has been taken in preserving the historical landmarks in the various cities in the county.



Hunt County is home to Texas A&M University-Commerce. Recognized as a public research university enrolling more than 11,000 students yearly from diverse backgrounds. Founded in 1889, A&M Commerce presently offers remote learning opportunities by opening a satellite campus in the Northeast Texas regions to meet the millennial generation's demands. Boost career opportunities with over 40+ nationally recognized degree programs, including masters' and doctoral degrees and graduate certificates. Students impacted by the COVID-19 pandemic may qualify for emergency financial assistance to cover tuition costs, housing, food, healthcare, childcare, and more.



As evidenced by the various religious denominations and churches scattered across the county, Hunt's values and belief systems are encouraged. There are 12 different Christian denominations and one Non-Denominational Christian Church listed on the Christian Guide US Church Directory for Texas Church Directory.



There are various communication mediums available throughout the county for residents. There are several local community newspapers located throughout the cities in Hunt. There are several local radio stations and a public library. The W. Walworth Harrison Public Library offers options to enjoy their free eBook library.



Public Health Response & Challenges

Adults living in poverty are at an increased risk for adverse health conditions such as diabetes, heart disease, stroke, obesity, depression, disability, poor oral health, and premature mortality (Hartline-Grafton, H., 2017). Low-income households are exposed to environmental toxins, which can lead to poor health outcomes. Academic studies around the nation estimate that nearly two-thirds of Americans will experience at least one year of relative poverty at some time in life between the ages of 25 and 60. This theory is known as “Relative Poverty” and is defined as falling below the 20th percentile of the income distribution.

Research suggests that people living in poverty have disproportionately worst health outcomes coupled with less access to healthcare than middle-class citizens. Low-income neighborhoods lack the availability of full-service and healthy food stores, safe and accessible parks, and recreational facilities that encourage physical activity and improved air and water quality (Hartline-Grafton, H., 2017).

Disaster Efforts (The impact of COVID-19 and relief efforts)

<i>COVID-19 Data as of 3/19/2021</i>	<i>Hunt County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	5,697.82	9,579.96
<i>Mortality (Rates per 100K population)</i>	160.63	164.44
<i>Vaccines Administered</i>	48,449	21,430,921
<i>Vaccinations (One Dose)</i>	30.15%	41%
<i>Fully Vaccinated</i>	24.94%	43%

***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customers' well-being. Such interventions will be an item agenda on the monthly Board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- Updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Kaufman County

Population and Key Demographics

Founded in February 1848, Kaufman County has a population of 136,154 with a total area of 808 square miles. Originally named after David Spangler Kaufman, who was an attorney, politician, and diplomat. He was noted to be a member of the U.S. House of Representatives in Texas 1st district for five years. Proceeding his term in the House of Representatives, he also served in the Senate for a two-year term. He was also a planter and businessman. Historical accounts confirm him to be the first minister of Texas to the United States, and he sat as the Secretary of the Texas Navy. Kaufman, alongside Thomas Jefferson Green and James Pinckney Henderson, fought in the Texas Revolution. This county is surrounded by 97% land and only 3% water. There are eight major highways (Interstate 20, U.S. Highway 80 and 175; State Highway 34, 205, 243, and Spur 557). The largest industries are Health Care and Social Assistance, Retail Trade, and Educational Services. The highest paying industries are Mining, Quarrying, Oil & Gas Extraction, Information, and Utilities. State Highway 34 Bridge at the Trinity River is one of 8 historic and notable landmarks in Kaufman County.



Key Facts:

Median Age: 35.6

Median Property Value: \$161,600

Racial/Ethnicity Make-Up:

% Caucasian: 59.8%

% African American: 13.9%

% Hispanics: 23.3%

% Other Races: 3%

Median Household Income: \$70, 107

Percent Living in Poverty**: 9.8%

Percent of age 25+ with High School diploma: 85.8%

Percent with Bachelor's degree or higher: 20.5%

Veterans (% of population): 7.73%

Persons with disability < 65 years old (%): 9.5%

** (i.e., Poverty percentage extracted from the U.S. Census Bureau)

Snapshot of Top Five Needs:

1. Affordable housing
2. Education
3. Transportation
4. Food Assistance
5. Employment

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal poverty level guidelines are at 200%. The current percent in poverty in Kaufman County, TX is 9.8% compared to the State average of 13.6% and the National average of 10.5%. The underlying causes of poverty range from severe chronic conditions, physical inactivity, low education attainment rates, increased smoking habits, lack of financial literacy, and access to quality care. Wealth distribution is also a significant factor to consider when identifying the underlining causes of poverty.

The COVID-19 pandemic has a profound impact on the socio-economic status of Anderson County residents. This is evident in the plummeting unemployment rates, food insecurity, and housing shortages.

Conditions of Poverty

The conditions surrounding the current poverty rate in Kaufman County have been divided into ten categories to assess the community's overall health. It is imperative to have a holistic view of the conditions of poverty. Kaufman county scored the highest in the "Economy" category with a score of 69 while scoring 38 in the "Housing" category as the lowest. Many factors contribute to poverty in Kaufman county. This can vary from public infrastructure and safety, crowded housing, environmental index economic hardship, and lack of governmental resources funneled to the county. Each condition was assessed on a scoring system to determine the overall county's score. The total average score for Kaufman county is 52/100.

Category	Kaufman County
Population Health	50
Equity	56
Education	55
Economy	69
Housing	38
Food & Nutrition	44
Environment	60
Public Safety	66
Community Vitality	67
Infrastructure	43
TOTAL (Average):	
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)	

County Average: 52/100

Texas Average: 42/100

U.S. Average: 46/100

Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across the county. However, the median gross rent is \$1,170, increasing from \$1,044 for a two-bedroom apartment. More renters are consolidating and are living with relatives due to wage instability and increased market rent. 46.10% of renters spend 30 percent or more of their income on rent, higher than the State (44.33%).



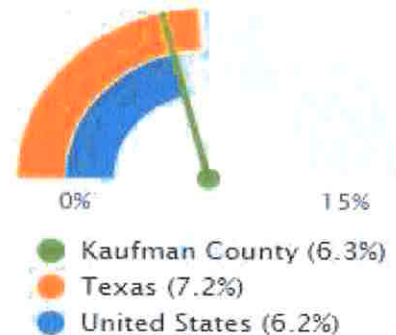
Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19



Employment

There are 2,108 business establishments. 66.7% of the population ages 16+ are among the civilian labor force, about two-thirds of the population. There is a gender inequity in the civilian labor force, as evidenced by 60.6% of its population ages 16+ who are among the civilian labor force. The total number of unemployment claims filed in Kaufman county from March 2020 to March 2021 was 15,945 out of 319,248. This indicates that Kaufman county residents constitute 5% of our service area for filed unemployment claims. They are ranked as the 4th out of our ten-county service area for filed unemployment claims. The unemployment rate is 6.3%.

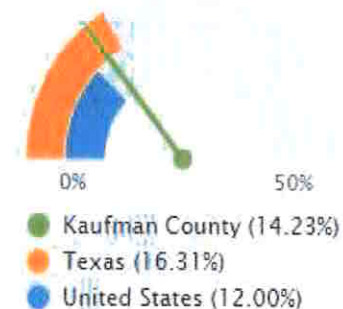
Unemployment Rate



Education

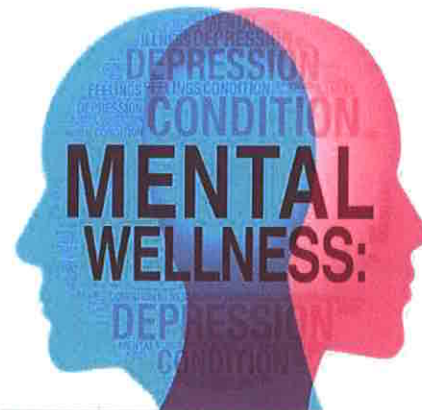
The education levels of Kaufman County residents show us that 1 in 5 of the general population ages 25 and up have attained their Bachelor's degree or higher at 20.53%. This is lower than the state average for Bachelor's degree attainment at 29.90%. The number of diplomas issued is 1,726 out of a population of over 136K. About 14% of residents did not obtain a high school diploma. Only 6.7% of residents obtained a graduate or professional degree. There are two major colleges in Kaufman County: Trinity Valley Community College- Terrell and Southwestern Christian College.

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. There are limited numbers of grocery stores and a total of about 93 fast-food establishments. Recreation and fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 8 for recreation and fitness facility access. 10.7% of the population are currently receiving SNAP benefits, yet there is still fear of food insecurity as the COVID-19 pandemic progresses. There is a high "preventable hospitalization rate." The rate for Kaufman County is 5,449, which is higher than the state's average of 5,167. The rate is calculated per 100k beneficiaries. The total Medicare beneficiaries for the counties is 11,325. The age-adjusted death rate (per 100,000 population) is at 17.1 for mortality by suicide, which is higher than the state's average of 12.9. This is an indicator that more programs are needed in Kaufman County to address the mental health crisis. In addition, there need to be more programs to address the nutritional education needs of Kaufman County residents.

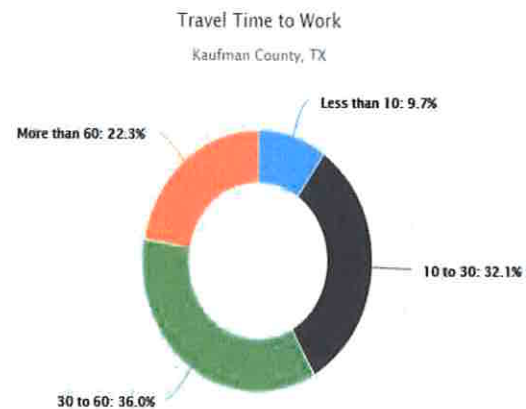


Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Kaufman County, TX	24	3	8	1	0	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, [Provider of Services File](#), September 2020. Source geography: County [Show more details](#)

Infrastructure/ Income & Asset Building

The median income is \$70,107, which is higher than the state's average of \$61,874. The GINI index describes the wealth distribution within a population or group of people. The scale is between 0 to 1. Kaufman county's GINI index is 0.41 in comparison to the state's average of 0.48. The closer a population is to 1, the likelihood of the group experiencing wealth inequality. The mean travel time to work is about 36.9 minutes for the workforce population over 16. This average commute time is higher than the state's average of 26.6 minutes. Workers get to their respective jobs in more than 30 minutes, leading to traffic or road congestion. STAR Transit is the only mode of transportation for Kaufman County residents, which operates at a limited capacity.



Civic Engagement/ Community Involvement

This domain focuses on activities designed to improve the social networks of the community. This includes but is not limited to community involvement and revitalization needs. The total number of naturalized citizens is 3,687 (2.70% of the population). Veterans constitute 7.73% of the total population, which is higher than the state's average of 6.98%. The social vulnerability index takes into account 15 variables to determine the overall vulnerability score of a population. The total score for Kaufman County is 0.41. The voter participation rate is at 56.1% as compared to the state's average of 52.8%. This data indicates that residents are more civically engaged in their community. The annual rate of violent crimes per 100,000 populations is 237.80, lower than the state's average of 428.50. Although lower than the State's average, there is a need for crime prevention activities at the local level.



Social & Economic Indicators

Social & Economic Indicators	Kaufman County	Texas
Median Household Income	\$70,107	\$61,874
Children Eligible for Free Lunch	51.3%	60.5%
No High School Diploma	14.23%	16.31%
Graduate or Professional Degree	6.7%	10.4%
Unemployment Rate	6.3%	7.2%
Children in Poverty	14.38%	20.92%
Income Inequality	0.41	0.48
Mortality-Suicide**	17.1	12.9
Mortality Unintentional Deaths**	47.1	37.99
Source: County Health Rankings		

- More than half of Kaufman county school children are eligible for free lunch.
- “Children in Poverty” represents 14.38% of the population, significantly lower than the State (20.92%)
- Graduate or professional degree attainment is significantly lower in Kaufman County (6.7%) than in the state (10.4%).
- Unintentional deaths in Kaufman county (47.1) are alarming compared to the state at 37.99.

Physical Environment	Kaufman County	Texas
Air Quality- Particulate Matter	8.34	8.32
Climate & Health-Drought Severity	19.72%	17.03%
Housing Quality-Substandard housing	29.48%	31.73%
Food Environment- SNAP Authorized food stores**	7.55	7.90
Mean Commute Time	36.9	26.6
Source: County Health Rankings		

- Kaufman county residents' mean commute time is 36.9 minutes, which is higher than the state at 26.6 minutes, leading to traffic congestion.
- Air Quality in Kaufman County (8.34) is slightly higher than the state's average of 8.32, decreasing over time from 9.6%.
- Occupied housing with one or more substandard housing conditions is at 29.48%, while state's average is 31.73%.

Health Behaviors	Kaufman County	Texas
Adult Smoking	14.9%	15%
Adult Obesity	39.3%	31.3%
Physical Inactivity	30.9%	23.1%
Excessive Drinking	20.58%	19.52%
Sexually Transmitted Infections-Gonorrhea (Rate per 100,000 population)	122.9	166.9
Teen Births (Rate per 1,000 population)	29.9	34.3
Source: County Health Rankings		

- Adult smoking is at par with the State's average.
- Kaufman County obesity rates (39.3%) are higher than the state's average of 31.3%.
- STI infections in Kaufman county (122.9) are contained in comparison to the state's rate (166.9)
- Although the teen births are at 29.9, it is relatively lower than the state's rate (34.3)

Clinical Care	Kaufman County	Texas
Uninsured Population (%)	13.72%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	5,449	5,167
Diabetic Monitoring	82.4%	84.1%
Mammography Screening	29%	28%
Source: Community Commons		

- Kaufman's county uninsured population (13.72%) is lower than the state's average (17.24%) despite having a high preventable hospitalization rate.
- Diabetic monitoring is lower than the state average, while mammogram screening is slightly higher than the state's average.

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Kaufman County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

Surveys were conducted in Terrell, Texas, at the **Texas Apartments** and **"The Center,"** formerly known as **"Kaufman Christian Help Center."** The Texas Apartments were located in an older neighborhood lacking community revitalization and excessive polluted area. A heavy concentration of families of Hispanic/ Latino descent was seen. The Center hosts a significant food distribution in the community serving about 450 households. A sizeable Hispanic community lived in the apartments; many participants elected to complete the Spanish surveys. The Center held its food drive at First Baptist Church of Kaufman; they generally partner with the church to distribute food to the residents once a month. The Center also has a building that is used to provide food and other services to the residents. Several residents needed assistance to complete the surveys as they were waiting to get their food items. The zip code areas surveyed were 75160 and 75142, which is identified as a low-income area.

The following needs were identified within the scope of the CSBG Domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. Based on our data analysis, the top five needs were identified using the research methodologies described in the *Scope of Research* section. There were a total of 14 needs identified in Kaufman County; however, a weighted scale was used to analyze both quantitative and qualitative data yielding the following results for the top 5 needs:

1. Affordable Housing
2. Education
3. Transportation
4. Food Assistance
5. Employment

The Five Whys Analysis-Kaufman County's Top Five Needs



- Overcrowded housing is at 3.91% for Kaufman County
- Eviction filings are at 242 prior to the COVID-19 pandemic
- 46.10% of renters spend 30 percent or more of their income on rental costs.
- Increase in market rent (\$1, 044 to \$1,170 for a two-bedroom)
- Construction projects in the county.



- Low higher education attainment in Kaufman County
- Access to resources such as scholarship programs or opportunities
- 14.9% of high school student do not have a diploma; hence, they do not meet the requirements to earn a higher degree
- Adult literacy rates is at 14%
- Colleges within the community don't advertise in community (lack of social programs such as big brother, big sister youth mentoring)



- Limited capacity of current transit system in Kaufman County (STAR Transit).
- Lack of infrastructure to accommodate access to other areas in the county.
- Community Layout (Walkability Index Score 5.5)
- 3.9% consists of households with no vehicle.
- About one-fifth of workers commute 60 minutes or more to destinations (i.e. store, home, work, school and community events).



- Increased visits to food banks.
- Food insecurity rate is at 14.80% and has increased since the Pandemic.
- Limited food assistance/ food pantries in Kaufman, Texas (i.e. Helping Angels of Kaufman, FP Assistance, Share Center).
- Zoning of low-income areas.
- Availability and access to healthy foods in low-income areas.



- Increase in unemployment rates from 4.5% in March 2020 to 6.3% in March 2021.
- Permanent closings of small businesses and other retail establishment with limited online presence.
- Adverse effects of the COVID-19 Pandemic.
- Lack of preparedness for natural disasters (i.e. no contingency plan)
- Poor business management

Gaps in Services and Barriers

Based on the top 5 needs identified in Kaufman County, we will delve deeper into the gaps in services and barriers to overcome. This section of the report will be divided into three sections to understand the varying perspective of our survey population.

Community Forum Synopsis

The barriers to services are that many residents in poverty-stricken households have to make the most complex decisions daily.

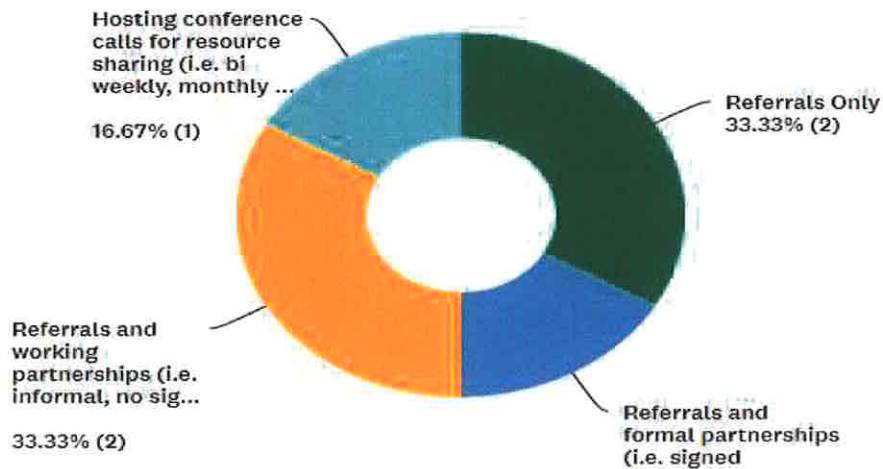
Forum participants reached a consensus on the community's needs and ranked them according to the highest need. Affordable housing and the development of more income-based apartments are paramount when addressing the needs of low-income communities. In addition to affordable housing, forum participants expressed a need for seniors' activities, both recreation and nutrition assistance programs. This will help seniors stay active and engaged in their community. The third-ranked need in the forum was for health and social development programs available to all county age groups. Many participants stated, "the COVID-19 pandemic was mentally draining, and many citizens are suffering in silence." The fourth-ranked need is transportation to rural parts of the county. Participants confirm that the STAR Transit is available but operates at a limited capacity. The county needs more affordable transportation mediums to obtain better wages, seize the educational opportunity, and access quality food and wellness programs. The fifth-ranked need is a mortgage and rental assistance. The COVID-19 pandemic impacted homeowners and renters. Forum participants agreed that the demand for assistance is higher than the supply. Another conclusion drawn from the group was that there were little to no mortgage assistance programs in Kaufman County, forcing homeowners into forbearance.

Interview with Key stakeholders in the community

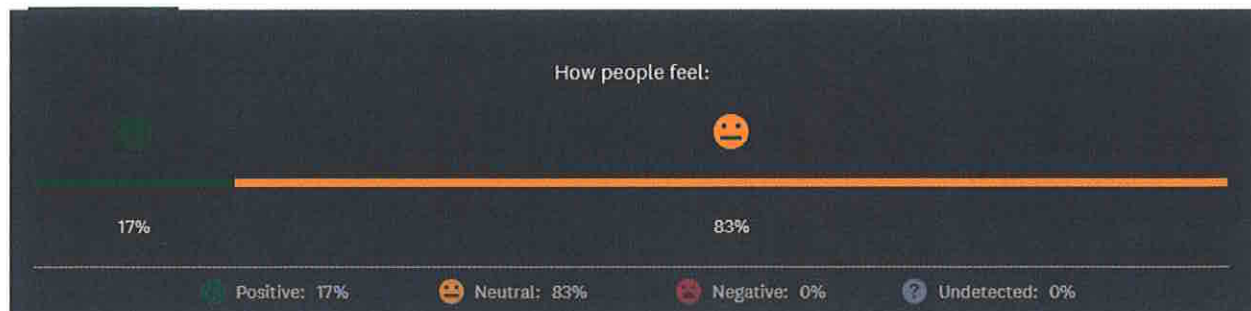
Many factors led to these community needs: the stigma behind requesting assistance from community-based organizations. Elected officials and community leaders came together to discuss the impending needs in Kaufman County. After analyzing the top 5 needs in the county, a list of conclusions was drawn regarding the gaps and barriers to services:

- Lack of affordable youth center
- 80% of the population are disadvantaged and lack exposure to different opportunities that will elevate them out of their present circumstances.
- Lack of awareness of available services in the community (i.e., residents fail to read the local newspaper with information publishing the resources within the community.
- Need more visibility from community providers (i.e., grassroots efforts in low-income neighborhoods.
- Lack of communication.
- Limited budget/ funds to serve the needs of Kaufman County residents.

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 17% of organizations interviewed expressed that they had a basic knowledge of our community action agency and our services to the community.
- 83% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.

Windshield Survey

Kaufman

City of Kaufman, Forney, and Terrell

Kaufman County is a county in the northeast area of the U.S. state of Texas. The county and city were established in 1848 and were named to honor David S. Kaufman, a U.S. Representative and diplomat from Texas. The overall noise level was moderate, and the air quality was average. While surveying the cities within Kaufman county, we observed that there were no sidewalks in most of the city's subdivisions. The homes were older, and the neighborhoods were primarily conservative based on the political flags outside of their homes. The city of Terrell had a large outlet mall; however, there were poor infrastructures across the city (challenge). This was one of the first cities where we noticed that public transportation is being offered, but at a limited capacity. Driving through Forney, there was limited foot traffic, and lovely landscaping throughout the city. Kaufman City had an array of medical facilities to include specialty clinics. The courthouse, city hall, police station, and a senior citizen living center were within walking proximity (asset). The overall perception of Kaufman County is that the city of Terrell is in dire need of funding to revitalize the city.

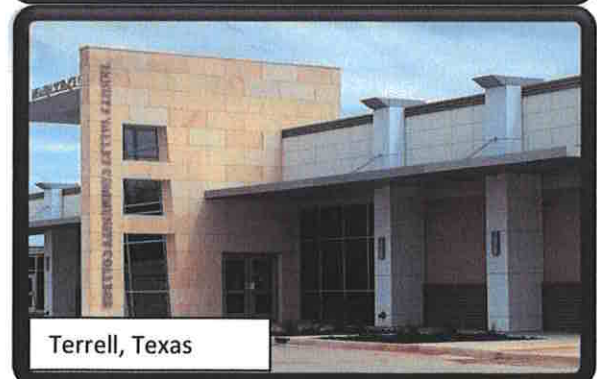
Additional pictures located in Appendix J



Kaufman, Texas



Forney, Texas



Terrell, Texas

Agency Response

Our agency received a total of 76 unduplicated requests from September 2020 - February 2021. These months were isolated from the general data pool because it is our agency's application peak period. 64% of individuals requested housing assistance and 41.33% requested utility assistance, 5.33% of individuals requested education supports, and 1.33% requested food and gas assistance. There were no inquiries for employment supports.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner's referrals. The household make-up is as follows: single adults, single adults with children, two adults or more with children, two adults (no children), and multigenerational households. Single adult households made 18.42% of requests received, website and community partner referrals, 39.47% of requests made came from a single adult with children households, 28.95% came from two adults or more with children households, 11.84% came from two adults (no children) households, and another 1.32% came from multi-generational households. The income bracket of the individuals who called our agency from September 2020 - February 2021 is as follows: 44.74% of individuals made under \$1,000; 23.68% of individuals made between \$1,000 to \$1,999; 21.05% of individuals made between \$2,000 to \$2,999, and 10.53% of individuals fell with the \$3,000 or more category. Income amounts were recorded based on the last 30 days before the individual's request date.

Although we received an abundance of requests during this timeframe, there were a total of 14 unduplicated households (46 person count) that submitted applications and were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

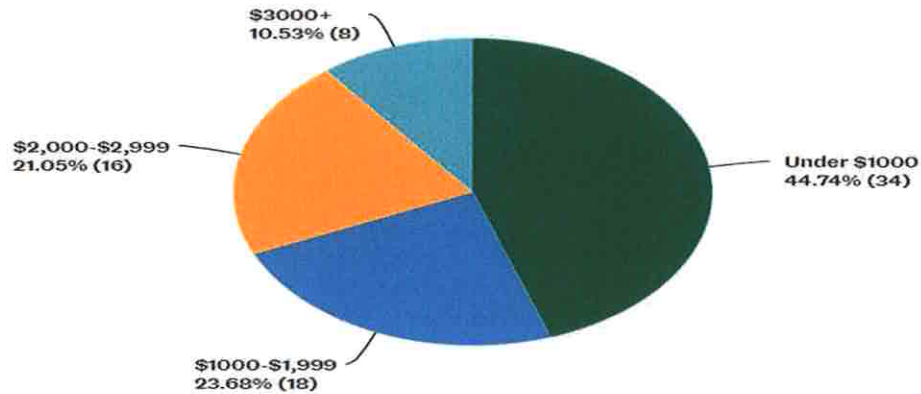
According to 2-1-1, there were 522 calls made to the hotline from individuals or families seeking assistance between September 2020 - February 2021. The services requested on the hotline are as follows: Rental Payment Assistance, Electric Service Payment Assistance, COVID-19 Diagnostic Tests, Food Pantries, Food Stamps, Housing Authorities, Talklines/ Warmlines, Water Services Payment Assistance, COVID-19 Vaccine Information, Holiday Gifts/ Toys, Child Care Expense Assistance, and Central Intake/ Assessment for Alcohol Drug Disorders.

