2023
Community Needs
Assessment

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Our History:

SCMCAA was incorporated in 1965, following the enactment of the Economic Security Act (EOA) of 1964. We follow the same state and federal guidelines established under this act.

Who We Are:

South Central Missouri Community Action Agency (SCMCAA) is a not-for-profit Community Action Agency serving the counties of: Butler, Carter, Dent, Reynolds, Ripley, Shannon and Wayne. We are an Equal Opportunity Employer.

Our Mission:

We assist the low-income residents of our seven- county service area in their efforts to become self-sufficient. This is accomplished through providing a comprehensive range of services and activities designed to improve the quality of life for low-income individuals and families while providing assistance and opportunities to eliminate the cause of their poverty situation.

Our Promise:

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

Community Needs Assessment Overview

Every three years, Community Action Agencies across the country conduct assessments of their communities to determine what changes have occurred (or not occurred) that impact communities and low-income individuals and families both positively and negatively. The results of the surveys, focus group discussions, personal interview sheets and statistical data are then used to develop a Community Needs Assessment that will be used for the next three years to create strategies and services to address the identified needs.

SCMCAA's 2023 CNA is a report of the current demographics, individual and community needs, identified causes, gaps in services, and available resource/assets of the seven counties served by SCMCAA. It provides the most recent data available regarding demographics on age, gender, early learning programs, disability, health, nutrition, employment, education and housing for residents in the seven counties served by SCMCAA. The data was gathered by SCMCAA staff. Agency staff, Board members, community partners, stakeholders, and low income customers participated in surveys, informal interviews and community focus groups. Upon approval, the final report will be shared with our agency, community, customers and other stakeholders.

The report is designed for the entire agency. It is not an assessment for one program or funding stream, but rather a comprehensive agency community needs assessment.

SCMCAA is committed to making our community a better place to live! If you would like to learn more about our agency, please visit our website, www.scmcaa.org, or like us on Facebook!

Methodology

Various methods were used to collect the data for the assessment. Data collection methods included community focus groups, personal interview sheets, surveys, MIS system report data, and the collection of quantitative datasets.

The first method used was Community Focus Groups. Community conversations were held in July, in each county, and included members of the community, agency customers, services providers and other community stakeholders. The dates were, as follows:

Butler: Tuesday, July 18 @ 1:oo pm, Poplar Bluff Chamber of Commerce, 1111 W. Pine Street, Poplar Bluff, MO 63901

Carter: Tuesday, July 11 @ 1:oo pm, Carter County Community Action Center, 1009 N. Main Street, Van Buren, MO 63965

Dent: Thursday, July 13 @ 1:oo pm - Salem Community Center @ The Armory, 1200 W Rolla Rd, Salem, MO 65560

Reynolds: Tuesday, July 11 @ 10:oo am, Great Southern Bank, 400 E. Walnut, Ellington, MO 63638

Ripley: Thursday, July 27 @ 1:oo pm, Ripley County Community Action Center, HS Conference Room, 1 Hospital Drive, Doniphan, MO 63935

Shannon: Thursday, July 20 @ 1:oo pm – Shannon County Community Action Center, 8120 State Hwy 19, Winona, MO 65588

Wayne: Tuesday, July 25 @ 1:oo pm, Wayne County Community Action Center, 209 N. Main Street, Piedmont, MO 63957

See Appendix A for Community Focus Group Toolkit, including conversation guides

The second data collection method used was a survey. The survey was distributed electronically to current agency customers, board members, local service providers, community members and stakeholders.

See Appendix B for Survey Questions

The third data collection method used Personal Interview Sheets, to determine the lived experience of those in our communities.

See Appendix C for Personal Interview Sheet

The fourth data collection method used was that of collecting secondary quantitative datasets. The intent of this method was to collect state and local datasets to be compared to the data collected from the community conversations, surveys and informal interviews. We collated this data to compile information for each county into a more concise, usable presentation that was used at our Community Focus Groups.   SCMCAA utilized the Mo CAN / Engagement Network to generate statistical data for our report. In some instances, we also utilized an online tool of the U.S. Census Bureau, and other readily available online resources.

See Appendix D for County-Specific Presentations, and how to access the full 91 page report

Activities and Results:

SCMCAA conducted multiple activities supporting the Community Needs Assessment Process. We hosted Focus Groups, conducted surveys, obtained statistical data and collected Personal Interview Sheets from clients and stakeholders from the communities served by SCMCAA. We set a goal to receive at least 200 completed surveys this year, and to hold seven focus group discussions in our service area. We distributed the surveys electronically, and clients could utilize our public access computer sites. In addition, we shared the "survey monkey" link by texting it to clients, and community members and stakeholders. We received 238 completed surveys. We shared the survey results at our Focus Group discussions, in addition to a county-specific Powerpoint presentation of statistical information that related to Employment, Education, Income, Housing, Health/Nutrition, Civic Engagement and Multiple Domain and Locally Relevant Information.

Poverty Data Summary:

Each of our counties have lost population since the 2010 Census. 27.83 % of the population living in our service area have incomes that are below the 125% Federal Poverty Guideline. Missouri's rate is 17.4%. The nationwide percentage is 17%. Ripley, Shannon and Wayne have the highest percentages of low income households. Over 15% of seniors living in our service area are in poverty. This compares to 11.14% for the state of Missouri. 21.5% of all households in our service area are in poverty. The highest numbers of households in poverty for our service area are in Ripley, Shannon and Wayne County. Ripley has the highest percentage, of 25.78%, compared to average of 12.91%. The unemployment rate for our service area is 3%, which exceeds the Missouri rate of 2.4%. Childcare facilities are limited. In Butler County, where most options are available, daily price for infant care is $25 for center-based care, $19 for family-based care. Most people rely on driving, as the area is largely rural and have few public transportation options. 26.4% of residents in the report are at or below a level 1 literacy level. Those with Level 1 literacy levels or below, are at risk for being able to understand printed material. Wayne County has the highest level, at 30.5%, followed by Reynolds and Ripley Counties at 28.8% and 28.2%. there has been a 6.19% reduction in the numbers of homeowners in the report area. Reynolds County has the highest foreclosure rate, at 7.93%, followed by Dent County at 6.03%. Missouri rate is 4.02%. Shannon County has the highest level of overcrowded housing, at 8.88%. Missouri percentage is 2.17%. Fair Market Rent, where housing is available, is below the Missouri average. 70.14% of students in the report area participate in the free and reduced lunch program. Ripley County has the highest percentage at 81.93%, followed by Shannon at 76.43%. Missouri rate is 47.86%. 10, 212 households in the report area participate in SNAP. 28.06% of the population depend on Social Security benefits, Missouri rate is 21.43%. 18.08% percent of individuals living in our service area experience food insecurity, with the highest percentage in Wayne County, at 20.20%. Missouri rate is 11.4%. 21.54% of children living in our service are experience food insecurity. Missouri rate is 14.10%.

Information Gathered and Analyzed:

SCMCAA utilized the Mo CAN / Engagement Network to generate statistical data for our report. For some data points, we utilized other sources. For example: We used FSD Data (for numbers receiving blind pension), US Census Bureau (for data not included on the network), as well as Missouri Secretary of State's Office (voting roll information), and local housing authorities (to find an estimate of locally-available rental opportunities for low-income renters).   As we were planning our Focus Groups and distributing Personal Information Sheets, staff were instructed to reach out and invite, and collect information from: Low-Income Individuals, Community Based Organizations, Faith Based Organizations, Private Sector representatives, Public Sector representatives, as well as Educational Institutions.   We were pleased to have 68 participants attend our focus group discussions. We offered snacks to attendees, ordered facilitation materials, and developed a "toolkit" to guide group facilitators in planning their meetings, and to aid in obtaining information regarding what the community felt were problems/concerns, opportunities for collaboration, as well as current assets. We collected a packet containing each county's summary of their meeting, and these were reviewed at our Analysis Meeting.
*** See Appendix E for Analysis Tool**
***See Appendix F for 2023 Community Needs Assessment Process**

SCMCAA gathered together a group of 14 people at our Shannon County Outreach Center to analyze the various sources of data. We developed a "tool" for the analysis team, and divided into groups, which then reviewed the Personal Interview Sheets, Statistical Data, Information from the Surveys, and the Focus Groups. The participants represented multiple programs of our agency, from our fiscal office to various program staff. They were tasked looking at all of the various data and determining if the qualitative data supported what was being seen in the quantitative data. They also looked for recurrent themes and impactful quotes from the participants. Our analysis team identified the following as three most common important needs (based on Personal Interview Sheets and Conversations during Focus Groups):

1. Housing
2. Food/Basic Needs (tied with number 1)
3. Transportation
4. Social (specifically, community activities for youth/seniors)
5. Community Concerns (increased law enforcement, substance abuse, etc.)

The top five identified assets /resources in the service area, were:

1. Our agency (SCMCAA)
2. Clinics
3. Food Banks - tie
4. Health Dept. and related programs - tie
5. Community People -tie

The top five identified barriers in the service area, were:

1. Lack of employment

2. Low wages/Lack of money
3. Poor housing
4. Transportation – tie
5. Poverty & Drugs – tie

The top three identified opportunities for collaboration and recurrent comments that we heard were: were:

1. More meetings (similar to Focus Group)
2. Community Partners, churches and members need to work together
3. Community Volunteer Opportunities

Several impactful comments were provided. We've included some!

"We need better paying jobs." "The cost of living is not comparable to wages." "Agency programs help us to survive longer." "Living in a community where the majority of residents are low income, makes it difficult for the community to grow and prosper." "SNAP benefits helped me to provide food for my children." "There are not many resources in my community."

