



COMMUNITY NEEDS ASSESSMENT

Tri-County Community Council, Inc.

April 2022

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

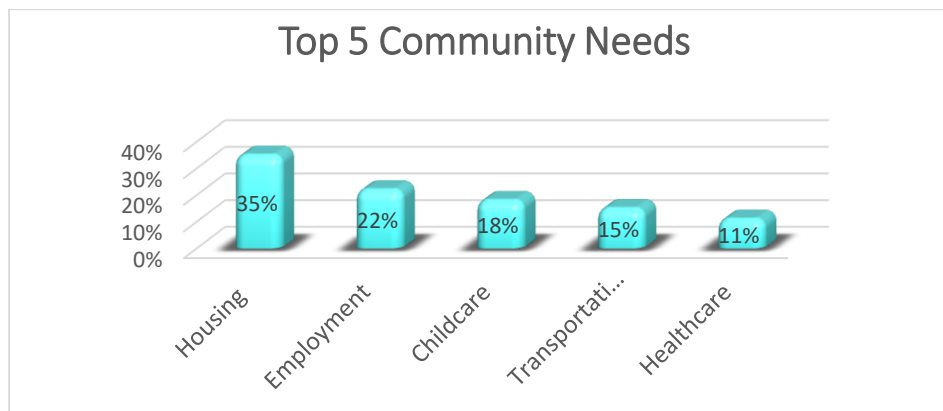
Tri-County Community Council, Inc. held a Community Meeting on March 15, 2022 to discuss the agency's Community Needs process. Participants from partnering agencies representing Department of Children & Families, Council on Aging, Arc, Department of Health, and Early Learning Coalition staff were in attendance. Agency staff members representing programs including Head Start, Transportation, Community Services, Low-Income Home Energy Assistance Program, and the Senior Center attended as well. Open discussion took place on topics that attendees 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 input received. 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 10, 2022. Information related to the CNA process was emailed to board members for input along with the survey. Board members represent 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 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 the 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 April 15, 2022. This timeline allowed approximately four 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.

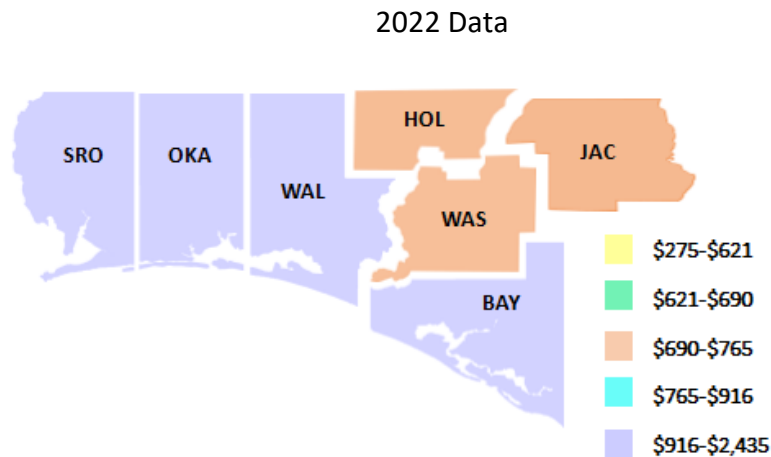
C. Analysis

A total of 672 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 Attachment I. The top five needs produced from the analyzed CNA data are Housing (35%), Employment (22%), Childcare (18%), Transportation (15%) and Healthcare (11%).



