



Community Needs Assessment-June 2024



Community Services, Inc.

A Community Action Agency



ACKNOWLEDGMENTS

A special recognition to the Community Needs Assessment Team, who shared their expertise and rendered assistance during the Needs Assessment period. This report was made possible due to the comprehensive input given by our community leaders and key informants.

To the entire Staff, Leadership team, and Board of Directors here at Community Services, Inc., we thank you for your unwavering support and active participation in this project's data collection, resource mapping, and research.

Lastly, we are grateful for the meticulous oversight and overall guidance provided by our Executive Director, Mr. Daniel Edwards, Sr.

Table of Contents	Pgs.
Executive Summary	7
Background	8
Organization Profile	9
Community Services Block Grant (Overview)	11
Community Needs Assessment (Overview)	12
Community Involvement & Outreach	14
Timeline and Data Collection (Project Timeline)	15
Data Collection Measures	17
The “Five Whys” Analysis Method	20
Community Profile: Service Area	21
Causes and Conditions of Poverty (Overview)	25
Poverty Analysis	26
Anderson County Profile	27
<i>Community Assets and Resources</i>	28
<i>Causes and Conditions of Poverty</i>	29
<i>Data: CSBG Domains</i>	30
<i>Social and Economic Indicators</i>	34
<i>Trends (Local, State, and National)</i>	37
<i>Agency Response/ Program Impact</i>	38
<i>Scope of Research/ Needs Analysis</i>	39
<i>Gaps In Services & Barriers</i>	41
<i>The “Five Whys” Analysis</i>	43
Collin County Profile	44
<i>Community Assets and Resources</i>	45
<i>Causes and Conditions of Poverty</i>	46
<i>Data: CSBG Domains</i>	47
<i>Social and Economic Indicators</i>	51
<i>Trends (Local, State, and National)</i>	54
<i>Agency Response/ Program Impact</i>	55

<i>Scope of Research/ Needs Analysis</i>	56
<i>Gaps In Services & Barriers</i>	58
<i>The “Five Whys” Analysis</i>	60
Denton County Profile	61
<i>Community Assets and Resources</i>	62
<i>Causes and Conditions of Poverty</i>	63
<i>Data: CSBG Domains</i>	64
<i>Social and Economic Indicators</i>	68
<i>Trends (Local, State, and National)</i>	71
<i>Agency Response/ Program Impact</i>	72
<i>Scope of Research/ Needs Analysis</i>	73
<i>Gaps In Services & Barriers</i>	76
<i>The “Five Whys” Analysis</i>	78
Ellis County Profile	79
<i>Community Assets and Resources</i>	80
<i>Causes and Conditions of Poverty</i>	81
<i>Data: CSBG Domains</i>	82
<i>Social and Economic Indicators</i>	86
<i>Trends (Local, State, and National)</i>	89
<i>Agency Response/ Program Impact</i>	90
<i>Scope of Research/ Needs Analysis</i>	91
<i>Gaps In Services & Barriers</i>	93
<i>The “Five Whys” Analysis</i>	94
Henderson Count Profile	95
<i>Community Assets and Resources</i>	96
<i>Causes and Conditions of Poverty</i>	97
<i>Data: CSBG Domains</i>	98
<i>Social and Economic Indicators</i>	102
<i>Trends (Local, State, and National)</i>	105
<i>Agency Response/ Program Impact</i>	106
<i>Scope of Research/ Needs Analysis</i>	107
<i>Gaps In Services & Barriers</i>	109
<i>The “Five Whys” Analysis</i>	110
Hunt County Profile	111
<i>Community Assets and Resources</i>	112
<i>Causes and Conditions of Poverty</i>	113
<i>Data: CSBG Domains</i>	114

<i>Social and Economic Indicators</i>	118
<i>Trends (Local, State, and National)</i>	121
<i>Agency Response/ Program Impact</i>	122
<i>Scope of Research/ Needs Analysis</i>	123
<i>Gaps In Services & Barriers</i>	125
<i>The “Five Whys” Analysis</i>	126
Kaufman County Profile	127
<i>Community Assets and Resources</i>	128
<i>Causes and Conditions of Poverty</i>	129
<i>Data: CSBG Domains</i>	130
<i>Social and Economic Indicators</i>	134
<i>Trends (Local, State, and National)</i>	137
<i>Agency Response/ Program Impact</i>	138
<i>Scope of Research/ Needs Analysis</i>	139
<i>Gaps In Services & Barriers</i>	141
<i>The “Five Whys” Analysis</i>	143
Navarro County Profile	144
<i>Community Assets and Resources</i>	145
<i>Causes and Conditions of Poverty</i>	146
<i>Data: CSBG Domains</i>	147
<i>Social and Economic Indicators</i>	151
<i>Trends (Local, State, and National)</i>	154
<i>Agency Response/ Program Impact</i>	155
<i>Scope of Research/ Needs Analysis</i>	156
<i>Gaps In Services & Barriers</i>	158
<i>The “Five Whys” Analysis</i>	160
Rockwall County Profile	161
<i>Community Assets and Resources</i>	162
<i>Causes and Conditions of Poverty</i>	163
<i>Data: CSBG Domains</i>	164
<i>Social and Economic Indicators</i>	168
<i>Trends (Local, State, and National)</i>	171
<i>Agency Response/ Program Impact</i>	172
<i>Scope of Research/ Needs Analysis</i>	173
<i>Gaps In Services & Barriers</i>	175
<i>The “Five Whys” Analysis</i>	176

Van Zandt County Profile	177
<i>Community Assets and Resources</i>	178
<i>Causes and Conditions of Poverty</i>	179
<i>Data: CSBG Domains</i>	180
<i>Social and Economic Indicators</i>	184
<i>Trends (Local, State, and National)</i>	187
<i>Agency Response/ Program Impact</i>	188
<i>Scope of Research/ Needs Analysis</i>	189
<i>Gaps In Services & Barriers</i>	191
<i>The “Five Whys” Analysis</i>	192
Customer Satisfaction Survey Outcome	193
Top Five Needs By County and Research Modalities	194
Top Five Needs-CSI Service Area	199
Top Five Needs in Service Area Categorized by CSBG Domain	200
Implications of Poverty and Public Health	201
Policy Recommendations	202
ROMA Framework/ Logic Models	203
SWOT Analysis	208
Assessment Approval	209
TDHCA Checklist & Response	210
References	216
Appendices List	217
Appendix A: Survey Participation Flyer	218
Appendix B: Customer Satisfaction Survey Instrument (English)	221
Appendix C: Organization/ Key Stakeholder Interview Instrument	222
Appendix D: Resident/ Clients/ Community Survey Instrument (English)	224
Appendix E: Resident/ Clients/ Community Survey Instrument (Spanish)	226
Appendix F: Forum Questions	228
Appendix G: Focus Group Questions	229
Appendix H: Social Media Outreach Campaigns/ Invitations	230

Executive Summary

The Community Needs Assessment (CNA) is conducted every three years as a requirement of the Texas Department of Housing and Community Affairs (TDHCA) and the Community Services Block Grant (CSBG) Program that all Community Action Agencies (CAA) are required to complete. It is obvious that the action taken on January 8, 1964 – by President Johnson’s State of the Union Address declaring a War on Poverty and ultimately leading to the actions on August 20, 1964, The Economic Opportunity Act of 1964 (P.L. 88-452) created Community Action Agencies to coordinate local antipoverty efforts. Over the past six decades, the face of poverty has changed due to CAAs' work through strategic programming and innovative service delivery efforts in collaboration with community providers, affiliates, and partnerships to help transition people out of poverty and ultimately lead to self-sufficiency. The CNA is also a collaborative process that provides a snapshot of the community's strengths, needs, and priorities to better address the many determinants of health and social issues currently impacting communities across the State of Texas. Many are still recovering post-COVID. The purpose of the CNA is to learn about the community, the population's health, contributing factors that lead to higher health risks or poorer health outcomes, and community assets and resources that can be organized and deployed to help meet basic living needs. Improving the community's health is critical to enhancing the quality of life and supporting its residents' future prosperity and well-being. Effective planning and decision-making for improving the health of a community requires valuable information about the current status and factors that influence those health and social statuses.

An accurate portrait of a community’s health can always help residents, key informants, leaders of social service organizations, CAAs, and professional organizations prioritize prevention activities. These stakeholders can build coalitions to make improvements and address existing revitalization needs. The Community Needs Assessment team used an evidence-based approach to identify the community’s needs, analyze trends, and use social and economic indicators to determine the causes and conditions of poverty within the agency’s service area. Assessing the health outcomes of any given community propels change on a local, state, and federal level. This document will explore the top-five needs discovered within CSI’s Service Delivery Area. A weighted scale was used to analyze quantitative and qualitative data, which led to the following outcomes for the Top Five Needs in CSI’s Service Area:

- 1.) Housing
- 2.) Employment
- 3.) Education
- 4.) Food Assistance
- 5.) Financial Education/ Budgeting Classes

Sincerely,

Daniel Edwards, Sr., MPA
President/CEO
Community Services, Inc.

Background

In 2001, the U.S. Department of Health and Human Services (USHHS) issued an information memorandum (IM49) to all CSBG-eligible entities, giving them a directive to conduct a Community Needs Assessment. The assessment results serve as a guide to help local community action agencies design and implement programs and services to address the community's needs. This requirement is in conjunction with organizational standards, which enhance accountability and organizational performance of CSBG-funded programs.

Organizational Standards Requirements for the Community Needs Assessment

<u>Standard</u>	<u>Description</u>
1.2	The organization analyzes information collected directly from low-income individuals as part of the community assessment.
2.2	The organization utilizes information gathered from key community sectors in assessing needs and resources during the community assessment process or at other times. These sectors would include, at a minimum, community-based organizations, faith-based organizations, the private sector, the public sector, and educational institutions.
3.1	Conduct an assessment every three years.
3.2	Collect current poverty data and its prevalence related to gender, age, race/ethnicity.
3.3	Collects and analyzes both qualitative and quantitative data on its service areas.
3.4	Includes key findings on the causes and conditions of poverty and the needs.
3.5	Governing board formally accepts the completed assessment.

Community Action Agencies (CAA) must follow a three-step process to remain compliant with federal requirements, as illustrated below:

A Community Needs Assessment (CNA)-This assessment aims to help identify the community needs to be conducted every three years.

A Strategic Plan (SP)- This plan aims to help set agencies' priorities that lead to desirable outcomes. It will be conducted every five years.

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



Organization Profile



Community Services, Inc. (CSI), A Community Action Agency, was established in 1966 to address the needs of marginalized populations. Burdened by economic, social, and health disparities, individuals and families seek agency services to help them reach their self-sufficiency goals. CSI serves the following ten counties in Texas: Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt. Over the past five decades, CSI has actively participated in community-wide initiatives and pilot programs to improve the quality of life of individuals and families residing within its service area. CSI's mission 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 manages three significant programs: Community Services Block Grant (CSBG), Community Transit Service (CTS), and Meals on Wheels (MOW).

The Community Services Block Grant program, funded by the Texas Department of Housing and Community Affairs, provides support services such as rental assistance, education and employment, food assistance, transportation, and comprehensive case management within its ten-county service area. The Community Transit Service (CTS), funded by the Texas Department of Transportation (TxDOT) and North Central Texas Council of Government (NCTCOG), provides demand transportation in Ellis and Navarro Counties. The Meals on Wheels (MOW) program, funded by the Texas Department of Aging and Disability Services (DADS), Texas Department of Agriculture, and private insurance providers, provides hot, home-delivered meals to age-appropriate individuals who meet DADS requirements for services. CSI implements procedures for seamless service delivery to its customers by making agency services accessible via website, social media advertisements, agency phone lines, and email communications. CSI staff members are active community members and bring awareness to the agency program via board involvement, community leadership programs, and civic engagement. CSI has a total of 93 partnerships comprised of Non-Profits, For-Profits, Post Secondary Education/ Training, Consortia, Faith-Based, School Districts, Statewide Associations/ Collaborations, Health Service Organizations, Local Government, State Government, Federal Government, and Financial/ Banking Institutions. Over the past program year, CSI has been fortunate to partner with community providers, third-party vendors, and internal and external customers to achieve the following outcomes:

Agency Highlights:

- CSI has developed partnerships comprised of non-profits, for-profits, organizations, local governments, faith-based, health-service organizations, and consortia.
- CSI served 750 unduplicated households with an 1194-person count in FY 2023.
- CSBG had 168 MOAs/MOUs at the end of 2023, with eight added during the year for FY 2023.
- CSBG served 255 unduplicated households with a 667-person count in FY 2023.
- Seventy-two (72) persons Transitioned Out of Poverty in FY 2023.

- CSBG's Texas Department of Housing and Community Affairs On-Site Review resulted in no findings identified.
- CTS received a 97% overall accuracy rate during its TxDOT Drug and Alcohol Compliance Review.
- CTS ridership increased by 16% from 2022 to 2023.
- CTS resurfaced the parking lot to minimize accidents and unnecessary liabilities and promote the property's professional outlook.
- CTS purchased an ADA passenger van to access clients in areas inaccessible to a larger vehicle.
- MOW passed the Monitoring with 100%.
- MOW continues to grow and explore more quality meal options.
- MOW numbers have stayed consistent and are growing at a steady pace.
- Received the second unqualified audit report from independent auditors for FY 2022 with no findings identified, resulting in a low-risk auditee designation for FY 2023.
- Over \$120,000 in donations were received from local funding sources.

Outreach Locations/ Service Delivery

Community Services, Inc. has offices or access to provide its services in the following locations:

OUTREACH LOCATIONS/ SERVICE DELIVERY

CORPORATE OFFICE:
302 HOSPITAL DR.
CORSICANA, TX 75110
NAVARRO COUNTY

ANDERSON COUNTY-
500 E MURCHISON ST,
PALESTINE, TX 75801

COLLIN COUNTY-
920 E. PARK BLVD., #110
PLANO, TX 75074

DENTON COUNTY-
306 N. LOOP 288, #105
DENTON, TX 76209

HUNT COUNTY-
2500 STONEWALL ST # 201,
GREENVILLE, TX 75401

ELLIS COUNTY-
1712 US-287 BUS,
WAXAHACHIE, TX 75165

HENDERSON/VAN ZANDT COUNTY-
205 N MURCHISON ST,
ATHENS, TX 75751

KAUFMAN COUNTY-
109 TEJAS DR #300,
TERRELL, TX 75160

NAVARRO COUNTY-
CORPORATE ADDRESS
LISTED ABOVE

ROCKWALL COUNTY-
400 WEST RUSK ST. #200
ROCKWALL, TX 75087

**800 ED HALL DRIVE,
2ND FLOOR
KAUFMAN, TX 75142**

Community Services Block Grant Overview

The Community Services Block Grant (CSBG) program, a part of the Economic opportunity Act of 1964, is designed to reduce poverty, revitalize low-income communities, and empower low-income families to become self-sufficient. CSBG funds are administered in all States, including the District of Columbia, the Commonwealth of Puerto Rico, U.S. territories (American Samoa, Guam, Northern Mariana Islands, and the Virgin Islands), and federally recognized tribes and tribal organizations. CSBG, a federally funded program, is administered by the U.S. Department of Health and Human Services, Office of Community Services (USHHS/OCS). Federal funds are disbursed to the State. Once the State receives CSBG funds, they are distributed to eligible entities (public or private non-profit agencies), often called Community Action Agencies (CAAs). These funds are non-competitive but are based on a statutory formula. Eligible Entities receive their designation from the governor to implement anti-poverty initiatives, programs, and services to address the causes and conditions of poverty in their communities. CSBG funds provide services in the following domains: Employment, Education, Income and Asset Building, Housing, Health and Social Behavioral Development, and Civic Engagement/Community Involvement. CSBG staff track program outcomes using National Performance Indicators (NPIs). The NPIs were created to ensure that the more than 1,000 Community Action Agencies nationwide present a more uniform and coherent picture of their work and accomplishments. The overarching goal of CAAs is to help individuals and families Transition Out of Poverty.

Board of Directors

Under the CSBG Information Memorandum (IM) #82, Community Action Agencies (CAAs) must have a tripartite governance structure for all eligible entities receiving CSBG funding. The board aims to promote anti-poverty initiatives, mobilization of resources, and leadership, as well as ensure the CAA is administratively and fiscally sound. CSI has nine members who sit on its Board of Directors and are responsible for assuring that the agency continues to respond to the needs of its communities and achieve anticipated outcomes.

Private Sector	Public Sector	Client/ Civic Minded Sector
Reverend Dairy Johnson <i>President</i> <i>Navarro County</i>	Pam Corder <i>Member</i> <i>Kaufman County</i>	Bernard Porter <i>Treasurer</i> <i>Navarro County</i>
Lakeshea Brown <i>Vice President</i> <i>Ellis County</i>	Jeffery C. Enoch, Sr. <i>Member</i> <i>Henderson County</i>	LaQuintta D. Simon <i>Member</i> <i>Kaufman County</i>
Mary Synder <i>Member</i> <i>Navarro County</i>	Christen Rudd <i>Secretary</i> <i>Ellis County</i>	Lashonda Anderson <i>Member</i> <i>Anderson County</i>

Community Needs Assessment Overview

CSBG-eligible entities administering the Community Services Block Grant (CSBG) funds are required to develop a comprehensive community needs assessment, including input from community leaders, key informants, elected officials, residents, and clients. Organizations from the private, public, education-based, faith-based, and community-based sectors were interviewed about their perception of the community's needs.

Organization	Private	Public	Education	Community-Based	Faith-Based
Kaufman County Library		X	X	X	
Rockwall County Helping Hands				X	
North Texas Job Corp		X	X		
CASA of Denton County	X			X	
Compassion Corsicana					X
Interfaith Ministries				X	
The Center					X
ReNue Pharmacy		X			
Denton Affordable Housing Corporation		X			
Serve Denton				X	
Giving Grace				X	X
Kaufman Lions Club		X			
NAMI-Kaufman County		X			
Hunt County Shared Ministries					X
Salvation Army Service Center-Kaufman & Hunt				X	X
Family First Home Health				X	
Senior Center Resources and Public Transit (SCRPT)		X	X	X	
Genesis Center North Texas	X				X
North Texas Behavioral Health Authority				X	
Greenville CBOC VA Clinic				X	
Lake Area Shared Ministries Food Pantry		X			
Texas Health Resources					X

Organization	Private	Public	Education	Community-Based	Faith-Based
Community Lifeline Center				X	
Denton Community Food Center	X			X	
Guys Changing Lives	X			X	
Living Alternatives of Palestine					X
Hope Station					X
Crisis Center of Anderson		X			
Blankets and Bears Children's Fund				X	
A Circle of Ten	X			X	
Friends of The Library		X	X	X	
Waxahachie Housing Authority		X			
Child Advocacy Center of Van Zandt County		X		X	
Van Zandt County Veterans Memorial	X			X	
Corsicana Education Foundation	X		X	X	
Boys and Girls Club Ennis		X	X	X	
Boys and Girls Club Navarro County		X	X	X	
Ellis County Children's Advocacy Center	X				
Lakes Regional MHMR Center	X				
Navarro County Alternative Education Program			X		
Ennis Golden Circle Senior Activity Center	X			X	
Hope Clinic		X		X	
One-By-One Ministries			X		X
Children's Advocacy Center (Navarro)	X			X	
Athens Thrift Store	X				
East Texas Crisis Center				X	

Community Involvement and Outreach

The Community Needs Assessment team included input from community leaders and key Informants, Clients, Staff, Board of Directors, Community Partners, and residents within CSI's service area. The table below shows the wide range of survey distributions categorized into groups.

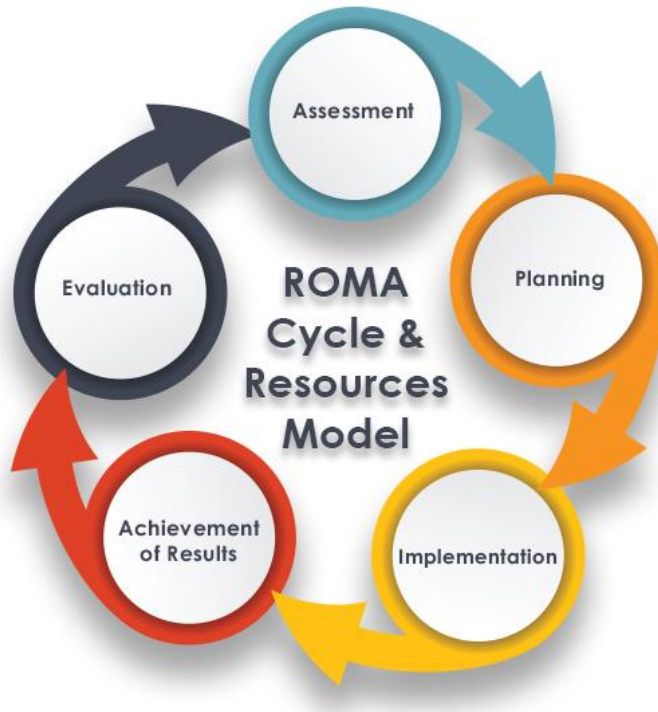
County	Community & Clients Surveys	CAA Staff Survey	Key Informants/ Organization Interviews	Board Members Interviews
Anderson	Yes	Yes	Yes	Yes
Collin	Yes	Yes	Yes	N/A
Denton	Yes	N/A	Yes	N/A
Ellis	Yes	N/A	Yes	Yes
Henderson	Yes	Yes	Yes	Yes
Hunt	Yes	N/A	Yes	N/A
Kaufman	Yes	N/A	Yes	Yes
Navarro	Yes	Yes	Yes	Yes
Rockwall	N/A	N/A	Yes	N/A
Van Zandt	N/A	N/A	Yes	N/A

The focus group research modality allowed for an in-depth discussion on barriers to resources, service gaps, and possible solutions. Interactions with social service leaders resulted in community-based and faith-based organizations interested in working and formal partnerships to help serve individuals and families. This allows the agency to have an extended reach in the community to cover underserved areas.

****Elected officials were sent numerous requests to participate in the Community Needs Assessment. No responses were received from elected officials during the data collection period. The key informants' section in this Needs Assessment report refers to representatives or leaders of organizations operating within CSI's service area. Responses were collected from representatives of the following five sectors: faith-based, public, private, education, and community-based organizations.***

Timeline and Data Collection Plan

CSI used the Results Oriented Management and Accountability (ROMA) Cycle as a framework to assess the community needs and conditions of poverty, develop strategies and programs to address those needs, organize and implement solutions and strategies, document results, and evaluate implemented strategies.



The Community Needs Assessment consisted of data gathering, resource mapping, quantitative research, qualitative research, surveying, Focus groups, and one-on-one in-depth interviews during March, April, and May 2024. The Data Collection Plan is as follows:

- Identified and assembled a Community Needs Assessment (CNA) team.
- Assigned Roles and Responsibilities during workgroup meetings.
- Designed survey instruments, forum/focus group questions, and interview questions.
- Determine community components to assess (i.e., demographic data, income, population, education, etc.).
- Gathered quantitative data from national databanks (i.e., U.S. Census Bureau, Engagement Network/Community Commons, etc).
- Collected qualitative data via focus groups, virtual forums/meetings, in-person interviews, and online survey platforms.
- Surveying residents across service areas (i.e., public sites, highly populated areas, local business areas, housing areas, food pantries, religious gatherings, schools, etc.).
- Survey input from organizations: private sector, public sector, education-based, faith-based, and community-based.

- Interview key informants and community leaders via phone, in-person, and online surveys.
- Incorporate input from clientele on community needs.
- Identify community assets, strengths, challenges, and needs.
- Record, review, and analyze data from quantitative and qualitative research.
- Prioritize needs on a weighted scale.
- Develop strategies and document agency response plans using logic models.

Project Timeline



**A preliminary meeting was held with a representative from the Community Services Block Grant (CSBG) funding source- The Texas Department of Housing and Community Affairs (TDHCA), and agency staff (i.e., management and program staff) on December 20, 2023*

Data Collection Measures

Large Sample Surveys

CSI used the sample size calculator (<http://www.raosoft.com/samplesize.html>) to determine the sample size needed for the total population of its service area. The Texas Department of Housing and Community Affairs (TDHCA) recommends a 95% confidence interval with a 5% margin of error. The Resident Survey design was drafted in English and Spanish to ensure inclusion. Resident surveys were accessible via the agency website, phone, or in person to ensure equity. Responses were collected from various participants across different socio-economic statuses to ensure diversity of thought.

Survey Monkey Platform

Survey Monkey, an online survey platform, was used to collect responses from a group of participants or the intended audience. Several survey collectors were made available to survey participants during the Needs Assessment period:

- Weblink
- Email
- Social Media
- Website
- Manual Data Entry

Survey invitations were emailed and posted on the agency's website and in public places. Invitations are included in Appendix A.

Residents access the survey via the following QR Code:



Key Informant/ Community Partners Interviews

Community partners and key informants were interviewed during the needs assessment period to gain insight into the community's perceived needs. Questions posed during the interview were both open-ended and closed-ended questions.

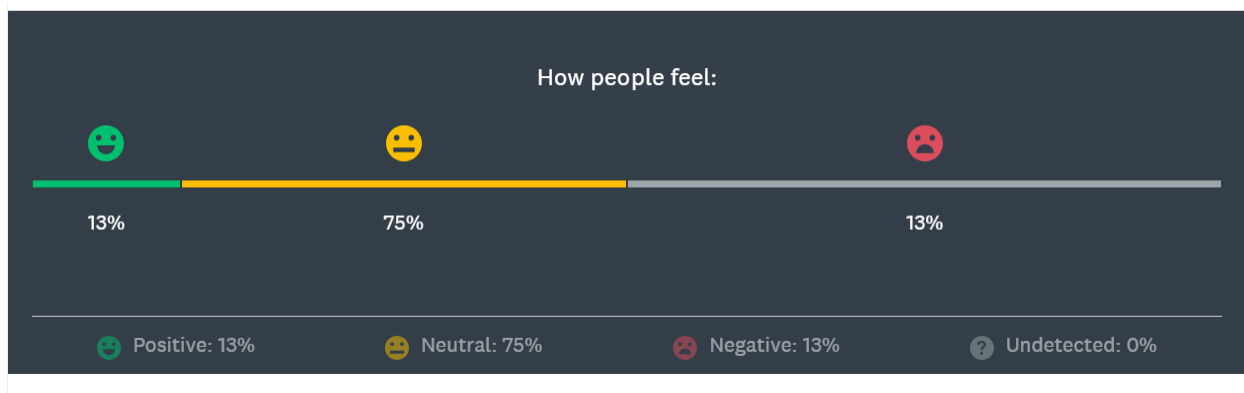
Sentiment Analysis

A unique feature was used on the Survey Monkey Platform to analyze the type of feedback received from open-ended survey questions. This feature was utilized for the key informant interviews, community leaders, and board members surveys.

Data Sample:

What do you know about our Community Action Agency (CAA) and the services we provide that help address the needs of low-income people?

Denton County:



Outcome/Results:

13% of organizations interviewed acknowledged awareness of the community action agency and the services it provides to the community.

75% of organizations interviewed had limited knowledge of the Community Action Agency and the services it provides to the community.

12% of organizations interviewed did not know the Community Action Agency and the services it provides to the community.

Five-Sector Organizations

Organizations accessed the survey and input their responses via the following QR Code:



Forums and Focus Groups:

Forums were conducted across CSI's ten-county service area. The Community Needs Assessment Team elected to delve deeper into the community's needs by reviewing the trends based on the responses received from the Large Sample Surveys. The forums/meetings focused on the needs of people with low socioeconomic statuses, service gaps, and solutions to address the needs. The focus group provided an in-depth understanding of the root causes and conditions of poverty within the community, barriers to accessing services, resource mapping, and ideal solutions to address needs.

Quantitative Data

The agency's CSBG annual report for program year 2023 was utilized to access trends in the data compared to local, state, and national sources. The annual report captured the agency's response to needs identified, outcomes, and overall agency impact. Databanks such as the U.S. Census Bureau American Community Survey, US Department of Labor, National Center for Education Statistics, US Department of Health and Human Services, and The Community Action Partnership's Engagement Network provided in-depth local, state, and national information.

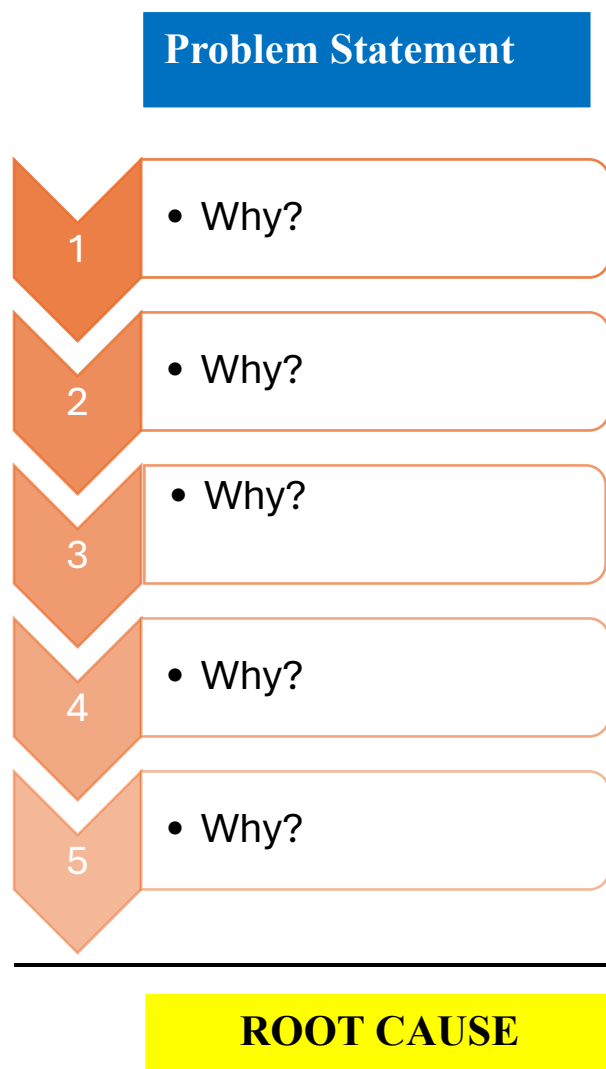
Top Five Needs-Aggregated Service Area

Based on the research modalities used during this Needs Assessment period, the top five needs are as follows:

- 1.) Housing
- 2.) Employment
- 3.) Education
- 4.) Food Assistance
- 5.) Financial Education/ Budgeting Classes

The “Five Whys” Analysis Method

Developed in the 1930s by the founder of Toyota Industries, Sakichi Toyoda introduced the “Five Whys” Analysis to identify a problem's root cause. The first step in the process is to identify a “problem statement” and then ask, “Why did the problem occur?” repeat this question five times until the problem has been narrowed down to the “root cause.” CSI chose this analysis method based on quantitative and qualitative research outcomes. Identifying poverty's root causes and conditions is imperative to implement viable solutions and lasting strategies, thereby uplifting the community. IT Operations, Science, Engineering, Telecommunications, and the Healthcare industry also use this problem-solving technique.



Community Profile (Service Area)

CSI's service area comprises ten Texas counties: Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt. The total population is 3,119,764, a 15.8% increase over the past three years. 7.6%, or 236,587, of the population, live in poverty. Each county in CSI's service area has unique resources, assets, and challenges.



Anderson County is one of the rural counties in the service area with the second highest poverty rate. Rich in culture and historical landmarks, there are 23 registered sites and landmarks, with the Mount Vernon AME Church in Palestine, TX, as its most popular site. The "GoBus" operates in Anderson County in addition to 13 surrounding counties; however, it operates on a limited schedule.



Collin County is the most populated county in CSI's service area, with the highest Bachelor's Degree Attainment of 54.3% of the population. It is the 43rd largest county by population in the nation. The county seat is in McKinney, TX. This county has the second-highest median gross rent at \$1,689.



Denton County Transportation Authority. In 2023, the total ridership data was 2,852,000. The services to the public include a fixed-route service in Denton, on-demand services in surrounding cities, shuttle routes covering the local colleges, a regional commuter bus line connecting Denton and downtown Fort Worth, and a train service. This county has two four-year public colleges, Texas Woman's University (TWU) and The University of North Texas (UNT). Each county's infrastructure and community vitality differ due to access to services, the built environment, and the landscape.



Ellis County has over 114 Texas State historical markers. The Ennis National Bank is its most visited landmark in the county. This county is rich in communication mediums for residents to stay updated with the world around them. These include several radio stations, community newspapers, and public libraries. Ellis County Educators are provided with remote learning tools and resources to nurture students' interest in civic-minded activities.



Henderson County is a family-oriented and close-knit community rich in livestock and local businesses. This county attracts an older population, as evidenced by the median age of 43.9, the oldest within CSI's service area. Individuals and families have a substantial value and belief system. Summer reading programs hosted at the public library enhance literacy skills for children in Henderson County.



Hunt County, another rural county within CSI's service area, has experienced a 14% increase in population growth. Despite this change, the poverty percentage has only decreased by 1.9%. Hunt County is home to Texas A&M University in Commerce, TX, a public research university with satellite offices in Dallas and Mesquite, TX. Courses are offered in Corsicana and Midlothian, TX, in partnership with Navarro College, and Frisco and McKinney, TX, with Collin College.



Kaufman County has a wide range of parks and scenic surroundings. This county is ideal for commercial businesses, industrial zones, and local family-owned restaurants. Kaufman County residents take pride in the more than 100 Texas State Historical Markers preserved and seen in the county.



The Corsicana Oil Field Discovery well is one of the most cherished landmarks in Navarro County. This county experienced an 11% increase in Population growth. Navarro County has the highest poverty percentage (22.9%) in CSI's service area despite the 16% increase in the median household income over the last three years. A well-established education institution is Navarro College, located in Corsicana, TX, a public institution with over 7,000 enrolled students.



Although Rockwall is the smallest county with only 149 square miles, it is one of Texas's top ten wealthiest counties, with a median household income of \$121,303. This county has the lowest poverty percentage within CSI's service area.



Van Zandt County is known for its Veterans Memorial in Canton, TX. The memorial pays homage to service men and women who have sacrificed their lives to preserve the nation's freedom. Its educative and immersive exhibits reflect the values embedded in individuals and families residing in Van Zandt County. A unique and must-see landmark for tourists visiting the county.

Population and Key Demographics (Service Area)

Measure	Texas	Anderson	Collin	Denton	Ellis	Henderson
Population	30,503,301	57,736	1,195,359	1,007,703	222,829	86,158
Median Age	35.2	39.3	37.1	36.5	36.2	43.9
Median Household Income	\$73,035	\$57,445	\$113,255	\$104,180	\$93,248	\$59,778
Veterans (% of Population)	4.65%	6.31%	3.5%	4.22%	5%	7.05%
EDUCATIONAL ATTAINMENT						
High School Graduate or Higher (Age 25+)	85.2%	84.8%	94.4%	93.3%	88.3%	86.7%
Some college, no degree	20.9%	24.3%	17.9%	20.6%	24.9%	25.6%
Bachelor's Degree or Higher (Age 25+)	32.3%	13.1%	54.3%	47.9%	27.9%	19.1%
EMPLOYMENT STATUS						
Civilian labor force (Age 16+)	64.6%	43%	70.3%	72.2%	68.9%	53.2%
Male	41.5%	50%	37.5%	33.7%	37.2%	53.6%
Female	58.5%	50%	62.5%	66.3%	62.8%	46.4%
Unemployed	4.1%	3.8%	3.8%	3.7%	4.0%	4.1%
Source: U.S. Census Bureau, American Community Survey, 2024						
Source: 2024 https://cap.engagementnetwork.org						

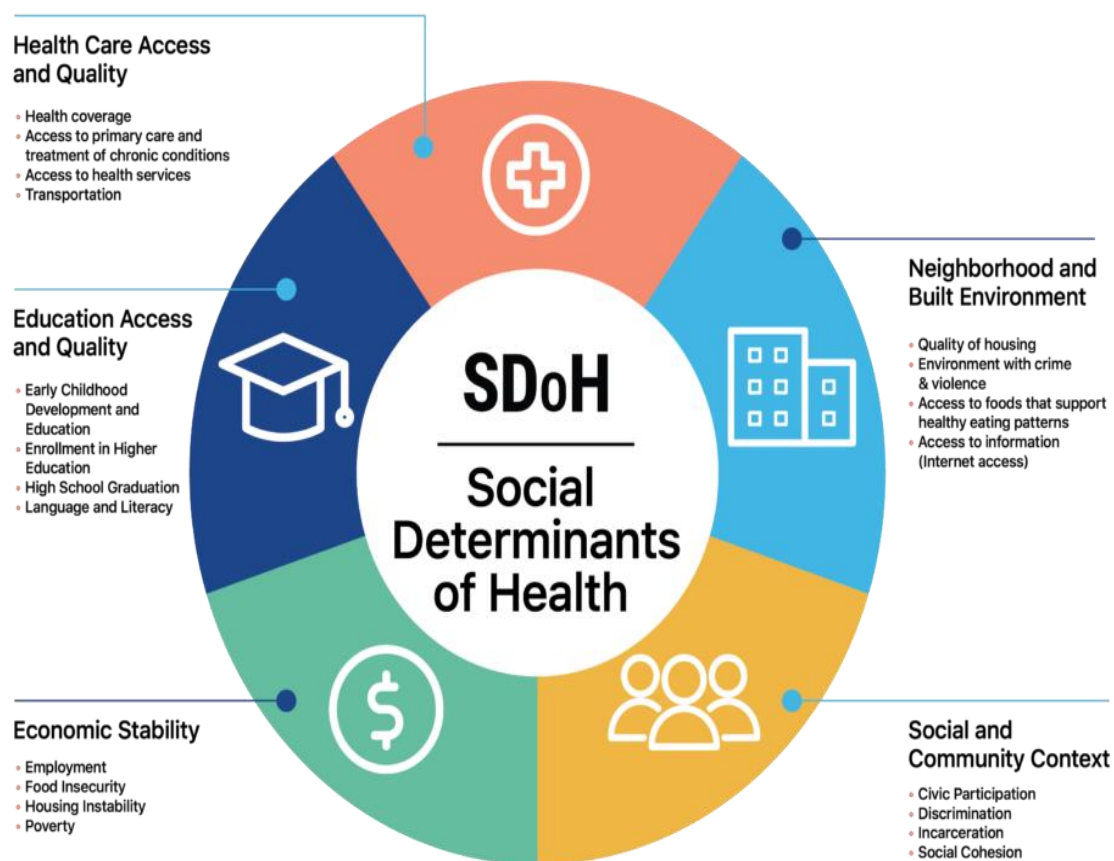
- Anderson County has the lowest bachelor's degree attainment percentage for ages 25 and up in CSI's service area.
- Anderson County has an even distribution of males and females in the workforce.
- Collin and Denton are CSI's two counties with the highest population in its service area.
- Collin and Denton counties have the highest bachelor's degree attainment.
- Henderson County has the highest Veteran population.
- Rockwall, Collin, and Denton counties have the top three highest median household incomes, making at least six figures.
- Denton County has the lowest unemployment rate out of CSI's service area.

Measure	Texas	Hunt	Kaufman	Navarro	Rockwall	Van Zandt
Population	30,503,301	113,347	185,690	55,635	131,307	64,000
Median Age	35.2	37.6	34.6	37.5	37.6	42.0
Median Household Income	\$73,035	\$66,885	\$84,075	\$56,261	\$121,303	\$62,334
Veterans (% of Population)	4.65%	6.34%	3.92%	5.05%	4.86%	6.72%
EDUCATIONAL ATTAINMENT						
High School Graduate or Higher (Age 25+)	85.2%	87.7%	86.3%	80.4%	94.3%	86.0%
Some college, no degree	20.9%	24.0%	24.6%	24.4%	22.5%	27.4%
Bachelor's Degree or Higher	32.3%	21.3%	23.8%	17%	43.9%	17.1%
EMPLOYMENT STATUS						
Civilian labor force (Age 16+)	64.6%	61.1%	68.4%	59.2%	70.2%	54.5%
Male	41.5%	45.7%	38%	48.3%	36.1%	54.1%
Female	58.5%	54.3%	62.0%	51.7%	63.9%	45.9%
Unemployed	4.1%	4.4%	4.3%	4.4%	3.8%	3.8%
Source: U.S. Census Bureau, American Community Survey, 2024						
Source: 2024 https://cap.engagemetnetwork.org						

- There is a high percentage of females in the workforce compared to their male counterparts in Kaufman County.
- The median age in Van Zandt County is 42 (Residents-older population).
- Navarro County is the least populated county within CSI's service area.
- Hunt and Navarro Counties have the highest unemployment rate within CSI's service area.

Causes and Conditions of Poverty (Overview)

There is a strong correlation between poverty and the Social Determinants of Health (SDoH). Poverty affects access to healthcare, economic stability, educational attainment, literacy rates, and the built environment. The causes of poverty may lead to individuals being impoverished and lacking success. Common causes of poverty may vary by the area or county, such as lack of opportunity, unemployment, underemployment, alcohol abuse/ drug addiction, outstanding debts, lack of affordable housing, lack of transportation, and lack of education and training. The conditions of poverty are the effects of living in poverty, such as poor health, living in substandard housing, food insecurity, homelessness, unsafe environments, and lack of resources to meet basic living needs. Individuals and families are entitled to healthy homes, schools, and places of employment. Health outcomes vary across CSI's service areas, comprising urban and rural counties. The causes and conditions of poverty within CSI's Service Area are organized under each county section of this report. The Social Determinants of Health are divided into five categories: Health Care Access and Quality, Education Access and Quality, Economic Stability, Neighborhood and Built Environment, and Social and Community Context.



Source: Healthy People 2030

Poverty Analysis

Individuals and families of diverse racial and ethnic backgrounds are impacted by poverty in many ways. The average household filled with individuals aged 18 to 64 is greatly affected by the implications of poverty. Many factors contribute to these outcomes, such as awareness and access to services, social and economic indicators, physical environment, and the overall health of each community. The table below shows the effects of poverty across different age groups, gender, race, and ethnicity. Females are at a higher risk of living in poverty compared to males in CSI's service area. African Americans are the top ethnic group living in poverty compared to other ethnic groups. 1 in 2 children live in poverty in Henderson and Navarro Counties. One-tenth of impoverished seniors reside in Kaufman, Navarro, and Van Zandt counties. Navarro county is one of the most vulnerable counties within CSI's service area due to the high poverty rates found in all variables (age, gender, and race/ethnicity).

Measure	Texas	Anderson	Collin	Denton	Ellis	Henderson
Poverty %	14%	19.3%	4.8%	7.8%	9.0%	13.0%
Under 18 years	41.90%	23.55%	18.11%	20.7%	29.42%	51.18%
65 years and older	11.4%	9.2%	6.7%	5.9%	4.7%	8.9%
Male	12.56%	15.3%	5.71%	6.93%	7.50%	14.76%
Female	15.31%	16.27%	6.92%	7.90%	8.88%	14.76%
Caucasian	11.84%	11.64%	5.66%	6.45%	6.24%	14.75%
African American	18.84%	30.74%	8.74%	12.79%	13.64%	16.88%
American Indian or Alaska Native	14.70%	1.23%	9.19%	20.55%	6.61%	3.63%
Hispanic or Latino Origin	18.94%	21.34%	11.23%	9.46%	11.94%	26.24%
Caucasian alone, not Hispanic or Latino	10.60%	14.66%	5.41%	6.91%	6.77%	12.90%

Measure	Texas	Hunt	Kaufman	Navarro	Rockwall	Van Zandt
Poverty %	14%	12.9%	8.6%	22.9%	4.7%	13.6%
Under 18 years	41.90%	41.68%	35.66%	51.55%	14.54%	45.70%
65 years and older	11.4%	8.0%	10.7%	10.5%	4.0%	10.7%
Male	12.56%	11.02%	8.02%	14.75%	3.43%	15.39%
Female	15.31%	13.44%	11.51%	18.17%	4.92%	18.80%
Caucasian	11.84%	10%	8.52%	12.36%	3.36%	15.44%
African American	18.84%	31.28%	17.62%	31.09%	9.82%	11.03%
American Indian or Alaska Native	14.70%	16.57%	9.58%	7.29%	11.14%	0.00%
Hispanic or Latino Origin	18.94%	14.96%	10.32%	21.27%	5.08%	21.30%
Caucasian alone, not Hispanic or Latino	10.60%	11.63%	9.61%	14.44%	3.95%	16.01%

Source (Poverty Analysis Tables): 2024 [https://cap.engagementnetwork.org](https://cap.engagementnetwork.org;);
U.S. Census Bureau, American Community Survey, 2024

Anderson County (Profile)



Anderson County is the 56th largest county in the state of Texas. With a total population of 57,736 and a land area spanning 1,062.6 miles, this county is often recognized as the “Little Rome of Texas.” Initially organized in 1846, this county was named after Kenneth Lewis Anderson (1805-1845). The county seat is in Palestine, TX. Adjacent to Henderson, Cherokee, Houston, Leon, and Freestone counties, this county sits between two ecoregions, the piney woods to the East and post oak Savanna to the West. The landscape of this county consists of hills, lakes, and ponds. The largest ethnic group in Anderson County is Caucasian (non-Hispanic),

with 57.3%. Most individuals and families in this county have an average commute of 23.2 minutes to work. The average car ownership is two cars per household. The median household income is \$57,445, with the most popular employment sectors in Retail Trade (2,640 people), Health Care & Social Assistance (2,417 people), and Public Administration (2,311 people). The Texas Dogwood Trails Festival is known as Palestine’s most notable attraction, and thousands of people travel annually to view the dogwoods. Over the years, there have been keen additions to the festivals, fostering longevity in the city. This includes the Dogwood Trails Parade (featuring floats and marching bands), the Arts and Crafts show, the East Texas train run (from Palestine to Rusk), and additional shows (home, farm, auto, etc.). A festival ushered in by a consortium of live music, food vendors, and local business owners. Another popular feature brought to Downtown Palestine is the Hot Pepper Festival, which adds to the city’s economy by attracting 15,000 visitors each year. Music, dance, and tumbler performances, including eating contests, are just some activities scheduled to enhance the festival experience. A snapshot of Community Assets and Resources in Anderson County is identified in the chart form. A legend has been provided to help determine the different categories represented. CSI has about ten agency partnerships in Anderson County (working partnerships or signed memorandum of agreements). Anderson County has seven school districts and 865 employer establishments. Eleven faith-based institutions are registered with the Palestine Chamber of Commerce.

Snapshot of Top Five Needs:

- 1.) Employment
- 2.) Housing
- 3.) Education
- 4.) Physical Health and Nutrition Classes
- 5.) Financial Education/ Budgeting Classes

Community Assets and Resources Anderson County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	American Red Cross		✓		✓	✓						✓
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Crisis Center of Anderson & Cherokee Counties				✓	✓						
5	First Resource Center					✓	✓					
6	First United Methodist Church						✓					✓
7	Lone Star Legal Aid										✓	✓
8	Meals On Wheels						✓					
9	Palestine Community Food Pantry						✓					
10	Palestine Resource Center for Independent Living											✓
11	Living Alternatives					✓						✓
12	Hope Station	✓			✓					✓		✓
13	Texas Department of Health-Women, Infants, and Children					✓				✓	✓	✓
14	Texas Workforce Commission	✓	✓								✓	✓
15	United Church Charities					✓	✓			✓		✓
16	United Way of East Central Texas		✓	✓						✓		✓
17	Treehouse Apartments				✓							
18	CASA of Trinity Valley (Anderson & Henderson)											✓
19	Community Resource Coordination Groups	✓			✓					✓		✓
20	Greater East Texas Community Action Program (GETCAP)											✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

Overcoming poverty starts with looking into the causes of poverty. A complex issue for many decades, it has developed into a generational plague. Children living below 200% of the Federal Poverty Level (FPL) in Anderson County equates to 51.4%, about 10% higher than the State's percentage (41.91%) and about 14% higher compared to the nation's percentage (37.17%). Inequality multiplied by Risk equals Poverty. These inequalities range from gender, race and ethnicity, age, social status, and health outcomes. Risk involves hazard and vulnerability. Can a single parent with limited to no education thrive in an environment with limited resources and a weak support system? Although the unemployment rate in Anderson County is 4%, slightly lower than the State and the United States percentages. Many families struggle with affordable housing, with the median gross rent being \$972. *GoBus* is the public transit system in Anderson County, but due to its limited operational hours, many workers can't get round-trip transportation to work, grocery stores, and doctor's appointments.

