2023

Community Needs Assessment

Doug Mudd, Executive Director

Community Action, Inc. of Central Texas

5/18/2023

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Executive Summary

Community Action, Inc. of Central Texas (CAICT) conducts an official Community Needs Assessment (CNA) every 3 years to adequately measure the basic needs of residents living in Hays, Caldwell, and Blanco Counties [OS 3.1]. The previous CNA was approved by the Board of Directors in October of 2018. The next CNA, due in 2021, was delayed due to the COVID-19 Pandemic and leadership changes.

As a starting point of the Community Action Results-Oriented Management and Accountability (ROMA) cycle, CAICT conducts the CNA as an important tool in helping our organization understand where to concentrate our efforts, leverage funding, and develop partnerships to ultimately meet those needs with services and resources to sufficiently address the causes and conditions of poverty in our service area.

Although Community Action conducts the assessment, the data from the needs assessment is for public consumption and not just to be used for our agency alone. The results gleaned from the assessment can be used to guide key decisions and funding priorities for a variety of key stakeholders in our community including workforce boards, public officials, economic development boards, local churches, non-profits, and any other human services organization. The 2023 needs assessment results will be made public on our website.

To create the assessment tools, CAICT used the official Community Needs Assessment Guide provided by the Texas Department of Housing and Community Affairs (TDHCA) for both qualitative and quantitative surveys. The quantitative tool requested that respondents give their opinions related to what they considered the most important needs based on the following seven Community Service Block Grant (CSBG) domains:

- Employment
- Education and Cognitive Development;
- Income and Asset Building
- Housing;
- Health and Social/Behavioral Development;
- Civic Engagement and Community Involvement;
- Emergency Assistance;

CAICT also used the TDHCA Community Needs Assessment Guide to create focus group questions for residents and interview questions for key informants and stakeholders in our service area. The community needs assessment resulted in CAICT identifying the following 6 major needs for our service area:

1. Employment Needs: Assistance finding work that pays enough to support a family
2. Housing Needs: Access to Affordable Housing
3. Medical Needs: Access to affordable health & dental care
4. Medical Needs: Counseling Services for Adults (mental health and well-being)
5. Housing Needs: Assistance Paying Utility Bills
6. Housing Needs: Assistance Paying Rent

The following table indicates where information pertaining to specific CSBG Organizational Standards can be located.

Table 1 Location of CSBG Organizational Standards Information by Standard

Standard	Reference Point	Summary of CSBG Organizational Standards related to Community Needs Assessment
1.2	Page 12 & Appendix D Page 52	The organization analyzes information collected directly from low-income individuals as part of the community assessment.
2.2	Page 12 & Appendix	The organization utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. These sectors include at minimum: community-based organizations, faith-based organizations, the private sector, the public sector, and educational institutions.
3.1	Last CNA 2018	Conducted every 3 years.
3.2	Pages 7-10 & 14-20	Collects current poverty data and its prevalence related to gender, age, and race/ethnicity.
3.3	Pages 11-12 & Appendix	Collects and analyzes both qualitative and quantitative data on its service areas.
3.4	Pages 12-16	Includes key findings on the causes and conditions of poverty and the associated needs.
3.5	Board of Directors Meeting Approval Date; May 18, 2023	Governing body formally accepts the completed assessment.

Introduction

Agency History

Community Action, Inc. of Central Texas is a private, non-profit corporation. It was started in 1965 as part of the Community Action movement that grew out of the Economic Opportunity Act (EOA) of 1964, a keystone in Lyndon B. Johnson's War on Poverty.

The EOA had special meaning for Hays, Caldwell, and Blanco Counties of Texas where Johnson was raised and educated. Johnson made a personal appeal to his friend James McCrocklin, then president of Southwest Texas State University, to provide leadership in establishing a Jobs Corp center (which became Gary Jobs Corps), a Community Action agency, and a Head Start program for the area.

As a first step, an appeal went out through local churches for volunteers to canvas the community so that the needs of low-income households could be identified. Ofelia Vasquez, who later became an Executive Director of the agency, was one of these volunteers. As they proceeded home by home, they discovered two primary needs: access to healthcare and childcare.

President McCrocklin then formed a steering committee of fifty community leaders and held a town hall-type meeting. Out of that meeting, a Community Action Agency (CAA) was established. It was housed and supported by Southwest Texas until a grant provided funding for administration. The first program grant the agency received was for a healthcare program; the second established two Head Start summer programs in San Marcos and Kyle.

Community Action of Hays County, as it was named then, became the third such agency established in Texas, and the second agency in the state to begin a Head Start Program. CAICT can proudly claim to be the frontrunner of an initiative that remains committed to improving lives and living conditions.

For over 58 years, Community Action, Inc. of Central Texas has successfully sought funding for and administered ever-stronger and ever-diverse programs to help low-income families become successful participants in their communities. CAICT is one of forty agencies in Texas and more than 1,000 nationwide. The agency currently employs over 300 regular full- and part-time employees and has an annual estimated budget of $15 million.

Agency Mission

The mission of Community Action, Inc. of Central Texas is to help Central Texans improve economic self-reliance through a wide range of services and community partnerships.