The top 5 requests were identified and categorized as:

1. Rental Payment Assistance
2. Electric Service Payment Assistance
3. COVID-19 Diagnostic Tests
4. Food Pantries
5. Child Care Expense Assistance

Monthly Income:

Answered: 76 Skipped: 0

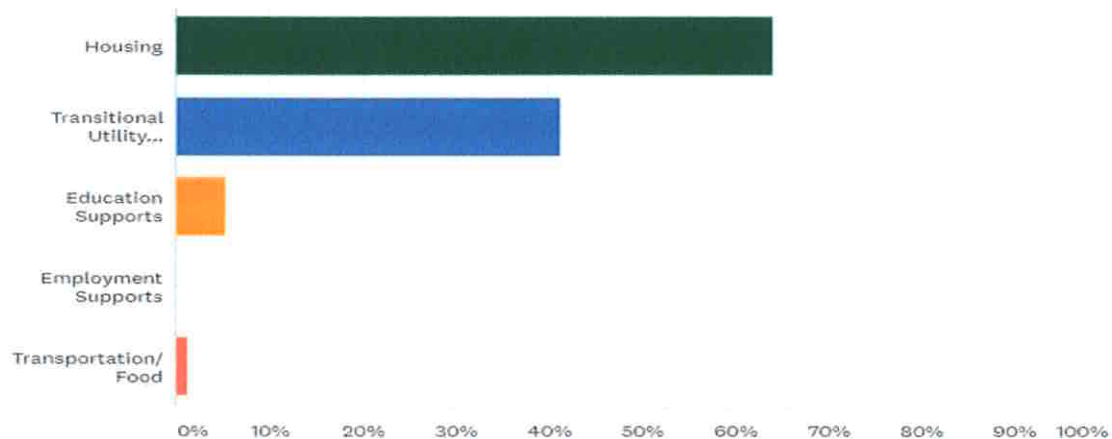


Agency Request Line (KAU)

0

Requested Service(s):

Answered: 75 Skipped: 1



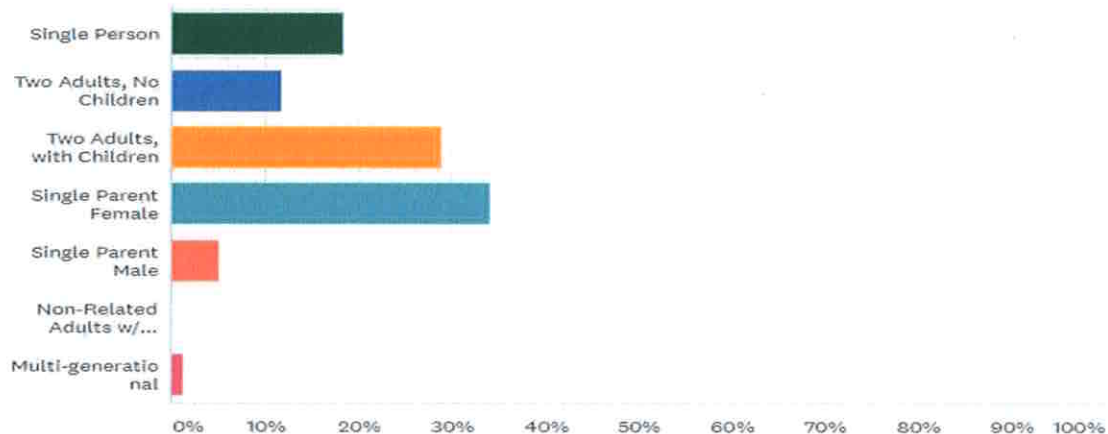
Agency Request Line (KAU)

0

- 44.74% of customers made under \$1,000 for their monthly income.
- Individuals that made \$3,000 (10.53% of customers) were deemed over income for a single-person household.
- About 64% of customers were seeking rental assistance.
- A small percentage of customers sought multiple areas of assistance (such as utility and rental assistance).
- A variety of requests were made across all support service areas except employment supports.

Household Type:

Answered: 76 Skipped: 0

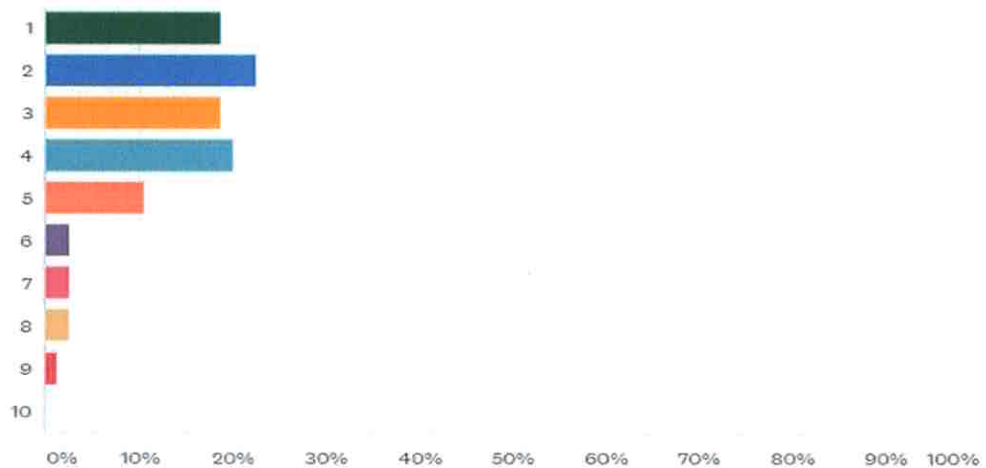


Agency Request Line (KAU)

▼ (0)

of Household Members:

Answered: 75 Skipped: 1



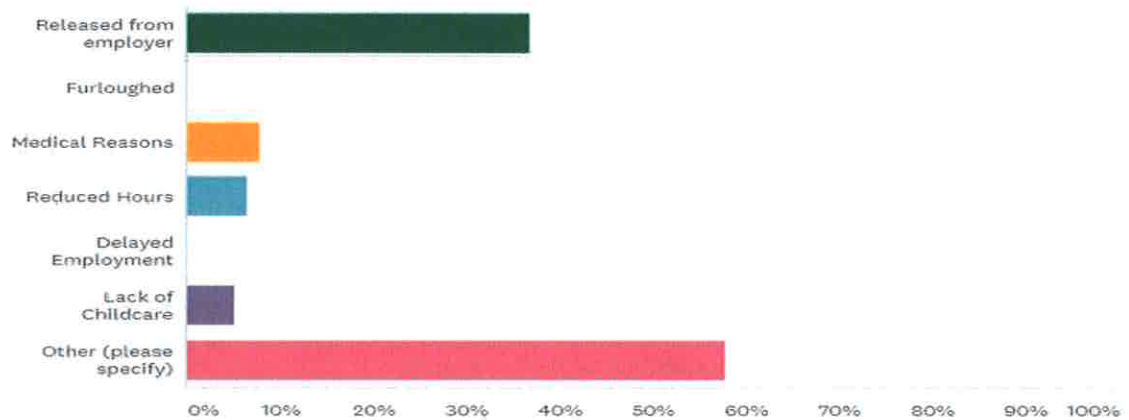
Agency Request Line (KAU)

▼ (0)

- 34.21% of customers consisted of single-parent females.
- "Multi-Generational" households only consist of 1.32% of customers.
- Customers identified their household make-up across all categories except "Non-Related Adults with Children."
- The highest number of household members was 9 as a result of being a multi-generational household.

Crisis:

Answered: 76 Skipped: 0

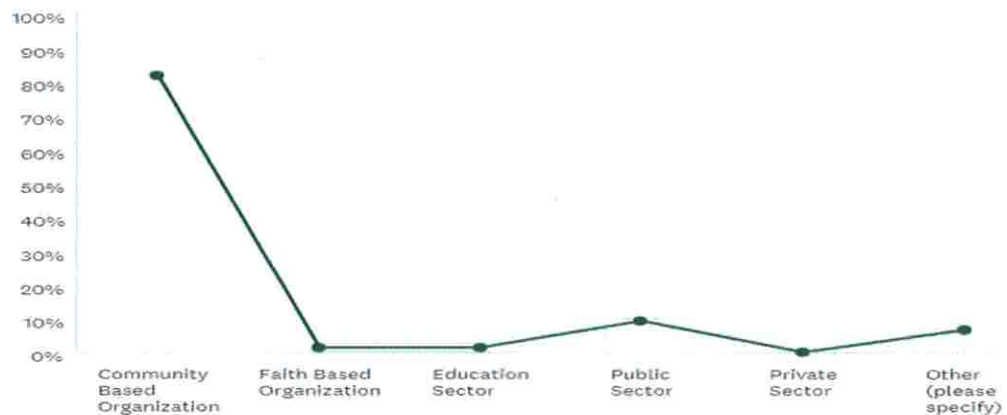


Agency Request Line (KAU)

0

Referral Source

Answered: 76 Skipped: 0



Agency Request Line (KAU)

0

- More than half of customers faced a crisis due to hardships or unforeseen circumstances.
- The crisis reported by Kaufman county residents resulted from multiple reasons except for being "furloughed" or expressing "delayed employment."
- 7.89% of customers reported that their crisis was due to medical reasons (i.e., COVID-19 infections).
- Community-based organizations were recognized as the highest percentage of referral sources at 81.58%, while private-sector referrals were non-existent (0.00%).

Community Strengths and Assets

The Kaufman County Historical Commission has preserved its historical areas resulting in more than 100 Texas State Historical markers. Kaufman County is rich in cultural programs and museums. Owned and operated by Kaufman County in 1883, the “Poor Farm” is a one-of-a-kind historic landmark. There is a wide diversity of parks and scenic surroundings for the residents to enjoy. Kaufman County takes pride in its ability to preserve historical landmarks.



Kaufman County is considered to be a prime location for emerging businesses that will yield economic growth. Considered the ideal setting for commercial businesses, local and chain restaurants, industrial zones, and retail stores, the future is looking bright for Kaufman County residents.



As evidenced by the various religious denominations and churches distributed across the county, values and belief systems in Kaufman County are encouraged. There are 15 different Christian denominations and 2 Non-Denominational Christian Church's listed on the Christian Guide US Church Directory for Texas Church Directory.



There are various community organizations located throughout the city. Altruism promotes social connections resulting in residents developing a sense of belonging in their community. This ultimately fosters reciprocity through volunteer efforts. Kaufman has 5 school districts that offer various recreational activities for the students. Kaufman County is home to Trinity Valley Community College, a public community college based initially in Athens, TX; however, serving five counties across four campuses. In addition, Southwestern Christian College is a private, historically black college in Terrell, TX.



Public Health Challenges & Response

Housing standards are considered to be determinants of health. Evidence-based studies have confirmed the strong connection between housing quality with morbidity and mortality from infectious diseases. This includes, but is not limited to: chronic illness, injuries, poor nutrition, and mental health disorders. Some of the features one would expect to see in a substandard living environment are as follows: lack of safe drinking water, absence of hot water for washing, ineffective waste disposal, inadequate food storage, and intrusion by disease vectors (i.e., insects and rats). Overcrowded housing is closely associated with the transmission of tuberculosis and respiratory infections in low-income environments (Krieger, 2002). Respiratory-related conditions are higher in a lower-income neighborhood. In assessing the current state of this nation, one can infer that COVID-19 infection rates are higher amongst low-income families. As the race to reach herd immunity continues, this public issue will have lingering effects on the county, state, and national levels. Indoor smoking and inadequate ventilation systems can result in exposures to toxins (i.e., carcinogens).

Disaster Efforts (The impact of COVID-19 and relief efforts)

<i>COVID-19 Data as of 3/19/2021</i>	<i>Kaufman County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	<i>11,897.65</i>	<i>9,579.96</i>
<i>Mortality (Rates per 100K population)</i>	<i>180.37</i>	<i>164.44</i>
<i>Vaccines Administered</i>	<i>82,790</i>	<i>21,430,921</i>
<i>Vaccinations (One Dose)</i>	<i>40.55%</i>	<i>41%</i>
<i>Fully Vaccinated</i>	<i>31.84%</i>	<i>43%</i>

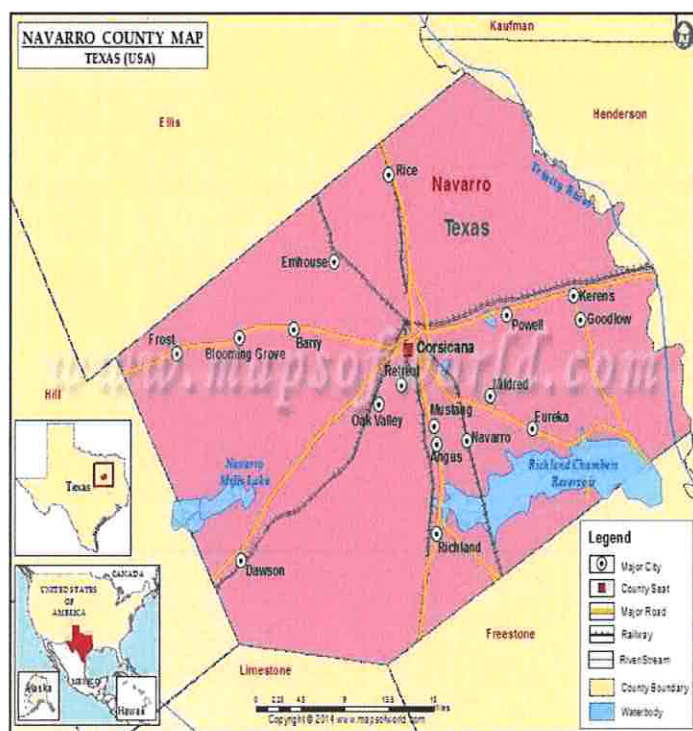
***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customers' well-being. Such interventions will be an item agenda on the monthly Board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- Updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Navarro County

Population and Key Demographics

Founded on April 25, 1846, Navarro County has a population of 50,113 with 1,086 square miles. Originally named after José Antonio Navarro, who was a statesman, revolutionary, rancher, and merchant. A self-educated native of Texas developed a friendship with Stephen F. Austin, a strong advocate for Texas Independence. Navarro was identified as one of the first individuals to sign the Texas Declaration of Independence in March of 1836. He advertently wrote several historical and political essays that emphasized Texas' role in the Mexican Independence movement. This county is surrounded by 93% land and only 7% water. There are seven major highways (Interstate 45, U.S. Highway 287, State Highway 14, 22, 31, 75, and 309). The largest industries are as follows: Manufacturing, Health Care & Social Assistance, and Retail Trade. The highest paying industries are Mining, Quarrying, Oil & Gas Extraction, Utilities, and Educational Services. The Corsicana Oil Field Discovery Well is one of 8 historic and notable landmarks in Navarro County.



Key Facts:

Median Age: 38.6

Median Property Value: \$95,000

Racial/Ethnicity Make-Up:

% Caucasian: 54.7%

% African American: 13.3%

% Hispanics: 28.5%

% Other Races: 3.5%

Median Household Income: \$48,529

Percent Living in Poverty**: 13.4%

Percent of age 25+ with High School diploma:
78.4%

Percent with Bachelor's degree or higher:
15.9%

Veterans (% of population): 5.54%

Persons with disability < 65 years old (%):
12.1%

** (i.e., Poverty percentage extracted from the U.S. Census Bureau)

Snapshot of Top Five Needs:

1. Housing
2. Education
3. Employment
4. Food Assistance
5. Affordable Healthcare

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal Poverty level guidelines are at 200%. The current percent in poverty in Navarro County, TX is 13.4% compared to the State average of 13.6% and the National average of 10.5%. The underlying causes of poverty range from the lack of higher wage opportunities, low literacy levels, systemic barriers, wealth distribution, poor health, and racial and gender disparities. The negative implications of poverty are decreased access to healthy foods, lower rates of physical activity, high incidence rates of chronic diseases, lack of access to health care services, and affordability. The COVID-19 pandemic has a profound impact on the socio-economic status of Navarro County residents.

Conditions of Poverty

It is imperative to have a holistic view of the conditions of poverty. Many factors contribute to poverty in Navarro County. In determining the overall health score of Navarro County, 84 metrics were performed and divided into ten categories. Navarro County scored the highest in the public safety category and the lowest in the equity category. The public safety category considers the following measures: violent crime rate, per capita spending on health and emergency services, and public safety professionals in the population. The equity category measures racial disparity in educational attainment, premature death disparity index, and segregation index. These measures are commonly known as educational equity, health equity, income equity, and social equity. Each condition was assessed on a scoring system to determine the overall county's score. Navarro County's total health score is 37/100.

Category	Navarro County	
Population Health	44	County Average: 37/100 Texas Average: 42/100 U.S. Average: 46/100
Equity	39	
Education	40	
Economy	51	
Housing	51	
Food & Nutrition	48	
Environment	54	
Public Safety	57	
Community Vitality	41	
Infrastructure	52	
TOTAL (Average):	37	
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)		

Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across the county. Although the median gross rent is \$823 for a two-bedroom, many households are worried about their ability to meet their basic needs. Rising rental rates can lead to overcrowded housing. The current rate for overcrowded household units is 6.16% before the COVID-19 pandemic.

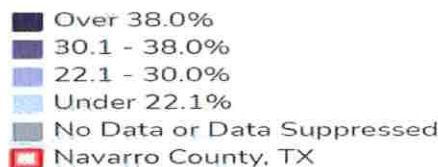
Data is not yet available on the current overcrowded housing rates since March 2020.

Many are still struggling

to pay their rent and meet basic living needs. Due to the residents' lack of awareness regarding social services available in the community, many public health needs remain unmet. 35.23% of renters spend 30 percent or more of their income on rent.



Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19

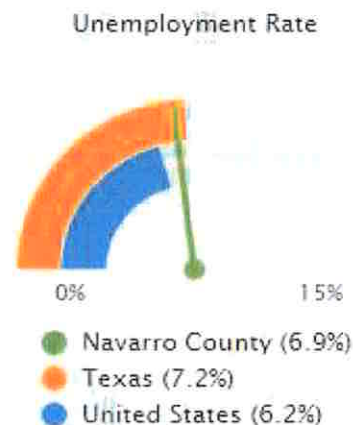


Employment

There are 952 business establishments. 60.5% of the population ages 16+ are among the civilian labor force. There is gender equity in the civilian labor force, as 53.2% of its population ages, 16+ are females among the civilian labor force. The total number of unemployment claims filed in Navarro county from March 2020 to March 2021 was 6,154 out of 319, 248. This indicates that Navarro county residents constitute 2% of our service area for filed unemployment claims. They are ranked as the 8th out of our ten-county service area of filed unemployment claims.

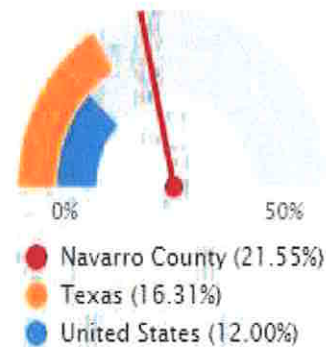
Education

The education levels of Navarro County residents show that 15.91% of the general population ages 25 and up have attained their Bachelor's degree or higher. This is lower than the state



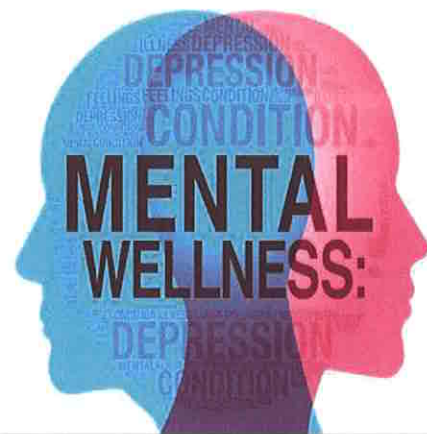
average for Bachelor's degree attainment at 29.90%. The number of diplomas issued is 618 out of a population of over 50K. About 21% of residents did not obtain a high school diploma. Only 5.5% of residents obtained a graduate or professional degree, which is drastically lower than the state's average of 10.4%. There is one college in Navarro County: Navarro College. This institution is located within a 1-mile radius of our agency. Navarro College provides over 99-degree programs for more than 9,200 undergraduates. A more in-depth analysis of barriers to educational opportunities will be outlined in the "Five Whys" section of this report.

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. There are limited numbers of grocery stores and a total of about 29 fast-food establishments. Recreation and fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 3 for recreation and fitness facility access. 18.2% of the population are currently receiving SNAP benefits and lack access to organic food stores. The "preventable hospitalization rate" for Navarro County is 5,158 in close range with the state's average of 5,167. The rate is calculated per 100k beneficiaries. The total Medicare beneficiaries for the counties is 7,086. The age-adjusted death rate (per 100,000 population) is at 22.4 for mortality by suicide, which is higher than the state's average of 12.9. Also, noted to be the second-highest in our service area. This is an indicator that more programs are needed in Navarro County to address the mental health crisis.

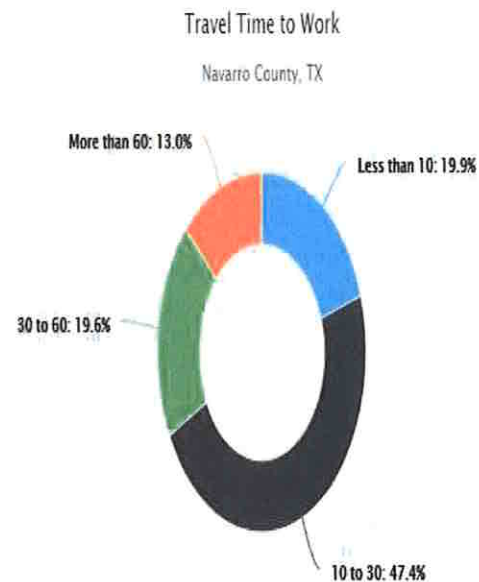


Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Navarro County, TX	27	1	6	0	3	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File, September 2020. Source geography: County → [Show more details](#)

The median income is \$48,529, which is lower than the state's average of \$61,874. The GINI index describes the wealth distribution within a population or group of people. The scale is between 0 to 1. Navarro county's GINI index is 0.46 in comparison to the state's average of 0.48. The closer a population is to 1, the likelihood of the group experiencing wealth inequality. Although this score represents Navarro County's distribution of wealth, there are still barriers preventing households from transitioning out of poverty. The mean travel time to work is about 27.5 minutes for the workforce population over 16. This average commute time is higher than the state's average of 26.6 minutes. Workers can get to their respective jobs in less than 30 minutes with limited road obstructions.

This domain focuses on activities designed to improve the social networks of the community. This includes but is not limited to community involvement and revitalization needs. The total number of naturalized citizens is 2,062 (4.11% of the population). Veterans constitute 7.69% of the total population, which is higher than the state's average of 6.98%. The Social vulnerability index takes into account 15 variables to determine the overall vulnerability score of a population. The total score for Navarro County is 0.46. The voter participation rate is at 51.8/% as compared to the state's average of 52.8%. This data indicates that residents need to be more civically engaged in their community. The annual rate of violent crimes per 100,000 populations is 413.00, lower than the state's average of 428.50. Moreover, it can be inferred that a high crime rate means there is a need for crime prevention activities for both teens and adults. Prevention activities can be facilitated by public or elected officials in conjunction with local community providers.



Social & Economic Indicators

Social & Economic Indicators	Navarro County	Texas
Median Household Income	\$48,529	\$61,874
Children Eligible for Free Lunch	72.2%	60.5%
No High School Diploma	21.55%	16.31%
Graduate or Professional Degree	5.5%	10.4%
Unemployment Rate	6.9%	7.2%
Children in Poverty	23.13%	20.92%
Income Inequality	0.46	0.48
Mortality-Suicide**	22.4%	12.9
Mortality Unintentional Deaths**	52.6	37.99
Source: County Health Rankings		

- 72.2% of Navarro county school children are eligible for free lunch, which correlates with the above average “children in poverty” rate.
- “Children in Poverty” represents more than one-fifth of the population.
- Graduate or professional degree attainment is significantly lower in Navarro County (5.5%) than the state (10.4%).
- Suicide constitutes 22.4% of deaths reported in Navarro County.

Physical Environment	Navarro County	Texas
Air Quality- Particulate Matter	8.03	8.32
Climate & Health-Drought Severity	23.96%	17.03%
Housing Quality-Substandard housing	27.00%	31.73%
Food Environment- SNAP Authorized food stores**	9.01	7.90
Mean Commute Time	27.5	26.6
Source: County Health Rankings		

- Navarro county residents' mean commute time is 27.5 minutes, higher than the state at 26.6 minutes.
- Air Quality in Navarro County (8.03) is slightly lower than the state’s average of 8.32, decreasing over time from 9.0%.
- Occupied housing with one or more substandard housing conditions is at 27%, while the state’s average is 31.73%.

Health Behaviors	Navarro County	Texas
Adult Smoking	16.3%	15%
Adult Obesity	34.8%	31.3%
Physical Inactivity	20.7%	23.1%
Excessive Drinking	17.14%	19.52%
Sexually Transmitted Infections-Gonorrhea (Rate per 100,000 population)	117.0	166.9
Teen Births (Rate per 1,000 population)	55.2	34.3
Source: County Health Rankings		

- Navarro County obesity rates (34.8%) are higher than the state's average of 31.3%.
- STI infections and treatment costs can impact individual household expenditures.
- High teen births correlate to high school dropout rates.
- Excessive smoking (16.3%) attributes to the lung disease mortality rate (50.1) in Navarro County.

Clinical Care	Navarro County	Texas
Uninsured Population (%)	18.45%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	5,158	5,167
Diabetic Monitoring	87.2%	84.1%
Mammography Screening	27%	28%
Source: Community Commons		

- Navarro County's uninsured population (18.45%) is higher than the state's average (17.24%) despite having a slightly lower preventable hospitalization rate than the state.
- Diabetic monitoring is higher than the state average, while mammography screening falls short of the State's average.

Health Outcomes	Navarro County	Texas
Diabetes (Age-adjusted rate)	15.9%	10%
HIV Prevalence (Rate per 100,000 population)	206.9	392.7
Premature death (Rate per 100,000 population)	9,241	6,662
Mortality- Cancer (Age- Adjusted Death Rate)	174.5	147.84
Low Birth Weight (%)	7.80%	8.40%
Source: Community Commons		

- Navarro County scored well in the low birth weight & HIV prevalence category.
- Premature age-adjusted mortality and cancer mortality are the highest amongst Navarro County residents.

Trends in Key Demographics 2018-2021

Measure	Navarro County	Texas	United States
Total Population (2018)	48,177	25,146,091	323,127,513
Total Population (2021)	50,113	28,995,881	328,239,523
Change	+1,936	+3,849,790	+3,849,790
Median Age (2018)	38.1	34.2	38.2
Median Age (2021)	38.6	34.2	38.4
Change	+0.5	N/A	+2
Poverty % (2018)	19.9%	16.7%	11.8%
Poverty % (2021)	13.4%	13.6%	10.5%
Change	-6.5%	-3.1	-1.3%
Percent Uninsured (2018)	20.7%	19.3%	11%
Percent Uninsured (2021)	18.45%	17.24%	10%
Change	-2.25%	-2.06	-1
%Person with Disability (< 65yrs.)- 2018	20.1%		
%Person with Disability (<65yrs.)- 2021	12.1%	7.9%	8.6%
Change	-8.0%		
Median Household Income (2018)	\$43,388	\$54,727	\$60,309
Median Household Income (2021)	\$48,529	\$61,874	\$62,843
Change	+5,141	+7,147	+2,534
Bachelor's Degree (25+) %- 2018	15.7%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	15.9%	29.9%	32.1%
Change	+0.2	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase

(-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Navarro County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Focus Group (community-based)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

Surveys were conducted at the **YMCA Corsicana**; due to location, a diverse race and age could participate. The YMCA was located within proximity to a neighborhood and grocery store. The structure was an older building, the homes in the neighborhood were older, but the majority were well maintained. Surveys were also conducted in a neighborhood with a large Hispanic population, about 2-3 blocks from the YMCA. Spanish surveys were utilized for the Hispanic residents. The neighborhood was low income; the homes were older, some needed repairs. The zip code areas surveyed were 75110 and 75109.

The following needs were identified within the scope of the CSBG Domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. Based on our data analysis, the top five needs were identified using the research methodologies described in the *Scope of Research* section. There were a total of 16 needs identified in Navarro County; however, a weighted scale was used to analyze both quantitative and qualitative data yielding the following results for the top 5 needs:

1. Housing
2. Education
3. Employment
4. Food Assistance
5. Affordable Healthcare

The Five Whys Analysis-Navarro County Top Five Needs



- Overcrowded housing
- Housing cost burden (households spend more than 30 percent of their income on rent).
- Low wages (increased market rent)
- Increase in substandard living
- Eviction filing rate



- Low higher education attainment in Navarro County
- Access to resources such as scholarship programs or opportunities
- Adult literacy rate is at 14%
- Colleges within the community don't advertise in community (lack of social programs such as Big Brother, Big Sister youth mentoring)
- High school dropout rate.



- Increase in unemployment rates
- Permanent closings of small businesses and other retail establishment with limited online presence.
- Adverse effects of the COVID-19 Pandemic.
- Lack of preparedness for natural disasters (i.e. no contingency plan)
- Poor business management



- Increased visits to food banks.
- Food insecurity rate is at 14.80% and has increased since the pandemic.
- Limited food assistance/ food pantries.
- Zoning of low-income areas.
- Availability and access to healthy foods in low-income areas.



