# **COMMUNITY NEEDS ASSESSMENT**

Tri-County Community Council, Inc.

March 2020

### Tri-County Community Council Needs Assessment Report

#### A. Introduction

The Community Needs Assessment (CNA) assists Tri-County Community Council, Inc. (TCCC) in understanding the needs and demographic characteristics of families and individuals in the service area ensuring that our agency can better serve them directly or through partnerships with other Social Service Agencies. Tri-County Community Council Inc.'s service area includes Bay, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, and Washington Counties.



#### B. Data Collection

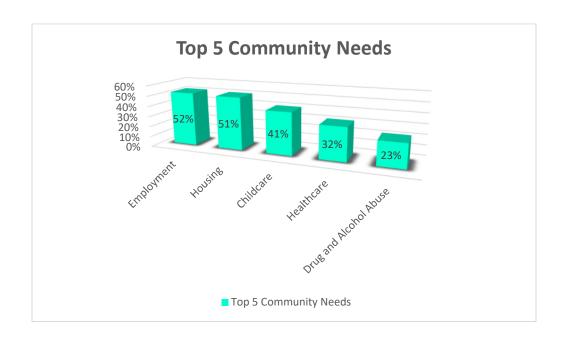
TCCC Management Staff met on January 29, 2020 to discuss the agency's Community Needs process. Input was received from staff members representing programs including Head Start, Transportation, Community Services, Low-Income Home Energy Assistance Program, and the Senior Center. In addition, open discussion took place on topics that staff felt was significant as evidenced from the various community meetings they participate in throughout the year. The primary tool used to collect the data is a survey which was presented and updated per staff recommendations. The survey instrument included a variety of questions regarding perceived needs and barriers in the service area and demographic information of the respondent. In an effort to reach all groups of interest, the CNA survey was made available in multiple formats and locations. The CNA process was discussed with board members at the meeting on March 14, 2020. Information related to the CNA process had been mailed to board members prior to the meeting. The survey was distributed to all board members with representation from the public and private sectors, educational institutions and faith based organizations. Board members were encouraged to engage the public in the process by discussing and distributing surveys within the community. Surveys were also placed in all outreach offices and staff members were asked to complete one as well. In addition, surveys

were distributed to other Social Service Agencies to include, but not limited to, the Florida Department of Health, Salvation Army, Goodwill, Coalition for the Homeless, Hospitals, Churches, and Council on Aging. Finally, the survey was placed on Tri-County Community Council, Inc.'s website for download. A tracking system was established for determining specifics on responses received such as geographical area, social service program or department. It was determined to begin the process immediately and end on March 20, 2020. This timeline allowed approximately six weeks to collect completed surveys and begin the process of data analysis.

Customer satisfaction is a primary concern of the agency. Customer surveys are distributed at all outreach offices and located on the agency website. Responses are reviewed by management staff and reported to Board Members at every meeting. Suggestions are noted and if possible, changes are made to address valid issues. Results are analyzed as part of the CNA process.

#### C. Analysis

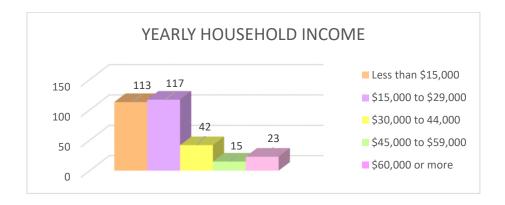
A total of 310 completed surveys were processed. A small number of additional surveys were received but data was inconclusive so results were not included in the totals. Numbers were tallied and data was entered into spreadsheets for clarity. Data was then converted into graphs allowing for easy interpretation of results. Overall results and breakdown of data by county are reflected in <u>Attachment I</u>. The top five needs produced from the analyzed CNA data are Employment (52%), Housing (51%), Childcare (41%), Healthcare (32%) and Drug and Alcohol Abuse (23%).