Conditions of Poverty

The effects of having low income in Anderson County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Anderson County
Population Health	35
Equity	48
Education	31
Economy	36
Housing	45
Food & Nutrition	35
Environment	58
Public Safety	59
Community Vitality	39
Infrastructure	52
Overall Score	27
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)	

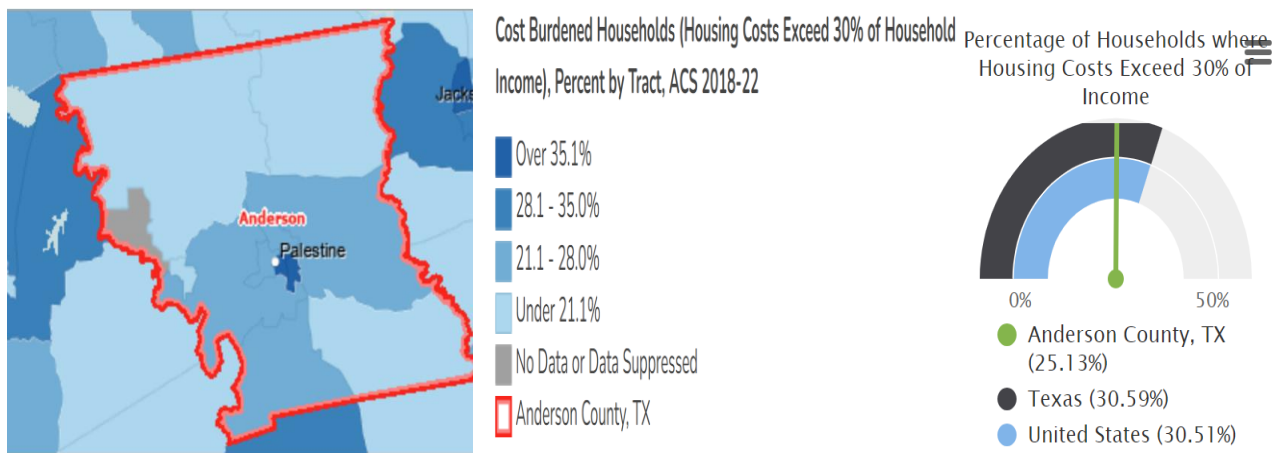
**County Overall
Score: 27**

**Texas Median: 39
U.S. Median: 47**

Data-CSBG Domains

Housing

Research shows that Anderson County has about 20,748 housing units with a median gross rent of \$972. 69% of residents own their own home. Twenty-five percent of households in this county spend more than 30% of their total household income on housing costs. This indicator covers the expenses of both renters and owners. Occupied housing units with one or more substandard conditions are at 28.14%, less than the State (32.85%) and national outcomes (31.70%). Owner and renter-occupied housing units consist of the following substandard conditions: lacking complete plumbing or kitchen facilities. Worsened housing conditions impact an individual or family's quality of life.



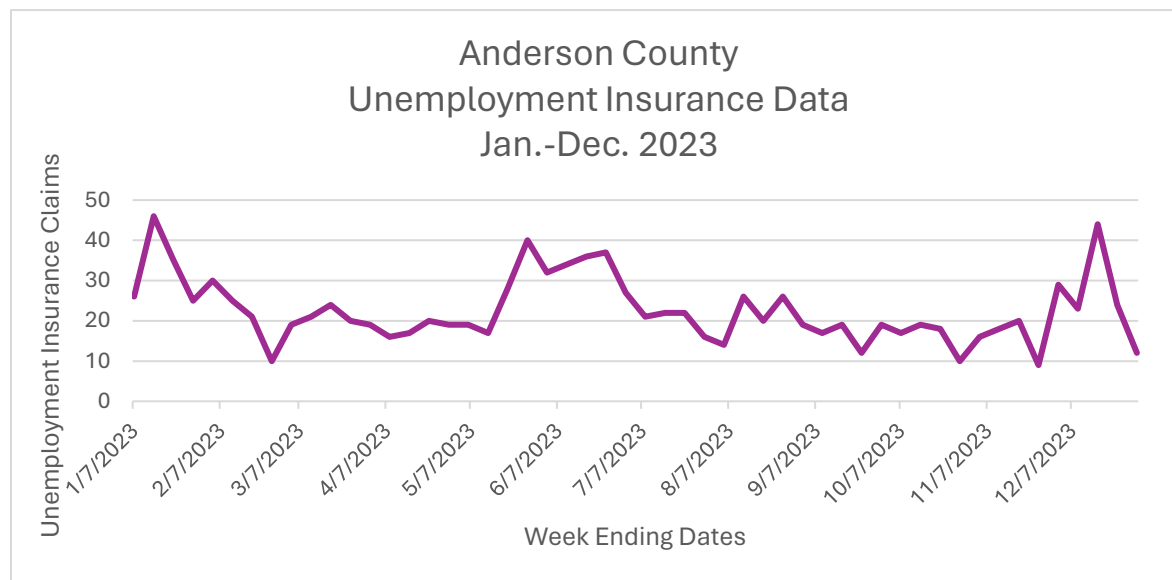
Employment

According to the U.S. Department of Labor, there was a spike in the number of individuals who obtained jobs in July 2023, with 23,142 in the labor force. There is a decrease in workers as of February 2024, with 22,780 in the labor force. The unemployment rate is 3.8% despite a total employer establishment of 865. Over the past five years, the unemployment rate has increased from 2.9% to 4.0%. The living wage calculator shows the hourly wage that an individual should

	1 ADULT			
	0 Children	1 Child	2 Children	3 Children
Living Wage	\$19.21	\$31.75	\$38.47	\$48.94
Poverty Wage	\$7.24	\$9.83	\$12.41	\$15.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

make to support themselves or their family. Adults with no children should make at least \$ 19.21 an hour or \$39,957 to help themselves, working full-time or 2,080 hours per year. A gross annual income of \$39,957 covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergencies, leisure activities, career development, or educational pursuits. Although gender equity exists in the workforce, as evidenced by the even distribution of workers (50% are males, 50 % females), employment is critical for Anderson County residents.

There were 1,175 or 1.58% unemployment claims filed in Anderson County out of the total claims (74,544) filed in CSI's Service area. A spike in unemployment claims filed by Anderson County residents can be seen in January, June, and December 2023.



Education

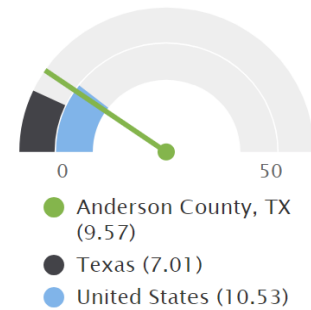
Approximately two prominent colleges/universities are within the county limits: Trinity Valley Community College and the University of Texas at Tyler: Palestine Campus. There has been a 2.5% increase in Bachelor's Degree attainment over the past three years. 38.2% of individuals stopped pursuing higher education after high school. 15.2% of the population did not attain a high school diploma, a higher rate than the State (14.8%) and Nation (10.9%). Males are more likely to obtain a high school diploma (39.2%) than Females (36.4%). Veterans who received a Bachelor's Degree, ages 25 and up, were 26.02% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 11.93%. Head Start programs are designed to provide educational opportunities to children whose families fall under the federal poverty level. The program aims to ensure children thrive and have the same opportunities as their counterparts, who may have a higher socioeconomic status. A total of \$3,135 for children under five qualify for the Head Start program. The preschool enrollment rate for ages 3-4 is 26.04%, significantly lower than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen in preschool enrollment, with 303 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 40; and Hispanics, 41). There are certain regions within the county where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 29.8% of the population are at or below level 1. Individuals at Level 2 struggle to perform text-based informational tasks but are considerably able to read. 40.3% of the population are at or below Level 2. Individuals at Level 3 are proficient in reading.



Head Start Facilities, All Facilities, ACF 2022

- Head Start Facilities, All Facilities, ACF 2022
- Anderson County, TX

Head Start Programs Rate (Per 10,000 Children Under Age 5)



Health & Social/Behavioral Development

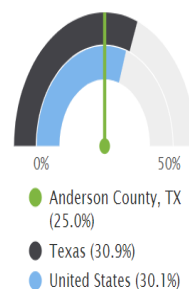
Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 24.27% of the population, ages 18-64, are uninsured, while 9.38% of children ages 0-17 are uninsured. Hispanics are the highest among the uninsured population, with a rate of 31% compared to other races (Caucasians, 11.10%; African Americans, 14.90%). According to the Department of Health and Human Services, Anderson County has 24 Medicaid and Medicare providers, including hospitals, nursing facilities, federally qualified health centers, rural health clinics, and Community Mental Health Centers. Anderson County scores 6.2 out of 10 on the food environment index due to the limited access to healthy foods and concerns about food insecurity. 13% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 18% experienced poor mental health monthly. 18,317, or 32% of the population, live in food deserts.

Report Area	Population Age 20+	Adults with BMI > 30.0 (Obese)	Adults with BMI > 30.0 (Obese), Percent
Anderson County, TX	46,291	11,619	25.0%
Texas	21,241,748	6,575,889	30.9%
United States	232,757,930	70,168,831	30.1%

Note: This indicator is compared to the state average.

Data Source: Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion. 2021. [→ Show more details](#)

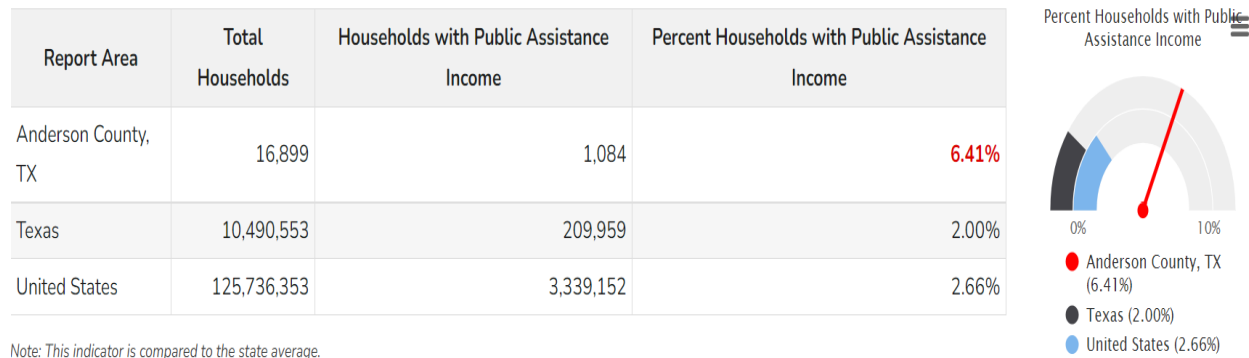
Percentage of Adults Obese (BMI > 30.0), 2021



Infrastructure/ Income & Asset Building

The median household income for Anderson County is \$57,445, a 32% increase from the last assessment or reporting period (2021). The Gini Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Anderson County scored 0.44, equivalent to the nation's average but slightly lower than the State's average of 0.48. Anderson County faces a lot of barriers in the journey to acquiring wealth due to the chronic state of individuals and families living in poverty. Many families are living in generational poverty and have been learning the skills to survive but not overcome their present

circumstances. 6.41% or 1,084 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Anderson County is \$4,656,500. The overall infrastructure score is 52/100 for Anderson County based on the following measures: Broadband access (68.4%), walkability index score (4.8%), and workers commuting 60 minutes or more (5.7%).



Civic Engagement/ Community Involvement

Anderson County has 53 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Anderson County scored 0.86, meaning the reported area is highly vulnerable and more significant than the State's average of 0.76. Voter participation is low in Anderson County, with only 42.9% of the citizen population, ages 18 and older, who voted in the 2020 U.S. presidential election. 51.7% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Anderson County's overall crime grade is D (i.e., violent crime, property crime, and other crimes). 300% of homes in Anderson County are more likely to be robbed with no home security. On average, a crime is committed every 2 hours and 15 minutes in Anderson County. There is an immediate need for crime prevention activities for individuals and families to make Anderson County safer. Societal issues such as public safety are all topics of interest in improving the quality of life for all community members. It requires community members' active participation and civic engagement from political leaders and activists to implement change.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Anderson County	Texas	United States
Median Household Income	\$57,445	\$73,035	\$75,149
Children Eligible for Free Lunch	65.8%	60.6%	51.7%
No High School Diploma	15.2%	14.8%	10.9%
Graduate or Professional Degree	4.0%	11.5%	13.4%
Unemployment Rate	3.8%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	51.40%	41.91%	37.17%
Income Inequality (Gini Index)	0.44	0.48	0.44
Children in single-parent households (%)	27%	26%	25%
Source: U.S. News Healthiest Communities, 2024			
Source: U.S. Census Bureau American Community Survey, 2024			

- The unemployment rate in Anderson County is slightly less than the State and Nation's rate.
- About half of the children in Anderson County are living in poverty.
- There is a higher percentage of children eligible for free lunch (which validates the data on the reported number of children living in poverty).
- More than one-fourth of children live in single-parent households.
- There is an income disparity in Anderson County, with the Gini Index being 0.44 (the closer the index is to 1, the more equitable the wealth distribution.)
- The median household income is significantly lower than the state and national median.

Physical Environment Indicators

Measure	Anderson County	Texas	United States
Air-Pollution (Particular Matter)	8.9	8.6	7.4
Broadband Connection	81.7%	88.4%	88.3%
Severe Housing Problems	12%	17%	17%
Food Environment Index	6.2	5.9	7.7
Mean Commute Time	23.2	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Anderson County residents face high levels of Air Pollution, which can lead to respiratory infections or airborne diseases.
- Although Anderson County residents experience severe housing problems, the average is slightly lower than that of the state and nation.
- Poor physical and environmental factors impact Anderson County residents' quality of life.
- The Food Environment Index is used to measure access to healthy food within proximity of one another.
- Anderson County scored 6.2 out of 10 for access to healthy foods, slightly lower than the Nation's score.

Health Behaviors Indicators

Measure	Anderson County	Texas	United States
Adult Smoking	21%	13%	15%
Adult Obesity	42%	36%	34%
Physical Inactivity	29%	25%	23%
Access to Exercise Opportunities	37%	82%	84%
Excessive Drinking	19%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	371.6	506.8	495.5
Teen Births (Rate per 1,000 population)	38	24	17
Source: County Health Rankings & Roadmaps 2024			

- About One-fifth of adults in Anderson County Residents are cigarette smokers.
- Anderson County's health indicator numbers are higher than those of the state and nation, resulting in the county's poor health status.
- Physical inactivity contributed to the high obesity rates among adults.
- 37% of Anderson County residents live near a park or recreation center, significantly less than the State and Nation's rate.
- Anderson County doesn't have adequate access to locations for physical activities.

Clinical Care Indicators

Measure	Anderson County	Texas	United States
Uninsured Population %	20%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	3,710	2,933	2,681
Primary Care Physicians	2,650:1	1,660:1	1,330:1
Mental Health Providers	1,870:1	640:1	320:1
Mammography Screening	36%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- One-fifth of the population under the age of 65 do not have insurance.
- Outpatient treatment might have prevented 3,710 hospital stays per 100,000 people enrolled in Medicare.
- There is one primary care provider for every 2,650 individuals in Anderson County.
- Anderson County residents have less access to primary care providers than those in Texas and the United States.
- One mental health provider for every 1,870 individuals registered in Anderson County.
- 36% of Female Medicare enrollees received an annual mammogram screening.

Health Outcomes

Measure	Anderson County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	13%	11%	10%
HIV Prevalence (Rate per 100,000)	586	415	382
Premature age-adjusted mortality	630	400	390
Life Expectancy	72.0	77.2	77.6
Low Birth Weight (%)	8%	8%	8%
Source: County Health Rankings and Roadmaps 2024			

- 13% of adults ages 20 and up are diagnosed with Diabetes, slightly higher than the State and Nation's percentages.
- 586 per 100,000 residents, ages 13 and above, are living with HIV (from reported outcomes). The Prevalence rates of HIV infections are significantly higher than the State (415) and the Nation (382).
- 8% of babies born in Anderson County weighed under 5 pounds and 8 ounces, equivalent to State and the Nation's percentages.
- The average life expectancy for Anderson County is age 72, which is less than the State and the Nation's numbers. Many health factors and physical environment indicators can alter Anderson County, TX's average life expectancy age.

Trends in Key Demographics 2021-2024

Measure	Anderson County	Texas	United States
Total Population (2021)	57,735	28,995,881	328,239,523
Total Population (2024)	57,736	30,503,301	334,914,895
Change	+1	+1,507,420	+6,675,372
Median Age (2021)	39.1	34.2	38.4
Median Age (2024)	39.3	35.2	38.5
Change	+0.2	+1.0	+0.1
Poverty % (2021)	19.9%	13.6%	10.5%
Poverty % (2024)	19.3%	14.0%	11.5%
Change	-0.6%	+0.4%	+1.0%
Percent Uninsured (2021) <65 yrs. old	14.45%	17.24%	10%
Percent Uninsured (2024) <65 yrs. old	19.8%	18.9%	9.3%
Change	+5.35%	+1.66%	-0.7%
Person with Disability (2021) <65 yrs. old	10.1%	7.9%	8.6%
Person with Disability (2024) <65 yrs. old	12.0%	8.2%	8.9%
Change	+1.9%	+0.3%	+0.3%
Median Household Income (2021)	\$43,455	\$61,874	\$62,843
Median Household Income (2024)	\$57,445	\$73,035	\$75,149
Change	+\$13,989	+\$11,161	+\$12,306
Bachelors' Degree (2021) (Age 25+) %	10.6%	29.9%	32.1%
Bachelors' Degree (2024) (Age 25+) %	13.1%	32.3%	34.3%
Change	+2.5%	+2.4%	+2.2%
Source: 2024			
http://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey, 2024			

Note: (+) denotes an increase.

(-) denotes a decrease.

Trends Analysis

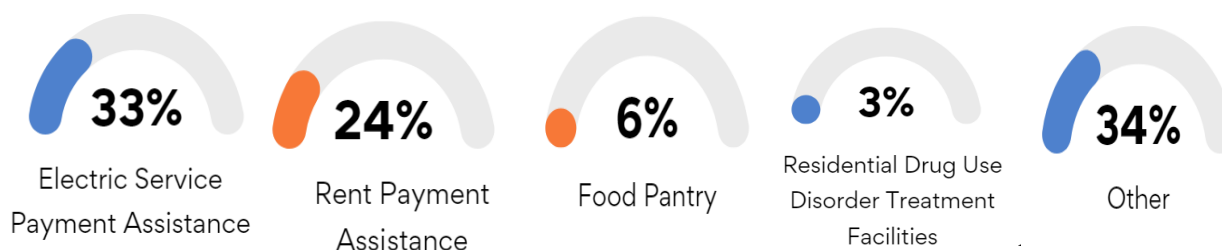
The population in Anderson County has remained relatively the same since the last needs assessment period. There is a slight increase in the median age. Although the median household income increased by an additional \$13,989, the percentage of individuals living in poverty has slightly decreased. The uninsured population increased by 5.35%, the most significant change in Anderson County. Bachelor's Degree attainment has increased by 2.5%. The trends show no additional substantial demographic data changes in Anderson County relative to the last reporting period.

Agency Response/ Program Impact

CSI received **65** requests for Anderson County from January 1, 2023-December 31, 2023. 78% of individuals requested rental assistance, 14% requested education support, and 8% requested other services. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI was able to serve a total of 33 unduplicated households (78 persons count) in Anderson County. These households were screened and received services to address the following needs: rent, education support, employment support, food, and gas. Two or more individuals were placed in CSI's Case Management Program to provide resources and guidance to help them achieve self-sufficiency goals. The following data provided are unduplicated counts. There were 6 reported outcomes in the Employment domain. There were 9 reported outcomes in the Education domain. There was 1 reported outcome in the Income and Asset Building domain. There were 37 reported outcomes in the Housing domain. There were 21 reported outcomes in the Health and Social Behavioral Development domain. There were two reported outcomes in the Civic Engagement domain. Fifty-eight individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

There was a surge in requests in the fourth quarter of the 2023 program year. The 2-1-1 reports show that the following requests were received via their hotline from September 1, 2023-December 31, 2023. There were 66 total requests ranging from the following needs: electric service payment assistance, rent payment assistance, childhood immunizations, alcohol use-related hotlines, childcare expense assistance, job search, and placement. Local bus transit services, low-income or subsidized private rental housing, non-emergency medical transportation, homeless shelter, food pantries, college or university entrance support, and residential drug-use disorder treatment facilities.

However, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Anderson County via:

- Large sample size surveys (Community Members/Residents, Clients, Staff)
- One-on-one interviews with Key Informants/ Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Anderson County to get comprehensive input from residents, clients, and key stakeholders in the community. The results of this task led to several profound discoveries. Respondents lived in the following zip codes: 75763, 75801, 75803. The results showed that 83% were females, 33% were single parent-females, and 58% were Caucasian. The educational background levels of respondents were evenly distributed, with 33% in each level (high school, some college, and Bachelor's Degree or Higher. 33% of respondents made under \$15,000, 17% made between \$15,000 to 29,999, 25% made between \$30,000 to \$49,999, and 25% made between \$50,000 or higher. The average age of respondents was 25-44.

In the Employment domain, 42% of respondents selected the phrase *job skills training to earn better wages* as "Very Needed." In the Education domain, 50% of respondents selected the phrase *assistance to attend trade/ technical school or college* as "Needed." In the Income and Asset Building domain, 50% of respondents selected the phrase *Financial Education/ Budgeting Classes, Credit Counseling* as "Very Needed." In the Housing domain, 67% of respondents selected the phrase *help to pay rent or mortgage* as "Very Needed." In the Health and Social/ Behavioral Development domain, 50% of respondents selected *Mental and Behavioral Health Counseling or Classes* as "Very Needed." In the Civic Engagement domain, 42% of respondents selected *Programs, activities, workshops on leadership skills, community involvement*, as "rarely needed". In the Emergency Assistance domain, 75% of respondents selected the phrase *Transportation* as "Very Needed." Another high need identified in the Emergency Assistance domain is *Help finding resources in the community*, with 67% of respondents selecting that phrase as "Very Needed." 58% of respondents had limited knowledge of community resources within their city or county, and 42% of respondents were aware of community resources.

There is a great need for better coordination for grassroots organizations to create systems that will allow its residents to become more familiar with its resources. In addition, access to obtaining services is a barrier voiced by respondents. Low-income individuals and families can benefit from job training programs to increase their wages and household income. Budgeting, financial education, and credit counseling are critical money management tools needed to support self-sufficiency goals once individuals have obtained gainful employment. It is inferred that many individuals and families face mental health crises due to the stressors of living in generational poverty. Anderson County needs infrastructure changes and community

revitalization. There are more families in need than community resources available. CSI is an agent of change by serving the individuals and families in need who are seeking assistance. Community outreach efforts can be strengthened in this county via constant engagement with city leaders, leadership or council meetings, and involvement and collaboration with the local chamber of commerce, rotary clubs, and social associations.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Anderson County:

1. Employment
2. Housing
3. Education
4. Physical Health and Nutrition
5. Financial Education/ Budgeting Classes

Gaps In Services and Barriers

Based on the top five needs identified in Anderson County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from the in-depth interviews with key informants and community leaders in Anderson County (Collected from May 3, 2024 In-Depth Interviews).

Key Informants/ Community Leaders Input

Anderson County is unique due to its rich history and culture; however, many systematic issues, such as poverty, have lingered for decades. Within CSI's service area, Anderson County's poverty population has remained in the top five counties due to substandard housing conditions, public safety concerns, transportation limitations, and other social and economic factors. The following direct quotes from community leaders were expressed during the one-on-one interviews:

“Most domestic violence survivors can’t receive employment services due to the lack of childcare for youths 13-18, and the children cannot be in the shelter by themselves while their parents are at work. An adult or parent must always accompany them. Other childcare centers have afterschool care for up to 12-year-olds. To close this gap, having more after-school programs such as the YMCA and providing full scholarships and vouchers for children would be beneficial. There is also a long waiting list, so many survivors can’t transition from shelter into homes because there aren’t enough affordable housing units”.

This comment shared by a community leader highlights the need for more affordable childcare options for parents, especially those from disadvantaged backgrounds, crises, or vulnerable situations. Another barrier raised during these sessions focused on the awareness of service offerings within the community.

“Residents are not aware of services in the community. There is a lack of communication among providers and referral coordination is limited”.

“Individuals and families are unaware of services available in the community. More visibility with organizations and marketing”.

“Lack of knowledge of services. Many individuals fall into the in-between stages, because they need help, but do not qualify for services. Transportation and childcare is needed to receive services”.

The root cause of barriers to services was mentioned during the interviews with a key informant, as evidenced by the following direct quotes:

“Generational poverty is common in Anderson County. Many have lived enough years without an education, have managed in life, and are not interested in education due to their age. Affordable housing is a major crisis to experiencing healthier communities in Anderson County”.

“Some organizations have vast requirements before individuals can receive services, while others have limited funds to assist those in need. A lot of individuals can’t receive employment services due to drug testing requirements because they are deep into their addiction, and they don’t want to let go of it. There is also a long waiting list for affordable housing (years long)”.

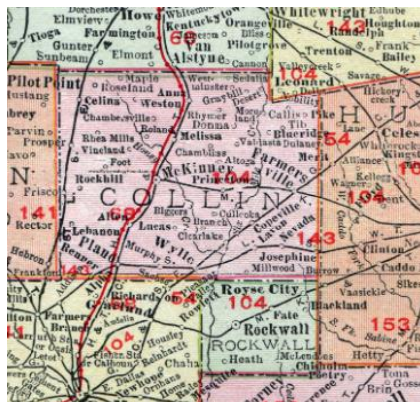
In synthesizing the previous direct quotes, individuals needing help can hinder their success and self-sufficiency goals. Many have used addiction to cope with harsh living conditions, mental health struggles, and family dysfunction. If left untreated, it can trickle down to the next generation. According to the National Institutes of Health (NIH), children of people with an addiction are about 50% more likely to abuse drugs or become alcoholics as adults. Some individuals are comfortable living in survival mode, while others struggle to end poverty for themselves and their families. The solution to these service gaps is more funding for grassroots organizations, statewide intervention to address the community needs, and a local or statewide referral system for better care coordination. Having more self-sufficiency and case management service offerings for families. In addition, having a “gateway to college or upward bound program in high school and career days so that children can see the possibilities that await them if they can apply themselves and seek trade school or traditional college options. The following needs were identified during the interviews: emergency assistance such as transportation, utility assistance, and vital records. Several organizations are hiring in Anderson County, but due to the lack of vital records needed for I-9 processing, individuals can’t move forward in the hiring process. Additional feedback received after the interviews was to educate parents on available services.

The “Five Whys” Analysis- Anderson County (Top Five Needs)

The following analysis is based on the top five needs identified for Anderson County. This information is based on quantitative and qualitative data collected during this needs assessment period.

<u>Employment</u> 	• Unemployment rate is 3.8%. • Unemployment Insurance Claims filed in 2023 (1,175). • Lack of job skills training to obtain higher wages. • Lack of transportation to the employment site due to limited bus operation hours. • Lack of living wage jobs within the city limits.
<u>Housing</u> 	• Lack of Affordable Housing. • One-fourth of the population spends more than 30% of their income on living expenses (Housing Burden) • Median gross rent is \$972. • Inflation. • National Disasters or significant environmental crises.
<u>Education</u> 	• Lack of awareness of federal assistance programs (FAFSA) and the application process to obtain financial aid. • Low literacy rates to understand the application • The disconnected youth population rate is 10.36% higher than the State (8.26%) and Nation's rate (6.94%). • 15% of students did not obtain a high school diploma. • Teen Births (rate per 1,000 population) is 38%, higher than the State (24%) and the Nation (17%).
<u>Physical Health and Nutrition Classes</u> 	• Persons with disabilities under the age of 65 increased from 10.1% to 12.0%. • Increased rates in chronic disease diagnosis (Adult Obesity-42%, Diabetes Prevalence-13%). • Physical inactivity rates with limited access to exercise opportunities. • Lack of adequate access to primary care providers. • One-fifth of the adult population is uninsured.
<u>Financial Education/Budgeting Classes</u> 	• Lack of financial literacy and savings plans. • Individuals don't earn enough income to develop a savings plan. • Individuals spend proposed savings on medical bills due to high insurance premiums or uninsured. • Median household income is significantly lower than the State and Nation's rate. • The top employment sector is Retail trade, with 865 total employer establishments in Anderson County.

Collin County (Profile)



Collin County is the second wealthiest county in Texas, with a Median household income of \$113,255. This county has experienced a 15% increase in population growth totaling 1,195,359. Although its largest city is Plano, TX, the county seat is in McKinney, TX. In the 1980s, a crucial part of the county's economy was attributed to dairy farming and light industry. As the years progressed, phenomenal growth can also be seen in the cities of Allen, Frisco, and McKinney. The top three ethnic groups in Collin County are Caucasian (non-Hispanic) with 65.7%, Asians with 18.7%, and Blacks or African Americans with 11.8%. Foreign-born persons residing

in Collin County make up 22% of the population. Border counties include Dallas, Denton, Fannin, Grayson, Hunt, and Rockwall. Collin County Community College District is one of the largest universities, awarded over 5700 degrees collectively over the year across its 12 satellite campuses. Collin County College has increased educational opportunities for the local community through expansion initiatives, including the iCollin Virtual Campus. The mean travel time to work for workers ages 16 and above is 28.2 minutes. The largest industries for employment are Professional, Scientific, & Technical Services (541,201 people), Retail Trade (490,079 people), and Health Care and Social Assistance (465,290 people). Annual events in Collin County include the following: Anna Glowfest, Cajun Fest, Cottonwood Art Festival, Frisco Freedom Fest, and Gaither Fest Texas Homecoming Spectacular. There is a wide range of engagement activities for individuals and families of all ages, including visiting local museums and attending music, dance, theatre performances, and cultural centers. A snapshot of Community Assets and Resources in Collin County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented. CSI has about 16 agency partnerships in Collin County (working partnerships or signed memorandum of agreements). Collin County has 17 school districts, including academies and 28,370 employer establishments. Twenty-two faith-based institutions are registered with the McKinney Chamber of Commerce.

Snapshot of Top Five Needs:

- 1.) Housing
- 2.) Transportation
- 3.) Employment
- 4.) Financial Education/ Budgeting Classes
- 5.) Physical Health and Nutrition Classes

Community Assets and Resources

Collin County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Allen Community Outreach	✓			✓	✓	✓			✓		
2	Assistance Center of Collin County			✓	✓	✓	✓					✓
3	Community Lifeline Center	✓			✓	✓	✓			✓		
4	Frisco Family Services	✓	✓			✓	✓			✓		
5	Texoma Council of Governments											✓
6	Collin County Homeless Coalition				✓							✓
7	Workforce Solutions of North Central Texas (NCTCOG)	✓	✓					✓				✓
8	CCCS of North Central Texas/ GreenPath Financial Wellness		✓	✓	✓							
9	Child and Adult Protective Services										✓	✓
10	Child Support Office										✓	✓
11	One Heart McKinney						✓					✓
12	Plano ISD-Head Start Program		✓									
13	Collin College		✓									
14	Community Resource Coordination Groups (CRCG)											✓
15	A-Line Staffing Solutions	✓										
16	Collin County Transit								✓			
17	Health Services of North Texas Pediatrics & Family Practice Plano					✓						✓
18	The Storehouse of Collin County		✓				✓			✓		✓
19	Collin County Mobile Crisis Team					✓						✓
20	REACH of Plano		✓									✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

Children living below 200% of the Federal Poverty Level (FPL) in Collin County equates to 18.11%, about 23% lower than the State's percentage (41.91%) and about 19% lower compared to the nation's percentage (37.17%). Impoverished households in Collin County are sinking deeper into poverty due to racial and ethnic disparities, income, and population growth. Hispanic residents are three times more likely to experience poverty compared to Caucasian residents due to language barriers, health education levels, and low wages. Statistical data is presented in the county indicators section of this report.

Conditions of Poverty

The effects of having low income in Collin County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Collin County
Population Health	79
Equity	52
Education	83
Economy	95
Housing	50
Food & Nutrition	73
Environment	52
Public Safety	73
Community Vitality	70
Infrastructure	84
Overall Score	80
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)	

County Overall Score: 80

Texas Median: 39

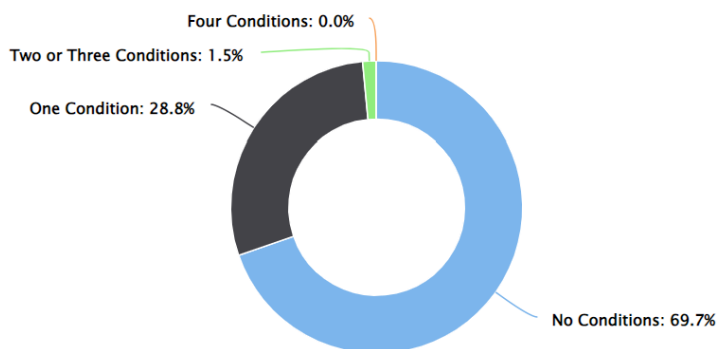
U.S. Median: 47

Data-CSBG Domains

Housing

Research shows that Collin County has about 20,748 housing units with a median gross rent of \$1,689. 64.5% of residents own their own home. 28% of households in this county spend more than 30% of their total household income on housing costs. This indicator covers the expenses of both renters and owners. Occupied housing units with one or more substandard conditions are at 30.30%, less than the State (32.85%) and national outcomes (31.70%). There are 200,850 students enrolled in the various school districts in Collin County. 1,755 or 0.90% are homeless students, which is lower than the State's rate of 2.17% and the Nation's rate of 2.77%. Increases in rental and other household expenses have led to individuals and families being evicted. Due to inflation and other family-related costs, many individuals must decide whether to put food on the table, pay rent, or even pay a utility bill. Several families seek solace by cohabiting with other family members or eventually relocating to their hometown to garner a strong family or support system.

Substandard Housing: Number of Substandard Conditions Present, Percentage of Total Occupied Housing Units
Collin County, TX

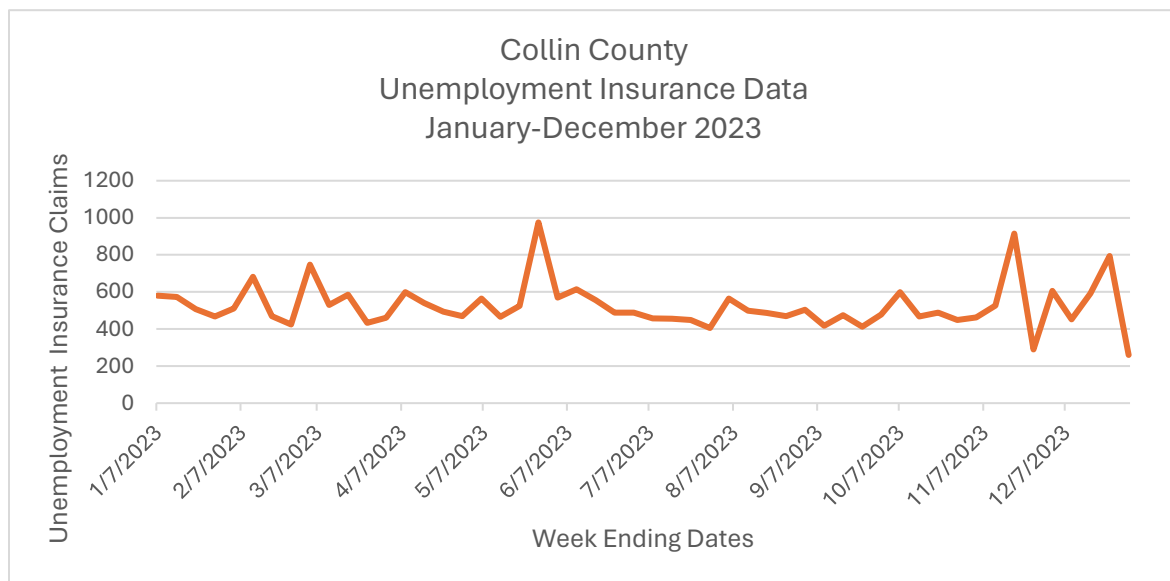


Employment

The unemployment rate is 3.8%, with a total employer establishment of 28,370. Over the past five years, the unemployment rate has increased from 2.9% to 4.0%. The living wage calculator shows the hourly wage that an individual should make to support themselves or their family. An adult with no children should make at least \$24.88 an hour or \$51,750 annually to help themselves, working full-time, or 2,080 hours per year. A gross annual income of \$51,757 covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergencies, leisure activities, career development, or educational pursuits. There is gender inequity seen in the workforce, with 62.5% of individuals ages 16 and above in the workforce being

1 ADULT			
0 Children	1 Child	2 Children	3 Children
\$24.88	\$40.38	\$49.71	\$64.24
\$7.24	\$9.83	\$12.41	\$15.00
\$7.25	\$7.25	\$7.25	\$7.25

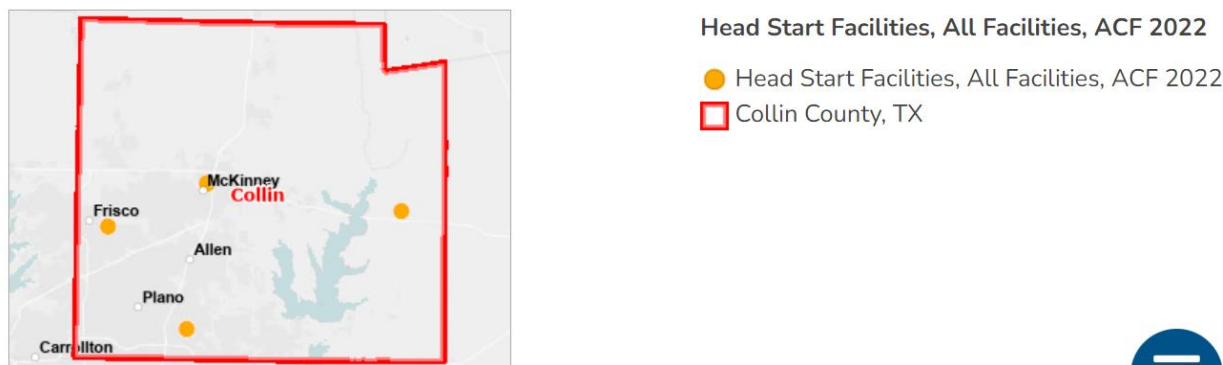
females. There were 27,281 or 36.60% unemployment claims filed in Collin County out of the total (74,544) filings in the CSI Service area. A spike in unemployment claims filed by Collin County residents can be seen in June, November, and December 2023.



Education

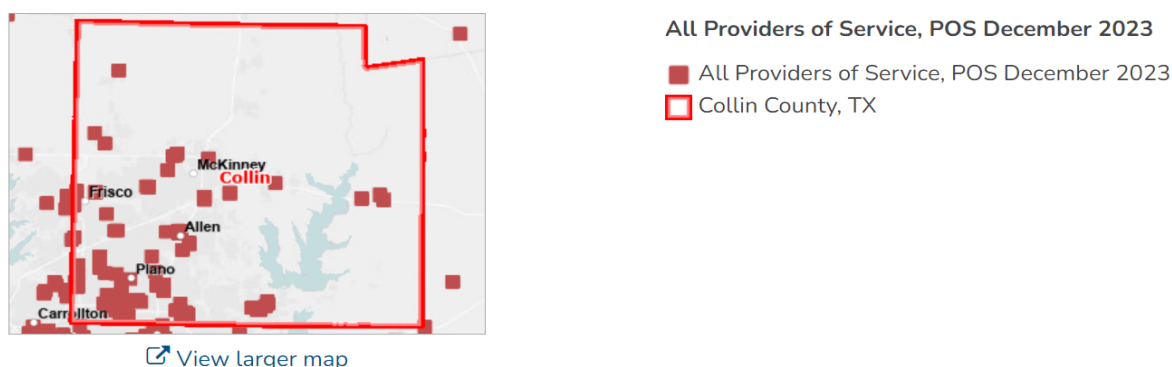
Collin College is one of the largest institutions with 12 satellite campuses. There has been a 2% increase in Bachelor's Degree attainment over the past three years. 14.7% of individuals stopped pursuing a higher education after high school. 5.7% of the population did not attain a high school diploma, a lower rate than the State (14.8%) and Nation (10.9%). Females are more likely to obtain a high school diploma (15.3%) than males (14.1%). Veterans who received a Bachelor's Degree, ages 25 and up, were 48.87% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 54.6%. Head Start programs are designed to provide educational opportunities to children whose families fall under the federal poverty level. The program aims to ensure children thrive and have the same opportunities as their counterparts, who may have a higher socioeconomic status. A total of 58,849 children under five qualify for the Head Start program. The preschool enrollment rate for ages 3-4 is 49.46%, higher than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen with preschool enrollment, with 9,273 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 1,562; and Hispanics, 3,027). There are certain regions within the county where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 11.5% of the population is at or below level 1, lower than the State at 28.2% and the Nation at 21.8%. Individuals at Level 2 struggle to perform text-based informational tasks but are considerably able to read. 24.8% of the population is at or below Level 2, lower than the State at 31.8% and Nation at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated

meanings or ideas. 63.7% are at or below level 3, significantly higher than the State at 40% and the Nation at 45.8%.



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 12.70% of the population, ages 18-64, are uninsured, while 7.01% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, Collin County has 78 total institutional providers, including hospitals, nursing facilities, and federally qualified health centers. There are no rural health clinics or Community Mental Health Centers. Collin County scores 8.4 out of 10 on the food environment index, which means residents have greater access to healthy foods; however, due to rising food costs and inflation, many opt to buy unhealthy foods. 13% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 18% experienced poor mental health monthly. 18,317, or 32% of the population, live in food deserts. The adult smoking rate is 11%, slightly lower than the State (13%) and the Nation (15%). More than one-fourth of the adult population is obese at a rate of 27% compared to the State at 36% and the Nation at 34%. About one-fifth of the population are physically inactive, despite 92% having access to exercise opportunities, which is higher than the State's rate at 82% and the Nation's rate at 84%. These facilities include, but are not limited to, local gymnasiums, sports and training centers, YMCAs, and outdoor parks.



Infrastructure/ Income and Asset Building

The median household income for Collin County is \$113,255, a 17% increase from the last assessment or reporting period (2021). The GINI Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Collin County scored 0.43, lower than the State (0.48) and Nation (0.44) numbers. Although this county is one of the wealthiest in the State of Texas, many individuals struggle in abject poverty due to high inflation and living expenses. Many business owners cannot afford to give their employees an increase in their cost of living allowance due to the supply and demand of services. Many educated individuals have difficulty obtaining gainful employment due to transportation limitations. 1.35% or 5,172 households receiving public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Collin County is \$29,993,000. The overall infrastructure score is 84/100 for Collin County based on the following measures: Broadband access (99.7%), walkability index score (9.3%), and workers commuting 60 minutes or more (9.7%).

Civic Engagement/ Community Involvement

Collin County has 730 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Collin County scored 0.29, meaning the reported area is less vulnerable than the State and Nation. A low-risk score indicated that the county has a good supply of resources needed during a natural disaster. Voter participation is higher than the State and nation's average, with 76.1% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 70.6% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Collin County's overall crime grade is A (i.e., violent crime, property crime, and other crimes). 300% of homes in Collin County are more likely to be robbed with no home security. On average, a crime is committed every 17 minutes in Collin County. There is a need for more police presence or safety resources in Collin County to help decrease the number of crimes committed. Community Organizations can partner with city officials to create awareness of public safety measures and how to be vigilant in the community. Other preventative measures include local schools' GREAT Program (Gang Resistance Education and Training).



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Collin County	Texas	United States
Median Household Income	\$113,255	\$73,035	\$75,149
Children Eligible for Free Lunch	25.3%	60.6%	51.7%
No High School Diploma	5.7%	14.8%	10.9%
Graduate or Professional Degree	20.5%	11.5%	13.4%
Unemployment Rate	3.8%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	18.11%	41.91%	37.17%
Income Inequality (Gini Index)	0.43	0.48	0.44
Children in single-parent households (%)	14%	26%	25%
Source: U.S. News Healthiest Communities 2024			
Source: U.S. Census Bureau American Community Survey 2024			

- The unemployment rate in Collin County is slightly less than the State and Nation's rate.
- Collin County Children living in poverty is significantly less than the State and Nation's rate.
- 1 in 4 children in Collin County are eligible for free lunch.
- The percentage of children living in single-parent households is significantly less than the State and Nation's rate.
- There is an income disparity in Collin County, with the Gini Index being 0.43 (the closer the index is to 1, the more equitable the wealth distribution.)
- The median household income is significantly higher than the state and national median.

Physical Environment Indicators

Measure	Collin County	Texas	United States
Air-Pollution (Particular Matter)	9.9	8.6	7.4
Broadband Access	96%	88.4%	88.3%
Severe Housing Problems	13%	17%	17%
Food Environment Index	8.4	5.9	7.7
Mean Commute Time	28.2	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Collin County residents face high levels of air pollution, dense living environments, and overcrowding.
- Collin County residents with severe housing problems are slightly lower than the State and Nation average.
- Collin County's Food Environment Index is 8.4%, creating greater access to healthy food and proximity to other healthy food stores.
- Individuals commute more due to high traffic patterns relative to the State and Nation.

Health Behaviors Indicators

Measure	Collin County	Texas	United States
Adult Smoking	11%	13%	15%
Adult Obesity	27%	36%	34%
Physical Inactivity	19%	25%	23%
Access to Exercise Opportunities	92%	82%	84%
Excessive Drinking	18%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	242.9	506.8	495.5
Teen Births (Rate per 1,000 population)	7	24	17
Source: County Health Rankings & Roadmaps 2024			

- Excessive drinking amongst adults in Collin County is equivalent to the State and Nation.
- Collin County's health indicator numbers are lower than those of the state and nation (excluding Access to Excess Opportunities Indicators). A relatively fair health behavioral status for the entire county.
- Collin County residents have the highest rate of access to exercise opportunities within CSI's service area.

Clinical Care Indicators

Measure	Collin County	Texas	United States
Uninsured Population %	11%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	2,650	2,933	2,681
Primary Care Physicians	1030:1	1,660:1	1,330:1
Mental Health Providers	600:1	640:1	320:1
Mammography Screening	49%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- Outpatient treatment might have prevented 2,650 hospital stays per 100,000 people enrolled in Medicare. Residents are often impacted in this area due to the lack of after-hours accessibility of outpatient facilities.
- There is one primary care provider for every 1,030 individuals in Collin County.
- Collin County residents have greater access to primary care providers than other Texas and United States residents.
- One mental health provider for every 600 individuals registered in Collin County.
- 49% of Female Medicare enrollees received an annual mammogram screening. Almost half of the population engaged in preventative health activities.

Health Outcomes

Measure	Collin County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	9%	11%	10%
HIV Prevalence (Rate per 100,000)	235	415	382
Premature age-adjusted mortality	230	400	390
Life Expectancy	81.6	77.2	77.6
Low Birth Weight (%)	8%	8%	8%
Source: County Health Rankings and Roadmaps 2024			

- 9% of adults ages 20 and up are diagnosed with Diabetes, slightly lower than the State and Nation's percentages.
- 235 per 100,000 residents, ages 13 and above, are living with HIV is significantly lower than the State (415) and the Nation (382).
- 8% of babies born in Collin County weighed under 5 pounds and 8 ounces, equivalent to State and the Nation's percentages.
- Residents tend to live longer in Collin County, with a life expectancy age of 81.6 compared to other counties within CSI's service area.