Agency Overview

Community Action, Inc. of Central Texas (CAICT) continuously works to assist low- to moderate-income families in Central Texas by providing a variety of social services and economic opportunities. The agency's areas of operation include Early Childhood Education, Health Services, Adult Education, Youth Services, and Community Services. Each area is led by a director who is responsible for the achievement of specific outcomes detailed in the agency's strategic plan.

Early Childhood Education

CAICT's Head Start and Early Head Start Programs provide continuous, intensive, and comprehensive child development and family support services to economically disadvantaged families with children between the ages birth-to-five and pregnant women. The Head Start program supports children's growth and development in a positive learning environment through a variety of services that include early learning, health and nutrition services, and child and family well-being. Annually, CAICT serves 539 pregnant women and children ages birth to five years at fourteen Head Start Program Child Development Centers in Hays and Caldwell Counties.

In addition to Head Start and Early Head Start, the Texas Home Visiting program provides intensive and comprehensive child development and family support home-based services to families with children between the ages of birth to five years. Annually, The CAICT Home Visiting program serves 160 families, approximately 320 children in Hays and Caldwell Counties.

Community Health Services

CAICT's Community Health Services provides a variety of services that include reproductive health services, breast and cervical cancer screening and services, and HIV/ AIDS case management services.

Reproductive Health Care for men and women includes a wide variety of birth control methods. Other services include well-woman exams, pregnancy testing, and sexually transmitted infections testing & treatment. Fees are based on a sliding scale, and we accept Medicaid and Healthy Texas Women. The Breast and Cervical Cancer Program includes screening for breast and cervical cancer. Case management is provided for individuals whose screening results in a diagnosis of cancer. HIV/ AIDS Services include case management for HIV-positive individuals in the Rural Capital area – the nine counties surrounding Travis County. Case Management includes transportation to medical appointments and other support services.

Adult Education

CAICT's Adult Education Program provides literacy and career services in and around the nine counties surrounding Travis County. The Adult Education Program's purpose is to transition individuals into employment, career advancement, and lifelong learning. The Program serves adults with a limited mastery of basic educational skills, adults who do not have a secondary school diploma, or who are unable to speak, read or write the English language.

Its core services include High School Equivalency (HSE) preparation (preparation for the GED® exams), English as a Second Language (ESL), and Integrated Education and Training (IET) programs that lead to industry-recognized certifications (e.g., certified nursing assistant, certified bookkeeper, certified HVAC technician). Classes often include digital literacy, financial literacy, health literacy, numeracy, and civic engagement, including preparation for becoming a United States citizen through naturalization. Adult Education also offers career counseling and college preparation classes to participants.

Community Services

The Community Services Program provides a variety of services that include Energy Assistance programs to help low-income households with energy costs, Comprehensive Case Management Services for families working toward self-sufficiency, and a Senior Citizen Center. The Energy Assistance programs utilize local and state resources to provide funding for households with the highest energy needs in Hays, Caldwell, and Blanco Counties. Comprehensive Case Management is a unique program that works closely with individuals and families working towards becoming self-sufficient by providing a variety of supports that enables them to succeed in obtaining a living wage job and managing their money more effectively. The San Marcos Senior Citizen Center provides fellowship, activities, and congregate meals to enhance the quality of life, support independence, and encourage continued involvement in and with the community.

Youth Services

Community Action's Youth Services program was created in response to the goals of the City of San Marcos 2013 Youth Master Plan. To lead the initiative, the Core Four partners (the City of San Marcos,

Hays County, San Marcos Consolidated Independent School District, and Texas State University) work together to guide the program in its achievements of that plan. This partnership was formalized through a city ordinance that the City Council approved on February 18, 2020. The ordinance created the provision for youth services, which allowed Community Action to hire a Youth Services Director. The Youth Services Director meets annually with the Core Four Policy group and monthly with the Core Four Taskforce and the Youth Taskforce. The 2022 Core Four Taskforce initiatives include building a sustainable Youth Taskforce, facilitating a sustainable Mental Health Coalition, and strengthening mentoring opportunities for youth.

Community Profile

Although Community Action, Inc. of Central Texas (CAICT) programs serve up to thirteen counties, this Needs Assessment covers only our Community Service Block Grant (CSBG) service area, which consists of Hays, Caldwell, and Blanco Counties. According to the U.S. Census Bureau's American Community Services 2017-2021, our largest county in the service area is Hays with a population of 234,573. The population of Caldwell County is 45,286, and Blanco County has a population of 11,313. The population in all three counties, especially Hays and Caldwell, continues to expand due to rising property costs in the Austin area pushing people out of Travis County.

Hays County

The population of Hays County (234,573) is 54.51% Non-Hispanic White, 38.37% Hispanic or Latino, 3.64% Black or African American, 1.66% Multiple Race, 1.37% Asian, 0.21% Other Race, 0.2% Native American/Alaska Native, 0.04% Native Hawaiian/Pacific Islander.

Hays County has been among the top growing counties in Texas in the last few years with a growth rate of 3.26% in the last year according to the most recent U.S. Census data. The county employs 87,365 people. The largest industries in Hays County include Retail Trade (12,730 people), Educational Services (12,132 people), Accommodation & Food Services (10,485 people), and Construction (8,081). The industries that pay the highest average annual wages include Professional, Scientific, and Technical Services ($73,061), Construction ($61,115), and Manufacturing ($60,754). The median household income is $71,061.

