

Missouri Association for Community Action Comprehensive Community Needs Assessment for South Central Missouri Community Action Agency (SCMCAA)

Prepared: September 25, 2017



Introduction and Overview

This Community Needs Assessment (CNA) presents an overview of the current community conditions for Butler, Carter, Dent, Reynolds, Ripley, Shannon, and Wayne county area (see map below).

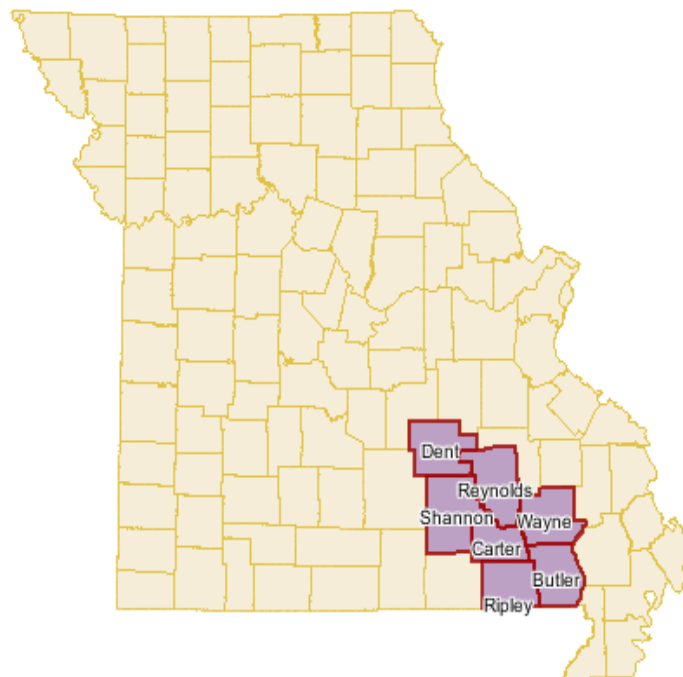


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To our friends, program participants, and supporters:

Every three years, South Central Missouri completes a Comprehensive Community Needs Assessment. We utilize the information gathered during this process to plan our future programs and interventions, as well as to formulate an updated Strategic Plan. When we have completed this process, our Strategic Plan will provide a blueprint for us to use as we work to impact the communities that are in our service area.

This report is a collaborative effort to present statistical data, as well as citizen and client input on our communities' greatest assets, as well as their challenges and pressing needs. It represents our agency's efforts to strengthen our partnerships with our key stakeholders – a collaborative effort that will continue, as we plan to address some of the issues that are presented in this document.

SCMCAA held "Focus Groups" in the summer of 2017 in each of the seven counties served by SCMCAA. (Butler, Carter, Dent, Reynolds, Ripley, Shannon and Wayne) Our CSBG Outreach and Head Start staff have been busy convening meetings and distributing surveys. They have also assisted in summarizing discussions between program participants, area vendors, and community members.

We would like to acknowledge and thank the people who have responded to our invitations to our meetings, as well as to the numerous folks who have completed our various surveys. We are pleased to hear from our community partners, and are challenged to think of ways that we can continue to serve our communities.

We also acknowledge our dedicated staff. They have enabled our agency to be a source of hope and assistance for over 50 years. Their dedication and service to our neighbors embody our commitment to serve some of Missouri's most vulnerable citizens.

Ginger Hill
Community Services Director

Service Area

South Central Missouri Community Action Agency was incorporated in 1965 under the Equal Opportunity Act, 1964 as a not-for-profit Community Action Agency serving the counties of Butler, Carter, Dent, Reynolds, Ripley, Shannon and Wayne.

History

The idea of Community Action came out of the enactment of the Economic Opportunity Act (EOA) of 1964. The overall purpose of the statute was to eliminate the causes and results of poverty in the United States. Under the Act, a federal Office of Economic Opportunity was established, state Economic Opportunity offices were formed, and new community-based organizations called Community Action Agencies evolved.

Mission

The mission of South Central Missouri Community Action Agency is to assist low-income families in their efforts to become self-sufficient by providing programs and services to improve the quality of their lives and the opportunity to eliminate the causes and conditions of poverty.