D. Interpretation of the Analyzed Data

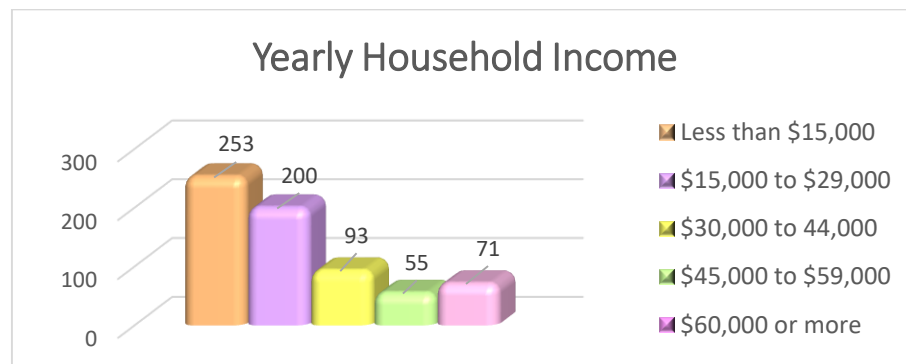
Results of the Community Needs Assessment were shared with management staff after data was analyzed. Housing was identified as the overall top need in the service area. Median Rent in the 7 county service area in 2016-2020 ranged from \$686 in Washington County to high of \$1,163 in Santa Rosa County. Current rent per month range from \$757 to over \$1,172 per month for a two-bedroom home and significantly higher for three and four-bedroom homes. Compared to the rest of Florida, Holmes, Jackson & Washington County Fair Market Rent is less expensive than the rest of the state, with Bay, Okaloosa, Santa Rosa and Walton being more expensive. Rent increases range from a low of .34% in Okaloosa County to a high of 7.54% in Bay County year-over-year.



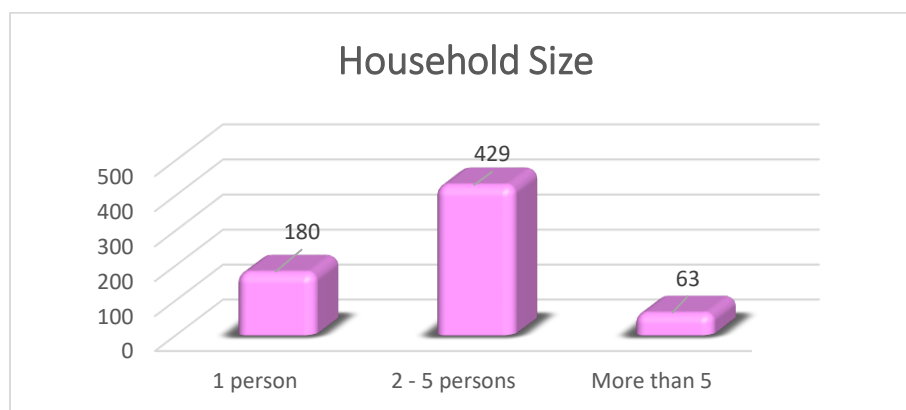
Persons in poverty are the highest in Holmes County at 20.5% with Washington County just slightly below that at 20.4%. Persons in poverty in Santa Rosa County is the lowest percentage at 9.4%

Current unemployment rates range from a low of 2.1% in Okaloosa County to a high of 2.8% in Jackson and Washington County. All of the seven county service area falls below the Florida unemployment rate of 3.2%. Tri-County Community Council, Inc. provides 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.

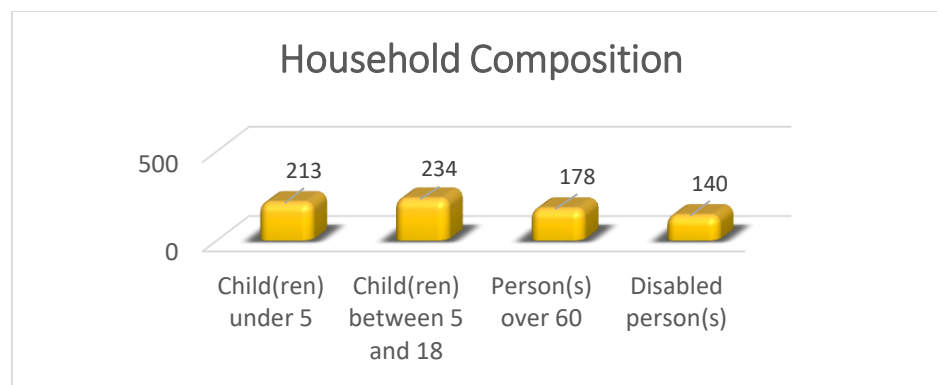
About 38% of respondents reported yearly household income as less than \$15,000. Poverty guidelines at 100% poverty level is \$12,880 for one individual.