According to the Community Action Engagement Network, Hays County has 30, 917 residents living below 100% of the Federal Poverty Level, which is estimated to be 13.58% of the total population (based on a population of 227,637 for whom poverty status was determined). Furthermore, there is a gender disparity when comparing the females and males living in poverty in Hays County. Females are more likely to live in poverty: 15.88% (18,086) of females compared to 11.28% (12,831) of males. There is also a disproportionate number of Hispanics living in poverty compared to non-Hispanics. Of the Hispanic population living in Hays County, the proportion living in households with income below the federal poverty level is 16.24% compared to non-Hispanic households at 11.8%. Lastly, when analyzing poverty level by race, more Black or African American residents (21.8%) and "Other race" residents (21.2%) live in poverty than White residents (12.68%).

Hays County has a large variety of social service agencies, non-profits (including CAICT), sliding-scale medical facilities, and local houses of worship in the Wimberley, San Marcos, Kyle-Buda, and Dripping Springs areas to combat poverty with emergency one-time rent, utility assistance, food distribution assistance, medical assistance and other services on a limited basis. There is a large hospital in San Marcos and one in Kyle, and requests for medical services are rapidly expanding into the county from Austin and San Antonio. As a result of this growth, the counties have experienced new home construction, traffic congestion, and a greater demand for public services. School districts in Hays County include the San Marcos Consolidated, Dripping Springs Independent, Wimberley Independent, and Hays Consolidated Independent school districts. Higher education in Hays County includes one four-year institution, Texas State University, in San Marcos. Austin Community College operates three distance learning centers that offer basic and Early College Start classes, along with testing centers for online classes. Each main urban area has libraries but lacks adequate public transportation for low-income accessibility. Hays County officials are working to find a solution to the lack of affordable housing that is causing a dire need for rental assistance in these communities.

Caldwell County

The population of Caldwell County (45,286) is 77.24% Non-Hispanic White, 19.27% Hispanic or Latino, 0.02% Black or African American, 1.67% Multiple Race, 1.46% Asian, 0% Other Race, 0% Native American/Alaska Native, 0.35% Native Hawaiian/Pacific Islander. When looking at ethnicity, Caldwell County has a population of 45.92% Non-Hispanic White and 54.02% Hispanic or Latino.

Caldwell County is making the transition from a more rural county to a more suburban county due to the influx of people from Austin moving into the area. According to Jobs EQ, there appears to be significant economic development in the county with top industries showing growth over the last 10 years. According to the U.S. Bureau of Labor Statistics, 21,768 are in the labor force and the unemployment rate is 4.2%, which is slightly below the overall unemployment rate of Texas. However, the average annual wage per worker is $39,873, which is significantly lower than the national average of $66,637. Also, Caldwell County's median household income of $63,380 is lower than the state average of $67,321 and lower than Hays ($71,061) and Blanco ($71,210) Counties. It is unclear if this is due to an education or skills gap or a function of other local cost-of-living variables. Interestingly enough, the U.S. Census Bureau reports that almost 20% of the Caldwell County population (19.94%) does not have a high school diploma with 38.5% of the population reporting high school as the highest education achieved. By comparison, Hays County reports 9.53% of the population not having a high school diploma with 22.7% reporting high school as the highest education achieved.

Of the 43,082 for whom poverty status is determined in Caldwell County, 5,737 (13.32%) live below the 100% threshold of the Federal Poverty Level. Of the females living there, 13.99% (2,933) live in poverty; 12.7% (2,804) of males. Similar to Hays County, there is also a disproportionate number of Hispanics living in poverty compared to non-Hispanics. Of all the Hispanic population living in Caldwell County, the proportion living in households with income below the federal poverty level is

16.93%, compared to non-Hispanic households who are at 8.91%. Furthermore, disproportionately more Black or African American residents (26.76%) and "Other race" residents (24.13%) live in poverty than White residents (11.83%).

CAICT has several community partners in Caldwell County who provide resources for low-income families needing assistance. Nonprofits and other human service organizations in the county include WIC, All Saints' Episcopal Church Loaves and Fishes program, Caldwell County Salvation Army, Society of St. Vincent de Paul, Alpha Seventh-Day Adventist program, Seton Healthcare Network of Caldwell County, Caldwell County Christian Clothing Closet, Lockhart Housing Authority, and many others.

Blanco County

The population of Blanco County (11,313) is 77.6% Non-Hispanic White, 14.4% Hispanic or Latino, 0.02% Black or African American, 1.67% Multiple Race, 1.46% Asian, 0% Other Race, 0.92% Native American/Alaska Native, 0% Native Hawaiian/Pacific Islander.

Blanco County has a population of 11,129 for whom poverty status is determined with 1,182 living in poverty. Of the females living in Blanco County, 14.47% (800) live in poverty compared to males at 6.82% (382). By ethnicity, 13.11% (296) of Hispanics who live in Blanco County live in poverty compared to 9.99% (886) of Non-Hispanics. Regarding race and poverty, 10.35% of Whites live in poverty compared to 100% of African Americans, and 21.2% of those of a multiple race.