Vision

For Families

All families are supported in their goals to be self-sufficient. They are viewed not as burdens to society but as productive citizens who can make a positive difference. We envision families who have the potential to improve their own lives and the determination to help others. **Our vision is that all families are self reliant and have support systems in their community.**

For Communities

Our community vision is not defined by geographical boundaries or stock Market analyses. We envision our communities as large families concerned With the well-being of all its citizens. We want neighborhoods that are safe and Growing, employers who are fair and rewarding and academic institutions that are innovative and achieving. **Our vision is that communities invest in their people, realizing that human investment reaps the greatest returns.**

For Agency

The agency will be a leader in South Central Missouri by providing Innovative and creative solutions for families and communities grappling with the effects of poverty. Through established partnerships and human connections, we will use our best tools and resources against an enemy that threatens the lives and livelihood of the people that we serve. **Our vision as an agency is to end poverty – one family at a time.**

South Central Missouri Community Action Agency
Board of Directors
2016-2017

ELECTED PUBLIC OFFICIALS (1/3 of members) Total # of Seats 7 Total # of Vacancies 7 Name, Address, and Title	REPRESENTATIVES OF LOW-INCOME (at least 1/3 of members) Total # of Seats 7 Total # of Vacancies 1 Name and Address	REPRESENTATIVES OF THE PRIVATE SECTOR (remainder of members) Total # of Seats 7 Total # of Vacancies 1 Name, Address and Organization/Sector
NAME:Ed DeGaris ADDRESS:1508 West Vine Street Poplar Bluff, MO 63901 TITLE:City Councilman City of Poplar Bluff	NAME:Judy Moss ADDRESS:644 Charles Street Poplar Bluff, MO 63901 <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME:Robert Smith ADDRESS:502 Vine Street Poplar Bluff, MO 63901 ORGANIZATION/SECTOR REPRESENTING Attorney-at-Law (Attorney Representative)
NAME:Eddie Ballard ADDRESS:Rt. 1 Box 125 Ellsinore, MO 63937 TITLE:County Commissioner (Carter)	NAME: Richard Clyburn ADDRESS:P.O. Box 336 Ellsinore, MO 63937 <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME: ADDRESS: ORGANIZATION/SECTOR REPRESENTING
NAME:Dennis Purcell ADDRESS:115 Hwy WW Salem, MO 65560 TITLE:Associate Commissioner (Dent)	NAME: ADDRESS: <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME:Lelia Cotner ADDRESS:P.O. Box 706 Salem, MO 65560 ORGANIZATION/SECTOR REPRESENTING Dent County Sheltered Workshop
NAME: Doug Warren ADDRESS: 441 CR 778 Ellington, MO 63638 TITLE: County Commissioner (Reynolds)	NAME:Leslie Dale Hawkins ADDRESS:2488 CR 836 Black, MO 63635 <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME:Beth Buford ADDRESS:P.O. Box 474 Ellington, MO 63638 ORGANIZATION/SECTOR REPRESENTING Great Southern Bank (Financial Representative)
NAME:Kim Cannon ADDRESS: City of Doniphan Doniphan, MO 63935 TITLE: City Collector	NAME:Betty Hampton ADDRESS:HC 1 Box 808 Fairdealing, MO 63939 <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME:Ruth Austin ADDRESS:100 Courthouse Square, Suite 3 Doniphan, MO 63935 ORGANIZATION/SECTOR REPRESENTING Kiwanis Club
NAME: Shelly McAfee ADDRESS: Shannon County Courthouse P.O. Box 187, Eminence, MO 65466 TITLE: Shannon County Clerk	NAME:Colleen Detwiler ADDRESS:Rt. 2 Box 2422 Birch Tree, MO 65438 <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME:Roger Dillon ADDRESS:P.O. Box 728 Eminence, MO 65466 ORGANIZATION/SECTOR REPRESENTING Chamber of Commerce
NAME:Chad Henson ADDRESS: P.O. box 48 Greenville, MO 63944 TITLE: County Commissioner (Wayne)	NAME:Kim Combs ADDRESS:P.O. Box 97 Piedmont, MO 63957 <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME:Bill McMurry ADDRESS:600 Cherry Street Piedmont, MO 63957 ORGANIZATION/SECTOR REPRESENTING Chamber of Commerce

Board of Directors

South Central Missouri Community Action Agency is governed by a twenty-one member tri-partite Board of Directors. One-third of the board is elected public officials or their representatives. One-third is representatives of business, industry, labor, religion, welfare, education, or other major groups and interests in the community. One-third is individuals who represent the poor in the area served. The tri-partite composition of membership provides for the actual problems experienced by the poor to be voiced by their representatives and responded to by the representative of the business community and local government.