- Mortality by suicide rate is at 21.8, higher than the state's rate (12.9).
- Residents lack coping skills to handle stress or unforeseen circumstances.
- Mental Health is taboo in certain communities and often perceived to be a sign of weakness; thereby, mental health issues are left untreated.
- Lack of local community mental health facilities.
- Licensed practitioners are not motivated to practice in low-income areas due to low household median income.

Gaps in Services and Barriers

Based on the top 5 needs identified in Navarro County, we will delve deeper into the gaps in services and barriers to overcome. This section of this report will be divided into 3 sections to understand our survey population's varying perspectives.

Community Forum Synopsis

The barriers to services are that many residents in poverty-stricken households have to make the most complex decisions daily.

Forum participants consisted of a mix of staff and Navarro county residents. Some of the gaps in services are as follows:

- Lack of awareness of community-based programs
- Lack of Child care
- Lack of communication amongst providers
- Limited funding to address the needs of large families.
- Transportation to get to services.

Focus Group Synopsis

A focus group was conducted with a community-based organization in Navarro County to identify the root causes, conditions, barriers, resources, and solutions to identified needs. Focus group participants included key decision-makers within CSI's agency. Background on the top five needs was shared, and staff members gave input. Many of the root causes were discussed regarding the top five needs. Staff concluded that generational poverty is attributed to the lack of financial literacy amongst low-income families. Some underlying barriers to families obtaining gainful employment are the lack of transportation and the inability to pass drug screenings. In addressing the impending housing need, staff stated there is overcrowded housing due to an influx of people into the area. The rental market demand for quality units is higher than the supply. Low-income families are forced to relocate into sub-standard housing because it is less expensive. This increases the risk for infectious disease or acute conditions to develop. Another key point was a lack of affordable healthcare for Navarro County residents due to the high deductible and cost for ensuring an entire family. Possible solutions to the needs identified are developing more sliding scale clinics, implementing the DARE program, Boys and Girls Club program, and developing a school curriculum to include a financial education course as a graduation requirement.

When asked the difference between self-sufficiency and self-efficacy, the following response was given: Regarding the Community Action space, as the motivation of the client increases, the sense of self-sufficiency should increase. In the end, self-efficacy should also increase. At a minimum, there should be some measurable result between the two. We (i.e., frontline staff) doing solid client work, including advocacy and case management, should include the client in

the process. It is recommended that the clients become involved in the service delivery process based on self-efficacy and ultimately achieve self-sufficiency. They are interchangeable but not mutually exclusive if equally considered in the process.

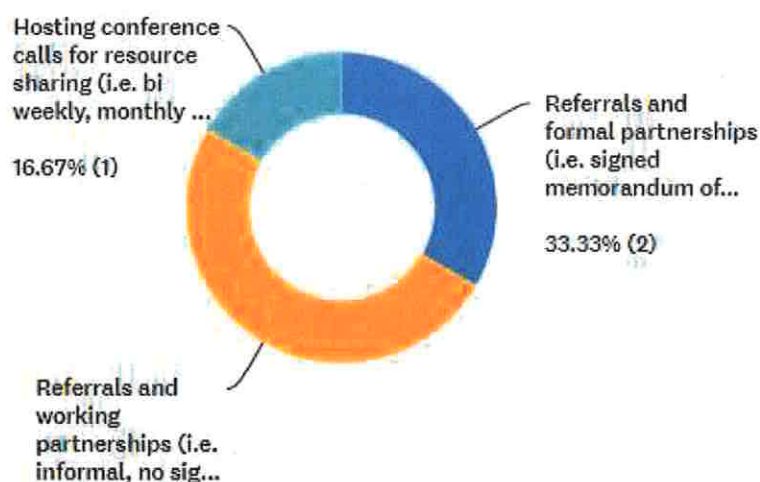
This will need to be nurtured and supported by the social services network, their efforts, our service delivery, and their families, encouraging clients to become more aware of their sufficiency through specialized guidance that will motivate individuals to maximize the assistance received. We should understand that self-sufficiency leads to self-reliance and stability. Self-efficacy should certify the impact and effectiveness of those efforts. When appropriately delivered through evidence-based practices, The ROMA cycle can play a role in evaluating the two.

Interview with Key stakeholders in the community

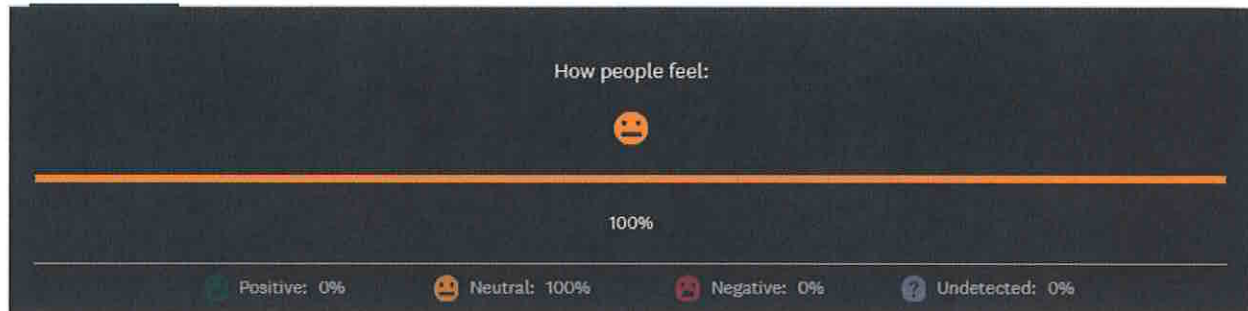
Many factors led to these community needs, such as the stigma behind requesting assistance from community-based organizations.

The reoccurring theme among elected officials and key stakeholders in the community is the lack of communication amongst community service providers to ensure the needs are met. One of the critical stakeholders noted, "many great organizations are doing phenomenal things in the community, but no one collaborates." Another barrier is that residents are unaware of the services that community organizations provide. Another gap or barrier to services is the lack of childcare and transportation to get to services. A concluding point shared amongst critical stakeholders was that many low-income families lack the access to apply for benefits. A lot of families don't have access to help and lack computer skills to apply for assistance.

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- *100% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.*

Windshield Survey

Navarro

City of Corsicana, Kerens, and Rice

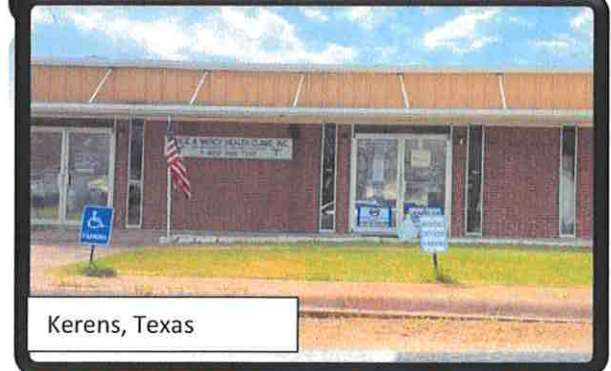
Navarro County is named after José Antonio Navarro, a Tejano leader in the Texas Revolution who signed the Texas Declaration of Independence. The overall noise level was loud, and the air quality was below average. While the cities within Navarro county, we observed that all three cities had damaged roadways. Driving through downtown Corsicana was challenging due to traffic congestion. Many of the city's businesses are located on one main road causing significant traffic congestion. The homes in Kerens were older and primarily mobile homes. Commercial property was located in the deeper sections of the city as we observed a decline in the upkeep of city structures.

Food Rite was the only grocery store within our driving radius, and the parking was unpaved lacking parking lines. We also notice political flags on the yards throughout neighborhoods. We had a difficult time finding The Rice Police Department due to the poor signage of the building. The City of Rice building was located off of a dirt road. The overall perception of Navarro County is that the county as a whole lacks funds for community improvement and developments.

Additional pictures located in Appendix J.



Corsicana, Texas



Kerens, Texas



Rice, Texas

Agency Response

Our agency received a total of 42 unduplicated requests from September 2020- February 2021. These months were isolated from the general data pool because it is our agency's application peak period. 85.71% of individuals requested housing assistance and 26.19% requested utility assistance, and 4.76% of individuals requested education support. There were no inquiries for employment supports, food, or gas assistance.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner's referrals. The household make-up is as follows: single adults, single adults with children, two adults or more with children, two adults (no children), and multigenerational households. Single adult households made 28.57% of requests received, website and community partners' referrals, 38.10% of requests made came from a single adult with children households, 21.43% came from two adults or more with children households, 9.52% came from adults (no children) households, and another 2.38% came from two adults or more households. The income bracket of the individuals who called our agency from September 2020-February 2021 is as follows: 52.38% of individuals made under \$1,000, 35.71% of individuals made between \$1,000 to \$1,999, 11.90% of individuals made between \$2,000 to \$2,999. There were no individuals that fell in the \$3,000 income bracket. Income amounts were recorded based on the last 30 days before the individual's request date.

Although we received an abundance of requests during this timeframe, there were a total of 21 unduplicated households (56 person count) that submitted applications and were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

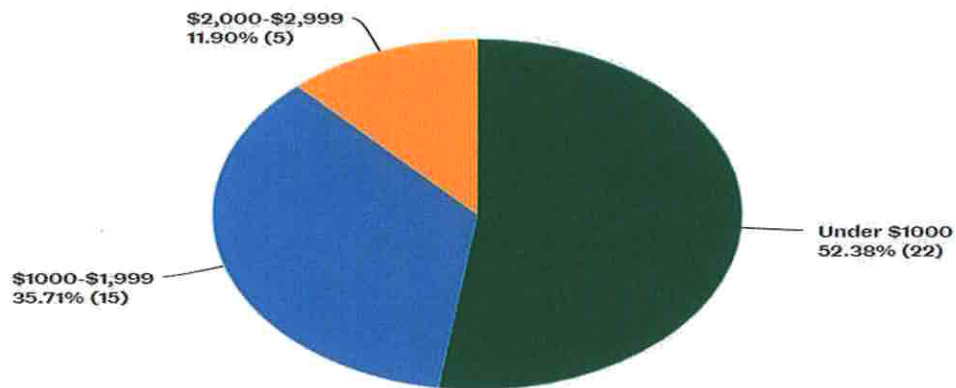
According to 2-1-1, there were a total of 162 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline are as follows: Housing Authorities, Electric Service Payment Assistance, Inpatient Drug Use Disorder Treatment Facilities, Legal Aid, Rent Payment Assistance, Prescription Expense Assistance, Childcare Expense Assistance, COVID-19 Diagnostic Tests, Community Mental Health Agencies, Water Service Payment Assistance, Substance Abuse Related Inquiries, Holiday Gifts/ Toys, Food Pantries, and Transitional Housing/ Shelter. The top 5 requests were identified and categorized as:

1. Electric Service Payment Assistance
2. Rental Service Payment
3. Substance Abuse Related Inquiries
4. Prescription Expense Assistance
5. Food Pantries

6.

Monthly Income:

Answered: 42 Skipped: 0

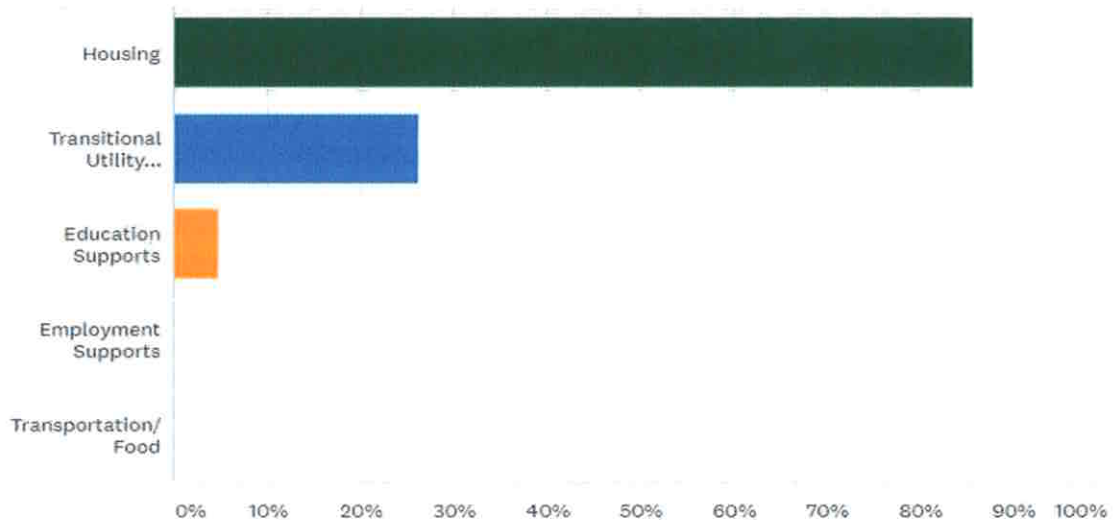


Agency Request Line (NAV)

0

Requested Service(s):

Answered: 42 Skipped: 0



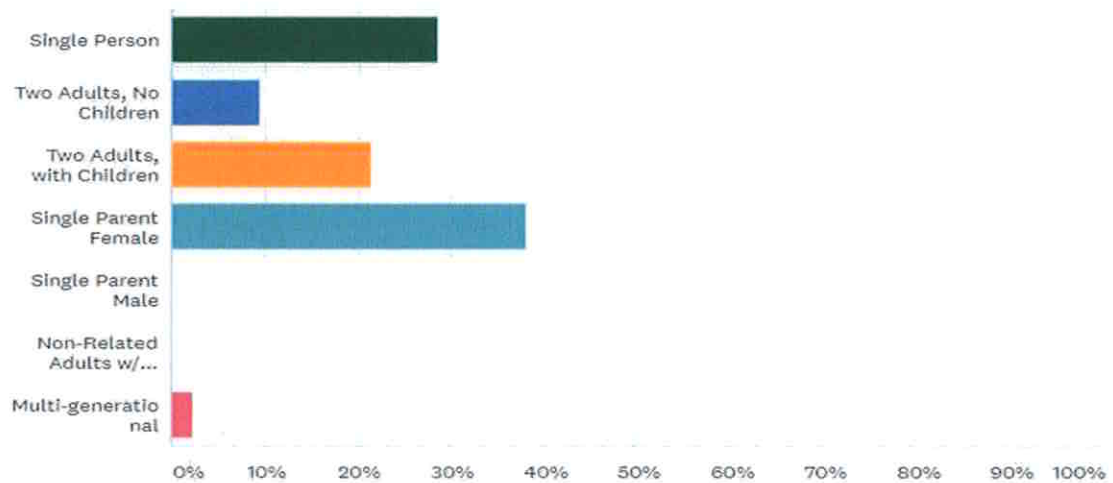
Agency Request Line (NAV)

0

- 52.38% of the customers made under \$1,000 for their monthly income.
- Customers did not report making up to \$3,000 as their monthly income.
- About 86% of customers were seeking rental assistance.
- A small percentage of customers sought multiple areas of assistance (such as utility and rental assistance).
- A variety of requests were made across all support services areas except employment supports, transportation, and food assistance.

Household Type:

Answered: 42 Skipped: 0

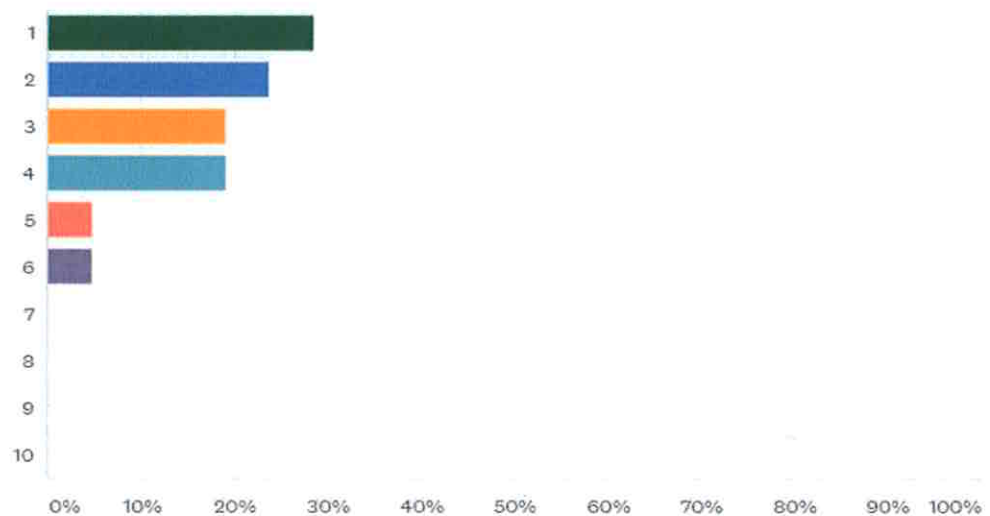


Agency Request Line (NAV)

▼ (0)

of Household Members:

Answered: 42 Skipped: 0



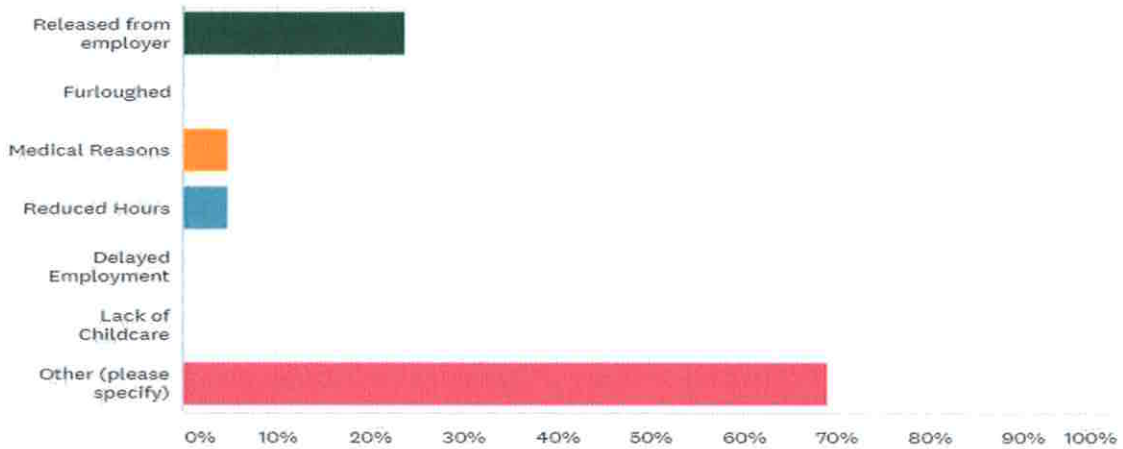
Agency Request Line (NAV)

▼ (0)

- 38.10% of customers consisted of single-parent females.
- "Multi-Generational" households only consist of 2.38% of potential customers.
- Customers identified their household make-up across all categories except "Single Parent Male" and "Non-Related Adults with Children."
- The highest number of household members was 6 across various household makeup categories.

Crisis:

Answered: 42 Skipped: 0

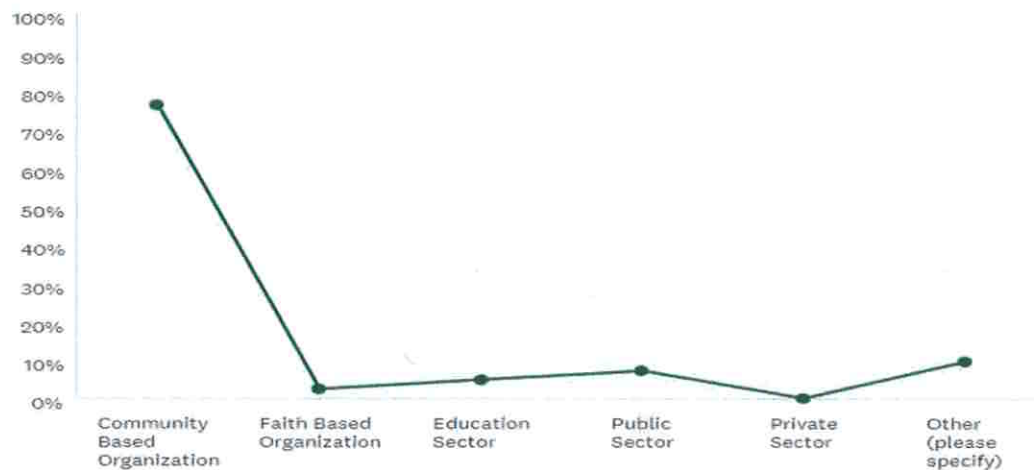


Agency Request Line (NAV)

▼ (0)

Referral Source

Answered: 42 Skipped: 0



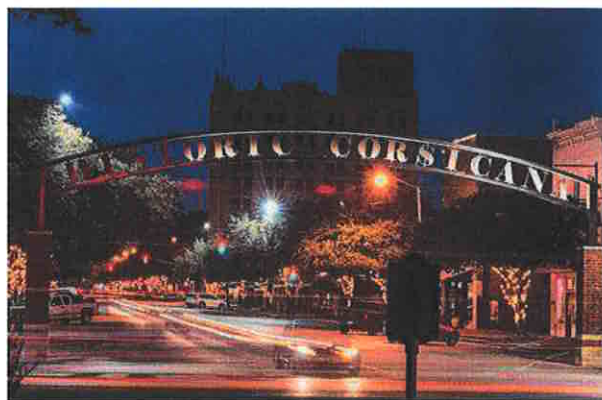
Agency Request Line (NAV)

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- About 69% of customers faced a crisis due to hardships or unforeseen circumstances.
- The crisis reported by Navarro county residents were as a result of multiple reasons except for being "furloughed," "lack of childcare," or experiencing "delayed employment."
- 4.76% of customers reported that their crisis was due to Medical reasons (i.e., COVID-19 infections).
- Community-based organizations were recognized as the highest percentage of referral sources at 76.19%, while private-sector referrals were non-existent (0.00%).

Community Strengths and Assets

Navarro County Historical Commission has 6 identified historical areas located throughout the city. Corsicana is continuing to grow with several new businesses such as a Starbucks and a newly redesigned Waffle House. Residents and visitors can enjoy driving down cobble-stone-designed streets in the historic district of Corsicana. Downtown Corsicana has a blend of freshly formed and antique shops.



Kerens, Texas, a city in Navarro County, is the “Big Tex” birthplace. Admired by thousands of Texans and tourists, “Big Tex” is recognized as the official greeter at the annual Texas State Fair every fall. Kerens also hosts yearly events such as a City-Wide Garage Sale, BBQ Cook-off, and a Christmas Lighting Contest, to name a few.



As evidenced by the various religious denominations and churches scattered across the county, values and belief systems in Navarro are encouraged. There are 8 different Christian denominations listed on the Christian Guide US Church Directory for Texas Church Directory.



There are various cultural sites to visit, while Corsicana includes Pearce Collections Museum, Angelita Vineyard for wine tastings, and Corsicana Opry and Event Center. Viewing options include, but are not limited to, Improv comedy shows, murder mystery dinners, dance performances, and many other shows.



Public Health Challenges & Response

There are chronic diseases, health conditions, and health behaviors that are closely associated with food insecurity. Many families, especially children within the household, live with the trauma of growing up in abject poverty. Physical inactivity can lower the quality of life. It causes unwavering psychological and physiological patterns. If food insecurity is not addressing, it can lead to severe mental health problems such as depression, anxiety, and suicidal ideation. The suicide mortality in Navarro County is significantly higher than the State's average. Many families grew up in residual poverty, which means that they were born into such conditions and learned how to survive under duress. Households in poverty have to work twice as hard as their counterparts of a higher socio-economic status. Poor dietary quality is often labeled in low-socioeconomic areas. Food insecurity can lead to increased physician encounters and office visits, emergency room visits and hospitalization, and expenditures of prescription medications (Hartline-Grofton, H.,2017). Due to low wages and limited financial resources, families have to stretch their budgets, affecting special diets. The cost of insulin for diabetics and special medical diets can be costly for families on a fixed income. Low-income families have to make the tough decision of putting affordable food on the table or quality food on the table.

Disaster Efforts (The impact of COVID-19 and relief efforts)

<i>COVID-19 Data as of 3/19/2021</i>	<i>Navarro County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	<i>11,344.70</i>	<i>9,579.96</i>
<i>Mortality (Rates per 100K population)</i>	<i>266.32</i>	<i>164.44</i>
<i>Vaccines Administered</i>	<i>29,706</i>	<i>21,430,921</i>
<i>Vaccinations (One Dose)</i>	<i>34.19%</i>	<i>41%</i>
<i>Fully Vaccinated</i>	<i>28.42%</i>	<i>43%</i>

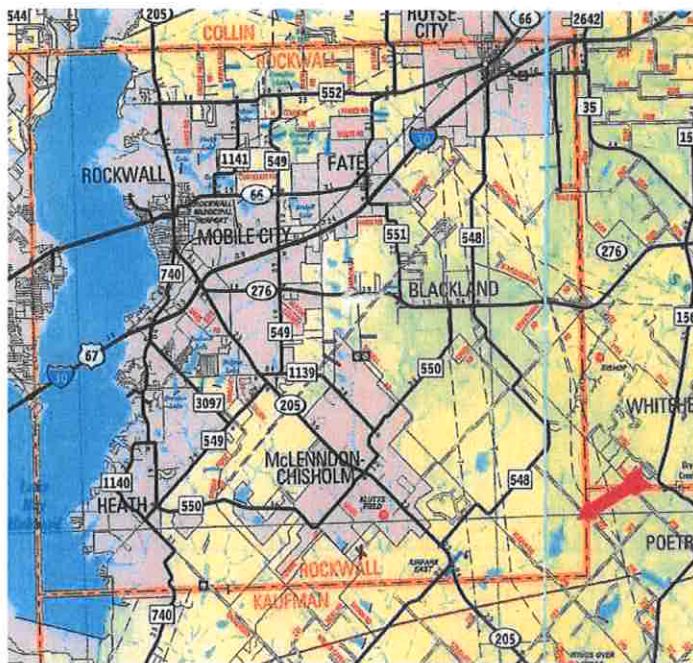
***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customers' well-being. Such interventions will be an item agenda on the monthly Board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- Updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Rockwall County

Population and Key Demographics

Founded in 1873, Rockwall county has a population of 104,915 with a total area of 149 square miles. Originally named after a natural geological formation that closely resembles an artificial wall, Rockwall County was formed from portions of Kaufman County. This county is represented by four commissioners, who cover the four precincts. Only two school districts serve Rockwall County residents: Rockwall Independent School District and Royse City Independent School District. The U.S. Census report from 2000 to 2010 ranked Rockwall county as the sixth fastest-growing county in the nation. This county is surrounded by 85% land and only 15% water. There are five major highways (Interstate 30, U.S. Highway 67, State Highway 66, 205, and 276). The largest industries are Health Care and Social Assistance, Retail Trade, and Educational Services. The highest paying industries are Mining, Quarrying, Oil & Gas Extraction, Information, and Management of Companies and Enterprises. First Methodist Church of Rockwall and Royse City Lo. 663 A.F. & A.M. (City Hall) are historic and notable landmarks in Rockwall County.



Key Facts:

Median Age: 37.6
Median Property Value: \$244,400
Racial/Ethnicity Make-Up:
 % Caucasian: 69%
 % African American: 7.4%
 % Hispanics: 18.6%
Median Household Income: \$100,920
Percent Living in Poverty**: 4.8%
Percent of age 25+ with High School diploma: 92.7%
Percent with Bachelor's degree or higher: 40.7%
Veterans (% of population): 5.5%
Persons with disability < 65 years old (%): 5.2%

** (i.e., Poverty percentage extracted from the U.S. Census Bureau)

Snapshot of Top Five Needs

1. Health & Social Development
2. Transportation
3. Housing
4. Employment
5. Income & Asset Building

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal Poverty level guidelines are at 200%. The current percent in poverty in Rockwall County, TX is 4.8%, which is significantly lower than the State average of 13.6% and the national average of 10.5%. The underlying causes of poverty range from racial disparities, wealth distribution, and visibility by local social service agencies and the lack of public policy initiatives catering to low-income communities. The negative implications of poverty are as follows: lower rates of physical activity, high incidence rates of chronic diseases, lack of access to health care services, and affordability.