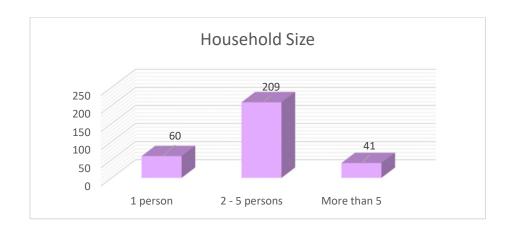
#### D. Interpretation of the Analyzed Data

Results of the Community Needs Assessment was shared with management staff after data was analyzed. Employment was identified as the overall top need in the service area. Current unemployment rates range from a high of 4.8% in Holmes County to a low of 3.7% in Okaloosa County. Four of the seven county service area exceeds the Florida unemployment rate of 4.3%. The remaining three counties are just below 4.3% ranging from 3.7% to 4.0%. While it is understood that Tri-County Community Council, Inc. cannot create jobs, we do provide resources that assists individuals and families in obtaining and retaining full time employment. The barriers are still visible especially in the rural counties where job growth is not evident. Three of the other four identified needs correlate directly with employment or unemployment.

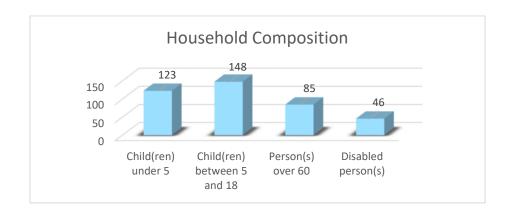
About 36% of respondents reported yearly household income as less than \$15,000 Poverty guidelines at 100% poverty level is \$12,760 for one individual.



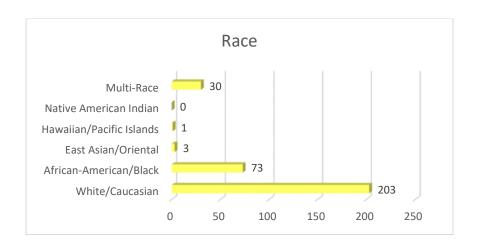
Household size was reported at approximately 19% for 1 person, 68% with households of 2-5 persons and 13% with more than 5 living in household.



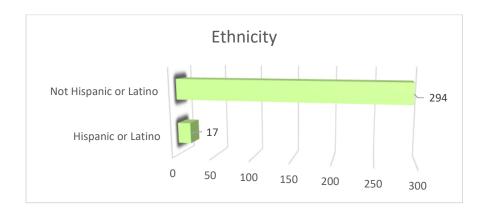
Approximately 31% of the respondents in the service area reported having a child or children under 5 in the home, with 37% reporting having child(ren) between 5 and 18 present in the home. 21% reported having person(s) in the home over 60. Homes with disabled person(s) was at 11%.



Approximately 65% respondents say they are White/Caucasian. 24% reported they are African American/Black. About 10% indicated they are Multi-Racial with 1% reporting Asian as their race. No individuals reported Native American Indian or Hawaiian/Pacific Islands as their race.



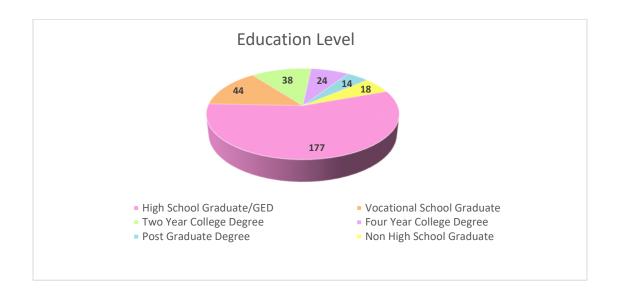
About 5% indicated they are Hispanic or Latino while 95% of respondents stated they are Not Hispanic or Latino.



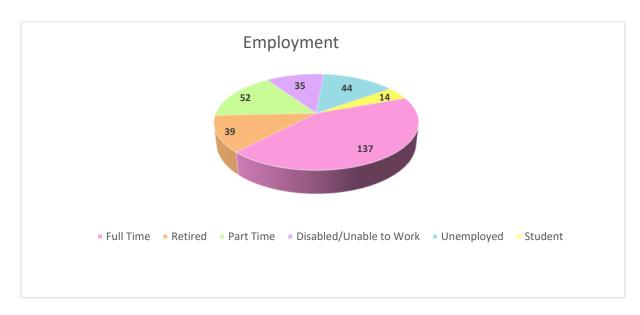
Respondents in the service area reporting indicated 58% female and 42% male for household composition.