Summary of Surveys

Analysis of the Surveys indicated that the top five family/individual level needs were:

1. Food/Nutrition (87.39%)
2. Healthcare (50.50%)
3. Housing (47.90%)
4. Utility Assistance (45.80%)
5. Employment (42.44%)

97% of respondents stated that they own or lease a car. 33% rent their home, 93.7% rely on their phone for email/internet use. 83.7% of respondents selected Food as their number one concern.   60.5% selected Healthcare as their primary concern.

Analysis of the Surveys indicated that the top five community-level needs were:

1. Jobs and training (69.75%)
2. Available rental housing (68.07%)
3. Grocery Stores (43.7%)
4. Healthcare (47.9%)
5. Tied: Safety/Crime and Community Improvement (both 39.08%)

Respondents were questioned about problems when seeking help for basic needs. The top barriers were:

1. Not eligible or do not qualify for help (36.13%)
2. Have to work during open hours (31.51%)
3. Services not available in my area (27.31%)
4. Pride – Trouble asking for help (26.05%)
5. Tied: No childcare and Health issue or disability (19.33%)

Respondents were questioned about the main barriers to employment. The top barriers were:

1. Low wages (59.24%)
2. No childcare (43.28%)
3. No jobs available (41.60%)
4. Lack of training/experience (35.71%)
5. No transportation (21.85%)

The price of gas was the greatest barrier to transportation at 57.98%, followed by no public transportation at 53.79%. The cost of insurance was selected as the greatest barrier to healthcare at 77.73%, followed by long appointment/wait times at 28.15%. The main barriers to education were Cost (books, housing, fees) at 55.46% , followed by Cost (not sure how to apply for financial aid) at 53.36%. The two main housing problems were: Poor quality housing at 57.56%, followed by High Rent at 55.04%

66.67% of the respondents of our survey were seeking Energy Assistance. 22.76% were seeking Weatherization. 11.38% were seeking Employment/Job Training. 14.63% were seeking Head Start and related services.

Customer Satisfaction (summary)

83.72% responded that they were greeted in a nice and friendly manner. 86.61% were satisfied with the way the phone was answered. 94.17% said that the location was easy to find. 85.83% indicated that the facility's atmosphere was a pleasant and professional setting. 91.34% indicated that they were treated with respect and courtesy. 86.51% indicated that they were given options in regard to their situation. 83.2% responded that their needs were met. 91.2% of respondents indicated that the staff took time to answer their questions. 84% indicated that hours of operation met their needs. 65.04% of respondents were very satisfied with the customer service they received. SCMCAA will conduct Customer Satisfaction Surveys on a yearly basis, in January. We will make reports available to our board of directors in August.

Final Thoughts

We asked our analysis team to look at all of the data that was presented to them, and select ideas for *community-level strategy/interventions*. Here are some of the most popular suggestions:

Get information to communities in a timely manner
Homeless shelters
Community Opportunities
Meetings and Interagency Meetings and Training
Updated Resource Guide
Additional Food Banks
Mobil Health Units
Grant Funded Housing
Partnerships with other agencies.

Based on the material reviewed, we also asked our analysis team to suggest some ideas for *agency-level strategies/intervention*s. Here are some ideas:

Host information Sharing Meetings
Improve Phone Systems
Share Resource Info
Do more Outreach Efforts
Use Social Media
Offer Family Support
Cross Train Our Staff
Promote Our Events (across various programs)
Life Skills Classes
Make Referrals (especially for rent & food resources)
Host Health Fairs
Conduct Outreach to other areas
Host Job Fairs
Conduct Poverty Simulations

Based on the material reviewed, we asked our analysis team for suggestions for *family-level strategies/interventions*. Here are some ideas:

Additional Education
Increase Family Engagement
Attend Life Skills Classes
Establish Circles of Support
Establish Car Pools
Apply for Programs (food stamps)
Attend Events (Health Fairs, Job Fairs)
Apply for Low-Income Housing Programs
Seek Information on Breaking Generational Barriers
Connect With Schools to Provide Information For Families

2023 Community Needs Assessment Focus Group Toolkit

South Central Missouri Community Action Agency

The purpose of our Focus Group activity will allow us to gather input from multiple community members about the issues and concerns facing families and individuals related to poverty, health, learning and other critical areas. We will compile the information, and analyze it and include it in our Community Needs Assessment for 2023.

There are six tools:

1. Facilitation Agenda
2. Talking Points
3. Participant Sign In Sheet
4. List of Invited Participants
5. Focus Group Documentation Tables
6. Focus Group Cover Sheet

How to use the tools:

- ✓ Complete a separate summary for each focus group (each county).
- ✓ Transfer any handwritten notes from flip charts, etc. into a Word Document.
- ✓ Be sure to keep a copy of all documents for your county records – label: (CCNA 2023).
- ✓ Provide all document from your meeting to Ginger, ASAP.

Suggested Process (Modify as needed, based on the group and or specific location and supplies available.)

1. Confirm your location and details!
2. Invite participants. We would like a group of 6 – 8 participants, so you'll need to probably invite more. We are seeking "maximum feasible participation for our clients", as well as a few community members, and representatives from other organizations – especially: Low income community members, community-based organizations, faith-based organizations, private sector, public sector, educational institutions, etc. Keep a list of invited participants.
3. Remind participants a day or two before your meeting!
4. Print out PP slides for the county that you are hosting, for each participant or show as a presentation. Some prefer to have "paper" copies to write on.
5. Ask a co-worker to serve as your "scribe" or co-facilitator.

6. Print out PP slides for each county for yourself – put in a binder for ease of reference, in case participants ask how their county compares to others in our area.
7. If permitted by your location, we can provide water and light snack. You will need to obtain a requisition number.
8. Room Set Up. Before the group arrives, have some markers, and tape up six flip chart pages (if you have them). You'll probably need more as the group responds to prompts and you write their responses. Label the sheets, as follows:
   a. Employment/Education
   b. Income
   c. Housing
   d. Health / Nutrition
   e. Civic Engagement
   f. Other Concerns
9. Welcome. After the group is seated, send the sign in sheet around the room and ask participants to sign in and provide contact information and which community sector that they represent. We ask for this information so that we can evaluate how well we did in reaching a broad spectrum of community members.
10. Introduce yourself as the sign in sheet is making its way around the room.
11. Begin presenting information from PowerPoint presentation for your county.

Facilitation Agenda

1.) **Introduction – 10 minutes**
   o Provide a brief introduction to the Community Needs Assessment.
   o Explain that you will ask the group to spend a few minutes showing them data that we've collected, and spend time identifying their concerns for their community in a particular area (health, education, etc.) After that, you'll will ask them to identify any resources that are currently available in their community to address the problems identified. And finally, you will ask them to identify any barriers for accessing the services. Emphasize that their input is vital in helping us to identify and prioritize needs, create solutions and plan for services.
   o Explain that we are not trying to evaluate or judge any on person's opinions or experiences, but rather to capture the thinking of as many people as possible.
   o Ask if there are any questions before you begin. Answer questions and begin with the presentation of key findings (Power Point) data.

2.) **Identification of Problems/Concerns – 20 minutes total**
   Ask the following four questions and document answers to each of the topics listed previously and document answers on your flip chart pages.
   o What are the most significant problems related to each of the topic? (do this for each of the 6 topics) – 10 minutes
   o What are the most significant problems related to each of the topics? (do this for each of the 6 topics) – 10 minutes

   > *Questions are intentionally broad and open ended so that people can respond in whatever way they need to. Facilitators can offer some issues/concerns to get the group going as long as they don't intentionally lead the discussion in a particular direction.

3.) **Community Resources and Barriers – 10 minutes**
   Have the participants look at the list of problems, issues and concerns, then ask:

   o What recourses are available in their community to address these issues? (List each resource on the left side of the flip chart)
   o What are the barriers (if any) to accessing these resources? (List barriers next to the resource they apply to.)

4.) **Solutions – 10 minutes**
   Have participants look at the list of problems, issues, resources and barriers, and then ask:
   o What actions, programs, strategies do they think would make the biggest difference in their community? List them!

5.) Conclusion. Thank folks for their time. Let them know we expect to have the data compiled, analyzed and a draft report ready in early September. They can check back with you to participate in future activities, and/or receive a copy of the summarized flip charts, and to know how to access the final report for our agency.

Talking Points

- Our organization conducts Needs Assessments every 3 years.
- The Community Needs Assessment looks at a wide range of issues, which can be grouped into six categories:
  - **Employment/Education**
  - **Income**
  - **Housing**
  - **Health/Nutrition**
  - **Civic Engagement**
  - **Other Concerns**
- In addition to information collected through Focus Groups, assessment data is compiled from surveys, and data collection from various sources (such as the US Census, Dept. of Labor, etc.)
- Explain how the information will be used.
- Our agency encourages community members to participate in Focus Groups, Parent Groups, Policy Council, Volunteers for Poverty Simulations, etc.
- Share brochures!
- A focus group is *__not__*:
  - A debate
  - Group therapy
  - A conflict resolution session
  - A problem solving session
  - An opportunity to collaborate
  - A promotional opportunity
  - An educational session
- Remember:
  - Keep personal views OUT of the facilitation
  - Be ready to appropriately manage challenging group dynamics.
  - Give everyone the opportunity to contribute to the discussion.
  - Listen attentively with sensitivity and empathy
  - If you don't have access to large paper, just take good notes! You'll need to be able to transcribe them into our Documentation Tables.
  - If you don't have access to an overhead projector, just make copies of the Power Point presentation for your county.
  - ONE person should be the moderator and spokesperson for our agency.