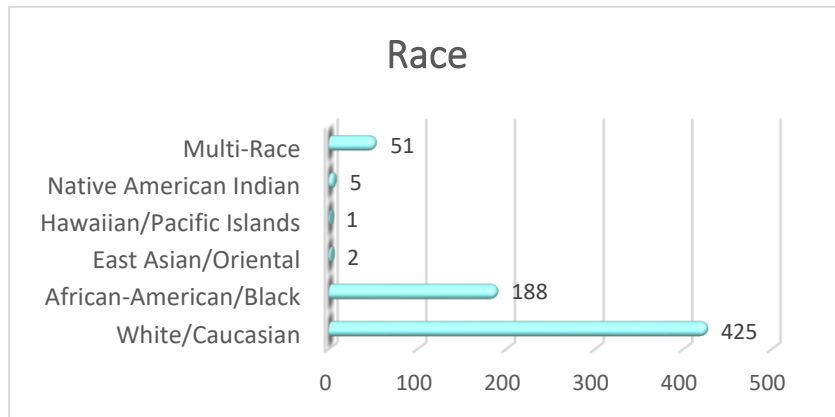
Household size was reported at approximately 27% for 1 person, 64% with households of 2-5 persons and 9% with more than 5 living in household.



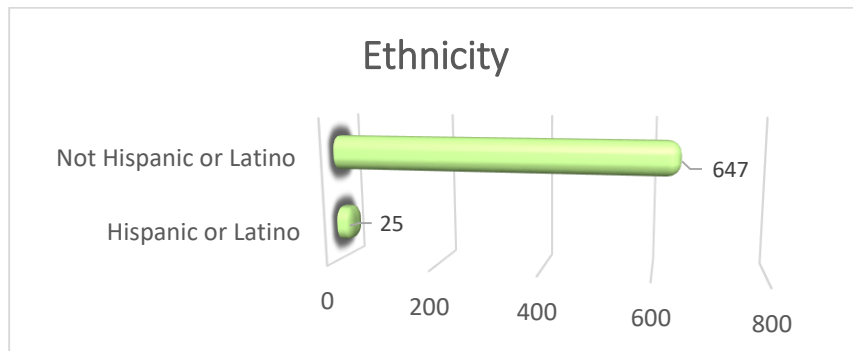
Approximately 28% of the respondents in the service area reported having a child or children under 5 in the home, with 31% reporting having child(ren) between 5 and 18 present in the home. 23% reported having person(s) in the home over 60. Homes with disabled person(s) was at 18%.



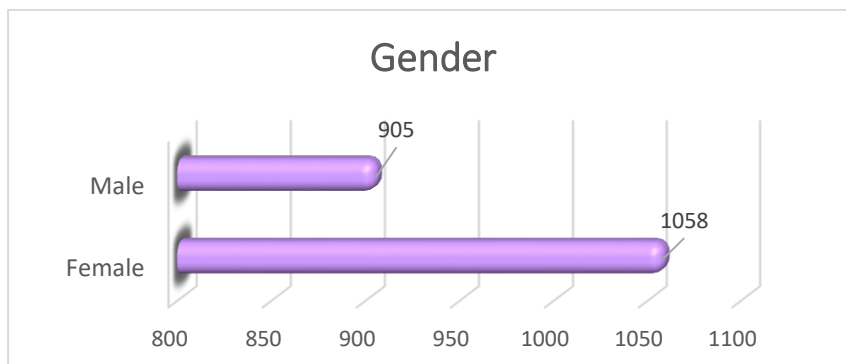
Approximately 63% respondents are White/Caucasian. 28% reported African American/Black. About 8% indicated are Multi-Racial and 1% Native American Indian. The remaining individuals (less than 1%) reported Hawaiian/Pacific Islands or East Asian/Oriental as their race.