The economy of Blanco County employs 5,110 people, 45% of the total population. The largest industries in Blanco County are Construction (785 people), Educational Services (601 people), and Health Care & Social Assistance (596 people). The highest paying industries are Real Estate & Rental & Leasing ($78,750), Wholesale Trade ($63,125), and Mining, Quarrying, & Oil & Gas Extraction ($52,750). The median household income in Blanco County is $58,500. Males in Blanco County have an average income that is 1.41 times higher than the average income of females, which is $45,959. The income inequality in Blanco County *(measured using the Gini index)* is 0.482, which is higher than the national average.

There are a variety of resources in the Blanco County area with whom we partner to provide services and resources for low-income residents, including the Good Samaritan Center located in the City of Blanco. The Center has recently moved into a larger facility that also houses its Food Pantry, Thrift Store, and administration office where limited financial assistance is provided to needy families (when available) in emergency situations to help cover utility and rental bills. Another CAICT partner in Blanco County is the Community Resource Centers (CRC) of Texas Inc. Their mission is to raise the standard of living in rural communities by helping to identify the population's present needs. Types of service connections the CRC can provide include mental health, employment, education, food pantry, transportation, affordable housing, family crisis, health care, services for older adults, and services for children. The Johnson City Christian Food Pantry has moved into the CRC to continue its work serving

the hungry alongside other agencies addressing food needs in the county. CRCTX also operates Older Adult Rural Services (OARS), which helps older adults maintain independence and quality of life through solutions like transportation and immediate financial assistance. Additionally, organizations like the Area Agency on Aging and the Alzheimer's Association assist with the needs of older adults.

Community Needs Assessment Data

Data Collection Methods

Community Action, Inc. of Central Texas (CAICT) utilized both quantitative and qualitative data collection methodologies in determining the needs of Hays, Caldwell, and Blanco counties [OS 3.3]. The survey questions were, for the most part, taken directly from the Texas Department of Housing and Community Affairs guidance tool "The 6 Steps to Creating a Community Needs Assessment." Although some of the data collected were from the previous year, most were collected between January and April 2023. We analyzed qualitative survey, focus group, and stakeholder interview data using inductive coding. Coded data were tabulated to create a frequency distribution of prioritized "top needs" for each data source. A comparative analysis was completed to examine variations in frequency among data sources.

The Community Needs Assessment (CNA) task was a group effort. In preparation for disseminating the needs assessment to the public, the leadership team met multiple times to refine the survey and focus group questions. Three committees were formed to address the quantitative, qualitative, and analytical aspects of the project. Leadership met at least once with the Board to discuss the most appropriate ways to distribute the needs assessment, collect the data, and analyze the results.

Quantitative Data Collection Method: Needs Assessment Survey [OS 3.3]

The Quantitative Committee created the survey based upon the 7 CSBG domains that are captured on the CSBG report, the categories of needs in the survey include the following:

- Employment Needs (Assistance finding work, assistance gaining job skills, etc.)
- People Needing Assistance (finding food, child care, income tax prep, etc.)
- Case Management Needs (Assistance finding resources in the community, assistance moving off public assistance, etc.)
- Education Needs (GED & ESL classes, computer skills, etc)
- Family Support Needs (Financial education, parenting classes, affordable childcare, classes on health, etc.)
- Counseling Services (Drug/alcohol, couples counseling, counseling services for adults, etc.)
- Support for Seniors (Programs & activities for seniors, meal deliveries, assisted living, etc.)
- Support for people with disabilities (Disability evaluation, medical equipment, etc.)
- Housing Needs (Access to affordable housing, assistance paying rent, utility assistance, etc.)
- Medical Needs (Help signing up for Medicare, help paying for medical/dental bills, etc.)

There were 4-8 questions for each of the above categories in which the respondent could answer, "Very Needed", "Needed", "Rarely Needed", "Not Needed", or "Don't Know". In scoring the assessment, responses of "Very Needed" received 5 points, "Needed" received 3 points, and "Rarely Needed" received 1 point. The other 2 responses of "Not Needed" or "Don't Know" received 0 points.

Demographic information and other data also were collected in the survey including age, race, gender, and type of respondent (current CAICT low-income client/student, resident, CAICT employee, local official, board member, or other) and County in which they currently reside. Additionally, an open-

ended question at the end of the survey asked about any other needs that were not mentioned in the assessment.

The survey was distributed using Jotform, an online application/survey platform that has easy-to-use reporting functions that allow users to quickly compile data into easily readable charts and graphs. The link to the Jotform survey was sent by email to over 200 community partners including board members, school district staff, community-based organizations, key stakeholders, churches, public officials, and low-income residents and clients [OS 2.2]. Low-income residents were identified and invited through CAICT's pre-existing client base as well as through outreach to community partners who serve low-income residents in our 3-county region [OS 1.2]. The survey link was also posted on social media and put on our CAICT website to encourage anyone who visited our homepage to take the survey.