SIGN IN SHEET
SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY
2023 COMMUNITY NEEDS ASSESSMENT – FOCUS GROUP

Location:_____

Date:_____ County:_____

NAME	ADDRESS	TELEPHONE #	EMAIL	ORGANIZATION

Date:_____ County:_____

NAME	ADDRESS	TELEPHONE #	EMAIL	ORGANIZATION	Confirmed/Date

Problem/Concern: _____ (List each problem identified on a separate line.)

Focus Group Results Documentation (Make copies for each topic.)

Problem/Concern:_____

Community Resources Available to Address Problem/Issues **(List resources currently available in the community.)**	Barriers for Accessing Available Resources **(List barriers next to the appropriate resources.)**

Problem/Concern:_____

Solutions

(List each possible solution on a separate line and check the concern area the solution would address.)	Employment Education	Income	Housing	Health/Nutrition	Civic Engagement	Other

2023 Community Needs assessment Focus Group Cover Sheet

Meeting Date	
Location	
County	
Facilitator (s)	

Meeting Attendance

(Total Attendance should be sum of all participants.)

Total Attendance	Service Providers	Other Stakeholders	Private	Public	Consumers/Clients

Attach to Cover Sheet (in this order):

_____ List of Invited Participants

_____ Sign In Sheet

_____Problem/Concern Document Table (you should have six, one for each topic)

_____Resource/Barrier Document Table (you should have six, one for each topic)

_____Solutions Document Table (you will have one, that includes info for all six topics)

Send packet containing the above to Ginger ASAP!

GH 6/22/23

Appendix B – Survey Questions

* 1. I live in:

Butler County
Carter County
Dent County
Reynolds County
Ripley County
Shannon County
Wayne County
* 2. What portion of the population do you represent?
Public
Private
Educational
Community Based
Faith Based
Agency Staff Member
Agency Board Member
Other
* 3. Age
Under 18
18-24
25-34
35-44
45-54
55-64
65+
* 4. Marital Status

Single
Married
Divorced
Widowed
Separated
Other (please specify)
* 5. Race

White/Caucasian
Black/African American
Hispanic/Latino
Asian/Asian American
Native American or Alaska Native
Native Hawaiian or other Pacific Islander
Multi-Racial
Other (please specify)

* 6. Gender

Male

22

Female
Other
* 7. Number in Household

1
2
3
4
5
6
7+
* 8. Annual Household Income

No cash income
$0 - $10,000
$10,001 - $20,000
$20,001 - $30,000
$30,001 - $40,000
$40,001 - $50,000
$50,001 +
* 9. I have completed:

None
Grade School
High School
Tech School
Some College
Completed College
* 10. I am employed:

Full-Time
Part-Time
- with benefits
- without benefits
Unemployed - looking for work
Unemployed - not looking for work
Retired
Disabled
Multiple Jobs
* 11. My current living situation is:

I own my home
I rent
Stay with friends and/or family
Shelter
Homeless
Other (please specify)
* 12. What language do you speak most often at home?

* 13. How do you handle email/internet use? (check all that apply)

From home via computer
Mobile Phone
Library
School
Work
I don't have access
I don't know how to do it
* 14. To get around, I:

Own or lease a car
Use public transportation (OATS, taxi service, Uber, etc.)
Bicycle
Walk
Rely on friends or family
* 15. Check the five (5) MOST important needs for YOU and/or YOUR FAMILY:

Food
Education
Clothing
Transportation
Utility Assistance
Mental Health
Housing
Employment
Healthcare
Prescriptions
Disability Assistance
Eldercare
Childcare
Legal Services
Banking Needs
Domestic Violence Services
* 16. Check the five (5) MOST important needs for YOUR COMMUNITY:

Banking Services
Available Rental Housing
Jobs and Training
Neighborhood Services (laundromats, etc)
Social Services
Grocery Stores
Transportation
Connection to Community
Safety/Crime
Improved Schools
Community Improvement
Healthcare
Mental Health
Youth Recreation Activities
Yes Some No

Not eligible or don't
qualify for help
No transportation to
get there
No funds available at
agencies
Pride (trouble asking
for help)
Services not
available in my area
Don't know where to
go
No childcare
Bad experience in
the past
Have to work during
open hours
Health issue or
disability
* 17. Do you face any of these problems when seeking help for your basic needs?

* 18. Choose the TWO (2) main barriers to employment in your community:

No jobs
Low wages
Lack of training/experience
No transportation
No childcare
Disability
* 19. Choose the TWO (2) main barriers to reliable transportation in your community:

No vehicle
No public transportation
Suspended license
Price of gas
Cost of insurance
* 20. Choose the TWO (2) main barriers to healthcare in your community:

Insurance costs too much / not covered
healthcare.gov website too difficult to use
No transportation to doctor / clinic
Co-pays too expensive
No childcare during appointments
Long appointment wait times
* 21. Choose the TWO (2) main barriers to education opportunities in your community:

Cost - Not sure how to apply for financial aid
Cost - Books, Housing, Meals, ect
No transportation

Too far to drive
Lack of options in specific fields of study
* 22. Choose the TWO (2) main housing problems in your community:

High rent
Poor quality housing
High Utilities
Home loans not available / don't qualify
Too many rental restrictions
Rental housing not available
* 23. What are THREE (3) changes that would most improve the lives of YOUTH in your

community:

Improved after school activities
Stronger adult role models
Reduction in violence at home
Reduction of violence in neighborhood
More attentive adults
Expanded opportunities to develop adult skills
Stronger community or neighborhood presence
Improved recreation (non-school related)
Stronger school system
* 24. What are THREE (3) issues that make life most difficult for adults in your community?

Inability to pay all the bills
Stress, depression and/or anxiety
Lack of education or ability to increase/improve skills
Bad credit or lack of assets
Poor quality housing
Alcohol and/or drug abuse
High rent and/or mortgage payments
No crisis management support
Unemployment / Lack of jobs
Yes No

Can't pay gas or

electric bill

Can't pay water bill

Home in foreclosure

Not enough food

Landlord is about to

evict

Lack or childcare or

after school care

Home in need of

repairs

Disabled and can't

work

Violence in the home

Legal problems

Bad credit

Out of work and

need job search help

Need to file

unemployment

Poor nutrition or

unhealthy lifestyle

Stress, depression,

anxiety

Help with taxes

Need to get GED

Dental problems

Vision problems

Health insurance /

Medicaid / Medicare

help

How to buy a car

Problems with public

transportation

* 25. If you or someone you know were experiencing the following problems, would you know

how to get help?

26. Is there anything else you'd like to tell about YOU or YOUR COMMUNITY you think might

help us?

27. Clients Only: What kinds of services were you seeking today? (Check all that apply)

27

Energy Assistance
Weatherization
Employment/Job Training
Head Start
Housing
Tax Assistance
School Fair
Food Voucher
Other (please specify)
28. Clients Only: When you walked in the door, were you greeted in a nice and friendly

manner?

Yes
No
Other (please specify)
29. Clients Only: When you have called our facility, were you satisfied with the way the phone

was answered?

Yes
No
Other (please specify)
Other (please specify)
30. Clients Only: Was the location easy to find?

Yes
No
31. Clients Only: Was the facility atmosphere a pleasant and professional setting? If not, what

did you observe?

Yes
No
Other (please specify)
32. Clients Only: Were you treated with respect and courtesy?

Yes
No
Other (please specify)
33. Clients Only: Were you given options in regard to your situation?

Yes
No
Other (please specify)
34. Clients Only: Were your needs met?

Yes
No
Other (please specify)
35. Clients Only: Did the staff take enough time to answer your question?

Yes

No

Other (please specify)

36. Clients Only: Are the hours of operation meeting your needs? If not, then what would you

suggest?

Yes

No

Other (please specify)

37. Clients Only: What is the overall rating of the customer service you received today while

visiting our agency?

Very dissatisfied

Dissatisfied

Neither satisfied nor dissatisfied

Satisfied

Very satisfied

38. Clients Only: Please give us your suggestions and comments so that we can serve you

Better

Appendix C

2023 Community Needs Assessment

Personal Interviews

Date:_____

Name:_____

Address:_____

Phone:_____

Email:_____

Please tell us your position in the community. (elected official, neighborhood member, client, clergy, business owner, Head Start Parent, etc.)

_____

Thank you for taking time to participate in our Community Needs Assessment process!

What do you see as the three most important needs in your community?