Trends in Key Demographics 2021-2024

Measure	Collin County	Texas	United States
Total Population (2021)	1,034,730	28,995,881	328,239,523
Total Population (2024)	1,195,359	30,503,301	334,914,895
Change	+160,629	+1,507,420	+6,675,372
Median Age (2021)	37.2	34.2	38.4
Median Age (2024)	37.1	35.2	38.5
Change	-0.1	+1.0	+0.1
Poverty % (2021)	6.1%	13.6%	10.5%
Poverty % (2024)	4.8%	14.0%	11.5%
Change	-1.3	+0.4%	+1.0%
Percent Uninsured (2021) <65 yrs. old	10.44%	17.24%	10%
Percent Uninsured (2024) <65 yrs. old	10.90%	18.9%	9.3%
Change	+0.46%	+1.66%	-0.7%
Person with Disability (2021) <65 yrs. old	4.4%	7.9%	8.6%
Person with Disability (2024) <65 yrs. old	5.0%	8.2%	8.9%
Change	+0.6%	+0.3%	+0.3%
Median Household Income (2021)	\$96,913	\$61,874	\$62,843
Median Household Income (2024)	\$113,255	\$73,035	\$75,149
Change	+16,342	+\$11,161	+\$12,306
Bachelors' Degree (2021) (Age 25+) %	52.3%	29.9%	32.1%
Bachelors' Degree (2024) (Age 25+) %	54.3%	32.3%	34.3%
Change	+2.0%	+2.4%	+2.2%
Source: 2024 http://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey, 2024			

*Note: (+) denotes an increase.
(-) denotes a decrease.*

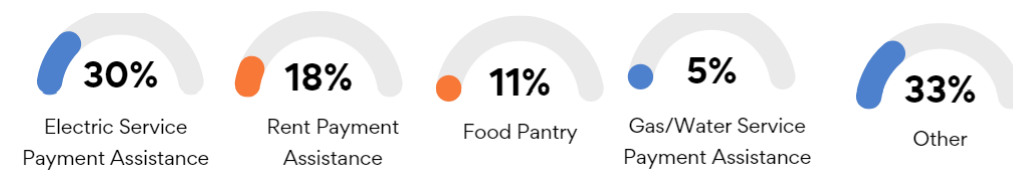
Trends Analysis

Over the past three years, Collin County has experienced exponential growth in its population, with an increase of 160,629 residents. There is a slight decrease in the median age. There was a significant increase in median household income, and based on trend data, this county will remain one of the top ten wealthiest counties in Texas. The poverty percentage has dropped by 1.3%. The uninsured population increased by 0.46%, a slight change in Collin County's demographic data. Bachelor's Degree attainment has increased by 2%. Persons ages 65 and under living with a disability have risen slightly in the last few years and are expected to remain the same. The trends show that this county will become denser and more overcrowded as younger individuals and families relocate to Collin County for better opportunities.

Agency Response/ Program Impact

CSI received **989** requests for Collin County from January 1, 2023-December 31, 2023. 97% of individuals requested rental assistance, 2% requested education support, and 1% requested other support services such as food, temporary shelter, and gas. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI was able to serve a total of 44 unduplicated households (118-person count). These households were screened and received services to address the following needs: rent, education support, employment support, food, and gas. Fifteen or more individuals were placed in CSI's Case Management Program to provide resources and guidance to help them achieve self-sufficiency goals. The following data provided are unduplicated counts. There were 13 reported outcomes in the Employment domain. There were 4 reported outcomes in the Education domain. There were 3 reported outcomes in the Income and Asset Building domain. There were 89 reported outcomes in the Housing domain. There were 4 reported outcomes in the Health and Social Behavioral Development domain. There were no reported outcomes in the Civic Engagement domain. Eighty-nine individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

There was a surge in requests in the fourth quarter of the 2023 program year. The 2-1-1 reports show that the following requests were received via their hotline from September 1, 2023-December 31, 2023. The total number of requests from Collin County residents during this period was 806. These requests ranged from Electric Service Payment Assistance, Rental Payment Assistance, Food Pantries, Utility Assistance, Childcare Expense Assistance, Low-Income/Subsidized Private Rental Housing, Domestic Violence Shelters, and Central Intake/Assessment for Mental Health Services; however, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Collin County via:

- Large sample size surveys (Community Members/Residents, Clients, Staff)
- One-on-one interviews with Key Informants/ Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Collin County to get comprehensive input from residents, clients, and key stakeholders in the community. The results are synthesized, and common themes have been formalized. Respondents lived in the following zip codes: 75407, 75075, 75035, 75093. The results showed that 77% were females, 46% were single parent-females, and 38% were Black or African American. The educational background levels of respondents varied, with 46% (the majority) selecting “some college” as their highest attainment level. 23% of respondents made under \$15,000, 23% made between \$15,000 and 29,999, 15% made between \$30,000 and \$49,999, and 38% made between \$50,000 or higher. The average age of respondents was 35-44.

In the Employment domain, 38% of respondents selected the phrase *help finding a living wage job* as “Not Needed,” while 31% selected *job skills training to earn better wages* as “Needed.” In the Education domain, 54% of respondents selected the phrase *English as a Second Language Class* and *Adult Education or Night School* as “Not Needed.” In this domain, 38% of respondents selected the phrase *Assistance to attend trade/technical school or College* and *Education Programs for children to gain literacy skills* as “Needed.” In the Income and Asset Building domain, 54% of respondents selected the phrase *Help with applying for Social Security, SSDI, WIC, TANF, etc.* as “Not Needed.” In the Housing domain, 62% of respondents selected the phrase *Affordable Housing* as “Very Needed.” In the Health and Social/ Behavioral Development domain, 46% of respondents selected the phrase *Programs and Activities for Seniors* as “Needed.” In comparison, 15% selected the phrase *Nutrition Education/ Healthy Eating Education Workshops* as “Very Needed.” In the Civic Engagement domain, 62% of respondents selected the phrase *Community Revitalization (i.e., Crime Prevention)* as “Needed”.

In comparison, only 15% of respondents selected the phrase *programs, activities, workshops on leadership skills, community involvement* as “Very Needed.” In the Emergency Assistance domain, 46% of respondents selected the phrase *Childcare Assistance* as “Very Needed.” Another high need identified in the Emergency Assistance domain selected by 46% of respondents is the phrase *Help finding resources in the community* as “Very Needed.” In addition, 46% of respondents selecting the phrase *Transportation* as “Very Needed” in the same domain. 46% of respondents had limited knowledge of community resources within their city or county, 23% were aware of Community resources, and 30% were unaware of any community resources within their city/county.

Mass public transit is needed in Collin County to reduce travel times, gas emissions, and traffic congestion. Many individuals spend at least an hour to two hours in traffic on major highways such as U.S. Highway 75. Although the Red Line route operated by the Dallas Area Rapid Transit (DART) enters the city of Plano, TX, most of the county is not served by any other transit agency. Historical efforts to establish bus routes through the Texoma Area Paratransit Systems (TAPS) proved futile as it only operated for two years, from 2013 to 2015. The housing crisis has burdened many residents living in Collin County. The median gross rent is \$1,689, the second-highest amount within CSI's service area. About 30% of individuals spend 30% or more of their total household income on housing expenses, equivalent to the State and Nation's average.

12% of individuals spend 50% or more of their total household income on housing costs. Financial assistance for individuals and families to further their education is another great need in Collin County. The local colleges and trade schools offer various degree programs, but many individuals focus on entering the workforce due to the rising costs of attaining postsecondary education. Some individuals work two to three jobs to provide for their household while covering the cost of living expenses. Many families have been impacted by the adverse effects of inflation in the aftermath of the pandemic. Collin County is currently working on community revitalization efforts to beautify the county's low-income areas. This will cause a rise in living costs in those areas, pushing its residents to other counties and causing homelessness. Many individuals needing community-based resources are unaware of where to find help and often reach out to local churches for benevolence funds to help address their needs. Faith-based leaders are unaware of community-based organizations that aim to drive impact and help individuals and families achieve their self-sufficiency goals. CSI can help address this gap in service delivery by hosting roundtables or informational sessions with faith-based leaders, resulting in more memorandums of agreements.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Collin County:

1. Housing
2. Transportation
3. Employment
4. Financial Education/Budgeting Classes
5. Physical Health and Nutrition Classes

Gaps In Services and Barriers

Based on the top five needs unidentified in Collin County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from the in-depth interviews with key informants and community leaders in Collin County (Collected from May 6, 2024 In-Depth Interviews).

Key Informants/ Community Leaders Input

Collin County is the most populous county within CSI's service area. Although there are many economic developments and plans, there are various disparities that individuals and families face, such as health outcomes, access to care, availability of care, and affordability. As the Community Needs Assessment Team surveyed the area, there was a wide range of answers concerning the needs in the community. Over time, a community's needs can change due to a shift in the environmental conditions and the economy, migration of families, and access to opportunities. The following direct quotes from community leaders were expressed during the one-on-one interviews:

“I believe there is a big gap in community awareness of services. People don't know where to go for help. A barrier to receiving services is that many individuals don't want to follow a program's guidelines, so they would rather refuse services offered to them”.

Visibility and marketing remain a constant request by many community members to address reoccurring needs. Many individuals and families are in dire need of services, and due to the stress of their circumstances, they cannot actively search for resources. They often give up or are forced to make poor decisions. Another important observation made during these discussions was:

“Community providers are out of funds, and they are unsure of when funding will be available to assist more families.”

The root cause of barriers to services was mentioned during the interviews with a key informant, as evidenced by the following direct quotes:

“There are limited housing options in Collin County. We don't have a centralized location for residents to receive services to address their needs. The same organizations are constantly receiving requests, which means that the demand is high, and the supply is low. There needs to be constant communication with providers on ways to help refer people to services, like findhelp.org, but more in real-time”.

Community Leaders provided insight into their daily struggles while trying to help families sustain themselves and remain out of poverty. There is a distinct difference between self-sufficiency and self-sustainability. Self-sufficiency is an individual's ability to meet their needs and be economically stable. Self-sustainability is maintaining the act of self-sufficiency and not falling into the recidivism of poverty. Providing services to individuals and families temporarily solves an underlying problem. Each community leader's goal is to help shape the future of individuals and families by giving them the tools they need to thrive within the community.

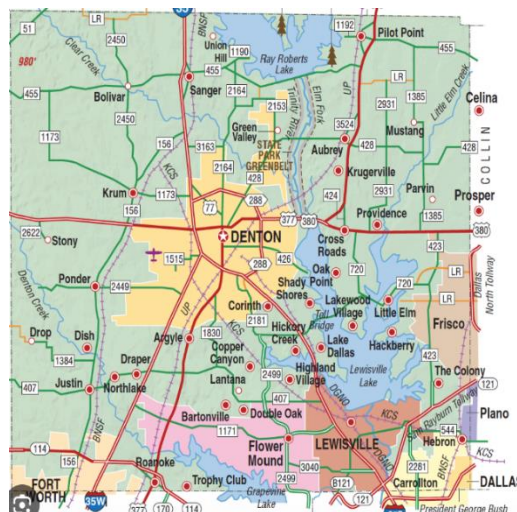
Investing time and resources into education and training classes for individuals receiving services is one of many solutions. Financial education is a critical skill that individuals need to attain to transition out of poverty and leave a legacy for their families. Interventions of this magnitude can begin as early as high school. Educators are pivotal in influencing school curriculum writers to consider adding life skills training for high school students. This is one of many solutions communities can adopt to taper the effects of generational poverty.

The “Five Whys” Analysis- Collin County (Top Five Needs)

The following analysis is based on the top five needs identified for Collin County. This information is based on quantitative and qualitative data collected during this needs assessment period.

 <u>Housing</u>	• The eviction filing rate is 6% compared to the State’s at 4.7%. • 30% of families spend more than 30% of their total household income on housing costs. • Median gross rent is \$1,689. • Limited affordable housing units within the county • Housing developers are investing and developing in structured business areas only.
 <u>Transportation</u>	• 60-minute roundtrip commute to work. • Traffic congestion due to construction projects on major highways connecting adjacent counties • Lack of mass transit system to cover the entire county. • The cost associated with implementing a centralized system. • Lack of consensus amongst city leaders on a practical approach to address the county’s transit needs.
 <u>Employment</u>	• 28,370 employers, with 70% in the labor force. • Unemployment rate is 3.8%. • Unemployment claims filed in 2023 are 27,281 or 36.6% (highest in CSI’s service area). • Workers are getting laid off or ending contract jobs. • Workers lack job skills and training to get higher-paying permanent jobs.
 <u>Financial Education/ Budgeting Class</u>	• Lack of financial literacy for low-income families. • 5,172 Households are on public assistance income. • Only one working adult in the household, thereby causing strain on the finances. • Most adults open checking accounts only and opt out of opening savings and investment accounts. • Increase in emergencies or housing crises.
 <u>Physical Health and Nutrition Classes</u>	• More than one-fourth of the population of adults are diagnosed with obesity. • The physical inactivity rate is 19%. • Poor physical health days in a month (3 out of 30 days). • Lack of commitment to attending physical health and nutrition courses. • The cost associated with physical health and nutrition courses.

Denton County (Profile)



Established by the Texas legislature on April 11, 1846, Denton County has grown exponentially by becoming the center of major higher education institutions in North Texas. Formally called the North Texas Normal College, the University of North Texas (UNT) enrolled its largest-ever student body class in the Fall of 2023, totaling 46,940 across three campus locations (Denton, Frisco, Online Learners). Although coeducational since 1994, the Texas Woman's University (TWU) is recognized as the largest state-supported university for women nationwide. Denton County is among the top 10 Richest Counties on the Texas list, with a median household income of \$104,180. This county has

experienced a 14% increase in population growth totaling 1,007,703. Its county seat is the city of Denton, despite the various changes to the county seat location in the late 1800s due to economic changes and migration. The top three racial or ethnic groups in Denton County are Caucasian (non-Hispanic) with 54.3%, Hispanics or Latinos with 20.1%, and Blacks or African Americans with 12.4%. Foreign-born persons residing in Denton County make up 16% of the population. Border counties include Cooke, Grayson, Collin, Dallas, Tarrant, and Wise. The mean travel time to work for workers ages 16 and above is 28.3 minutes.

The largest industries for employment are Management Occupations (73,403 people), Office & Administrative Support Occupations (55,100 people), and Sales & Related Occupations (54,873 people). The Denton Chamber of Commerce celebrates small business owners during a week-long event in which community members submit nominations for Small Business Awards. A snapshot of Community Assets and Resources in Denton County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented. CSI has about 30 agency partnerships in Denton County (working partnerships or signed memorandum of agreements). Denton County has 16 school districts, including academies and 17,919 employer establishments. Three faith-based institutions are registered with the Denton Chamber of Commerce.

Snapshot of Top Five Needs:

- 1.) Housing**
- 2.) Employment**
- 3.) Food Assistance**
- 4.) Financial Education/ Budgeting Classes**
- 5.) Physical Health and Nutrition Classes**

Community Assets and Resources *Denton County*

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA.	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Ann Windle School-Head Start		✓									
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Christian Community Action	✓	✓		✓	✓	✓					
5	Giving Grace				✓	✓	✓			✓		✓
6	Interfaith Ministries of Denton, Inc.					✓						✓
7	Legal Aid of Northwest Texas										✓	✓
8	Denton Workforce Center (NCTCOG)	✓	✓				✓				✓	✓
9	United Way of Denton County			✓	✓							✓
10	Denton County Homeless Coalition	✓				✓				✓		✓
11	Our Daily Bread-Adults Only Shelter	✓	✓		✓	✓				✓		✓
12	Texoma Council of Governments											✓
13	Texas Department of Health and Human Services			✓		✓					✓	✓
14	Shiloh Food Community Garden					✓						
15	North Central Texas College (NCTC)		✓									
16	Goodwill-North Central Texas	✓	✓	✓		✓				✓		✓
17	University of North Texas (UNT)											
18	Serve Denton Center	✓	✓	✓	✓	✓						
19	Denton Community Food Center					✓						
20	Refuge for Women				✓							✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

Individuals and families in Denton County are faced with making tough decisions daily as they consider the needs of their households. With the limited supply of affordable housing units, residents spend more than 30% of their budget on living expenses. This impacts food security rates as people struggle to eat a balanced diet due to limited income and high rental rates. The food insecure population for children living in Denton is 34,320 (15.7%). The estimated program eligibility among food-insecure children in Denton County is as follows: 56% of children are likely ineligible for federal nutrition programs due to household incomes above 185% of the federal poverty guidelines. In comparison, only 44% are income-eligible for federal nutrition programs. The annual food budget shortfall estimate is \$89,386,000. This estimate reflects the additional dollar amounts food-insecure individuals or families need to purchase enough food to meet their basic nutritional needs.

Conditions of Poverty

The effects of having low income in Denton County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Denton County	County Overall Score: 72 Texas Median: 39 U.S. Median: 47
Population Health	71	
Equity	53	
Education	75	
Economy	88	
Housing	43	
Food & Nutrition	68	
Environment	52	
Public Safety	71	
Community Vitality	66	
Infrastructure	85	
Overall Score	72	
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)		

Data-CSBG Domains

Housing

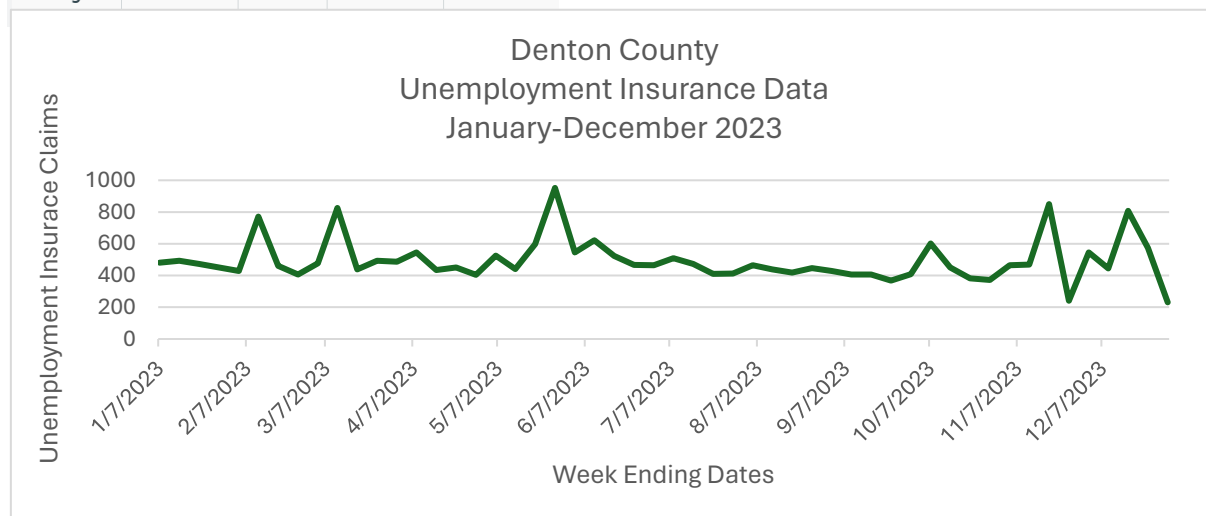
Research shows that Denton County has about 376,666 housing units with a median gross rent of \$1,496. 65% of residents own their own home. Thirty percent of households in this county spend more than 30% of their total household income on housing costs. This indicator covers the expenses of both renters and owners. Occupied housing units with one or more substandard conditions are at 30.14%, less than the State (32.85%) and national outcomes (31.70%). Owner and renter-occupied housing units consist of the following substandard conditions: lacking complete plumbing or kitchen facilities. Worsened housing conditions impact an individual or family's quality of life.

Employment

The unemployment rate is 3.7%, with a total employer establishment of 17,919. Over the past five years, the unemployment rate has decreased from 4.4% to 3.9%. The living wage calculator shows the hourly wage that an individual should make to support themselves or their family. Adults with no children should make at least \$23.73 an hour or \$49,351 in gross annual income to help themselves, working full-time or 2,080 hours per year. A gross annual income covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not

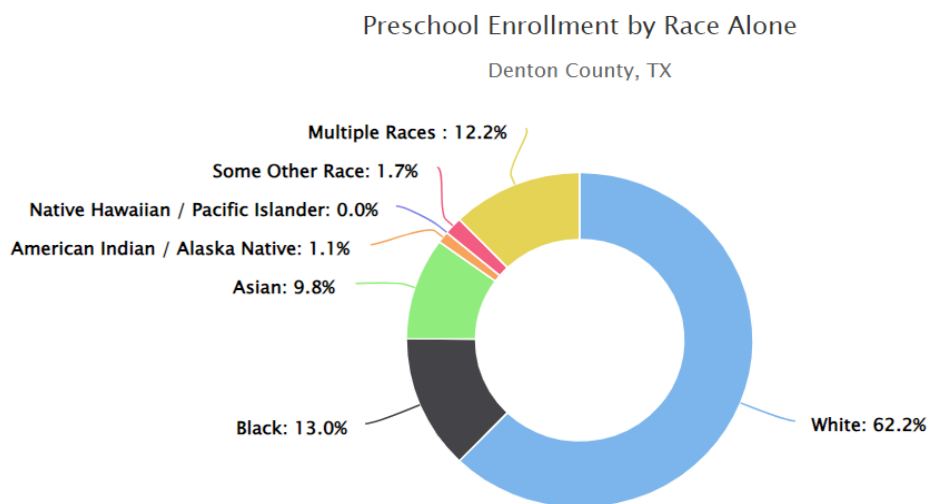
	1 ADULT			
	0 Children	1 Child	2 Children	3 Children
Living Wage	\$23.73	\$38.96	\$48.20	\$62.26
Poverty Wage	\$7.24	\$9.83	\$12.41	\$15.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

cover emergencies, leisure activities, career development, or educational pursuits. There is gender inequity seen in the workforce, with 66.3% of individuals ages 16 and above in the workforce being females. There were 25,683 or 34.40% unemployment claims filed in Denton County out of the total (74,544) filings in CSI's Service area. A spike in unemployment claims filed by Denton County residents can be seen in February, March, June, November, and December 2023.



Education

The University of North Texas (UNT), established in 1890, is recognized as one of the nation's largest public research universities. UNT's main campus is nestled in the city of Denton, TX. The university has a satellite campus in Frisco, TX, and an online campus for e-learners. UNT offers 114 Bachelor's degree programs, 97 Master's degree programs, and 39 Doctoral degree programs. There has been a 2.8% increase in Bachelor's Degree attainment over the past three years. 16.9% of individuals stopped pursuing a higher education after high school. 6.7% of the population did not attain a high school diploma, a lower rate than the State (14.8%) and Nation (10.9%). Females are more likely to obtain a high school diploma (17.3%) than males (14.1%). Veterans who received a Bachelor's Degree, ages 25 and up, were 43.12% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 48.22%. Head Start programs are designed to provide educational opportunities to children whose families fall under the federal poverty level. The program aims to ensure children thrive and have the same opportunities as their counterparts, who may have a higher socioeconomic status. 49,790 children under five qualify for the Head Start program. The Head Start Program rate per 10,000 children under age 5 is 0.2%. The preschool enrollment rate for ages 3-4 is 50.03%, higher than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen with preschool enrollment, with 9,068 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 1,889; and Hispanics, 3,042). There are certain regions within the county where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 14.4% of the population is at or below level 1, lower than the State at 28.2% and the Nation at 21.8%. Individuals at Level 2 struggle to perform text-based informational tasks but are considerably able to read. 27.1% of the population is at or below Level 2, lower than the State at 31.8% and the Nation at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated meanings or ideas. 58.5% are at or below level 3, significantly higher than the State at 40% and the Nation at 45.8%.



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 14% of the population, ages 18-64, are uninsured, while 7% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, Denton County has 68 total institutional providers, including hospitals, nursing facilities, and federally qualified health centers. There are no rural health clinics or Community Mental Health Centers. Denton County scores 8.2 out of 10 on the food environment index, which means residents have greater access to healthy foods. 9% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 14% experienced poor mental health monthly. 37,197 of the population live in food deserts. The United States Department of Agriculture (USDA) defines a food desert as any neighborhood that lacks healthy food sources due to experiencing low-income levels, vehicle access, and distance to local food stores.



Infrastructure/ Income and Asset Building

The median household income for Denton County is \$104,180, a 20% increase from the last assessment or reporting period (2021). The Gini Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Denton County scored 0.43, lower than the State (0.48) and Nation (0.44) numbers. Although this county's median household income has increased by 20%, many impoverished individuals and families struggle to meet their basic living needs, making it challenging to build generational wealth. 1.44% or 5,172 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Denton County is \$25,920,500. The overall infrastructure score is 85/100 for Denton County based on the following measures: Broadband access (99.7%), walkability index score (6.1%), and workers commuting 60 minutes or more (8.8%).



Civic Engagement/ Community Involvement

Denton County has 543 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Denton County scored 0.34, meaning the reported area is less vulnerable than the State and Nation. A low-risk score indicated that the county has a good supply of resources needed during a natural disaster. Voter participation is higher than the State and nation's average, with 71.6% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 68.4% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Denton County's overall crime grade is B+ (i.e., violent crime, property crime, and other crimes). 300% of homes in Denton County are more likely to be robbed with no home security. On average, a crime is committed every 19 minutes in Denton County. There is a need for more police presence or safety resources to help decrease the number of crimes committed in Denton County.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Denton County	Texas	United States
Median Household Income	\$104,180	\$73,035	\$75,149
Children Eligible for Free Lunch	33.2%	60.6%	51.7%
No High School Diploma	6.7%	14.8%	10.9%
Graduate or Professional Degree	16.2%	11.5%	13.4%
Unemployment Rate	3.7%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	20.70%	41.91%	37.17%
Income Inequality (Gini Index)	0.43	0.48	0.44
Children in single-parent households (%)	17%	26%	25%
Source: U.S. News Healthiest Communities, 2024			
Source: U.S. Census Bureau American Community Survey, 2024			

- 1 in 5 children live in poverty in Denton County.
- More than one-fourth of children live in single-parent households.
- Denton County has an income disparity, with the Gini Index being 0.44 (the closer the index is to 1, the more equitable the wealth distribution.)
- The median household income is significantly higher than that of the state by 43% and that of the nation by 37%.

Physical Environment Indicators

Measure	Denton County	Texas	United States
Air-Pollution (Particular Matter)	10.0	8.6	7.4
Broadband Internet Subscription	95.1%	88.4%	88.3%
Severe Housing Problems	13%	17%	17%
Food Environment Index	8.2	5.9	7.7
Mean Commute Time	28.3	26.6	26.7
Source: County Health Rankings & Roadmaps, 2024			

- Denton County residents face high levels of air pollution due to congested cities and construction projects.
- Although Denton County residents experience severe housing problems, it is slightly lower than the State and Nation's average.
- Poor physical and environmental factors impact the quality of life of Denton County residents.
- Denton County's Food Environment Index score is 8.2 out of 10, resulting in healthy food access for its residents.

Health Behaviors Indicators

Measure	Denton County	Texas	United States
Adult Smoking	12%	13%	15%
Adult Obesity	32%	36%	34%
Physical Inactivity	20%	25%	23%
Access to Exercise Opportunities	94%	82%	84%
Excessive Drinking	19%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	272.0	506.8	495.5
Teen Births (Rate per 1,000 population)	10	24	17
Source: County Health Rankings & Roadmaps, 2024			

- Health behavior indicators in Denton County show that the county is healthier in more than one category compared to the State and Nation reported data.
- The excessive drinking indicator is slightly higher than the state and nation percentages. About One-fifth of adults in Anderson County Residents are cigarette smokers.
- One-fifth of adults are physically inactive, with 94% of the population having access to exercise opportunities in Denton County.
- Access to Exercise Opportunities is significantly higher than in the state and the nation.

Clinical Care Indicators

Measure	Denton County	Texas	United States
Uninsured Population %	14%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	2,626	2,933	2,681
Primary Care Physicians	1860:1	1,660:1	1,330:1
Mental Health Providers	600:1	640:1	320:1
Mammography Screening	48%	39%	43%
Source: County Health Rankings & Roadmaps, 2024			

- The uninsured population ages 65 and under is significantly higher than the State.
- Outpatient treatment might have prevented 2,626 hospital stays per 100,000 people enrolled in Medicare.
- There is one primary care provider for every 1,860 individuals in Denton County.
- Denton County residents have less access to primary care providers than those in Texas and the United States.

Health Outcomes

Measure	Denton County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	9%	11%	10%
HIV Prevalence (Rate per 100,000)	217	415	382
Premature age-adjusted mortality	250	400	390
Life Expectancy	80.9	77.2	77.6
Low Birth Weight (%)	7%	8%	8%
Source: County Health Rankings and Roadmaps, 2024			

- Diabetes prevalence is less than one-tenth of the Denton County population.
- 217 per 100,000 residents, ages 13 and above, are living with HIV (from reported outcomes). The Prevalence rates of HIV infections are significantly lower than the State (415) and the Nation (382).
- 7% of babies born in Denton County weighed under 5 pounds and 8 ounces, slightly less than the State and the Nation's percentages.
- The average life expectancy for Denton County is age 80.9, which is higher than the State and the Nation's numbers. Many health factors and physical environment indicators can contribute to an individual's life expectancy.

Trends in Key Demographics 2021-2024

Measure	Denton County	Texas	United States
Total Population (2021)	887,207	28,995,881	328,239,523
Total Population (2024)	1,007,703	30,503,301	334,914,895
Change	+120,496	+1,507,420	+6,675,372
Median Age (2021)	39	34.2	38.4
Median Age (2024)	36.5	35.2	38.5
Change	-2.5	+1.0	+0.1
Poverty % (2021)	6.5%	13.6%	10.5%
Poverty % (2024)	7.8%	14.0%	11.5%
Change	+1.3%	+0.4%	+1.0%
Percent Uninsured (2021)	11.2%	17.24%	10%
<65 yrs. old			
Percent Uninsured (2024)	12%	18.9%	9.3%
<65 yrs. old			
Change	+0.8%	+1.66%	-0.7%
Person with Disability (2021)	5.6%	7.9%	8.6%
<65 yrs. old			
Person with Disability (2024)	6.4%	8.2%	8.9%
<65 yrs. old			
Change	+0.8%	+0.3%	+0.3%
Median Household Income (2021)	\$86,913	\$61,874	\$62,843
Median Household Income (2024)	\$104,180	\$73,035	\$75,149
Change	+17,267	+\$11,161	+\$12,306
Bachelors' Degree (2021)	45.1%	29.9%	32.1%
(Age 25+) %			
Bachelors' Degree (2024)	47.9%	32.3%	34.3%
(Age 25+) %			
Change	+2.8	+2.4%	+2.2%
Source: 2024			
http://cap.engagementnetwork.org			
Source: U.S. Census Bureau			
American Community Survey,			
2024			

*Note: (+) denotes an increase.
 (-) denotes a decrease.*

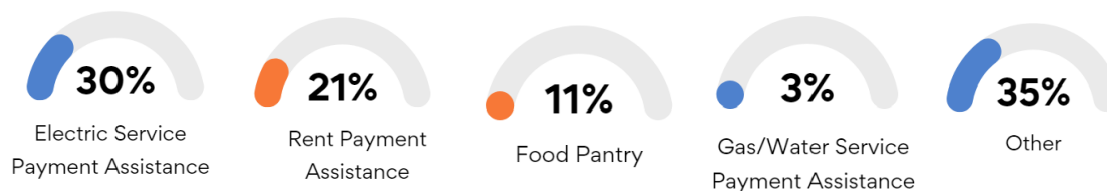
Trend Analysis

Over the past three years, Denton County has experienced a 14% increase in population growth (160,629 residents). Younger individuals are migrating to Denton County, and the median age is decreasing from 39 to 36.5. The Median Household Income in Denton County increased by \$17,267 compared to the last reporting period in 2021. This data signifies that residents are more likely to receive increased wages if environmental conditions stay the same or improve. The poverty percentage has increased by 1.3%. The uninsured population increased by 0.8%, a slight change in Denton County. Bachelor's Degree attainment has increased by 2.8%. Persons ages 65 and under living with a disability have risen slightly in the last few years and are expected to remain the same. The trends show that this county will become denser and more overcrowded as younger individuals and families relocate to Denton County for educational or other business opportunities.

Agency Response/ Program Impact

CSI received **821** requests for Denton County from January 1, 2023-December 31, 2023. 95% of individuals requested rental assistance, 2% requested education support, and 3% requested other support services such as food, temporary shelter, and employment support. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI served 45 unduplicated households (95-person count). These households were screened and received services to address the following needs: rent, education support, employment support, food, and gas. Forty-five or more individuals were placed in CSI's Case Management Program to provide resources and guidance to help them achieve self-sufficiency goals. The following data provided are unduplicated counts. There were 34 reported outcomes in the Employment domain. There were 6 reported outcomes in the Education domain. There were 16 reported outcomes in the Income and Asset Building domain. There were 76 reported outcomes in the Housing domain. There were 21 reported outcomes in the Health and Social Behavioral Development domain. There were no reported outcomes in the Civic Engagement domain. Seventy-eight individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

The 2-1-1 reports show a surge in requests received during the fourth quarter of 2023 (September 1, 2023-December 31, 2023). The total number of requests received from Denton County residents during this period was 705. These requests ranged from Electric Service Payment Assistance, Rental Payment Assistance, Food Pantries, Utility Assistance, Homeless Shelter, Childcare Expense Assistance, Low-Income/Subsidized Private Rental Housing, Community Clinics, and Central Intake/ Assessment for Mental Health Services; however, the top five requests were:



Scope of Research

Quantitative and Qualitative data were collected in Denton County via:

- Large sample size surveys (Community Members /Residents, Clients, Staff)
- One-on-one interviews with Key Informants/ Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Community Forums/Focus Groups
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Denton County to get comprehensive input from residents, clients, and key stakeholders in the community. The results are synthesized, and common themes have been formalized. Respondents lived in the following eight zip codes: 76227, 76205, 76226, 76209, 75065, 76208, 76210, and 76207. The results showed that 78% were females, 30% were two-parent households, another 30% were single adults, and 69% were Caucasian. The educational background levels of respondents varied, with 33% (the majority) selecting “Bachelor’s Degree” as their highest attainment level. 11% of respondents made under \$15,000, 13% made between \$15,000 and 29,999, 30% made between \$30,000 and \$49,999, and 46% made between \$50,000 or higher. The average age of respondents was above the age of 45.

In the Employment domain, 4% of respondents selected the phrase *help finding a living wage job* as “Rarely Needed.” In comparison, 52% of respondents selected the phrase *job skills training to earn better wages* as “Very Needed.” Respondents believed that high-paying jobs are available, but skills training is needed to obtain those jobs. In the Education domain, 48% of respondents selected the phrase *English as a Second Language Class* as “Very Needed.” In comparison, 43% of respondents selected the phrase *Adult Education or Night School* as “Needed.” In this same domain, 7% of respondents selected the phrase *GED* as “Rarely Needed.” In the Income and Asset Building domain, 43% of respondents selected the phrase *Help with applying for Social Security, SSDI, WIC, TANF, etc.*, and the phrase *Financial Education, Budgeting Classes, Credit Counseling* as “Very Needed.” In the Housing domain, 63% of respondents selected the phrase *Affordable Housing* as “Very Needed.”

In comparison, 52% of respondents selected the phrase *Assistance with safe and temporary shelter for homeless persons* as “Very Needed.” In the Health and Social/ Behavioral Development domain, 50% of respondents selected the phrase *Mental and Behavioral Health Counseling or Classes* and the phrase *Programs and activities to prevent criminal recidivism for youth and adults* as “Very Needed.” In comparison, 15% of respondents selected the phrase *Nutrition Education/ Healthy Eating Education Workshops* as “Not Needed.” In the Civic Engagement and Community Involvement domain, 43% of respondents selected the phrase *Programs, activities, workshops on leadership skills, community involvement* as “Needed.” In the Emergency Assistance domain, 59% of respondents selected the phrase *Food Assistance* as “Very

Needed.” Another high need identified in the Emergency Assistance domain selected by 46% of respondents is the following phrases: prescription assistance, health insurance/medical care, and transportation. 52% of respondents were aware of Community resources, 41% had limited knowledge of community resources within their city or county, and 7% were unaware of any community resources within their city/county.

The Denton County Transit Authority (DCTA) is the transit authority in Denton County, covering the following service areas or cities: Denton, Highland Village, and Lewisville. The A-train is the county’s regional community rail line that operates to the city of Carrollton. Other transit services provided within the county as the *Connect Bus* (a fixed-route bus service with the city of Denton), the *GoZone* (an on-demand curb-to-curb service like UberPool), and *Access* (an ADA-compliant paratransit service to people with physical, cognitive, or visual disabilities). Although DCTA has been in operation for about 22 years, there is a need to expand the service area to the remaining cities within the county.

The Workforce Solutions for North Central Texas has a location in Denton, TX. This workforce center is the hub for employment readiness programs for disconnected youth and adults. Other services include access to state-funded educational programs (for approved occupations) and other state-funded programs such as Child Care Services (CCS). The Workforce Innovation and Opportunity Act (WIOA) program helps job seekers receive training, education, and support services. Financial Aid to attend trade schools and obtain employment resources is provided to program participants.

Notwithstanding, the unemployment claims filed with the Texas Workforce Commission by Denton County residents totaled 25,683, with spikes in claims requests for February, March, June, November, and December 2023. Along with employment opportunities, there is a need for financial education and budgeting courses for individuals and families living in poverty. Many residents only have checking accounts because they make enough to make ends meet and can’t afford to create an emergency fund. Individual credit scores are low due to bad income or poor management decisions. Health Behaviors play a significant role when assessing the overall health status of a community. Adult obesity and diabetes prevalence are high despite having the most significant access to exercise opportunities within CSI’s service area. Preventative interventions such as education classes targeted toward physical health and well-being and nutrition classes are among the many solutions to improve health outcomes in Denton County.

Affordable housing is an ongoing concern for Denton County residents, with a median gross rent of 1,496, making it the third highest within CSI’s service area. The lack of affordable housing results in an increase in eviction rates, homelessness, and service calls to local community agencies for rental assistance. 12% of individuals spend 50% or more of their total household income on housing costs. Food pantry providers across the county report that participants are primarily of Hispanic origin or another foreign country. Providers have expressed a need for translator services to be able to connect more with their participants and help stabilize the household. English as a Second Language (ESL) is a course needed in Denton County. Although some programs are offered through the Independent School Districts in Denton County, the frequency of program operation and commitment required to sustain such programs are lacking.

ESL program providers constantly seek the community's support to strengthen such programs and encourage active participation from those needing the service.

The adverse effects of Inflation post-pandemic era have transcended the county lines and can be seen as a constant within CSI's service area. There is a need for programs that encourage generational wealth building, investments, and savings options to help sustain families in the event of a disaster. Many individuals needing community-based resources are primarily aware of services due to co-location centers such as *Serve Denton* or *Serve Lewisville*, a local non-profit designed as a hub or gateway to provide residents with community resources across multiple domains or service areas in one location. Due to the impact seen by the *Serve Denton* model, city officials have provided funding for a recreation of this model in the city of Lewisville, thereby fostering the opening of *Serve Lewisville*, managed by the *Serve Denton* Leadership team. The co-location model has created interest in other city leaders to adopt it for their respective cities. CSI is a member of the *Serve Denton* network, with satellite offices in *Serve Denton* and *Serve Lewisville*. CSI continues to connect with local leaders to address the needs in this county by attending coalition meetings and Chamber of Commerce events.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Denton County:

1. Housing
2. Employment
3. Food Assistance
4. Financial Education/ Budgeting Classes
5. Physical Health and Nutrition Classes

Gaps In Services and Barriers

Based on the top five needs unidentified in Denton County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from the in-depth interviews with key informants and community leaders in Denton County. In addition, a community forum was held to hear a wide range of community needs and areas that CSI should focus on (Collected from April 22, 2024, In-depth Interviews and the April 24, 2024, Community Forum)

Community Forums

Community members from all backgrounds came together to identify critical needs in Denton County and brainstorm possible solutions to these needs.

Participants were asked, “*What are some of the greatest needs of low-income persons in our community?*” The following responses were given: “*rental assistance, affordable housing, financial education/ budgeting classes, utility assistance, employment, transportation costs/ gas assistance, food assistance, physical health, and nutrition classes, assistance for home-bound seniors, healthcare access, assistance for elderly families living in rural areas of the county, English as a Second Language classes, food assistance, translator services.*”

Participants were asked, “*Of the needs we have identified, what do you think are the top five?*”.

The following responses were given (from highest to lowest): *Physical Health/ Nutrition classes, Housing, Food Assistance, Employment, Financial Education/ Budgeting Classes.*

Participants were asked, “*What top three community improvements do you think our agency or the community should focus on?*”.

The following responses were given: “*Housing, Food, and Education.*”

Participants agreed that some of the identified needs have impacted the community for many years due to deeply rooted issues. A community revitalization plan is needed for community leaders to tackle each identified need. Support from the city and other elected officials is the first step in devising a sustainable strategy.

Key Informants/ Community Leaders Input

Some common themes were identified during in-depth sessions with key informants and other community leaders in Denton County. Participants were asked, “*What do you think are some of the gaps and barriers to services?*”

The following are direct quotes expressed during the session:

“Lack of knowledge of the available services within the community.”

“People don’t know about resources and there are limited funds for community providers to render services.”

“There are not enough resources and not enough funding for mental health therapists to assist/ provide services to individuals and families.”

“Data and information sharing is needed to combat the communication challenge. There is no funding for rental assistance and affordable housing. The misconception is that people living in a hotel are not homeless.”

“Transportation costs and housing expenses are a significant burden in this county.”

“Transportation is one of the largest burdens that I hear after housing.”

“Lack of communication and transportation are barriers to services. Aiding in receiving transportation assistance (either gas cards or bus vouchers) to better access resources and creating a communication system/ process for clients.”

“Behavioral health resources are severely lacking and beds for the homeless.”

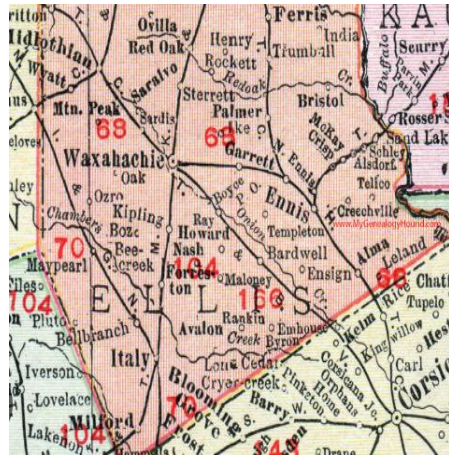
Community Leaders felt strongly about having resources readily available for individuals and families. These resources can be posted in public areas or forums. Denton County currently hosts community fairs in major cities within the county, such as Denton and Lewisville; however, each municipality within the county should have equitable access to resources. A holistic approach to addressing the needs identified during the sessions is paramount to having sustainable change. Denton County has transformed over the years and increased its population. The increase in population is closely linked to the demand for support services; however, the supply is low. There is a call for more statewide programs that distribute funds to local agencies whose expertise addresses their community needs.

The “Five Whys” Analysis- Denton County (Top Five Needs)

The following analysis is based on the top five needs identified for Denton County. This information is based on quantitative and qualitative data collected during this needs assessment period.

 <u>Housing</u>	• There are 390,777 housing units with a 65% Homeownership rate. • New construction projects are raising the value of homes. • The eviction rate is 2.41% for the county, which is higher than that of the state. • Individuals and families are displaced due to increased rental costs (median gross rent is \$1,496). • 30% of households occupied housing units with one or more substandard conditions.
 <u>Employment</u>	• 25,683 unemployment claims filed over the past year (2023). • Workers are unable to obtain gainful employment. • Lack of industry-specific certifications to secure employment. • The cost associated with getting skills training. • Long waiting lists for financial assistance to pay for skills training courses (i.e., State-funded programs).
 <u>Food Assistance</u>	• Increase in individuals and family's participation in food pantry programs. • The food environment index is 8.2 out of 10 (greater access to healthy foods, but affordability is a barrier). • Inflation has affected the food industry. • The supply is limited, while the demand for food assistance programs is low. • Aggregate meal programs have specific eligibility requirements that exclude most working-class people.
 <u>Financial Education/ Budgeting Classes</u>	• Individuals lack the motivation to learn about financial literacy. • Many individuals are on a fixed income with limited access to financial resources. • Single-parent households have enough income to cover immediate basic living needs. • Individuals and families in the generational poverty cycle have grown accustomed to survival mode.
 <u>Physical Health and Nutrition Education Classes</u>	• Poor Health Outcomes across the county. • Limited access to physical health providers (one primary care provider for every 1,860 individuals in Denton County). • The uninsured population of Denton County is 14% higher than the nation's rate. • There are 2,626 preventable hospital stays. • Limited Medicare and Medicaid providers within the county.

Ellis County (Profile)



Founded in 1849 and named after Richard Ellis, president of the convention that drafted the Texas Declaration of Independence. The county's total area is 952 square miles, with only 935 miles covered by land and 16 miles covered by water. Rich in history, Ellis County leads in the field of Agriculture due to a portion of its land resting on the Blackland Prairie. The largest city and the county seat is Waxahachie, TX. Major highways built within Ellis County and adjacent counties are Interstate 35E, Interstate 45, US Route 67, U.S. 77, U.S. 287, State Highway 34, and State Highway 342. The surrounding counties are Dallas (north), Kaufman (northeast), Henderson (East), Navarro (South),

Hill (Southwest), Johnson (West), and Tarrant (Northwest). Lake Waxahachie serves as a recreational site for its residents. The largest ethnic group in Ellis County is Caucasian (non-Hispanic), with 53.5%. Most individuals and families in this county have an average commute time of 30.6 minutes to work. The average car ownership is two cars per household. The median household income is \$93,248, and the most popular employment sectors are Office and Administrative Support (11,746 people), Management (11,390 people), and Sales and other related industries (10,054 people). The Waxahachie Chamber of Commerce hosts several events throughout the year to help foster business connections. These events include the following, but are not limited to: The Annual Excellence Award Banquet, weekly ribbon cuttings for new business establishments, networking lunches, and the annual gingerbread classic golf tournament (proceeds benefitting the Waxahachie leadership development program). A snapshot of Community Assets and Resources in Ellis County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented. CSI has about 10 agency partnerships in Ellis County (working partnerships or signed memorandum of agreements). Ellis County has 12 school districts and 3,563 employer establishments. Fifteen faith-based institutions are registered with the Waxahachie Chamber of Commerce.

Snapshot of the Top Five Needs:

- 1.) Housing**
- 2.) Food Assistance**
- 3.) Employment**
- 4.) Financial Education/ Budgeting Classes**
- 5.) Mental Health Counseling/ Classes**

Community Assets and Resources

Ellis County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Helping Hands of Ennis				✓	✓	✓					✓
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Legal Aid of Northwest Texas										✓	✓
5	Manna House of Midlothian						✓					✓
6	The Salvation Army of Ellis County				✓	✓	✓					
7	Waxahachie Workforce Center (NCTCOG)	✓	✓					✓			✓	✓
8	Waxahachie Care			✓		✓	✓					✓
9	Community Resource Coordination Groups (CRCG)	✓			✓					✓		✓
10	Medical Professional Institute, LLC		✓									
11	North Texas Behavioral Health Authority (NTBHA)											✓
12	Texas Balance of State Continuum of Care Texas Homeless Network										✓	✓
13	Economic Opportunities Advancement Corporation (EOAC)				✓							✓
14	Consumer Credit Counseling Services (CCCS)/ Pioneer Credit Counseling		✓	✓								✓
15	Unite Ellis		✓			✓						✓
16	Southwestern Assemblies of God University (SAGU)		✓									
17	Waxahachie Senior Citizens Center											✓
18	Red Oak ISD Education Service Center		✓									✓
19	Imagine Nation Learning Center		✓									
20	Hope Clinic					✓						✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

There is a disparity in wealth distribution in Ellis County that affects access to opportunities. Individuals and families spend a disproportionate amount of their income on housing costs. Bad credit affects individuals and families due to the high deposit requirements. 27% of Individuals spend more than 30% of their total housing income on living expenses. Underemployment is another cause of poverty. Many individuals must work multiple jobs to make a living wage and meet their basic needs. The lack of job skills training impacts many Ellis County adults, hindering more excellent employment opportunities. The unemployment rate is 4%, slightly higher than the Nation's rate.