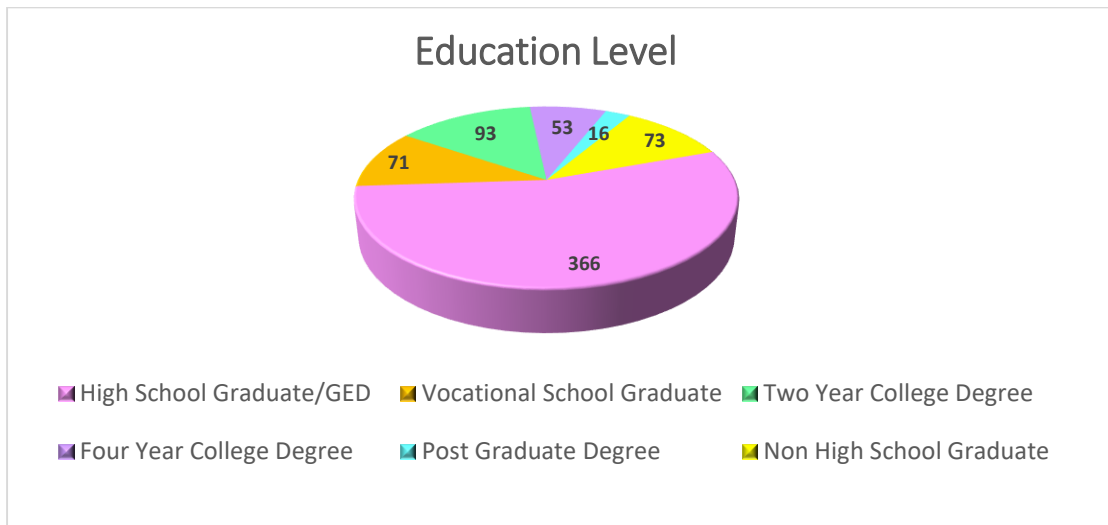
About 4% indicated they are Hispanic or Latino while 96% of respondents stated they are Not Hispanic or Latino.



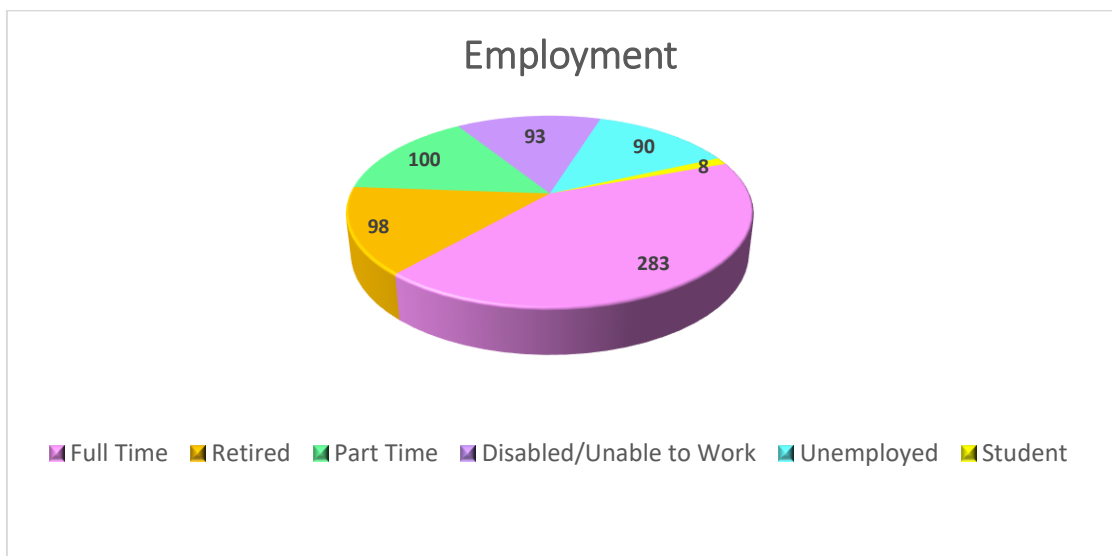
Respondents in the service area reporting indicated 54% female and 46% male for household composition.



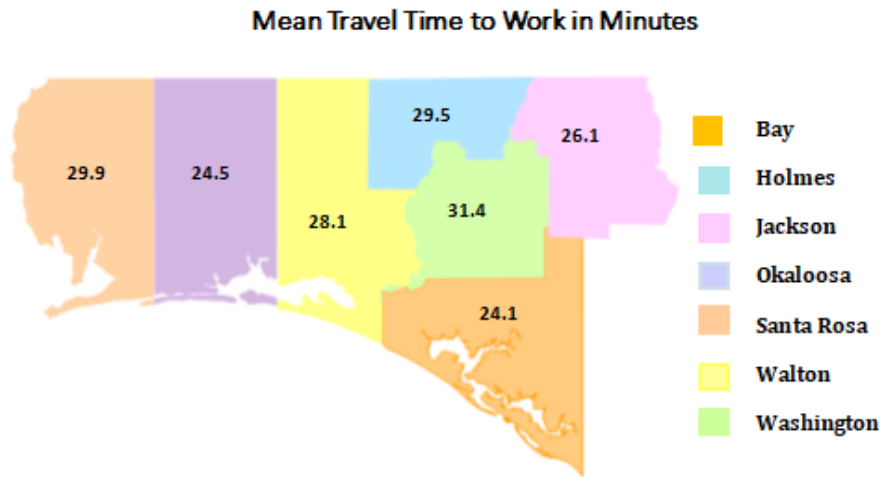
The majority of respondents (54%) reported having a High School Diploma/GED. Those with Vocational Certificates were at 11%, two-year degree at 14% and four-year degree at 8%. Non high-school graduates came in at 11% and the remaining 2% respondents have a post-graduate degree.