_____
_____

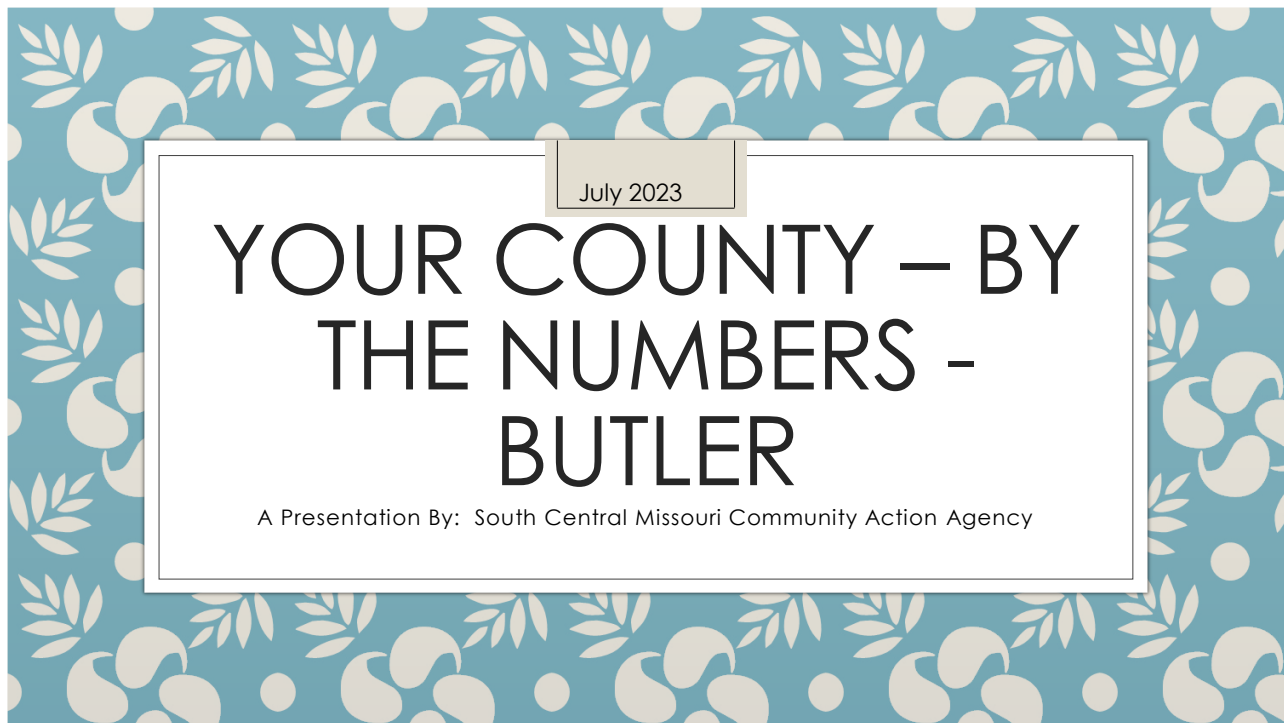What do you see as assets in your community?_____

_____

What do you see as barriers in your community?_____

_____

What do you see as opportunities for collaborations to meet the needs in your community? _____

_____
_____

Please provide further information regarding the state of your community. Please elaborate on what you feel is needed, or what you feel are "gaps" in services or linkages to services in your community.

_____
_____
_____
_____

If you feel comfortable doing so, please share your experiences with using SNAP, agency programs, accessing services, or living with a low income. We appreciate your willingness to share this information with us.

_____
_____
_____

County-Specific Presentations Follow. Please Visit www.scmcaa.org for Full Report

July 2023

YOUR COUNTY – BY THE NUMBERS - BUTLER

A Presentation By: South Central Missouri Community Action Agency

Employment:

- Unemployment Rate (Percent of individuals who are not employed) 2.7%
- Small business/entrepreneurship Growth Rate (Percent of new small businesses established)
- Job Growth Rate (Percent of jobs added in the economy) Missouri has varying rates of job growth. St. Joseph area is at 0.3%, Kansas City is 3.1% and Cape Girardeau area is 1.5%.
- Method of Commute (The types of transportation used by individuals) 79.7% Drive Alone; 12.5% Carpool, 4.6% Work at Home
- Area's Growth by Industry (New types of business which may increase employment opportunities) (See next slide)

**Area's Growth by Industry (New types of business
which may increase employment opportunities)**

According to : https://meric.mo.gov/media/pdf/new-business-formations,
The Top 10 industries for new business formations in Missouri are:

1. Professional, Science, and Technical Services
2. Retail Trade
3. Other Services (equipment repair, social, advocacy, personal care, etc.)
4. Accomodation and Food Services
5. Construction
6. Health Care and Social Assistance
7. Finance and Insurance
8. Administration and Support Services
9. Real Estate & Rental Leasing
10. Transportation and Warehousing

Education:

○ High School Graduation Rate (Percent of individuals who graduate with a High School Diploma) 92.81%

○ Early Education Enrollment (Number of children enrolled in pre-school or kindergarten) 401 Pre-School, Kindergarten 493

○ Higher Education Enrollment (Number of individuals enrolled in a college-level institution) 1,859

○ Higher Education Completion Rate (Percent of individuals who have received a certificate of completion (or degree) from a college-level institution) 13%

○ Adult Literacy Rate (Percent of adults who are capable of reading and writing) 28.1%, 24.1% struggle with literacy

Income:

- Poverty Rate (Percent of individuals living at or below the125% Federal Poverty Level {FPL}) 27.7%
- Required Living Wage (Level of income needed for adequate coverage of basic needs) $15.17 (Two Adults, One Child)
- Average Hourly Wage (The amount of income employees are earning hourly – on average) $18.09
- Median Household Income (The middle value between the highest and lowest amounts of income, earned per household) $43,640
- Cost of Living (The cost of maintaining a certain standard of living) According to   www.meric.mo.gov Missouri's Cost of living in 1st quarter of 2023 is 88.4 The cost of living in Missouri is 9% lower than the national average. Housing is 19% lower than the national average, while utilities are 6% lower. When it comes to basic necessities such as food and clothing, groceries are around 7% lower than in the rest of the country, while clothing costs 7% lower.
- Number of Population on Fixed Income (Income that does not vary) – 6,610
- Rate of Population on Disability (Percent of individuals who have an established disability through the Social Security Administration (SSA) Office) 26.07% (11,100)
- Number of Population Receiving Assistance by Type (Total Number of individuals receiving state -funded public assistance)
  - TANF – 150 families
  - SNAP – 4,331 households
  - Medicaid – 10,947
  - Child-Care - 539
  - Blind Pension - 26

Housing:

- Home Ownership Rates (Percent of individuals who own their own home) 24.8%
- Foreclosure Rate (Percent of individuals who experienced home foreclosure) 4.99%
- Utility Costs (Average cost of utility services (electric, gas, water, sewer) On average, Missouri residents spend about $149 per month on electricity, $76.55 on gas, $39 on water and $37.63 on sewer bills.
- Median Rental Cost (Middle value between the highest and lowest amounts of home rent cost) $690 (National Assoc. of Counties)
- Median Mortgage Cost (Middle value between the highest and lowest amounts of home mortgage costs) $1,027
- Homeless Rate (Percentage of individuals who do not have a stable/consistent home) According to endhomelessness.org, the Missouri Balance of State is 4.9%. Metro rates may be different.
- Low Income Housing Availability (HUD, Section 8, PHA – The availability of housing opportunities for low-income individuals) 210
- Average Household Size (The number of individuals in a household on average) 2.55

Health/Nutrition:

◦ Food Availability Rate (Percent of available food markets who sell sufficient quantities of affordable, nutritious food) Butler County has 6 grocery stores and numerous "Dollar Stores" and Convenience Stores

◦ Rate of household who are Food Insecure (Percent of households who are lacking reliable access to a sufficient quantity of affordable, nutritious food) 18.1%

◦ Rate of individuals who are Uninsured (Percent of individuals who do not have health insurance) 14.9%

◦ Ratio of Mental Health Providers to Population (The available amount of mental health providers in comparison to the area's population) 128 providers for 42,639 residents

◦ Infant Death Rate (Percent of infant death occurrences) 8 / 1,000 live births

Civic Engagement:

◦ Voter Registration Rate (Percent of population who are registered to vote) 28,687 in 2020

◦ Ratio of Volunteer Organizations to Population (The amount of available volunteer organizations in comparison to the area's population) According to Volunteermatch.org, there are 4 organizations listing volunteer opportunities for 43,639 people.

Civic Engagement:

◦ Voter Registration Rate (Percent of population who are registered to vote) 28,687 in 2020
◦ Ratio of Volunteer Organizations to Population (The amount of available volunteer organizations in comparison to the area's population) According to Volunteermatch.org, there are 4 organizations listing volunteer opportunities for 43,639 people.

Veterans Demographics (The demographics , age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Age: Greatest population is male veterans, over age 65: 1,574. Smallest population is female veterans, aged 35-54: 88
Race:
Ethnicity:
Gender: 3,061 male, 373 female
Marital Status:
Occupation:
Education: 39.62% of Butler Co. veterans have a High School Diploma, 12.04% have a Bachelors or Higher Degree

July 2023

YOUR COUNTY – BY THE NUMBERS - CARTER

A Presentation By: South Central Missouri Community Action Agency

Employment:

◦ Unemployment Rate (Percent of individuals who are not employed) 3.4%

◦ Small business/entrepreneurship Growth Rate (Percent of new small businesses established)

◦ Job Growth Rate (Percent of jobs added in the economy) Missouri has varying rates of job growth. St. Joseph area is at 0.3%, Kansas City is 3.1% and Cape Girardeau area is 1.5%.