Conditions of Poverty

The effects of having low income in Ellis County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Ellis County
Population Health	53
Equity	58
Education	57
Economy	77
Housing	42
Food & Nutrition	57
Environment	47
Public Safety	65
Community Vitality	69
Infrastructure	60
Overall Score	57
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)	

**County Overall
Score: 57**

Texas Median: 39

U.S. Median: 47

Data-CSBG Domains

Housing

Research shows that Ellis County has about 78,764 housing units with a median gross rent of \$1,345. 76% of residents own their own home. There are 0.57% of housing units deemed unsafe and without plumbing, higher than the State (0.44%) and the Nation (0.40%). This indicator covers the expenses of both renters and owners. There is 583 homeless youth registered with the school system in Ellis County. Severely burdened households equate to 10% of the population. 27% of seniors living alone and in a state of poverty are identified as a vulnerable population due to many challenges, compared to the State (11.4%) and Nation's rate (10%).

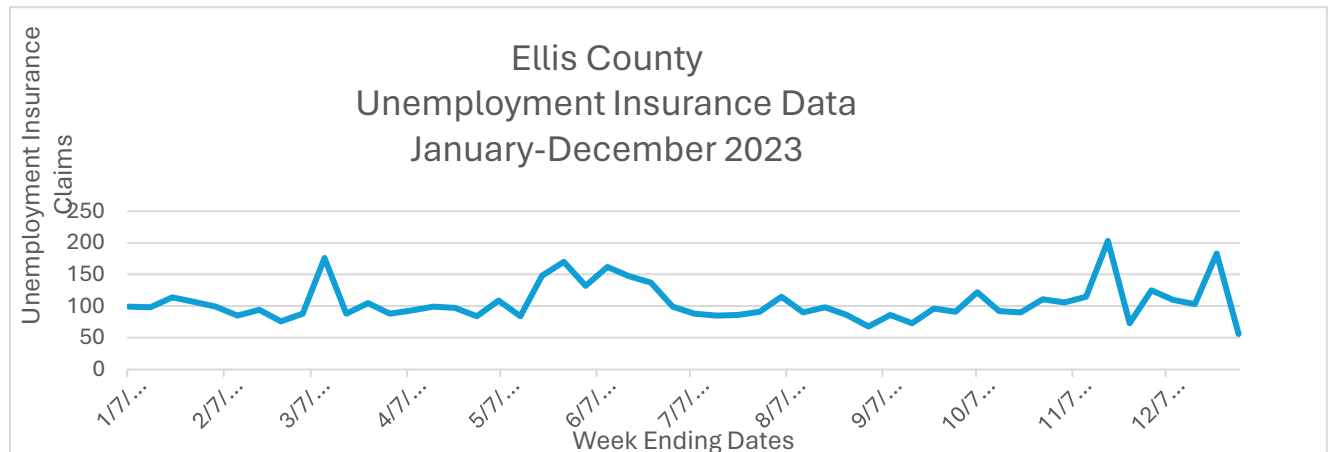
Employment

Over the past five years, the unemployment rate has decreased from 4.6% to 4.0%. However, the rate increased from March 2023 (3.8%) to March 2024 (4.0%) over the past year alone. The total number of employers established in Ellis County is 3,563. The living wage calculator shows the hourly wage that an individual should make to support themselves or their family. An adult with

	1 ADULT			
	0 Children	1 Child	2 Children	3 Children
Living Wage	\$23.03	\$37.94	\$47.04	\$60.61
Poverty Wage	\$7.24	\$9.83	\$12.41	\$15.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

no children should make at least \$23.03 an hour or \$47,911 gross annual income to help themselves, working full-time or 2,080 hours per year. A gross annual income covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergencies, leisure activities, career development, or educational pursuits. There is gender inequity seen in the workforce, with 62.8% of individuals ages 16 and above in the workforce being females. There were 5,520 or 7.40% unemployment claims filed in Ellis

County out of the total claims (74,544) filed in the CSI Service area. A spike in unemployment claims filed by Ellis County residents can be seen in March, June, November, and December 2023.

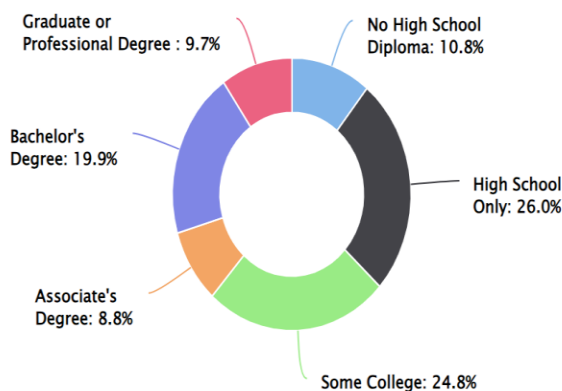


Education

Southwestern Assemblies of God University (SAGU) and Tarleton State University- Midlothian Campus (TSU) are two major higher education institutions in the center of Ellis County. SAGU is a private, faith-based institution located in Waxahachie, TX. Established in 1927, SAGU is accredited by the Southern Association of Colleges and School Commission on Colleges (SACSCOC) to confer baccalaureate, master's, and doctorate degrees to its students. In response to the community's need for more bachelor-level degree programs, the City of Midlothian partnered with Tarleton State University. Course offerings are provided via different face-to-face, hybrid, and online modes, accommodating working adults. There has been a 3.6% increase in Bachelor's Degree attainment over the past three years. 27.2% of individuals stopped pursuing a higher education after high school. 11.7% of the population did not attain a high school diploma, a lower rate than the State (14.8%) and Nation (10.9%). Males are more likely to obtain a high school diploma (28.4%) than females (26.0%). Veterans who received a Bachelor's Degree, ages 25 and up, were 31.18% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 27.56% of the population. There are 10,939 children under five who qualify for the Head Start program. The Head Start Program rate per 10,000 children under age 5 is 1.83%. The preschool enrollment rate for ages 3-4 is 35.40%, lower than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen in preschool enrollment, with 1,946 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 381; and Hispanics, 946). There are certain regions within the county where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 22.8% of the population is at or below level 1, lower than the State at 28.2% and the Nation at 21.8%. Individuals at Level 2 struggle to perform text-based informational tasks but are considerably able to read. 34.7% of the population is at or below Level 2, higher than the State at 31.8% and the Nation at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated meanings or ideas. 42.6% are at or below level 3, slightly higher than the State at 40% but lower than the Nation at 45.8%.

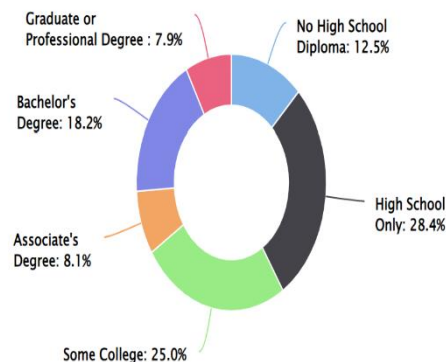
Educational Attainment by Gender – Female

Ellis County, TX



Educational Attainment by Gender – Male

Ellis County, TX



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 21.70% of the population, ages 18-64, are uninsured, while 12.98% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, there are 24 total institutional providers in Ellis County, which includes hospitals, nursing facilities, federally qualified health centers, and rural health clinics. There are no Community Mental Health Centers. Ellis County scored 7.9 out of 10 on the food environment index, which means residents have greater access to healthy foods. 11% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 15.9% experienced poor mental health monthly. 19,003 of the population live in food deserts. The United States Department of Agriculture (USDA) defines a food desert as any neighborhood that lacks healthy food sources because of experiencing low-income levels, vehicle access, and distance to local food stores.



Infrastructure/ Income and Asset Building

The median household income for Ellis County is \$93,248, a 21% increase from the last assessment or reporting period (2021). The GINI Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Ellis County scored 0.43, lower than the State (0.48) and Nation (0.44) numbers. Although this county's median household income has increased by 21%, many impoverished individuals and families struggle to meet their basic living needs, making it challenging to build generational wealth. 1.67% or 1,098 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Ellis County is \$5,889,800. The overall infrastructure score is 60/100 for Ellis County based on the following measures: Broadband access (100%), walkability index score (6.1%), and workers commuting 60 minutes or more (13.9%).



Civic Engagement/ Community Involvement

Ellis County has 167 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Ellis County scored 0.53, meaning the reported area is less vulnerable than the State and Nation. A low-risk score indicated that the county has a good supply of resources needed during a natural disaster. Voter participation is higher than the State and nation's average, with 68.9% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 68.8% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Ellis County's overall crime grade is D- (i.e., violent crime, property crime, and other crimes). 300% of homes in Ellis County are more likely to be robbed with no home security. On average, a crime is committed every 34 minutes in Ellis County. There is a need for more police presence or safety resources to help decrease the number of crimes committed in Ellis County.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Ellis County	Texas	United States
Median Household Income	\$93,248	\$73,035	\$75,149
Children Eligible for Free Lunch	33.2%	60.6%	51.7%
No High School Diploma	6.7%	14.8%	10.9%
Graduate or Professional Degree	16.2%	11.5%	13.4%
Unemployment Rate	4.0%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	20.70%	41.91%	37.17%
Income Inequality (Gini Index)	0.43	0.48	0.44
Children in single-parent households (%)	17%	26%	25%
Source: 2024 cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey, 2024			

- The unemployment rate in Ellis County is slightly less than that of the state but higher than that of the nation.
- The percentage of Children Eligible for Free Lunch in Ellis County is significantly lower than in the State and Nation.
- Children raised in single-parent households are less than the state and nation average.
- There is an income disparity in Ellis County, with the Gini Index being 0.44 (the closer the index is to 1, the more equitable the wealth distribution.)
- The median household income is significantly higher than the state and national median.

Physical Environment Indicators

Measure	Ellis County	Texas	United States
Air-Pollution (Particular Matter)	9.7	8.6	7.4
Broadband Internet Subscription	91%	88.4%	88.3%
Severe Housing Problems	13%	17%	17%
Food Environment Index	7.9	5.9	7.7
Mean Commute Time	30.6	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Ellis County residents face high levels of air pollution (Particular Matter).
- Severe housing problems in Ellis County are slightly lower than the State and Nation's average.
- Poor physical and environmental factors impact Ellis County residents' quality of life.
- The Food Environment Index is used to measure access to healthy food within proximity of one another. Ellis County scored 7.9 out of 10 for access to nutritious foods, slightly lower than the Nation's score.
- Ellis County residents spend more time in traffic commuting to work.

Health Behaviors Indicators

Measure	Ellis County	Texas	United States
Adult Smoking	15%	13%	15%
Adult Obesity	37%	36%	34%
Physical Inactivity	23%	25%	23%
Access to Exercise Opportunities	54%	82%	84%
Excessive Drinking	20%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	370.5	506.8	495.5
Teen Births (Rate per 1,000 population)	20	24	17
Source: County Health Rankings & Roadmaps 2024			

- Adult smokers in Ellis County are equivalent to the Nation's rate.
- Ellis County's health indicator numbers are lower than the state and nation's in three areas, equating to fair health status.
- 54% of Ellis County residents live near a park or recreation center, significantly less than the State and Nation's rate.
- Ellis County doesn't have adequate access to locations for physical activities.

Clinical Care Indicators

Measure	Ellis County	Texas	United States
Uninsured Population %	21.70%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	3,123	2,933	2,681
Primary Care Physicians	2,630:1	1,660:1	1,330:1
Mental Health Providers	1,060:1	640:1	320:1
Mammography Screening	42%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- Outpatient treatment might have prevented 3,123 hospital stays per 100,000 people enrolled in Medicare.
- There is one primary care provider for every 2,630 individuals in Ellis County.
- Ellis County residents have less access to primary care providers than those in Texas and the United States.
- One mental health provider for every 1,060 individuals registered in Ellis County.
- 42% of Female Medicare enrollees received an annual mammogram screening.

Health Outcomes

Measure	Ellis County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	10%	11%	10%
HIV Prevalence (Rate per 100,000)	240	415	382
Premature age-adjusted mortality	380	400	390
Life Expectancy	77.1	77.2	77.6
Low Birth Weight (%)	7%	8%	8%
Source: County Health Rankings and Roadmaps 2024			

- 10% of adults ages 20 and up are diagnosed with Diabetes, slightly lower than the State but equivalent to the Nation's rate.
- 240 per 100,000 residents, ages 13 and above, are living with HIV (from reported outcomes). The Prevalence rates of HIV infections are significantly higher than the State (415) and the Nation (382).
- 7% of babies born in Ellis County weighed under 5 pounds and 8 ounces, equivalent to State and the Nation's percentages.
- The average life expectancy for Ellis County is age 77.1, which is slightly less than the State and the Nation's numbers.

Trends in Key Demographics 2021-2024

Measure	Ellis County	Texas	United States
Total Population (2021)	184,826	28,995,881	328,239,523
Total Population (2024)	222,829	30,503,301	334,914,895
Change	+38,003	+1,507,420	+6,675,372
Median Age (2021)	36.1	34.2	38.4
Median Age (2024)	36.2	35.2	38.5
Change	+0.1	+1.0	+0.1
Poverty % (2021)	8.7%	13.6%	10.5%
Poverty % (2024)	9.0%	14.0%	11.5%
Change	+0.3%	+0.4%	+1.0%
Percent Uninsured (2021)	15.06%	17.24%	10%
<65 yrs. old			
Percent Uninsured (2024)	19%	18.9%	9.3%
<65 yrs. old			
Change	+3.94%	+1.66%	-0.7%
Person with Disability (2021)	8%	7.9%	8.6%
<65 yrs. old			
Person with Disability (2024)	8.4%	8.2%	8.9%
<65 yrs. old			
Change	+0.4%	+0.3%	+0.3%
Median Household Income (2021)	\$76,871	\$61,874	\$62,843
Median Household Income (2024)	\$93,248	\$73,035	\$75,149
Change	+16,377	+\$11,161	+\$12,306
Bachelor's Degree (2021)	24.3%	29.9%	32.1%
(Age 25+) %			
Bachelor's Degree (2024)	27.9%	32.3%	34.3%
(Age 25+) %			
Change	+3.6%	+2.4%	+2.2%
Source: 2024			
http://cap.engagementnetwork.org			
Source: U.S. Census Bureau			
American Community Survey,			
2024			

*Note: (+) denotes an increase.
(-) denotes a decrease.*

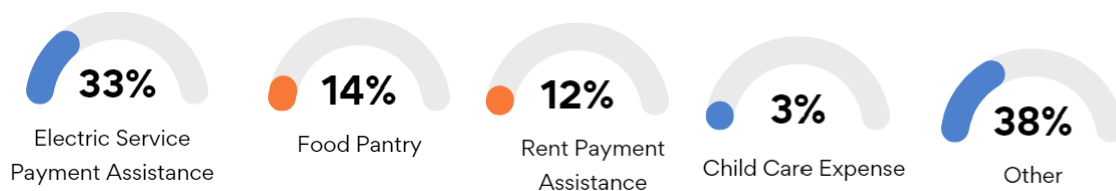
Trend Analysis

Over the past three years, Ellis County has experienced exponential growth in its population, with an increase of 38,003 residents. There is a slight increase in the median age. Although a 21% increase is observed in the Median Household Income category, the poverty percentage has slightly increased by 0.3%. The uninsured population increased by 3.94%, a significant change within three years relative to other counties within CSI's service area. Bachelor's Degree attainment has increased by 3.6%. Persons ages 65 and under living with a disability have risen slightly in the last few years and are expected to remain the same. The trends show that this county will continue to increase in population and a potential increase in the Median Household Income based on environmental conditions.

Agency Response/ Program Impact

CSI received **312** requests for Ellis County from January 1, 2023-December 31, 2023. 85% of individuals requested rental assistance, 13% requested education support, and 2% requested other support services such as food and employment. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI served 26 unduplicated households (78-person count). These households were screened and received services to address the following needs: rent, education support, employment support, food, and gas. Eleven or more individuals were placed in CSI's Case Management Program to provide resources and guidance to help them achieve self-sufficiency goals. The following data provided are unduplicated counts. There were 7 reported outcomes in the Employment domain. There were 16 reported outcomes in the Education domain. There were 2 reported outcomes in the Income and Asset Building domain. There were 9 reported outcomes in the Housing domain. There was 1 reported outcome in the Health and Social Behavioral Development domain. There were no reported outcomes in the Civic Engagement domain. Twenty-four individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

The 2-1-1 reports show a surge in requests received during the fourth quarter of 2023 (September 1, 2023-December 31, 2023). The total number of requests from Ellis County residents during this period was 186. These requests ranged from Electric Service Payment Assistance, Transitional Housing/ Shelter, Rental Payment Assistance, Food Pantries, Homeless Shelter, Childcare Expense Assistance, and Water Service Payment Assistance; however, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Ellis County via:

- Large sample size surveys (Community Members/Residents, Clients, Staff)
- One-on-one interviews with Key Informants/Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Ellis County to get comprehensive input from residents, clients, and key stakeholders in the community. The results of this task led to several profound discoveries. Survey respondents lived in the following two zip codes: 75119 and 75165. The results showed an even distribution of survey respondents (50% Male & 50% Female). 50% were single adults, while other respondents selected multi-generational, single-parent male, and single-parent female as their household type. 50% of participants were African American, 33% were Caucasian, and 17% were Hispanic. 33% of respondents had obtained an Associate degree as their highest-level education, while other respondents' education levels comprised of a High School Diploma or GED, a Certification Program, Some College, and a Bachelor's Degree. 17% of respondents made under \$15,000, 17% made between \$15,000 to 29,999, 50% made between \$30,000 and \$49,999, and 17% made between \$50,000 or higher. The average age of respondents was 35-44.

In the Employment domain, 83% of respondents selected the phrase *job skills training to earn better wages* as "Needed." In the Education domain, 50% of respondents selected the phrase *GED* and the phrase *Education programs for children to gain literacy skills* as "Needed." In this same domain, 84% of respondents selected the phrase *assistance to attend trade/technical school*. In the Income and Asset Building domain, 33% of respondents selected the phrase *Financial Education/ Budgeting Classes, Credit Counseling* as "Very Needed." In the Housing domain, 67% of respondents selected the phrase *Affordable Housing* as "Very Needed." In the Health and Social/ Behavioral Development domain, 84% of respondents selected *Mental and Behavioral Health Counseling or Classes* as "Very Needed." In the Civic Engagement domain, 33% of respondents selected *Programs, activities, workshops on leadership skills, community involvement*, as "Very Needed". In the Emergency Assistance domain, 67% of respondents selected the phrase *Health Insurance/ Medical Care and Prescription Assistance* as "Very Needed." Another high need identified in the Emergency Assistance domain is *Help finding resources in the community*, with 84% of respondents selected that phrase as "Very Needed." 50% of respondents had limited knowledge of community resources within their city or county, and 50% were aware of them.

Based on the outcomes of the survey data, there is a need for more effective collaboration and strategic thinking sessions among service providers to address community needs. This intervention transcends forward-thinking strategies on a local level but instead on the state and

federal levels. Community providers can seek additional grants, fundraising, and unrestricted funding opportunities. The greater the need, the more responsibility lies on Community Action Agencies such as CSI to take the lead in revitalizing and empowering communities. CSI continues to make an effort in the community to extend its reach beyond its corporate office. Community outreach efforts can be strengthened in this county via constant engagement with city leaders, attendance at leadership or council meetings, and more involvement and collaboration with the local chamber of commerce, rotary clubs, and social associations.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Ellis County:

1. Housing
2. Food Assistance
3. Employment
4. Financial Education/ Budgeting Classes
5. Mental Health Counseling/ Classes

Gaps In Services and Barriers

Based on the top five needs unidentified in Ellis County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from the in-depth interviews with key informants and community leaders in Ellis County (Collected from May 9, 2024, In-Depth Interviews).

Key Informants/ Community Leaders Input

Participants provided their input during an in-depth interview session. Several community leaders voiced the impact of limited resources and its effects on helping individuals and families become self-sufficient. Various organizations expressed that more funds are needed to address their clientele's needs adequately. Interventions and strategies implemented are only effective on the local level and shift based on the environmental changes. Providers referenced the pandemic as a teachable moment for organizations to have risk assessment plans to prevent disruption in operations. If agencies experience a reduction in force, they cannot provide the best service for the individuals and families in the community. In assessing the barriers and gaps in services, community leaders shared the following observations:

“Transportation is a tough one. Waxahachie is growing, and many clients, especially the homeless, miss their appointments because they can't get a ride. We have used rideshare and taxi companies in the past with limited success. There needs to be more collaboration with other organizations in Ellis County to serve the clients better and increase communication of service offerings.”

“There is no access to providers that have funds. Most agencies have depleted their funds. Another barrier is ignorance or a lack of awareness of service offerings in the community. A solution will be to educate people on where to find and utilize services. Another solution is to have more meet-and-greet forums in the community and attend college fairs to spread the word.”

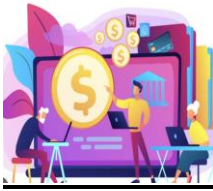
“Many individuals don't have enough money to cover deposits and first month's rent for a new place, despite working consistently for forty hours a week. Another barrier is that some families are going through a transitional phase, where they make slightly over the income limit for federal assistance programs. Some single parents can't afford to get health insurance due to the pay period deductions and premiums. They can't add their dependents to their insurance because it cuts deep into their income. Most federal assistance programs qualify parents based on their gross income and not the net income.”

“Transportation is a barrier for clients to get to Waxahachie for medical appointments. A gap in service is that seniors are not tech-savvy, so they know how to apply for services or federal assistance programs online. A solution will be to host free technology classes for seniors in the community because seniors are falling prey to scammers.”

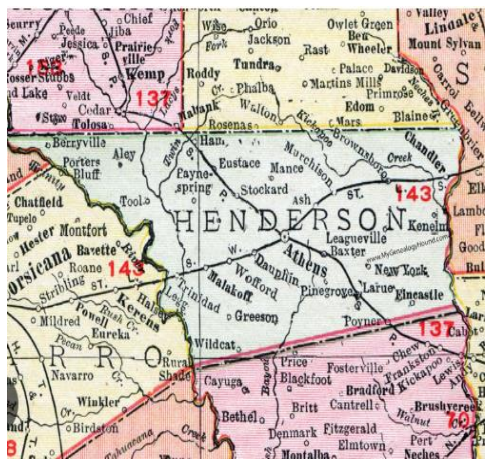
“I believe there is a big gap in regarding the community's awareness of services. People don't know where to go for help. A barrier to receiving services is that many individuals don't want to follow a program's guidelines, so they would rather refuse services offered to them.”

The “Five Whys” Analysis- Ellis County (Top Five Needs)

The following analysis is based on the top five needs identified for Ellis County. This information is based on quantitative and qualitative data collected during this needs assessment period.

 <u>Housing</u>	• Median gross rent is \$1,345. • The lack of affordable housing. • The eviction rate is 1.9% higher than the nation at 1.9%. • Households spend at least 30% of their income on housing. • The work hours needed to pay for affordable housing is 65 hours per week.
 <u>Food Assistance</u>	• The food desert population is 19,003. • 18 grocery establishments, a rate of 9.35 per 100,000 Population, lower than the State (12.26) and Nation (23.38). • SNAP-Authorized retailers, rate per 10,000 Population is 12.35%, lower than the State (14.25%). • Households receiving SNAP benefits by poverty status is 7.32%. • 53.55% of students are eligible for Free or reduced-price lunch.
 <u>Employment</u>	• The unemployment rate changed from 3.8% in March 2023 to 4.0% in March 2024. • Increase in unemployment claims filed (5,520 or 7.40%). • Individuals have to work multiple jobs to survive. • Limited amount of gainful employment opportunities • Transportation is a barrier for most individuals. The mean commute time is at least 60 minutes round trip.
 <u>Financial Education/ Budgeting Classes</u>	• The total labor force percentage is 68.9%. • 1098 Households receive public assistance income without obtaining financial education resources. • Individuals on a fixed income are hesitant to budget. • Low-income individuals only make enough money to meet some of their basic living needs. • Individuals receive emergency support services without applying intensive case management principles to help with their self-sufficiency goals.
 <u>Mental Health Counseling/ Classes</u>	• Adults reported that their mental health was not good on 5.1 of the previous 30 days, higher than the State (4.6). • Limited Access to Mental Health Providers (1060:1). • 21.70% of adults are uninsured, higher than the nation's average (12%). • High insurance premiums. • The stigma associated with receiving mental health counseling.

Henderson County (Profile)



Henderson County was established in 1846. Named in honor of James Pinckney Henderson, the county seat is in Athens, TX. The county has a total area of 948 square miles. The county's landscape includes seven major highways: US Highway 175, State Highway 19, SH 31, SH 155, SH 198, SH 274, and SH 334. With a total population of 86,158, Henderson County has transformed into a manufacturing society. Adjacent to Kaufman, Van Zandt, Smith, Cherokee, Anderson, Freestone, Navarro, and Ellis counties, this county is rich in culture and influence. Henderson County has over 113 Texas State Historical Markers and veteran war memorials. The largest ethnic group in Henderson County is Caucasian (non-Hispanic), with 75.8%.

Most individuals and families in this county have an average commute time of 29.8 minutes to work. The average car ownership is two cars per household. The median household income is \$59,778, with the most popular employment sectors in Office and Administrative Support (3,861 people), Management (3,691 people), and Sales (2,955 people). Annual events and special events that are held in Henderson County are the Lake Athens Boat Parade and Gun Barrel City Festivals. The *GoBus* is the contracted provider or transit authority for 14 counties, including Henderson County, which operates on a limited schedule from Monday through Friday (6:30 am-5:30 pm). Henderson County has 8 school districts and 1,394 employer establishments. Five faith-based institutions are registered with the Athens Chamber of Commerce. CSI has about 12 agency partnerships in Henderson County (working partnerships or signed memorandum of agreements). A snapshot of Community Assets and Resources in Henderson County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented.

Snapshot of Top Five Needs-

- 1.) Housing
- 2.) Employment
- 3.) Education
- 4.) Food Assistance
- 5.) Financial Education/ Budgeting Classes

Community Assets and Resources Henderson County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Henderson County Help Center				✓		✓					✓
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Henderson County Food Pantry						✓					
5	Faith In Action						✓					✓
6	Abundant Faith Ministries						✓			✓		✓
7	Texas Workforce Commission	✓	✓					✓			✓	✓
8	CASA of Trinity Valley (Anderson & Henderson)										✓	✓
9	Texas Department of Health and Human Services			✓		✓				✓	✓	✓
10	Community Resource Coordination Groups (CRCG)											✓
11	Community Food Pantry			✓			✓					
12	Trinity Valley Community College (TVCC)		✓									
13	Goodwill Industries of East Texas	✓	✓				✓			✓		
14	Henderson County Needs Network				✓	✓						✓
15	Express Employment Professionals	✓		✓								
16	Smith Rentals				✓							
17	CCCS of North Central Texas/ Greenpath Financial Wellness		✓	✓	✓							
18	Amerimed Home Equipment, LLC					✓						✓
19	National RV Training Academy		✓									
20	Greater East Texas Community Action Program (GETCAP)											✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

The lack of education can contribute to perpetuating the cycle of poverty. Most of those living in extreme poverty have stopped pursuing further education to support their families and help meet the household's basic living needs. The effects of limited education can limit one's opportunity for gainful employment in the future. One-third of the student population did not pursue post-secondary learning. Food Insecurity is another cause of poverty in Henderson County, with more than two-thirds of children eligible for free and reduced lunch. There are several food deserts within the county limits. Children living below 200% of the Federal Poverty Level (FPL) in Henderson County equates to 51.18%, about 10% higher than the State's percentage (41.91%) and about 14% higher compared to the nation's percentage (37.17%).

Conditions of Poverty

The effects of having low income in Henderson County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Henderson County
Population Health	34
Equity	47
Education	34
Economy	42
Housing	42
Food & Nutrition	52
Environment	49
Public Safety	48
Community Vitality	49
Infrastructure	42
Overall Score	29
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)	

County Overall Score: 29

Texas Median: 39

U.S. Median: 47

Data-CSBG Domains

Housing

Research shows Henderson County has about 42,609 housing units with a median gross rent of \$958. 76% of residents own their own home. There are 1.01% of housing units deemed unsafe and without plumbing, higher than the State (0.44%) and the Nation (0.40%). This indicator covers the expenses of both renters and owners. There are 85 homeless youth registered with the school system in Henderson County. Severely burdened households equate to 11% of the population. 35% of seniors living alone and in a state of poverty are identified as a vulnerable population due to many challenges, compared to the State (33.40%) and the Nation's rate (37.22%).

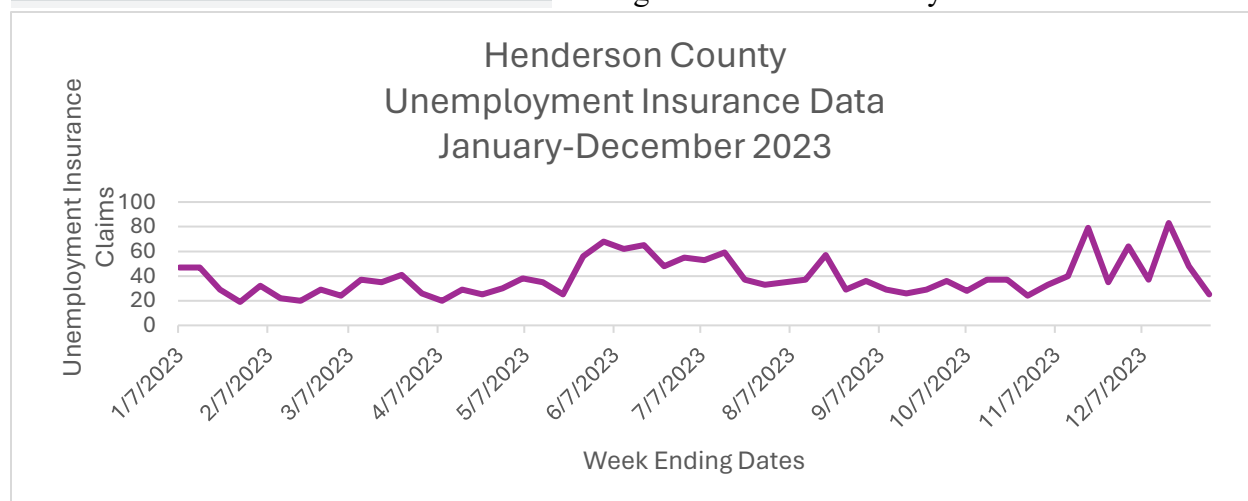
Employment

Over the past five years, the unemployment rate has decreased from 5.4% to 4.1%. However, the unemployment research data shows a significant rate increase from March 2022 (3.6%) to March 2024 (4.1%). The total number of employer establishments in Henderson County is 1,394. The living wage calculator shows the hourly wage that an individual should make to support

	1 ADULT		
	0 Children	1 Child	2 Children
Living Wage	\$18.74	\$31.86	\$38.63
Poverty Wage	\$7.24	\$9.83	\$12.41
Minimum Wage	\$7.25	\$7.25	\$7.25

themselves or their family. Adults with no children should make at least \$18.74 an hour or \$38,974 in gross annual income to help themselves, working full-time or 2,080 hours per year. A gross annual income covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergency or leisure activities and additional career development or educational pursuits. There is gender inequity seen in the workforce, with 53.6% of individuals ages 16 and above in the workforce being males.

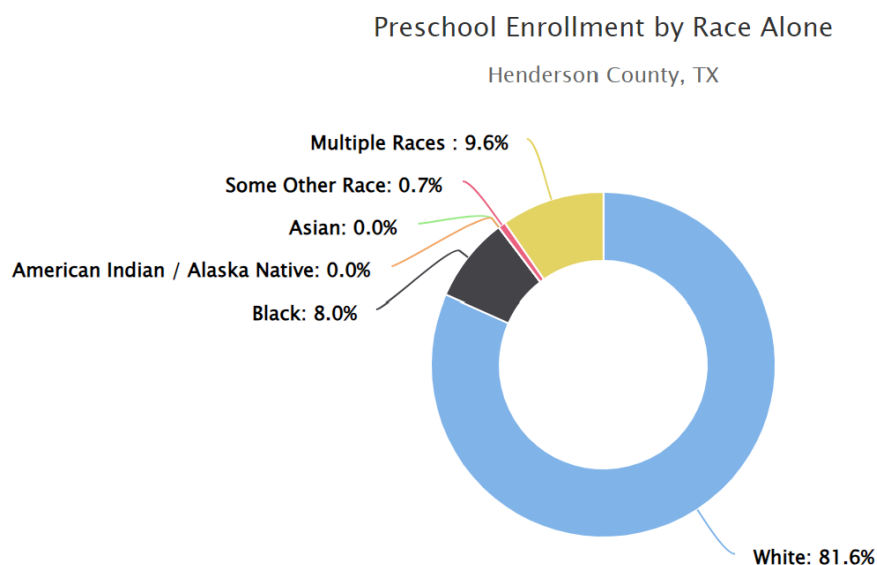
There were 2,030 or 2.72% unemployment claims fillings in Henderson County out of the total claims



(74,544) filed in CSI's Service area. A spike in unemployment claims filed by Henderson County residents can be seen in November and December 2023.

Education

There has been a 1.76% rate increase in Bachelor's Degree attainment over the past three years. 33.8% of individuals stopped pursuing a higher education after high school. 13.3% of the population did not attain a high school diploma, which is lower than the Nation's rate (10.9%). Males are more likely to obtain a high school diploma (35.4%) than females (32.4%). Veterans who received a Bachelor's Degree, ages 25 and up, were 22.41% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 18.67%. There are 4,668 children under five who qualify for the Head Start program. The Head Start Program rate per 10,000 children under age 5 is 8.57%. The preschool enrollment rate for ages 3-4 is 32.42%, lower than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen in preschool enrollment, with 694 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 68; and Hispanics, 946). There are certain regions within the county where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 23.6% of the population is at or below level 1, lower than the State at 28.2% and the Nation at 21.8%. Individuals at Level 2 struggle to perform text-based informational tasks but can read considerably. 39.8% of the population are at or below Level 2, higher than the State at 31.8% and the Nation at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated meanings or ideas. 36.6% are at or below level 3, slightly lower than the State at 40% and the Nation's rate at 45.8%.



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 25.48% of the population, ages 18-64, are uninsured, while 12.11% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, Henderson County has 15 active Medicare and Medicaid institutional service providers, including hospitals, nursing facilities, federally qualified health centers, and rural health clinics. There are no Community Mental Health Centers. Henderson County scored 6.6 out of 10 on the food environment index, which means residents have limited access to healthy foods. 14.70% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 17.30% experienced poor mental health monthly. 13,571 of the population live in food deserts. The United States Department of Agriculture (USDA) defines a food desert as any neighborhood that lacks healthy food sources because of experiencing low-income levels, vehicle access, and distance to local food stores.



Infrastructure/ Income and Asset Building

The median household income for Henderson County is \$59,778, a 26% increase from the last assessment or reporting period (2021). The Gini Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Henderson County scored 0.47, higher than the State (0.48) and Nation (0.44) numbers. Although this county's median household income has increased by 26%, many impoverished individuals and families struggle to meet their basic living needs, making it challenging to build generational wealth. 2.66% or 849 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Henderson County is \$2,806,800. The overall infrastructure score is 42/100 for Henderson County based on the following measures: broadband access (95.9%), walkability index score (5.3%), and workers commuting 60 minutes or more (16.9%).



Civic Engagement/ Community Involvement

Henderson County has 100 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Henderson County scored 0.86, meaning the reported area is very vulnerable compared to the State (0.76) and Nation's score (0.58). A high-risk score indicated that the county does not have adequate resources needed during a natural disaster. Voter participation is higher than the State and nation's average, with 58.9% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 53.0% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Henderson County's overall crime grade is A (i.e., violent crime, property crime, and other crimes). 300% of homes in Henderson County are more likely to be robbed with no home security. A crime is committed every 4 hours and 38 minutes in Henderson County. This county is relatively safer than other counties within CSI's service area relative to the crime occurrence rate.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Henderson County	Texas	United States
Median Household Income	\$59,778	\$73,035	\$75,149
Children Eligible for Free Lunch	68.2%	60.6%	51.7%
No High School Diploma	13.3%	14.8%	10.9%
Graduate or Professional Degree	5.9%	11.5%	13.4%
Unemployment Rate	4.1%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	51.18%	41.91%	37.17%
Income Inequality (Gini Index)	0.47	0.48	0.44
Children in single-parent Households (%)	19%	26%	25%
Source: https://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey 2024			

- The unemployment rate in Henderson County is equivalent to the State's rate but slightly higher than the Nation's rate.
- About Half of the children in Henderson County are living in poverty.
- Henderson County has a higher percentage of children eligible for free lunch.
- About one-fifth of children living in Henderson County are raised by single parents.
- There is an income disparity in Henderson County, with the Gini Index being 0.47 (the closer the index is to 1, the more equitable the wealth distribution.)
- The median household income in Henderson County is significantly lower than that of the state and national median, making it difficult for individuals and families to meet their basic living needs.

Physical Environment Indicators

Measure	Henderson County	Texas	United States
Air-Pollution (Particular Matter)	9.2	8.6	7.4
Broadband Internet Subscription	82%	88.4%	88.3%
Severe Housing Problems	15%	17%	17%
Food Environment Index	6.6	5.9	7.7
Mean Commute Time	29.8	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Henderson County residents face high levels of air pollution, which can lead to poor health outcomes.
- Although Henderson County residents experience severe housing problems, it is slightly lower than the State and Nation's average.
- The Food Environment Index is used to measure access to healthy food within proximity of one another.
- Henderson County scored 6.6 out of 10 for access to healthy foods, slightly higher than the State but lower than the Nation's score.

Health Behaviors Indicators

Measure	Henderson County	Texas	United States
Adult Smoking	20%	13%	15%
Adult Obesity	37%	36%	34%
Physical Inactivity	28%	25%	23%
Access to Exercise Opportunities	60%	82%	84%
Excessive Drinking	17%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	328.7	506.8	495.5
Teen Births (Rate per 1,000 population)	36	24	17
Source: County Health Rankings & Roadmaps 2024			

- About One-fifth of adults in Henderson County Residents are cigarette smokers.
- Henderson County's health indicator numbers are higher than the State and Nation's numbers, except for the following measures: Excessive drinking and Sexually Transmitted Infections (a poor health status for the entire county).
- Physical Inactivity in Henderson County is slightly higher than in Texas and the United States. 60% of Henderson County residents live near a park or recreation center.

Clinical Care Indicators

Measure	Henderson County	Texas	United States
Uninsured Population %	22%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	3,207	2,933	2,681
Primary Care Physicians	2,790:1	1,660:1	1,330:1
Mental Health Providers	1,430:1	640:1	320:1
Mammography Screening	39%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- The uninsured population in Henderson County is significantly higher than in the Nation.
- Outpatient treatment might have prevented 3,207 hospital stays per 100,000 people enrolled in Medicare.
- There is one primary care provider for every 2,790 individuals in Henderson County.
- Henderson County residents have less access to primary care and mental health providers than those in Texas and the United States.

Health Outcomes

Measure	Henderson County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	11%	11%	10%
HIV Prevalence (Rate per 100,000)	198	415	382
Premature age-adjusted mortality	600	400	390
Life Expectancy	72.8	77.2	77.6
Low Birth Weight (%)	8%	8%	8%
Source: County Health Rankings and Roadmaps 2024			

- 11% of adults ages 20 and up are diagnosed with Diabetes, equivalent to the State but slightly higher than the Nation's rate.
- 198 per 100,000 residents, ages 13 and above, are living with HIV (from reported outcomes). The prevalence rate of HIV infections is significantly lower than the State (415) and the Nation (382).
- 8% of babies born in Henderson County weighed under 5 pounds and 8 ounces, equivalent to State and the Nation's percentages.
- The average life expectancy for Henderson County residents is 72.8 years, less than the State and the Nation's numbers.

Trends in Key Demographics 2021-2024

Measure	Henderson County	Texas	United States
Total Population (2021)	82,737	28,995,881	328,239,523
Total Population (2024)	86,158	30,503,301	334,914,895
Change	+3,421	+1,507,420	+6,675,372
Median Age (2021)	43.9	34.2	38.4
Median Age (2024)	43.9	35.2	38.5
Change	No Change	+1.0	+0.1
Poverty % (2021)	17.5%	13.6%	10.5%
Poverty % (2024)	13.0%	14.0%	11.5%
Change	-4.5%	+0.4%	+1.0%
Percent Uninsured (2021) <65 yrs. old	17.89	17.24%	10%
Percent Uninsured (2024) <65 yrs. old	22%	18.9%	9.3%
Change	+4.11	+1.66%	-0.7%
Person with Disability (2021) <65 yrs. old	12.5%	7.9%	8.6%
Person with Disability (2024) <65 yrs. old	12.7%	8.2%	8.9%
Change	+0.2	+0.3%	+0.3%
Median Household Income (2021)	\$47,355	\$61,874	\$62,843
Median Household Income (2024)	\$59,778	\$73,035	\$75,149
Change	+\$12,423	+\$11,161	+\$12,306
Bachelors' Degree (2021) (Age 25+) %	17.34%	29.9%	32.1%
Bachelors' Degree (2024) (Age 25+) %	19.1%	32.3%	34.3%
Change	+1.76	+2.4%	+2.2%
Source: 2024			
http://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey, 2024			

Note: (+) denotes an increase.

(-) denotes a decrease.

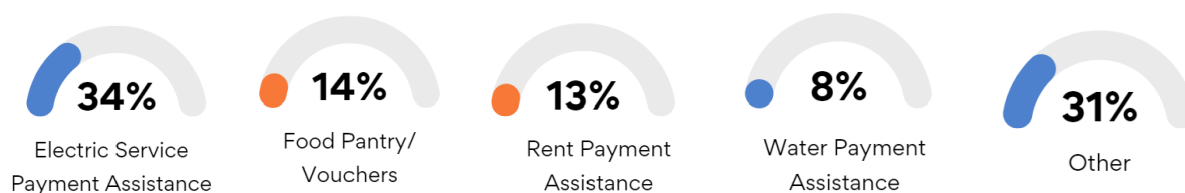
Trend Analysis

Over the past three years, Henderson County has slightly grown in population, with an increase of 3,421 residents. There is no change to the median age. It is inferred that Henderson County comprises of an older generation (as the vast majority). Alongside the 26% increase in the Median Household Income category, the poverty percentage has slightly decreased by 4.5%. This discovery can be due to several reasons, such as wage increases in the labor population or migration of homeless persons of low-income families to out-of-state for better opportunities. The uninsured population increased by 4.11%, a significant change within three years relative to other counties within CSI's service area. Insurance premium rates have increased due to the adverse effects of the pandemic. Bachelor's Degree attainment has increased by 1.76%. Persons ages 65 and under living with a disability have risen slightly in the last few years and are expected to remain the same. The trends show that this county will continue to increase in population and a potential increase in the Median Household Income based on environmental conditions.

Agency Response/ Program Impact

CSI received **116** requests for Henderson County from January 1, 2023-December 31, 2023. 78% of individuals requested rental assistance, 14% requested education support, and 8% requested other support services such as gas, temporary shelter, food, and employment. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI served 39 unduplicated households (106-person count). These households were screened and received services to address the following needs: rent, education support, employment support, food, and gas. Nine or more individuals were placed in CSI's Case Management Program to provide resources and guidance to help them achieve self-sufficiency goals. The following data provided are unduplicated counts. There were 20 reported outcomes in the Employment domain. There were 14 reported outcomes in the Education domain. There were 7 reported outcomes in the Income and Asset Building domain. There were 32 reported outcomes in the Housing domain. There were 7 reported outcomes in the Health and Social Behavioral Development domain. There were no reported outcomes in the Civic Engagement domain. Forty-five individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

The 2-1-1 reports show a surge in requests received during the fourth quarter of 2023 (September 1, 2023-December 31, 2023). The total number of requests from Henderson County residents during this period was 83. These requests ranged from Electric Service Payment Assistance, Transitional Housing/ Shelter, Rental Payment Assistance, Food Pantries, Homeless Shelter, Home maintenance and child repair services, general legal aid, and Water Service Payment Assistance; however, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Henderson County via:

- Large sample size surveys (Community Members/Residents, Clients, Staff)
- One-on-One Interviews with Key Informants/Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Henderson County to get comprehensive input from residents, clients, and key stakeholders in the community. The results of this task led to several profound discoveries. Survey respondents lived in the following four zip codes: 75148, 75778, 75752, and 75148. The results showed more female respondents (90%) than male respondents (10%). 30% were single-parent females, while other respondents selected single adults, two parents, non-related adults (no children), and multi-generational as their household type. 50% of participants were Caucasian, 30% were African American, 10% were from two or more races, and 10% were Hispanic. 40% of respondents had obtained a High School diploma as their highest-level education, while other respondents' education levels comprised of Some College, Associates Degree, and Master's Degrees. 40% of respondents made under \$15,000, 30% made between \$15,000 and 29,999, 10% made between \$30,000 and \$49,999, and 20% made between \$50,000 or higher. The average age of respondents was 45-54.

In the Employment domain, 50% of respondents selected the phrase *job skills training to earn better wages* as "Very Needed." In the Education domain, 50% of respondents selected the " *Education programs for children to gain literacy skills* as "Needed." In this same domain, 60% of respondents selected the phrase *assistance to attend trade/technical school*. In the Income and Asset Building domain, 60% of respondents selected the phrase *Financial Education/ Budgeting Classes, Credit Counseling* as "Needed." In the Housing domain, 50% of respondents selected the phrase *Affordable Housing* as "Very Needed." In the Health and Social/ Behavioral Development domain, 30% of respondents selected *Mental and Behavioral Health Counseling or Classes* as "Very Needed." In the Civic Engagement domain, 30% of respondents selected *Programs, activities, workshops on leadership skills, community involvement*, as "Very Needed". In the Emergency Assistance domain, 70% of respondents selected the phrase *Transportation* as "Needed." 20% of respondents were unaware of community resources within their city or county, 20% of respondents had limited knowledge of community resources, and 60% of respondents were aware of community resources.

The housing crisis has worsened, with many individuals and families displaced every day. Families decide to relocate to another state for better opportunities or move in with family members. More than one-fourth of the population occupy housing units with one or more substandard conditions. Despite having about 1,394 employer establishments, the percentage of workers in the labor force is low. Many individuals opt to live on public assistance due to the

benefits that they will receive. If an individual makes slightly over the federal poverty line, they must pay high insurance premiums and pay market rent for their housing. Post-secondary options are limited in Henderson County; many individuals either lose motivation to continue their education or travel to nearby counties to pursue educational opportunities. Henderson County needs better access to healthier food stores and to close the gap in food deserts. City leaders can incorporate healthy food initiatives or incentivize healthy food stores to host food mobiles every Friday. These food mobiles will bring healthy foods into the communities for a reasonable price. Henderson County residents need help with financial education to prevent making bad money decisions or navigating debt, credit cards, and pay-day loans.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Henderson County:

- 1.) Housing
- 2.) Employment
- 3.) Education
- 4.) Food Assistance
- 5.) Financial Education/ Budgeting Classes

Gaps In Services and Barriers

Based on the top five needs identified in Henderson County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from in-depth interviews with key informants/community leaders in Henderson County (Collected from May 10, 2024, In-Depth Interviews).

Key Informants/ Community Leaders Input

In-depth interviews were conducted with key informants/ community leaders regarding poverty and its impact on the community. Many providers have expressed concerns regarding rising inflation costs and the lack of an increase in workers' wages. The long-term effects of poverty can affect the county's economy. The following are some of the direct quotes shared during the session:

“Lack of awareness of community resources. Also, clients are not literate enough to understand the application contents and the process for receiving assistance. There is also a stigma behind receiving assistance. Many people feel ashamed to ask for help.”