Conditions of Poverty

It is imperative to have a holistic view of the conditions of poverty. Many factors contribute to poverty in Rockwall county. This can vary from public infrastructure and safety, crowded housing, environmental index economic hardship, and lack of governmental resources funneled to the county. The broad framework of categories consists of 84 metrics performed across 10 health or health-related categories: population health, equity, education, economy, housing, food and nutrition, environment, public safety, community vitality, and infrastructure. Each condition was assessed on a scoring system to determine the overall county's score.

Category	Rockwall County
Population Health	66
Equity	58
Education	73
Economy	87
Housing	58
Food & Nutrition	46
Environment	60
Public Safety	81
Community Vitality	75
Infrastructure	55
TOTAL (Average):	72
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)	

County Average: 72/100

Texas Average: 42/100

U.S. Average: 46/100

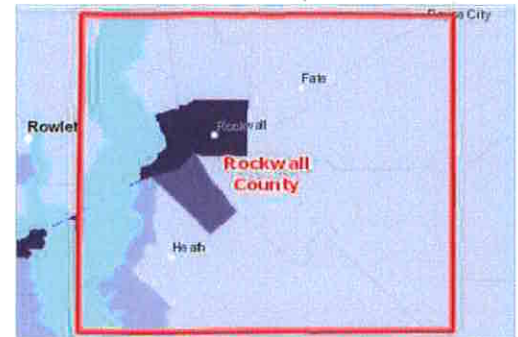
Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across the county. Although the median gross rent is \$1,690, many are still struggling to pay their rent and meet basic living needs. The gross rent increased from \$1,429 to \$1,690. Due to the limited availability of social service agencies, many individuals and families are displaced and forced

to relocate out of state or move in with other family members. Substandard housing units are at 24.31% in comparison to the

State's average of 31.73%. It is inferred that there is a strong correlation between household cost burden and eviction rate, forcing households to succumb to substandard living conditions.



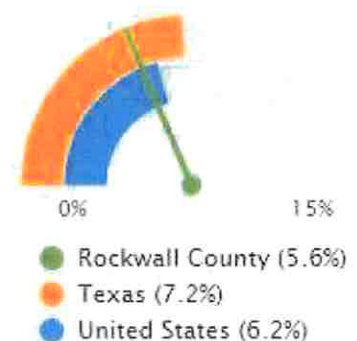
Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19



Employment

There are 2,479 business establishments. 67.9% of the population ages 16+ are among the civilian labor force. There is a gender inequity in the civilian labor force, as 60.3% of its population ages 16+ are females among the civilian labor force. The total number of unemployment claims filed in Anderson county from March 2020 to March 2021 was 10,445 out of 319,248. This indicates that Rockwall county residents constituted 3% of our service area for filed unemployment claims. They are ranked as the 5th out of our ten-county service area, which is average. The unemployment rate in Rockwall county is 5.6%.

Unemployment Rate



Education

The education levels of Rockwall County residents show us that 40.69% of the general population ages 25 and up have attained their bachelor's degree or higher. This is higher than the state average for bachelor's degree attainment at 29.90%. Rockwall county ranks 3rd place in high education attainment in our service area. The number of diplomas issued is 1,373 out of a

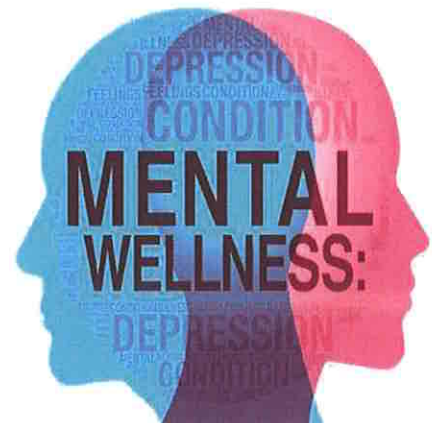
population of over 104K. About 18% of residents did not obtain a high school diploma. Only 15% of residents received a graduate or professional degree, which is drastically higher than the state's average of 10.4%. There are two independent school districts: Rockwall Independent School District (the small portion in Kaufman County) and Royse City Independent School District (small Portion in Collin, Hunt Counties).

Percent Population with No High School Diploma



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. There are limited numbers of grocery stores and a total of about 88 fast-food establishments. Recreation and fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 15 for Recreation and Fitness facility access. 4.1% of the population are currently receiving SNAP benefits; however, the poverty percentage for Rockwall County is 4.8% leading to food insecurity. The preventable hospitalization rate for Rockwall County is 4,518, which is lower than the state's average of 5,167. The rate is calculated per 100k beneficiaries. The total number of Medicare beneficiaries for the counties is 8,688. The age-adjusted death rate (per 100,000 population) is at 14.8 for mortality by suicide, which is higher than the state's average of 12.9. This is an indicator that more programs are needed in Rockwall County to address the mental health crisis.



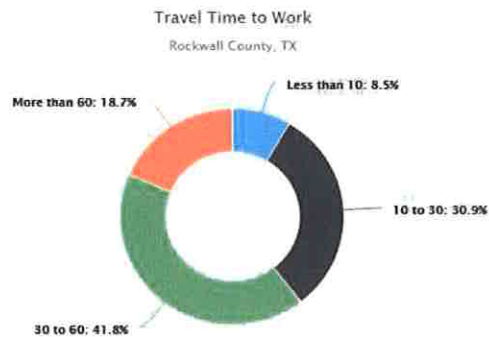
Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Rockwall County, TX	21	1	5	0	1	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File, September 2020. Source geography: County. [Show more details](#)

Infrastructure/ Income & Asset Building

The median income is \$100,920, higher than the state's average of \$61,874. This is noted to be the highest median household income in our service area. The GINI index describes the wealth distribution within a population or group of people. Rockwall county's GINI index is 0.40 in comparison to the state's average of 0.48. The closer a population is, the 1, the likelihood of the group experiencing wealth inequality.

Although this score represents Rockwall county's distribution of wealth, there are still barriers preventing households from transitioning out of poverty. One in five residents are in poverty and may not have the same opportunities as their counterparts in more urban counties. The mean travel time to work is about 34.4 minutes for the workforce population over 16. This average commute time is lower than the state's average of 26.6 minutes. Workers who spend more than 30 minutes on the road can get to their respective jobs. This emphasizes the need for a public transit system to prevent traffic congestion.



Civic Engagement/ Community Involvement

This domain focuses on activities designed to improve the social networks of the community. This includes but is not limited to community involvement and revitalization needs. The total number of naturalized citizens is 4,256 (4.05% of the population). Veterans constitute 8.17% of the total population, which is higher than the state's average of 6.98%. The Social vulnerability index takes into account 15 variables to determine the overall vulnerability score of a population. The total score for Rockwall County is 0.40. The voter participation rate is at 68.8% as compared to the state's average of 52.8%. This data indicates that residents need to be more civically engaged in their community. The annual rate of violent crimes per 100,000 populations is 104.50, lower than the state's average of 428.50. It can be inferred that a high crime rate means there is a need for crime prevention activities for both teens and adults. Rockwall County has been able to contain the violent crime rates within the community.



Social & Economic Indicators

<i>Social & Economic Indicators</i>	<i>Rockwall County</i>	<i>Texas</i>
Median Household Income	\$104,915	\$61,874
Children Eligible for Free Lunch	27.7%	60.5%
No High School Diploma	7.28%	16.31%
Graduate or Professional Degree	15%	10.4%
Unemployment Rate	5.6%	7.2%
Children in Poverty	6.24%	20.92%
Income Inequality	0.40	0.48
Mortality-Suicide**	14.8	12.9
Mortality Unintentional Deaths**	23.7	37.99
Source: County Health Rankings		

- Only 27.7% of Rockwall County school children are eligible for free lunch.
- "Children in Poverty" represents 6.24% of the population.
- Graduate or professional degree attainment is significantly lower in Rockwall County (15%), higher than in the state (10.4%).
- Suicide constitutes 14.8% of deaths reported in Rockwall County, confirming the need for more mental health wellness programs counseling within the community.

<i>Physical Environment</i>	<i>Rockwall County</i>	<i>Texas</i>
Air Quality- Particulate Matter	8.55	8.32
Climate & Health-Drought Severity	16.98%	17.03%
Housing Quality-Substandard housing	24.30%	31.73%
Food Environment- SNAP Authorized food stores**	5.74	7.90
Mean Commute Time	34.4	26.6
Source: County Health Rankings		

- Rockwall county residents' mean commute time is 34.4 minutes, which higher than the state at 26.6 minutes.
- Air Quality in Rockwall County (8.55) is slightly higher than the state's average of 8.32, which decreased over time from 9.9%.
- Occupied housing with one or more substandard housing conditions is at 24.30%, which is higher than the state's average of 31.73%.

<i>Health Behaviors</i>	<i>Rockwall County</i>	<i>Texas</i>
Adult Smoking	12.8%	15%
Adult Obesity	30.5%	31.3%
Physical Inactivity	26.7%	23.1%
Excessive Drinking	21.33%	19.52%
Sexually Transmitted Infections-Gonorrhea (Rate per 100,000 population)	47.5	166.9
Teen Births (Rate per 1,000 population)	12.1	34.3
Source: County Health Rankings		

- Rockwall County obesity rates (30.5%) are slightly lower than the state's average of 31.3%.
- Rockwall County scored well in each "Health Behaviors" category except for excessive drinking and physical activity. STI infections and treatment costs can impact individual household expenditures.

<i>Clinical Care</i>	<i>Rockwall County</i>	<i>Texas</i>
Uninsured Population (%)	11.51%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	4,518	5,167
Diabetic Monitoring	86.6%	84.1%
Mammography Screening	32%	28%
Source: Community Commons		

- Rockwall county's uninsured population (11.51%) is lower than the state's average (17.24%) despite having a high preventable hospitalization rate.
- Diabetic monitoring and mammography screening are higher than the state average.

<i>Health Outcomes</i>	<i>Rockwall County</i>	<i>Texas</i>
Diabetes (Age-adjusted rate)	13.6%	10%
HIV Prevalence (Rate per 100,000 population)	119.6	392.7
Premature death (Rate per 100,000 population)	4,692	6,662
Mortality- Cancer (Age- Adjusted Death Rate)	140.6	147.84
Low Birth Weight (%)	7.10%	8.40%
Source: Community Commons		

- The diabetes prevalence rate (13.6%) is higher than the state average (10%).
- Premature death mortality and cancer mortality are the lowest amongst Rockwall county residents.

Trends in Key Demographics 2018-2021

Measure	Rockwall County	Texas	United States
Total Population (2018)	88,010	25,146,091	323,127,513
Total Population (2021)	104,915	28,995,881	328,239,523
Change	+16,905	+3,849,790	+3,849,790
Median Age (2018)	37.2	34.2	38.2
Median Age (2021)	37.6	34.2	38.4
Change	+0.4	N/A	+2
Poverty % (2018)	6.1%	16.7%	11.8%
Poverty % (2021)	4.8%	13.6%	10.5%
Change	-1.3%	-3.1	-1.3%
Percent Uninsured (2018)	11.7%	19.3%	11%
Percent Uninsured (2021)	11.51%	17.24%	10%
Change	-0.19%	-2.06	-1
%Person with Disability (< 65yrs.)- 2018	10.1%	13.7%	14.5%
%Person with Disability (<65yrs.)- 2021	5.2%	7.9%	8.6%
Change	-4.9%	-5.8%	-5.9%
Median Household Income (2018)	\$89,161	\$54,727	\$60,309
Median Household Income (2021)	\$100,920	\$61,874	\$62,843
Change	+\$11,759	+\$7,147	+\$2,534
Bachelor's Degree (25+) %- 2018	38%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	40.69%	29.9%	32.1%
Change	+2.69%	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase

(-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Rockwall County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

As research over the needs of Rockwall County has slightly varied due to economic factors, one common theme remains the same: availability of resources to meet the needs of the underserved. Poverty plays a critical role in the sustainability of implemented community programs.

Surveys were conducted in Rockwall at various locations, Mission Rockwall Apartments, Canyon Ridge Apartments, Helping Hands Rockwall, and Rockwall County Probation Department. There are striking health disparities among the wealthy and low-income families, which is evident in survey results. A major concern voiced by survey participants is the lack of affordable housing due to the growth and development of the communities within Rockwall County. The zip code area surveyed was 75087, which is considered a low-income area.

The following needs were identified within the scope of our six domains: Employment, Education, Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. There were a total of 9 needs identified. Based on our data analysis, the following top five needs were identified using the research methodologies listed in this report:

1. Health & Social Development
2. Transportation
3. Housing
4. Employment
5. Income & Asset Building

The Five Whys Analysis-Rockwall County's Top Five Needs



- Suicide Ideation-Mortality (14.8%) higher than the state at 12.9.
- Stressors of living in poverty (i.e. low wages, poor health outcomes).
- Lack of affordable counseling & wellness centers.
- Demand for wellness programs in not as high in an urban county versus a rural county (i.e. funding allocation for state-run programs).
- Untreated Mental Health Problems/ lingering childhood trauma.



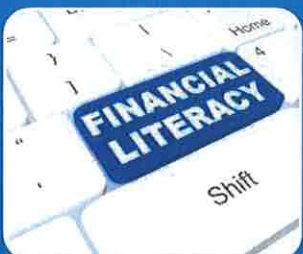
- Limited transit options on STAR Transit bus system
- Bus routes do not cover outskirts area of the county
- Shortage of bus drivers
- Qualified drivers are working higher wage jobs
- The demand for general and medical transportation demand does not meet the supply.



- Family Household percent 80.51%, significantly higher than the state's average (69.26%).
- Occupied Housing Units with one or more substandard conditions is at 24.30%.
- Eviction rate is 0.63%.
- Cost burden households (housing costs exceeds 30% of income) is 23.91%.
- Increase in market rent from \$1,429 to \$1,690 within a 12-month period.



- Unemployment rate is 5.6%.
- Unemployment insurance claims filed from March 2020 to March 2021 is 10,445.
- Due to small business shutdown (i.e. reduced clientele due to pandemic).
- Increased inflection rates in business leading to business closures.
- No contingency plan by business owners.



- Low-income families in Rockwall County take out pay-day loans to meet household obligations.
- Lack of better wages.
- Lack of Savings account, CDs, stock market investments.
- Lack of motivation to take financial literacy/ education classes.
- Lack of exposure to financial literacy.

Gaps in Services and Barriers

Based on the top 5 needs identified in Rockwall County, we will delve deeper into the gaps in services and barriers to overcome. This section of this report will be divided up into 2 sections to understand the varying perspective of our survey population.

Community Forum Synopsis

The barriers to services are that many residents in poverty-stricken households have to make the most complex decisions daily.

A forum was held with the staff of Helping Hands Rockwall in Rockwall, TX. They were able to provide input into what they felt were the greatest needs for their community and the residents they serve. Several staff members stated that the greatest need they felt existed for the low-income community was financial assistance and paying for their living expenses due to being under-employed or unemployed.

The needs that were identified:

- Education – GED, higher education, or trade schools
- Citizenship – the process of becoming a citizen
- More affordable housing – 2-5 year waiting list for the affordable housing that is available
- Lack of public transportation – pre-pandemic Rockwall was identified as having a large senior presence; they developed a Pantry to Pantry program to assist residents who are home-bound temporary or long-term, have disabilities, or mending.
- Adult literacy programs
- Financial literacy programs – so that residents can better understand their finances and make conscious decisions on what to pay and how to pay their bills.

The staff stated that food insecurity is not a big issue in their county due to generous donations received, residents receiving their stimulus checks, and an increase in SNAP benefits.

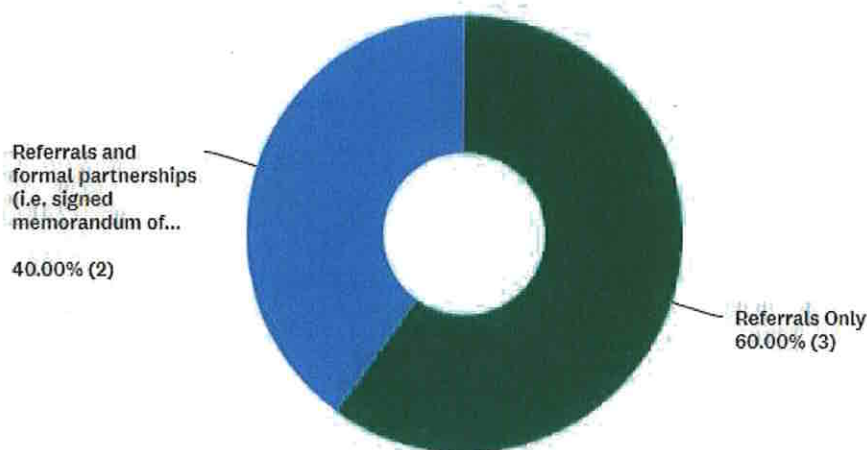
Interview with Key stakeholders in the community

Interviews were conducted with key stakeholders from the following sectors: community-based, faith-based, private, public, and education sectors. After each interview session, the Community Needs Assessment team were able to identify the following reoccurring themes:

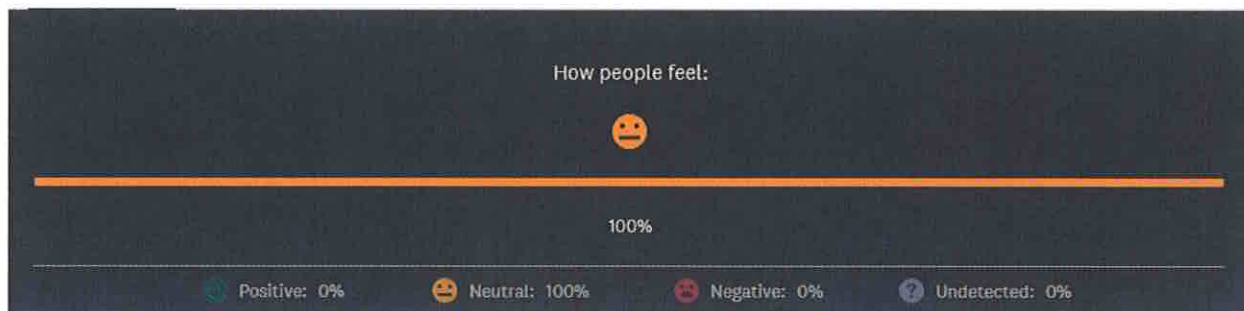
- Lack of education and awareness on available community resources and knowledge to apply for services.
- Limited community providers are working with low-income persons.
- Lack of motivation to received community-based services.
- Transportation
- People are receiving the stimulus package, and they are not interested in working.

- Challenges in connecting to employment agencies ‘
- Lack of assistance in filing unemployment claims (i.e., Texas Workforce Commission.
- Identifying specific needs in the community, engaging individuals that could benefit from an offering/ service to become involved in the long-term solution.

The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 100% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.

Windshield Survey

Rockwall

City of Fate City, Rockwall, and McLendon-Chisholm

The county of Rockwall was formed in 1873 from portions of Kaufman County. Rockwall is currently one of the less populated areas of all Texas counties. While surveying the cities in Rockwall County, we observed that most services offered are centralized in Rockwall City. There was a higher socioeconomic status in comparison to the 9 other counties in our service area. We observed that the homes in the area were highly priced. The overall noise level was moderate, and the air quality was good. We observed that the cities merged into one another, and there were no city limit signs anywhere along the streets. While traveling into McLendon, we observed that social services resided in areas that were not kept up like the local high schools. Rockwall High School was large in size and extremely well kept. Visible political signs were posted through the cities, and there were many homes with neighborhood watch signs. This confirmed that voter participation and civic engagement is of high priority in Rockwall county. Driving on the roads was not difficult in this county because they were well paved. The general perception of Rockwall county was that the cities were well diverse in chain and well developed business, and there was an array of employment opportunities for franchises and not small businesses.

Additional pictures located in Appendix J



Rockwall, Texas



Fate, Texas



McLendon-Chisholm, Texas

Agency Response

Our agency received a total of 11 unduplicated requests from September 2020- February 2021. These months were isolated from the general data pool because it is our agency's application peak time. The household makeup comprises single adults, single adults with children, two adults or more with children, and multigenerational households.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner's referrals. Single adult households made 27.27% of requests received, 45.45% of requests made came from a single adult with children households, 18.18% came from two adults or more with children households, and another 9.09% came from multi-generational households. Callers did not identify themselves as "Two Adults or More, No Children" household make-up. The income bracket of the individuals who called our agency from September 2020-February 2021 is as follows: 54.55% of individuals made under \$1,000, 36.36% of individuals made between \$1,000 to \$1,999, 0.00% of individuals made between \$2,000 to \$2,999 and 9.09% of individuals fell with the \$3,000 or more category. Income amounts were recorded based on the last 30 days before the individual's request date.

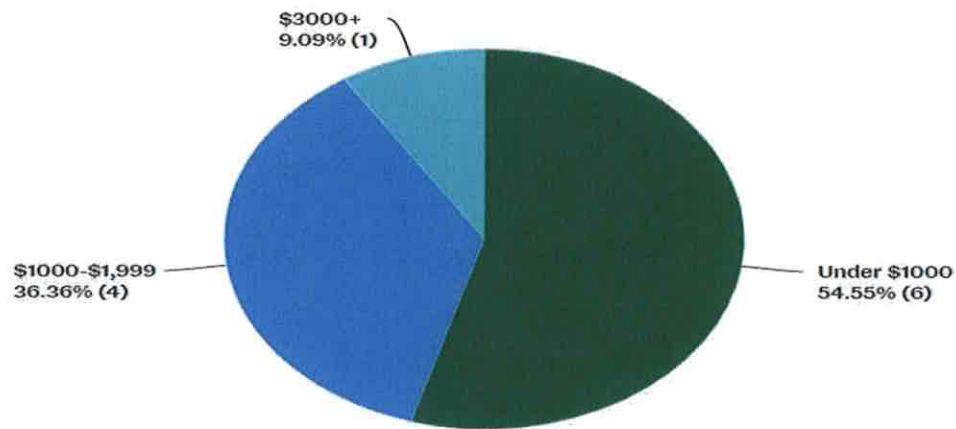
According to 2-1-1, there were a total of 283 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline are as follows: Electric Services Payment Assistance, COVID-19 Diagnostic Tests, COVID-19 Vaccine Information, Rent Payment Assistance, Substance Abuse Related Disorders, Legal Aid, Homeless Shelter, Water Service Payment Assistance, Child Care Expense Assistance, Food Pantries, State Unemployment Insurance, Talkline/Warmlines, Domestic Violence Shelter, Holiday Gifts/ Toys, Mortgage Payment Assistance, and Community Mental Health Agencies. The top 5 requests were identified and categorized as:

1. Rent Payment Assistance
2. Electric Service Payment Assistance
3. COVID-19 Diagnostic Tests
4. Mental Health Related Inquiries
5. Substance Abuse Related Inquiries

Although we received an abundance of requests during this timeframe, there were a total of 13 unduplicated households (34 person count) that submitted applications and were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

Monthly Income:

Answered: 11 Skipped: 0

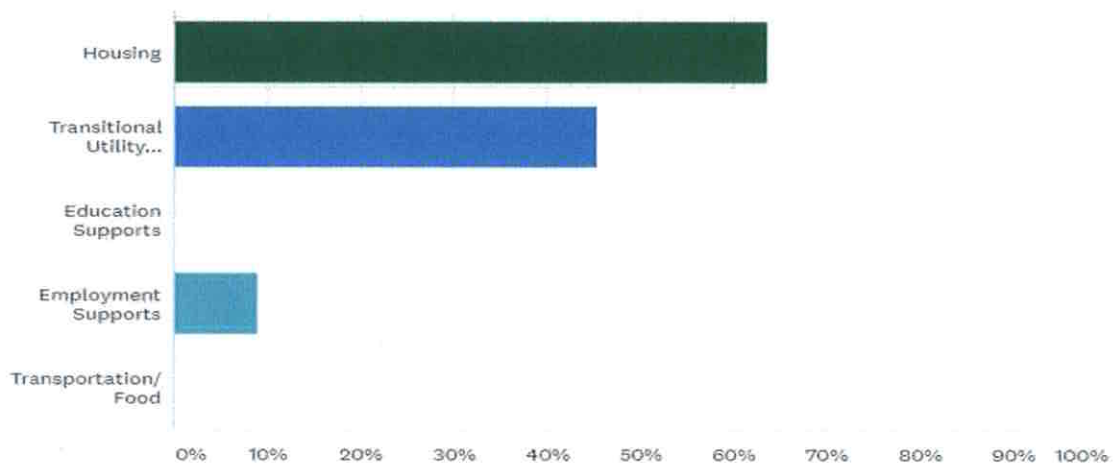


Agency Request Line (ROC)

▼ (0)

Requested Service(s):

Answered: 11 Skipped: 0



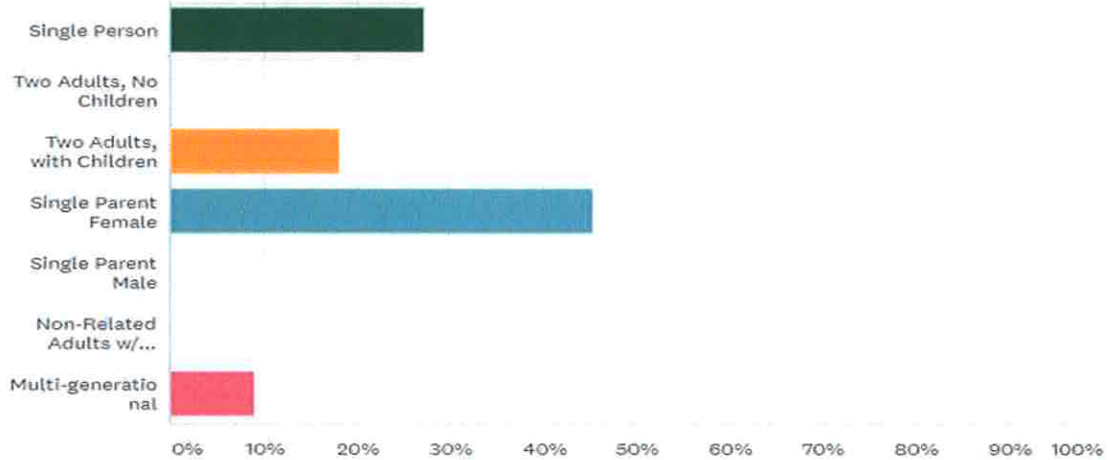
Agency Request Line (ROC)

▼ (0)

- 54.55% of customers made under \$1,000 for their monthly income.
- Individuals that made \$3,000 (9.09% of customers) were deemed over income for a single-person household.
- About 63.64% of customers were seeking rental assistance.
- A small percentage of customers sought multiple areas of assistance (such as utility and rental assistance).
- A variety of requests were made across all support services areas except education supports, transportation, and food assistance.