Qualitative Data Collection Methods: Interview, Focus Group, Community Meeting [OS 3.3]

Three types of qualitative data were collected including interview data, focus group data, and community meeting data. These data were used in tandem with each other and the survey for a more thorough picture of the needs in our 3-county service area. Using TDHCA's interview templates from the Community Needs Assessment guide, interview data were gathered from board members, elected officials, community partners, and employees. Specifically, interviews were conducted with 2 law enforcement agencies, one non-profit organization, 3 city public libraries, a local church, 8 CAICT board members, and 66 employees. Interview questions addressed the perceived top 5 needs in the community, the variety of resources each interviewee is providing, ways to partner, community revitalization needs and strategies to address those needs, and any gaps & barriers to services and how they may be addressed.

A focus group was conducted to further investigate the causes and conditions of poverty in our service area focusing on the top 6 needs identified in the quantitative survey data. Cheri Hatcher, a doctoral student in the Department of Adult, Professional, and Community Education at Texas State University, facilitated this focus group and helped with the analysis of the data. Potential focus group participants were identified through a question on the Jotform Needs Assessment survey. Ninety-four respondents indicated that they would be interested in attending a focus group. These individuals were invited by email to one of two planned focus groups. Originally, one focus group was to be comprised of residents and clients and the other of public officials, local leaders, and board members. In the end, there were only enough respondents for one focus group of 6. The focus group was a combination of both local leaders and low-income residents. The moderator used the TDHCA Needs Assessment guide for the focus group protocol including a discussion of the causes and conditions of poverty.

Once the data were collected, qualitative data were thoroughly reviewed. Participant responses were organized by the topics and questions addressed during the focus group. Data were then aggregated to identify themes. Secondary data were also utilized to support the qualitative findings and generate recommendations for future CAICT programs.

Lastly, data were collected during a community meeting that involved several community partners hosted by St. David's Foundation and the Barnabas Connection, a social services organization located in Wimberley, Texas. The purpose of the meeting was to gain insight into the driving and restraining forces

of the needs and resources in the surrounding Hays County area. Five groups of key community stakeholders were asked 4 rounds of questions. Each group recorded their responses. The data were then arranged into themes and sent out to all community partners involved. The data analysis committee then analyzed the results and offered possible future action steps.

Secondary Data

Community Action, Inc. of Central Texas collected and analyzed secondary data from national, state, and local sources. We relied on secondary data to craft our community profile and to provide context for the community assessment data we collected. We used US Census data, including the American Community Survey (ACS), The County Health Rankings & Roadmaps, Texas Department of State Health Services Texas Health Data, Texas Health and Human Services Health Status of Texas Report, and other standard datasets that were provided to us, and we supplemented it with additional information. A complete list of secondary data sources can be found in **Appendix A**.

Data Analysis: Top 6 Needs

During the survey period (January 2023-March 2023), there were a total of 290 respondents: 149 (51%) low-income/general population residents, 50 (17%) low-income clients/students, 63 (22%) Community Action employees, 19 (6%) local officials, 4 board members (1%) and 5 others (2%) including volunteers, human services providers, school district professionals, church pastors, and others. Among the overall highest needs, CAICT selected the top 6 community needs instead of 5 because 2 of the community needs were tied for second (Medical & Housing: Access to affordable housing) and 2 of the needs were tied for fourth (Housing: Assistance paying for Utilities & Counseling services for adults). The following table shows the top needs identified by county.

Table 2: Top Needs by County

County	Need	Domain
Blanco	Medical Needs: Access to affordable health & dental care	Health & Social/Behavioral Dev.
	Counseling Services for Drug & Alcohol Treatment	Health & Social/Behavioral Dev.
	Housing Needs: Access to Affordable Housing	Housing
	Counseling Services for Children	Health & Social/Behavioral Dev.
	Family Support Needs: Programs & Activities for Teens	Health & Social/Behavioral Dev.
	Support for Seniors: Programs & Activities for Seniors	Health & Social/Behavioral Dev.
Caldwell	Housing Needs: Assistance Paying for Utility Bills	Housing
	Housing Needs: Assistance Paying Rent	Housing
	Housing Needs: Access to Affordable Housing	Housing
	Case Management Needs: Assistance Finding Resources	Health & Social/Behavioral Dev.
	Education Needs: Computer Literacy	Education

County	Need	Domain
	Counseling Services for Children	Health & Social/Behavioral Dev.
Hays	Medical Needs: Access to affordable health & dental care	Health & Social/Behavioral Dev.
	Housing Needs: Assistance Paying Utility Bills	Housing
	Employment Needs: Assistance finding work that supports a family	Employment
	Housing Needs: Access to Affordable Housing	Housing
	Counseling Services for Adults	Health & Social/Behavioral Dev.
	Family Support Needs: Financial Ed, Budgeting, Credit counseling	Income and Asset Building
Overall	Employment Needs: Assistance finding work that pays enough to support a family	Employment
	Housing Needs: Access to Affordable Housing	Housing
	Medical Needs: Access to affordable health & dental care	Health & Social/Behavioral Dev.
	Counseling Services for Adults	Health & Social/Behavioral Dev.
	Housing Needs: Assistance Paying Utility Bills	Housing
	Housing Needs: Assistance Paying Rent	Housing

Statistical Analysis of Poverty in our Service Area

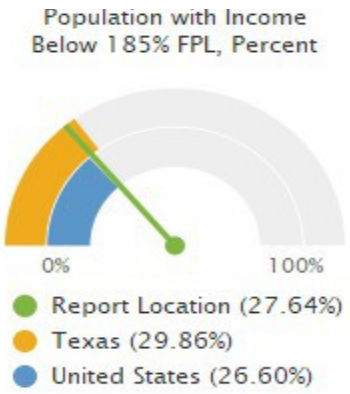
Poverty: Population Below 185% Federal Poverty Level (FPL) [OS 3.2]

In the report area, 27.64% of the 77,903 individuals for whom poverty status is determined are living in households with income below 185% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.
Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters.