“There are no shelters for the homeless in Henderson County. We receive many calls regarding that need on a daily basis. The lack of awareness of resources, more funding, more providers, and more coordination among providers is a major problem. Resolving this issue would require the whole county.”

“There are not enough viable community organizations to help community members. Not enough funding and staffing are employed. Some organizations are not fully vested in the cause. Some community members feel like they are third-class citizens and feel judged by employees of community-based organizations, so they seek help.”

“More funding and more town hall meetings to let them know about the resources. More attendance at city council meetings and commissioner's court.”

A common theme shared throughout the session is the importance of increasing an organization's visibility to address the lack of awareness of service barriers. Effective marketing strategies will help address some of the obstacles. A service delivery gap is the service providers' depletion of funds. They are unable to help families become self-sufficient due to the many barriers. The second theme is centered around the transit provider for Henderson County (**GoBus**). Although the county has a transit provider (**GoBus**), residents and community leaders seek more robust solutions spanning many cities. Many individuals and families cannot obtain gainful employment due to a lack of stable transportation. A critical revitalization need in Henderson County is housing. Demolishing old buildings and structures and building with up-to-date codes to follow the city and county laws. More affordable housing within the county limits will help alleviate the housing crisis.

The “Five Whys” Analysis- Henderson County (Top Five Needs)

The following analysis is based on the top five needs identified for Henderson County. This information is based on quantitative and qualitative data collected during this needs assessment period.

 <u>Housing</u>	• Increase in rental assistance requests (agency reports). • 3,480 severely burdened households, where housing costs are 50% or more of the total household income. • Lack of affordable housing units • The housing waiting list for new applicants is closed. • The median gross rent is \$958.
 <u>Employment</u>	• Only 53.2% of civilians ages 16 and above are in the labor force. • 849 Households are receiving Public Assistance Income. • 12.7% of the population under 65% with a disability. • Unemployment claims filed in 2023 (2030 claims, or 2.72%). • Lack of job skills to earn better wages.
 <u>Education</u>	• 33.8% of individuals stopped pursuing a higher education after high school. • Teen Births (Rate per 1,000 population) is 36%, significantly higher than the State (24%) and Nation's (17%) rate. • Adult literacy rates at Level 1, Level 2, and Level 3. • Limited access to educational opportunities • The cost associated with attending job training programs.
 <u>Food Assistance</u>	• Children eligible for free lunch constitute about 68% of the population, higher than the state and nation's rate. • 13,571 of the population live in food deserts. • Food Environment Index is 6.6 (limited access to healthy food stores). • 2,805 households (87.06%) not receiving SNAP income below poverty. • Limited understanding of the application process and waiting period.
 <u>Financial Education/ Budgeting Classes</u>	• Increased requests for assistance(i.e., agency reports). • Lack of a savings plan or crisis plan. • Loss of steady income in the household (see unemployment filed claims graph). • Low-income individuals only make enough money to make ends meet. • The Gini Index/ wealth distribution rate is 0.47.

Hunt County (Profile)



Hunt County has a total population of 113,347. The county has about eighteen zip codes, 13 cities, and 13 major highways that connect commuters to different sites. The county has an area of 882 square miles, with Lake Tawakoni being a serene place for residents and tourists. The county seat is in Greenville, TX. Adjacent to Fannin, Delta, Hopkins, Rains, Van Zandt, Kaufman, Rockwall, and Collin counties, this county is home to Texas A&M University and Paris Junior College-Greenville Center. The largest ethnic group in Hunt County is Caucasian (non-Hispanic), with 67.4%.

Most individuals and families in this county have an average commute time of 31.4 minutes to work. The average car ownership is two cars per household. The median household income is \$66,885, with the most popular employment sectors in Office and Administrative Support (5,638 people), Management (4,770 people), and Sales (4,042 people). The Greenville Chamber of Commerce has several affiliate groups and small business owners that cover different sectors. The Ambassador Program, Hunt County Senior Service Alliance, Leadership Hunt County, and Greenville Young Professionals are affiliate groups of the Greenville Chamber of Commerce. Several events hosted by the Greenville Chamber of Commerce aim to encourage business networking opportunities for non-profit organizations. A snapshot of Community Assets and Resources in Hunt County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented. CSI has about 10 agency partnerships in Hunt County (working partnerships or signed memorandum of agreements). Hunt County has 10 school districts and 1,672 employer establishments. Eleven faith-based institutions are registered with the Greenville Chamber of Commerce.

Snapshot of Top Five Needs:

- 1.) Housing**
- 2.) Education**
- 3.) Physical Health/ Nutrition Classes**
- 4.) Employment**
- 5.) Transportation**

Community Assets and Resources Hunt County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Greenville Workforce Center NCTCOG	✓	✓	✓				✓			✓	✓
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Hunt County Interagency Network		✓									✓
5	Hunt County Shared Ministries		✓		✓	✓	✓			✓		✓
6	Hunt County Kids					✓				✓		✓
7	Greenville Habitat for Humanity				✓							✓
8	Greenville Housing Authority				✓						✓	✓
9	Care Vide					✓						
10	Community SEEDS	✓			✓		✓			✓		✓
11	Farmers Electric Coop											✓
12	Community Resource Coordination Groups											✓
13	Texoma Council of Governments											✓
14	Hunt County Homeless Coalition				✓		✓			✓		✓
15	Paris Junior College Continuing Education		✓									✓
16	United Way of Hunt County				✓							✓
17	Texas A&M Commerce		✓									
18	North Texas Behavioral Health Authority					✓						✓
19	CCCS of North Central Texas/ GreenPath Financial Wellness		✓	✓	✓							
20	LP Waters Early Childhood Center		✓									✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

Lack of education over time can affect an individual's opportunities in the future. This can be accessed by looking at literacy rates from childhood to adulthood, understanding the contents of an application for assistance, and basic reasoning. In addition, some skills are attained within a school setting, such as critical thinking, problem-solving, and time management, which are transferable skills needed for employment or managing a home as an adult. Children living below 200% of the Federal Poverty Level (FPL) in Hunt County equates to 41.68%, compared to the State's percentage (41.91%) and the nation's percentage (37.17%). Lack of access to primary care and mental health care providers within Hunt County contributes to adverse health outcomes. It is one of many root causes of poverty beyond the city and county limits.

Conditions of Poverty

The effects of having low income in Hunt County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Hunt County
Population Health	41
Equity	41
Education	42
Economy	52
Housing	30
Food & Nutrition	55
Environment	47
Public Safety	50
Community Vitality	60
Infrastructure	42
Overall Score	33
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)	

County Overall Score: 33

Texas Median: 39

U.S. Median: 47

Data-CSBG Domains

Housing

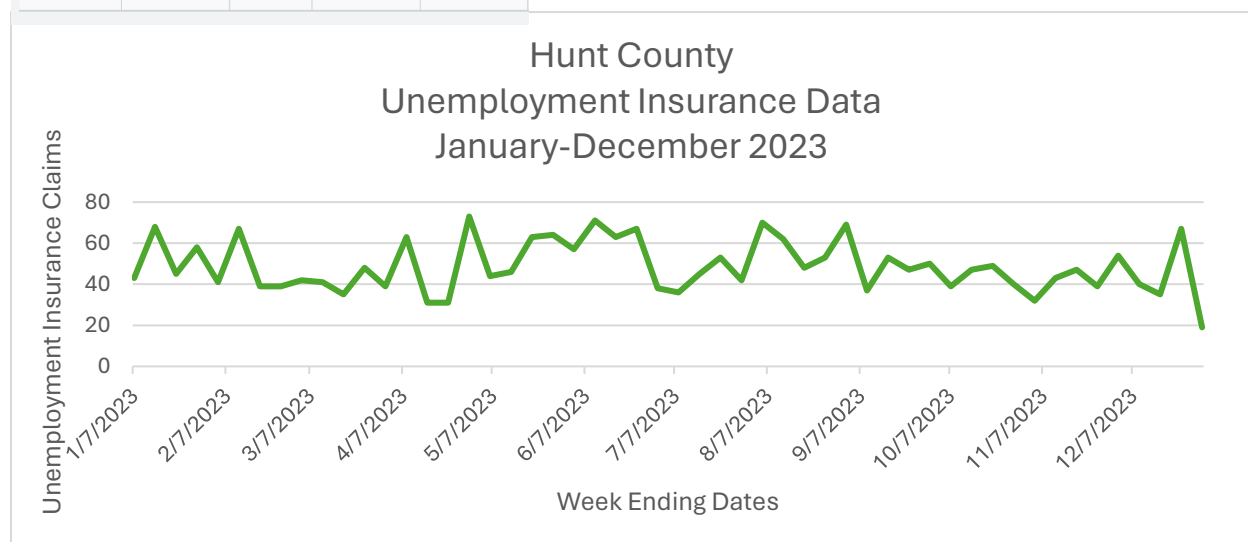
Research shows that Hunt County has about 44,259 housing units with a median gross rent of \$1,120. 70% of residents own their own home. There are 0.44% of housing units deemed unsafe and without plumbing, equivalent to the State's rate (0.44%) but higher than the Nation's rate (0.40%). This indicator covers the expenses of both renters and owners. There are 267 homeless youth registered with the school system in Hunt County. Severely burdened households equate to 12% of the population. 33% of seniors living alone and in a state of poverty are identified as a vulnerable population due to many challenges, compared to the State (33.40%) and Nation's rate (37.22%).

Employment

Over the past five years, the unemployment rate has decreased from 5.4% to 4.4%. However, the unemployment research data shows a significant rate increase from March 2022 (3.8%)-to March 2024 (4.4%). The total number of employers established in Hunt County is 1,672. The living

	1 ADULT			
	0 Children	1 Child	2 Children	3 Children
Living Wage	\$21.28	\$35.80	\$44.63	\$57.62
Poverty Wage	\$7.24	\$9.83	\$12.41	\$15.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

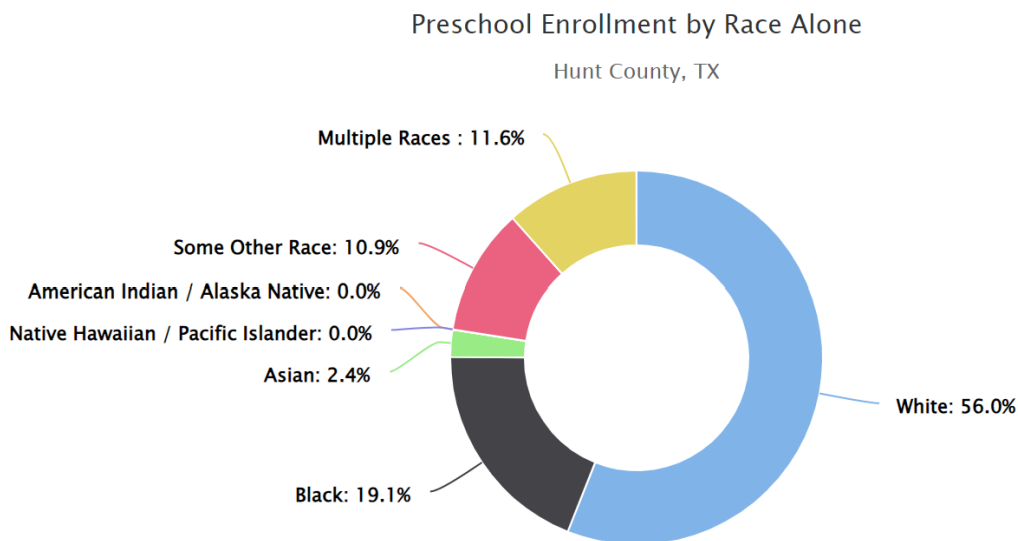
wage calculator shows the hourly wage that an individual should make to support themselves or their family. An adult with no children should make at least \$21.28 an hour or \$44,261 gross annual income to help themselves, working full-time, or 2,080 hours per year. A gross annual income covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergencies, leisure activities, career development, or educational pursuits. There is a slight gender inequity seen in the workforce, with 54.3% of individuals ages 16 and above in the workforce being females.



There were 2,530 or 3.40% unemployment claims filed in Hunt County out of the total claims (74,544) filed in CSI's Service area. No significant spikes were observed in unemployment claims filed by Hunt County residents.

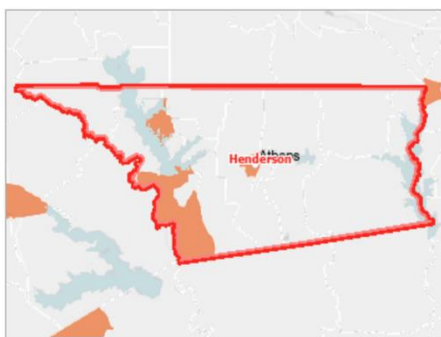
Education

There has been a 1.4% rate increase in Bachelor's Degree attainment over the past three years. 35.1% of individuals stopped pursuing a higher education after high school. 12.3% of the population did not attain a high school diploma, which is a lower rate than the State's rate (14.8%). Males are more likely to obtain a high school diploma (35.3%) than females (34.9%). Veterans who received a Bachelor's Degree, ages 25 and up, were 27.40% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 20.59% of the population. There are 5,713 children under five who qualify for the Head Start program. The Head Start Program rate per 10,000 children under age 5 is 5.25, lower than the State (7.01) and Nation's rate (10.53). The preschool enrollment rate for ages 3-4 is 40.93%, lower than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen in preschool enrollment, with 831 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 283; and Hispanics, 454). There are certain regions within the county where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 23.5% of the population is at or below level 1, lower than the State at 28.2% but higher than the Nation at 21.8%. Individuals at Level 2 who struggle to perform text-based informational tasks can considerably read. 39.4% of the population is at or below Level 2, higher than the State at 31.8% and the Nation at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated meanings or ideas. 37% are at or below level 3, slightly lower than the State at 40% and the Nation's rate at 45.8%.



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 24.81% of the population, ages 18-64, are uninsured, while 10.49% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, there are 30 active Medicare and Medicaid institutional service providers in Hunt County, which includes hospitals, nursing facilities, federally qualified health centers, and rural health clinics. There are no Community Mental Health Centers. Hunt County scored 7.0 out of 10 on the food environment index, which means residents have fair access to healthy foods. 12.80% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 17.30% experienced poor mental health monthly. 16,970 of the population live in food deserts. The United States Department of Agriculture (USDA) defines a food desert as any neighborhood that lacks healthy food sources because of experiencing low-income levels, vehicle access, and distance to local food stores.



Food Desert Census Tracts, 1 Mi. / 10 Mi. by Tract, USDA

- Food Desert
- Not a Food Desert
- No Data
- Henderson County, TX

Infrastructure/ Income and Asset Building

The median household income for Hunt County is \$66,885, a 22% increase from the last assessment or reporting period (2021). The Gini Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Hunt County scored 0.44, higher than the State (0.48) and Nation (0.44) numbers. Although this county's median household income has increased by 26%, many impoverished individuals and families struggle to meet their basic living needs, making it challenging to build generational wealth. 1.94% or 710 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Hunt County is \$3,209,900. The overall infrastructure score is 42/100 for Hunt County based on the following measures: broadband access (99.8%), walkability index score (5.8%), and workers commuting 60 minutes or more (19.3%).



Civic Engagement/ Community Involvement

Hunt County has 105 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Hunt County scored 0.88, meaning the reported area is very vulnerable compared to the State (0.76) and Nation's score (0.58). A high-risk score indicates that the county does not have an adequate supply of resources needed during a natural disaster. Voter participation is higher than the State and nation's average, with 55.6% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 58.9% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Hunt County's overall crime grade is B+ (i.e., violent crime, property crime, and other crimes). 300% of homes in Hunt County are more likely to be robbed with no home security. On average, a crime is committed every 2 hours and 51 minutes in Hunt County. This county is relatively safer than other counties within CSI's service area relative to the crime occurrence rate.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Hunt County	Texas	United States
Median Household Income	\$66,885	\$73,035	\$75,149
Children Eligible for Free Lunch	60.7%	60.6%	51.7%
No High School Diploma	12.3%	14.8%	10.9%
Graduate or Professional Degree	6.7%	11.5%	13.4%
Unemployment Rate	4.4%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	41.68%	41.91%	37.17%
Income Inequality (Gini Index)	0.44	0.48	0.44
Children in single-parent households (%)	22%	26%	25%
Source: U.S. News Healthiest Communities, 2024			
Source: U.S. Census Bureau American Community Survey, 2024			

- The unemployment rate in Hunt County is higher than the State and Nation's rate.
- Children living in poverty in Hunt County are slightly higher than the Nation's rate.
- A higher percentage of Children Eligible for Free Lunch in Hunt County emphasizes the need for a food safety net across the county.
- More than one-fifth of children live in Single Parent Households.
- The Gini Index rate for Hunt County is equivalent to the Nation's rate (wealth distribution)
- The median household income is significantly lower than the state and national median.

Physical Environment Indicators

Measure	Hunt County	Texas	United States
Air-Pollution (Particular Matter)	9.0	8.6	7.4
Broadband Internet Subscription	85.5%	88.4%	88.3%
Severe Housing Problems	17%	17%	17%
Food Environment Index	7.0	5.9	7.7
Mean Commute Time	31.4	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Hunt County residents face high levels of air pollution.
- Severe housing problems experienced by Hunt County residents are equivalent to the State and Nation's rate.
- The Food Environment Index is used to measure access to healthy food within proximity of one another.
- Hunt County scored 7.0 out of 10 for access to healthy foods, slightly higher than the State's score.

Health Behaviors Indicators

Measure	Hunt County	Texas	United States
Adult Smoking	18%	13%	15%
Adult Obesity	41%	36%	34%
Physical Inactivity	26%	25%	23%
Access to Exercise Opportunities	61%	82%	84%
Excessive Drinking	18%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	309.5	506.8	495.5
Teen Births (Rate per 1,000 population)	25	24	17
Source: County Health Rankings & Roadmaps 2024			

- The adult smoking rate is higher than the State and Nation's rate in Hunt County.
- Hunt County's health indicator numbers are higher than those of the state and nation, except for the Excessive Drinking and Sexually Transmitted Infections Measure (a poor health status for the entire county).
- Physical Inactivity rates for Hunt County are slightly higher than the State and Nation's rates.
- 61% of Hunt County residents live close to a park or recreation center, which may be correlated with the physical inactivity rates.
- Hunt County has fair access to locations for physical activities.

Clinical Care Indicators

Measure	Hunt County	Texas	United States
Uninsured Population %	20%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	4,539	2,933	2,681
Primary Care Physicians	3,690:1	1,660:1	1,330:1
Mental Health Providers	1,180:1	640:1	320:1
Mammography Screening	39%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- One-fifth of the population under the age of 65 do not have insurance.
- Outpatient treatment might have prevented 4,539 hospital stays per 100,000 people enrolled in Medicare. A record high within CSI's service area.
- There is one primary care provider for every 3,690 individuals in Hunt County, thereby contributing to poor health outcomes due to limited accessibility to providers.
- One mental health provider for every 1,180 individuals registered in Hunt County increases the probability of residents having mental health crises.
- 39% of female Medicare enrollees received an annual mammogram screening, equivalent to the state's but lower than the nation's rate.

Health Outcomes

Measure	Hunt County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	11%	11%	10%
HIV Prevalence (Rate per 100,000)	178	415	382
Premature age-adjusted mortality	510	400	390
Life Expectancy	74.7	77.2	77.6
Low Birth Weight (%)	9%	8%	8%
Source: County Health Rankings and Roadmaps 2024			

- 11% of adults ages 20 and up are diagnosed with Diabetes, equivalent to the State but slightly higher than the Nation's rate.
- 178 per 100,000 residents, ages 13 and above, are living with HIV (from reported outcomes). The prevalence rates of HIV infections are significantly lower than the State (415) and the Nation (382).
- 9% of babies born in Hunt County weighed under 5 pounds and 8 ounces, slightly higher than the State and Nation's rates.
- The average life expectancy for Hunt County is 74.7 years, which is less than the state and the nation's numbers.

Trends in Key Demographics 2021-2024

Measure	Hunt County	Texas	United States
Total Population (2021)	98,594	28,995,881	328,239,523
Total Population (2024)	113,347	30,503,301	334,914,895
Change	+14,753	+1,507,420	+6,675,372
Median Age (2021)	37.8	34.2	38.4
Median Age (2024)	37.6	35.2	38.5
Change	-0.2	+1.0	+0.1
Poverty % (2021)	14.8%	13.6%	10.5%
Poverty % (2024)	12.9%	14.0%	11.5%
Change	-1.9%	+0.4%	+1.0%
Percent Uninsured (2021) <65 yrs. old	16.27%	17.24%	10%
Percent Uninsured (2024) <65 yrs. old	20.5%	18.9%	9.3%
Change	+4.23%	+1.66%	-0.7%
Person with Disability (2021) <65 yrs. old	10.8%	7.9%	8.6%
Person with Disability (2024) <65 yrs. old	10.7%	8.2%	8.9%
Change	-0.1%	+0.3%	+0.3%
Median Household Income (2021)	\$54,959	\$61,874	\$62,843
Median Household Income (2024)	\$66,885	\$73,035	\$75,149
Change	+\$11,926	+\$11,161	+\$12,306
Bachelors' Degree (2021) (Age 25+) %	19.9%	29.9%	32.1%
Bachelors' Degree (2024) (Age 25+) %	21.3%	32.3%	34.3%
Change	+1.4%	+2.4%	+2.2%
Source: 2024 http://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey, 2024			

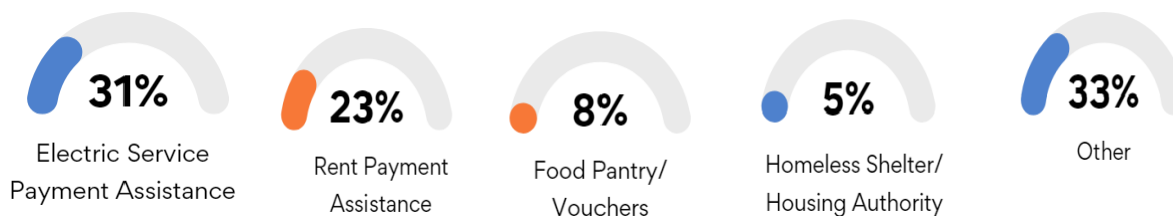
*Note: (+) denotes an increase.
(-) denotes a decrease.*

Trends Analysis

Over the past three years, Hunt County has experienced exponential growth in its population, with an increase of 14,753 residents. There is a slight decrease in the median age. A 22% increase was observed in the median household income category. The poverty percentage has slightly decreased by 1.9%. The uninsured population increased by 4.23%, a significant change within three years relative to other counties within CSI's service area. This category has significantly changed across most of CSI's service areas. Bachelor's Degree attainment has increased by 1.4%. Persons ages 65 and under living with a disability have slightly decreased in the last few years and are expected to remain the same. The trends show that this county will continue to increase in population and a potential increase in the Median Household Income based on environmental conditions.

Agency Response/ Program Impact

CSI received **79** requests for Hunt County from January 1, 2023-December 31, 2023. 87% of individuals requested rental assistance, 10% requested education support, and 3% requested other support services such as food. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI served 12 unduplicated households (28-person count). These households were screened and received services to address the following needs: rent, education, and food assistance. No individuals were placed in CSI's Case Management Program during the screening or assessment period, but some individuals may have participated as the program year progressed. The following data provided are unduplicated counts. There was 1 reported outcome in the Employment domain. There were 2 reported outcomes in the Education domain. There were no reported outcomes in the Income and Asset Building domain. There were 19 reported outcomes in the Housing domain. There was 1 reported outcome in the Health and Social Behavioral Development domain. There were no reported outcomes in the Civic Engagement domain. Twenty-one individuals achieved one or more outcomes as identified by the National Performance Indications in various domains. The 2-1-1 reports show a surge in requests received during the fourth quarter of 2023 (September 1, 2023-December 31, 2023). The total number of requests from Hunt County residents during this period was 108. These requests ranged from Electric Service Payment Assistance, Gas Service Payment Assistance, Residential Drug-use Disorder Treatment Facilities, Central Intake/ Assessment for Mental Health Services, Rental Payment Assistance, Food Pantries, Homeless Shelter, and Housing authorities; however, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Hunt County via:

- Large sample size surveys (Community Members/Residents, Clients, Staff)
- One-on-one interviews with Key Informants/Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Hunt County to get comprehensive input from residents, clients, and key stakeholders in the community. The results of this task led to several profound discoveries. Survey respondents lived in the following zip codes: 75401, 75403, and 75453. The results showed more female respondents (73%) than male respondents (27%). 45% were single adults, while other respondents selected single-parent male, single-parent female, and two parents as their household type. 55% of participants were Caucasian, 18% were African American, and 27% were Hispanic. 27% of respondents had obtained a High School diploma as their highest-level education, while other respondents' education levels comprised of Some High School, Some College, Associate's Degree, and Bachelor's Degree. None of the respondents made under \$15,000, 27% made between \$15,000 and 29,999, 36% made between \$30,000 and \$49,999, and 37% made between \$50,000 or higher. The average age of respondents was 35-44.

In the Employment domain, 45% of respondents selected the phrase *job skills training to earn better wages* as "Very Needed." In the Education domain, 63% of respondents selected the phrase *Education programs for children to gain literacy skills* as "Very Needed." In this same domain, 54% of respondents selected the phrase *assistance to attend trade/technical school* as "Very Needed." In the Income and Asset Building domain, 45% of respondents selected the phrase *Financial Education/ Budgeting Classes, Credit Counseling* as "Needed." In the Housing domain, 80% of respondents selected the phrase *Assistance with safe temporary shelter* as "Very Needed." In the Health and Social/ Behavioral Development domain, 54% of respondents selected *Mental and Behavioral Health Counseling or Classes* as "Needed." In the Civic Engagement domain, 63% of respondents selected *Programs, activities, workshops on leadership skills, community involvement*, as "Rarely Needed." In the Emergency Assistance domain, 54% of respondents selected the phrase *Transportation* as "Needed." 37% of respondents were unaware of community resources within their city or county, 27% had limited knowledge of them, and 36% were aware of them.

Hunt County residents are faced with the harsh realities of poverty every day with infrastructure issues, food scarcity, physical health problems, and disparities in wealth distribution and opportunities. Pre-school enrollment rates are down compared to adjacent counties and the state and federal rates. The lack of opportunity experienced by adults can trickle down to the children in the home. A common theme seen across the surveying groups is the need for effective

strategies to address the lingering effects of poverty. Access to opportunities is critical to being self-sufficient. Although Senior Center Resources and Public Transit (SCRPT) is a non-profit transit service in Hunt County, there are limitations to the services provided (i.e., operations time and service area). Adverse health outcomes can be seen in Hunt County (i.e., adult obesity, diabetes). The mental health crisis has worsened over time since the pandemic began in 2020. Employment opportunities are limited for many individuals due to the lack of job skills needed for the job. There are costs associated with job skills training to enter into specific industries. Many individuals lack the awareness of financial aid options to attend trade school or traditional learning options. CSI can intervene and address the community needs identified by working with the local Texas Workforce Center that serves Hunt County residents, employers for job placement agreements, and the student affairs department at the local colleges.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Hunt County:

- 1.) Housing
- 2.) Education
- 3.) Physical Health/ Nutrition Classes
- 4.) Employment
- 5.) Transportation

Gaps In Services and Barriers

Based on the top five needs identified in Hunt County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from in-depth interviews with key informants and community leaders in Hunt County (Collected from May 1, 2024 In-Depth Interviews).

Key Informants/ Community Leaders Input

Community leaders gathered to provide invaluable insights into the community needs of individuals and families of low incomes in Hunt County. Many themes were generated throughout the sessions. Participants were asked to identify the gaps, barriers to services, and solutions to address them. Participants expressed the following direct quotes.

“People aren’t aware of services. Families reach out for help when they are in distress, and it may be too late to assist them. Transportation is provided for displaced citizens and homebound seniors with chronic medical conditions.”

“We have a lot of homeless citizens and could use a shelter that would help our neighbors obtain needed services.”

“No housing options in Hunt County.”

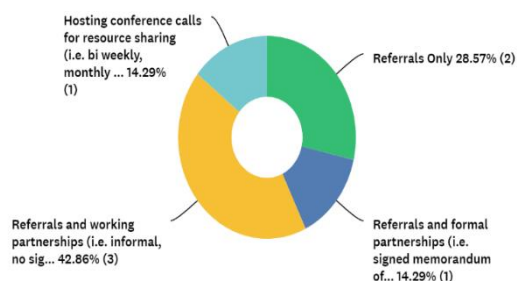
“Gaps in senior housing, gaps in Medicare Advantage plans, gaps in home repairs. More affordable housing for Seniors, better education on Medicare Advantage plans, and their pros & cons, Emergency housing & utility assistance.”

“Currently the county has a big need for "soup kitchens," in its major cities like Greenville, Commerce, and Quinlan. Partnering with The Salvation Army to fund this is the way.”

“Lack of funding, lack of organizations that exist to meet these needs. There are no homeless shelters, very little affordable housing, and no transportation for our Veterans who live outside the county and use this clinic.”

“Housing. Also, people need a/c and/or heaters. Also, people cannot get here (need help with transportation).”

Participants stated that local Community Action Agencies should become more visible within the community and additional funding options with local foundations to help address the community needs. This includes fund development, hosting donor-friendly events, and community outreaches. Participants were asked ‘How can our agency partner with your organization to address the needs that you identified?’

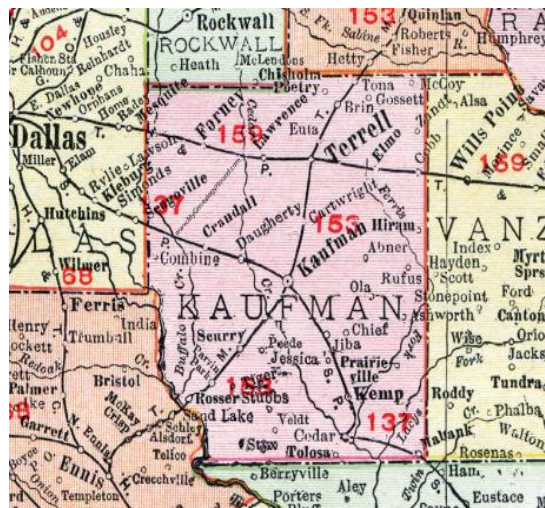


The “Five Whys” Analysis- Hunt County (Top Five Needs)

The following analysis is based on the top five needs identified for Hunt County. This information is based on quantitative and qualitative data collected during this needs assessment period.

 <u>Housing</u>	• Lack of Affordable and safe housing. • Lack of homeless shelters to address temporary housing needs. • The median gross rent is \$1,120. • 32% of the population is living in housing units with one or more substandard conditions. • 12% severely burdened households (50% of total household income spent on living costs).
 <u>Education</u>	• Adult literacy rates are low compared to the State and Nation's rates. • More than one-third of the population stopped pursuing post-secondary education after high school. • The cost associated with attending post-secondary education. • The time commitment needed to start a trade or major. • Non-traditional learners have to balance work, education, and family life.
 <u>Physical Health/ Nutrition Classes</u>	• High prevalence of chronic diseases in Hunt County • Limited access to primary care providers in Hunt County. • The county has a limited number of active Medicare and Medicaid providers. • Physical inactivity rates 26%), higher than the State (25%) and the Nation (23%). • Limited access to exercise opportunities (61%) compared to the State (82%) and the Nation (84%).
 <u>Employment</u>	• 2,530 unemployment claims filed by residents in 2023. • Individuals work three or more jobs to meet basic living needs. • The lack of job skills for better employment. • The costs associated with job skills training. • Frequency of training courses in alignment with family responsibilities, work schedule, and other commitments.
 <u>Transportation</u>	• Transit authority operation time and coverage areas are limited within Hunt County. • Mean commute time to work (31.4%) is higher than the State (26.6%). • Construction projects to rebuild roadways. • City leaders lack consensus on how to address transit issues. • More funding is needed to address service gaps (more drivers, fleet of buses).

Kaufman County (Profile)



Established in 1848, Kaufman County is named after David S. Kaufman, who was elected as a member of the Texas delegation to the United States House of Representatives. 8 major highways run through the county: Interstate 20, U.S. Highway 80, US Highway 175, State Highway 34, State Highway 205, State Highway 243, State Highway 274. Although the county seat is Kaufman, its largest city is Forney. Kaufman County has a total population of 185,690 and a land area that spans 808 square miles. Adjacent to Hunt, Van Zandt, Henderson, Ellis, Dallas, and Rockwall counties, Kaufman County is bounded southwest by the Trinity River. The largest ethnic

group in Kaufman County is Caucasian (non-Hispanic), with 50.2%. Most individuals and families in this county have an average commute time of 35.4 minutes to work. The average car ownership is two cars per household. The median household income is \$84,075, with the most popular employment sectors in Office and Administrative Support (9,685 people), Management (7,680 people), and Sales (6,417 people). The Kaufman Chamber of Commerce's goal is to catalyze economic growth, convene leaders and influencers, and be a champion for a stronger community. To keep the rich history of Kaufman County, community leaders voted to have a memorial erected to honor Veterans. The Kaufman County Veterans Memorial Park has more than 5,000 names of local veterans. Another notable landmark is the “poor farm,” created in 1883 and the only landmark owned by the county. A snapshot of Community Assets and Resources in Kaufman County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented. CSI has about 4 agency partnerships in Kaufman County (working partnerships or signed memorandum of agreements). Kaufman County has 7 school districts and 2,371 employer establishments. Fourteen faith-based institutions are registered with the Kaufman Chamber of Commerce.

Snapshot of the Top Five Needs:

- 1.) Employment**
- 2.) Housing**
- 3.) Food Assistance**
- 4.) Mental Health Counseling/ Classes**
- 5.) Education**

Community Assets and Resources

Kaufman County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA.	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Terrell Workforce Center NCTCOG	✓	✓	✓			✓				✓	✓
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Kaufman County Senior Citizen Center					✓						✓
5	Salvation Army				✓	✓	✓			✓		✓
6	The Center					✓				✓		✓
7	Women, Infants, Children (WIC)					✓	✓				✓	✓
8	Community Resource Coordination Groups (CRCG)											✓
9	Greater East Texas Community Action Program (GETCAP)											✓
10	Kaufman County Library	✓										
11	CCCS of North Central Texas/ GreenPath Financial Wellness	✓	✓	✓	✓							
12	Texas Balance of State Continuum of Care Texas Homeless Network				✓						✓	✓
13	North Texas Behavioral Health Authority (NTBHA)					✓					✓	✓
14	Trinity Valley Community College (TVCC)	✓										✓
15	Lone Star CASA											✓
16	STAR Transit								✓			
17	United Way of Kaufman County			✓	✓	✓						✓
18	Forever Families				✓							✓
19	Smart Start Montessori School	✓										
20	Forney ISD-Head Start Programs	✓										✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

8.6% of its residents are living in poverty. A disparity can be seen in poverty rates by race and ethnicity. 8.52% of individuals living in poverty are Caucasians, 17.62% are African Americans, 9.58% are American Indians or Alaska Natives, and 10.32% are of Hispanic or Latino origin. There are 47,899 households in poverty. Only 4,496 or 9.39% of households are receiving SNAP to address their nutritional needs, while 43,403 or 90.61% of households are not receiving SNAP. The percentage of households not receiving SNAP is higher than that of the state (88.47%) and the nation (88.48%). The food-insecure population in Kaufman County is 19,920 or 13.3% rate. 46% of individuals are above the SNAP threshold, while 54% are below the SNAP threshold of 165%. The average meal cost is 3.82. The annual food budget shortfall is \$14,316,000. The food budget shortfall reflects the additional dollar amounts that food-insecure individuals report needing (on average) to purchase enough food to meet their nutritional needs.

Conditions of Poverty

The effects of having low income in Kaufman County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Kaufman County	County Overall Score: 52 Texas Median: 39 U.S. Median: 47
Population Health	47	
Equity	60	
Education	57	
Economy	70	
Housing	36	
Food & Nutrition	60	
Environment	48	
Public Safety	65	
Community Vitality	66	
Infrastructure	55	
Overall Score	52	
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)		

Data-CSBG Domains

Housing

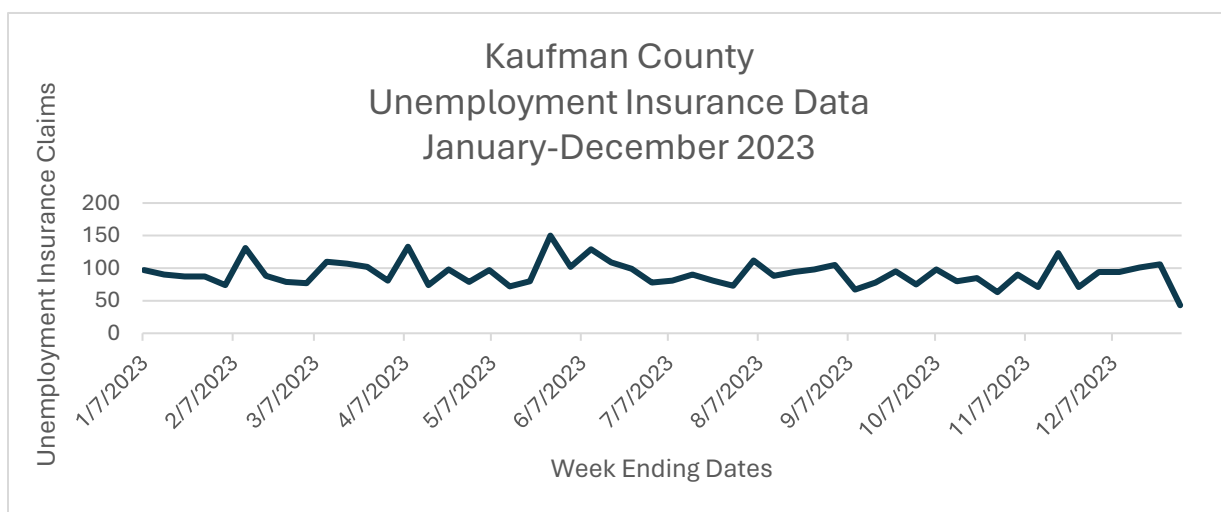
Research shows that Kaufman County has about 55,791 housing units with a median gross rent of \$1,286. 77% of residents own their own home. There are 0.29% of housing units deemed unsafe and without plumbing, lower than the State's rate (0.44%) and the Nation's rate (0.40%). This indicator covers the expenses of both renters and owners. There are 352 homeless youth registered with the school system in Kaufman County. 33.81% of the population occupied housing units with one or more substandard conditions (i.e., lack of complete plumbing or kitchen facilities). This rate is higher than the State's (32.85%) and the Nation's rates (31.70%). Severely burdened households equate to 12% of the population. 26.69% of seniors living alone and in a state of poverty are identified as a vulnerable population due to many challenges, compared to the State (33.40%) and Nation's rate (37.22%).

Employment

Over the past five years, the unemployment rate has decreased from 4.7% to 4.3%. However, the unemployment research data shows a significant rate increase from March 2022 (3.5%) to March 2024 (4.3%). The total number of employers established in Kaufman County is 2,371. The living

	1 ADULT			
	0 Children	1 Child	2 Children	3 Children
Living Wage	\$22.84	\$37.73	\$46.94	\$60.49
Poverty Wage	\$7.24	\$9.83	\$12.41	\$15.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

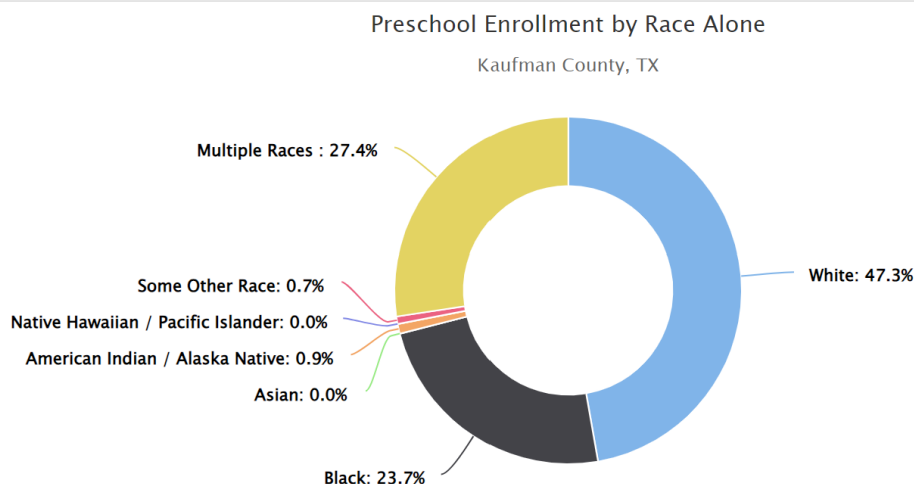
wage calculator shows the hourly wage that an individual should make to support themselves or their family. An adult with no children should make at least \$22.84 an hour or \$47,511 gross annual income to help themselves, working full-time, or 2,080 hours per year. A gross annual income covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergencies, leisure activities, career development, or educational pursuits.



There is a gender inequity seen in the workforce, with 62% of individuals ages 16 and above in the workforce being females. There were 4,766 or 6.40% unemployment claims filed in Kaufman County out of the total (74,544) filings in the CSI's Service area. No significant spikes were observed in unemployment claims filed by Kaufman County residents.

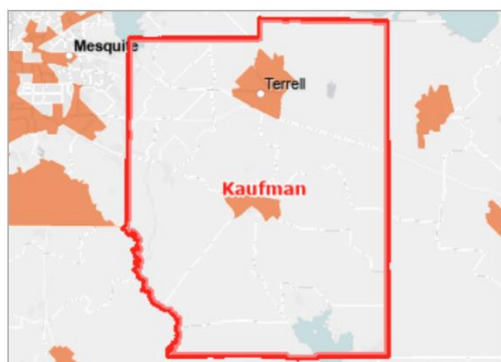
Education

There has been a 3.3% rate increase in Bachelor's Degree attainment over the past three years. 29.1% of individuals stopped pursuing a higher education after high school. 13.7% of the population did not attain a high school diploma, which is a lower rate than the State's rate (14.8%). Females are more likely to obtain a high school diploma (29.2%) than males (29.0%). Veterans who received a Bachelor's Degree, ages 25 and up, were 24.28% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 23.72% of the population. 7,754 children under five qualify for the Head Start program, with at least 7 Head Start Programs in the county. The Head Start Program rate per 10,000 children under age 5 is 9.03, higher than the State's (7.01) but lower than the Nation's rates (10.53). The preschool enrollment rate for ages 3-4 is 39.28%, lower than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen in preschool enrollment, with 888 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 446; and Hispanics, 811). There are certain regions within the county where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 22.2% of the population is at or below level 1, lower than the State at 28.2% but higher than the Nation at 21.8%. Individuals at Level 2 struggle to perform text-based informational tasks but are considerably able to read. 38% of the population is at or below Level 2, higher than the State at 31.8% and the Nation at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated meanings or ideas. 39.8% are at or below level 3, slightly lower than the State at 40% and the Nation's rate at 45.8%.



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 21.82% of the population, ages 18-64, are uninsured, while 13.40% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, there are 15 active Medicare and Medicaid institutional service providers in Kaufman County, which includes hospitals, nursing facilities, federally qualified health centers, and rural health clinics. There are no Community Mental Health Centers. Kaufman County scored 8.2 out of 10 on the food environment index, which means residents have fair access to healthy foods. 11.50% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 16.80% experienced poor mental health monthly. 21,016 of the population live in food deserts. The United States Department of Agriculture (USDA) defines a food desert as any neighborhood that lacks healthy food sources because of experiencing low-income levels, vehicle access, and distance to local food stores.



Food Desert Census Tracts, 1 Mi. / 10 Mi. by Tract,

- Food Desert
- Not a Food Desert
- No Data
- Kaufman County, TX

Infrastructure/ Income and Asset Building

The median household income for Kaufman County is 84,075, a 20% increase from the last assessment or reporting period (2021). The Gini Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Kaufman County scored 0.41, lower than the State's (0.48) and Nation's (0.44) numbers. Although this county's median household income has increased by 20%, many impoverished individuals and families struggle to meet their basic living needs, making it challenging to build generational wealth. 1.80% or 860 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Kaufman County is \$3,003,800. The overall infrastructure score is 55/100 for Kaufman County based on the following measures: broadband access (99.8%), walkability index score (6.4%), and workers commuting 60 minutes or more (21.1%).



Civic Engagement/ Community Involvement

Kaufman County has 96 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Kaufman County scored 0.70, meaning that the reported area is less vulnerable than the State (0.76) and Nation's score (0.58). A low-risk score indicates that the county has adequate resources needed during a natural disaster. Voter participation is higher than the State and nation's average, with 64.5% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 65.1% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Kaufman County's overall crime grade is B+ (i.e., violent crime, property crime, and other crimes). 300% of homes in Kaufman County are more likely to be robbed without home security. A crime is committed every 1 day and 0 hours in Kaufman County. This county is relatively safer than other counties within CSI's service area relative to the crime occurrence rate.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Kaufman County	Texas	United States
Median Household Income	\$84,075	\$73,035	\$75,149
Children Eligible for Free Lunch	53.5%	60.6%	51.7%
No High School Diploma	13.7%	14.8%	10.9%
Graduate or Professional Degree	6.8%	11.5%	13.4%
Unemployment Rate	4.3%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	35.66%	41.91%	37.17%
Income Inequality (Gini Index)	0.41	0.48	0.44
Children in single-parent households (%)	24%	26%	25%
Source: U.S. News Healthiest Communities, 2024			
Source: U.S. Census Bureau American Community Survey, 2024			

- The unemployment rate in Kaufman County is higher than the State and Nation's rate.
- Kaufman County children living in poverty is less than the State and Nation's rate.
- More than half of the children living in Kaufman County are eligible for free lunch, which shows a food crisis problem within the community.
- About one-fourth of children in Kaufman County live in Single Parent Households.
- The median household income is significantly higher than the state and national median; however, there is an income disparity with a Gini index of 0.41.

Physical Environment Indicators

Measure	Kaufman County	Texas	United States
Air-Pollution (Particular Matter)	9.3	8.6	7.4
Broadband Internet Subscription	87.9%	88.4%	88.3%
Severe Housing Problems	14%	17%	17%
Food Environment Index	8.2	5.9	7.7
Mean Commute Time	35.4	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Kaufman County residents face high levels of air pollution, leading to respiratory issues.
- The severe housing problems that Kaufman County residents experience are slightly lower than the State and Nation's average.
- Kaufman County scored 8.2 out of 10 for access to healthy foods, higher than the State and Nation's score.

Health Behaviors Indicators

Measure	Kaufman County	Texas	United States
Adult Smoking	16%	13%	15%
Adult Obesity	37%	36%	34%
Physical Inactivity	27%	25%	23%
Access to Exercise Opportunities	66%	82%	84%
Excessive Drinking	20%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	375.2	506.8	495.5
Teen Births (Rate per 1,000 population)	22	24	17
Source: County Health Rankings & Roadmaps 2024			

- The rate of adult smokers in Kaufman County is higher than the State and Nation's rate.
- Kaufman County's health indicator numbers are higher than the State and Nation's numbers, except for Access to Exercise opportunities and Sexually Transmitted Infections measure.
- 66% of Kaufman County residents live near a park or recreation center, significantly less than the State and Nation's rate, which can affect health outcomes.
- Sexually Transmitted Infections are significantly lower than the State and Nation's rate.

Clinical Care Indicators

Measure	Kaufman County	Texas	United States
Uninsured Population %	19%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	2,964	2,933	2,681
Primary Care Physicians	4,780:1	1,660:1	1,330:1
Mental Health Providers	1,010:1	640:1	320:1
Mammography Screening	39%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- About One-fifth of the population under the age of 65 do not have insurance.
- Outpatient treatment might have prevented 2,964 hospital stays per 100,000 people enrolled in Medicare.
- There is one primary care provider for every 4,780 individuals in Kaufman County.
- Kaufman County residents have less access to primary care and mental health providers compared to other residents living in Texas and the United States.
- 39% of female Medicare enrollees received an annual mammogram screening, equivalent to the State's rate.