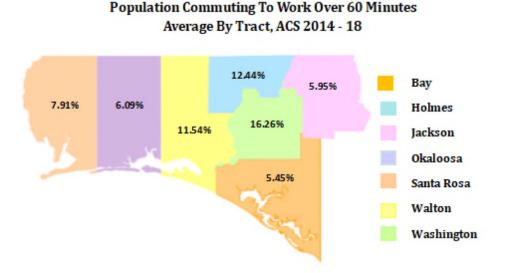
The majority of respondents (55%) reported having a High School Diploma/GED. Those with Vocational Certificates were at 14%, two-year degree at 12% and four-year degree at 8%. Non high-school graduates came in at 6% and the remaining 5% respondents have a post-graduate degree.



Approximately 43% of respondents say they are employed full time while 16% state they are employed part time. 14% indicate they are unemployed, 11% are disabled and unable to work. 12% of respondents are retired and the remaining 4% are students.



The chart below shows the percentage of individuals in the service area that has a commute time to work that exceeds 60 minutes. The distance individuals must travel to obtain a rate of pay that exceeds minimum wage can be a hardship due to lack of reliable transportation. Related fuel and maintenance costs of personal vehicles create barriers to retaining employment.



#### E. Executive Summary

As of February 2020, the Florida unemployment rate was at 2.8%. The March rate is at 4.3% It is logical to anticipate a higher rate in April due to the COVID-19 pandemic and the loss of employment related to businesses closing or reducing hours. Four of the seven counties in our service area are above the Florida rate with the other three falling just under the current Florida rate. More than 50% of respondents reporting employment as being the top need in the service area. The lack of jobs and/or barriers to obtaining living wage jobs directly correlates with causes of poverty. Four out of the seven counties in the service area have rates of individuals with no high school diploma greatly exceeding the Florida rate of 12.05%. Holmes county has the highest percentage of individuals without high school diplomas with a rate of 22.57% with Okaloosa coming in with the lowest percentage at 8.17%. The level of education with the highest percentage in the seven county service area is High School Diploma only at 55%. As technology advances, we acknowledge the need for job skills and education levels to increase as well. As reported by the US Census Bureau, American Community Survey, 2014-18, the overall rate of individuals receiving a Bachelor's Degree in Florida is in the service area is 29.17% while the average percentage of individuals obtaining a Bachelor's Degree in our service area is just 8%. The lack of higher education restricts the type of job individuals can get. Parents are forced to do shift work with hours beginning before and ending after typical daycare operational hours which produces

another barrier for families. Furthermore, the lack of living wage jobs results in individuals' inability to obtain quality healthcare coverage for themselves or their families.

Conditions of poverty are evident as supported by the number of children eligible for free and reduced school lunches. According to the National Center for Education Statistics, NCES – Common Core Data, in the counties we serve, 20.77% of students were eligible for free or reduced price lunches in 2016-17 which is just under the Florida average of 29.17%. American Community Survey reports that approximately 14.80% or 32,902 households in the service area received SNAP benefits in 2018. Additionally, in the same year, 85.2% or 234,871 households did not receive SNAP benefits. Homelessness is another cause for concern. According to the 2018 Florida Council on Homelessness Annual Report, on one day and night in January 2018, the number of homeless individuals identified was 29,717. For the 2016-17 school year, the number of homeless students identified in Florida's public schools was 76,211 which is an increase from the 2015 count of 73,417 students. The number of homeless students in our service area is 3,987. This count includes those who have lost their housing and were staying in motels or with family or friends. The majority of students identified as homeless, 74% were temporarily sharing the housing of other persons due to the loss of their housing or an economic hardship. In Florida, the percentage of people who are homeless and sleeping outdoors is 40 percent as compared to the national average of 35 percent. The number of homeless families with minor children living on streets, in shelters or transitional programs is approximately 28 percent. In reference to gender, of the 29,717 persons surveyed in 2018, men made up the majority of those experiencing homelessness at 61.6%, women made up 38.1%, transgender at 0.2% and gender nonconforming at 0.1%.