Approximately 42% of respondents say they are employed full time while 15% state they are employed part time. 13% indicate they are unemployed, 14% are disabled and unable to work. 15% of respondents are retired and the remaining 1% are students.



The chart below shows the number of minutes individuals in the service area have to commute to work. The distance individuals must travel to obtain work can be a hardship due to lack of reliable transportation. Related fuel and maintenance costs of personal vehicles also create barriers to retaining employment.



E. Executive Summary

Housing remains one of the highest needs in Northwest Florida. Since Hurricane Michael in October 2018, Bay and Jackson face a housing shortage, especially affordable housing and rentals. Population growth in Walton County, one of Florida's fastest growing counties, has also created a shortage in the housing market. Okaloosa and Walton also have the highest cost of living in our seven county area, further complicating the need for Low Income clients.

Where improvements to the housing market are reported by the media, the reality is stark for middle income and low income residents. Apartments and houses have seen rent prices that just a couple years ago rented for \$1,000, now are up to and over \$2,000 per month. A local housing crisis have left cities in a crunch, forcing people to have to commute farther. This has placed an additional hardship on workers and potential employees.

Tri-County Community Council has witnessed the greater need for affordable housing as clients come into the office to obtain assistance. This will continue to be a problem for several years.

As Hurricane Michael funding, through Rebuild Florida and other similar repair programs, return houses to a usable condition in the Bay, Holmes, Jackson, and Washington Counties, the hurricane impacted counties have benefitted from a recovery

strategy. However, most of these programs serve only the lowest income households. This funding will sunset in September 2022.

Another organized strategy in Northwest Florida counties is the SHIP Local Housing Assistance Plan, designed to meet the needs of very low, low and moderate income households; expand production of and preserve affordable housing; and to preserve the housing element of the local government comprehensive plan specific to affordable housing.

Smaller programs such as Habitat for Humanity also assist in most counties. Section 8 rental assistance program, is still funded throughout our seven county region, but managers are fighting a difficult battle as the real estate market tends to be moving in another direction.

Instead of hope on the horizon, low income households are facing many barriers. Especially in the rural counties, **Employment** remains a need where job growth has not increased significantly, compared to the coastal counties. Three of the four identified needs correlate directly with employment or unemployment. Workers in the seven county area commute an average of 27.3 miles to places of employment.

Childcare is another barrier, or lack of childcare. Drop off and pick up times influence worker schedules; and whether a penalty fee is required when clients run late.

Transportation is the fourth need identified, factoring in the distance to commute and fuel prices hovering about \$4 per gallon. Clients also desire flexibility, because of fluctuating schedules and times, making car pools or van services difficult to manage.

Healthcare is the fifth listed need. Insurance costs did not lower even with the Affordable Care Act. Most companies have witnessed a price increase most years and costs have been shifted over to employees, especially for family plans. When potential employees are shopping for a job, insurance continues to be a benefit that is highly prized.

With COVID-19 becoming less and less an issue, Tri-County Community Council is seeing clients return to a new normal, but still requiring assistance. The Community Needs Assessment (CNA) will be used to direct and address the needs identified.

ATTACHMENT I

ALL COUNTIES

Needs Assessment Results
672 Needs Assessments Processed

Household Size

- 1 person 180
- 2-5 persons 429
- More than 5 63

Household Composition

- Child(ren) under 5 213
- Child(ren) 5-18 234
- Person(s) over 60 178
- Disabled person(s) 140

Yearly Household Income

- Less than \$15,000 253
- \$15,000 - \$29,000 200
- \$30,000 - \$44,000 93
- \$45,000 - \$59,000 55
- \$60,000 or more 71

Race

- White/Caucasian 425
- African-American/Black 188
- East Asian 2
- Hawaiian 1
- Native American 5
- Multi-Race 51