Health Outcomes

Measure	Kaufman County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	11%	11%	10%
HIV Prevalence (Rate per 100,000)	301	415	382
Premature age-adjusted mortality	480	400	390
Life Expectancy	74.8	77.2	77.6
Low Birth Weight (%)	8%	8%	8%
Source: County Health Rankings and Roadmaps 2024			

- 11% of adults ages 20 and up are diagnosed with Diabetes, equivalent to the State but higher than the nation's rates.
- 301 per 100,000 residents, ages 13 and above, are living with HIV (from reported outcomes). The prevalence rates of HIV infections are significantly higher than the State (415) and the Nation (382).
- 8% of babies born in Kaufman County weighed under 5 pounds and 8 ounces, equivalent to State and the Nation's percentages.
- The average life expectancy for Kaufman County is age 74.8, which is less than the State and the Nation's numbers.

Trends in Key Demographics 2021-2024

Measure	Kaufman County	Texas	United States
Total Population (2021)	136,154	28,995,881	328,239,523
Total Population (2024)	185,690	30,503,301	334,914,895
Change	+49,536	+1,507,420	+6,675,372
Median Age (2021)	35.6	34.2	38.4
Median Age (2024)	34.6	35.2	38.5
Change	-1.0	+1.0	+0.1
Poverty % (2021)	9.8%	13.6%	10.5%
Poverty % (2024)	8.6%	14.0%	11.5%
Change	-1.2%	+0.4%	+1.0%
Percent Uninsured (2021) <65 yrs. old	13.72%	17.24%	10%
Percent Uninsured (2024) <65 yrs. old	19.0%	18.9%	9.3%
Change	+5.28%	+1.66%	-0.7%
Person with Disability (2021) <65 yrs. old	9.5%	7.9%	8.6%
Person with Disability (2024) <65 yrs. old	8.0%	8.2%	8.9%
Change	-1.5%	+0.3%	+0.3%
Median Household Income (2021)	\$70,107	\$61,874	\$62,843
Median Household Income (2024)	\$84,075	\$73,035	\$75,149
Change	+\$13,968	+\$11,161	+\$12,306
Bachelors' Degree (2021) (Age 25+) %	20.5%	29.9%	32.1%
Bachelors' Degree (2024) (Age 25+) %	23.8%	32.3%	34.3%
Change	+3.3%	+2.4%	+2.2%
Source: 2024			
http://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey 2024			

Note: (+) denotes an increase.

(-) denotes a decrease.

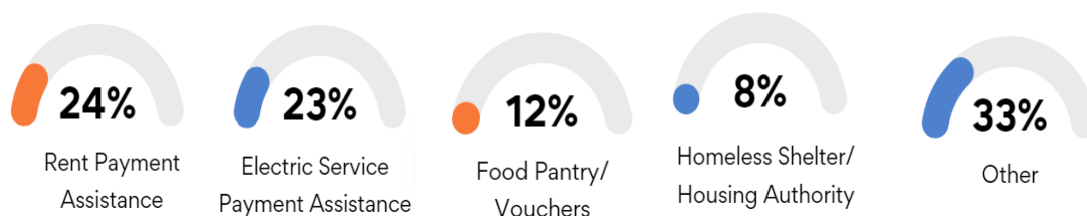
Trends Analysis

Over the past three years, Kaufman County has experienced exponential growth in its population, with an increase of 49,536 residents. This county has experienced a 20% increase in its Median Household Income. In addition, the poverty percentage has decreased by 1.2% and is likely to remain steady without any significant environmental changes. The uninsured population increased by 5.28%, a substantial change within three years relative to other counties within CSI's service area. Insurance premiums have risen and affect individuals and families slightly above the poverty guidelines when purchasing a plan. Bachelor's Degree attainment has increased by 3.3%. Persons ages 65 and under living with a disability have slightly decreased in the last few years and are expected to remain the same. The trends show that this county will continue to increase in population and a potential increase in the Median Household Income based on economic development initiatives by local chambers of commerce.

Agency Response/ Program Impact

CSI received **229** requests for Kaufman County from January 1, 2023-December 31, 2023. 93% of individuals requested rental assistance, 6% requested education support, and 1% requested other support services such as food and temporary shelter. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI served 14 unduplicated households (48-person count). These households were screened and received services to address the following needs: rent, education, and food assistance. Two or more individuals were placed in CSI's Case Management Program. The following data provided are unduplicated counts. There was 1 reported outcome in the Employment domain. There were 2 reported outcomes in the Education domain. There were no reported outcomes in the Income and Asset Building domain. There were 27 reported outcomes in the Housing domain. There were no reported outcomes in the Health and Social Behavioral Development and Civic Engagement domains. Twenty-eight individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

The 2-1-1 reports show a surge in requests received during the fourth quarter of 2023 (September 1, 2023-December 31, 2023). The total number of requests from Kaufman County residents during this period was 183. These requests ranged from Electric Service Payment Assistance, Water Service Payment Assistance, Gas Service Payment Assistance, General Dentistry, Rental Payment Assistance, Food Pantries, Homeless Shelter, and Housing authorities; however, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Kaufman County via:

- Large sample size surveys (Community Members/Residents, Clients, Staff)
- One-on-one interviews with Key Informants/Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Community Forums/ Focus Groups
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Kaufman County to get comprehensive input from residents, clients, and key stakeholders in the community. The results of this task led to several profound discoveries. Survey respondents lived in the following zip codes: 75126, 75142, 75143, 75157, 75158, 75160, and 75161. The results showed more female respondents (89%) than male respondents (11%). 37% were two parents, while other respondents selected single adult, single parent male, single parent female, and multi-generational as their household type. 47% of participants were Caucasian, 11% were African American, and 42% were Hispanic. 26% of respondents had obtained a high school diploma as their highest level of education. In contrast, other respondents' education levels comprised of Grade School, Some High School, Some College, Associates Degree, Bachelor's Degree, and Master's Degree. 26% of the respondents made under \$15,000, 16% made between \$15,000 and 29,999, 32% made between \$30,000 and \$49,999, and 26% made between \$50,000 or higher. The average age of respondents was 35-65.

In the Employment domain, 47% of respondents selected the phrase *job skills training to earn better wages* as "Needed." In the Education domain, 21% of respondents selected the " *Education programs for children to gain literacy skills* as "Needed." In this same domain, 32% of respondents selected the phrase *assistance to attend trade/technical school* as "Needed." In the Income and Asset Building domain, 26% of respondents selected the phrase *Financial Education/ Budgeting Classes, Credit Counseling* as "Needed." In the Housing domain, 47% of respondents selected the phrase *Help with utility bills* as "Needed." In the Health and Social/ Behavioral Development domain, 42% of respondents selected *Mental and Behavioral Health Counseling or Classes* as "Needed." In the Civic Engagement domain, 37% of respondents selected *Programs, activities, workshops on leadership skills, community involvement*, as "Needed." In the Emergency Assistance domain, 32% of respondents selected the phrase *Food* as "Needed." 16% of respondents were unaware of community resources within their city or county, 47% had limited knowledge of them, and 37% were aware of them.

In synthesizing the research data collected from survey participants and quantitative sources online, there are still critical revitalization needs for Kaufman County residents. The overall health of a community is assessed based on the quality of life of its residents. Access to adequate health food stores, availability and affordability of mental health, physical health providers, and

community resources shape the community. Each community has its unique barriers relating to poverty and crisis intervention. It takes more than extra funding to solve decade-long issues of poverty. City leaders and local community providers must draft and execute viable solutions to address the community's needs. CSI has working and formal partnerships with local colleges and social service agencies in Kaufman County. Future initiatives will include “lunch-and-learn” sessions with job placement agencies for partnership opportunities and to improve outcomes in the employment domain, leading to transitioning individuals and families out of poverty.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Kaufman County:

- 1.) Employment
- 2.) Housing
- 3.) Food Assistance
- 4.) Mental Health Counseling/ Classes
- 5.) Education

Gaps In Services and Barriers

Based on the top five needs identified in Kaufman County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from the in-depth interviews with key informants and community leaders in Kaufman County (Collected from March 2024 focus groups).

Community Forums/ Focus Groups

Kaufman County residents were invited to participate in focus groups to delve deeper into its community needs and areas grassroots organizations should focus on to address these issues. The six common themes identified are Infrastructure issues, transportation (lack of transportation options), an aging population, youth isolation/ mental health challenges, and employment (limited opportunities/ low wages). The following are direct quotes from the participants:

“[There are] no sidewalks in the city to walk on.”

“Infrastructure is always a problem. Where you go...they’re always three or four steps behind whatever’s going on.”

“There are seniors that struggle because they don’t have cars. They can’t drive, and if they can’t catch that little bus, they don’t have a way to get [to the] doctor.”

“Currently our biggest issue for our group right here and the others that we’ve talked about – single moms, grandparents raising children, grandchildren at home –is transportation.”

“And the other thing is transportation. Transportation. We need an improvement in our public [transit]. We have STAR Transit that needs a lot of [inaudible]. Because people would come if they could get the bus to come pick [them] up and bring them here.”

“That has affected me...because when I came, I was very sick and I could not get around. And my doctors and everything was in Dallas. And the only way I could get there was men in the church helped me and took me. But before that, they said, you know, the only way you’re [going to] get there is STAR. And you have to give them a two-week notice.”

“I’d like to see better transportation. We don’t have access to a cab, Uber, Lyft, or even public transportation. If you don’t drive or you don’t walk, you don’t get there.”

“So many [senior citizens] want to get out and do something, but they either don’t have transportation or they don’t know who to talk to.”

“I think that’s where a lot of our issues are with the kids in the schools and stuff, too, is because we don’t have programs for mental illness, you know, and that’s a real [problem] nowadays, especially that it’s even worse now than it’s ever been because we got the bullying, and we got all this other stuff and we just plain don’t have programs for these kids.”

“There’s a whole bunch of jobs, but they’re low-paying jobs.”

There was an outcry by focus group participants for improved infrastructure in Kaufman County. Some challenges observed in different cities within the county are limited cellular service, unpaved roads, and various food deserts. Participants acknowledged that STAR Transit was the established transit authority for Kaufman County but emphasized the need for reliable transportation. Seniors struggle to remain engaged and socially active due to limited activities or events catering to their interests.

Key Informants/ Community Leaders Input

Community Leaders expressed their perception of the community needs, barriers, service gaps, and possible solutions. The following are direct quotes from the in-depth interviews:

“I believe better advertising of the services provided.”

“Communication- Where are the resources located? Directing individuals and families to resources to get help. Also, there is a stigma for asking for help.”

“Transportation and personal hygiene for those looking for employment. Hard for them to get to and from decent paying jobs when they are unable to care for themselves and their family.”

“Recent increase in Kaufman County population has in turn caused an increased need for infrastructure / base to grow from. There appears to be a general lack of collective / community identity. Current community members lack awareness of the problems due to what seems to me to be a lack of infrastructure and duplication of services by the many small churches throughout the region. The larger picture when looking at the data might reveal that the unaddressed problems will impact all regional taxpayers in the near future. The public systems such as legal systems/ jails, educational systems and health care systems are burdened and cannot meet the community's needs alone.”

“Rent/Mortgage/Utility assistance. More funding.”

“Utility assistance; ease of application. A central hub for all service needs is needed. Kaufman County has recently started with the Kaufman County Resource Coalition group.”

“More resources for employment and financial assistance.”

“The gaps are plentiful for all SDOH as Kaufman County is rapidly growing. Suggestions-- for organizations to work together to maximize limited resources and growing number of those in need, as Dallas cost of living pushes people farther away from the city.”

The solution is to develop holistic interventions to address the entire family’s needs (i.e., the social determinants of health). There is a need for resource mapping, more partnerships, and action plans. County-specific coalition groups must gather to develop strategic and community action plans and track milestones and outcomes. Explore shared grant opportunities amongst providers to help address the communication divide and resource-sharing barriers.

The “Five Whys” Analysis- Kaufman County (Top Five Needs)

The following analysis is based on the top five needs identified for Kaufman County. This information is based on quantitative and qualitative data collected during this needs assessment period.

<u>Employment</u> 	• Unemployment claims filed in 2023 (4,766 or 6.40%) • Limited access to job placement agencies within the counties • Lack of transportation to get to employment. • STAR Transit (authorized transit provider) on limited operations. • 21% of workers commute 60 minutes or more to work (fluctuating gas prices).
<u>Housing</u> 	• Lack of affordable housing. • Low-income families spend more than 30% of their total household income on housing costs. • Rising housing costs, including property taxes (median gross rent is 1,286). • Evictions lead to displaced families. • The number of homeless youth and children is rising.
<u>Food Assistance</u> 	• The food desert population is 21,016. • Households are not eligible for SNAP benefits because they are slightly above program requirements. • Increase in food pantry requests and distribution. • Adverse effects of inflation on food items. Food prices fluctuate based on the environmental conditions.
<u>Mental Health Counseling/ Classes</u> 	• 16.80% of the population report poor mental health days 14 days out of 30 days. • Access to Mental Health Providers (one mental health provider to every 1,010 Kaufman County residents). • The uninsured population is 19%, which limits access to mental health providers. • The cost associated with seeking mental health services. • Poor coping mechanisms (adult smoking and adult obesity rates and facing the stigma of seeking help).
 <u>Education</u>	• The financial cost associated with pursuing higher learning • Residents are unaware of scholarship programs and Federal Aid (FAFSA). • Sense of obligation to care for the household (new high school graduate elect to work rather than school). • Some residents are first-generation college students with no prior guidance or family support. • Disconnected youth rates (4.81% or 421 youths ages 16-19).

Navarro County (Profile)



Navarro County was established on April 25, 1846, in honor of José Antonio Navarro. Anderson County is the 56th largest county in the state of Texas. The county has a total area of 1,086 square miles with a total population of 55,635. The county seat and the largest city is Corsicana, TX. Adjacent to Henderson, Freestone, Limestone, Hill, and Ellis counties, this county has seven major highways that run through to connect drivers to various cities (I-45, US HWY 287, SH 14, SH 22, SH 31, SH 75, and SH 309). Tourists driving through the historic downtown area of Corsicana can observe the cobblestone-designed

streets. Navarro County is rich in culture and home to many small businesses and multigenerational households. Kerens, TX, is the birthplace of “Big Tex,” the iconic greeter at the annual State Fair. Other yearly events include Barbeque Cook-off challenges, Christmas lighting contests, and local trunk shows. The Pearce Collections Museum, Angelita Vineyard for wine tastings, and Corsican Opry and Event Center are cultural sites and the hub for city performances. Navarro College is a public community college with satellite branches in Corsicana, Mexia, Midlothian, Waxahachie, TX, and online learners. The annual student enrollment rate totaled over 9,000 students. The largest ethnic group in Navarro County is Caucasian (non-Hispanic), with 52.4%. Most individuals and families living in this county have a mean commute time of 26.9 minutes to work. The average car ownership is two cars per household. The median household income is \$56,261, with the most popular employment sectors in Manufacturing (4,104 people), Retail Trade (3,221 people), and Education Services (2,310 people).

A snapshot of Community Assets and Resources in Navarro County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented. CSI has about 10 agency partnerships in Navarro County (working partnerships or signed memorandum of agreements). Navarro County has 6 school districts and 938 employer establishments. Five faith-based institutions are registered with the Corsicana and Navarro County Chamber of Commerce.

Snapshot of Top Five Needs

- 1.) Housing**
- 2.) Employment**
- 3.) Education**
- 4.) Physical Health/ Nutrition Classes**
- 5.) Financial Education/ Budgeting Classes**

Community Assets and Resources

Navarro County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Corsicana Workforce Center (NCTCOG)	✓	✓								✓	✓
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Navarro College		✓									✓
5	American Red Cross		✓		✓	✓						
6	Salvation Army				✓	✓	✓			✓		✓
7	Navarro County Child Advocates (CASA)										✓	✓
8	Compassion Corsicana				✓		✓			✓		✓
9	Lakes Regional Community Center					✓						✓
10	Economic Opportunity Advancement Corporation (EOAC)				✓							✓
11	YMCA of Corsicana					✓		✓				
12	North Texas Behavioral Health Authority					✓					✓	✓
13	Corsicana-Woman, Infants, and Children					✓	✓					✓
14	Consumer Credit Counseling Services			✓								✓
15	Community Resource Coordination Groups	✓			✓					✓		✓
16	United Way of Navarro County		✓	✓								✓
17	Community National Bank and Trust			✓								
18	Navarro County Electric Coop											✓
19	Corsicana Library		✓									✓
20	Top Notch Personnel, Inc.	✓		✓								✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

Education rates in Navarro County are alarming, and immediate intervention is needed. The teen birth rate (per 1,000 population) is 42 compared to the state's (24) and the nation's rate (17). Disconnected youths are often relegated and left to survive in the ever-changing society. Some individuals turn to criminal activity or use negative coping skills (i.e., drinking). Individuals cannot secure gainful employment due to having limited technical knowledge of the specific industry. These individuals are unaware of assistance programs or have limited transportation to attend trade school or hands-on practicum sites.

Conditions of Poverty

The effects of having low income in Navarro County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Navarro County
Population Health	37
Equity	48
Education	43
Economy	43
Housing	36
Food & Nutrition	45
Environment	40
Public Safety	57
Community Vitality	52
Infrastructure	57
Overall Score	32
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)	

County Overall Score: 32

Texas Median: 39

U.S. Median: 47

Data-CSBG Domains

Housing

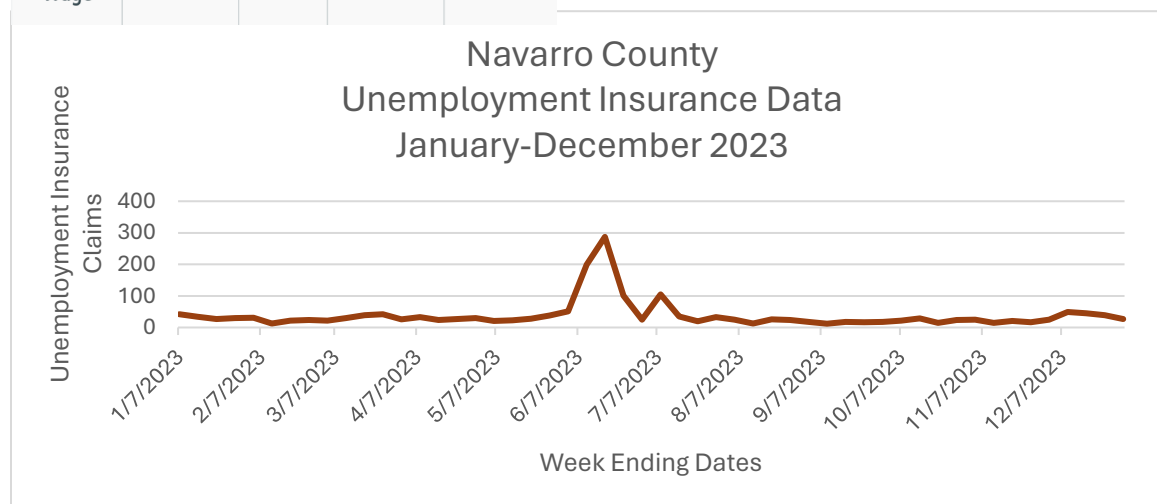
Research shows that Navarro County has about 22,690 housing units with a median gross rent of \$978. 68% of residents own their own home. There are 0.43% of housing units deemed unsafe and without plumbing, lower than the State's rate (0.44%) but higher than the Nation's rate (0.40%). This indicator covers the expenses of both renters and owners. There are 139 homeless youth registered with the school system in Navarro County. 33.03% of the population occupied housing units with one or more substandard conditions (i.e., lack of complete plumbing or kitchen facilities). This rate is higher than the State (32.85%) and the Nation's rates (31.70%). Severely burdened households equate to 12.5% of the population. 32.91% of seniors living alone and in a state of poverty are identified as a vulnerable population due to many challenges, compared to the State (33.40%) and Nation's rate (37.22%).

Employment

Over the past five years, the unemployment rate has decreased from 5.4% to 4.4%. However, the unemployment research data shows a significant rate increase from March 2022 (3.9%) to March 2024 (4.4%). The total number of employer establishments in Navarro County is 938. The living wage calculator shows the hourly wage that an individual should make to support themselves or

	1 ADULT			
	0 Children	1 Child	2 Children	3 Children
Living Wage	\$17.85	\$32.64	\$40.91	\$54.16
Poverty Wage	\$7.24	\$9.83	\$12.41	\$15.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

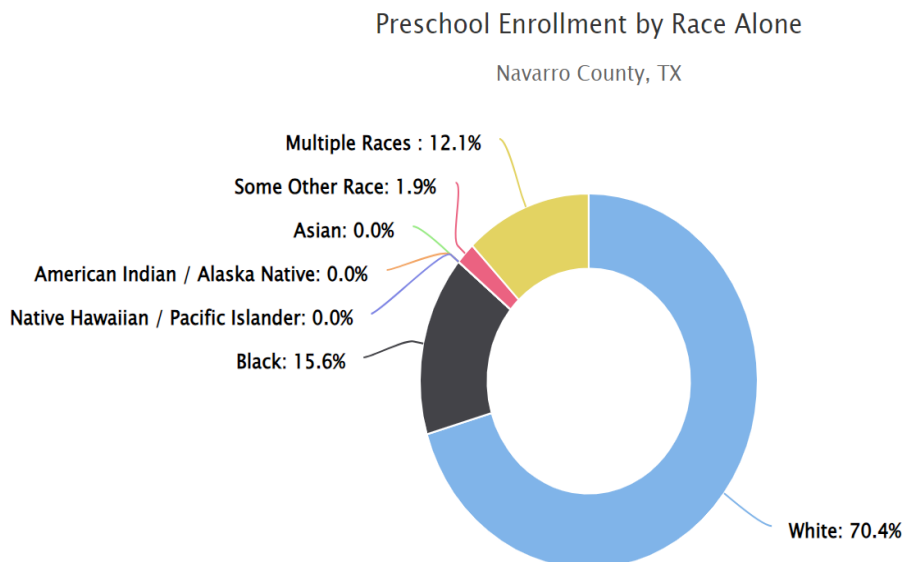
their family. An adult with no children should make at least \$17.85 an hour or \$37,129 gross annual income to help themselves, working full-time or 2,080 hours per year. A gross annual income covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergencies, leisure activities, career development, or educational pursuits. There is an even distribution of gender equity in the workforce for individuals ages 16 and above.



There were 1,986 or 2.66% unemployment claims filed in Navarro County out of the total (74,544) filings in the CSI Service area. A significant spike was observed in unemployment claims filed by Navarro County residents in June 2023.

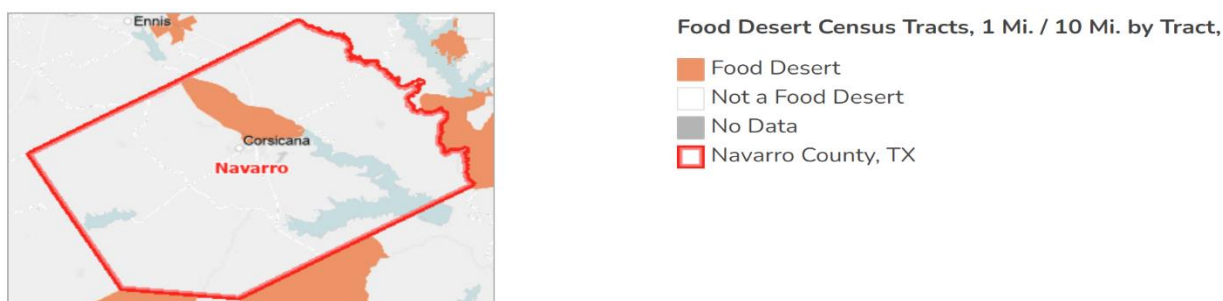
Education

There has been a 1.1% rate increase in Bachelor's Degree attainment over the past three years. 30.3% of individuals stopped pursuing higher education after high school. 19.6% of the population did not attain a high school diploma, which is a higher rate than the State's rate (14.8%). Males are more likely to obtain a high school diploma (32.6%) than females (28%). Veterans who received a Bachelor's Degree, ages 25 and up, were 20.91% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 16.68%. There are 3,480 children under five who qualify for the Head Start program. The preschool enrollment rate for ages 3-4 is 39.28%, lower than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen in preschool enrollment, with 638 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 141; and Hispanics, 376). There are certain regions within the county where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 31.8% of the population is at or below level 1, higher than the State at 28.2% and the Nation's rate at 21.8%. Individuals at Level 2 struggle to perform text-based informational tasks but are considerably able to read. 36.2% of the population is at or below Level 2, higher than the State at 31.8% and the Nation's rate at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated meanings or ideas. 32% are at or below level 3, slightly lower than the State at 40% and the Nation's rate at 45.8%.



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 30.32% of the population, ages 18-64, are uninsured, while 12.40% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, Navarro County has 21 active Medicare and Medicaid institutional service providers, including hospitals, nursing facilities, and rural health clinics. There are no community mental health centers or federally qualified health centers. Navarro County scored 7.0 out of 10 on the food environment index, which means residents have fair access to healthy foods. 14.20% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 17.50% experienced poor mental health monthly. 9,873 of the population live in food deserts. The United States Department of Agriculture (USDA) defines a food desert as any neighborhood that lacks healthy food sources because of experiencing low-income levels, vehicle access, and distance to local food stores.



Infrastructure/ Income and Asset Building

The median household income for Navarro County is \$56,261, a 16% increase from the last assessment or reporting period (2021). The Gini Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Navarro County scored 0.46, lower than the State (0.48) but higher than the Nation's numbers (0.44). Although this county's median household income has increased by 16%, many impoverished individuals and families struggle to meet their basic living needs, making it challenging to build generational wealth. 3.13% or 565 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Navarro County is \$2,162,000. The overall infrastructure score is 57/100 for Navarro County based on the following measures: broadband access (99.7%), walkability index score (6.1%), and workers commuting 60 minutes or more (13.9%).



Civic Engagement/ Community Involvement

Navarro County has 43 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Navarro County scored 0.96, meaning the reported area is very vulnerable compared to the State (0.76) and Nation's score (0.58). A high-risk score indicates that the county does not have an adequate supply of resources needed during a natural disaster. Voter participation is lower than the State and nation's average, with 58.9% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 53.9% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Navarro County's overall crime grade is B (i.e., violent, property, and other crimes). 300% of homes in Navarro County are more likely to be robbed with no home security. A crime is committed every 4 hours and 59 minutes in Navarro County. This county is relatively safer than other counties within CSI's service area relative to the crime occurrence rate.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Navarro County	Texas	United States
Median Household Income	\$56,261	\$73,035	\$75,149
Children Eligible for Free Lunch	67.6%	60.6%	51.7%
No High School Diploma	19.6%	14.8%	10.9%
Graduate or Professional Degree	5.6%	11.5%	13.4%
Unemployment Rate	4.4%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	51.55%	41.91%	37.17%
Income Inequality (Gini Index)	0.46	0.48	0.44
Children in single-parent households (%)	30%	26%	25%
Source: U.S. News Healthiest Communities 2024			
Source: U.S. Census Bureau American Community Survey 2024			

- The unemployment rate in Navarro County is higher than the State and Nation's rate.
- About Half of the children in Navarro County are living in poverty.
- There is a higher percentage of children eligible for free lunch than the state and national rates.
- Single parents raise 30% of children living in Navarro County.
- Wealth is not evenly distributed in Navarro County, as evidenced by the Gini index of 0.46.
- The median household income is significantly lower than the state and national median.

Physical Environment Indicators

Measure	Navarro County	Texas	United States
Air-Pollution (Particular Matter)	9.1	8.6	7.4
Broadband Internet Subscription	81.1%	88.4%	88.3%
Severe Housing Problems	17%	17%	17%
Food Environment Index	7.0	5.9	7.7
Mean Commute Time	26.9	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Navarro County residents face high levels of air pollution, leading to other health conditions.
- Severe housing problems in Navarro County are equivalent to the State and Nation's rates.
- Navarro County scored 7.0 out of 10 for access to healthy foods, slightly lower than the Nation's score but higher than the State's scores.

Health Behaviors Indicators

Measure	Navarro County	Texas	United States
Adult Smoking	19%	13%	15%
Adult Obesity	39%	36%	34%
Physical Inactivity	29%	25%	23%
Access to Exercise Opportunities	53%	82%	84%
Excessive Drinking	17%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	397.5	506.8	495.5
Teen Births (Rate per 1,000 population)	42	24	17
Source: County Health Rankings & Roadmaps 2024			

- About One-fifth of adults in Navarro County Residents are cigarette smokers.
- Navarro County's "Teen Births" health indicator rate is significantly higher than that of the state and nation.
- Physical inactivity contributed to the high obesity rates among adults in Navarro County.
- 53% of Navarro County residents live near a park or recreation center, significantly less than the State and Nation's rate.
- Navarro County residents don't have adequate access to locations for physical activities.

Clinical Care Indicators

Measure	Navarro County	Texas	United States
Uninsured Population %	24%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	3,592	2,933	2,681
Primary Care Physicians	3,570:1	1,660:1	1,330:1
Mental Health Providers	1,400:1	640:1	320:1
Mammography Screening	36%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- About One-fourth of the population under the age of 65 do not have insurance.
- Outpatient treatment might have prevented 3,710 hospital stays per 100,000 people enrolled in Medicare.
- There is one primary care provider for every 3,570 individuals in Navarro County.
- Navarro County residents have less access to primary care and mental health providers compared to other residents living in Texas and the United States.
- 36% of female Medicare enrollees received an annual mammogram screening.

Health Outcomes

Measure	Navarro County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	13%	11%	10%
HIV Prevalence (Rate per 100,000)	219	415	382
Premature age-adjusted mortality	540	400	390
Life Expectancy	73.8	77.2	77.6
Low Birth Weight (%)	8%	8%	8%
Source: 2024 https://cap.engagementnetwork.org			

- 13% of adults ages 20 and up are diagnosed with Diabetes, slightly higher than the State and Nation's percentages.
- 586 per 100,000 residents, ages 13 and above, are living with HIV (from reported outcomes). The prevalence rates of HIV infections are significantly higher than the State (415) and the Nation (382).
- 8% of babies born in Navarro County weighed under 5 pounds and 8 ounces, equivalent to State and the Nation's percentages.
- The average life expectancy for Navarro County is 73.8 years, which is less than the state and the nation's numbers.

Trends in Key Demographics 2021-2024

Measure	Navarro County	Texas	United States
Total Population (2021)	50,113	28,995,881	328,239,523
Total Population (2024)	55,635	30,503,301	334,914,895
Change	+5,522	+1,507,420	+6,675,372
Median Age (2021)	38.6	34.2	38.4
Median Age (2024)	37.5	35.2	38.5
Change	-1.1	+1.0	+0.1
Poverty % (2021)	13.4%	13.6%	10.5%
Poverty % (2024)	22.9%	14.0%	11.5%
Change	+9.5%	+0.4%	+1.0%
Percent Uninsured (2021) <65 yrs. old	18.45%	17.24%	10%
Percent Uninsured (2024) <65 yrs. old	24.5%	18.9%	9.3%
Change	+6.04%	+1.66%	-0.7%
Person with Disability (2021) <65 yrs. old	12.1%	7.9%	8.6%
Person with Disability (2024) <65 yrs. old	12.7%	8.2%	8.9%
Change	+0.6%	+0.3%	+0.3%
Median Household Income (2021)	\$48,529	\$61,874	\$62,843
Median Household Income (2024)	\$56,261	\$73,035	\$75,149
Change	+7,732	+\$11,161	+\$12,306
Bachelors' Degree (2021) (Age 25+) %	15.9%	29.9%	32.1%
Bachelors' Degree (2024) (Age 25+) %	17.0%	32.3%	34.3%
Change	+1.1%	+2.4%	+2.2%
Source: 2024			
http://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey, 2024			

Note: (+) denotes an increase.

(-) denotes a decrease.

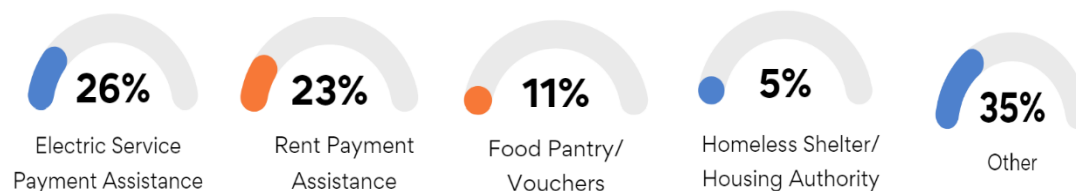
Trends Analysis

Over the past three years, Navarro County has experienced a slight increase in its population, with an increase of 5,522 residents. It is inferred that many individuals and families are not migrating to this county, and residents are not moving away from the county. There is a slight increase in the median age. Although a 16% increase is observed in the Median Household Income category, the poverty percentage has drastically increased by 9.5%. This is the highest poverty percentage seen in CSI's service area. The uninsured population increased by 6.04%, a significant change within three years relative to other counties within CSI's service area. Bachelor's Degree attainment has slightly increased by 1.1%. Persons ages 65 and under living with a disability have risen somewhat in the last few years and are expected to remain the same. The trends show that this county's population might stay the same with a 5,000 resident population range. Social, economic, and policy interventions are needed to break down the structural issues and disparities caused by the cyclical effects of poverty.

Agency Response/ Program Impact

CSI received **124** requests for Navarro County from January 1, 2023-December 31, 2023. 76% of individuals requested rental assistance, 15% requested education support, and 9% requested other support services such as food, temporary shelter, gas, and driver's licenses. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI served 27 unduplicated households (70-person count). These households were screened and received services to address the following needs: rent, education, and food assistance. Five or more individuals were placed in CSI's Case Management Program. The following data provided are unduplicated counts. There were 5 reported outcomes in the Employment domain. There were 7 reported outcomes in the Education domain. There was 1 reported outcome in the Income and Asset Building domain. There were 47 reported outcomes in the Housing domain. There were 2 reported outcomes in the Health and Social Behavioral Development domain. There were no reported outcomes in the Civic Engagement domain. Forty-one individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

The 2-1-1 reports show a surge in requests received during the fourth quarter of 2023 (September 1, 2023-December 31, 2023). The total number of requests from Navarro County residents during this period was 74. These requests ranged from Electric Service Payment Assistance, Childcare Expense Assistance, Prescription Expense Assistance, Licensed Professional Counselor Referrals, Certificates/Forms Assistance, Rental Payment Assistance, Food Pantries, Homeless Shelter, and Housing authorities; however, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Navarro County via:

- Large sample size surveys (Community Members/Residents, Clients, Staff)
- One-on-one interviews with Key Informants/Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Community Forum/Focus Group
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Navarro County to get comprehensive input from residents, clients, and key stakeholders in the community. The results of this task led to several profound discoveries. Survey respondents lived in the following zip codes: 75105, 75109, 75110, 75144, 75155, 76626, and 76641. The results showed more female respondents (81%) than male respondents (19%). 26% were two parents, while other respondents selected single adults, single-parent females, non-related adults with no children, and multi-generational as their household type. 39% of participants were Caucasian, 35% were African American, and 26% were Hispanic. 58% of respondents had obtained a high school diploma as their highest level of education. In contrast, other respondents' education levels comprised of Grade School, Some High School, Some College, Associates Degree, Bachelor's Degree, and Master's Degree. 23% of the respondents made under \$15,000, 23% made between \$15,000 and 29,999, 32% made between \$30,000 and \$49,999, and 23% made between \$50,000 or higher. The average age of respondents was 35-65.

In the Employment domain, 48% of respondents selected the phrase *job skills training to earn better wages* as "Very Needed." In the Education domain, 65% of respondents selected the " *Education programs for children to gain literacy skills* as "Needed." In this same domain, 58% of respondents selected the phrase *assistance to attend trade/technical school* as "Very Needed." In the Income and Asset Building domain, 48% of respondents selected the phrase *Financial Education/ Budgeting Classes, Credit Counseling* as "Very Needed." In the Housing domain, 65% of respondents selected the phrase *Help with utility bills* as "Very Needed." In the Health and Social/ Behavioral Development domain, 58% of respondents selected *Nutrition Education/ Healthy Eating Education Workshops* as "Very Needed." In the Civic Engagement domain, 42% of respondents selected *Programs, activities, workshops on leadership skills, community involvement*, as "Very Needed." In the Emergency Assistance domain, 74% of respondents selected the phrase *Transportation* as "Very Needed." 35% of respondents were unaware of community resources within their city or county, 23% had limited knowledge, and 42% were aware of community resources.

The effects of poverty in rural areas are not proportionate to those in urban areas. From migration issues to food scarcity rates in rural areas to overcrowding and air pollution in metropolitan areas, every county needs specific intervention to address community needs. As the most

prominent and longest-standing community service provider in Navarro County, CSI serves as a solution center for the community. CSI has various working and formal partnerships with community providers. There is a need for more collaboration among community providers in programming or service offerings. For example, hosting job events in collaboration with the local Texas Workforce Centers held onsite at CSI's corporate office will help increase the agency's visibility. Advertisement and marketing are significant objectives for massive outreach to community members. Meeting with the city council and other community leaders can garner the financial support needed to sustain current programs or develop new ones. Assessing the agency's capacity to add new programs to address community needs will be discussed amongst the agency's frontline staff, management, and board of directors.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Navarro County:

- 1.) Housing
- 2.) Employment
- 3.) Education
- 4.) Physical Health/ Nutrition Classes
- 5.) Financial Education/ Nutrition Classes

Gaps In Services and Barriers

Based on the top five needs identified in Navarro County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from in-depth interviews with key informants and community leaders in Navarro County (Collected from May 13, 2024 Staff Focus Group).

Community Forum/ Focus Group

CSI staff residing in Navarro County were invited for an open discussion on the outcome of the residents' surveys distributed in the community. The results from the residents' survey (Only) showed that there was a need for better employment opportunities, affordable housing, emergency assistance (i.e., transportation), education, and physical health and nutrition classes (health and behavioral social development domain).

“Affordable housing has always been a crisis because social security retirement doesn’t guarantee a livable income, especially for those who live alone.”

“Businesses have experienced a reduction in force, so unemployment rates have risen.”

“With low wages, people can’t pay for their basic living expenses, can pay rent, or insurance.”

“Lack of education, keeps people from getting the job that they need.”

“Older people tend to stay with employer for job security and good paying wages.”

“The lack of housing shelters has added to the housing crisis.”

“Most good paying jobs in Navarro County require hard labor, and the generation of today are not equipped or don’t have the desire to work.”

Participants shared viable solutions to address the challenges seen in the community, such as increasing awareness of services, creating partnerships with local employers for job placement opportunities, and seeking more skills training partnerships with trade schools. Another possible solution is to host community fairs and offer sessions where residents can receive assistance with applying for federal aid programs or local agency services.

Key Informants/ Community Leaders Input

The following input was given and shared amongst community leaders/ key informants. Participants agreed that attending more coalition meetings hosted by Impact Navarro is a step in the right direction. Perceived gaps, barriers, and solutions were shared in the spirit of solidarity, with the following direct quote:

“A gap is that people are not aware of services. There is a need for more community fairs. Due to people’s work schedules, time is a barrier when locating and utilizing services. A solution will be to offer services on the weekend and do mass intakes.”

“A gap is that people are unaware of where to receive services. Transportation is an issue within the community. There aren’t good-paying jobs in rural towns compared to big cities like

Dallas. There is a stigma about people asking for help. Some feel ashamed of their circumstance. For parents, we provide general information because parents will not directly voice out that they need help, especially low-income or at-risk families. A solution is to have more coalition meetings and community fairs. Impact Navarro is a good resource channel.”

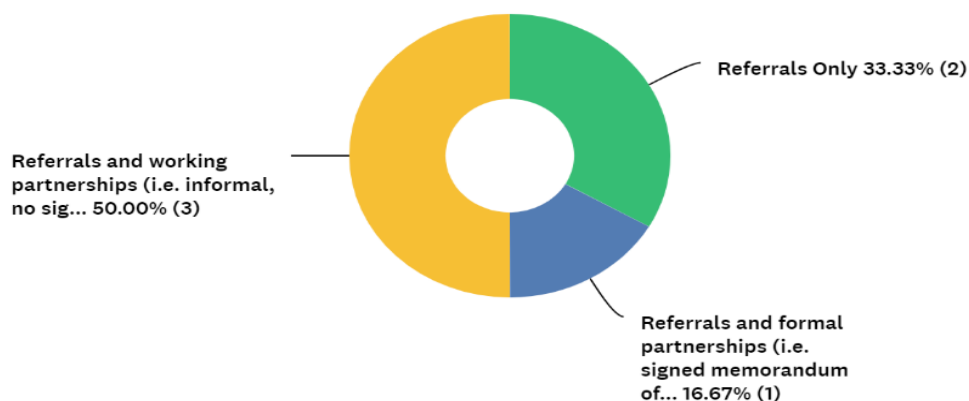
“The population I work with, mental health can be a barrier. Even dual-diagnosed, lower-functioning individuals can't receive assistance and get sent back to our center. We have implemented a solution to contract services with a Psychiatrist who works with dual-diagnosed clients; however, this provider is the only one available for all 12 counties and is often booked for appointments.”

“Awareness of services and getting the community to give back is always an issue. Parents need to get more involved in their child's education.”

“There is a lack of funds. A lot of people come to utilize services, but due to a lack of funds, families can't receive services. Other components include the stigma of receiving services. I understand that there is a privacy standard and most agencies have to speak with the client directly, but some clients are scared to advocate for themselves.”

“Resistance to support building of shelters in Corsicana due to gentrification efforts. There is a great need for men shelters and family shelters.”

When asked in the session what ways our agency can partner with you to address the community needs, these were the response levels:



The “Five Whys” Analysis- Navarro County (Top Five Needs)

The following analysis is based on the top five needs identified for Navarro County. This information is based on quantitative and qualitative data collected during this needs assessment period.

<u>Housing</u> 	• Residents living in unsanitary living environments. • Rising costs of housing with adequate facilities (lack of affordable housing). • The lack of homeless shelter or temporary housing. • Older homes have weatherization needs and cannot withstand storm season. • Severely burdened households are 12.50% of the population.
<u>Employment</u> 	• The lack of job skills to obtain gainful employment. • A limited number of placement agencies in centralized areas of the county. • Unemployment claims filed in 2023 (1,986). • Jobs available are not living wage jobs, so individuals must work two or three part-time jobs to meet basic needs. • The older generation tends to stay employed and not retire, contributing to unemployment rates seen in the younger generation.
<u>Education</u> 	• 30.3% of individuals stopped pursuing higher education after high school. • 19.6% of the population did not attain a high school diploma, which is a higher rate than the State's rate (14.8%). • The Teen birth rate is 42% compared to the State (24%). • Adult literacy rates are low relative to the state and nation's rates. • Access to education opportunities and associated costs.
<u>Physical Health/ Nutrition Classes</u> 	• Chronic disease rates are higher than the State and Nation's rates. • Physical Inactivity Rates. • Limited access to excess opportunities. • Limited access to physical health providers. • The Food Environment Index is 7.0 (fair access to healthy foods).
<u>Financial Education/ Budgeting Classes</u> 	• Residents lack the skills needed to balance a budget. • Households are reliant on public assistance income. • Access to banking institutions within the community. • Individuals lack the motivation to improve their financial status and rather live in survival mode or rely on entitlement programs. • Many individuals only have checking accounts and no savings or investment accounts.

Rockwall County (Profile)



Rockwall County, established in 1873, is the smallest county in Texas, with an area of 149 square miles. This county is also recognized as the wealthiest county in Texas. With a total population of 131,307, the median household income is \$121,303. The county seat and largest city is Rockwall, TX. Adjacent to Collin, Hunt, Kaufman, and Dallas counties, this county has five major highways that connect drivers to various cities (I-30, US HWY 67, SH 66, SH 205, SH 276). Lake Ray Hubbert is one of the many attractions residents and tourists visit. A family-oriented county, children's activities include outdoor splash pads and newly renovated parks and

playgrounds. Rockwall County has various communication mediums, such as the local newspaper agency (Rockwall Herald-Banner). The largest ethnic group in Rockwall County is Caucasian (non-Hispanic), with 63.9%.

Most individuals and families in this county have an average commute time of 33.4 minutes to work. The average car ownership is two cars per household. The most popular employment sectors are Retail Trade (3,576 people), Health Care & Social Assistance (3,458 people), and Professional, Scientific, and Technical Services (2,999 people). Rockwall Chamber of Commerce has several affinity groups and programs that connect its residents to business and leadership opportunities. These programs include the following, but are not limited to: Ambassadors, Leadership Rockwall, Professional Women's Alliance, Rockwall Veterans Business Alliance, Senior Services Alliance, and Young Professionals of Rockwall. A snapshot of Community Assets and Resources in Rockwall County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented. CSI has about 10 agency partnerships in Rockwall County (working partnerships or signed memorandum of agreements). Rockwall has 2 school districts and 2,765 employer establishments. Seven faith-based institutions are registered with the Rockwall Area Chamber of Commerce.

Snapshot of Top Five Needs

- 1.) Housing**
- 2.) Transportation**
- 3.) Employment**
- 4.) Financial Education/ Budgeting Classes**
- 5.) Physical Health/ Nutrition Education**

Community Assets and Resources
Rockwall County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Greenville Workforce Center -used by Rockwall County Residents		✓		✓	✓					✓	✓
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Terrell Workforce Center-used by Rockwall County Residents	✓	✓	✓				✓			✓	✓
5	Outreach Health Services					✓						✓
6	Rockwall Helping Hands				✓		✓					✓
7	This is Your Season Ministries											✓
8	Royse City Housing Authority				✓							
9	Texoma Council of Government (TCOG)											✓
10	North Texas Behavioral Health Authority					✓						
11	Consumer Credit Counseling Services			✓								
12	Community Resources Coordination Groups	✓	✓	✓								✓
13	Highmark Residential				✓							
14	Rockwall ISD		✓									✓
15	Prime Time Staffing	✓		✓								✓
16	Miller Jones Staffing, Inc.	✓		✓								✓
17	Ascend Staffing	✓		✓								✓
18	Gull Group Executive Search	✓		✓								✓
19	Rockwall County Library		✓									✓
20	J.E.R. Chilton YMCA at Rockwall		✓									✓

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

Lack of transportation prevents an individual's access to opportunities and services. The lack of affordable housing is a cause of poverty in Rockwall County. Severely burdened households that spend more than 50% of their income on living costs equal 8.44% of the population (3,197 households). The median gross rent is 1,779 because of the pandemic. This is the highest amount in CSI's service area. Although STAR Transit provides transportation services, limited operating time prevents individuals from obtaining employment after certain hours. This can impact wages and full-time income possibilities for residents.