Household Type:

Answered: 11 Skipped: 0

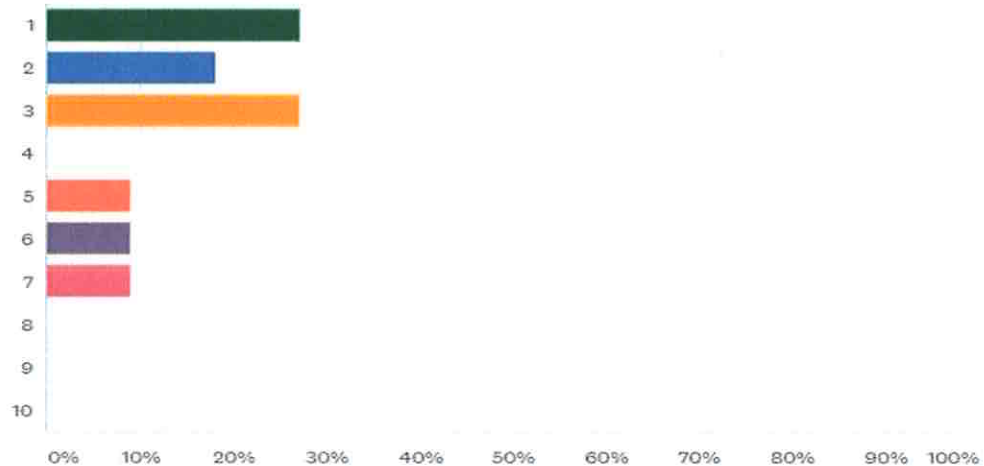


Agency Request Line (ROC)

▼ (0)

of Household Members:

Answered: 11 Skipped: 0



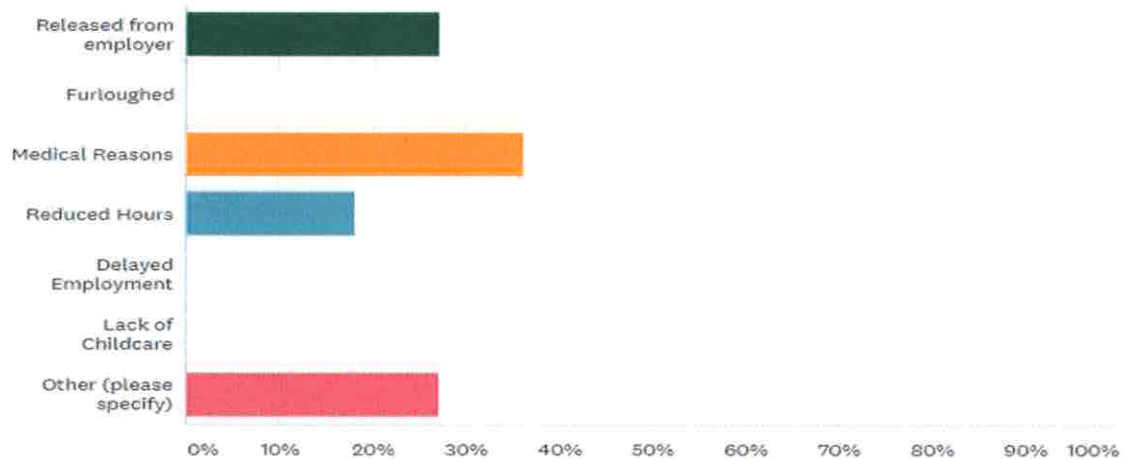
Agency Request Line (ROC)

▼ (0)

- 45.45% of customers consisted of single-parent females.
- "Multi-Generational" households only consist of 9.09% of customers.
- Customers identified their household make-up across all categories except "Single Parent Male," "Two Adults, No Children," and "Non-Related Adults with Children."
- The highest number of household members was 7 across various household makeup categories.
- The customer base did not report having a four-person household.

Crisis:

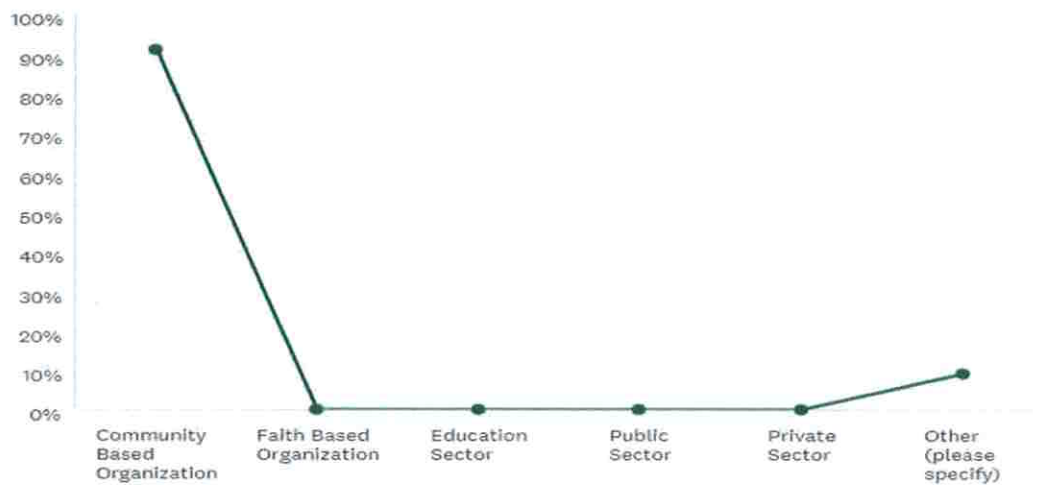
Answered: 11 Skipped: 0



Referral Source

*** (0)

Answered: 11 Skipped: 0



Agency Request Line (ROC)

▼ (0)

- About 36.36% of customers reported that their crisis was due to Medical reasons (i.e., COVID-19 infections).
- "Hardships" and being "Released from Employer" tied at 27.27% as the second-highest reason for the crisis.
- Crisis reported by Rockwall county residents were as a result of multiple reasons except for being "furloughed," "lack of childcare," or experiencing "delayed employment."
- Community-based organizations were recognized as the highest percentage of referral sources at 90.91%, while faith-based, private, public, and education-sector referrals were non-existent (0.00%).

Community Strengths and Assets

Rockwall County Historical Commission has 2 identified historical areas: the First United Church of Rockwall and the Royse City Lodge No. 663 A.F. & A.M. Rockwall has a reservoir called Lake Ray Hubbard, great attraction residents and tourists. (Picture Shown: Lake Ray Hubbard)



Rockwall County is identified as the wealthiest county in our service area, which correlates with a low poverty percentage of 4.8%. Education attainment is at 40.7%, which is the third-highest in our service area. The veteran population (8.17%) is offered different discounts and economic opportunities to honor their service to the country.



As evidenced by the various religious denominations and churches scattered across the county, values and belief systems in Rockwall are encouraged. There are 8 different Christian denominations listed on the Christian Guide US Church Directory for Texas Church Directory.



There are various communication mediums in Rockwall, such as the Rockwall Herald-Banner local newspaper outlet. Rockwall residents and families can bask in the refreshing waves at outdoor water theme parks.



Public Health Challenges & Response

Recent studies have shown that childhood housing conditions influence the subsequent development of chronic diseases in adulthood. Another cohort study showed that a long continuance of living under duress in substandard housing conditions could cause severe disability or illness for participants aged 33 and below. There is a link between the lack of affordable housing and inadequate nutrition. The current conditions of temporary housing for homeless children often lack cooking facilities and safe environmental practices. Substandard housing can also have an adverse psychological effect on children, thereby affecting the overall well-being of the household.

There is a correlation between children with behavioral problems and substandard or temporary shelter. As a result, substandard housing affects all dimensions of health, such as exposure to biological, chemical, and physical hazards. This effect of this exposure directly impacts physiological (mood), psychological, and biochemical processes. Environments with substandard housing structures tend to result in excessive and elevated noise levels due to poorly insulated housing units. Excessive noise levels can be closely associated with sleep deprivation, increasing the body's allostatic load. Psychological stress caused by sleep deprivation can activate the hypothalamic-pituitary-adrenal axis and sympathetic nervous system. Allostatic load is the wear and tear of an organism due to the body's physiological responses to environmental stressors). In conclusion, high eviction rates lead to overcrowded housing or moving into substandard housing environments. Substandard housing environments increase the susceptibility of infectious diseases, which can hinder all preventative measures in place to reduce disease transmission.

Viable solutions to address this crisis:

- Create a task force of public health officials, medical experts, and public and elected officials.
- Identify the "Basic Principles of Healthy Living"
- Design a course of action for affording housing communities
- Develop an evaluation tool to measure the effectiveness of implemented activities
- Give annual progress reports to community-based leaders, state and national level leaders
- Develop and enforce housing codes and place the responsibility on housing and construction departments (i.e., local health department)
- Promulgate health codes to allow Public Health intervention in cases of an immediate threat to the community's health.
- Ensure local health authorities have adequate resources for inspection and enforcement of health codes.
- Advocacy and policy initiatives to coincide with public sector regulation and enforcement.

Disaster Efforts (The impact of COVID-19 and relief efforts)

<i>COVID-19 Data as of 3/19/2021</i>	<i>Rockwall County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	<i>10,847.73</i>	<i>9,579.96</i>
<i>Mortality (Rates per 100K population)</i>	<i>142.07</i>	<i>164.44</i>
<i>Vaccines Administered</i>	<i>79,318</i>	<i>21,430,921</i>
<i>Vaccinations (One Dose)</i>	<i>49.09%</i>	<i>41%</i>
<i>Fully Vaccinated</i>	<i>38.95%</i>	<i>43%</i>

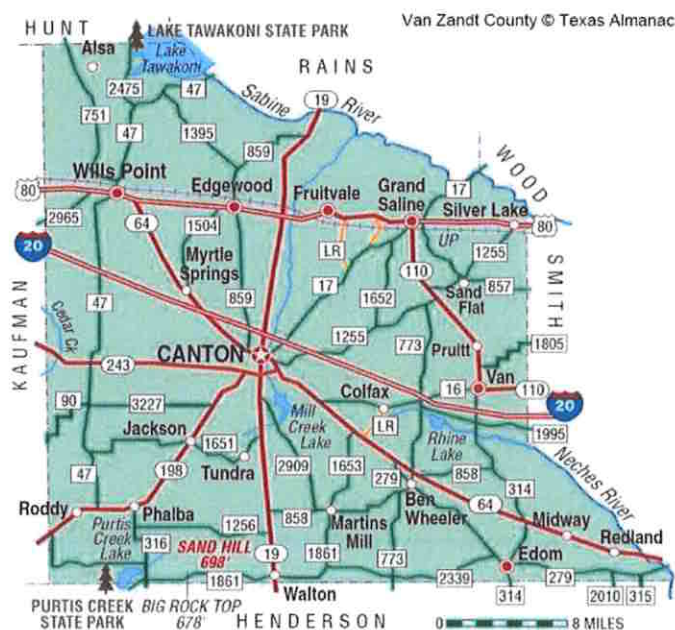
***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customers' well-being. Such interventions will be an item agenda on the monthly Board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- Updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Van Zandt County

Population and Key Demographics

Founded in 1848, Van Zandt county has a population of 56,590 with a total area of 860 square miles. Originally named after Isaac Van Zandt, who was a planter and politician. Van Zandt was a lively orator, whose natural public speaking skills helped him excel in politics. He played a key role in the annexation treaty of Texas. In 1845, he served as a delegate to the Texas state constitution convention. He lived a legacy of philanthropy works and endeavors as he donated land, which is the current site of East Texas Baptist University. This county is surrounded by 98% land and only 2% water. There are six major highways (Interstate 20, U.S. Highway 80, State Highway 19, 64, 110, and 198). The largest industries are as follows: Retail Trade, Health Care and Social Assistance, and Manufacturing. The highest paying industries are Mining, Quarrying, Oil & Gas Extraction, Wholesale Trade, Agriculture, Forestry, Fishing, and Hunting. The Plaza Theater and William H. and Molly P. Humphries House (Hotel) are historic and notable landmarks in Van Zandt County.



Key Facts:

Median Age: 42.9

Median Property Value: \$121,900

Racial/Ethnicity Make-Up:

% Caucasian: 82.9%

% African American: 2.9%

% Hispanics: 11.7%

% Other Races: 2.5%

Median Household Income: \$54,654

Percent Living in Poverty**: 13.6%

Percent of age 25+ with High School diploma:
84.6%

Percent with Bachelor's degree or higher: 15.8%

Veterans (% of population): 8.80%

Persons with disability < 65 years old (%): 12.1%

** (i.e., Poverty percentage extracted from the U.S. Census Bureau)

Snapshot of Top Five Needs:

1. Food Assistance
2. Employment
3. Education
4. Health & Social Development
5. Affordable Healthcare

Causes of Poverty

Poverty is influenced by environmental exposures, health-related behaviors leading to poor health outcomes. The current federal Poverty level guidelines are at 200%. The current percent in poverty in Van Zandt County, TX is 13.6%, equivalent to the State average of 13.6%, but higher than the National average of 10.5%. The underlying causes of poverty range from lack of access to care, untreated chronic illness, education attainment, adult literacy rates, high teen pregnancy rate, high school dropout rates, racial disparities, wealth distribution, and visibility by local social service agencies. The negative implications of poverty are decreased access to healthy foods and lower levels of physical activity.

The COVID-19 pandemic has a profound impact on the socio-economic status of Van Zandt County residents. This is evident in the plummeting unemployment rates and food insecurity.

Conditions of Poverty

It is imperative to have a holistic view of the conditions of poverty. Many factors contribute to poverty in Van Zandt county. This can vary from public infrastructure and safety, crowded housing, environmental index economic hardship, and lack of governmental resources funneled to the county. Each condition was assessed on a scoring system to determine the overall county's score.

Category	Van Zandt County	
Population Health	48	County Average: 41/100
Equity	64	Texas Average: 42/100
Education	37	U.S. Average: 46/100
Economy	53	
Housing	47	
Food & Nutrition	48	
Environment	57	
Public Safety	57	
Community Vitality	54	
Infrastructure	22	
TOTAL (Average):	41	
Source: U.S. News & World Report L.P. Healthiest Communities Rankings(2021)		

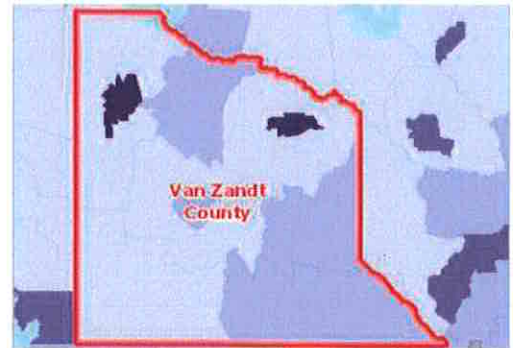
Data using CSBG Domains

Housing

Our research indicates that there has been a surge of requests for housing assistance due to the COVID-19 pandemic. This is a continuous pattern seen across all types of needs across the county. However, the median gross rent is \$801, increasing from \$766 within the past 12 months. Although many households impacted by the 2020 pandemic received economic stimulus payments, the housing need has increased due to evictions. The eviction rate in Van Zandt County is

1.53%, in close range with the state's eviction rate at 2.17%. Due to the limited availability of social service agencies,

many individuals and families are displaced and forced to relocate out of state or move in with other family members. 21.60% of renters spend 30 percent or more of their income on rent.



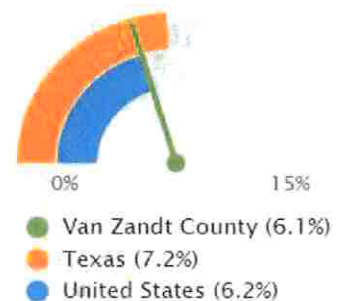
Renter-Occupied Housing Units, Percent by Tract, ACS 2015-19



Employment

There are 925 business establishments. 53.2% of the population ages 16+ are among the civilian labor force. There is a gender inequity in the civilian labor force, as 45.1% of its population ages 16+ are females among the civilian labor force. The total number of unemployment claims filed in Van Zandt county from March 2020 to March 2021 was 5,497 out of 319, 248. This indicates that Van Zandt county residents constituted 2% of our service area for filed unemployment claims. They are ranked as the 9th out of our ten-county service area.

Unemployment Rate



Education

The education levels of Van Zandt County Residents show us that one in 15.75% of the general population ages 25 and up have attained their Bachelor's degree or higher. This is lower than the state average for Bachelor's degree attainment at 29.90%. The number of diplomas issued is 694 out of a population of over 56K. About 15% of residents did not obtain a high school diploma. Only 4.2% of residents obtained a graduate or professional degree, which is drastically lower than the state's average of 10.4%. A more in-depth analysis of barriers to educational opportunities will be outlined in the "Five Whys" section of this report.

Population Age 25+ with No High School Diploma, Percent



Health & Social/ Behavioral Development

This domain encompasses a wide variety of health needs. These needs include, but are not limited to: nutritional education/ healthy eating, chronic health, behavioral health, and physical health. There are limited numbers of grocery stores and a total of about 40 fast-food establishments. Recreation and fitness facility access is a critical part of assessing the health needs of the community. The total number of establishments is 0 for Recreation and Fitness facility access. 12% of the population are currently receiving SNAP benefits; however, the poverty percentage for Van Zandt County is 13.6% leading to food insecurity. There is a high "preventable hospitalization rate." The rate for Van Zandt County is 5294, which is higher than the state's average of 5,167. The rate is calculated per 100k beneficiaries. The total number of Medicare beneficiaries for the counties is 8,293. The age-adjusted death rate (per 100,000 population) is at 20.7 for Mortality by Suicide, which is higher than the state's average of 12.9. This indicates that more programs are needed in Van Zandt County to address the mental health crisis. In addition, there need to be more programs to address the Nutritional Education needs of Van Zandt County Residents.

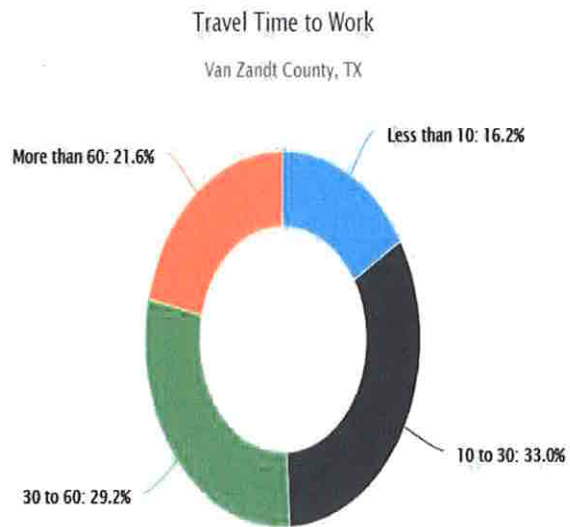


Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Van Zandt County, TX	13	0	6	0	2	0
Texas	7,908	731	1,212	558	309	8
United States	75,851	7,160	15,350	9,859	4,661	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File, September 2020. Source geography: County → [Show more details](#)

Infrastructure/ Income & Asset Building

The median income is \$54,654, higher than the state's average of \$61,874. The GINI index describes the wealth distribution within a population or group of people. Van Zandt County's GINI index is 0.45 in comparison to the state's average of 0.48. The closer a population is, the 1, the likelihood of the group experiencing wealth inequality. Although this score represents Van Zandt's County distribution of wealth, there are still barriers preventing households from transitioning out of poverty. The mean travel time to work is about 35.8 minutes for the workforce population over 16. This average commute time is higher than the state's average of 26.6 minutes. Workers spend more than 30 minutes on the road to get to their respective jobs; thereby, causing congestion and massive delays. The GoBus provides daily local service to the following counties: Anderson, Camp, Cherokee, Gregg, Harrison, Henderson, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt, and Wood. The county's service schedules are available to riders with a low cost of \$2 one way and \$1 for each additional stop. The county honors the active military and veteran population by offering free rides.



Civic Engagement/ Community Involvement

This domain focuses on activities designed to improve the social networks of the community. This includes but is not limited to community involvement and revitalization needs. The total number of naturalized citizens is 998 (1.76% of the population). Veterans constitute 8.80% of the total population, which is higher than the state's average of 6.98%. The Social vulnerability index takes into account 15 variables to determine the overall vulnerability score of a population. The closer a population is to 0 means less vulnerability to emergencies, while a 1 means higher vulnerability to an emergency situation (i.e., pandemic). The total score for Van Zandt County is 0.56. The voter participation rate is at 55.6% as compared to the state's average of 52.8%. This data indicates that residents are more civically engaged in their



community than the state's average. The annual rate of violent crimes per 100,000 populations is 63.80, significantly lower than the state's average of 428.50. It can be inferred crime prevention activities and public officials' visibility attributed to the low violent crime rate.

Social & Economic Indicators

Social & Economic Indicators	Van Zandt County	Texas
Median Household Income	\$54,654	\$61,874
Children Eligible for Free Lunch	54.3%	60.5%
No High School Diploma	15.40%	16.31%
Graduate or Professional Degree	4.2%	10.4%
Unemployment Rate	6.1%	7.0%
Children in Poverty	18.60%	20.92%
Income Inequality	0.45	0.48
Mortality-Suicide**	20.7	12.9
Mortality Unintentional Deaths**	55.9	37.99
Source: County Health Rankings		

- More than half of Van Zandt County school children are eligible for free lunch.
- "Children in Poverty" represents 18.60% of the population.
- Graduate or professional degree attainment is significantly lower in Van Zandt (4.2%) than in the state (10.4%).
- Suicide constitutes one-fifth of deaths reported in Van Zandt County.

Physical Environment	Van Zandt County	Texas
Air Quality- Particulate Matter	8.25	8.32
Climate & Health-Drought Severity	17.69%	17.03%
Housing Quality-Substandard housing	23.33%	31.73%
Food Environment- SNAP Authorized food stores**	7.04	7.90
Mean Commute Time	35.8	26.6
Source: County Health Rankings		

- Van Zandt County residents' mean commute time is 35.8 minutes, which is higher than the state at 26.6 minutes.
- Air Quality in Van Zandt County (8.25) is slightly lower than the state's average of 8.32, which decreased over time from 9.3%.
- Occupied housing with one or more substandard housing conditions is at 23.33%, while the state's average is 31.73%.

Health Behaviors	Van Zandt County	Texas
Adult Smoking	14.4%	15%
Adult Obesity	35%	31.3%
Physical Inactivity	24.8%	23.1%
Excessive Drinking	17.95%	19.52%
Sexually Transmitted Infections-Gonorrhea (Rate per 100,000 population)	45.3	166.9
Teen Births (Rate per 1,000 population)	33.2	34.3
Source: County Health Rankings		

- Van Zandt County obesity rates (35%) are higher than the state's average of 31.3%.
- STI infections are significantly lower in Van Zandt County, while identified to be the lowest rates in our service area.
- High Teen Births correlates to high school dropout rates.

Clinical Care	Van Zandt County	Texas
Uninsured Population (%)	18.08%	17.24%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	5,294	5,167
Diabetic Monitoring	86.8%	84.1%
Mammography Screening	29%	28%
Source: Community Commons		

- Van Zandt's County uninsured population (18.08%) is lower than the state's average (17.24%) despite having a high preventable hospitalization rate.
- Diabetic monitoring and mammography screening are higher than the state average.

Health Outcomes	Van Zandt County	Texas
Diabetes (Age-adjusted rate)	11.8%	10%
HIV Prevalence (Rate per 100,000 population)	106.3	392.7
Premature death (rate per 100,000)	9,125	6,662
Mortality- Cancer (Age- Adjusted Death Rate)	153.8	147.84
Low Birth Weight (%)	7%	8.40%
Source: Community Commons		

- The diabetes prevalence rate (11.8%) is significantly higher than the state's rate (10%).
- Premature age-adjusted mortality and cancer mortality are the highest amongst Van Zandt County residents.

Trends in Key Demographics 2018-2021

Measure	Van Zandt County	Texas	United States
Total Population (2018)	53,070	25,146,091	323,127,513
Total Population (2021)	56,590	28,995,881	328,239,523
Change	+3,520	+3,849,790	+3,849,790
Median Age (2018)	43.5	34.2	38.2
Median Age (2021)	42.9	34.2	38.4
Change	-0.6	N/A	+2
Poverty % (2018)	15.7%	16.7%	11.8%
Poverty % (2021)	13.6%	13.6%	10.5%
Change	-2.1%	-3.1	-1.3%
Percent Uninsured (2018)	20.8%	19.3%	11%
Percent Uninsured (2021)	18.08%	17.24%	10%
Change	-2.72%	-2.06	-1
%Person with Disability (< 65yrs.)- 2018	20.4%	13.7%	14.5%
%Person with Disability (<65yrs.)- 2021	12.1%	7.9%	8.6%
Change	-8.3%	-5.8%	-5.9%
Median Household Income (2018)	\$46,555	\$54,727	\$60,309
Median Household Income (2021)	\$54,654	\$61,874	\$62,843
Change	+\$8,099	+\$7,147	+2,534
Bachelor's Degree (25+) %- 2018	16.3%	28.1%	34.98%
Bachelor's Degree (25+) %- 2021	15.75%	29.9%	32.1%
Change	-0.55%	+1.8%	-2.88
Source: County Health Rankings & Roadmaps			

Note: (+) Indicates an increase

(-) Indicates a decrease

Scope of Research

The following methods were utilized to collect quantitative, qualitative, and mixed design data in Van Zandt County:

- *Large Sample Surveys (Residents)*
- *One-on-One Interviews (Key Stakeholders, 5-sector organizations, Elected Officials and Board Members)*
- *Community Forum (residents and community-based organizations)*
- *Focus Group (community-based)*
- *Windshield Survey (Conducted by Staff)*

Needs Analysis/ Implications of Findings

Surveys were conducted in Canton, TX, in Van Zandt County at 2 local food banks. Love and Grace Family Resource Ministry has a thrift store as well. Due to the many donations they receive, they can help supply smaller food banks and schools. Love and Grace are located in a shopping mall area that needs significant repairs. Manna Food Bank is located in a residential area with older homes. The residents that visited the food banks were more senior and the workers in both organizations. The zip code area surveyed was 75103, which is identified as a low-income area.

The following needs were identified within the scope of the CSBG Domains: Employment, Education, Infrastructure/ Income and Asset Building, Housing, Health and Social/ Behavioral Development, and Civic Engagement & Community Involvement. Based on our data analysis, the top five needs were identified using the research methodologies described in the *Scope of Research* section. There were a total of 15 needs identified in Van Zandt County; however, a weighted scale was used to analyze both quantitative and qualitative data yielding the following results for the top 5 needs:

1. Food Assistance
2. Employment
3. Education
4. Health & Social Development
5. Affordable Healthcare

The Five Whys Analysis-Van Zandt County Top Five Needs



Lack of healthy food stores in underserved communities Cost of healthy foods and distance to healthy food stores.

SNAP beneficiaries is 12% inequivalent to the poverty rate (13.6%)

Lack of comprehension to fill out SNAP benefits.

Food insecurity increased due to limited low wages to purchase household food items leading to influx of families at local food pantries.

Food Insecurity: 16.20 higher than state at 14.90



Lack of New Job Creation.

Labor force participation rate is 53.2%, lower than the state's average of 64.24%.

Median Household Income is \$54,654, lower than the state at \$61,874.

Lack of job skills training to obtain higher wages & literacy rates (i.e. certifications, resume writing, computer skills training, interview skills).

Large portion of population only have only high school diploma.



Lack of awareness of federal aid and assistance such as FAFSA.

Literacy and comprehension of how to complete FAFSA.

Passing rate of SAT test (admission requirement for college).

Distance of colleges and university.

Teen Births, Rate per 1,000 population is 33.2 in close range with the state average of 34.3, which correlates with school drop out rates and children living in poverty.



One fourths of the county population are Suicide related and Chronic Condition deaths.

High Prevalence rates for Chronic conditions such as: HIV, Lung Disease and Cancer.