There are two disasters that impacted the results and numbers significantly. Hurricane Michael hit in 2018, causing catastrophic damage to the counties of Bay, Jackson and Washington. Although much less significant, Holmes County received reportable damages as well. The Hurricane destroyed many businesses and homes which led to increased unemployment and a rising number of individuals and families living in poverty. Recovery has been a slow and painful process and many families have not been able to return to the hardest hit areas due to the lack of affordable homes or apartments for rent. The lack of workforce has proved difficult for employers to hire adequate staff needed to reopen businesses.

The COVID-19 pandemic is relatively new and still on-going therefore, we realize the full impact has not been felt as of yet. However, unemployment rates have already risen and it is anticipated they will rise even higher. This is primarily due to businesses shutting down, reducing hours or eliminating positions altogether. Parents have

experienced child-care issues due to the closing of schools and daycares as well. Some foods are in short supply and the price of food has also risen. Families that we serve are particularly vulnerable to hardship from this economic disruption.

Tri-County Community Council, Inc. is currently addressing the top five needs identified by the CNA process through various programs administered by the agency. Additional needs, outside of the top five that were identified in the CNA process are being addressed with agency programs or in conjunction with partners in the community. In line with the mission of Tri-County Community Council, Inc., the agency will strive to enhance the quality of services identified in the Community Needs Assessment as an ongoing process.

### **ALL COUNTIES**

#### Needs Assessment Results 310 Needs Assessments Processed

House	ehold Size	
•	2-5 persons	209
House	ehold Composition	
•	Child(ren) 5-18 Person(s) over 60 Disabled person(s)	148 85
Yearly	y Household Income	
•	\$15,000 - \$29,000 \$30,000 - \$44,000 \$45,000 - \$59,000	117 43 15
Race		
•	African-American/Black	
Ethni	city	
•		
Emplo	oyment	
•	Yes, full time Yes, part time Unemployed Retired Disabled/cannot work	52 44 39
•	Student	14

#### **ALL COUNTIES**

Source of Employment	
Government Agency	18
Educational Institute	31
Health Care/Medical Group	15
For-Profit	16
Private	23
• Self	18
• Other	168
Education	
Non-Graduate	18
High School Graduate or GED	172
Vocational Graduate	44
Two Year Degree	
Four Year Degree	24
Post-Graduate Degree	14

#### Needs Highest to Lowest

1.	Employment	8. Crime Prevention
2.	Housing	9. Education
3.	Child Care	10. Transportation
4.	Drug and Alcohol Abuse	11. Income Management
5.	Affordable Healthcare	12. Barrier After Incarceration
6.	Emergency Assistance	13. Other
7.	Crime Prevention	

- 1. Safe and Affordable Housing
- 2. Employment Opportunities
- 3. Affordable Healthcare
- 4. Affordable Child Care
- 5. Homeless Shelters

<sup>\*</sup>There was not an area listed that had a voting of 50% or over as being "No Problem".

### **BAY COUNTY**

# Needs Assessment Results 15 Needs Assessments Processed

House	ehold Size	
•	1 person	
•	2-5 persons	14
•	More than 5	0
House	ehold Composition	
•	Child(ren) under 5	5
•	Child(ren) 5-18	13
•	Over 60	
•	Disabled	0
Yearly	y Household Income	
•	Less than \$15,000	5
•	\$15,000 - \$29,000	7
•	\$30,000 - \$44,000	2
•	\$45,000 - \$59,000	
•	\$60,000 or more	0
Race		
•	White/Caucasian	5
•	African-American/Black	10
•	East Asian	0
•	Hawaiian	0
•	Native American	0
•	Multi-Race	0
Ethnic	city	
•	Hispanic/Latino	0
•	Not Hispanic/Latino	15
Emplo	oyment	
•	Yes, full time	10
•	Yes, part time	4
•	Unemployed	1
•	Retired	0
•	Disabled	0
•	Student	0