◦ Method of Commute (The types of transportation used by individuals) 72.8% Drive Alone, 11.6% Commute, 13.9% Work at Home

Area's Growth by Industry (New types of business which may increase employment opportunities)

According to : https://meric.mo.gov/media/pdf/new-business-formations, The Top 10 industries for new business formations in Missouri are:

1. Professional, Science, and Technical Services
2. Retail Trade
3. Other Services (equipment repair, social, advocacy, personal care, etc.)
4. Accomodation and Food Services
5. Construction
6. Health Care and Social Assistance
7. Finance and Insurance
8. Administration and Support Services
9. Real Estate & Rental Leasing
10. Transportation and Warehousing

Education:

- High School Graduation Rate (Percent of individuals who graduate with a High School Diploma) 97.80%

- Early Education Enrollment (Number of children enrolled in pre-school or kindergarten)54 Pre-School, Kindergarten 49

- Higher Education Enrollment (Number of individuals enrolled in a college-level institution)1,238

- Higher Education Completion Rate (Percent of individuals who have received a certificate of completion (or degree) from a college-level institution) 15.16%

- Adult Literacy Rate (Percent of adults who are capable of reading and writing) 30.4%, while 25.1% struggle with literacy

Income:

- Poverty Rate (Percent of individuals living at or below the125% Federal Poverty Level {FPL}) 24.53%
- Required Living Wage (Level of income needed for adequate coverage of basic needs) $14.91 (Two Adults, One Child)
- Average Hourly Wage (The amount of income employees are earning hourly – on average) $13.23
- Median Household Income (The middle value between the highest and lowest amounts of income, earned per household) $39,423
- Cost of Living (The cost of maintaining a certain standard of living) According to www.meric.mo.gov Missouri's Cost of living in 1st quarter of 2023 is 88.4 The cost of living in Missouri is 9% lower than the national average. Housing is 19% lower than the national average, while utilities are 6% lower. When it comes to basic necessities such as food and clothing, groceries are around 7% lower than in the rest of the country, while clothing costs 7% lower.
- Number of Population on Fixed Income (Income that does not vary) 970
- Rate of Population on Disability (Percent of individuals who have an established disability through the Social Security Administration (SSA) Office) 30.40% (1,850)
- Number of Population Receiving Assistance by Type (Total Number of individuals receiving state -funded public assistance)
  - TANF – 13 families
  - SNAP – 550 households
  - Medicaid – 1,286
  - Child-Care - 16
  - Blind Pension - 3

Housing:

- Home Ownership Rates (Percent of individuals who own their own home) 39.19%
- Foreclosure Rate (Percent of individuals who experienced home foreclosure)
- Utility Costs (Average cost of utility services (electric, gas, water, sewer) On average, Missouri residents spend about $149 per month on electricity, $76.55 on gas, $39 on water and $37.63 on sewer bills.
- Median Rental Cost (Middle value between the highest and lowest amounts of home rent $588) (National Assoc. of Counties)
- Median Mortgage Cost (Middle value between the highest and lowest amounts of home mortgage costs) $1,139
- Homeless Rate (Percentage of individuals who do not have a stable/consistent home) According to endhomelessness.org, the Missouri Balance of State is 4.9%. Metro rates may be different.
- Low Income Housing Availability (HUD, Section 8, PHA The availability of housing opportunities for low income individuals) 50
- Average Household Size (The number of individuals in a household on average) 2.6

Health/Nutrition:

◦ Food Availability Rate (Percent of available food markets who sell sufficient quantities of affordable, nutritious food) Carter County has 1 grocery store, 3 Dollar General Stores and one Family Dollar

◦ Rate of household who are Food Insecure (Percent of households who are lacking reliable access to a sufficient quantity of affordable, nutritious food) 19.9%

◦ Rate of individuals who are Uninsured (Percent of individuals who do not have health insurance) 17.7%

◦ Ratio of Mental Health Providers to Population (The available amount of mental health providers in comparison to the area's population) 8 providers for 6,054 residents

◦ Infant Death Rate (Percent of infant death occurrences - 8 / 1,000 live births (data only available for Butler County)

Civic Engagement:

◦ Voter Registration Rate (Percent of population wo are registered to vote) 4,717 in 2020

◦ Ratio of Volunteer Organizations to Population (The amount of available volunteer organizations in comparison to the area's population) According to Volunteermatch.org, there is 1 organization listing volunteer opportunities for 6,054 people.

Multiple Domains:

- Total Households (Total number of households in the service area) 1,887
- Number of Licensed Child Care Facilities (The amount of available licensed child care facilities in the service area) 2
- Average Child Care Cost (The cost of child care in the service area on average)
- Full- day Infant care at a center: $30
- Full day infant care in a family home: $21.75
- Full-day care for a school - aged child in a center: $18
- Full- day care for a school- aged in a family home: $15
- Violent Crime Rate (The number of violent crimes per total population) 34
- Property Crime Rate (The number of property Crimes per total population) 104
- Veterans Demographics (The demographics (age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Veterans Demographics (The demographics , age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Age: Greatest population is male veterans, ages 55-64: 255.
Among smallest population is female veterans, aged 18 -34: 9
Race:
Ethnicity:
Gender: 587 male, 576 female
Marital Status:
Occupation:
Education: 49.23% of Carter Co. veterans have a High School Diploma, 7.33% have a Bachelors or Higher Degree

July 2023

YOUR COUNTY – BY THE NUMBERS- DENT

A Presentation By: South Central Missouri Community Action Agency

Employment:

◦ Unemployment Rate (Percent of individuals who are not employed) 3.1%

◦ Small business/entrepreneurship Growth Rate (Percent of new small businesses established)

◦ Job Growth Rate (Percent of jobs added in the economy) Missouri has varying rates of job growth. St. Joseph area is at 0.3%, Kansas City is 3.1% and Cape Girardeau area is 1.5%.

◦ Method of Commute (The types of transportation used by individuals) 86.4% Drive Alone, 7.3% Carpool, 4.1% Work from Home

Area's Growth by Industry (New types of business which may increase employment opportunities)

According to : https://meric.mo.gov/media/pdf/new-business-formations, The Top 10 industries for new business formations in Missouri are:

1. Professional, Science, and Technical Services
2. Retail Trade
3. Other Services (equipment repair, social, advocacy, personal care, etc.)
4. Accomodation and Food Services
5. Construction
6. Health Care and Social Assistance
7. Finance and Insurance
8. Administration and Support Services
9. Real Estate & Rental Leasing
10. Transportation and Warehousing

Education:

◦ High School Graduation Rate (Percent of individuals who graduate with a High School Diploma) 96.12%

◦ Early Education Enrollment (Number of children enrolled in pre-school or kindergarten)259 Pre-School, 114 Kindergarten

◦ Higher Education Enrollment (Number of individuals enrolled in a college-level institution)3,252

◦ Higher Education Completion Rate (Percent of individuals who have received a certificate of completion (or degree) from a college-level institution) 14.91%

◦ Adult Literacy Rate (Percent of adults who are capable of reading and writing) 31.4%, while 26.8% struggle with literacy

Income:

- Poverty Rate (Percent of individuals living at or below the 125% Federal Poverty Level {FPL}) 23.78%
- Required Living Wage (Level of income needed for adequate coverage of basic needs) $14.91 (Two Adults, One Child)
- Average Hourly Wage (The amount of income employees are earning hourly – on average) $16.35
- Median Household Income (The middle value between the highest and lowest amounts of income, earned per household) $45,530
- Cost of Living (The cost of maintaining a certain standard of living) According to www.meric.mo.gov Missouri's Cost of living in 1st quarter of 2023 is 88.4 The cost of living in Missouri is 9% lower than the national average. Housing is 19% lower than the national average, while utilities are 6% lower. When it comes to basic necessities such as food and clothing, groceries are around 7% lower than in the rest of the country, while clothing costs 7% lower.
- Number of Population on Fixed Income (Income that does not vary) 2,533
- Rate of Population on Disability (Percent of individuals who have an established disability through the Social Security Administration (SSA) Office) 28.13% (4,365)
- Number of Population Receiving Assistance by Type (Total Number of individuals receiving state-funded public assistance)
  - TANF – 38 families
  - SNAP – 1,183 households
  - Medicaid – 4,480
  - Child-Care - 88
  - Blind Pension - 8

Housing:

- Home Ownership Rates (Percent of individuals who own their own home) 10.0%
- Foreclosure Rate (Percent of individuals who experienced home foreclosure) 6.03%
- Utility Costs (Average cost of utility services (electric, gas, water, sewer) On average, Missouri residents spend about $149 per month on electricity, $76.55 on gas, $39 on water and $37.63 on sewer bills.
- Median Rental Cost (Middle value between the highest and lowest amounts of home rent $638) (National Assoc. of Counties)
- Median Mortgage Cost (Middle value between the highest and lowest amounts of home mortgage costs) $1,017
- Homeless Rate (Percentage of individuals who do not have a stable/consistent home) According to endhomelessness.org, the Missouri Balance of State is 4.9%. Metro rates may be different.
- Low Income Housing Availability (HUD, Section 8, PHA The availability of housing opportunities for low-income individuals) 119
- Average Household Size (The number of individuals in a household on average) 2.43

Health/Nutrition:

- Food Availability Rate (Percent of available food markets who sell sufficient quantities of affordable, nutritious food) Dent County has 2 grocery stores and multiple Dollar General Stores and a Family Dollar Store
- Rate of household who are Food Insecure (Percent of households who are lacking reliable access to a sufficient quantity of affordable, nutritious food) 15.4%
- Rate of individuals who are Uninsured (Percent of individuals who do not have health insurance) 16.8%
- Ratio of Mental Health Providers to Population (The available amount of mental health providers in comparison to the area's population) 20 providers for 15,441 residents
- Infant Death Rate (Percent of infant death occurrences 8 / 1,000 live births (data only available for Butler County)

Civic Engagement:

- Voter Registration Rate (Percent of population wo are registered to vote) 10,095 in 2020
- Ratio of Volunteer Organizations to Population (The amount of available volunteer organizations in comparison to the area's population) According to Volunteermatch.org, there are 2 organizations listing volunteer opportunities for 15,441 people.

Multiple Domains:

- Total Households (Total number of households in the service area) 5,923
- Number of Licensed Child Care Facilities (The amount of available licensed child care facilities in the service area) 6
- Average Child Care Cost (The cost of child care in the service area on average)
- Full- day Infant care at a center: $3
- Full day infant care in a family home: $21.75
- Full-day care for a school - aged child in a center: $18
- Full- day care for a school- aged in a family home: $15

- Violent Crime Rate (The number of violent crimes per total population) 35
- Property Crime Rate (The number of property Crimes per total population) 158
- Veterans Demographics (The demographics (age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Veterans Demographics (The demographics , age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Age: Greatest population is male veterans, over age 65: 591. Among smallest population is female veterans, aged 35-54: 9
Race:
Ethnicity:
Gender: 1,186 male, 1,140 female
Marital Status:
Occupation:
Education: 32.46% of Dent Co. veterans have a High School Diploma, 29.17% have a Bachelors or Higher Degree

July 2023

YOUR COUNTY – BY THE NUMBERS - REYNOLDS

A Presentation By: South Central Missouri Community Action Agency

Employment:

◦ Unemployment Rate (Percent of individuals who are not employed) 2.9%

◦ Small business/entrepreneurship Growth Rate (Percent of new small businesses established)

◦ Job Growth Rate (Percent of jobs added in the economy) Missouri has varying rates of job growth. St. Joseph area is at 0.3%, Kansas City is 3.1% and Cape Girardeau area is 1.5%.