Conditions of Poverty

The effects of having low income in Rockwall County are due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Rockwall County
Population Health	70
Equity	60
Education	78
Economy	87
Housing	54
Food & Nutrition	77
Environment	56
Public Safety	79
Community Vitality	82
Infrastructure	65
Overall Score	78
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)	

County Overall Score: 78

Texas Median: 39

U.S. Median: 47

Data-CSBG Domains

Housing

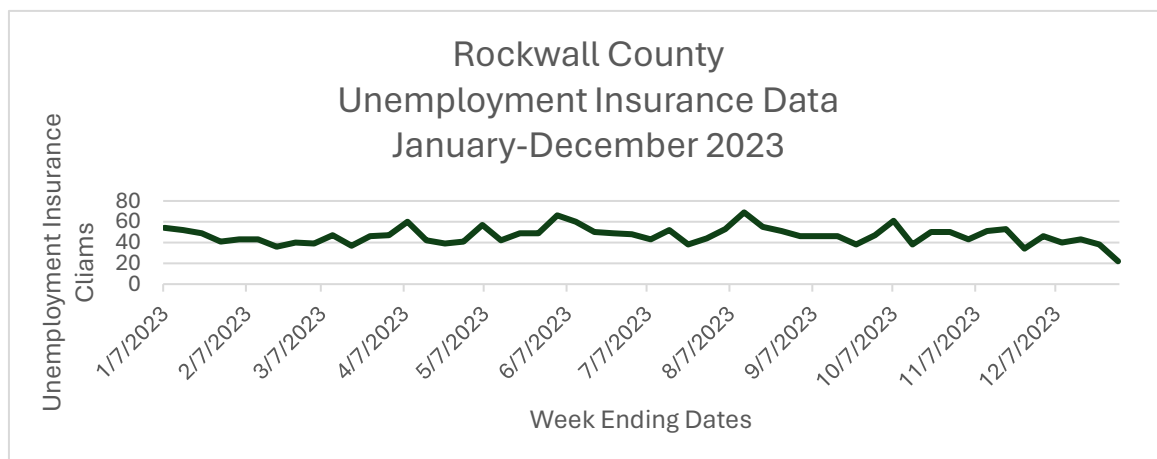
Research shows that Rockwall County has about 46,258 housing units with a median gross rent of \$1,779. 83% of residents own their own home. There are 0.17% of housing units deemed unsafe and without plumbing, lower than the State's rate (0.44%) and the Nation's rate (0.40%). This indicator covers the expenses of both renters and owners. There are 75 homeless youth registered with the school system in Rockwall County. 23.37% of the population occupied housing units with one or more substandard conditions (i.e., lack of complete plumbing or kitchen facilities). This rate is lower than the State (32.85%) and the Nation's rates (31.70%). Severely burdened households equate to 8.44% of the population. 26.89% of seniors living alone and in a state of poverty are identified as a vulnerable population due to many challenges, compared to the State (33.40%) and the Nation's rates (37.22%). The eviction filing rate is 1.07% compared to the State (4.77%) and the Nation's rate (6.12%).

Employment

Over the past five years, the unemployment rate has decreased from 4.4% to 3.8%. However, the unemployment research data shows a significant rate increase from March 2022 (3.2%) to March 2024 (3.8%). The total number of employer establishments in Rockwall County is 2,765. The

	1 ADULT			
	0 Children	1 Child	2 Children	3 Children
Living Wage	\$26.07	\$41.81	\$51.40	\$66.29
Poverty Wage	\$7.24	\$9.83	\$12.41	\$15.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

living wage calculator shows the hourly wage that an individual should make to support themselves or their family. An adult with no children should make at least \$26.07 an hour or \$54,218 gross annual income to help themselves, working full-time, or 2,080 hours per year. A gross annual income covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergencies, leisure activities, career development, or educational pursuits. There is a disparity with gender equity in the workforce; individuals ages 16 and above are females (63.9%).



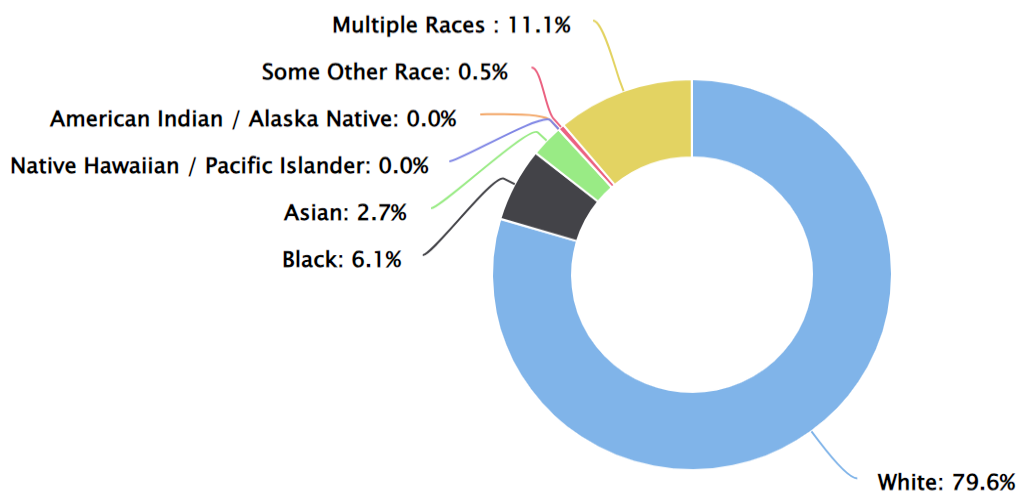
There were 2,423 or 3.30% unemployment claims filed in Rockwall County out of the total claims (74,544) in CSI's Service area. No significant spikes were observed in unemployment claims filed by Rockwall County residents.

Education

There has been a 3.21% rate increase in Bachelor's Degree attainment over the past three years. 18.5% of individuals stopped pursuing higher education after high school. 5.7% of the population did not attain a high school diploma, which is a lower rate than the State's rate (14.8%). Males are more likely to obtain a high school diploma (18.8%) than females (18.2%). Veterans who received a Bachelor's Degree, ages 25 and up, were 50.55% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 43.24%. There are 5,752 children under five who qualify for the Head Start program. The preschool enrollment rate for ages 3-4 is 47.50%, higher than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen in preschool enrollment, with 1,555 Caucasian children enrolled in preschool compared to their counterparts of a different race (African Americans, 119; and Hispanics, 309). Certain regions within the county may be where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 13.5% of the population is at or below level 1, higher than the State at 28.2% and the Nation's rate at 21.8%. Individuals at Level 2 struggle to perform text-based informational tasks but are considerably able to read. 28.3% of the population is at or below Level 2, lower than the State at 31.8% and Nation at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated meanings or ideas. 58.2% are at or below level 3, higher than the State at 40%, and the Nation's rates at 45.8%.

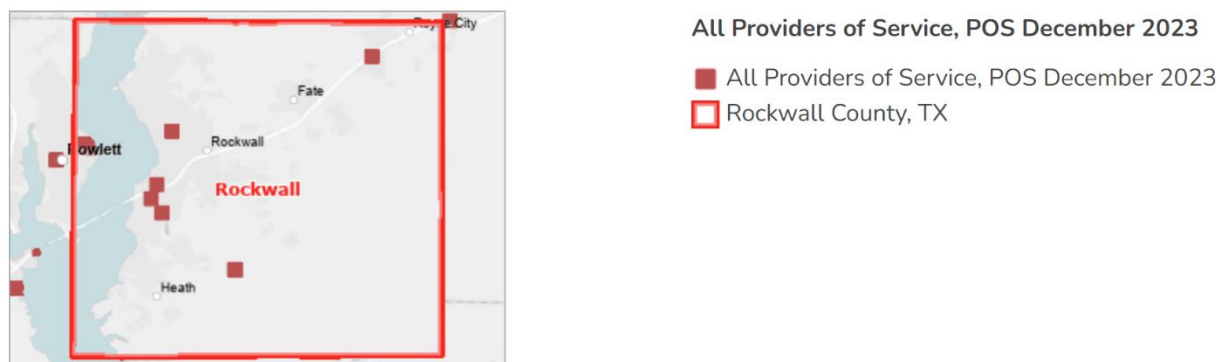
Preschool Enrollment by Race Alone

Rockwall County, TX



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 14.86% of the population, ages 18-64, are uninsured, while 8.54% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, Rockwall County has 10 active Medicare and Medicaid institutional service providers, including hospitals, nursing facilities, and rural health clinics. There are no community mental health centers or federally qualified health centers. Rockwall County scored 8.8 out of 10 on the food environment index, which means residents have good access to healthy foods. 9.20% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 14.20% experienced poor mental health monthly.



Infrastructure/ Income and Asset Building

The median household income for Rockwall County is \$121,303, a 20% increase from the last assessment or reporting period (2021). The Gini Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Rockwall County scored 0.41, lower than the State (0.48) and the Nation's numbers (0.44). Although this county's median household income has increased by 20%, many impoverished individuals and families struggle to meet their basic living needs, making it challenging to build generational wealth. 1.16% or 441 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Rockwall County is \$3,964,400. The overall infrastructure score is 65/100 for Rockwall County based on the following measures: broadband access (100%), walkability index score (7.7%), and workers commuting 60 minutes or more (15.9%).



Civic Engagement/ Community Involvement

Rockwall County has 90 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Rockwall County scored 0.14, meaning the reported area is not vulnerable compared to the State (0.76) and Nation's score (0.58). A low-risk score indicates that the county has adequate resources needed during a natural disaster. Voter participation is higher than the State and nation's average, with 76.8% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 72% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Rockwall County's overall crime grade is A+ (i.e., violent, property, and other crimes). 300% of homes in Rockwall County are more likely to be robbed with no home security. A crime is committed every 4 hours and 58 minutes in Rockwall County. This county is relatively safer than other counties within CSI's service area relative to the crime occurrence rate.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Rockwall County	Texas	United States
Median Household Income	\$121,303	\$73,035	\$75,149
Children Eligible for Free Lunch	29.9%	60.6%	51.7%
No High School Diploma	5.7%	14.8%	10.9%
Graduate or Professional Degree	16.0%	11.5%	13.4%
Unemployment Rate	3.8%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	13%	41.91%	37.17%
Income Inequality (Gini Index)	0.41	0.48	0.44
Children in single-parent households (%)	13%	26%	25%
Source: U.S. News Healthiest Communities, 2024			
Source: U.S. Census Bureau American Community Survey, 2024			

- The unemployment rate in Rockwall County is slightly less than the State and the Nation's rate.
- 13% of Rockwall County children live in poverty, significantly lower than the State and Nation's rate (lowest in CSI's service area).
- Rockwall residents are more likely to pursue graduate or professional degrees (16%) than residents of the state and nation.
- The median household income is significantly higher than the state and national median (highest in CSI's service area).

Physical Environment Indicators

Measure	Rockwall County	Texas	United States
Air-Pollution (Particular Matter)	9.3	8.6	7.4
Broadband Internet Subscription	96.5%	88.4%	88.3%
Severe Housing Problems	10%	17%	17%
Food Environment Index	8.8	5.9	7.7
Mean Commute Time	33.4	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Rockwall County residents face high levels of air pollution.
- One in ten Rockwall County residents experience severe housing problems compared to the State (17%) and the Nation's rates (17%).
- Rockwall County residents spend a significant amount of time commuting to work.
- Rockwall County residents scored 8.8 out of 10 for access to healthy foods, higher than the State and Nation's rate.

Health Behaviors Indicators

Measure	Rockwall County	Texas	United States
Adult Smoking	12%	13%	15%
Adult Obesity	32%	36%	34%
Physical Inactivity	19%	25%	23%
Access to Exercise Opportunities	83%	82%	84%
Excessive Drinking	21%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	244.0	506.8	495.5
Teen Births (Rate per 1,000 population)	8	24	17
Source: County Health Rankings & Roadmaps 2024			

- About One-fifth of adults in Rockwall County are excessive drinkers.
- Despite having adequate access to exercise opportunities (83%), 19% of adults are physically inactive in Rockwall County.
- Teen Birth rates are significantly lower than the State and Nation's rates.

Clinical Care Indicators

Measure	Rockwall County	Texas	United States
Uninsured Population %	13%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	2,398	2,933	2,681
Primary Care Physicians	1,510:1	1,660:1	1,330:1
Mental Health Providers	620:1	640:1	320:1
Mammography Screening	40%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- 13% of the population under the age of 65 do not have insurance, significantly lower than the State but slightly higher than the Nation's rate.
- Outpatient treatment might have prevented 2,398 hospital stays per 100,000 people enrolled in Medicare.
- There is one primary care provider for every 1,510 individuals in Rockwall County.
- Rockwall County residents have greater access to primary care providers than Texas residents.
- One mental health provider for every 620 individuals registered in Rockwall County.

Health Outcomes

Measure	Rockwall County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	8%	11%	10%
HIV Prevalence (Rate per 100,000)	168	415	382
Premature age-adjusted mortality	280	400	390
Life Expectancy	79.6	77.2	77.6
Low Birth Weight (%)	7%	8%	8%
Source: County Health Rankings and Roadmaps 2024			

- 8% of adults ages 20 and up are diagnosed with Diabetes, slightly lower than the State and Nation's rate.
- 168 per 100,000 Rockwall County residents, ages 13 and above, are living with HIV (from reported outcomes). The prevalence rates of HIV infections are significantly lower than the State (415) and the Nation (382).
- 7% of babies born in Rockwall County weighed under 5 pounds and 8 ounces, lower than the State and Nation's rate at 8%.
- Individuals in Rockwall County tend to live longer than their counterparts in surrounding rural counties, with an average life expectancy of 79.6

Trends in Key Demographics 2021-2024

Measure	Rockwall County	Texas	United States
Total Population (2021)	104,915	28,995,881	328,239,523
Total Population (2024)	131,307	30,503,301	334,914,895
Change	+26,392	+1,507,420	+6,675,372
Median Age (2021)	37.6	34.2	38.4
Median Age (2024)	37.6	35.2	38.5
Change	No Change	+1.0	+0.1
Poverty % (2021)	4.8%	13.6%	10.5%
Poverty % (2024)	4.7%	14.0%	11.5%
Change	-0.1%	+0.4%	+1.0%
Percent Uninsured (2021) <65 yrs. old	11.51%	17.24%	10%
Percent Uninsured (2024) <65 yrs. old	12.8%	18.9%	9.3%
Change	+1.29%	+1.66%	-0.7%
Person with Disability (2021) <65 yrs. old	5.2%	7.9%	8.6%
Person with Disability (2024) <65 yrs. old	5.2%	8.2%	8.9%
Change	No Change	+0.3%	+0.3%
Median Household Income (2021)	\$100,920	\$61,874	\$62,843
Median Household Income (2024)	\$121,303	\$73,035	\$75,149
Change	+\$20,383	+\$11,161	+\$12,306
Bachelors' Degree (2021) (Age 25+) %	40.69%	29.9%	32.1%
Bachelors' Degree (2024) (Age 25+) %	43.9%	32.3%	34.3%
Change	+3.21%	+2.4%	+2.2%
Source: 2024			
http://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey, 2024			

Note: (+) denotes an increase.

(-) denotes a decrease.

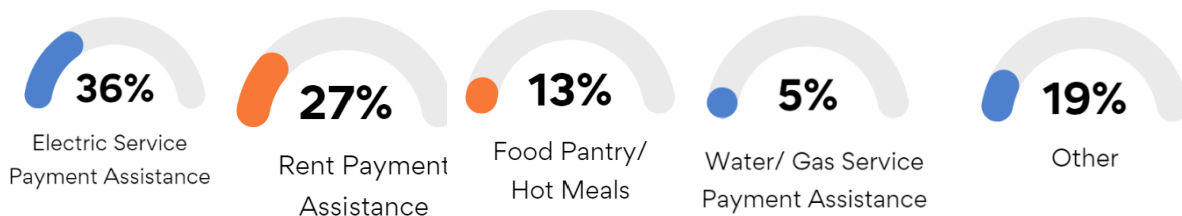
Trends Analysis

Over the past three years, Rockwall County has experienced exponential growth in its population, with an increase of 26,392 residents. There has been no change to the median age. A 20% increase is observed in the Median Household Income category, with a slight decrease in the poverty percentage of 0.1%. The uninsured population increased by 1.29%, a subtle change within three years relative to other counties within CSI's service area. Bachelor's Degree attainment has increased by 3.21%. No change is seen in the Persons ages 65 and under living with a disability category, and it's expected to remain the same. The trends show that this county will continue to increase in population and a potential increase in the Median Household Income based on environmental conditions.

Agency Response/ Program Impact

CSI received **42** requests for Rockwall County from January 1, 2023-December 31, 2023. 93% of individuals requested rental assistance, 5% requested education support, and 2% requested other support services, such as auto repair assistance. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI served 7 unduplicated households (22-person count). These households were screened and received services to address the following needs: rent, education, and food assistance. Two or more individuals were placed in the CSI Case Management Program. The following data provided are unduplicated counts. There were 2 reported outcomes in the Employment domain. There was 1 reported outcome in the Education domain. There was 1 reported outcome in the Income and Asset Building domain. There were 13 reported outcomes in the Housing domain. There were no reported outcomes in the Health and Social Behavioral Development and Civic Engagement domains. There were no reported outcomes in the Civic Engagement domain. Fourteen individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

The 2-1-1 reports show a surge in requests received during the fourth quarter of 2023 (September 1, 2023-December 31, 2023). The total number of requests from Rockwall County residents during this period was 78. These requests ranged from Electric Service Payment Assistance, Domestic Violence Shelter, Water Service Payment Assistance, General Dentistry, Mental Health Crisis Lines, Rental Payment Assistance, Food Pantries, Home Delivered Meals, and Homeless Shelters; however, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Rockwall County via:

- Large sample size surveys (Community Members/Residents, Clients, Staff)
- One-on-one interviews with Key Informants/Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Rockwall County to get comprehensive input from residents, clients, and key stakeholders in the community. The results of this task led to several profound discoveries. Survey respondents lived in the following two zip codes: 75032 and 75087. The results showed more female respondents (80%) than male respondents (20%). 60% were single adults, while other respondents selected single-parent female, two-parent, and multi-generational as their household type. 50% of participants were Caucasian, 30% were African American, 10% were Hispanic, and 10% were from two or more races. 30% of respondents had obtained a Bachelor's Degree as their highest-level education, while other respondents' education levels comprised a High School Diploma, Some College, and Associate's Degree. None of the respondents made under \$15,000, 20% made between \$15,000 and 29,999, 50% made between \$30,000 and \$49,999, and 30% made between \$50,000 or higher. The average age of respondents was 35-54.

In the Employment domain, 50% of respondents selected the phrase *job skills training to earn better wages* as "Very Needed." In the Education domain, 60% of respondents selected the phrase *Computer Skills Training* as "Very Needed." In this same domain, 50% of respondents selected the phrase *assistance to attend trade/technical school* as "Very Needed." In the Income and Asset Building domain, 60% of respondents selected the phrase *Financial Education/ Budgeting Classes, Credit Counseling* as "Needed." In the Housing domain, 60% of respondents selected the phrase *Affordable Housing* as "Very Needed." In the Health and Social/ Behavioral Development domain, 60% of respondents selected *Nutrition Education/ Healthy Eating Education Workshops* as "Very Needed." In the Civic Engagement domain, 60% of respondents selected *Programs, activities, workshops on leadership skills, community involvement*, as "Rarely Needed". In the Emergency Assistance domain, 70% of respondents selected the phrase *Transportation* and the phrase *Food* as "Very Needed." 10% of respondents were unaware of community resources within their city or county, 80% of respondents had limited knowledge of community resources, and 10% of respondents were aware of community resources.

There is a need for more investment in resources to address the Transportation and housing crisis in Rockwall County. Despite being the wealthiest county in Texas, Rockwall County still faces the issues associated with poverty daily. Many residents request housing assistance with limited options for subsidies or voucher programs. The lack of alternative housing options, such as emergency temporary shelters, increases the risk of homelessness and the spread of infectious

diseases due to poor air quality. Housing is a human right. Each resident has the right to live in a safe environment with adequate supplies and resources to be habitable. It is imperative for city leaders to work collaboratively with CSI, the local Community Action Agency, in this area to address the community needs identified.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Rockwall County:

- 1.) Housing
- 2.) Transportation
- 3.) Employment
- 4.) Financial Education/ Budgeting Classes
- 5.) Physical Health/ Nutrition Classes

Gaps In Services and Barriers

Based on the top five needs identified in Rockwall County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from in-depth interviews with key informants and community leaders in Rockwall County (Collected from May 7, 2024, In-depth Interviews).

Key Informants/ Community Leaders Input

Community leaders were asked to share their perspectives on poverty in Rockwall County. At the same time, each provider expressed concern for the issue and felt compelled to be a part of the solution; systemic things needed to be changed for interventions to be effective. The following are some of the direct quotes shared during the discussion:

“I believe there is a big gap in community awareness of services. People don’t know where to go for help. A barrier to receiving services is that many individuals don’t want to follow a program’s guidelines, so they would rather refuse services offered to them.”

“Rockwall County does not have many affordable housing options. We also only have 1 agency for public transportation. Helping Hands launched the Pantry-to-Pantry program a few years ago that service clients who don’t have transportation or cannot drive anymore by delivering food to their residence once a month. We also partner with Rockwall ISD and the NTFB School Pantry program gives boxes of food to families with children in school.”

“There are no affordable housing options or shelters in Rockwall County.”

“Mental health counselling for isolated individuals.”

Awareness of service offerings is critical in addressing the community’s needs. More investments are needed in outreach, digital marketing campaigns, and advertisement to inform community members of services available in their community. Partnerships with faith providers can help bridge that gap. Residents have stated that they turn to faith-based providers for assistance due to the limited application requirements and lack of program commitment. Although faith-based communities might provide emergency assistance and rapid response to inquiries, this does not solve the cycle of poverty. There is a need for more housing development to engage in building projects in low-income communities. In addition, weatherization of older homes is imperative to reducing utility costs and ensuring the safety of residents living in their homes. Many individuals don’t seek mental health counseling services due to the lack of insurance and the cost associated with such services. This can lead to adverse health outcomes and poor coping mechanisms. One of many viable solutions is partnerships with local mental health clinics or private practices to offer voucher programs to eligible families to receive counseling services at least once a week.

The “Five Whys” Analysis- Rockwall County (Top Five Needs)

The following analysis is based on the top five needs identified for Rockwall County. This information is based on quantitative and qualitative data collected during this needs assessment period.

<u>Housing</u> 	• Lack of affordable housing options or temporary shelters. • Occupied housing units with one or more substandard conditions (23.37%). • The eviction filing rate is 1.07%. • Severely Burdened households (total household income exceeds 50%) is 8.44%. • Increase in market rent from \$1,690 to \$1,779.
<u>Transportation</u> 	• STAR Transit Provider for the county with limited operations and coverage areas. • The supply of transportation services to work, medical, and outings does not meet the demands. • Limited capacity (shortage of drivers). • The mean commute time to work is 33.4 minutes. • The cost associated with the expansion of transportation services.
<u>Employment</u> 	• Unemployment rate is 3.8% • Unemployment claims filed by residents (2,423 or 3.30%). • Gini Index 0.41 (disparity in wealth distribution). • Employment opportunities are limited for residents who lack technical job skills. • Transportation options are limited to get to the employer.
<u>Financial Education/ Budgeting Classes</u> 	• Low-income families wallow in debt to help meet living obligations (i.e., payday loans). • Low-income families don't make up for a living wage or higher. • No savings or investment accounts. • Lack of exposure to financial education courses. • Lack of motivation due to dependency on public assistance programs.
<u>Physical Health/ Nutrition Classes</u> 	• Chronic conditions indicators. • Physical inactivity rates • Poor coping skills (dealing with stressors of poverty) • Limited wellness programs offering incentives for participation. • Access to nutrition classes and associated costs.

Van Zandt County (Profile)



Van Zandt County has a total population of 64,000 and a total area of 860 square miles. This county is often called the “The Free State of Van Zandt.” Initially organized in 1848, this county was named after Isaac Van Zandt (1813-1847), a Congress of the Republic of Texas member. The county seat and the largest city is Canton, TX. Adjacent to Rains, Wood, Smith, Henderson, Kaufman, And Hunt counties, Cherokee, Houston, Leon, and Freestone counties, this county sits between two major rivers, the Neches and the Sabine. Van Zandt County is often called the “Gateway to East Texas.” The largest ethnic group in Van Zandt County is

Caucasian (non-Hispanic), with 80.8%. Most individuals and families in this county have a mean commute time of 37.3 minutes to work. The average car ownership is two cars per household.

The median household income is \$62,334, with the most popular employment sectors in Office and Administrative Support (2,928 people), Management (2,607 people), and Sales (2,598 people). Wills Point is a city in Van Zandt County with a long, rich history of preserving historical sites and cultural values. Recorded as one of the Texas Historic landmarks, the Van Zandt County Veterans Memorial and the Van Zandt Courthouse are also recognized as tourist attractions. The Canton Chamber of Commerce fosters leadership development activities for its residents by establishing affinity groups. These groups include the following programs but are not limited to the Young Professionals Network, Ambassadors, and Business Building Bridges. CSI has about 10 agency partnerships in Van Zandt County (working partnerships or signed memorandum of agreements). Van Zandt County has 8 school districts and 936 employer establishments. Seven faith-based institutions are registered with the Canton Chamber of Commerce. A snapshot of Community Assets and Resources in Van Zandt County is written in a chart form on the next page. A legend has been provided to help identify the different categories represented.

Snapshot of Top Five Needs

- 1.) Housing*
- 2.) Transportation*
- 3.) Employment*
- 4.) Education*
- 5.) Mental Health Counseling/ Classes*

Community Assets and Resources

Van Zandt County

No.	Organization	EMP.	EDU.	INC.	HOU.	HEA.	F.	CHI.	TRA.	CLO.	STA.	OTH.
1	Texas Workforce Commission	✓	✓	✓				✓			✓	✓
2	Child and Adult Protective Services										✓	✓
3	Child Support Office										✓	✓
4	Red Cross Van Zandt County				✓	✓	✓			✓		✓
5	PATH (People Attempting To Help)		✓	✓								✓
6	Texas Department of Health and Human Services-Canton			✓		✓	✓				✓	✓
7	Community Resource Coordination Groups											✓
8	Greater East Texas Community Action Program (GETCAP)											✓
9	CCCS of North Central Texas/ GreenPath Financial Wellness		✓	✓	✓							
10	Canton ISD		✓									✓
11	Edgewood ISD		✓									✓
12	Fruitvale ISD		✓									✓
13	Grand Saline ISD		✓									✓
14	VAN ISD		✓									✓
15	Staffing Alternatives, Inc.	✓		✓								
16	Van Zandt County Library		✓									✓
17	Van Community Library		✓									✓
18	GoBus Transit Provider								✓			
19	Van Family Medical Clinic					✓						
20	UT Health East Texas Physicians Clinic					✓						

LEGEND- Emp. (Employment), Edu. (Education), Inc. (Income), Hou. (Housing), Hea. (Healthcare), F. (Food), Chi. (Childcare), Tra. (Transportation), Clo. (Clothing), Sta. (State), Oth. (Other)

Causes of Poverty

Overcoming poverty starts with looking into the causes of poverty and proposing viable solutions to address these issues. Severe housing problems and poor health behaviors are the underlying causes of poverty in Van Zandt County. Many families are forced to live in unsanitary conditions because it is cheaper than moving into a new place of residence. Teen birth rates (per 1,000 population) can hinder educational pursuits and other employment opportunities. Children living below 200% of the Federal Poverty Level (FPL) in Van Zandt County equates to 45.70%, about 4% higher than the State's percentage (41.91%) and about 8% higher compared to the nation's percentage (37.17%).

Conditions of Poverty

The effects of having low income in Van Zandt due to various conditions. The population health category assesses health behaviors, conditions, and community health outcomes. The equity category assesses community members' opportunity to live a productive and healthy lifestyle. The education category examines the strengths of a community's education systems and achievement levels. The economy category captures wealth distribution and opportunities for employment within a community. The housing category assesses the affordability, availability, and quality of homes. The nutrition and nutrition category measures the availability and use of healthy foods in the community and chronic diseases linked to poor nutrition. The environmental category tracks the air and water quality, ecological risks, and access to parks and nature. The public safety category measures a community's crime rates and system infrastructure. The community vitality score assesses a community's stability and social cohesion via civic engagement and population growth. The infrastructure category measures walkability, commute time, and broadband access in a community.

Category	Van Zandt County
Population Health	41
Equity	63
Education	37
Economy	48
Housing	48
Food & Nutrition	56
Environment	48
Public Safety	55
Community Vitality	50
Infrastructure	38
Overall Score	38
Source: U.S. News & World Report L.P. Healthiest Communities Rankings (2024)	

County Overall Score: 38

Texas Median: 39

U.S. Median: 47

Data-CSBG Domains

Housing

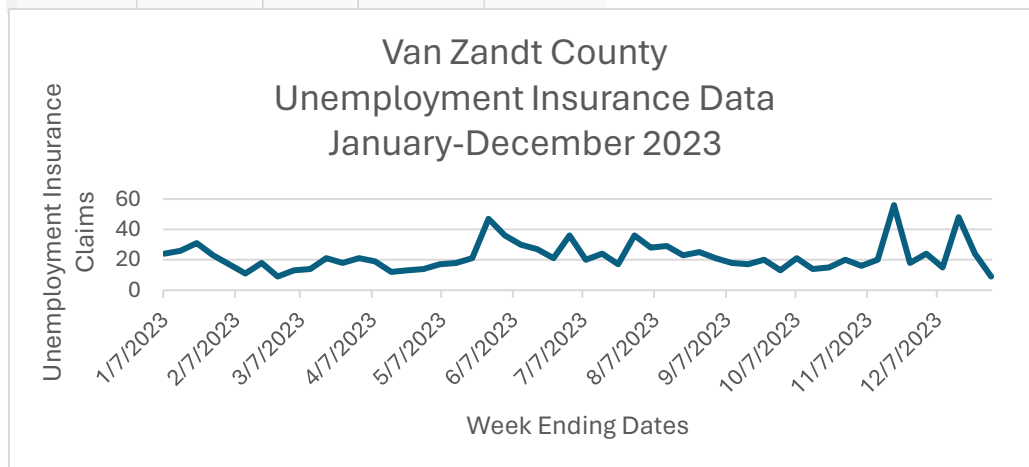
Research shows that Van Zandt County has about 26,092 housing units with a median gross rent of \$981. 80% of residents own their own home. There are 0.72% of housing units deemed unsafe and without plumbing, higher than the State's rate (0.44%) and the Nation's rate (0.40%). This indicator covers the expenses of both renters and owners. There are 94 homeless youth registered with the school system in Van Zandt County. 25.47% of the population occupied housing units with one or more substandard conditions (i.e., lack of complete plumbing or kitchen facilities). This rate is lower than the State (32.85%) and the Nation's rates (31.70%). Severely burdened households equate to 9.97% of the population. 36.11% of seniors living alone and in a state of poverty are identified as a vulnerable population due to many challenges, compared to the State (33.40%) and Nation's rate (37.22%). The eviction filing rate is 1.59% compared to the State (4.77%) and the Nation's rate (6.12%).

Employment

Over the past five years, the unemployment rate has decreased from 5.0% to 3.8%. However, the unemployment research data shows a significant rate increase from March 2022 (3.3%) to March 2024 (3.8%). The total number of employer establishments in Van Zandt County is 936. The living wage calculator shows the hourly wage that an individual should make to support themselves or their family. An adult with no children should make at least \$18.79 an hour or

	1 ADULT			
	0 Children	1 Child	2 Children	3 Children
Living Wage	\$18.79	\$32.71	\$39.66	\$51.67
Poverty Wage	\$7.24	\$9.83	\$12.41	\$15.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

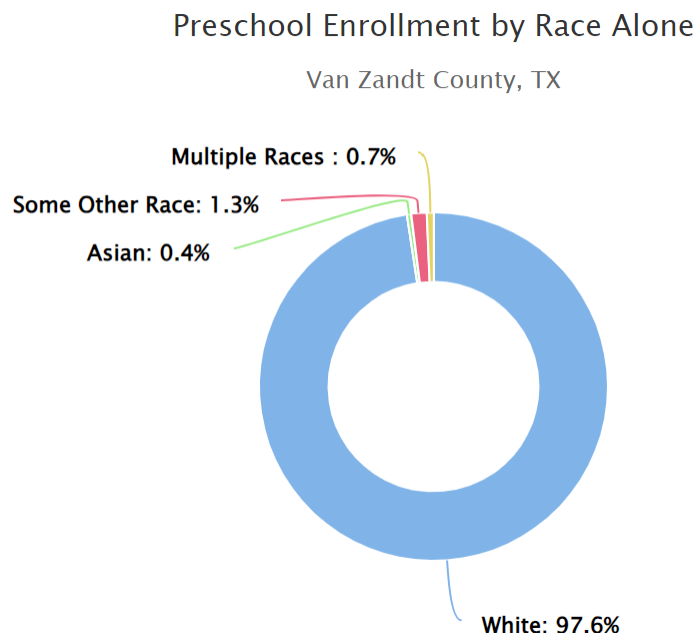
\$39,076 gross annual income to help themselves, working full-time, or 2,080 hours per year. A gross annual income covers basic needs such as food, housing, transportation, medical, internet, and mobile. This does not cover emergencies, leisure activities, career development, or educational pursuits. There is a disparity with gender equity in the workforce; individuals ages 16 and above are females (45.9%).



There were 1,148 or 1.54% unemployment claims filed in Van Zandt County out of the total (74,544) in the CSI Service area. Significant spikes can be observed in unemployment claims filed by Van Zandt County residents in June, November, and December 2023.

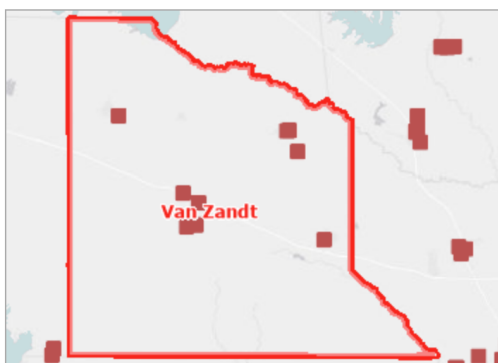
Education

There has been a 1.35% rate increase in Bachelor's Degree attainment over the past three years. 33.3% of individuals stopped pursuing higher education after high school. 14% of the population did not attain a high school diploma, which is a lower rate than the State's rate (14.8%). Males are more likely to obtain a high school diploma (33.8%) than females (32.8%). Veterans who received a Bachelor's Degree, ages 25 and up, were 18.25% of the population, while non-veterans who obtained a Bachelor's Degree, ages 25 and up, were only 16.95%. There are 3,146 children under five who qualify for the Head Start program. The preschool enrollment rate for ages 3-4 is 27.92%, lower than the State (41.71%) and Nation's rate (45.62%). A race and ethnicity disparity can be seen with preschool enrollment, with 735 Caucasian children enrolled in preschool compared to their counterparts of a different race (Hispanics-155). Certain regions within the county may be where preschool opportunities or programs are either abundant or lacking. Adult literacy rate data is categorized into three levels. Individuals at Level 1 are at risk of being able to understand print materials. 21.6% of the population is at or below level 1, lower than the State at 28.2% and the Nation's rate at 21.8%. Individuals at Level 2 struggle to perform text-based informational tasks but can read considerably. 40% of the population are at or below Level 2, lower than the State at 31.8% and the Nation at 32.3%. Individuals at Level 3 are proficient in reading, which includes understanding multiple complex texts and sophisticated meanings or ideas. 38.4% are at or below level 3, lower than the State at 40% and the Nation's rate at 45.8%.



Health & Social Behavioral Development

Access to care in rural areas poses several challenges, resulting in adverse health outcomes. 23.92% of the population, ages 18-64, are uninsured, while 13.05% of children ages 0-17 are uninsured. According to the Department of Health and Human Services, there are 10 active Medicare and Medicaid institutional service providers in Van Zandt County, which includes nursing facilities and rural health clinics. There are no community mental health centers or federally qualified health centers. Van Zandt County scored 6.8 out of 10 on the food environment index, which means residents have poor access to healthy foods. The food desert population is 8,545. 13.50% of adults reported having physical distress (poor health) for about 14 days or more out of the month, while 16.80% experienced poor mental health monthly.



All Providers of Service, POS December 2023

- All Providers of Service, POS December 2023
- Van Zandt County, TX

Infrastructure/ Income and Asset Building

The median household income for Van Zandt County is \$62,334, a 14% increase from the last assessment or reporting period (2021). The Gini Index describes the wealth distribution of a community. The closer the score is to 1, the higher the disparity in wealth distribution. Van Zandt County scored 0.47, lower than the State (0.48) but higher than the Nation's numbers (0.44). Although this county's median household income has increased by 14%, many impoverished individuals and families struggle to meet their basic living needs, making it challenging to build generational wealth. 2.03% or 454 households receive public assistance income such as Temporary Assistance to Needy Families (TANF). The aggregate public assistance dollars received in Van Zandt County is \$1,198,400. The overall infrastructure score is 38/100 for Van Zandt County based on the following measures: broadband access (100%), walkability index score (4.7%), and workers commuting 60 minutes or more (23.8%).



Civic Engagement/ Community Involvement

Van Zandt County has 59 established social associations (i.e., civic, bowling centers, golf clubs, fitness, sport, political, labor, business, or civic organizations). The social vulnerability index measures a community's ability to prevent human suffering during a disaster. Van Zandt County scored 0.58, which means that the reported area is not vulnerable compared to the State (0.76) but equivalent to the Nation's score (0.58). A low-risk score indicates that the county has adequate resources needed during a natural disaster. Voter participation is higher than the state's but lower than the nation's average, with 61.9% of the citizen population ages 18 and older who voted in the 2020 U.S. presidential election. 55.9% of households participated in the 2020 Census data or form filing via internet, paper, or telephonic means. Van Zandt County's overall crime grade is A (i.e., violent, property, and other crimes). 300% of homes in Van Zandt County are more likely to be robbed without home security. A crime is committed every 6 hours and 23 minutes in Van Zandt County. This county is relatively safer than other counties within CSI's service area relative to the crime occurrence rate.



**Data used in the CSBG Domain Section-collected from the Community Action Partnership Engagement Network (2024), County Health Rankings and Roadmaps (2024), US Census Bureau (2024), U.S. Department of Labor, U.S. Department of Health and Human Services (2024), and National Center for Education Statistics (2024).*

Social and Economic Indicators

Measure	Van Zandt County	Texas	United States
Median Household Income	\$62,334	\$73,035	\$75,149
Children Eligible for Free Lunch	55.8%	60.6%	51.7%
No High School Diploma	14%	14.8%	10.9%
Graduate or Professional Degree	4.9%	11.5%	13.4%
Unemployment Rate	3.8%	4.1%	3.9%
Children in Poverty (below 200% of the Federal Poverty Level)	45.70%	41.91%	37.17%
Income Inequality (Gini Index)	0.47	0.48	0.44
Children in single-parent households (%)	26%	26%	25%
Source: U.S. News Healthiest Communities, 2024			
Source: U.S. Census Bureau American Community Survey, 2024			

- The unemployment rate in Van Zandt County is slightly lower than that of the state and nation.
- Van Zandt County residents tend not to pursue graduate or professional degrees (rates significantly lower than the State and the Nation's rates).
- Van Zandt County has a higher percentage of Children living in poverty (45.70%) compared to other counties in Texas and the Nation.
- More than one-fourth of children live in Single Parent Households.
- The median household income is significantly lower than the state and national median.

Physical Environment Indicators

Measure	Van Zandt County	Texas	United States
Air-Pollution (Particular Matter)	9.0	8.6	7.4
Broadband Internet Subscription	80.9%	88.4%	88.3%
Severe Housing Problems	12%	17%	17%
Food Environment Index	6.8	5.9	7.7
Mean Commute Time	37.3	26.6	26.7
Source: County Health Rankings & Roadmaps 2024			

- Van Zandt County residents face high levels of air pollution.
- Van Zandt County residents experience severe housing problems with rates lower than the State and Nation.
- Van Zandt County scored 6.8 out of 10 for access to healthy foods, slightly lower than the Nation's score.

Health Behaviors Indicators

Measure	Van Zandt County	Texas	United States
Adult Smoking	19%	13%	15%
Adult Obesity	36%	36%	34%
Physical Inactivity	25%	25%	23%
Access to Exercise Opportunities	49%	82%	84%
Excessive Drinking	18%	18%	18%
Sexually Transmitted Infections (Rate per 100,000 population)	225.2	506.8	495.5
Teen Births (Rate per 1,000 population)	24	24	17
Source: County Health Rankings & Roadmaps 2024			

- About One-fifth of adults in Van Zandt County Residents are cigarette smokers.
- About One in Four of the birthing population in Van Zandt County are Teen Births.
- 49% of Van Zandt County residents live near a park or recreation center, significantly less than the State and Nation's rate.
- Van Zandt County doesn't have adequate access to locations for physical activities.

Clinical Care Indicators

Measure	Van Zandt County	Texas	United States
Uninsured Population %	21%	24%	12%
Preventable Hospitalizations (Rate per 100,000 beneficiaries)	3,538	2,933	2,681
Primary Care Physicians	12,260:1	1,660:1	1,330:1
Mental Health Providers	2,420:1	640:1	320:1
Mammography Screening	38%	39%	43%
Source: County Health Rankings & Roadmaps 2024			

- About One-fifth of the population under the age of 65 do not have insurance.
- Outpatient treatment might have prevented 3,538 hospital stays per 100,000 people enrolled in Medicare.
- Van Zandt County residents have less access to primary care and mental health providers compared to other residents living in Texas and the United States.
- 38% of Female Medicare enrollees received an annual mammogram screening.

Health Outcomes

Measure	Van Zandt County	Texas	United States
Diabetes Prevalence (Age-adjusted %)	10%	11%	10%
HIV Prevalence (Rate per 100,000)	120	415	382
Premature age-adjusted mortality	520	400	390
Life Expectancy	74.2	77.2	77.6
Low Birth Weight (%)	7%	8%	8%
Source: County Health Rankings and Roadmaps 2024			

- One in Ten adults ages 20 and up are diagnosed with Diabetes, equivalent to the Nation's but lower than the State's rates.
- 120 per 100,000 residents, ages 13 and above, are living with HIV (from reported outcomes). The Prevalence rates of HIV infections are significantly higher than the State (415) and the Nation (382).
- 7% of babies born in Van Zandt County weighed under 5 pounds and 8 ounces, lower than the State and the Nation's rate.
- The average life expectancy for Van Zandt County is age 74.2, which is less than the State and the Nation's numbers.

Trends in Key Demographics 2021-2024

Measure	Van Zandt County	Texas	United States
Total Population (2021)	56,590	28,995,881	328,239,523
Total Population (2024)	64,000	30,503,301	334,914,895
Change	+7,410	+1,507,420	+6,675,372
Median Age (2021)	42.9	34.2	38.4
Median Age (2024)	42.0	35.2	38.5
Change	-0.9	+1.0	+0.1
Poverty % (2021)	13.6%	13.6%	10.5%
Poverty % (2024)	13.6%	14.0%	11.5%
Change	No change	+0.4%	+1.0%
Percent Uninsured (2021) <65 yrs. old	18.08%	17.24%	10%
Percent Uninsured (2024) <65 yrs. old	20.7%	18.9%	9.3%
Change	+2.62%	+1.66%	-0.7%
Person with Disability (2021) <65 yrs. old	12.1%	7.9%	8.6%
Person with Disability (2024) <65 yrs. old	10.8%	8.2%	8.9%
Change	-1.3%	+0.3%	+0.3%
Median Household Income (2021)	\$54,654	\$61,874	\$62,843
Median Household Income (2024)	\$62,334	\$73,035	\$75,149
Change	+7,680	+\$11,161	+\$12,306
Bachelors' Degree (2021) (Age 25+) %	15.75%	29.9%	32.1%
Bachelors' Degree (2024) (Age 25+) %	17.1%	32.3%	34.3%
Change	+1.35%	+2.4%	+2.2%
Source: 2024			
http://cap.engagementnetwork.org			
Source: U.S. Census Bureau American Community Survey, 2024			

Note: (+) denotes an increase.

(-) denotes a decrease.

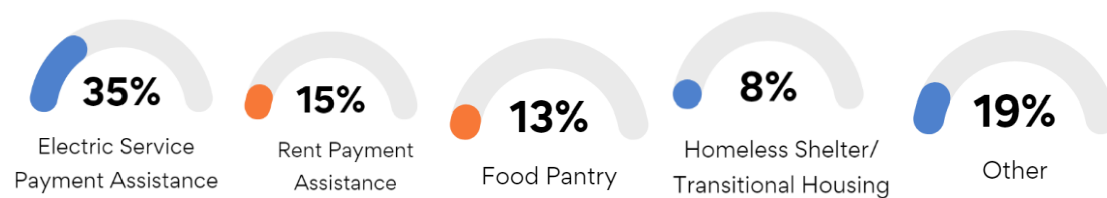
Trends Analysis

Over the past three years, Van Zandt County has experienced growth in its population, with an increase of 7,410 residents. There is a slight decrease in the median age. A 14% increase is observed in the Median Household Income category with no change to the county's poverty percentage. The uninsured population increased by 2.62%, a significant change within three years relative to other counties within CSI's service area. Bachelor's Degree attainment has increased by 1.35%. Persons ages 65 and under living with a disability have slightly decreased in the last few years and are expected to remain the same. The trends show that this county will continue to increase in population and a potential increase in the Median Household Income based on environmental conditions.

Agency Response/ Program Impact

CSI received **43** requests for Van Zandt County from January 1, 2023-December 31, 2023. 70% of individuals requested rental assistance, 12% requested education support, and 18% requested other support services such as gas assistance and employment support. Service requests were received via the agency's phone line, website, walk-ins, and community partner referrals. For the 2023 program year, CSI served 8 unduplicated households (24-person count). These households were screened and received services to address the following needs: rent, education, and employment support. One or more individuals were placed in the CSI Case Management Program. The following data provided are unduplicated counts. There were no reported outcomes in the Employment, Education, Income and Asset Building, Health and Social Development, and Civic Engagement domains. There were 16 reported outcomes in the Housing domain. Sixteen individuals achieved one or more outcomes as identified by the National Performance Indications in various domains.

The 2-1-1 reports show a surge in requests received during the fourth quarter of 2023 (September 1, 2023-December 31, 2023). The total number of requests received from Van Zandt County residents during this period was 40. These requests ranged from Electric Service Payment Assistance, Medicaid Application, Water Service Payment Assistance, Individual Counseling, Rental Payment Assistance, Food Pantries, and Homeless Shelter; however, the top five requests were:



Scope of Research

Quantitative and qualitative data were collected in Van Zandt County via:

- Large sample size surveys (Community Members/Residents, Clients)
- One-on-one interviews with Key Informants/Community Leaders
- Interviews with organization representatives from the five sectors (i.e., Private, Public, Faith-Based, Community-Based, and Education)
- Agency data reports
- Local, State, and National Databanks

Needs Analysis/ Implications of Findings

The Community Needs Assessment team canvassed several sections of Van Zandt County to get comprehensive input from residents, clients, and key stakeholders in the community. The results of this task led to several profound discoveries. Survey respondents lived in the following zip codes: 75103, 75127, and 75754. The results showed more female respondents (62%) than male respondents (38%). 54% were single adults, while other respondents selected two parents and multi-generational as their household type. 62% of participants were Caucasian, 31% were African American, and 7% were Hispanic. 54% of respondents had obtained a high school diploma as their highest level of education, while other respondents' education levels comprised of some college, associate's degree, and bachelor's degree. None of the respondents made under \$15,000, 31% made between \$15,000 and 29,999, 38% made between \$30,000 and \$49,999, and 31% made between \$50,000 or higher. The average age of respondents was 35-44.

In the Employment domain, 69% of respondents selected the phrase *job skills training to earn better wages* as "Very Needed." In the Education domain, 54% of respondents selected the phrase *Computer Skills Training* as "Very Needed." In this same domain, 62% of respondents selected the phrase *assistance to attend trade/technical school* as "Very Needed." In the Income and Asset Building domain, 38% of respondents selected the phrase *Financial Education/ Budgeting Classes, Credit Counseling* as "Needed." In the Housing domain, 92% of respondents selected *Help with paying rent or mortgage and Help with utility bills* as "Very Needed." In the Health and Social/ Behavioral Development domain, 69% of respondents selected *Nutrition Education/ Healthy Eating Education Workshops* as "Needed." In the Civic Engagement domain, 46% of respondents selected *Programs, activities, workshops on leadership skills, community involvement*, as "Rarely Needed". In the Emergency Assistance domain, 85% of respondents selected the phrase *Transportation* as "Very Needed." 62% were unaware of community resources within their city or county, 31% had limited knowledge of community resources, and 7% were aware of community resources.

Respondents highlighted critical needs in the community that have been outstanding over time. Although many respondents were aware of services, gaps still needed to be filled. One of which is having a co-location for services. Due to the limited transportation options within the county, it is beneficial for community members to receive services in a centralized location. This is an economically friendly option for residents seeking services, so they can save gas instead of travelling across town for each of their needs. A critical need observed during the surveying

period is that most individuals are worried about the stigma of receiving help. A remedy to address this issue is to ensure that agencies provide a warm and welcoming environment for each individual or family seeking assistance and motivate individuals by offering incentives for constant program participation and completion. Key stakeholders such as city leaders, state funders, donors, and residents need to sit at the table when establishing new initiatives to revitalize and bring change to the communities. CSI can collaborate with local agencies in Van Zandt County to host community events and inform individuals about service offerings.