Limited Access to Recreation and Fitness Facilities; county average (0.51 per 10,000 populations).

Lack of preventative measures for mental health crisis and nutrition education for Chronic Illness.

Untreated mental illness resulting from childhood trauma (high treatment/ insurance cost)



Uninsured population is 18.08%, higher than the state's average of 17.24%.

High premium cost and coverage for the entire household.

High rates due to underlining health conditions & comorbidities.

Physical Inactivity levels (24.8% in comparison to 23.1%)

Lack of recreation facilities and transportation and access to wellness fairs.

Gaps in Services and Barriers

Based on the top 5 needs identified in Van Zandt County, we will delve deeper into the gaps in services and barriers to overcome. This section of this report will be divided up into 3 sections to understand our survey population's varying perspectives.

Community Forum Synopsis

Two community-based organizations participated in the community forum to express their views on the current needs of Van Zandt County. The list of needs identified during the forums is as follows: utility assistance, housing/ rental assistance, employment, food assistance, and emergency assistance. The barriers to services are that many residents in poverty-stricken households have to make the most complex decisions daily. Many households are forced to move out of their homes into more affordable yet substandard conditions to prevent displacement. The daily stressors, both internally and externally, can be taxing on any household. Excessive levels of cortisol can result in poor health outcomes and other com-morbidities.

Focus Group Synopsis

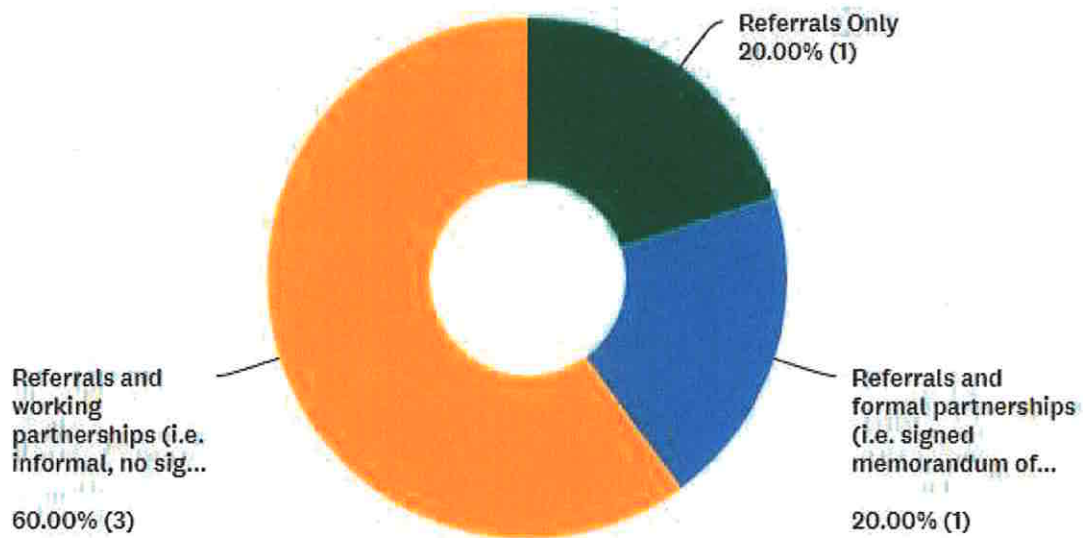
A focus group was conducted with a community-based organization in Van Zandt County to identify the root causes, conditions, barriers, resources, and solutions to identified needs.

The root cause of food insecurity is the lack of healthy food stores, lack of proper budgeting to meet basic living needs, and access to health food stores. The current conditions of poverty were discussed, and connections were made between the current poverty rate and available resources within the community. Additional rankings were given in the following area: employment, food assistance, utility assistance, and emergency assistance

Interview with Key stakeholders in the community

The Community Needs Assessment team reached out to several agencies within the following sectors: community-based, faith-based, private, public, and education sector. The following responses were given in response to the question "what are the gaps or barriers to services in Van Zandt County:

- Education level of residents to receive services (low education attainment)
- Transportation to get to services
- Limited housing options for displaced residents
- Lack of visibility from community-based organizations
- Displaced youths not connected to services to help get to self-sufficiency & self-reliance.
- Lack of communications amongst providers and public officials on collaborative programs to address the needs of the community. The following graph shows the response from key stakeholders regarding community partnership opportunities with our agency.



Q: What do you know about our community action agency and the services we provide that help address the needs of low-income persons?



Results:

- 100% of organizations interviewed expressed that they had limited to no knowledge of our community action agency and our services to the community.

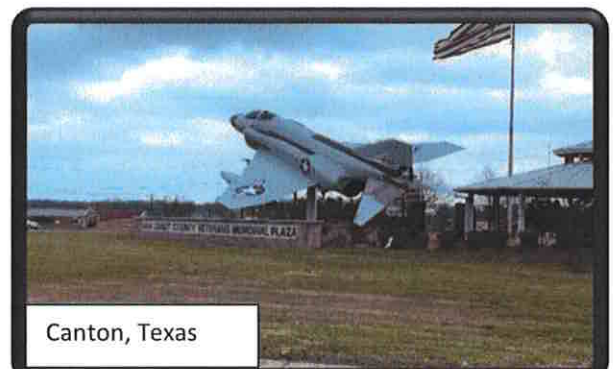
Windshield Survey

Van Zandt

City of Canton City, Wills Point, and Grand Saline

The county of Van Zandt is located in the northeastern part of Texas. The county's name originated from Isaac Van Zandt, a member of the Congress of the Republic of Texas. While surveying the cities in Van Zandt county, we observed that most sites were located in an older, rural community. The overall noise level was moderate, and the air quality was good. A significant infrastructural need noticed was the necessity of road work. The roads were not easy to drive, ride, or walk on. Our team visited a few locations ranging from health and social services, employment locations, political, educational, and recreational sites. Canton City held high values and beliefs of religion, with several churches present within a five-mile radius. From this, we can infer that families seek support from these organizations. Driving through Wills Point downtown, we saw that the city took pride in keeping cobblestone streets and maintaining a few historical buildings. Grand Saline had plenty of open land with livestock. Homes through the city are integrated with old and new construction. The concluded perception of Van Zandt County is that although the county is not large, there are a few deficiencies through the cities.

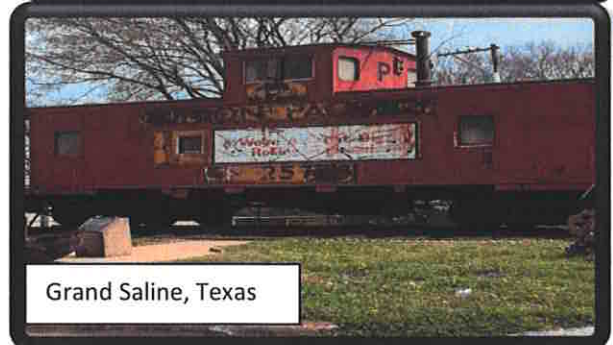
Additional pictures in Appendix J



Canton, Texas



Wills Point, Texas



Grand Saline, Texas

Agency Response

Our agency received a total of 27 unduplicated requests from September 2020- February 2021. These months were isolated from the general data pool because it is our agency's application peak time. The household makeup comprises single adults, single adults with children, two adults or more with children, and multigenerational households.

Our agency's phone line received the following requests, excluding agency website inquiries and community partner's referrals. Single adult households made 25.93% of requests received, 22.22% of requests made came from a single adult with children households, 22.22% came from two adults or more with children households, 11.11% came from two adults or more households, and another 18.25% came from multi-generational households. The income bracket of the individuals who called our agency from September 2020-February 2021 is as follows: 62.96% of individuals made under \$1,000, 29.63% of individuals made between \$1,000 to \$1,999, 7.41% of individuals made between \$2,000 to \$2,999 and no of individuals reported that they made \$3,000 or more. Income amounts were recorded based on the last 30 days before the individual's request date.

According to 2-1-1, there were a total of 76 calls made to the hotline from individuals or families seeking assistance between September 2020-February 2021. The services requested on the hotline are as follows: COVID-19 Diagnostic Tests, Electric Service Payment Assistance, Child Care Expense Assistance, Substance Abuse Related Inquiries, Mental health Related Inquiries, Housing Authorities, Rent Payment Assistance, Food Stamps, Mortgage Payment Assistance, Prescription Expense Assistance, Homeless Shelter and Water Service Payment Assistance.

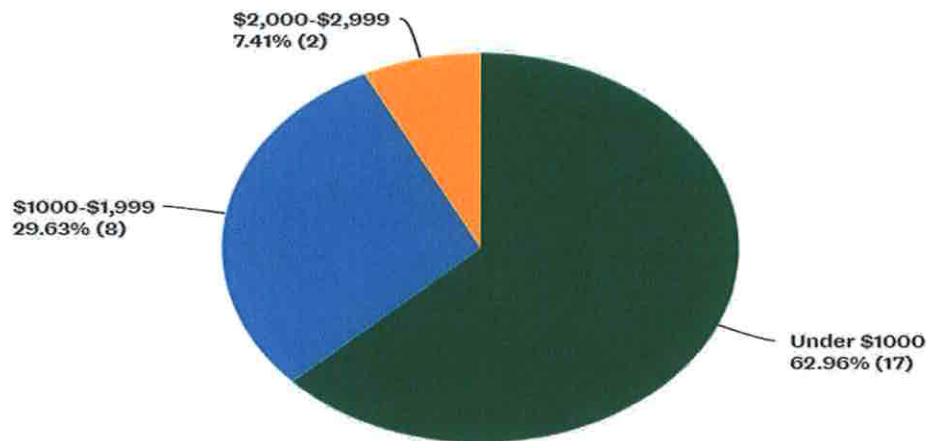
The top 5 requests were identified and categorized as:

1. Electric Service Payment Assistance
2. COVID-19 Diagnostic Tests
3. Rent Payment Assistance
4. Substance Abuse Related Inquiries
5. Mental Health Related Inquiries

Although we received an abundance of requests during this timeframe, there were only a total of 3 unduplicated households (6 person count) that submitted applications that were deemed eligible to receive assistance. Types of assistance varied across these households in the following support areas: rental assistance, utility assistance, education supports, employment supports, food card, and gas cards.

Monthly Income:

Answered: 27 Skipped: 0

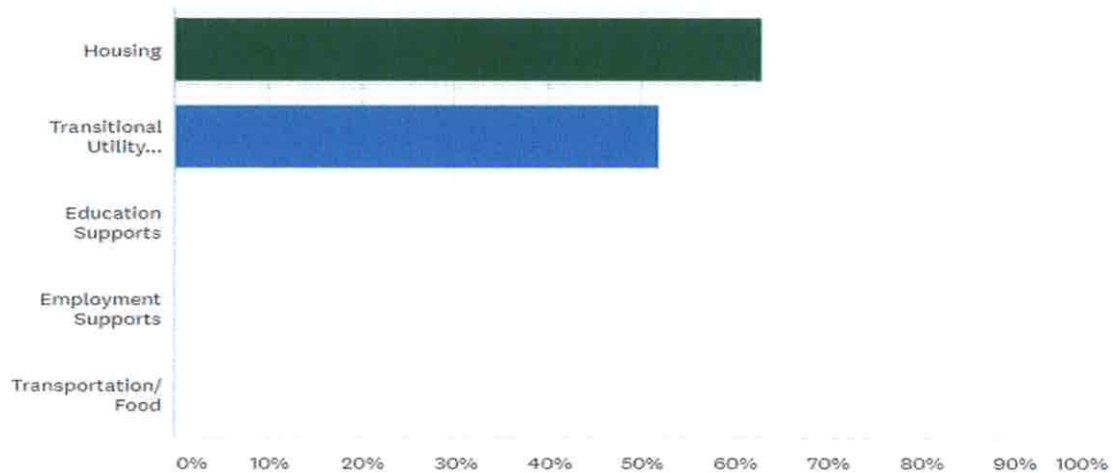


Agency Request Line (VAN)

0

Requested Service(s):

Answered: 27 Skipped: 0



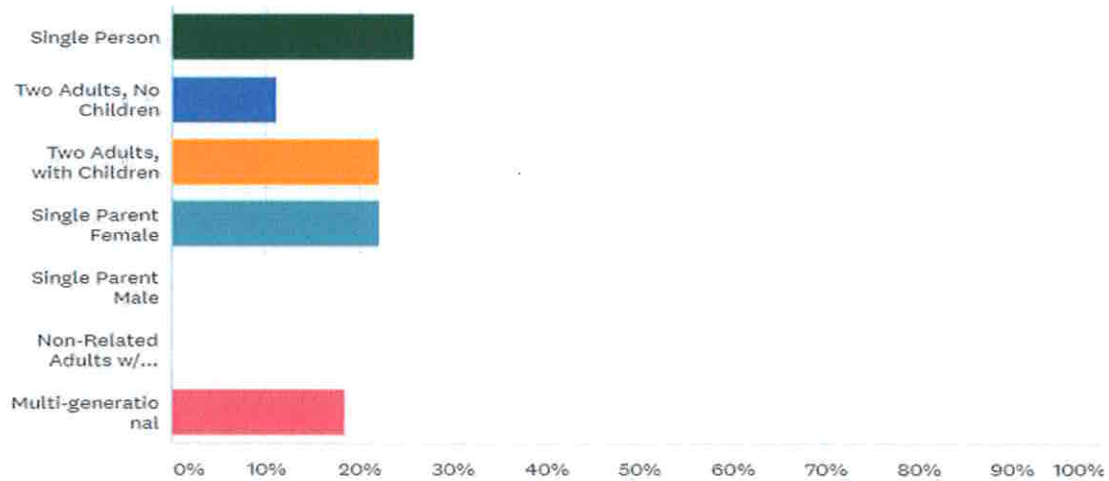
Agency Request Line (VAN)

0

- 62.96% of the customers made under \$1,000 for their monthly income.
- Customers did not report making up to \$3,000 as their monthly income.
- About 63% of customers were seeking rental assistance.
- A small percentage of customers sought multiple areas of assistance (such as utility and rental assistance).
- Requests were only received for the following support areas: Rental Assistance and Utility Assistance.

Household Type:

Answered: 27 Skipped: 0

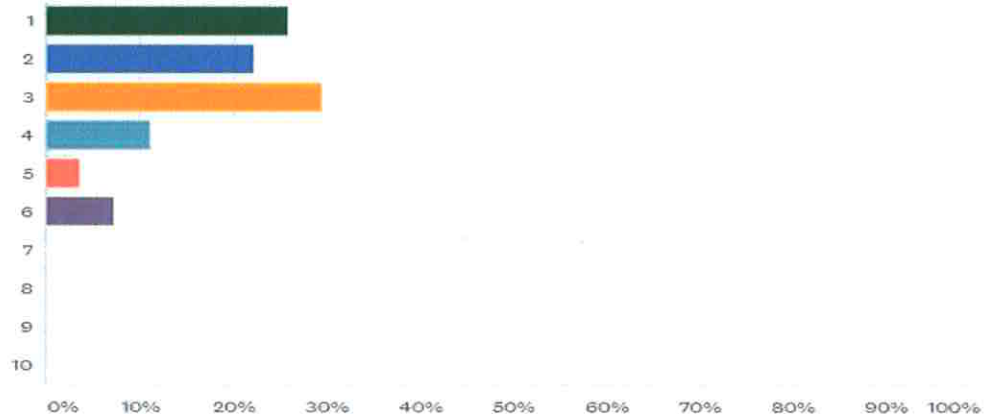


Agency Request Line (VAN)

0

of Household Members:

Answered: 27 Skipped: 0



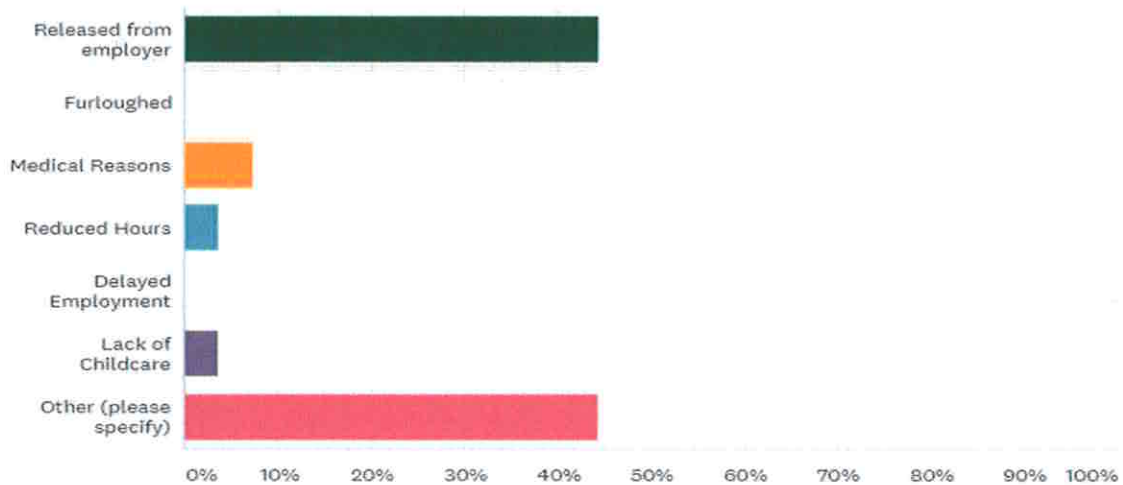
Agency Request Line (VAN)

0

- 25.93% of customers consisted of single-person households.
- "Multi-Generational" households only consist of 18.52% of customers.
- Customers identified their household make-up across all categories except "Single Parent Male" and "Non-Related Adults with Children."
- The highest number of household members was 6 across various household makeup categories.

Crisis:

Answered: 27 Skipped: 0

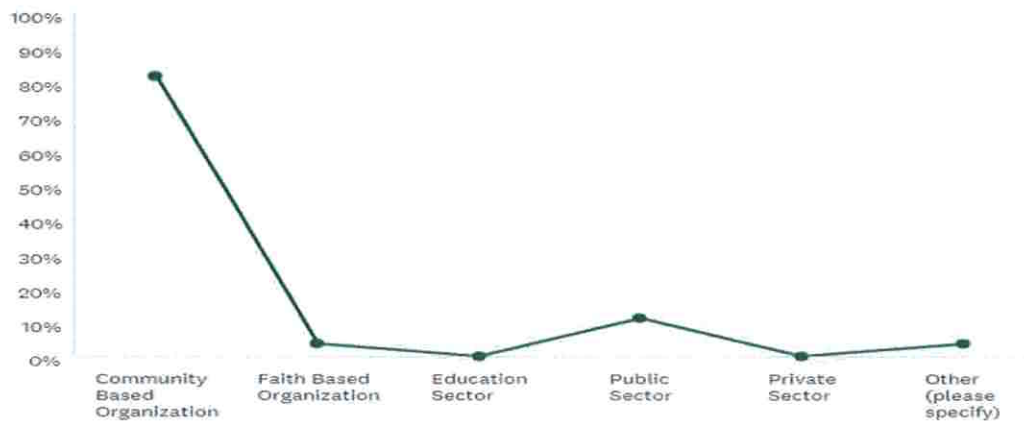


Agency Request Line (VAN)

0

Referral Source

Answered: 27 Skipped: 0



Agency Request Line (VAN)

0

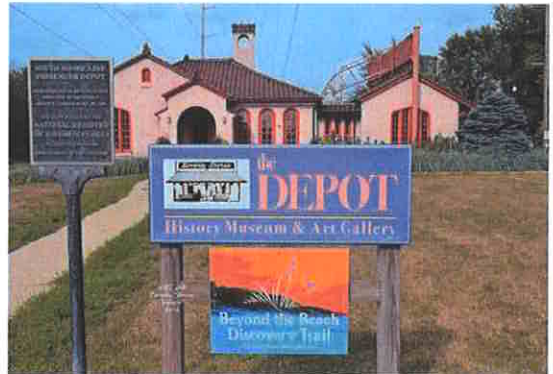
- “Hardships” and “Released from Employer” were tied at 44.44% and identified as the top reason for the crisis.
- The crisis reported by Van Zandt county residents resulted from multiple reasons except for being “furloughed” and experiencing “delayed employment.”
- 7.41% of potential customers reported that their crisis was due to Medical reasons (i.e., COVID-19 infections).
- Community-based organizations were recognized as the highest percentage of referral sources at 81.48%, while education and private-sector referrals were non-existent (0.00%).

Community Strengths and Assets

Van Zandt County Historical Commission has taken pride in honoring its veterans with the Van Zandt County Veterans Memorial, the William H. and Molly P. Humphries House, and the Van Zandt County Courthouse, recorded in the Recorded Texas Historic Landmarks.



Wills Point, Texas, a city in Van Zandt County, has a rich history dating back to the longhorn cattle days. The town was built around the Texas Pacific Railroad back in 1873. Several additional historic sites in Wills Point, such as the Depot Museum (provides insight into the county and railroad history). (Picture Shown: The Depot Museum)



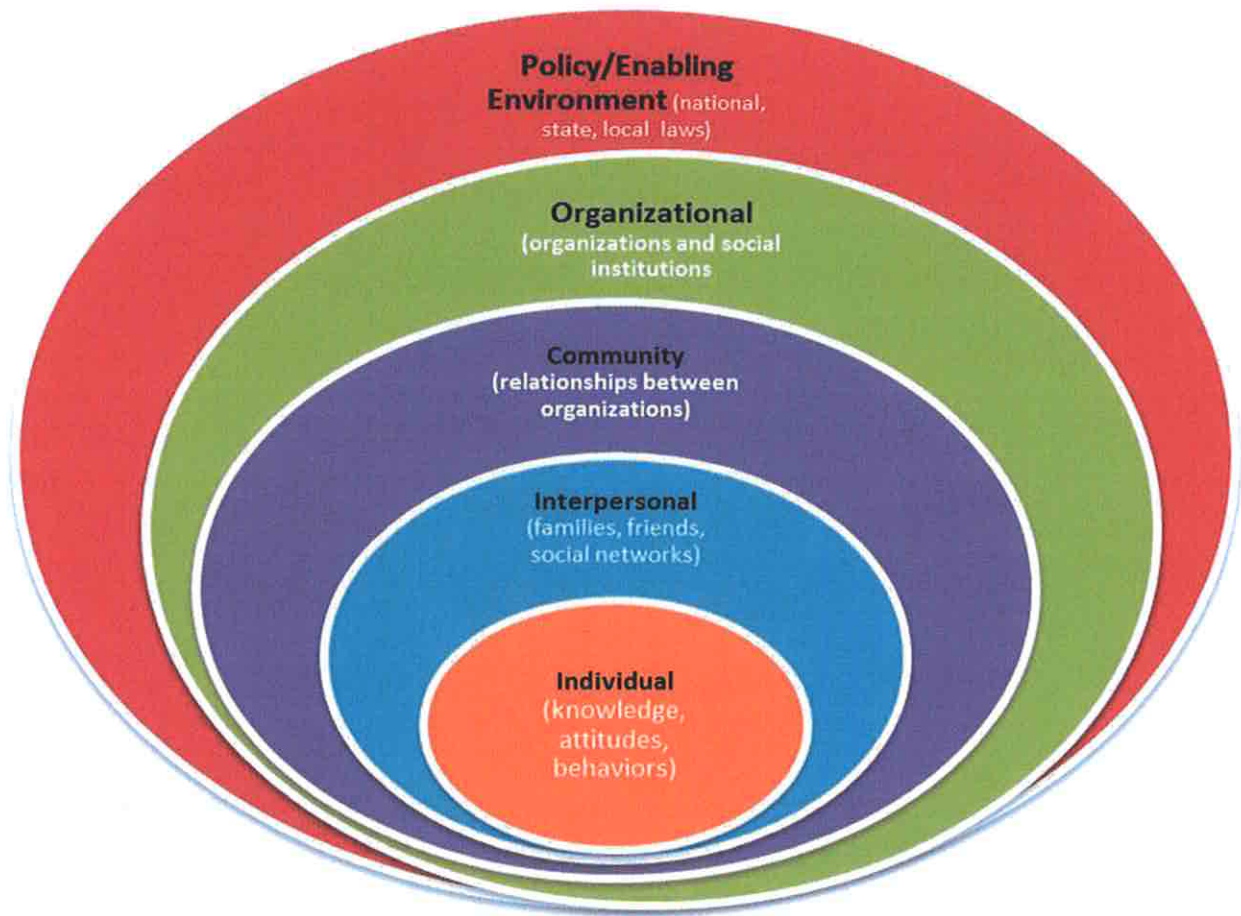
Values and belief systems in Van Zandt are encouraged, as evidenced by the various religious denominations and churches distributed across the county. Listed on the Christian Guide, US Church Directory for Texas Church Directory are many Christian denominations.



Van Zandt County is the home to five Chamber of Commerce. These entities are formed to promote engagement amongst business and economic development. Local businesses are allowed to join any one of the Chamber of Commerce groups and attending networking events.



Public Health Challenges & Response



Developed by American psychologist Urie Bronfenbrenner, the Socio-Ecological Model of health gives a broad perspective of a person and focuses on multiple factors that might affect health outcomes. This model shows us that several connections are made in the following context:

- Microsystems (interpersonal/ immediate relationship)
- Mesosystems (connections between organizations within the microsystem (i.e., school and home))
- Exosystems (community and larger social systems)
- Macrosystems (cultural values, customs, laws, international and global issues)

This is a suggested model for community-based organizations that address the needs of low-income persons related to health. This framework can be utilized for preventative efforts. Efforts to prevent the poverty rates from increasing amid a worldwide pandemic.

Disaster Efforts (The impact of COVID-19 and relief efforts)

<i>COVID-19 Data as of 3/19/2021</i>	<i>Van Zandt County</i>	<i>Texas</i>
<i>Confirmed Cases (Rate per 100K population)</i>	<i>7,242.19</i>	<i>9,579.96</i>
<i>Mortality (Rates per 100K population)</i>	<i>199.93</i>	<i>164.44</i>
<i>Vaccines Administered</i>	<i>26,120</i>	<i>21,430,921</i>
<i>Vaccinations (One Dose)</i>	<i>27.60%</i>	<i>41%</i>
<i>Fully Vaccinated</i>	<i>23.33%</i>	<i>43%</i>

***Community Services, Inc is committed to the health of customers and families in our services area and our nation as a whole. As a CSBG entity, we will do our best to support community-based efforts to ensure our customers' well-being. Such interventions will be an item agenda on the monthly Board meeting agenda to receive insight from management and the board of directors. These intervention methods include the following, but not limited to:*

- Updating our community resource guide for each of our counties to include COVID-19 vaccination efforts.*
- Conduct community forums for customer base in collaboration with local public health departments, clinics, and mental health providers.*
- Address concern of vaccine resistance with Public Health officials and medical field experts.*
- Volunteer at public health sites for COVID-19 education campaigns.*
- Register to be a community vaccination site.*
- Embed COVID-19 Vaccination tool on the agency website.*

Community Needs Assessment Outcome

Client satisfaction surveys were conducted with customers that have received services through our agency.