Executive Summary

Background

The 2017 South Central Missouri Community Action Agency Comprehensive Community Needs Assessment (CCNA) is a report that identifies the needs, strengths and current realities affecting the seven counties served by our agency. The information derived as a result of this process will be the driver for future program design, service delivery and change. The CCNA is the first step taken by our agency as a precursor to developing an updated Strategic Plan. This assessment will help our agency by providing the foundation for administrative and operational planning, as well as assessing whether our agency is meeting the needs of the communities that we serve. By gathering input and information from a variety of sources, new projects or programs may be identified that would provide new opportunities for our agency to create change at the agency, family, or community level.

This information provides a startling look at the face of poverty in South Central Missouri.

Methodology

In late summer of 2016, SCMCAA completed and submitted a proposal for the scope of work that would be done as a result of funding from the FFY2017 CSBG program. Completion of an updated Comprehensive Community Needs Assessment was selected as one of SCMCAA's intended strategies. SCMCAA's leadership team worked together to collect data from multiple sources, as well as form a plan for the agency's outreach staff to host "Town Hall" events.

Community Focus Group meetings have historically been used as a successful way to gather information and input from the communities that we serve. SCMCAA's leadership team implemented a recommendation from a prior CSBG/LIHEAP Monitoring Exit Interview to try to include as much information from these events as possible.

Since most funding sources have needs assessment requirements, our agency staff periodically conduct meetings to compare data, assessments and self evaluation tools and processes. These meetings are conducted throughout each fiscal year as new data and information become available. Focus groups and surveys were typically conducted in either the fall or spring. For 2017, focus groups and surveys were conducted in late summer due to the fact that our area had suffered devastating flooding in late April and May. Our process started by distributing several different survey tools. Central office staff were responsible for inputting the information into an online system (Survey Monkey), as instructed by managers. All of the statistical data and information that was gathered, updated, analyzed and assembled by staff was conducted during fiscal year 2017.

Data Gathering

- ❖ Community Focus Groups (Head Start/CSBG)
- ❖ MIS Data
- ❖ Secondary (Statistical) Data
- ❖ Surveys (utilized as part of ongoing assessment efforts and as a recommendation of our most recent CSBG/LIHEAP Monitoring)
 - ✓ Head Start Parent Information Surveys
 - ✓ Community Needs Surveys
 - ✓ Agency Client Satisfaction Surveys

Analysis & Prioritization

SCMCAA Leadership Team members worked together to gather, assemble, review and analyze the aforementioned data and information. This team held discussions on the data and trends and concerns that were discovered. Discussions were held regarding priority issues, and the need for an updated Strategic Plan. This need, and well as others was identified as strategies for the FFY2018 CSBG fiscal year. These recommendations will be presented as a point of discussion to the Board of Directors.

Throughout the CCNA process, the SCMCAA Board of Directors were presented with program and community data, assessments and evaluations of agency initiatives and direction, as well as projections for future project, plans and proposed changes to existing programs.

Agency Planning

Our agency leadership team continues to seek out ways to revise and improve the way that we do business. Leadership team members promote learning and implementation of best practices of sister agencies. South Central Missouri Community Action Leadership Team members realize that our agency must set rigorous priorities based on realistic budgetary expectations, develop effective tools for evaluation, and promote partnerships with other agencies and institutions where possible. The continuing Federal budget deficit concerns, as well as threats of funding reduction create a difficult environment for any institution. SCMCAA must maintain a nimble position and be able to determine where activities must be started, sustained, or phased out. The current national climate of uncertainty calls SCMCAA's Leadership Team to higher levels of leadership and stewardship as we go forward with drafting an updated Strategic Plan.

A line has to be drawn somewhere
between what is essential and
what is peripheral.

Sargent Shriver