#### **BAY COUNTY**

Source of Em	· · ·	
	ernment Agency	
• Educ	cational Institute	0
<ul> <li>Heal</li> </ul>	lth Care	0
• For-f	Profit	1
	ate	
<ul> <li>Self.</li> </ul>		0
<ul> <li>Other</li> </ul>	er	5
Education		
	-Graduate	
<ul><li>High</li></ul>	n School Graduate or GED	9
<ul><li>Voca</li></ul>	ational Graduate	3
• Two	Year Degree	1
• Four	r Year Degree	1
<ul> <li>Post-</li> </ul>	t-Graduate Degree	0
	-	

#### Top Five Needs

- 1. Employment
- 2. Housing
- 3. Childcare
- 4. Emergency Assistance
- 5. Food & Nutrition

- 1. Safe and Affordable Housing
- 2. Affordable Childcare
- 3. Employment Opportunities
- 4. Affordable Youth Programs
- 5. Affordable Healthcare

<sup>\*</sup>There was not an area listed that had a voting of 50% or over as being "No Problem".

# **HOLMES COUNTY**

Needs Assessment Results
93 Needs Assessments Processed

Hous	sehold Size	
•	• 1 person	21
•	• 2-5 persons	62
•	More than 5	10
Hous	sehold Composition	
•	Child(ren) under 5	23
•	Child(ren) 5-18	36
•	Person(s) over 60	36
•	Disabled person(s)	20
Year	rly Household Income	
•	Less than \$15,000	30
•	• \$15,000 - \$29,000	32
•	• \$30,000 - \$44,000	11
•	• \$45,000 - \$59,000	9
•	• \$60,000 or more	11
Race	e	
•	White/Caucasian	83
•	African-American/Black	5
•	East Asian	0
•	Hawaiian	0
•	Native American	0
•	Multi-Race	5
Ethn	nicity	
•	Hispanic/Latino	3
•	Not Hispanic/Latino	90
Emp	ployment	
•	Yes, full time	45
•	Yes, part time	8
•	Unemployed	13
•	• Retired	17
•	Disabled	12
	Student	2

### **HOLMES COUNTY**

Source of Employment	
Government Agency	6
	11
	5
	8
	4
	4
	50
	5
	45
Vocational Graduate	15
	12
	10
Post-Graduate Degree	6
Top Five Needs	
<ol> <li>Employment</li> </ol>	
2 Housing	

- 2. Housing
- 3. Healthcare
- 4. Childcare
- 5. Drug and Alcohol Abuse

- 1. Affordable Healthcare
- 2. Employment Opportunities
- 3. Homeless Shelters
- 4. Youth Crime/Alcohol/Drug Prevention
- 5. Safe Housing

<sup>\*</sup>There was not an area listed that had a voting of 50% or over as being "No Problem".

# **JACKSON COUNTY**

Needs Assessment Results
13 Needs Assessments Processed

House	ehold Size	
•	1 person	2
•	2-5 persons	11
•	More than 5	0
House	ehold Composition	
•	Child(ren) under 5	3
•	Child(ren) 5-18	5
•	Person(s) over 60	4
•	Disabled person(s)	1
Yearly	Household Income	
•	Less than \$15,000	5
•	\$15,000 - \$29,000	4
•	\$30,000 – 44,000	1
•	\$45,000 - \$59,000	2
•	\$60,000 or more	1
Race		
•	White/Caucasian	7
•	African-American/Black	5
•	East Asian	0
•	Hawaiian	0
•	Native American	0
•	Multi-Race	1
Ethnic	sity	
•	Hispanic/Latino	2
•	Not Hispanic/Latino	11
Emplo	pyment	
•	Yes, full time	5
•	Yes, part time	5
•	Unemployed	0
•	Retired	3
•	Disabled	1
•	Student	0

#### **JACKSON COUNTY**

Source	of Employment	
•	Government Agency	. C
•	Educational Institute	. 2
•	Health Care/Medical Group	. 4
•	For-Profit	
•	Private	
•	Self	
•	Other	
Educat	ion	
•	Non-Graduate	1
•	High School Graduate or GED	
•	Vocational Graduate	
•	Two Year Degree	
•	Four Year Degree	
•	Post-Graduate Degree	
•	rost-oraudate begree	٠ ر

#### Top Five Needs

- 1. Housing
- 2. Employment
- 3. Childcare
- 4. Emergency Assistance
- 5. Income Management

- 1. Safe and Affordable Housing
- 2. Affordable Child Care
- 3. Employment Opportunities
- 4. Rent/Mortgage Assistance
- 5. Assistance with Financial Emergencies

<sup>\*</sup>There was not an area listed that had a voting of 50% or over as being "No Problem".