Table 3: Population Below 185% FPL

	Total Population	Population with Income Below 185% FPL	Population with Income Below 185% FPL, Percent
Report Area	***281,848***	***77,903***	***27.64%***
Blanco County, TX	11,129	2,330	20.94%
Caldwell County, TX	43,082	14,850	34.47%
Hays County, TX	227,637	60,723	26.68%
Texas	28,260,264	8,437,679	29.86%
United States	321,897,703	85,630,280	26.60%

Figure 1: Population Below 185% FPL Comparison



Poverty - Population Below 100% FPL [OS 3.2]

Within the report area 13.42% or 37,836 individuals for whom poverty status is determined are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.
Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters.

Population in Poverty by Gender [OS 3.2]

This indicator reports the population in poverty in the report area by gender.
The percentage values could be interpreted as, for example, *"Of all the male population within the report area, the proportion living in households with income below the federal poverty level is (value)."*

Table 4: Population Below 100% FPL

	Total Population	Population in Poverty	Population in Poverty, Percent
Report Area	***281,848***	***37,836***	***13.42%***
Blanco County, TX	11,129	1,182	10.62%
Caldwell County, TX	43,082	5,737	13.32%
Hays County, TX	227,637	30,917	13.58%
Texas	28,260,264	3,965,117	14.03%
United States	321,897,703	40,661,636	12.63%

Figure 2: Population Below 100% FPL Comparison

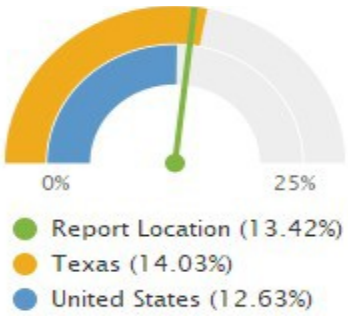


Table 5: Population in Poverty by Gender

	Male	Female	Male Percent	Female Percent
Report Area	***16,017***	***21,819***	***11.32%***	***15.54%***
Blanco County, TX	382	800	6.82%	14.47%
Caldwell County, TX	2,804	**2,933**	**12.70%**	**13.97%**
Hays County, TX	12,831	18,086	11.28%	15.88%
Texas	1,774,327	2,190,790	12.67%	15.36%
United States	18,132,275	22,529,361	11.44%	13.79%

Population in Poverty by Ethnicity Alone [OS 3.2]

This indicator reports the population in poverty in the report area by ethnicity alone.
The percentage values could be interpreted as, for example, *"Of all the Hispanic population within the report area, the proportion living in households with income below the federal poverty level is (value)."*

Table 6: Population in Poverty by Ethnicity

	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino	Not Hispanic or Latino
Report Area	***19,144***	***18,692***	***16.325***	***11.36%***
Blanco County, TX	296	886	13.11%	9.99%
Caldwell County, TX	4,008	1,729	16.93%	8.91%
Hays County, TX	14,840	16,077	16.24%	11.80%
Texas	2,177,111	1,788,006	19.28%	10.54%
United States	10,560,320	30,101,316	17.71%	11.48%

Population in Poverty by Race Alone [OS 3.2]

This indicator reports the percentage of population in poverty in the report area by race alone.

The percentage values could be interpreted as, for example, *"Of all the white population within the report area, the proportion living in households with income below the federal poverty level is (value)."*

Table 7: Population in Poverty by Race

	White	Black/ African-American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Other Race	Multiple Race
Report Area	***12.46%***	***22.77%***	***1.60%***	***15.26%***	***4.13%***	***20.67%***	***14.58%***
Blanco County, TX	10.35%	100.00%	0.00%	0.00%	0.00%	0.52%	21.20%
Caldwell County, TX	11.83%	26.76%	0.69%	0.00%	0.00%	24.13%	12.18%
Hays County, TX	12.68%	21.80%	1.82%	17.30%	4.72%	21.20%	14.89%
Texas	12.42%	18.64%	14.77%	9.66%	17.85%	20.03%	16.61%
United States	10.29%	21.71%	23.40%	10.31%	16.68%	19.06%	14.89%

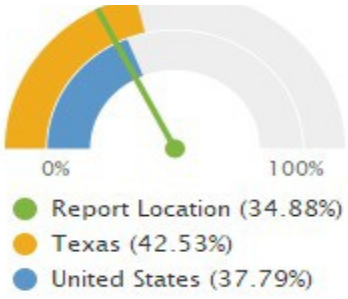
Poverty - Children Below 200% FPL [OS 3.2]

In the report area 34.88% or 22,905 children are living in households with income below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.
Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters.