◦ Method of Commute (The types of transportation used by individuals) 78.6% Drive Alone, 12.9% Carpool, 3.6% Work from Home

Area's Growth by Industry (New types of business which may increase employment opportunities)

According to : https://meric.mo.gov/media/pdf/new-business-formations, The Top 10 industries for new business formations in Missouri are:

1. Professional, Science, and Technical Services
2. Retail Trade
3. Other Services (equipment repair, social, advocacy, personal care, etc.)
4. Accomodation and Food Services
5. Construction
6. Health Care and Social Assistance
7. Finance and Insurance
8. Administration and Support Services
9. Real Estate & Rental Leasing
10. Transportation and Warehousing

Education:

- High School Graduation Rate (Percent of individuals who graduate with a High School Diploma) 91.55%

- Early Education Enrollment (Number of children enrolled in pre-school or kindergarten)112 Pre-School, 79 Kindergarten

- Higher Education Enrollment (Number of individuals enrolled in a college-level institution)1,110

- Higher Education Completion Rate (Percent of individuals who have received a certificate of completion (or degree) from a college-level institution) 15.43%

- Adult Literacy Rate (Percent of adults who are capable of reading and writing) 33.5%, while 28.8% struggle with literacy

Income:

- Poverty Rate (Percent of individuals living at or below the125% Federal Poverty Level {FPL}) 22.69%
- Required Living Wage (Level of income needed for adequate coverage of basic needs) $14.91 (Two Adults, One Child)
- Average Hourly Wage (The amount of income employees are earning hourly – on average) $20.94
- Median Household Income (The middle value between the highest and lowest amounts of income, earned per household) $42,611
- Cost of Living (The cost of maintaining a certain standard of living) According to www.meric.mo.gov Missouri's Cost of living in 1st quarter of 2023 is 88.4 The cost of living in Missouri is 9% lower than the national average. Housing is 19% lower than the national average, while utilities are 6% lower. When it comes to basic necessities such as food and clothing, groceries are around 7% lower than in the rest of the country, while clothing costs 7% lower.
- Number of Population on Fixed Income (Income that does not vary) 1,233
- Rate of Population on Disability (Percent of individuals who have an established disability through the Social Security Administration (SSA) Office) 34.51% (2,165)
- Number of Population Receiving Assistance by Type (Total Number of individuals receiving state-funded public assistance)
  - TANF – 6 families
  - SNAP – 574 households
  - Medicaid – 1,364
  - Child-Care - 7
  - Blind Pension - 5

Housing:

- Home Ownership Rates (Percent of individuals who own their own home) 34.7%
- Foreclosure Rate (Percent of individuals who experienced home foreclosure) 7.93%
- Utility Costs (Average cost of utility services (electric, gas, water, sewer) On average, Missouri residents spend about $149 per month on electricity, $76.55 on gas, $39 on water and $37.63 on sewer bills.
- Median Rental Cost (Middle value between the highest and lowest amounts of home rent $657) (National Assoc. of Counties)
- Median Mortgage Cost (Middle value between the highest and lowest amounts of home mortgage costs) $900
- Homeless Rate (Percentage of individuals who do not have a stable/consistent home) According to endhomelessness.org, the Missouri Balance of State is 4.9%. Metro rates may be different.
- Low Income Housing Availability (HUD, Section 8, PHA The availability of housing opportunities for low income individuals) 63
- Average Household Size (The number of individuals in a household on average) 2.31

Health/Nutrition:

- Food Availability Rate (Percent of available food markets who sell sufficient quantities of affordable, nutritious food) Reynolds County has one grocery store and 3 Dollar General Stores
- Rate of household who are Food Insecure (Percent of households who are lacking reliable access to a sufficient quantity of affordable, nutritious food) 16.2%
- Rate of individuals who are Uninsured (Percent of individuals who do not have health insurance) 16.10%
- Ratio of Mental Health Providers to Population (The available amount of mental health providers in comparison to the area's population) 10 providers for 6,254 residents
- Infant Death Rate (Percent of infant death occurrences 8 / 1,000 live births (data only available for Butler County)

Civic Engagement:

- Voter Registration Rate (Percent of population wo are registered to vote) 4,723 in 2020
- Ratio of Volunteer Organizations to Population (The amount of available volunteer organizations in comparison to the area's population) According to Volunteermatch.org, there is 1 organization listing volunteer opportunities for 6,254 people.

Multiple Domains:

- Total Households (Total number of households in the service area) 2,253
- Number of Licensed Child Care Facilities (The amount of available licensed child care facilities in the service area) 3
- Average Child Care Cost (The cost of child care in the service area on average)
- Full- day Infant care at a center: $30
- Full day infant care in a family home: $21.75
- Full-day care for a school - aged child in a center: $18
- Full- day care for a school- aged in a family home: $15

- Violent Crime Rate (The number of violent crimes per total population) 5
- Property Crime Rate (The number of property Crimes per total population) no data
- Veterans Demographics (The demographics (age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Veterans Demographics (The demographics , age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Age: Greatest population is male veterans, over age 65: 337. Among smallest population is female veterans, aged 55-64: 20
Race:
Ethnicity:
Gender: 504 male, 480 female
Marital Status:
Occupation:
Education: 42.86% of Reynolds Co. veterans have a High School Diploma, 14.88% have a Bachelors or Higher Degree

July 2023

YOUR COUNTY – BY THE NUMBERS - RIPLEY

A Presentation By: South Central Missouri Community Action Agency

Employment:

◦ Unemployment Rate (Percent of individuals who are not employed) 2.9%

◦ Small business/entrepreneurship Growth Rate (Percent of new small businesses established)

◦ Job Growth Rate (Percent of jobs added in the economy) Missouri has varying rates of job growth. St. Joseph area is at 0.3%, Kansas City is 3.1% and Cape Girardeau area is 1.5%.

◦ Method of Commute (The types of transportation used by individuals) 79.2% Drive Alone, 9.5% Carpool, 9.5% Work from Home

Area's Growth by Industry (New types of business which may increase employment
   opportunities)

According to : https://meric.mo.gov/media/pdf/new-business-formations,
The Top 10 industries for new business formations in Missouri are:

1. Professional, Science, and Technical Services
2. Retail Trade
3. Other Services (equipment repair, social, advocacy, personal care, etc.)
4. Accomodation and Food Services
5. Construction
6. Health Care and Social Assistance
7. Finance and Insurance
8. Administration and Support Services
9. Real Estate & Rental Leasing
10. Transportation and Warehousing

Education:

◦ High School Graduation Rate (Percent of individuals who graduate with a High School
   Diploma) 89.36%

◦ Early Education Enrollment (Number of children enrolled in pre-school or
   kindergarten)162 Pre-School, 315 Kindergarten

◦ Higher Education Enrollment (Number of individuals enrolled in a college-level
   institution)

◦ Higher Education Completion Rate (Percent of individuals who have received a
   certificate of completion (or degree) from a college-level institution) 10.81%

◦ Adult Literacy Rate (Percent of adults who are capable of reading and writing) 32.7%,
   while 28.2% struggle with literacy

Income:

- ◦ Poverty Rate (Percent of individuals living at or below the125% Federal Poverty Level {FPL}) 29.04%
- ◦ Required Living Wage (Level of income needed for adequate coverage of basic needs) $14.91 (Two Adults, One Child)
- ◦ Average Hourly Wage (The amount of income employees are earning hourly – on average) $11.67
- ◦ Median Household Income (The middle value between the highest and lowest amounts of income, earned per household) $37,865
- ◦ Cost of Living (The cost of maintaining a certain standard of living) According to www.meric.mo.gov Missouri's Cost of living in 1st quarter of 2023 is 88.4 The cost of living in Missouri is 9% lower than the national average. Housing is 19% lower than the national average, while utilities are 6% lower. When it comes to basic necessities such as food and clothing, groceries are around 7% lower than in the rest of the country, while clothing costs 7% lower.
- ◦ Number of Population on Fixed Income (Income that does not vary) 1,981
- ◦ Rate of Population on Disability (Percent of individuals who have an established disability through the Social Security Administration (SSA) Office) 27.77% (3,745)
- ◦ Number of Population Receiving Assistance by Type (Total Number of individuals receiving state-funded public assistance)
  - ◦ TANF – 41 families
  - ◦ SNAP – 1,526 households
  - ◦ Medicaid- 2,876
  - ◦ Child-Care - 102
  - ◦ Blind Pension - 9

Housing:

- ◦ Home Ownership Rates (Percent of individuals who own their own home) 37.4%
- ◦ Foreclosure Rate (Percent of individuals who experienced home foreclosure) 6.08%
- ◦ Utility Costs (Average cost of utility services (electric, gas, water, sewer) On average, Missouri residents spend about $149 per month on electricity, $76.55 on gas, $39 on water and $37.63 on sewer bills.
- ◦ Median Rental Cost (Middle value between the highest and lowest amounts of home rent $573) (National Assoc. of Counties)
- ◦ Median Mortgage Cost (Middle value between the highest and lowest amounts of home mortgage costs) $897
- ◦ Homeless Rate (Percentage of individuals who do not have a stable/consistent home) According to endhomelessness.org, the Missouri Balance of State is 4.9%. Metro rates may be different.
- ◦ Low Income Housing Availability (HUD, Section 8, PHA The availability of housing opportunities for low-income individuals) 93
- ◦ Average Household Size (The number of individuals in a household on average) 2.65

Health/Nutrition:

◦ Food Availability Rate (Percent of available food markets who sell sufficient quantities of affordable, nutritious food) Ripley County has 1 grocery store, 3 Dollar General Stores, as well as a variety store that carries a small amount of food.