### **OKALOOSA COUNTY**

Needs Assessment Results 66 Needs Assessments Processed

Hous	sehold Size	
•	• 1 person	24
•	2-5 persons	35
•	More than 5	7
Hous	sehold Composition	
•	Child(ren) under 5	15
•	• Child(ren) 5-18	24
•	Person(s) over 60	10
•	Disabled person(s)	10
Yearl	ly Household Income	
•	Less than \$15,000	40
•	\$15,000 - \$29,000	20
•	\$30,000 - \$44,000	5
•	\$45,000 - \$59,000	0
•	\$60,000 or more	1
Race		
•	• White/Caucasian	33
•	African-American/Black	25
•	East Asian	2
•	Hawaiian	1
•	Native American	0
•	Multi-Race	5
Ethni	icity	
•	Hispanic/Latino	3
•	Not Hispanic/Latino	63
Empl	loyment	
•	Yes, full time	19
•	Yes, part time	17
•	• Unemployed	10
•	Retired	4
•	Disabled	15
•	Student	

#### **OKALOOSA COUNTY**

Source of Employment	
Government Agency	2
Educational Institute	4
Health Care/Medical Group	3
For-Profit	0
Private	2
Self	5
• Other	41
Education  • Non-Graduate	2
High School Graduate or GED	51
Vocational Graduate	5
Two Year Degree	
Four Year Degree	1
Post-Graduate Degree	

#### **Top Five Needs**

- 1. Housing
- 2. Employment
- 3. Childcare
- 4. Emergency Assistance
- 5. Healthcare

- 1. Affordable Healthcare
- 2. Affordable Transportation
- 3. Employment Opportunities
- 4. Job Training
- 5. Affordable Child Care

<sup>\*</sup>There was not an area listed that had a voting of 50% or over as being "No Problem".

# **SANTA ROSA COUNTY**

Needs Assessment Results 21 Needs Assessments Processed

House	ehold Size	
•	1 person	7
•	2-5 persons	10
•	More than 5	4
House	ehold Composition	
•	Child(ren) less than 5	5
•	Child(ren) 5-18	10
•	Person(s) over 60	11
•	Disabled person(s)	2
Yearly	y Household Income	
•	Less than \$15,000	7
•	\$15,000 - \$29,000	9
•	\$30,000 - \$44,000	4
•	445,000 - \$59,000	0
•	\$60,000 or more	1
Race		
•	White/Caucasian	12
•	African-American/Black	6
•	East Asian	1
•	Hawaiian	0
•	Native American	0
•	Multi-Race	2
Ethnic	city	
•	Hispanic/Latino	2
•	Not Hispanic/Latino	19
Emplo	pyment	
•	Yes, full time	6
•	Yes, part time	5
•	Unemployed	3
•	Retired	5
•	Disabled/cannot work	2
•	Student	1

#### **SANTA ROSA COUNTY**

Source	e of Employment	
•	Government Agency	. 1
•	Educational Institute	
•	Health Care/Medical Group	. 0
•	For-Profit	. 5
•	Private	. 3
•	Self	. 1
•	Other	. 9
Educa <sup>.</sup>	Non-Graduate	. 3
•	High School Degree or GED	د.
•	Vocational Graduate	. J
•	Two Year Degree	
•	Four Year Degree	. 1
•	Post-Graduate Degree	. 2
Top Fi	ve Needs	
1.	Emergency Assistance	

# Healthcare Food & Nutrition

- 4. Housing
- 5. Childcare

- 1. Homeless Shelters
- 2. Safe and Affordable Housing
- 3. Youth Crime/Drug/Alcohol Prevention
- 4. Affordable Health Care
- 5. Assistance with Financial Emergencies

<sup>\*</sup>There was not an area listed that had a voting of 50% or over as being "No Problem".