Table 8: Children Below 200% FPL

	Total Population Under Age 18	Population Under Age 18 Below 200% FPL	Population Under Age 18 Below 200% FPL, Percent
Report Area	65,661	22,905	34.88%
Blanco County, TX	1,883	595	31.60%
Caldwell County, TX	10,316	4,852	47.03%
Hays County, TX	53,462	17,458	32.65%
Texas	7,355,933	3,128,133	42.53%
United States	72,996,065	27,587,656	37.79%

Figure 3: Children Below 200% FPL Comparison



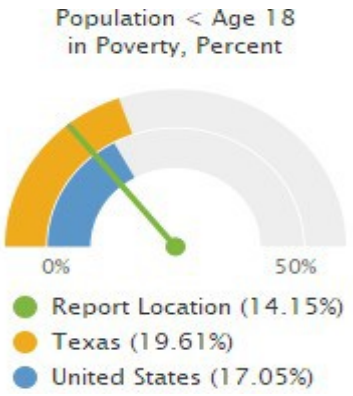
Poverty - Children Below 100% FPL [OS 3.2]

In the report area 14.15% or 9,293 children aged 0-17 are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

Table 9: Children Below 100% FPL

	Total Population	Population < Age 18	Population < Age 18 in Poverty	Population < Age 18 in Poverty, Percent
Report Location	***281,848***	***65,661***	***9,293***	***14.15%***
Blanco County, TX	11,129	1,883	322	17.10%
Caldwell County, TX	43,082	10,316	1,718	16.65%
Hays County, TX	227,637	53,462	7,253	13.57%
Texas	28,260,264	7,355,933	1,442,731	19.61%
United States	321,897,703	72,996,065	12,443,424	17.05%

Figure 4: Children Below 100% FPL Comparison



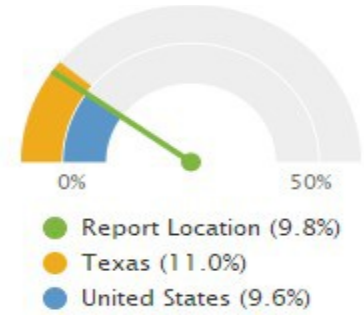
Seniors in Poverty [OS 3.2]

Population and poverty estimates for persons age 65 and up are shown for the report area. According to the American Community Survey (ACS) 5-year data, an average of 9.8% of people lived in a state of poverty during the survey calendar year. The poverty rate for people living in the report area is less than the national average of 9.6%.

Table 10: Seniors in Poverty

	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
Report Area	***34,651***	***3,394***	***9.8%***
Blanco County, TX	2,751	334	12.1%
Caldwell County, TX	6,241	704	11.3%
Hays County, TX	25,659	2,356	9.2%
Texas	3,549,521	392,041	11.0%
United States	51,705,664	4,938,116	9.6%

Figure 5: Seniors in Poverty Comparison



Poverty Status by Age and Gender 18 Years and Up [OS 3.2]

Table 11: Poverty Status by Age and Gender

	Blanco County	Caldwell County	Hays County
Total	**10,569**	**37,099**	**170,468**
Income in the past 12 months below the poverty level	954	7,169	28,783
Male:	451	3,540	12,839
18 to 24 years	79	1,037	5,231
25 to 34 years	32	193	1,741
35 to 44 years	19	299	1,227
45 to 54 years	2	208	563
55 to 64 years	93	364	631
65 to 74 years	14	137	184
75 years and over	26	68	107
Female:	503	3,629	15,944
18 to 24 years	46	792	5,977
25 to 34 years	65	390	2,211
35 to 44 years	68	292	1,062
45 to 54 years	81	388	1,209
55 to 64 years	70	377	730
65 to 74 years	22	225	233
75 years and over	44	148	440
Months at or above poverty level	9,615	29,930	141,685
Male:	4,893	15,180	72,731
18 to 24 years	293	1,361	8,487
25 to 34 years	434	1,952	10,797
35 to 44 years	491	1,963	10,071
45 to 54 years	858	2,380	9,498
55 to 64 years	883	1,961	8,280
65 to 74 years	666	1,186	4,996
75 years and over	329	750	2,397
Female:	4,722	14,750	68,954
18 to 24 years	312	1,092	6,653
25 to 34 years	312	1,955	9,212
35 to 44 years	565	2,083	10,283
45 to 54 years	778	2,113	9,456
55 to 64 years	881	1,868	8,833
65 to 74 years	663	1,293	5,331
75 years and over	399	955	2,935

Key Findings of Needs Assessment

The data revealed strong consensus around areas of need: 1) Achieving a living wage, 2) Combating homelessness as it relates to housing (includes access to affordable housing, assistance paying rent, and assistance paying utility bills), 3) Accessing Physical health resources, and 4) Accessing mental health and well-being resources. Each of these will be discussed in greater detail in this section. During the next three years, we will address these needs at the individual/family and community levels.

Employment – Achieving a Living Wage

Lack of employment opportunities, low wages, and high living costs make it increasingly difficult for families and individuals to maintain their financial responsibilities in CAICT's service area.