Services Provided:

- Case management services
- Education supports
- Employment supports
- Food assistance
- Gas assistance
- Rental assistance
- Utility assistance

Common Needs Identified:

- Rental Assistance
- Affordable Housing
- Transportation
- Education
- Weatherization for older homes

Service Delivery:

STRENGTHS	WEAKNESSES
The client's needs were met	Lack of communication
The organization did a great job	No follow-up process
Clients were treated fairly	Long turnaround time for approvals
	No online application process
	No advertising/ visibility in the community
	Long application process

Recommendations:

- Develop partnerships with other community providers
- Community engagement with residents
- Identify the needs of the community to serve clients better

Top Five Needs- Research Modality

The following table shows the breakdown of the top five needs based on the research modalities

ANDERSON COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Affordable Health Insurance/ Medical	Food Assistance	Prescription Assistance	Physical/ Mental Health	Housing	Education	Education
2	Affordable Housing	Rental Assistance	Community Resources Awareness	Affordable Housing	Education	Employment	Employment
3	Rental Assistance	Education	Job Training	Employment	Employment	Health & Social Development	Health & Social Development
4	Food Assistance	Employment	Financial Education	Affordable Healthcare/ Medical	Emergency Assistance	Food Assistance	Food Assistance
5	Utility Assistance	Weatherization	Assistance to become Self-Sufficient	Child Care	Health & Social Development	Affordable Healthcare	Affordable Healthcare

COLLIN COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Assistance w/ Self-Sufficiency	Income & Asset Building	N/A	Affordable Housing	Employment	Housing/ Rental Assistance	Housing & Rental Assistance
2	Housing/ Rental Assistance	Health & Social Development	N/A	Transportation	Education	Transportation	Transportation
3	Utility Assistance	Transportation	N/A	Food Assistance	Housing	Health & Social Development	Employment
4	Health Insurance/ Medical	Job Skills Training	N/A	Access to Internet	Income & Asset Building	Employment	Health & Social Development
5	Job Skills Training	Affordable Housing	N/A	Access to mental health assistance	Health & Social Development	Income & Asset Building	Income & Asset Building

DENTON COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Food Assistance	Rental Assistance	N/A	Affordable Insurance/Healthcare Counseling	Housing	Housing/Rental Assistance	Affordable Housing
2	Affordable Housing	Utility Assistance	N/A		Emergency Assistance	Health & Social Development	Health & Social Development
3	Affordable Healthcare/Medical	Emergency Assistance	N/A	Emergency Assistance	Employment	Crime Prevention	Employment
4	Housing/Rental Assistance	Transportation	N/A	Employment	Health & Social Development	Employment	Crime Prevention
5	Help Finding Community Resources	Health Insurance	N/A	Transportation	Education	Food Assistance	Emergency Assistance

ELLIS COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Education/Children Literacy Programs	Transportation	N/A	Housing	Employment	Education	Education
2	Child Care Assistance	Mental Health Programs	N/A	Education	Housing	Health & Social Development	Health & Social Development
3	Food Assistance	Help Finding Community Resources	N/A	Affordable Health Insurance	Income & Asset Building	Transportation	Housing
4	Affordable Housing	Financial Literacy	N/A	Child Care	Emergency Assistance	Housing	Transportation
5	Community Revitalization	Child Care Assistance	N/A	Employment	Health & Social Development	Employment	Employment

HENDERSON COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Food Assistance	Housing	Food Assistance	Utility Assistance	Income & Asset Building	Health & Social Development	Food Assistance
2	Affordable Health Insurance/ Medical	Emergency Assistance	Transportation	Food Assistance	Employment	Food Assistance	Health & Social Development
3	Housing/ Rental Assistance	Health & Social Development	Housing	Affordable Housing	Emergency Assistance	Education	Education
4	Assistance to Attend School/ Technical College	Employment	Affordable Healthcare	Weatherization	Housing	Transportation	Housing
5	Utility Assistance	Income & Asset Building	Mental Health Programs	Transportation	Education	Employment	Transportation

HUNT COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Food Assistance	Transportation	Housing	Housing	Housing	Transportation	Transportation
2	Utility Assistance	Job Training	Transportation	Emergency Assistance	Education	Education	Food Assistance
3	Health Insurance/ Medical Care	Health & Social Development	Financial Education	Food Assistance	Employment	Employment	Education
4	Helping to find community resources	Food Assistance	Health & Social Development	Clothing Assistance	Emergency Assistance	Food Assistance	Employment
5	Housing/ Rental Assistance	Affordable Healthcare	Employment	Mental Health	Health & Social Development	Housing	Housing

KAUFMAN COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Health Insurance/ Medical	Affordable Housing	N/A	Affordable Housing	Housing	Education	Affordable Housing
2	Food Assistance	Activities for seniors	N/A	Employment	Emergency Assistance	Health & Social Development	Education
3	Help Finding Community Resources	Health & Social Development	N/A	Mental Health	Health & Social Development	Affordable Housing	Transportation
4	Housing/ Rental Assistance	Transportation	N/A	Education	Employment	Transportation	Food Assistance
5	Financial Education/ Budgeting	Housing/ Rental Assistance	N/A	Programs for Seniors	Income & Asset Building	Food Assistance	Employment

NAVARRO COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Financial Education/ Budgeting	Health & Social Development	Food Assistance	Transportation	Housing Assistance	Affordable Housing	Housing
2	Job Skills to Earn Better Wages	Childcare Assistance	Rental Assistance	Health & Social Development	Education	Education	Education
3	Programs to prevent Criminal Recidivism	Affordable Healthcare	Affordable Health Insurance	Rental/ Housing Assistance	Emergency Assistance	Food Assistance	Employment
4	Affordable Housing	Community Involvement	Substance Abuse Treatment	Employment	Employment	Employment Opportunities	Food Assistance
5	Health Insurance/ Medical	Education Supports	Help Finding Community Resources	Education	Health & Social Development	Affordable Healthcare	Affordable Healthcare

ROCKWALL COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Mental Health Counseling	Education	N/A	Health & Social Development	Employment	Transportation	Health & Social Development
2	Affordable Housing	Citizenship	N/A	Housing Assistance	Health & Social Development	Health & Social Development	Transportation
3	Transportation	Affordable Housing	N/A	Employment	Housing Assistance	Income & Asset Building	Housing
4	Child Care	Public Transportation	N/A	Food Assistance	Emergency Assistance	Housing	Employment
5	Programs for Seniors	Financial Literacy	N/A	Emergency Assistance	Income & Asset Building	Employment	Income & Asset Building

VAN ZANDT COUNTY

Ranking	Residents	Forums	Focus Groups	Key Stakeholders	Organizations Interviewed	Quantitative Data	FINAL
1	Food Assistance	Utility Assistance	Employment	Affordable Healthcare	Employment	Food Assistance	Food Assistance
2	Help Finding Community Resources	Housing/ Rental Assistance	Food Assistance	Housing	Housing	Education	Employment
3	Utility Assistance	Employment	Utility Assistance	Food Assistance	Education	Health & Social Development	Education
4	Health Insurance	Food Assistance	Education	Employment	Emergency Assistance	Employment	Health & Social Development
5	Programs for Seniors	Emergency Assistance	Emergency Assistance	Transportation	Income & Asset Building	Affordable Healthcare	Affordable Healthcare

Summary of Top Five Needs in Each County

ANDERSON COUNTY

Education
Employment
Health & Social Development
Housing
Food Assistance

COLLIN COUNTY

Housing/ Rental Assistance
Transportation
Employment
Health & Social Development
Income & Asset Building

DENTON COUNTY

Affordable Housing
Health & Social Development
Employment
Civic Engagement
Emergency Assistance

ELLIS COUNTY

Education
Health & Social Development
Housing
Transportation
Employment

HENDERSON COUNTY

Food Assistance
Health & Social Development
Education
Housing
Transportation

HUNT COUNTY

Transportation
Food Assistance
Education
Employment
Housing

KAUFMAN COUNTY

Affordable Housing
Education
Transportation
Food Assistance
Employment

NAVARRO COUNTY

Housing
Education
Employment
Food Assistance
Affordable Healthcare

ROCKWALL COUNTY

Health & Social Development
Transportation
Housing
Employment
Income & Asset Building

VAN ZANDT COUNTY

Food Assistance
Employment
Education
Health & Social Development
Affordable Healthcare

AGGREGATED SERVICE AREA

Housing
Education
Health & Social Development
Employment
Transportation

Top Five Needs in Service Area-Categorized by CSBG Domain

<u>Ranking</u>	<u>Employment</u>	<u>Education & Cognitive Development</u>	<u>Infrastructure/ Income & Asset Building</u>	<u>Housing</u>	<u>Health & Social/ Behavioral Development</u>	<u>Civic Engagement/ Community Involvement</u>
1	Job Skills training	GED Classes	Legal Counseling	Affordable Housing	Nutrition Education Classes	Crime Awareness/ Prevention
2	Assistance with goals and sufficiency	Assistance to attend trade or technical school or college	Financial Education/ Budgeting Classes/ Credit Counseling	Help to make my home more energy-efficient (Weatherization)	Programs for Seniors	Community Revitalization
3	Help to find a job	Computer Skills Training	Help with applying for assistance programs (i.e. TANF, WIC, SSI)	Help with Utility Bills	Counseling services	Parenting Classes
4	Gas Assistance	Adult Education or Night School	Public Parks/ Facilities	Rental Assistance	Prescription Assistance	Child Care Assistance
5	Bus Vouchers	ESL Classes	Transportation	Rental Counseling	Health Insurance/ Medical Care	Help to find community resources

ROMA Framework & CSBG Domains

Needs Domain National Goals and Services

Category	Response
Ranking	1
Identified Need	Lack of affordable housing & increased need for rental assistance/ rapid rehousing programs.
Domains	Housing
National Goal #	2
Goal Type	Community
NPIs	FNPIs: 4a, 4e, SRVs: 3d, 4c, 4m, 4p
Current Services/ Activities Addressing Needs	Emergency Rent Payments Emergency Shelter Payments Refer clients to local housing authorities
Future Services/ Activities Addressing Needs	Partner with agencies to offer rental counseling. Partner with community organizations that cater to the housing needs of the community.

Category	Response
Ranking	2
Identified Need	Persons with low income lack adequate education.
Domains	Education & Cognitive Development
National Goal #	1
Goal Type	Family
NPIs	FNPIs: 2g-2j SRVs: 2f-k, 2r-2u, 2aa, 2bb, 2x, 2z, 7a
Current Services/ Activities Addressing Needs	Referrals to Texas Workforce Commission. Referrals to Local Library for literacy classes Payment of school certifications/ tuition/ books (Case Management Clients).
Future Services/ Activities Addressing Needs	Increase awareness in the community regarding CSBG Case Management Program. Work with the school district to improve high school literacy and dropout rates.

Category	Response
Ranking	3
Identified Need	People with low income lack coping skills and resources for mental and physical health & wellness.
Domains	Health and Social/ Behavioral Development
National Goal #	6
Goal Type	Family
NPIs	FNPIs: 5a, 5b, 5c, 5f, 5g SRVs:5a, 5b, 5j, 5ff,5hh, 5ii, 5jj, 5z
Current Services/ Activities Addressing Needs	Improve Access to Healthy Foods Development of local community resource guide highlighting nutrition needs Refer to local MHMR clinics
Future Services/ Activities Addressing Needs	Establish a community gardener giving program. Partnership with local food pantries to host mobile pantries at the corporate office location. Partnership with local clinics and hospitals for physical and mental wellness classes. Partner with local gyms for vouchers or fitness programs to offer free or low-cost gym memberships. Partner with local counselors to offer free onsite and tele-counseling after case management sessions.

Category	Response
Ranking	4
Identified Need	Persons with low income lack gainful employment (better wages opportunities)
Domains	Employment Income & Asset Building
National Goal #	1
Goal Type	Family
NPIs	FNPIs: 1b, 1c, 1e, 1f, 1h, 1h1-3, 1z.1 2g-2j, 3a, 3h, SRVs: 1a-1q, 3a-c
Current Services/ Activities Addressing Needs	Case management sessions with clients to develop job search log & follow-up sessions. Referrals to local Texas Workforce Commission for job training or certification opportunities. Provide employment supplies as needed.
Future Services/ Activities Addressing Needs	Develop partnerships with Job Corps, Goodwill, temp agencies, or similar entities. Partner with local financial institutions to offer money management skills workshops and credit counseling.

Category	Response
Ranking	5
Identified Need	Lack of efficient county-wide public transportation systems
Domains	Infrastructure/ Income & Asset Building
National Goal #	2
Goal Type	Community
NPIs	SRVs: 7d
Current Services/ Activities Addressing Needs	Gas Cards to address transportation needs of clients
Future Services/ Activities Addressing Needs	Partner with local ride-share companies to offer bus vouchers for clients with no access to a vehicle or plagued with debilitating disease-preventing mobility.

Extension of ROMA Principles

Identified Need: Housing

Community Level: There is a lack of affordable housing or housing programs in the community.

Family Level: Individuals do not have access to quality and affordable housing.

Agency Level: Community Services, Inc. addresses this need by offering emergency rental and emergency shelter assistance to eligible families.

Identified Need: Education

Community Level: There is a low higher-level education attainment

Family Level: Individuals need awareness of financial aid programs & Scholarship opportunities.

Agency Level: Community Services, Inc. addresses this need by offering tuition assistance.

Identified Need: Health & Social Development

Community Level: Lack of affordable mental and physical health & wellness programs.

Family Level: Lack of coping skills for mental and physical health & wellness.

Agency level: Community Services, Inc. has experienced staff qualified to work with clients to address physical health & wellness needs only. Current staff isn't licensed to conduct mental health counseling.

Identified Need: Employment

Community Level: Lack of gainful employment (better wages opportunities).

Family Level: Individuals do not have good-paying jobs to sustain themselves.

Agency Level: Community Services, Inc. does not address this need directly but rather through working partnerships with Texas Workforce Commission and Goodwill Industries.

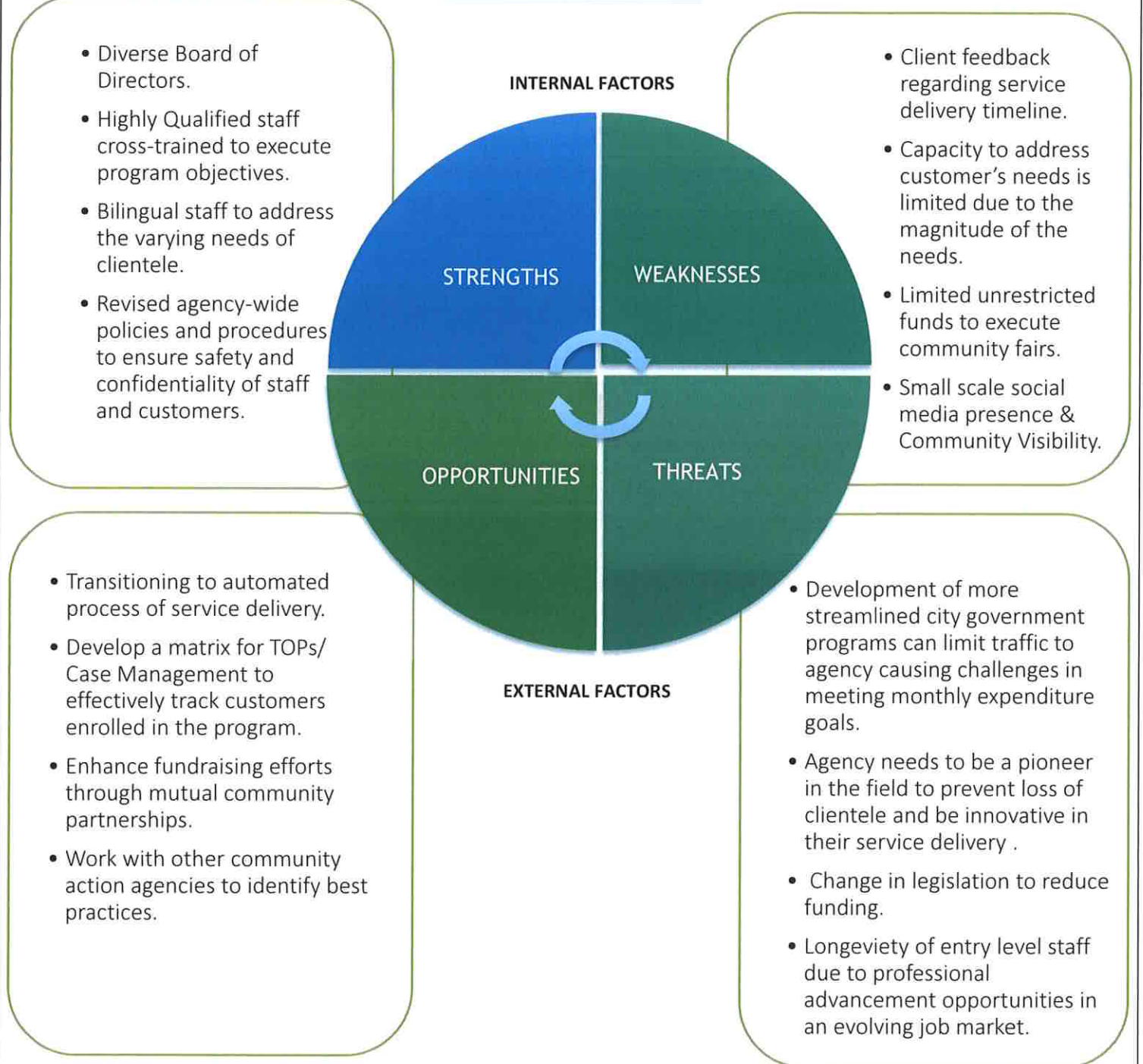
Identified Need: Transportation

Community Level: Lack of efficient county-wide public transportation systems.

Family Level: Individuals do not have the means to use public transportation systems.

Agency Level: Community Services, Inc. cannot address this need. Agency only provides Gas Cards for clients with vehicles.

SWOT ANALYSIS



**This SWOT Analysis was conducted to inform the intended reader of Community Services, Inc.'s Strengths, Assets, and Challenges.*

Federal Requirements for Community Needs Assessments (CNA)

As per TDHCA's Guidance

"In 2001, the U.S. Department of Health and Human Services (USHHS) issued Information Memorandum 49, requiring eligible entities to conduct needs assessments and use the results to design programs to meet community needs. In 2015, USHHS issued Information Memorandum 138 establishing Community Services Block Grant (CSBG) Organizational Standards requiring CAAs to conduct a Community Needs Assessment and develop a Community Action Plan to address the needs identified in the needs assessment.

"At a minimum, CAA's must conduct Community Needs Assessments that meet the following requirements established by the Organizational Standards:

<i>Standard</i>	<i>Summary of Community Needs Assessment Requirements</i>
<i>2.2</i>	<i>The organization utilizes information gathered from key community sectors in assessing needs and resources during the community assessment process or other times. These sectors would include, at a minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.</i>
<i>3.1</i>	<i>Conduct assessment every 3 years.</i>
<i>3.2</i>	<i>Collect current poverty data and its prevalence related to gender, age, race/ ethnicity</i>
<i>3.3</i>	<i>Collects and analyses both qualitative and quantitative data on its service areas.</i>
<i>3.4</i>	<i>Includes key findings on the causes and conditions of poverty and the needs.</i>
<i>3.5</i>	<i>Governing board formally accepts the completed assessment.</i>
<i>4.2</i>	<i>Informs and outcome-based and anti-poverty Community Action Plan</i>
<i>6.4</i>	<i>Customer satisfaction data and input identified is considered in the strategic planning process.</i>

Assessment Approval

1. CURRENT

The Community Services, Inc. Community Needs Assessment, as per the Texas Department of Community and Housing Affairs (TDHCA) requirements, was approved by the Agency Board of Directors on May 25, 2021, during its monthly meeting.

2. PAST

The Community Services, Inc. Community Needs Assessment, as per the Texas Department of Community and Housing Affairs (TDHCA) requirements, was approved by the Agency Board of Directors on May 29, 2018, during its monthly meeting.



References and Citations

The following section includes a list of sources or citations used to develop the 2021 Community Needs Assessment Report submitted by Community Services, Inc.

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Appendix A: Survey Participation Flyer



FILL US IN

SURVEY OPENS

APRIL 1ST-15TH

Was your household affected by the COVID-19
Pandemic?

Did you apply for assistance?

If so, please complete this 10-minute survey

Must be a resident of the following counties:

Anderson, Collin, Denton, Ellis,
Henderson, Hunt, Kaufman, Navarro,
Rockwall and Van Zandt

Limit three respondents per household

(Ages 18 and over)

If you are interested, please **TEXT** your name and email to:

903-467-6491



Appendix B: Client Satisfaction Survey Instrument (English)

Client Satisfaction Survey					
Agency Name: Community Services, Inc.					
City and County where you live:		Age (optional):			
Please provide your feedback to help improve our services and plan future services.					
1. Please place an X next to the service(s) received from our agency:					
Case Management					
Education Related Assistance					
Employment Related Assistance					
Food					
Other Emergency Assistance					
Referral					
Rent Assistance					
Utility Assistance					
Weatherization					
Other Services – please explain:					
2. Rate how satisfied you are with the services you received from our agency by circling the rating which best describes your experience:					
Rating	No Opinion 0	Poor 1	Fair 2	Good 3	Excellent 4
How did staff treat you?	0	1	2	3	4
Did staff do what they said they would do to assist you?	0	1	2	3	4
Did staff assist you in a timely manner?	0	1	2	3	4
How was your overall service experience?	0	1	2	3	4
3. Are there other types of assistance or services which you are seeking that our agency did not provide?					
Yes <input type="checkbox"/> No <input type="checkbox"/>					
If yes, please describe what the assistance or services are in the space below.					
4. What are the three biggest unmet community needs in the county?					
5. Do you have any recommendations to improve how we serve you?					

Thank you for taking time to provide us your feedback.

Appendix C: Organization Interview Instrument

Interview Organizations	
Date of interview:	
Organization:	
Name of Representative for Organization:	
City and County Organization is Located:	

Community Services, Inc. is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

2. Please rank the following needs of low-income persons in the community from 1 to 7. With 1 being the highest and 7 being the lowest. Please place the ranking next to each line item.

Employment
Education
Income and Asset Building
Housing
Health and Social/Behavioral Development
Civic Engagement/ Community Involvement
Emergency Assistance

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how?

4. How can our agency partner with your organization to address the needs that you identified? (Please place a checkmark next to preference (ONLY ONE))

Referrals Only
Referrals and formal partnerships (i.e. signed memorandum of agreement)
Referrals and working partnerships (i.e. informal, no signed agreement)
Hosting conference calls for resource sharing (i.e. bi-weekly, monthly or quarter)

5. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this?

6. Do you have any other feedback?

Appendix D: Key Stakeholders/ Elected Official Interview Instrument

Interview Elected Officials and Board Members

Date of Interview:

Name of Elected Official:

Title of Elected Position:

City or County Represented:

Community Services, Inc. is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

2. What do you think are the top five key needs of low-income persons in your community?

1)

2)

3)

4)

5)

3. What suggestions can you provide on how the needs could be addressed?

4. What do you think are some key community revitalization needs?

5. How do you think our community can address the identified community revitalization needs?

6. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this?

7. Do you have any other feedback?

Appendix E: Resident/ Community Survey Instrument (English)

Community Needs Assessment Survey for Residents

Community Services, Inc. is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. We would like your input to better serve you.

Date: _____

- 1.) What county do you reside in? _____
- 2.) Gender: _____
- 3.) Age: _____
- 4.) Race/ Ethnicity(check): _____
- 5.) Highest Level of Education: _____
- 6.) Income (check)

_____ Under \$15,000 _____ \$15,000- \$29,999 _____ \$30,000- \$49,999 _____ \$50,000 or higher



Please identify each of the following community needs on a 4-point scale, with 1 being "Not Needed," 2 being "Rarely Needed," 3 being "Needed" and 4 being "Very Needed."

	Not Needed	Rarely Needed	Needed	Very Needed
Help finding a job with a living wage				
Job skills training to earn better wages				
GED classes				
English as a Second Language Classes				
Adult Education or Night School				
Computer Skills Training				
assistance in order to attend trade/ technical school, or college				
Education programs for children to gain literacy skills and obtain school readiness skills				
Financial Education, Budgeting Class, Credit Counseling				
Help with apply for SSI/SSDI/WIC/TANF				
Assistance w/ safe temporary shelter				

	Not Needed	Rarely Needed	Needed	Very Needed
Affordable Housing				
Help Paying Rent or Mortgage				
Help with your Utility Bills				
Making your home more energy-efficient (weatherization)				
Nutrition Education/ Healthy Eating Education				
Assistance with major health conditions				
Mental and Behavioral Health counseling/ classes				
Programs and activities for Senior				
Assistance for elderly/disabled persons w/ chronic Health conditions				
Programs and activities to prevent criminal recidivism for youth and adults				
Programs activities with workshops on leadership skills				
Programs to improve social networks				
Community Revitalization/ Crime Prevention				
Prescription Assistance				
Health Insurance				
Food Assistance				
Transportation				
Finding Resources				
Childcare Assistance				

Appendix F: Resident/ Community Survey Instrument (Spanish)

Encuesta de Evaluación de Necesidades de la Comunidad para Residentes

Community Services, Inc. está llevando a cabo una Evaluación de Necesidades de la Comunidad como parte de los requisitos para recibir fondos de la Subvención en Bloque de Servicios Comunitarios del Departamento de Vivienda y Asuntos Comunitarios de Texas. Nos gustaría que tu opinión.

Fecha: _____

- 1.) ¿En qué condado reside? _____
- 2.) Género: _____
- 3.) Envejecer: _____
- 4.) Raza / Etnia (marcar): _____
- 5.) El mas alto nivel de educación: _____
Ingresos (cheque)
_____ Menos \$15,000 _____ \$15,000- \$29,999 _____ \$30,000- \$49,999 _____ \$50,000 or más



Por favor identifique cada una de las siguientes necesidades de la comunidad en una escala de 4 puntos, donde 1 es "No es necesario", 2 es "Rara vez se necesita", 3 es "Se necesita" y 4 es "Muy necesario".

	No se necesita	Rara vez se necesita	Necesitada	Muy necesaria
Ayuda para encontrar un trabajo con un salario digno				
Capacitación laboral para ganar mejores salarios				
Clases de GED				
Clases de inglés como segundo idioma				
Educación para adultos o escuela nocturna				
Entrenamiento de habilidades informáticas				
asistencia para asistir a la escuela técnica / comercial o la Universidad				
Programas educativos para que los niños adquieran habilidades de alfabetización y obtengan habilidades				

de preparación escolar.				
	No se necesita	Rara vez se necesita	Necesitada	Muy necesaria
Ayuda para solicitar SSI / SSDI / WIC / TANF				
Asistencia con refugio temporal seguro				
Vivienda asequible				
Ayuda para pagar la renta o la hipoteca				
Ayuda con sus facturas de servicios públicos				
Hacer que su hogar sea más eficiente energéticamente (climatización)				
Educación nutricional / Educación sobre alimentación saludable				
Asistencia con problemas de salud importantes				
Asesoramiento / clases de salud mental y conductual				
Programas y actividades para personas mayores				
Asistencia para personas mayores / discapacitadas con condiciones de salud				
Programas y actividades para prevenir la reincidencia delictiva				

para jóvenes y adultos				
	No se necesita	Rara vez se necesita	Necesitada	Muy necesaria
Programa actividades con talleres sobre habilidades de liderazgo.				
Programas para mejorar las redes sociales				
Revitalización comunitaria /Prevención del crimen				
Asistencia con recetas				
Seguro de salud				
Asistencia alimentaria				
Transporte				
Encontrar recursos				
Asistencia para el cuidado de niños				

Appendix G: Windshield Survey Instrument

Windshield Survey

“Community Assessment is a systematic process: it is the act of becoming acquainted with a community” (Vollman, Anderson & McFarlane, 2004, p. 203). Its purpose is to become familiar with the community and the population by examining factors that impact the population's health. The examination allows us to identify strengths and capacities as well as gaps and risks. Health care professionals acquire insight and essential information necessary to guide work with the population through community assessment. Such an assessment will allow you as students to develop professional interventions collaboratively, which will hopefully contribute to community empowerment and change that is appropriate and acceptable for the target population.