Ethnicity

- Hispanic/Latino 25
- Not Hispanic/Latino 647

Employment

- Yes, full time 283
- Yes, part time 100
- Unemployed 90
- Retired 98
- Disabled/cannot work 93
- Student 8

ATTACHMENT I

ALL COUNTIES

Source of Employment

• Government Agency	58
• Educational Institute.....	45
• Health Care/Medical Group.....	31
• For-Profit.....	22
• Private	46
• Self	0
• Other	470

Education

• Non-Graduate	73
• High School Graduate or GED	366
• Vocational Graduate	71
• Two Year Degree.....	93
• Four Year Degree	52
• Post-Graduate Degree	17

Needs Highest to Lowest

- | | |
|---------------------|---------------------------------|
| 1. Housing | 8. Drug & Alcohol Abuse |
| 2. Employment | 9. Crime Prevention |
| 3. Child Care | 10. Education |
| 4. Transportation | 11. Emergency Assistance |
| 5. Healthcare | 12. Barrier After Incarceration |
| 6. Crime Prevention | 13. Other |
| 7. Food & Nutrition | |

Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe and Affordable Housing
2. Homeless Shelters
3. Affordable Transportation
4. Affordable Health Care
5. Affordable Childcare

*There was not an area listed that had a voting of 50% or over as being “No Problem”.

ATTACHMENT I

BAY COUNTY

Needs Assessment Results 63 Needs Assessments Processed

Household Size

- 1 person 25
- 2-5 persons 34
- More than 5 4

Household Composition

- Child(ren) under 5 19
- Child(ren) 5-18 22
- Over 60 12
- Disabled 13

Yearly Household Income

- Less than \$15,000 33
- \$15,000 - \$29,000 23
- \$30,000 - \$44,000 5
- \$45,000 - \$59,000 1
- \$60,000 or more 1

Race

- White/Caucasian 38
- African-American/Black 18
- East Asian 1
- Hawaiian 0
- Native American 1
- Multi-Race 5

Ethnicity

- Hispanic/Latino 5
- Not Hispanic/Latino 58

Employment

- Yes, full time 17
- Yes, part time 14
- Unemployed 9
- Retired 15
- Disabled 8
- Student 0

ATTACHMENT I

BAY COUNTY

Source of Employment

• Government Agency	1
• Educational Institute	2
• Health Care	1
• For-Profit	1
• Private	6
• Self	0
• Other	52

Education

• Non-Graduate	6
• High School Graduate or GED	35
• Vocational Graduate	13
• Two Year Degree	7
• Four Year Degree	2
• Post-Graduate Degree	0

Top Five Needs

1. Housing
2. Healthcare
3. Transportation
4. Childcare
5. Employment

Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe and Affordable Housing
2. Affordable Transportation
3. Assistance with Utility Payment
4. Assistance with Rent/Mortgage
5. Affordable Food/Food Pantries

*There was not an area listed that had a voting of 50% or over as being “No Problem”.

ATTACHMENT I

HOLMES COUNTY

Needs Assessment Results
68 Needs Assessments Processed

Household Size

- 1 person 11
- 2-5 persons 44
- More than 5 13

Household Composition

- Child(ren) under 5 24
- Child(ren) 5-18 29
- Person(s) over 60 16
- Disabled person(s) 8

Yearly Household Income

- Less than \$15,000 14
- \$15,000 - \$29,000 19
- \$30,000 - \$44,000 12
- \$45,000 - \$59,000 8
- \$60,000 or more 15

Race

- White/Caucasian 66
- African-American/Black 1
- East Asian 0
- Hawaiian 0
- Native American 1
- Multi-Race 0

Ethnicity

- Hispanic/Latino 0
- Not Hispanic/Latino 68

Employment

- Yes, full time 49
- Yes, part time 8
- Unemployed 4
- Retired 2
- Disabled 3
- Student 2

ATTACHMENT I

HOLMES COUNTY

Source of Employment

• Government Agency	8
• Educational Institute	13
• Health Care/Medical Group	3
• For-Profit	3
• Private	9
• Self	0
• Other	32

Education

• Non-Graduate	5
• High School Graduate or GED	37
• Vocational Graduate	7
• Two Year Degree	7
• Four Year Degree	9
• Post-Graduate Degree	3

Top Five Needs

1. Housing
2. Employment
3. Food & Nutrition
4. Drug & Alcohol Abuse
5. Crime Prevention

Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe & Affordable Housing
2. Affordable Health Care
3. Homeless Shelters
4. Youth Crime/Alcohol/Drug Prevention
5. Mental Health Program

*There was not an area listed that had a voting of 50% or over as being “No Problem”.