◦ Rate of household who are Food Insecure (Percent of households who are lacking reliable access to a sufficient quantity of affordable, nutritious food) 16.8%

◦ Rate of individuals who are Uninsured (Percent of individuals who do not have health insurance) 17.7%

◦ Ratio of Mental Health Providers to Population (The available amount of mental health providers in comparison to the area's population) 9 providers for 13,401 residents

◦ Infant Death Rate (Percent of infant death occurrences 8 / 1,000 live births (data only available for Butler County)

Civic Engagement:

◦ Voter Registration Rate (Percent of population wo are registered to vote) 8,895 in 2020

◦ Ratio of Volunteer Organizations to Population (The amount of available volunteer organizations in comparison to the area's population) According to Volunteermatch.org, there is 1 organization listing volunteer opportunities for 13,401 people.

Multiple Domains:

◦ Total Households (Total number of households in the service area) 3,947
◦ Number of Licensed Child Care Facilities (The amount of available licensed child care facilities in the service area) 5
◦ Average Child Care Cost (The cost of child care in the service area on average)
◦ Full- day Infant care at a center: $30
◦ Full day infant care in a family home: $21.75
◦ Full-day care for a school - aged child in a center: $18
◦ Full- day care for a school- aged in a family home: $15

◦ Violent Crime Rate (The number of violent crimes per total population) 35
◦ Property Crime Rate (The number of property Crimes per total population) 188
◦ Veterans Demographics (The demographics (age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Veterans Demographics (The demographics , age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Age: Greatest population is male veterans, over age 65: 395. Smallest population is female veterans, aged 35-54 at 5
Race:
Ethnicity:
Gender: 778 male, 752 female
Marital Status:
Occupation:
Education: 52.66% of Ripley Co. veterans have a High School Diploma, 4.37% have a Bachelors or Higher Degree

July 2023

YOUR COUNTY – BY THE NUMBERS - SHANNON

A Presentation By: South Central Missouri Community Action Agency

Employment:

◦ Unemployment Rate (Percent of individuals who are not employed) 4.0%

◦ Small business/entrepreneurship Growth Rate (Percent of new small businesses established)

◦ Job Growth Rate (Percent of jobs added in the economy) Missouri has varying rates of job growth. St. Joseph area is at 0.3%, Kansas City is 3.1% and Cape Girardeau area is 1.5%.

◦ Method of Commute (The types of transportation used by individuals) 71.0% Drive Alone, 15.2% Carpool, 10.3% Work From Home

Area's Growth by Industry (New types of business which may increase employment opportunities)

According to : https://meric.mo.gov/media/pdf/new-business-formations, The Top 10 industries for new business formations in Missouri are:

1. Professional, Science, and Technical Services
2. Retail Trade
3. Other Services (equipment repair, social, advocacy, personal care, etc.)
4. Accomodation and Food Services
5. Construction
6. Health Care and Social Assistance
7. Finance and Insurance
8. Administration and Support Services
9. Real Estate & Rental Leasing
10. Transportation and Warehousing

Education:

- High School Graduation Rate (Percent of individuals who graduate with a High School Diploma) 97.78%

- Early Education Enrollment (Number of children enrolled in pre-school or kindergarten)153 Pre-School, 105 Kindergarten

- Higher Education Enrollment (Number of individuals enrolled in a college-level institution) 1,483

- Higher Education Completion Rate (Percent of individuals who have received a certificate of completion (or degree) from a college-level institution) 14.45%

- Adult Literacy Rate (Percent of adults who are capable of reading and writing) 32.2%, while 26.6% struggle with literacy

Income:

- Poverty Rate (Percent of individuals living at or below the125% Federal Poverty Level {FPL}) 28.46%
- Required Living Wage (Level of income needed for adequate coverage of basic needs) $14.91 (Two Adults, One Child)
- Average Hourly Wage (The amount of income employees are earning hourly – on average) $14.17
- Median Household Income (The middle value between the highest and lowest amounts of income, earned per household) $36,683 – lowest median income in our 7 county service area.
- Cost of Living (The cost of maintaining a certain standard of living) According to www.meric.mo.gov Missouri's Cost of living in 1st quarter of 2023 is 88.4 The cost of living in Missouri is 9% lower than the national average. Housing is 19% lower than the national average, while utilities are 6% lower. When it comes to basic necessities such as food and clothing, groceries are around 7% lower than in the rest of the country, while clothing costs 7% lower.
- Number of Population on Fixed Income (Income that does not vary) 1,204
- Rate of Population on Disability (Percent of individuals who have an established disability through the Social Security Administration (SSA) Office) 28.21% (2,315)
- Number of Population Receiving Assistance by Type (Total Number of individuals receiving state-funded public assistance)
  - TANF – 20 families
  - SNAP – 802 households
  - Medicaid – 1,274
  - Child-Care - 3
  - Blind Pension - 6

Housing:

- Home Ownership Rates (Percent of individuals who own their own home) 37.06%
- Foreclosure Rate (Percent of individuals who experienced home foreclosure) 4.93%

- Utility Costs (Average cost of utility services (electric, gas, water, sewer) On average, Missouri residents spend about $149 per month on electricity, $76.55 on gas, $39 on water and $37.63 on sewer bills.
- Median Rental Cost (Middle value between the highest and lowest amounts of home rent cost) $567 (National Assoc. of Counties)
- Median Mortgage Cost (Middle value between the highest and lowest amounts of home mortgage costs) $1,019
- Homeless Rate (Percentage of individuals who do not have a stable/consistent home) According to endhomelessness.org, the Missouri Balance of State is 4.9%. Metro rates may be different.
- Low Income Housing Availability (HUD, Section 8, PHA The availability of housing opportunities for low income individuals)
- Average Household Size (The number of individuals in a household on average) 2.56

Health/Nutrition:

◦ Food Availability Rate (Percent of available food markets who sell sufficient quantities of affordable, nutritious food) Shannon County has 2 grocery stores and 2 Dollar General Stores

◦ Rate of household who are Food Insecure (Percent of households who are lacking reliable access to a sufficient quantity of affordable, nutritious food) 19.2% (2nd highest in our service area)

◦ Rate of individuals who are Uninsured (Percent of individuals who do not have health insurance) 18.8%

◦ Ratio of Mental Health Providers to Population (The available amount of mental health providers in comparison to the area's population) 1 provider for 8, 189 residents

◦ Infant Death Rate (Percent of infant death occurrences) 8 / 1,000 live births (data only available for Butler County)

Civic Engagement:

◦ Voter Registration Rate (Percent of population wo are registered to vote) 5,605 in 2020

◦ Ratio of Volunteer Organizations to Population (The amount of available volunteer organizations in comparison to the area's population) According to Volunteermatch.org, there are 0 organizations listing volunteer opportunities for 8,189 people.

Multiple Domains:

◦ Total Households (Total number of households in the service area) 2,730
◦ Number of Licensed Child Care Facilities (The amount of available licensed child care facilities in the service area) 2
◦ Average Child Care Cost (The cost of child care in the service area on average)
◦ Full- day Infant care at a center: $30
◦ Full day infant care in a family home: $21.75
◦ Full-day care for a school - aged child in a center: $18
◦ Full- day care for a school- aged in a family home: $15

◦ Violent Crime Rate (The number of violent crimes per total population) 22
◦ Property Crime Rate (The number of property Crimes per total population) 42
◦ Veterans Demographics (The demographics (age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Veterans Demographics (The demographics , age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Age: Greatest population is male veterans, over age 65: 285. Among the smallest population is female veterans, aged 18-34, at 22
Race:
Ethnicity:
Gender: 628 male, 582 female
Marital Status:
Occupation:
Education: 34.24% of Shannon Co. veterans have a High School Diploma, 16.08% have a Bachelors or Higher Degree

July 2023

YOUR COUNTY – BY THE NUMBERS- WAYNE

A Presentation By: South Central Missouri Community Action Agency

Employment:

◦ Unemployment Rate (Percent of individuals who are not employed)3.4%

◦ Small business/entrepreneurship Growth Rate (Percent of new small businesses established)

◦ Job Growth Rate (Percent of jobs added in the economy) Missouri has varying rates of job growth. St. Joseph area is at 0.3%, Kansas City is 3.1% and Cape Girardeau area is 1.5%.