A weighted scale was used to analyze both quantitative and qualitative data, leading to the following outcomes for the Top Five Needs in Van Zandt County:

- 1.) Housing
- 2.) Transportation
- 3.) Employment
- 4.) Education
- 5.) Mental Health Counseling/ Classes

Gaps In Services and Barriers

Based on the top five needs identified in Van Zandt County, we will delve deeper into the gaps in services specific to this rural area. This information was gleaned from in-depth interviews with key informants and community leaders in Van Zandt County (collected May 15, 2024-In-depth Interviews).

Key Informants/ Community Leaders Input

Community leaders/Key informants were eager to share their perception of the community's needs. There are gaps and barriers to services unique to each service area. Many community providers struggle with addressing the community's needs due to lack of resources and staff capacity. Many residents seeking assistance are on a long waiting list due to staff shortages and limited funding. Direct quotes from the session are listed below:

“No coalitions or organizations focus on capacity building and grassroots organizations to mobilize the people who need help in the county.”

“There are very few agencies to serve people of VZC. Transportation is a BIG problem. The few agencies are located in Canton or Wills Point so families from Fruitvale Ben Wheeler or Grand Saline struggle.”

“Stigma. Restrictions, Lack of Mental Health Support. Mental Health issues impacts people from receiving services. Many are hesitant to reach out to faith-based organizations because of the stigma of being judged and faith-based requirements such as prayer, attending chapel or bible study groups as a part of the services that they receive.”

Based on the responses received by participants, general themes can be gleaned from the discussion. Addressing the stigma of receiving help by making adverts or posters in layperson's terms with mass distribution across the community. Community providers are encouraged to work together to plan interventions to address the transportation crisis strategically. Equitable access to basic living needs are solutions that city and statewide leaders need to implement (i.e., policy agency and advocacy). Vying for more funding for the state to address infrastructure needs. Propose a rideshare/ carpool option similar to GoZone (in Denton County) with reasonable price rates for its riders.

Once funding is made available to address the community's needs, it is vital to empower community members to give back once they have transitioned out of poverty and are self-sustaining. This provides hope for many families who have struggled to get out of poverty over the years. Individuals and families have the human right to live healthy lives and have access to basic living needs.

The “Five Whys” Analysis- Van Zandt County (Top Five Needs)

The following analysis is based on the top five needs identified for Van Zandt County. This information is based on quantitative and qualitative data collected during this needs assessment period.

<u>Housing</u> 	• Homeless Youth and Children (94 reported) within the school district. • Eviction Filing Rate (1.59%). • The median gross rent is \$981. • Occupied housing units with substandard conditions (25.47%). • Cost-burdened households (25.28%) spend more than 30% of their total household income on living expenses.
<u>Transportation</u> 	• The <i>GoBus</i> is the county's transit provider but has limited service offerings. • 23.8% of workers commute 60 or more minutes to work, significantly higher than the State's numbers (8.3%). • Many residents miss their medical appointments due to transportation issues. • Limited route options within the county. • Ridesharing services are limited within the county.
<u>Employment</u> 	• The unemployment rate has increased over the last two years from 3.35 to 3.8%. • Unemployment Insurance Claims filed in 2023 (1,148). • Limited Employer Establishments (936)-there is a need for new job creation and temp agencies. • Job seekers are unable to secure living wage jobs. • Lack of job skills training.
<u>Education</u> 	• 33.3% of individuals stopped pursuing higher education after high school. • 14% of the population did not attain a high school diploma, which is a lower rate than the State's rate (14.8%). • Teen birth rates can have a significant impact on completing high school or furthering one's education. • Adult Literacy Rates (Level 1, Level 2, Level 3) show residents need to enroll in literacy programs (impact employment).
<u>Mental health Counseling/Classes</u> 	• Assess mental health providers. • 23.92% of the population, ages 18-64, are uninsured, while 13.05% of children ages 0-17 are uninsured. • There is 1 mental health provider for every 2,420 residents. • Limited/no community mental health centers in low-income areas. • Licensed mental health professionals are weary of coming to low-income neighborhoods due to low wages and safety concerns.

Customer Satisfaction Surveys- Outcome

Customers who have received services through the agency were invited to complete a customer satisfaction survey to evaluate service delivery. A sample size was taken from each county within CSI's service area. The following are the Median results:

Services Provided:

1. Case Management Services
2. Tuition/Books Assistance
3. Testing/Exam Fees
4. Employment Supplies
5. Food Assistance
6. Gas Assistance
7. Rental Assistance

Service Delivery:

STRENGTHS	WEAKNESSES
Professional Staff Members	Long turn-around times for application status or approvals
Budgeting helped customers manage their income.	Too much paperwork required
Case Managers Readily available to address needs	Accessibility times of services for working individuals
Needs were met	Long waiting lists for appointments

Testimonials:

"I received additional resources. You all were really good in service delivery. I was really surprised because it was quick". _MB

"Great in communication. Relatively fast turn-around". _JS

"Your agency did a great job". _DS

"I am very grateful for your services. They have helped me tremendously". _DD

"I learned how to budget. I was provided other resources. I learned how to manage my household better". _JD

"Satisfied with the services." _ND

"She followed up with me to see if I needed help." _SV

"Tremendous help at the time. Helped with services provided". _AJ

Recommendations:

- Online applications options
- More community fairs should be held so that people can learn more about the services.
- More partnerships with other providers to address the gaps in services.

Top Five Needs-Research Modality

The following table shows the breakdown of the top five needs based on the research modalities.

ANDERSON COUNTY

<u>Rank ing</u>	<u>Residents/ Staff/ Clients</u>	<u>Forums/ Focus Groups/ In-depth Interviews</u>	<u>Key Informants/ Community Organizations/Boa rd of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Housing	Housing	Employment	Employment	Employment
<u>2</u>	Employment	Employment	Housing	Housing	Housing
<u>3</u>	Financial Education/ Budgeting Classes	Food	Education	Physical health and nutrition classes	Education
<u>4</u>	Transportation	Mental Health Counseling/Classes	Transportation	Education	Physical Health and Nutrition Classes
<u>5</u>	Mental Health Counseling/ Classes	Financial Education/Budgetin g Classes	Physical health and nutrition classes	Food Assistance	Financial Education/ Budgeting Classes

COLLIN COUNTY

<u>Rank ing</u>	<u>Residents/ Staff/ Clients</u>	<u>Forums/Focus Groups/In-Depth Interviews</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Housing	Transportation	Food Assistance	Housing	Housing
<u>2</u>	Employment	Housing	Housing	Employment	Transportation
<u>3</u>	Financial Education/ Budgeting Class	Financial Education/ Budgeting Classes	Employment	Food Assistance	Employment
<u>4</u>	Transportation	Employment	Education	Physical Health and Nutrition Classes	Financial Education/Bud geting Classes
<u>5</u>	Education	Physical health and classes nutrition	Mental and Behavioral Health Counseling and classes	Financial Education/Inc ome/Asset Building	Physical Health and Nutrition Classes

DENTON COUNTY

<u>Ran king</u>	<u>Residents/ Staff/ Clients</u>	<u>Forums/Focus Groups/ In-Depth Interviews</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Housing	Physical Health/ Nutrition Classes	Housing	Housing	Housing
<u>2</u>	Employment	Housing	Gas Assistance/ Bus Vouchers	Employment	Employment
<u>3</u>	Food Assistance	Food Assistance	Mental Health Counseling/ Classes	Financial Education	Food Assistance
<u>4</u>	Mental Health Counseling/ Classes	Employment	Employment	Food Assistance	Financial Education/ Budgeting Classes
<u>5</u>	Education	Financial Education/ Budgeting Classes	Financial Education/ Budgeting Classes	Physical Health and Nutrition Classes	Physical Health/ Nutrition Classes

ELLIS COUNTY

<u>Ran king</u>	<u>Residents/ Staff/ Clients</u>	<u>Forums/Focus Groups/ In- Depth Interviews</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Housing	Housing	Housing	Housing	Housing
<u>2</u>	Mental Health Counseling/ Classes	Transportation	Financial Education/ Budgeting Classes	Food Assistance	Food Assistance
<u>3</u>	Food Assistance	Mental Health Counseling/ Classes	Employment	Physical Health/ Nutrition	Employment
<u>4</u>	Financial Education/ Budgeting Classes	Financial Education/ Budgeting Classes	Education	Employment	Financial Education/ Budgeting Classes
<u>5</u>	Employment	Employment	Transportation	Education	Mental Health Counseling/ Classes

HENDERSON COUNTY

<u>Ranking</u>	<u>Residents/ Staff/ Clients</u>	<u>Forums/ Focus Groups/ In-Depth Interviews</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Employment	Housing	Housing	Education	Housing
<u>2</u>	Transportation	Food Assistance	Employment	Food Assistance	Employment
<u>3</u>	Housing	Employment	Financial Education/ Budgeting Classes	Housing	Education
<u>4</u>	Education	Financial Education/ Budgeting Classes	Transportation	Employment	Food Assistance
<u>5</u>	Financial Education/ Budgeting Classes	Physical Health/ Nutrition Classes	Education	Physical Health/ Nutrition Classes	Financial Education/ Budgeting Classes

HUNT COUNTY

<u>Ranking</u>	<u>Residents/ Staff/Clients</u>	<u>Forums/ Focus Groups/ In-Depth Interviews</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Housing	Employment	Housing	Education	Housing
<u>2</u>	Employment	Housing	Transportation	Physical Health/ Nutrition Classes	Education
<u>3</u>	Education	Physical Health/ Nutrition Classes	Physical Health/ Nutrition Classes	Transportation	Physical Health/ Nutrition Classes
<u>4</u>	Transportation	Education	Employment	Housing	Employment
<u>5</u>	Mental Health Counseling/ Classes	Health Insurance/ Medical Care	Financial Education/ Budgeting Classes	Employment	Transportation

KAUFMAN COUNTY

<u>Ranking</u>	<u>Residents/ Staff/ Clients</u>	<u>Forums/ Focus groups/In-Depth Interview</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Employment	Transportation	Housing	Employment	Employment
<u>2</u>	Housing	Employment	Employment	Food Assistance	Housing
<u>3</u>	Education	Mental Health Counseling/ Classes	Education	Housing	Food Assistance
<u>4</u>	Food Assistance	Housing	Mental Health Counseling/ Classes	Physical Health/ Nutrition Classes	Mental Health Counseling/ Classes
<u>5</u>	Financial Education/ Budgeting Class	Financial Education/ Budgeting Classes	Financial Education/ Budgeting	Mental Health Counseling/ Classes	Education

NAVARRO COUNTY

<u>Ranking</u>	<u>Residents/ Staff/ Clients</u>	<u>Forums/ Focus Groups/ In-Depth Interviews</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Employment	Housing	Employment	Education	Housing
<u>2</u>	Housing	Employment	Housing	Physical Health/ Nutrition Classes	Employment
<u>3</u>	Transportation	Financial Education/ Budgeting Classes	Financial Education/ Budgeting Classes	Housing	Education
<u>4</u>	Education	Transportation	Education	Employment	Physical Education/ Nutrition Classes
<u>5</u>	Physical Health/ Nutrition Classes	Education	Food Assistance	Financial Education/ Budgeting Classes	Financial Education/ Budgeting Classes

ROCKWALL COUNTY

<u>Ranking</u>	<u>Residents/ Clients/ Staff</u>	<u>Forums/ Focus Groups/ In-Depth Interviews</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Housing	Housing	Housing	Transportation	Housing
<u>2</u>	Employment	Transportation	Food Assistance	Housing	Transportation
<u>3</u>	Transportation	Financial Education/ Budgeting Classes	Financial Education/ Budgeting Classes	Physical Health/ Nutrition Classes	Employment
<u>4</u>	Education	Employment	Employment	Employment	Financial Education/ Budgeting Classes
<u>5</u>	Financial Education/ Budgeting Classes	Education	Physical Health/ Nutrition Classes	Financial Education/ Nutrition Classes	Physical Health/ Nutrition Classes

VAN ZANDT COUNTY

<u>Ranking</u>	<u>Residents/ Clients/ Staff</u>	<u>Forums/ Focus Groups/ In-Depth Interviews</u>	<u>Key Informants/ Community Organizations/ Board of Directors</u>	<u>Quantitative Data</u>	<u>FINAL</u>
<u>1</u>	Housing	Housing	<u>Housing</u>	<u>Transportation</u>	<u>Housing</u>
<u>2</u>	Transportation	Food Assistance	<u>Transportation</u>	<u>Housing</u>	<u>Transportation</u>
<u>3</u>	Employment	Mental Health Counseling/ Classes	<u>Employment</u>	<u>Education</u>	<u>Employment</u>
<u>4</u>	Education	Employment	<u>Mental Health Counseling/ Classes</u>	<u>Employment</u>	<u>Education</u>
<u>5</u>	Mental Health Counseling/ Classes	Financial Education/ Budgeting Classes	<u>Education</u>	<u>Physical Health/ Nutrition Classes</u>	<u>Mental Health Counseling/ Classes</u>

Top Five Needs-CSI Service Area

- 1.) Housing
- 2.) Employment
- 3.) Education
- 4.) Food Assistance
- 5.) Financial Education/ Budgeting Classes

Top Five Needs in Service Area- Categorized by CSBG Domains

<u>Ranking</u>	<u>Employment</u>	<u>Education</u>	<u>Infrastructure/ Income & Asset Building</u>	<u>Housing</u>	<u>Health and Social/ Behavioral Development</u>	<u>Civic Engagement/ Community Involvement</u>
<u>1</u>	Job Skills Training to earn better wages.	Assistance to attend technical school/ College	Assistance with goals and self-sufficiency	Help with Utility Bills	Mental and Behavioral Health Counseling/ Classes	Community Revitalization (i.e. Crime Prevention)
<u>2</u>	Help to find a living wage job	Education Programs for Children to gain literacy skills	Financial Education/ Budgeting Classes	Help Paying Rent/ Mortgage	Assistance with major health conditions	Programs, activities, workshops on leadership skills, community involvement
<u>3</u>	Gas Assistance	Computer Skills Training	Help with applying for SSI, Social Security, TANF, etc.	Affordable Housing	Assistance for Elderly or Disabled persons	Activities and programs to improve social networks
<u>4</u>	Bus Vouchers	Adult Education/ Night School	Transportation	Assistance with Safe and Temporary Shelter for Homeless Persons	Nutrition Education/ Health Eating Workshops	Programs and activities to prevent criminal recidivism for youth and adults
<u>5</u>	Assistance with employment supplies	GED	Activity Centers/buildings (i.e., youth and seniors)	Help with making home more energy efficient (Weatherization)	Programs and Activities for Seniors	Youth Leadership Classes/ Volunteer Activities

Implications of Poverty and Public Health

The most daunting public health threat is poverty. Chronic poverty experienced by children can affect health outcomes into adulthood. Unmet social and environmental needs perpetuate the recidivism and cyclical effects of poverty in the community. The lasting effects of childhood poverty can yield poor mental health days and a higher prevalence of physical health outcomes such as obesity, substance abuse, and chronic stress. The average life expectancy rates varied for each county in CSI's service area. Factors contributing to life expectancy rates include lack of opportunity, awareness, and poor health outcomes. Medical interventions and advancement in science are part of the solution, but having equitable access to nutrition resources, safe living conditions, access to exercise opportunities, and high wages will increase life expectancy rates.

The healthcare systems target the surface issues of poor health outcomes; however, addressing the root causes of poverty is imperative. There are various measures used to determine the overall health status of a community measure of a community's overall health, which includes, but are not limited to, population health, equity, education, economy, housing, food and nutrition, environment, public safety, community vitality, and infrastructure.

Non-communicable illnesses are also factors that can adversely affect a community. Maternal newborn deaths, cardiovascular disease, respiratory disease, and deaths related to poor nutrition are some of the non-communicable illnesses and harsh realities that some individuals and families face. Marginalized populations often struggle with poor health diseases. Parents who can't afford to pay for healthy foods or prepare balanced meals for their households are forced to make poor health decisions to prevent hunger. Cultural and social barriers can affect an individual or family's use of healthcare services. The rising healthcare costs (premiums, prescriptions) discourage others from taking preventative measures to be in good health. Overcrowding and poor living conditions can trigger airborne diseases, poor air quality, and respiratory infections. The lack of clean water and plumbing facilities can be disastrous and eventually fatal to a community.

August 20, 1964, marks 60 years since the signing of the Economic Opportunity Act, which led the way for Community Action Agencies to be the largest anti-poverty network in the nation. The social and economic impact of poverty has changed tremendously due to interventions and strategies implemented by Community Action Agencies, but the fight is not over. If environmental conditions worsen, it can hinder economic and population growth in the community. Low-income families are the community's most vulnerable members in a disaster or infectious disease outbreak. A lack of mental and physical health providers can weaken a community's economic growth. More funds are spent on healthcare costs to address chronic illnesses.

Policy Recommendations

Poverty is a multifaceted issue that spans many decades, and tackling only one aspect of the problem provides a temporary response to a lifelong dilemma. Policy changes must be implemented locally, state, and nationally to continue declaring war on poverty.

Policy initiatives that supplement income and improve educational opportunities, housing prospects, and social mobility—particularly in childhood—can reduce poverty and lead to downstream health effects for low-income people and those in the middle class. Policy recommendations include improving the economic mobility of families. Antipoverty safety net policies, such as food assistance, housing assistance, and family tax credits, are needed.

Strengthened programs such as the Earned Income Tax Credit and Child Tax Credit can alleviate financial burdens for low-income families by reducing the taxes owed. Affordable and high-quality childcare can keep families connected to work, reduce poverty, and improve education outcomes (Center on Poverty and Social Policy, 2024). There are two approaches to consider when implementing policies for childcare: making the Child and Dependent Care Tax Credit fully refundable with increases each year based on cost-of-living allowances and expanding the eligibility guidelines for parents to receive childcare subsidies. Other policy recommendations include expanding the Summer Electronic Benefits Transfer (EBT) Program to all eligible children and expanding the Pell grant to give eligible individuals opportunities to pursue higher education, thereby minimizing debt. These policy recommendations are some of the objectives outlined in the American Families Plan, but expanding these objectives will make a difference.

Reevaluating the Supplemental Poverty Measures rate (SPM) to account for housing subsidy calculation errors discovered in previous years. Estimated poverty reduction with a Section 8 Voucher expansion. If Section 8 voucher becomes an entitlement program that guarantees a voucher for every eligible individual, will that solve the housing crisis or increase problems in other areas of the economy? Feasibility studies and pilot programs must be conducted before implementing statewide and federal policy recommendations.

ROMA Framework/ Logic Model

NEED	SERVICE/ ACTIVITY	OUTCOME	OUTCOME INDICATORS	RESULTS	MEASUREMENT TOOLS	DATA PROCEDURES	FREQUENCY
Ranking #1 HOUSING- Individuals and families lack resources to maintain housing.	CSI will provide rental assistance and emergency shelter payments, refer individuals and families to local housing authorities for first- time home buyer programs.	Individuals and families obtain resources to maintain housing.	280/300 individuals, or 93%, will obtain resources to maintain housing.	(Completed after Implementation and part of the Evaluation of Results).	National Performance Indicators (NPI)- Enrollments and Outcomes, 90 budgeting worksheet completion, emergency housing assistance received from CSI, documented payment on individuals rent ledger, referrals to Consumer Credit Counseling Services, and rental assistance programs.	Case Managers will collect information during case management follow-up sessions, document results in Shah Database system, and outcome individuals/ customers in the designated domains.	Data will be collected on a monthly basis. Outcomes will be noted in the monthly performance reports to the State Funder (TDHCA). In addition to the Annual Reports.

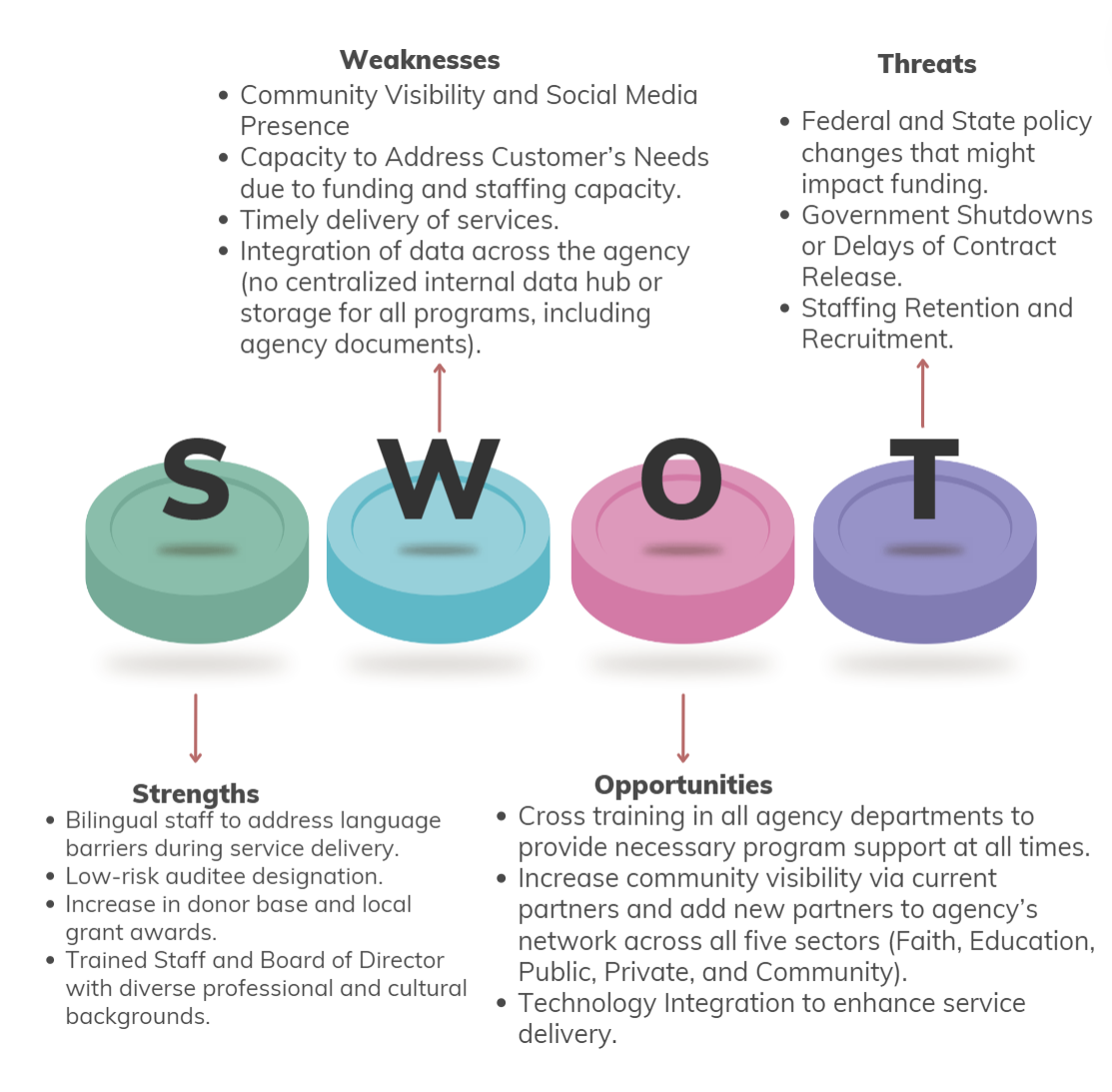
NEED	SERVICE/ ACTIVITY	OUTCOME	OUTCOME INDICATORS	RESULTS	MEASUREMENT TOOLS	DATA PROCEDURES	FREQUENCY
Ranking #2 EMPLOYMENT- Individuals lack job skills training.	CSI will collaborate with job training programs, refer individuals to the local Texas Workforce Centers for job referrals, job-seeker related workshops, and local hiring events.	Individuals obtain the skills needed for employment.	40/50 individuals, or 80%, will obtain the skills needed for employment.	(Completed after Implementation and part of the Evaluation of Results).	National Performance Indicators (NPI)- Enrollments and Outcomes demonstrating completion of training program (i.e. certification or completion document), individuals who have obtained employment up to a living wage, and individuals who have obtained employment with a living wage or higher.	Case Managers will collect information during case management follow-up sessions, document results in Shah Database system, and outcome individuals/ customers in the designated domains.	Data will be collected on a monthly basis. Outcomes will be noted on the monthly performance reports to the State Funder (TDHCA). In addition to the Annual Reports.

NEED	SERVICE/ ACTIVITY	OUTCOME	OUTCOME INDICATORS	RESULTS	MEASUREMENT TOOLS	DATA PROCEDURES	FREQUENCY
Ranking #3 EDUCATION- Individuals need financial assistance to be able to further their education.	CSI will reach out to local Independent School Districts (ISDs), agency's current education-sector providers, colleges, and Institutions of higher learning to establish partnerships providing access to information on financial aid, adult education classes, and coursework. In addition, CSI will offer tuition and books assistance.	Individuals receive financial assistance to be able to further their education.	45/50 individuals, or 90%, will receive financial assistance to be able to further their education.	(Completed after Implementation and part of the Evaluation of Results).	National Performance Indicators (NPI)- Enrollments and Outcomes, demonstrating improved basic education, obtaining a recognized credential, certificate, diploma, or advanced degree. (i.e. certification received from education program).	Case Managers will collect information during case management follow-up sessions, document results in Shah Database system, and outcome individuals/ customers in the designated domains.	Data will be collected on a monthly basis. Outcomes will be noted on the monthly performance reports to the State Funder (TDHCA). In addition to the Annual Reports.

NEED	SERVICE/ ACTIVITY	OUTCOME	OUTCOME INDICATORS	RESULTS	MEASUREMENT TOOLS	DATA PROCEDURES	FREQUENCY
Ranking #4 FOOD ASSISTANCE- Individuals lack food resources.	CSI will provide food cards for emergency assistance, provide nutritional packets with healthy food recipes, refer individuals to the Department of Health and Human Services (DHHS) to apply for SNAP benefits, register with local Meals on Wheels programs, and develop partnerships with food pantries.	Individuals will obtain food resources.	70/80 individuals, or 87.5%, will obtain food resources.	(Completed after Implementation and part of the Evaluation of Results).	National Performance Indicators (NPI)- Enrollments and Outcomes, demonstrating individuals who have increased their nutritional skills, improved physical health and wellbeing, seniors and individuals with disabilities have maintained an independent living situation (i.e., Meals on Wheels Participant).	Case Managers will collect information during case management follow-up sessions, document results in Shah Database system, and outcome individuals/ customers in the designated domains.	Data will be collected on a monthly basis. Outcomes will be noted on the monthly performance reports to the State Funder (TDHCA). In addition to the Annual Reports.

NEED	SERVICE/ ACTIVITY	OUTCOME	OUTCOME INDICATORS	RESULTS	MEASUREMENT TOOLS	DATA PROCEDURES	FREQUENCY
Ranking #5 FINANCIAL EDUCATION/ BUDGETING CLASSES- Individuals need financial education/ budgeting classes.	CSI will provide individuals with financial well-being resources (i.e., “Your Money, Your Goals”, a financial well-being toolkit for social services programs, budget worksheets, and referrals to credit counseling agencies to address this need. .	Individuals obtained financial education/ budgeting classes.	45/50 individuals, or 90%, will obtain financial education/ budgeting classes. to be able to further their education.	(Completed after Implementation and part of the Evaluation of Results).	National Performance Indicators (NPI)- Enrollments and Outcomes, demonstrating the ability to achieve and maintain capacity to meet basic needs for 90 days, the number of individuals who opened a Savings Account, or individuals who increased their savings, and individuals who engaged with the Community Action Agency (CAA) reporting improved financial well- being.	Case Managers will collect information during case management follow-up sessions, document results in Shah Database system, and outcome individuals/ customers in the designated domains.	Data will be collected on a monthly basis. Outcomes will be noted on the monthly performance reports to the State Funder (TDHCA). In addition to the Annual Reports.

SWOT Analysis



****This SWOT Analysis was conducted to inform the intended reader of Community Services, Inc.'s Strengths, Assets, Challenges, and opportunities for growth. CSI has implemented many strategies over the years to address the growing needs of its communities; however, a constant evaluation of service program offerings and delivery methods is paramount to a sustainable organization.***

Assessment Approval

Current- 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 28, 2024, during its monthly meeting.

Past- 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.

TDHCA Checklist:

Organizational Standards and Community Needs Assessment		
These Organizational Standards MUST BE MET in order for the CNA to be approved. Please ensure your CNA contains all requirements for the standards below. Once the CNA is approved, the Department will also approve these standards in your Organizational Standard Field Assessment Guide. You will NOT have to upload documentation for these standards.		
Area	Standard	What to include
1. Executive Summary		
2. Introduction		
a) Background		
b) Organization Profile		
c) Community Profile		
i) Profile of each county - Demographics of Poverty Population on Gender, Age, Race/Ethnicity	OS 3.2 Collects current poverty data and its prevalence related to gender, age, and race/ethnicity	Three types of documentation required: (1) Documentation that confirms collection of poverty data regarding gender, age, and race/ethnicity (all 3 demographics) Data in the CNA denoting poverty among different genders, age groups, and race/ethnicities; And (2) Documentation that confirms the included data is current, (within the past year) • A footnote citation or in text citation in parenthesis noting where the statistics or quotes came from and what year, for example (American Community Survey, 2012) or (Collected from May 15, 2015 focus group). And (3) Documentation that confirms the collected data is representative of the entire service area (Cumulative and by county). • Data shown on maps (Geographic Information Systems) that specifically outline the geographic service area of the agency; • Tables showing the poverty demographic statistics specifically broken out by county; or • Highlighted comparisons between state or national statistics and regional or city/county level statistics.
3) Timeline and Activities		

4) Data Collection Plan and Methodologies Conducted in	OS 3.3 Collects and analyzes both qualitative and quantitative data on its service areas	Four types of documentation required: (1) Data collection procedures, (methodology of needs assessment) • A list of all data collection methods used in the needs assessment (Reference Step 2 worksheets) • Descriptions of the processes used to collect the data collected; • Links to or copies of the raw data collected. And (2) Data analysis procedures (Reference Steps 3 and 4) • Descriptions of the processes used to analyze the data; • The primary sections of the needs assessment that include data analysis; • Additional notes or analysis not included in the needs assessment. And (3) Quantitative and qualitative data • Copy of report from Cares Engagement • A list of all data sources collected for the needs assessment divided into qualitative, quantitative, and mixed methods categories; • Links to or copies of the raw data collected. And (4) Coverage of the service area. • A list of data sources or types that cover the entire service area.
	OS 2.2 The organization utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. These sectors include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.	Two types of documentation required: (1) Information gathered during the community needs assessment or at other times from all five sectors listed in the standard • Summarizing the data in the community assessment or its appendices. For example, a list of stakeholders organized by sector from which information was gathered on needs and resources during the community needs assessment with a brief summary of the data collection process or a list of stakeholders organized by sector from which information was gathered on needs and resources at other times with a brief summary of the data collection process (e.g. during the strategic planning process, through advisory bodies) These sectors include at least one of each: Community-based organizations—United Way, Salvation Army or other multi-services nonprofits Faith-based organizations—Local churches, synagogues, mosques, interfaith service organizations Private Sector—Chambers of Commerce, local business improvement districts Public Sector—Department of social services, public health departments and Educational Institutions—Local school boards, universities, community colleges, trade schools. And (2) Used the information to assess needs and resources. Examples of potential documentation include: • Documentation of phone calls, surveys, interviews, focus groups (hard copy or electronic) such as: • Needs assessment raw data • Needs assessment report sections – description of methodology (should include sectors and stakeholders consulted) • Meeting notes describing data analysis • Summary reports on the data shared at board meetings or board committees Examples of how the information gathered was used to assess needs and resources (e.g. the data collection methods and analysis section of the community needs assessment, pertinent reports on needs and resources produced by the agency and/or

		partnerships with stakeholders from other sectors in which it participates)
--	--	---

5) Analysis of Data	OS 1.2 The organization analyzes information collected directly from low-income individuals as part of the community assessment.	The focus here is on a description of the data analysis of data collected from low-income persons as part of CNA. Ideally should discuss the methodology for how the data from low-income persons was utilized in the ranking of needs. Needs to demonstrate all three of the following: 1) Low-income individuals were consulted directly (focus groups, surveys, community meeting notes, etc.) • Transcripts from interviews with low-income clients or community members during the assessment process; • Notes from community forums or focus groups that included low-income individuals • Methodology section of the assessment report that details the processes to include low-income individuals in data collection. And 2) Participation of low-income individuals in the community assessment process • The community assessment report describes the of inclusion of low-income individuals, Participation of low-income individuals in the notes from assessment processes where low-income people were consulted • Dates on forums, focus groups, interviews, and analysis notes that are within the timeframe of the community assessment process for the agency • Community Needs Assessment has description of how raw data on low-income participation was weighted in the final evaluation and ranking of needs. And 3) The agency analyzed the collected information. Documentation for (3) should include one or several of the following and must go beyond just including data, to demonstrate that analysis by the assessment team, program staff, program committee of the board, or Board of Directors occurred. (The information collected was analyzed.) Some examples might include: • The key findings or recommendations of the final community assessment report as noted in Standard 3.4 • Minutes from a meeting where the analysis of data collected from low-income individuals was discussed • Summary description of data analysis and methodology for final ranking of needs
a) Description of Causes of Poverty Per County	OS 3.4 Includes key findings on the causes and conditions of poverty and the associated needs	The intention of this Standard is to ensure that the CNA includes both a description of the conditions of poverty in the department's service area (i.e. how poverty manifests itself across different demographic categories and geographical areas) and an analysis of its underlying causes. An analysis must be conducted of data (Surveys, interviews, focus groups, etc.) and data from Community Commons to determine the cause of poverty (multi-generational poverty; lack of education; lack of job skills; single parent households, etc.), not the symptoms or conditions and also to obtain data to describe the conditions of poverty (lack of healthcare, lack of food availability; substandard housing, etc.).

b) Description of Conditions of Poverty per County		A section in the CNA that addresses three areas: 1) Causes • The causes should encompass social, economic, and political factors contributing to poverty and barriers that exist in the service area And 2) Conditions of poverty • The condition should be a description of how poverty manifests itself. For example, lack of education, lack of employment skills, etc. And 3) Needs • Outline the prioritized needs as documented and analyzed in the remainder of the report, the level of need (family/agency/community), as well as causes associated with the needs. Further documentation could include: • CNA committee or team minutes reflecting a discussion and analysis of the poverty statistics and conditions.
c) Economic and Social Indicators for each County		
d) Community Strengths and Assets for Each County		
e) CAA Organizational Strengths, Assets, and Challenges		
f) Gaps in Services and Barriers for Each County		
g) Trends for Each County		
h) Top Needs for Each County		
6) Results: Top 5 Needs for Service Area Categorized by CSBG Domains		

Response to TDHCA Checklist:

<u>Item</u>	<u>Pgs.</u>
1.) Executive Summary	7
2a.) Background	8
b.) Organization Profile	9
c.) Community Profile	21
d.) Profile of each county-Demographics of Poverty Population on Gender, Age, Race/ Ethnicity	Pg. 23-24, & County Profile Section- All Counties
3.) Timeline and Activities	15
4.) Data Collection Plan and Methodologies Conducted	15-16
Data Collection Procedures	17-19
Data Analysis Procedures	20
Quantitative and Qualitative Data	Charts & Graphs in Report, Scope of Research Section- All Counties, References Page
Information from five sector- organization	12-14
Used information to assess needs and resources	Gaps In Services Section-All Counties
5.) Analysis of Data	The “Five Whys” Section- All Counties
Analysis of information from low-income people	Scope of Research Needs/ Analysis/ Implications of Findings Section- All Counties
a.) Causes and Conditions of poverty (Overview)	25; &
b.) Description of Causes of Poverty Per County	Causes and Conditions of Poverty Section- All Counties
c.) Description of Conditions of Poverty Per County	
d.) Economic and Social Indicator Each County	Social & Economic Indicator Section-All Counties
e.) Community Strengths, Assets for Each County	Community Assets & Resources Section- All Counties
f.) CAA Strengths, Assets, and Challenges	208
g.) Gaps In Services and Barriers	Gaps In Services Section-All Counties
h.) Trends in Each County	Trends Demographics-Local, State, Federal Section- All Counties
i.) Top Needs for Each County	194-198
6.) Results: Top 5 Needs for Service Area Categorized by CSBG Domains	200

References:

Community Action Partnership, 2024 <http://communityactionpartnership.com>

United States Census Bureau, American Community Survey, 2024
<https://www.census.gov/quickfacts/>

Center for Disease Control and Prevention, 2024
<https://www.cdc.gov/socialdeterminants/about.html>

World Health Organization, 2024
<https://www.who.int/data/gho/data/major-themes/health-and-well-being>

Data USA
<https://datausa.io/profile/geo/>

National Health Council, 2024
<https://nationalhealthcouncil.org/blog/limited-access-poverty-and-barriers-to-accessible-health-care/>

Agency Data Reports (i.e., Shah Software System, Components of Monthly Performance Reports)

National Center for Education Statistics
<https://nces.ed.gov/datatools/>

Local Surveys- Community Residents, Agency Clients, Staff, Five-Sector Organizations, and Board of Directors Interviews,

US Department of Labor-
<https://www.dol.gov/agencies/eta/unemployment-insurance-payment-accuracy#TX>

Texas Workforce Commission
<https://www.twc.texas.gov/programs/unemployment-benefits/basics-of-applying>

County Health Rankings and Roadmaps, 2024
<https://www.countyhealthrankings.org/>

U.S. News Healthiest Communities
<https://www.usnews.com/news/healthiest-communities/texas>

US Department of Health and Human Services
<https://www.hhs.gov/>

Appendices

Appendix A: Survey Participation Flyer

Appendix B: Customer Satisfaction Survey Instrument (English)

Appendix C: Organization/ Key Stakeholder Interview Instrument

Appendix D: Resident/ Community Survey Instrument (English)

Appendix E: Resident/ Community Survey Instrument (Spanish)

Appendix F: Forum Questions

Appendix G: Focus Group Questions

Appendix H: Social Media Outreach Campaigns/ Invitations

Appendix A: Survey Participation Flyer



The flyer is divided into two main sections. The top section has an orange background and features a large QR code on the left, framed by a blue smartphone outline. To the right, a white semi-circular area contains the text 'SCAN HERE' in large, bold, black letters, flanked by two blue asterisks. Below this, a blue button reads 'We Value Your Input!'. At the bottom of the white area is a search bar with the website 'www.csicorsicana.org'. The bottom section has a purple background and features a large yellow rectangle on the left with the text 'Please SCAN HERE' in a mix of red script and black bold fonts. To the right is another QR code, framed by a red smartphone outline with white corner brackets. Below the yellow rectangle, text reads '10-Minute Community Needs Survey' and 'Enter for a chance to win \$100', accompanied by a small graphic of a gift card and a gift box. The top right of the purple section says 'YOUR VOICE MATTERS!' and the bottom right says 'Visit Us' with the website 'www.csicorsicana.org'.

SCAN HERE

Community Services, Inc. is conducting a Community Needs Assessment to continue receiving Community Services Block Grant (CSBG) funds.

We Value Your Input!

www.csicorsicana.org

Community Services, Inc. *A Community Action Agency*

Please SCAN HERE

YOUR VOICE MATTERS!

10-Minute Community Needs Survey
Enter for a chance to win \$100

Visit Us
www.csicorsicana.org

**SCAN
HERE**

**CSI BOARD OF
DIRECTORS**

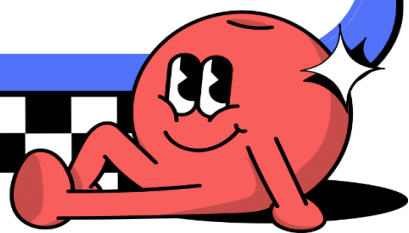
> > >

Please scan the QR Code to complete the
Community Needs Assessment Survey!



www.csicorsicana.org

Your Voice Matters!



 *Community Services, Inc., A Community Action Agency*

**SCAN
Here**

**2024-COMMUNITY NEEDS ASSESSMENT
STAFF SURVEY!**

EST. 1966 www.csicorsicana.org

Your Voice Matters!



**VALID UNTIL
05 APR, 2024**



Community Services, Inc., A Community Action Agency

NOSOTRAS VALORAMOS TU OPINIÓN!

**Encuesta de necesidades de la comunidad de 10 minutos.
Por favor llame para completar la encuesta.**



1-800-831-9929

***oportunidad de ganar \$100**



Miembros de la comunidad que residen en:

**Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman,
Navarro, Rockwall, and Van Zandt condados.**



support@csicorsicana.org



Completar antes del 15 de abril de 2024



Community Services, Inc.

A Community Action Agency
www.csicorsicana.org

Appendix B: Customer Satisfaction Survey Instrument

Sample: Customer Satisfaction Survey

Please take a few minutes to answer these questions about the case management services you received from:

Name of Case Manager:

Answering these questions will help improve our services. Your answers will not affect services/benefits received. Please do not write your name on the survey.

Check your response:	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
The program and my participation in it was fully explained to me/	☐	☐	☐	☐	☐
This program has taught me to find services I need	☐	☐	☐	☐	☐
I am better able to provide for myself & my household	☐	☐	☐	☐	☐
This program has taught me better problem solving skills	☐	☐	☐	☐	☐
I am better able to budget	☐	☐	☐	☐	☐
I am able to candidly speak to my Case Manager	☐	☐	☐	☐	☐
My Case Manager listens to me	☐	☐	☐	☐	☐
My Case Manager is easy to contact	☐	☐	☐	☐	☐
My Case Manager helped me find services I needed	☐	☐	☐	☐	☐
I would recommend case management services to a friend or relative.	☐	☐	☐	☐	☐

Comments:

Appendix C: Organization/ Key Stakeholder Interview Instrument

Step 2b-Org Interviews

Interview-Organization					
Date of interview:					
Organization:					
Name of Organization Representative:					
Title/Position:					
County (Organization):					
Sector Represented (Circle):	Private	Public	Faith-Based	Community-Based	Education

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(CAA) and the services we provide that help address needs of low-income people?

2. Please rank the following needs of low-income people in the community from 1 to 7, with "1" being the highest and "7" being the lowest:

—	Employment (i.e., job obtainment above living wage, job training)
—	Education (i.e., GED, ESL classes, trade school, or college)
—	Income and Asset Building (i.e., financial education, budgeting, savings)
—	Housing (i.e., rental/utility assistance, weatherization, affordable housing)
—	Health and Social/Behavioral Development (i.e., physical health, food & nutrition)
—	Civic Engagement/Community Involvement (i.e., leadership class, civic involvement)
—	Emergency Assistance (i.e., childcare, transportation, health insurance, prescriptions)

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?

—	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 (bi-weekly, monthly, or quarterly)

5. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions to close this gap?

6. Do you have any other feedback?

--

Step 2c-Key Informant

Interview-Key Informant	
Date of Interview:	
Name of Elected Officials:	
Title of Elected Position:	
City/ 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(CAA) and the services we provide that help address the needs of low-income people?	
2. Please rank the following needs of low-income people in your community from 1 to 7 (with "1" being the highest and "7" being the lowest):	
☐	Employment (i.e., job obtainment above living wage, job training)
☐	Education (i.e., GED, ESL classes, trade school, or college)
☐	Income and Asset Building (i.e., financial education, budgeting, savings)
☐	Housing (i.e., rental/utility assistance, weatherization, affordable housing)
☐	Health and Social/Behavioral Development (i.e., physical health, food & nutrition)
☐	Civic Engagement/Community Involvement (i.e., leadership class, civic involvement)
☐	Emergency Assistance (i.e., childcare, transportation, health insurance, prescriptions)
3. Are there any additional needs in your community? If yes, please specify.	
4. What suggestions can you provide on addressing the community needs?	
5. What are some critical community revitalization needs?	
6. How can your community address the identified revitalization needs?	
7. What are the gaps or barriers to services in your community, and do you have any suggestions for closing this gap?	
8. Would you like to stay connected and receive updates from your local Community Action Agency(CAA)?	
(please circle)	Yes No Opt-Out/Undecided
9. How often would you like to receive information or updates from your local Community Action Agency(CAA)?	
(please circle)	Monthly Quarterly Semi-Annually Annually Opt-Out/Undecided
10. Do you have any other feedback?	

**community
Action**
PARTNERSHIP
Helping People. Changing Lives.

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 your community.

- 1.) Date: _____
- 2.) What county do you reside in? _____
- 3.) Zip Code: _____
- 4.) Gender: _____
- 5.) Age: _____
- 6.) Household Type: _____ Single Adult _____ Single Parent (Male) _____ Single Parent (Female) _____ Two Parents
_____ Non-Related Adults (No Children) _____ Non-Related Adults (with Children)
_____ Multi-generational (i.e., grandparent, parent, & child)
- 7.) Race/ Ethnicity: _____
- 8.) Highest Level of Education: _____
- 9.) Income (yourself): _____ Under \$15,000 _____ \$15,000- \$29,999 _____ \$30,000- \$49,999 _____ \$50,000 or higher
- 10.) Please identify each of the following community needs on a 4-point scale from "Not Needed "to "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				
Affordable Housing				
Help Paying Rent or Mortgage				
Help with your Utility Bills				
Making your home more energy efficient (weatherization)				
Nutrition Education/ Healthy Eating Education				

PLEASE TURN OVER TO COMPLETE PAGE 2

	Not Needed	Rarely Needed	Needed	Very Needed
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 leaderships skills				
Programs to improve social networks				
Community Revitalization/ Crime Prevention				
Prescription Assistance				
Health Insurance				
Food Assistance				
Transportation				
Finding Resources				
Childcare Assistance				

11.) Please rank your community's needs from 1 to 7 (with "1" being the highest and "7" being the lowest).

_____ Employment _____ Education _____ Income & Asset Building
 _____ Housing _____ Health and Social Development _____ Civic Engagement/ Community Involvement
 _____ Emergency Assistance

12.) Are you aware of community resources in your city/county?

_____ Yes _____ No _____ Limited Knowledge

Additional Feedback (Optional):

**community
Action**
PARTNERSHIP
Helping People. Changing Lives.

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 recibir su opinión para servir mejor a su comunidad.

- | | 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. | | | | |
| Ayuda para solicitar SSI / SSDI / WIC / TANF | | | | |
| Asistencia con refugio temporal seguro | | | | |
| Vivienda asequible | | | | |

POR FAVOR VOLTE PARA COMPLETAR LA PÁGINA 2

	No se necesita	Rara vez se necesita	Necesitada	Muy necesaria
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 / discapacidades crónicas condiciones de salud				
Programas y actividades para prevenir la reincidencia delictiva para jóvenes y adultos				
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				

11.)Por favor clasifique las necesidades de su comunidad del 1 al 7 (siendo “1” la más alta y “7” la más baja).

_____ Empleo _____ Educación _____ Generación de ingresos y activos
 _____ Alojamiento _____ Salud y desarrollo social _____ Asistencia de emergencia
 _____ Participación cívica / participación comunitaria

12.) ¿Conoce los recursos comunitarios en su ciudad/condado?

_____ Sí _____ No _____ conocimiento limitado

Comentarios adicionales (opcional):

Appendix F: Forum Questions

Step 2d-Forum

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 [LIST SERVICES PROVIDED], 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 G: Focus Group Questions

Step 2e-Focus Moderator

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?

--

Appendix H: Social Media Outreach Campaigns/ Invitations

We Value Your Input!

Community Services, Inc., is conducting a Community Needs Assessment to continue receiving Community Services Block Grant (CSBG) funds.



Calling All Sectors:

- Private
- Public
- Faith-Based
- Community-Based
- Education

www.csicorsicana.org



Community Services, Inc.
A Community Action Agency