ATTACHMENT I

JACKSON COUNTY

Needs Assessment Results
145 Needs Assessments Processed

Household Size

- 1 person 22
- 2-5 persons 110
- More than 5 13

Household Composition

- Child(ren) under 5 76
- Child(ren) 5-18 61
- Person(s) over 60 26
- Disabled person(s) 23

Yearly Household Income

- Less than \$15,000 42
- \$15,000 - \$29,000 52
- \$30,000 – 44,000 16
- \$45,000 - \$59,000 17
- \$60,000 or more 18

Race

- White/Caucasian 70
- African-American/Black 61
- East Asian 1
- Hawaiian 0
- Native American 1
- Multi-Race 12

Ethnicity

- Hispanic/Latino 6
- Not Hispanic/Latino 139

Employment

- Yes, full time 84
- Yes, part time 17
- Unemployed 15
- Retired 14
- Disabled 14
- Student 1

ATTACHMENT I

JACKSON COUNTY

Source of Employment

• Government Agency	11
• Educational Institute	18
• Health Care/Medical Group	9
• For-Profit	2
• Private	8
• Self	0
• Other	97

Education

• Non-Graduate	10
• High School Graduate or GED	69
• Vocational Graduate	19
• Two Year Degree	30
• Four Year Degree	12
• Post-Graduate Degree	5

Top Five Needs

1. Housing
2. Employment
3. Transportation
4. Education
5. Healthcare

Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe and Affordable Housing
2. Affordable Child Care
3. Homeless Shelters
4. Youth Crime/Drug/Alcohol Prevention
5. Employment Opportunities

*There was not an area listed that had a voting of 50% or over as being “No Problem”.

ATTACHMENT I

OKALOOSA COUNTY

Needs Assessment Results
91 Needs Assessments Processed

Household Size

- 1 person 32
- 2-5 persons 52
- More than 5 7

Household Composition

- Child(ren) under 5 17
- Child(ren) 5-18 27
- Person(s) over 60 17
- Disabled person(s) 23

Yearly Household Income

- Less than \$15,000 39
- \$15,000 - \$29,000 28
- \$30,000 - \$44,000 12
- \$45,000 - \$59,000 5
- \$60,000 or more 7

Race

- White/Caucasian 46
- African-American/Black 34
- East Asian 0
- Hawaiian 0
- Native American 0
- Multi-Race 11

Ethnicity

- Hispanic/Latino 6
- Not Hispanic/Latino 85

Employment

- Yes, full time 34
- Yes, part time 19
- Unemployed 18
- Retired 5
- Disabled 15
- Student 0

ATTACHMENT I

OKALOOSA COUNTY

Source of Employment

• Government Agency	6
• Educational Institute.....	2
• Health Care/Medical Group.....	2
• For-Profit.....	1
• Private	2
• Self	0
• Other	78

Education

• Non-Graduate	4
• High School Graduate or GED	59
• Vocational Graduate	5
• Two Year Degree.....	11
• Four Year Degree	11
• Post-Graduate Degree	1

Top Five Needs

1. Housing
2. Transportation
3. Employment
4. Childcare
5. Education

Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe & Affordable Housing
2. Homeless Shelters
3. Crime Prevention
4. Job Placement Resources
5. Mental Health Programs

*There was not an area listed that had a voting of 50% or over as being “No Problem”.

ATTACHMENT I

SANTA ROSA COUNTY

Needs Assessment Results
107 Needs Assessments Processed

Household Size

- 1 person 47
- 2-5 persons 50
- More than 5 10

Household Composition

- Child(ren) less than 5 19
- Child(ren) 5-18 25
- Person(s) over 60 34
- Disabled person(s) 32

Yearly Household Income

- Less than \$15,000 50
- \$15,000 - \$29,000 39
- \$30,000 - \$44,000 9
- 445,000 - \$59,000 3
- \$60,000 or more 6

Race

- White/Caucasian 70
- African-American/Black 25
- East Asian 0
- Hawaiian 0
- Native American 0
- Multi-Race 12