◦ Method of Commute (The types of transportation used by individuals) 68.3% Drive Alone; 20.3% Carpool; 8.9% Work at Home

Area's Growth by Industry (New types of business which may increase employment opportunities)

According to : https://meric.mo.gov/media/pdf/new-business-formations, The Top 10 industries for new business formations in Missouri are:

1. Professional, Science, and Technical Services
2. Retail Trade
3. Other Services (equipment repair, social, advocacy, personal care, etc.)
4. Accomodation and Food Services
5. Construction
6. Health Care and Social Assistance
7. Finance and Insurance
8. Administration and Support Services
9. Real Estate & Rental Leasing
10. Transportation and Warehousing

Education:

- High School Graduation Rate (Percent of individuals who graduate with a High School Diploma) 92.91%
- Early Education Enrollment (Number of children enrolled in pre-school or kindergarten)171 Pre-School, 97 Kindergarten
- Higher Education Enrollment (Number of individuals enrolled in a college-level institution) 2,224
- Higher Education Completion Rate (Percent of individuals who have received a certificate of completion (or degree) from a college-level institution) 9.9%
- Adult Literacy Rate (Percent of adults who are capable of reading and writing) 35.5%, while 30.5% struggle with literacy

Income:

- Poverty Rate (Percent of individuals living at or below the125% Federal Poverty Level {FPL}) 29.62%- highest in our service area.
- Required Living Wage (Level of income needed for adequate coverage of basic needs) $15.27/ Two Adults, One Child
- Average Hourly Wage (The amount of income employees are earning hourly – on average) $14.89
- Median Household Income (The middle value between the highest and lowest amounts of income, earned per household) $41,271
- Cost of Living (The cost of maintaining a certain standard of living) According to www.meric.mo.gov Missouri's Cost of living in 1st quarter of 2023 is 88.4 The cost of living in Missouri is 9% lower than the national average. Housing is 19% lower than the national average, while utilities are 6% lower. When it comes to basic necessities such as food and clothing, groceries are around 7% lower than in the rest of the country, while clothing costs 7% lower.
- Number of Population on Fixed Income (Income that does not vary) 2,296
- Rate of Population on Disability (Percent of individuals who have an established disability through the Social Security Administration (SSA) Office) 30.48% (3,980)
- Number of Population Receiving Assistance by Type (Total Number of individuals receiving state -funded public assistance)
  - TANF - 25 families
  - SNAP – 1,246 households
  - Medicaid – 3,176
  - Child-Care - 80
  - Blind Pension - 8

Health/Nutrition:

- Food Availability Rate (Percent of available food markets who sell sufficient quantities of affordable, nutritious food) There are 6 locations in Wayne County.

- Rate of household who are Food Insecure (Percent of households who are lacking reliable access to a sufficient quantity of affordable, nutritious food) 20.2% (highest in our service area)

- Rate of individuals who are Uninsured (Percent of individuals who do not have health insurance) 15.5%

- Ratio of Mental Health Providers to Population (The available amount of mental health providers in comparison to the area's population) 12 providers for 13,122 residents

- Infant Death Rate (Percent of infant death occurrences) 8 / 1,000 live births (data only available for Butler County)

Housing:

- Home Ownership Rates (Percent of individuals who own their own home) 37.06%
- Foreclosure Rate (Percent of individuals who experienced home foreclosure) 4.55%
- Utility Costs (Average cost of utility services (electric, gas, water, sewer) On average, Missouri residents spend about $149 per month on electricity, $76.55 on gas, $39 on water and $37.63 on sewer bills.
- Median Rental Cost (Middle value between the highest and lowest amounts of home rent cost) $600 (National Assoc. of Counties)
- Median Mortgage Cost (Middle value between the highest and lowest amounts of home mortgage costs) $980
- Homeless Rate (Percentage of individuals who do not have a stable/consistent home) According to endhomelessness.org, the Missouri Balance of State is 4.9%. Metro rates may be different.
- Low Income Housing Availability (HUD, Section 8, PHA The availability of housing opportunities for low income individuals) 90
- Average Household Size (The number of individuals in a household on average) 2.42

Civic Engagement:

- Voter Registration Rate (Percent of population wo are registered to vote) 8,968 in 2020
- Ratio of Volunteer Organizations to Population (The amount of available volunteer organizations in comparison to the area's population) According to Volunteermatch.org, there are 2 organizations listing volunteer opportunities for 13,122 people.

Multiple Domains:

- Total Households (Total number of households in the service area) 4,280
- Number of Licensed Child Care Facilities (The amount of available licensed child care facilities in the service area) 6
- Average Child Care Cost (The cost of child care in the service area on average)
- Full- day Infant care at a center: $30
- Full day infant care in a family home: $21.75
- Full-day care for a school - aged child in a center: $18
- Full- day care for a school- aged in a family home: $15

- Violent Crime Rate (The number of violent crimes per total population) 70
- Property Crime Rate (The number of property Crimes per total population) 149
- Veterans Demographics (The demographics (age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Veterans Demographics (The demographics , age, race, ethnicity, gender, marital status, income, occupation, education) of veterans in the service area)

Age: Greatest population is male veterans, over age 65: 586. Among the smallest population is female veterans, aged 18-34: 3
Race:
Ethnicity:
Gender: 842 male, 833 female
Marital Status:
Occupation:
Education: 45.72% of Wayne Co. veterans have a High School Diploma, 10.69% have a Bachelors or Higher Degree

Appendix E – Analysis Tool

South Central Missouri Community Action Agency

Community Needs Assessment Analysis Report

Tuesday, August 15, 2023

County: _____

Group Members:

_____

_____

_____

_____

_____

_____

Personal Interview Sheets

1.) What did respondents identify as the three most common important needs?
   a. _____
   b. _____
   c. _____

2.) What were the top five identified assets in the community?
   a. _____
   b. _____
   c. _____
   d. _____
   e. _____

3.) List three to five identified barriers in the community.
   a. _____
   b. _____
   c. _____
   d. _____
   e. _____

4.) List three to five identified opportunities for collaboration in the community.
   a. _____
   b. _____
   c. _____
   d. _____

e. _____

5.) List three to five recurrent comments regarding the state of the community (if any).

a. _____

b. _____

c. _____

d. _____

e. _____

6.) Pick two impactful statements from the group of Personal Interview Sheets.

a. _____
_____
_____
_____
_____
_____

b. _____
_____
_____
_____
_____
_____

County Focus Group /Statistical Data

1) Does the information from the Focus Group / Statistical Data match what respondents had to say on the majority of the Personal Interview Sheets?   Yes or No (circle one)

2) If no, what is different or conflicting?_____
_____
_____
_____
_____

3) What part of the statistical data was most "concerning" to the group?_____
_____
_____
_____
_____

4) Were identified problems/concerns listed for each of the six issues (employment/education, income, etc.)?   Yes or No (circle one)

5) Were Community Resources listed for each of the six issues?   Yes or No (circle one)

6) Were possible solutions identified for each of the six issues?   Yes or No (circle one)

7) What do you feel was missing from the Focus Group information?

_____
_____
_____
_____
_____

8) If something WAS missing or incomplete, please explain._____
_____
_____
_____
_____

9) Please provide any comments regarding the information from the Focus Group, or the Statistical Information that your group reviewed.

_____
_____
_____
_____
_____

Survey Activity

What did respondents identify as the three most common important needs?

    a. _____
    b. _____
    c. _____

2.) What were the top five identified assets in the community?

    a. _____
    b. _____
    c. _____
    d. _____
    e. _____

3.) List three to five identified barriers in the community.

    a. _____
    b. _____
    c. _____
    d. _____
    e. _____

4.) List three to five identified opportunities for collaboration in the community.

    a. _____
    b. _____
    c. _____
    d. _____
    e. _____

5.) List three to five recurrent comments regarding the state of the community (if any).

    a. _____
    b. _____
    c. _____
    d. _____
    e. _____

6.) Pick two impactful statements from the Surveys (if any):

    a.   _____
          _____
          _____
          _____
          _____
          _____
          _____
          _____
          _____
          _____
          _____

7.) Review the portion of the survey that covers Client Satisfaction. What stands out to your group about this section?

_____
_____
_____
_____
_____

Final Thoughts

Please list three community-level strategy/intervention ideas:

    1.) _____
    2.) _____
    3.) _____

Please list three agency-level strategy/intervention ideas:

    1.) _____
    2.) _____
    3.) _____

Please list three family-level strategy ideas/intervention ideas:

    1.) _____
    2.) _____
    3.) _____

Please provide any additional comments for consideration for inclusion in the Executive Summary:

2023 Community Needs Assessment Process

January – February 28
Survey Process (via Survey Monkey link) to low income individuals and Key Sectors
- All agency clients that come into your office
- All agency clients that attend Parent Meetings, Socializations
- All Head Start Parents
- All EHS Parents
- All MIECHV Parents
- All Skill Up Clients
- All City Halls (at least one to two representatives) from each city office in the county
- As many partnering organizations in each county as possible
- Board Members (Central Office will conduct these surveys)
- Local Business Representatives
- Social Service Providers
- Community-based Organizations
- Private Sector Representatives
- Public Sector Representatives
- Educational Institutions
- Local Health Providers, Dentists, etc.
- Health Departments for each county
- Faith Based Partners
- All Agency Staff

Personal Interviews (via paper forms)
- Same groups as above (mixture by county)

July, 2023
All Focus Groups to be held by August 16th , and information turned in to Central Office by August 23, 2023
- Each County
- Invite a variety of participants, but each Focus Group should have:
  - University Extension and Outreach
  - School Administrators/Teachers
  - Vendors (utility companies, etc.)
  - Social Service Representatives
  - Local Government Representatives
  - Employers
  - Health Providers
  - Economic Developers
  - Clients of the Agency
  - Board Members

- - - o Staff
      o Volunteers
  - Topics (examples)
      o What needs of the low-income population are/are not being met? Why?
      o Are there any efforts currently underway to address these needs?
      o Are these efforts working?
          ▪ If not, why not?
      o What first steps should community and faith-based organizations take to address these needs?
      o What resources are available in this community?
      o Develop a "community plan".

August 15, 2023	**Data Analysis and Prioritization Meeting Held** (actually held on 8/15/23)
August 15, 2023	Update to Board
August 31, 2023	**Complete Report**
October 1, 2023	**Publish & Share Report**