One aspect of the community assessment is a windshield survey, and Stamler and Yiu (2012) identify this survey as a tool to complete an environmental scan, “the most preliminary and fundamental assessment of the community” (Stamler & Yiu, 2012, p. 218). Using the physical senses of the observer, its purpose is to “capture the essence of the community, determine areas for further investigation, and sense of the tone of the community” (Vollman et al., 2004, p. 208). For Nurs 3065, students will complete a windshield survey of the community they are assigned to in Nurs 3066. The survey structure is based on the Community-As- Partner model of Vollman, Anderson, and McFarlane (2004).

The Windshield Survey will Include the Following:

- A Cover Page
- An Introduction is indicating the address, the purpose of a windshield survey, and community boundaries.
- The completed windshield survey is on the following pages.

Community Core	Observations/Data
1. History – What can you glean by looking? Is this an established neighborhood or new one? Is there a specific history associated?	
2. Demographics – what sorts of people do you see? Age? Families?	
3. Ethnicity – do you note indicators of different ethnic groups? Specific ethnic shops/restaurants?	
4. Values and Beliefs – are there churches, mosques, temples? Do you see advertisements for youth groups, children's groups, family supports?	
Subsystems	Observations/Data
1. Physical Environment – how does the	
Does community look? Is there green space? Air quality? Environmental concerns?	

<p>2. Health and Social Services – Evidence of acute or chronic health condition? Where are social services facilities, hospitals, shelters, clinics, and other supports?</p>	
<p>3. Economy – Is it a thriving community, or does it feel rundown? Are there places of employment, stores, industries, or development?</p>	
<p>4. Transportation and safety – how do people get around? Are there buses, private vehicles, transit for the physically disabled, taxis, bicycles? Do you see sidewalks, roads, trails, and what is their condition? What type of protective services are there? Are there some informal protective services such as Neighborhood Watch?</p>	
<p>5. Politics and government – are</p>	

<p>there signs of political activity? What is the governmental jurisdiction of the community? Is this a town? A city? Is there a town council?</p>	
<p>6. Communication – Are there common areas where people gather? Is there evidence of radios, TVs, computers, etc.? Are there newspapers/bulletin boards, community events announcements?</p>	
<p>7. Education – are there schools in the area? How do they look? Are there libraries and computer access within community centers? Is there access to all levels of education within the community?</p>	
<p>8. Recreation – where do the children play? What are the forms of recreation? Who is participating? Is there access to facilities? Readily available? Cost?</p>	

Perceptions and Observations – what do residents indicate about their community and your observations and perceptions based on your own personal observations.

1. *The residents*

2. Your perceptions

Appendix H: Forum Questions

Forum Questions for Moderator

Purpose: This community-wide forum is held to obtain your feedback on the needs of low-income persons and to get your suggestions on how our agency and community can better address the needs.

Explanation of Community Needs Assessment: As a requirement of the receipt of Community Services Block Grant funds which are utilized by our organization to provide services such as [Rental and Utility Assistance, Education and Employments, Food and Gas assistance], we are conducting surveys, interviews, focus groups, and forums to help us identify community needs in key areas such as employment, education, housing, health, emergency assistance, nutrition, transportation, and other areas and to identify barriers and resources.

The format for the Forum: We will pose some questions and open up the floor for persons to raise their hands and provide their input. You can provide your input either from where you are seated or come to the microphone and speak. We will record your input.

Discussion Areas:

A. What are some of the greatest needs that low-income persons face in our community?

B. Of the needs that we have identified, what do you think are the top 5 needs?

Please rank from 1 through 5.

- 1)
- 2)
- 3)
- 4)
- 5)

C. What top three community improvements do you think our agency or the community should focus on?

The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.

- 1)
- 2)
- 3)

Appendix I: Focus Group Questions

Focus Group Questions for Moderator

Moderators may use the following steps as guidance when conducting the focus groups.

Explain the Purpose: The purpose of our meeting is to obtain feedback from a small group of individuals to have an in-depth discussion of the contributing factors to the top five needs identified in our community.

Explain the Community Needs Assessment: As required by the Community Services Block Grant funds from the Texas Department of Housing and Community Affairs, we must conduct a needs assessment to identify and prioritize the needs in the community in key areas such as employment, education, income and asset building assistance, housing, health and social behavioral development, civic engagement, and emergency assistance.

Explain the format for Focus Group:

A. We will first inform you of the top 5 needs that have been identified through community surveys:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

B. We will then ask some questions to identify contributing factors. (See ROMA Workbook Module 2, Part 2: 5 Whys)

Exercise: For each need, we will now identify the conditions, root causes and barriers contributing to the need. Then we will identify community assets and resources that can address the needs and lastly, identify solutions.

Identified Need	Conditions	Root Causes	Barriers	Resources	Solutions
1					
2					
3					
4					
5					

C. Now that we have delved deeper and identified barriers and obstacles, are there any needs that you would add to the list? If yes, which needs?

D. Is there a difference between Self-Sufficiency and Self-Efficacy? Are they synonymous or mutually exclusive?

Appendix J: Picture Glossary (Windshield Survey)

Anderson County



Montalba, Texas



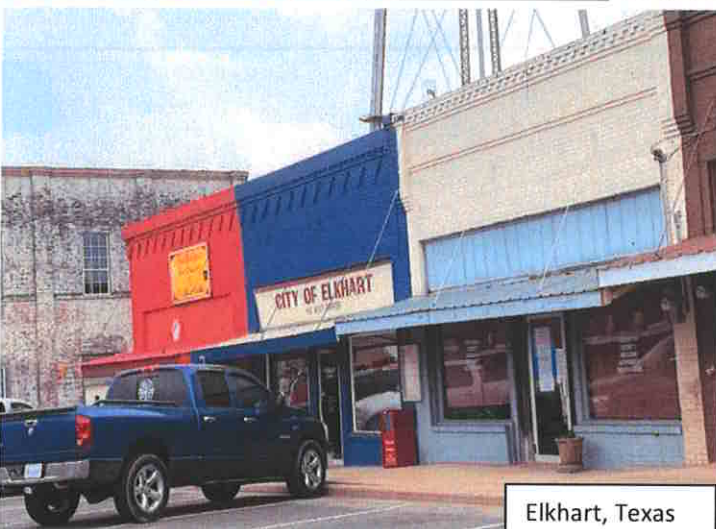
Palestine, Texas



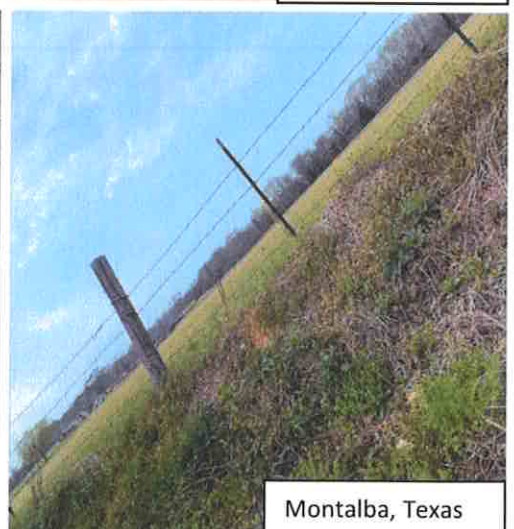
Elkhart, Texas



Palestine, Texas

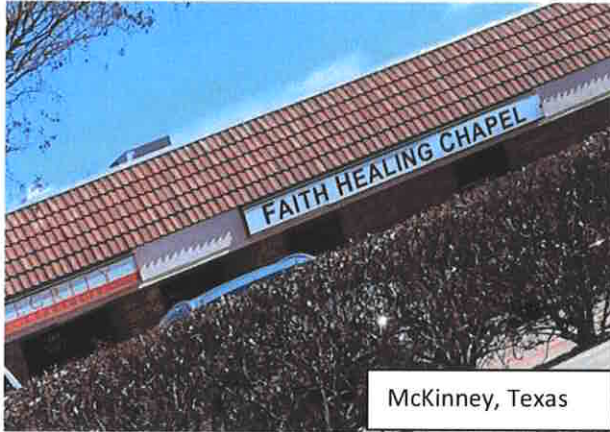


Elkhart, Texas

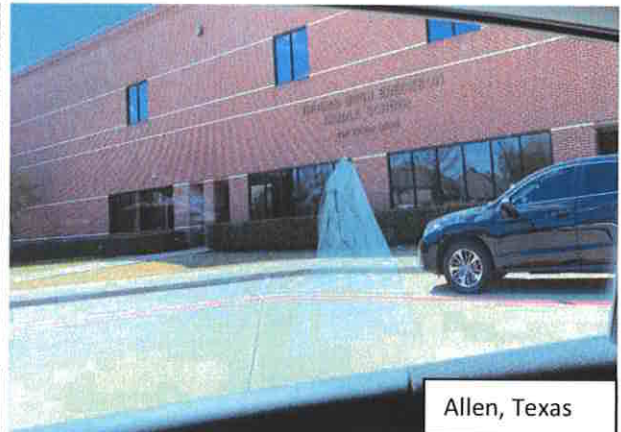


Montalba, Texas

Collin County



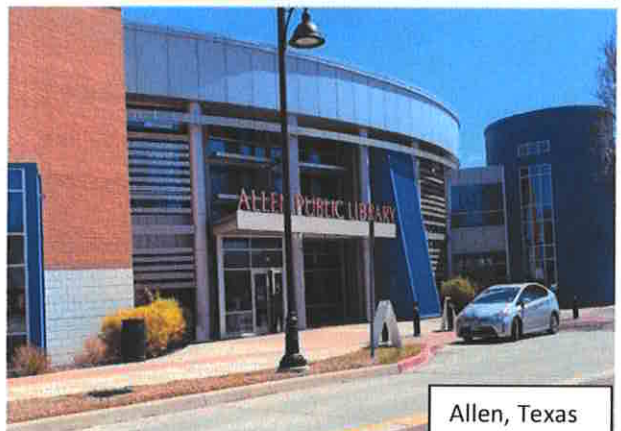
McKinney, Texas



Allen, Texas



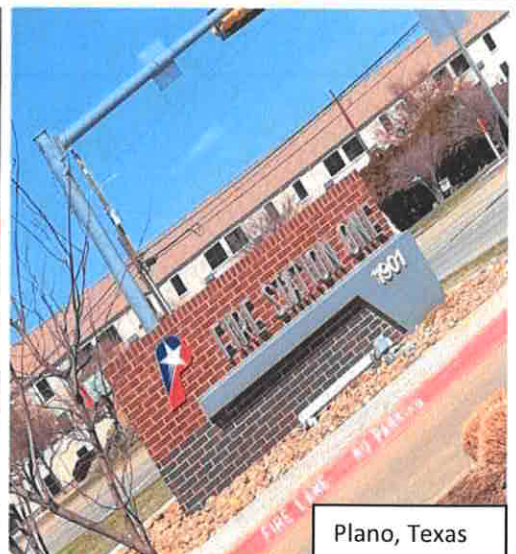
Plano, Texas



Allen, Texas



McKinney, Texas



Plano, Texas

Denton County



Corinth, Texas



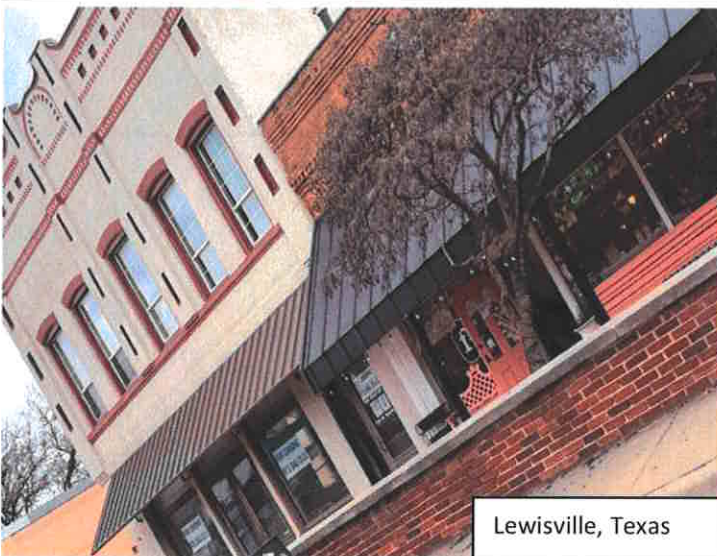
Lewisville, Texas



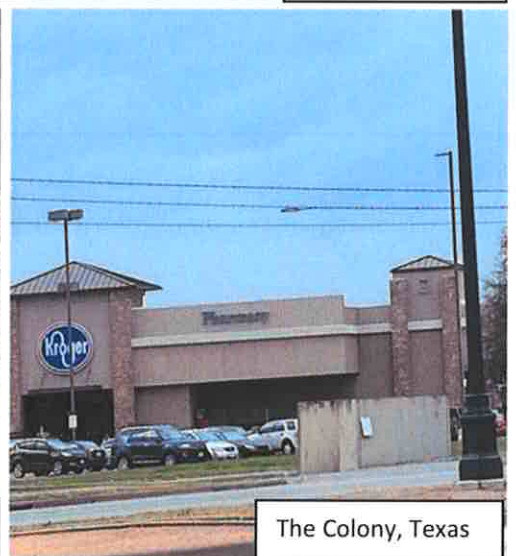
The Colony, Texas



Corinth, Texas



Lewisville, Texas



The Colony, Texas

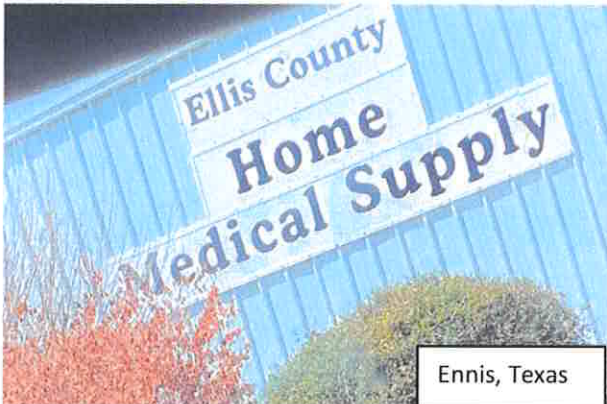
Ellis County



Waxahachie, Texas



Ennis, Texas



Ennis, Texas



Red Oak, Texas



Red Oak, Texas



Waxahachie, Texas

Henderson County



Malakoff, Texas



Gun Barrel City, Texas



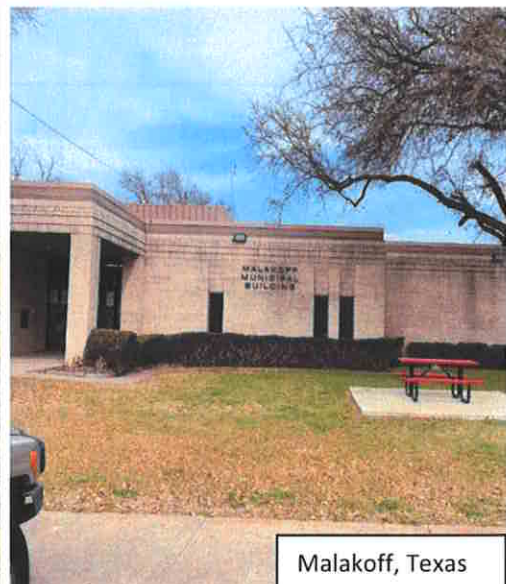
Athens, Texas



Gun Barrel City, Texas

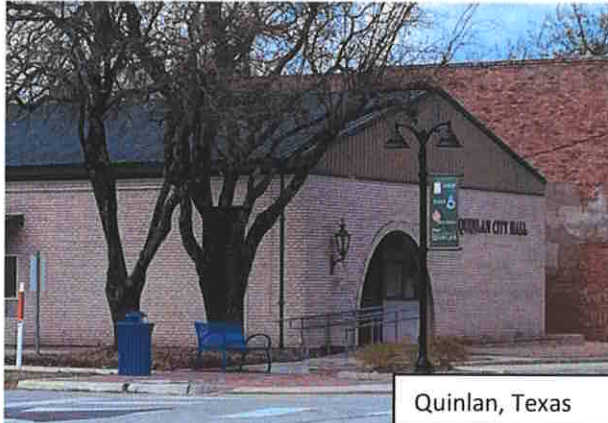


Athens, Texas



Malakoff, Texas

Hunt County



Quinlan, Texas



Commerce, Texas



Greenville, Texas



Quinlan, Texas



Commerce, Texas



Greenville, Texas

Kaufman County



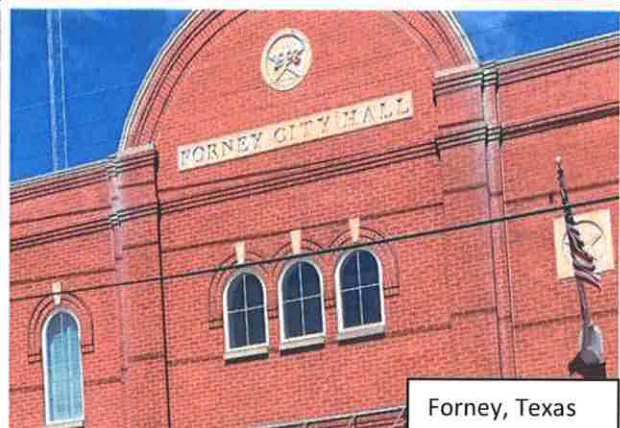
Terrell, Texas



Forney, Texas



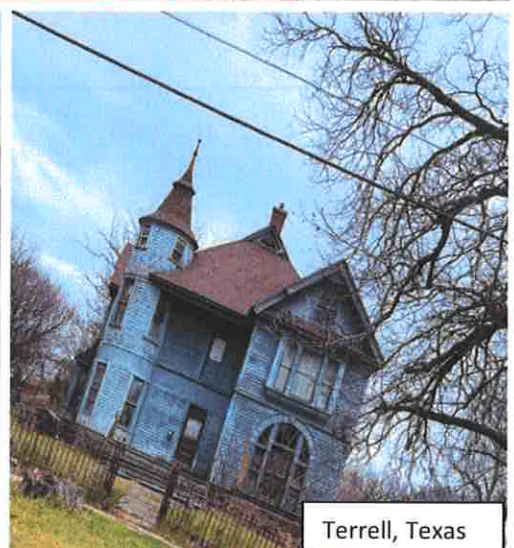
Kaufman, Texas



Forney, Texas



Kaufman, Texas



Terrell, Texas

Navarro County



Corsicana, Texas



Kerens, Texas



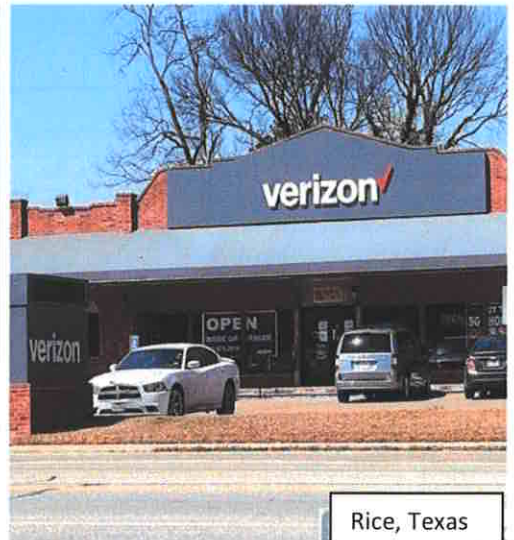
Rice, Texas



Corsicana, Texas



Kerens, Texas



Rice, Texas

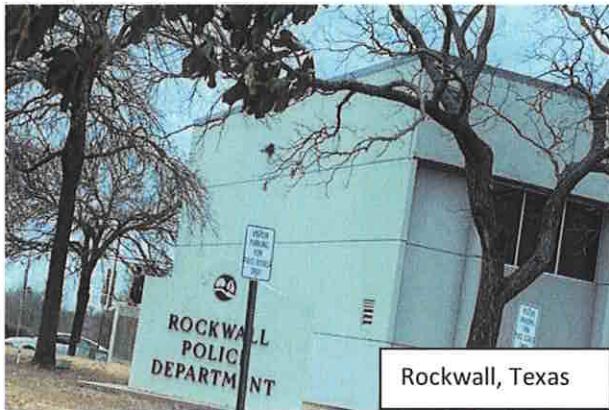
Rockwall County



Fate, Texas



McLendon-Chisholm, Texas



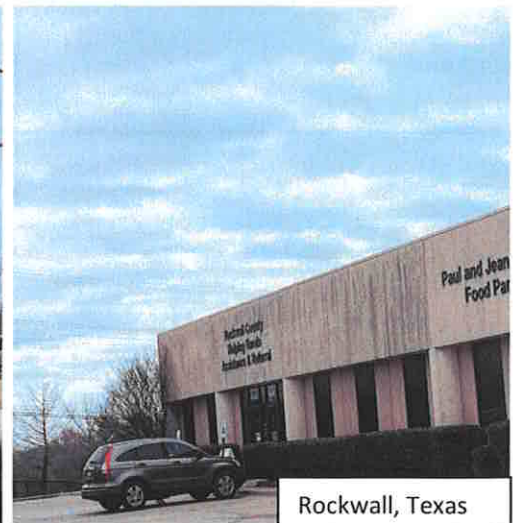
Rockwall, Texas



Fate, Texas

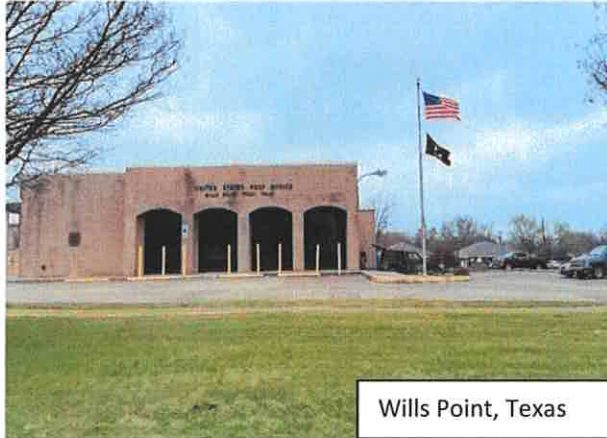


McLendon-Chisholm, Texas



Rockwall, Texas

Van Zandt County



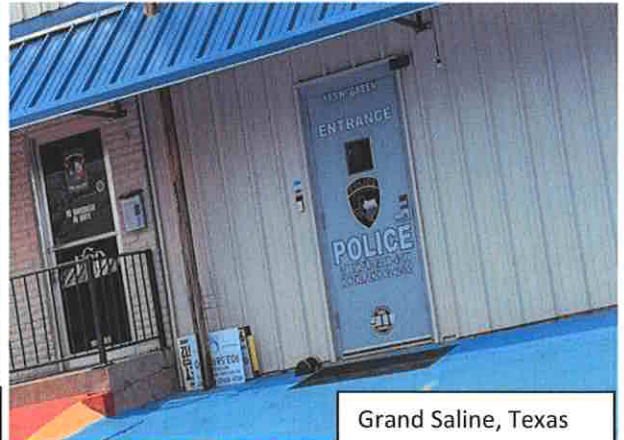
Wills Point, Texas



Grand Saline, Texas



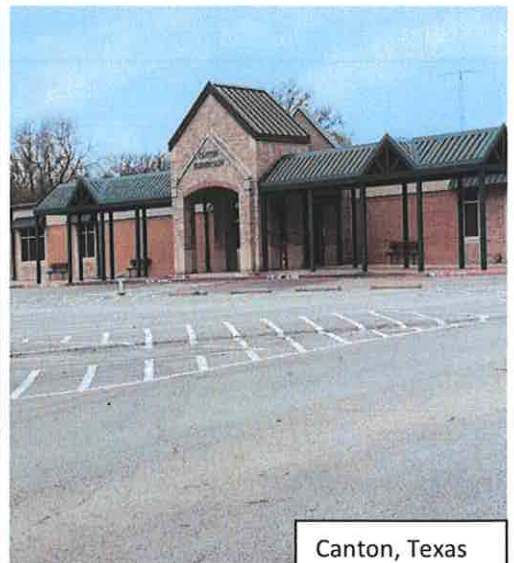
Canton, Texas



Grand Saline, Texas



Wills Point, Texas



Canton, Texas

Appendix K: Interview with Tenured Staff (Conducted by CSBG Regional Team)

Name: Ms. Denise Freeman, NCRI

Position: CSNG Program Quality Assurance/ Quality Control Manager

Date: 03/26/2021

Time: 10:12am

1. Q: Explain how your journey at Community Services, Inc. began?

A: It started as a job. I was looking for full-time employment due to family obligations. I applied for a position with the Headstart program. This program is no longer in existence at our agency. My first position was as a classroom assistant teacher in September 1988. I transitioned to becoming a teacher and eventually honed in on my natural skills of assistance families by becoming a Parent Social Services coordinator. In this role, I referred parents to different programs, ensured that home visitations were completed, track volunteer hours, coordinated monthly parent policy council meetings, and shared the outcomes with the Board of Directors. Fast forward to two decades later, I began working as a care coordinator in the CSBG program. Shortly after, I was promoted to my current role as the Quality Assurance/ Quality Control Manager. I engage in a lot of administrative duties and work closely with the Executive Director and office personnel. This is an interesting job. I enjoy functioning in this capacity.

2. Q: Please narrate the history of Community Services, Inc. through your own lenses.

A: Community Services, Inc. began with the Headstart program services Navarro and Ellis counties. The program was designed to give a holistic approach to addressing the needs of the community. Parents received free healthcare and well-visits. Through this program, parents had access to services in their community. The local Chamber of Commerce was active volunteers over the years. CSI has engaged in many pilot programs to help address the needs of the community. CSI began with 11 board members, who planted the seed of excellence through our agency and passed the torch on to our current leadership board. CSI has a positive imprint in the community.

3. Q: What is your greatest accomplishment?

A: I would say "Longevity" and the ability to work across all job positions at CSI except drive the bus. I have been graced with the opportunity to work in several areas/ departments within the agency. Working at CSI started as a job for me, but I realized it was a calling as the years progressed.

Appendix L: Community Services, Inc. Former Outreach Locations



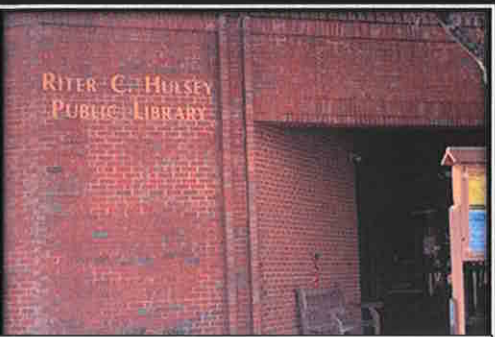
Athens, TX (Henderson County)



Palestine, TX (Anderson County)



Plano, TX (Collin County)



Terrell, TX (Kaufman County)



Ferris, TX (Ellis County)



Canton, TX (Van Zandt County)



McKinney, TX (Collin County)



Denton, TX (Denton County)



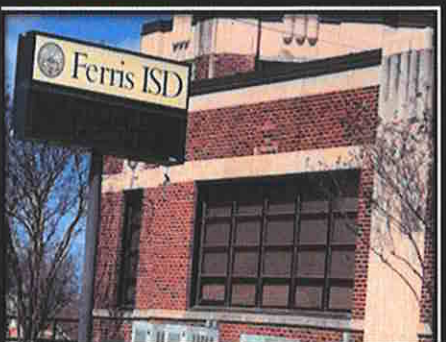
Greenville, TX (Hunt County)



McKinney, TX (Collin County)



Terrell, TX (Kaufman County)



Ferris, TX (Ellis County)