Ethnicity

- Hispanic/Latino 4
- Not Hispanic/Latino 103

Employment

- Yes, full time 24
- Yes, part time 18
- Unemployed 11
- Retired 26
- Disabled/cannot work 26
- Student 2

ATTACHMENT I

SANTA ROSA COUNTY

Source of Employment

• Government Agency	8
• Educational Institute	0
• Health Care/Medical Group	4
• For-Profit	15
• Private	10
• Self	0
• Other	70

Education

• Non-Graduate	31
• High School Degree or GED	49
• Vocational Graduate	7
• Two Year Degree	11
• Four Year Degree	7
• Post-Graduate Degree	2

Top Five Needs

1. Housing
2. Transportation
3. Employment
4. Healthcare
5. Childcare

Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe and Affordable Housing
2. Employment Opportunities
3. Affordable Health Care
4. Crime Prevention
5. Services for the Elderly or Disabled

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

ATTACHMENT I

WALTON COUNTY

Needs Assessment Results
124 Needs Assessments Processed

Household Size

- 1 person 31
- 2-5 persons 82
- More than 5 11

Household Composition

- Child(ren) less than 5 37
- Child(ren) 5-18 38
- Person(s) over 60 53
- Disabled person(s) 26

Yearly Household Income

- Less than \$15,000 52
- \$15,000 - \$29,000 25
- \$30,000 - \$44,000 22
- \$45,000 - \$59,000 110
- \$60,000 or more 15

Race

- White/Caucasian 88
- African-American/Black 25
- East Asian 0
- Hawaiian 0
- Native American 2
- Multi-Race 9

Ethnicity

- Hispanic/Latino 2
- Not Hispanic/Latino 122

Employment

- Yes, full time 40
- Yes, part time 13
- Unemployed 21
- Retired 30
- Disabled/cannot work 18
- Student 2

ATTACHMENT I

WALTON COUNTY

Source of Employment

• Government Agency	18
• Educational Institute.....	9
• Health Care/Medical Group.....	2
• For-Profit.....	0
• Private	3
• Self	0
• Other	92

Education

• Non-Graduate	12
• High School Graduate or GED	71
• Vocational Graduate	9
• Two Year Degree.....	20
• Four Year Degree	9
• Post-Graduate Degree	3

Top Five Needs

1. Housing
2. Employment
3. Childcare
4. Drug & Alcohol Abuse
5. Crime Prevention

Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe and Affordable Housing
2. Youth Crime/Drug/Alcohol Prevention
3. Affordable Childcare
4. Affordable Legal Services
5. Homeless Shelters

*There was not an area listed that had a voting of 50% or over as being “No Problem”.

ATTACHMENT I

WASHINGTON COUNTY

Needs Assessment Results
74 Needs Assessments Processed

Household Size

- 1 person 12
- 2-5 persons 57
- More than 5 5

Household Composition

- Child(ren) under 5 21
- Child(ren) 5-18 32
- Person(s) over 60 20
- Disabled person(s) 15

Yearly Household Income

- Less than \$15,000 23
- \$15,000 - \$29,000 14
- \$30,000 - \$44,000 17
- \$45,000 - \$59,000 11
- \$60,000 or more 9

Race

- White/Caucasian 47
- African-American/Black 24
- East Asian 0
- Hawaiian 1
- Native American 0
- Multi-Race 2

Ethnicity

- Hispanic/Latino 2
- Not Hispanic/Latino 72

Employment

- Yes, full time 35
- Yes, part time 11
- Unemployed 12
- Retired 6
- Disabled/cannot work 9
- Student 1

ATTACHMENT I

WASHINGTON COUNTY

Source of Employment

• Government Agency	6
• Educational Institute	1
• Health Care/Medical Group	10
• For-Profit	0
• Private	8
• Self	0
• Other	49

Education

• Non-Graduate	5
• High School Graduate or GED	46
• Vocational Graduate	11
• Two Year Degree	7
• Four Year Degree	2
• Post-Graduate Degree	3

Top Five Needs

1. Housing
2. Employment
3. Childcare
4. Transportation
5. Crime Prevention

Reported as the Top Five Problem Areas for Needs and Opportunities

1. Safe & Affordable Housing
2. Homeless Shelters
3. Affordable Transportation
4. Affordable Childcare
5. Assistance with Rent/Mortgage

*There was not an area listed that had a voting of 50% or over as being “No Problem”.