# **WALTON COUNTY**

Needs Assessment Results
78 Needs Assessments Processed

House	hold Size	
•	1 person	3
•	2-5 persons	. 58
•	More than 5	. 17
House	hold Composition	
•	Child(ren) less than 5	. 59
•	Child(ren) 5-18	. 47
•	Person(s) over 60	. 18
•	Disabled person(s)	. 10
Yearly	Household Income	
•	Less than \$15,000	. 21
•	\$15,000 - \$29,000	. 34
•	\$30,000 - \$44,000	. 17
•	\$45,000 - \$59,000	2
•	\$60,000 or more	4
Race		
•	White/Caucasian	. 47
•	African-American/Black	. 17
•	East Asian	0
•	Hawaiian	0
•	Native American	0
•	Multi-Race	. 14
Ethnic	ity	
•	Hispanic/Latino	5
•	Not Hispanic/Latino	. 73
Emplo	yment	
•	Yes, full time	. 36
•	Yes, part time	. 10
•	Unemployed	. 15
•	Retired	8
•	Disabled/cannot work	4
•	Student	9

#### **WALTON COUNTY**

Source	e of Employment	
•	Government Agency	4
•	Educational Institute	
•	Health Care/Medical Group	
•	For-Profit	
•	Private	
•	Self	
•	Other	
•	Non-Graduate  High School Graduate or GED  Vocational Graduate	44
•	Two Year Degree	
•	Four Year Degree	
•	Post-Graduate Degree	
Top Fiv	ive Needs	
1.	. Employment	
2.	. Housing	
3.	. Childcare	

### Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe and Affordable Housing

5. Drug& Alcohol Abuse

- 2. Employment Opportunities
- 3. Affordable Youth Recreational Programs
- 4. Youth Crime/Drug/Alcohol Prevention
- 5. Homeless Shelters

4. Healthcare

<sup>\*</sup>There was not an area listed that had a voting of 50% or over as being "No Problem".

# **WASHINGTON COUNTY**

Needs Assessment Results 24 Needs Assessments Processed

Hous	sehold Size	
•	• 1 person	2
•	• 2-5 persons	19
•	More than 5	3
Hous	sehold Composition	
•	Child(ren) under 5	13
•	Child(ren) 5-18	13
•	Person(s) over 60	5
•	Disabled person(s)	3
Yearl	rly Household Income	
•	Less than \$15,000	5
•	• \$15,000 - \$29,000	11
•	• \$30,000 - \$44,000	3
•	• \$45,000 - \$59,000	
•	• \$60,000 or more	4
Race	e e	
•	White/Caucasian	16
•	African-American/Black	5
•	East Asian	0
•	Hawaiian	0
•	Native American	0
•	Multi-Race	3
Ethni	nicity	
•	Hispanic/Latino	3
•	Not Hispanic/Latino	21
Empl	ployment	
•	Yes, full time	16
•	Yes, part time	3
•	Unemployed	2
•	Retired	2
•	Disabled/cannot work	1
•	Student	1

#### **WASHINGTON COUNTY**

Source of Employment	
Government Agency	4
Educational Institute	
Health Care/Medical Group	3
For-Profit	
Private	
• Self	
• Other	
Education	
Non-Graduate	
High School Graduate or GED	
Vocational Graduate	7
Two Year Degree	
Four Year Degree	
Post-Graduate Degree	
5	

#### **Top Five Needs**

- 1. Employment
- 2. Housing
- 3. Childcare
- 4. Drug& Alcohol Abuse
- 5. Emergency Assistance

- 1. Homeless Shelters
- 2. Crime Prevention
- 3. Affordable Healthcare
- 4. Safe and Affordable Housing
- 5. Assist with Financial Emergencies

<sup>\*</sup>There was not an area listed that had a voting of 50% or over as being "No Problem".