Median earnings vary across the CAICT service area. Earnings across most service areas are above state figures ($66,963), except in Caldwell County, which is .9% less than the state median salary. In Hays County, the median earnings are $76,842; in Blanco County, it is $71,201; and in Caldwell County, it is $63,380. Across our service area, earnings decrease substantially for adults whose highest level of education is a high school diploma or equivalent.

However, when looking at the cost of living and the ability of residents to achieve a living wage, the data paints a bleaker picture. Our region's cost of living is so high that many individuals with median earnings still earn less than a living wage. To earn a living wage in Hays County, a single adult needs to earn at least $32,679 (source: MIT Living Wage Calculator). A single parent of two children must earn at least $88,358 — well above the median earnings for adults in all parts of the tri-county service area. This equates to $42.48 per hour; meanwhile, the minimum wage in TX is $7.25 per hour.

The gap between real wages and a living wage, plus the high cost of living, is making it more financially challenging for families and individuals. Often, people work multiple jobs to have enough income to pay for housing. For some low-income people, once they are earning more money, they lose certain public benefits, sometimes making it more difficult to meet financial obligations than when they were making less money.

Job seekers often are ready to work but are unable to get a job because they lack access to affordable childcare. Further, transportation is a significant barrier to employment, particularly for people seeking jobs outside our core service area. Homeless (or formerly homeless) individuals can face discrimination and stigma from local employers who avoid hiring them due to their inconsistent work histories.

Creating a living wage for the residents in the service area was a significant concern for the focus group participants. Many of the members work directly with others struggling with the wage-to-cost-of-living ratio. They find that services such as economic relief legislation are not meeting the demand, or they are prohibitively time-consuming with overly complicated application processes. As part of the solution, focus group members suggested increasing employment opportunities through workforce development initiatives, on-the-job training programs, and peer/mentor leadership development programs. Further, they noted a need for increased education opportunities and suggested that programs could be designed to help workers develop digital and financial literacy skills, communication skills, and other essential job skills needed by the modern worker.

Living Wage: Conditions [OS 3.4]

- Our community lacks local living-wage employment opportunities (year-round, full-time).
- Individuals need additional education, training, and skills to obtain living-wage employment.

Living Wage: Causes [OS 3.4]

- Explosive growth in the Community Action Inc. service areas has increased the demand, but the economy has not kept the same pace.
- Job wages have not kept pace with the economic growth in the area and the actual cost of living.
- The higher-paying jobs are not located in the service area or require a workforce with skills that are not located in the service area.

Housing and Homelessness

Housing is identified as a significant service area need. Housing costs are high for renters and homeowners alike due to a shortage of housing stock, proximity to Austin and San Antonio, and the extreme economic and population growth along the I-35 corridor between Austin and San Antonio. The Austin-San Antonio Corridor is one of the fastest-growing regions in the United States; it is currently home to 4.5 million people and expected to grow to 6-7 million people by 2030. According to the Texas Demography Center, Hays County had an estimated population growth of 9.1% in just the last two years.

Due in part to this sudden growth, homeowners and renters struggle to afford housing across the region, with significant households *cost-burdened*: spending more than 30 percent of their monthly income on housing costs. Of note, 55.8% of Hays, 45.4% of Caldwell, and 29.8% of Blanco County residents are burdened by their housing costs, exceeding the county and state rates. This increase in population is driving up rents in these areas. The average rent in Texas is $1,167 monthly, but in Hays County, the average is $1,335. In Caldwell, the average is $1,016; in Blanco, it is $863.

Further, the number of housing units available contributes to increased homelessness in the region. Hays County has 93,534 housing units, and 86,904 are occupied, leaving only 6,630 (7%) vacancies. Similarly, Caldwell County has 16,379 housing units, of which 15,010 are occupied, leaving 1,369 (8%) vacancies; and Blanco has 6,056 housing units, of which 4,787 are occupied, leaving 1,269 (21%) vacancies.

While housing is a complicated topic, many focus group members identified several causes for the increase in housing insecurity leading to homelessness. For example, one member suggested “too many fancy apartments” being built and insufficient affordable housing. They also suggested the parameters for affordable were as misunderstood as the issues around living wages in the service area, explaining that an affordable house is often considered a home valued at $250k, which is unreasonable for many people with a median income of $20-$30K. They also noted that the COVID pandemic caused the middle class to become the new lower class, adding that there is insufficient transitional housing.

Housing: Conditions [OS 3.4]

- The CAICT service areas lack affordable housing.

- The community has a low inventory of available housing units.
- The high cost of housing financially overburdens the community.

Housing: Causes [OS 3.4]

- A central cause of the increase in housing insecurity and homelessness is the lack of affordable housing available in the service area.
- Housing costs have risen substantially due partly to the rapid growth in the counties between Austin and San Antonio along the I-35 corridor.
- The application process for housing assistance is complicated and overly burdened by procedural red tape, serving as barriers to access for residents.

Health – Accessing Physical Health Resources

Access to affordable and quality physical health was a top concern for the communities in our service area.

A standard metric and contributing factor to accessing affordable health resources is directly linked to medical insurance coverage. The 2021 Census data show Texas has the highest number of uninsured residents: 5.2 million Texans or 18% of the state population. Nearly 1 in 4 working-age Texans 19-64 is uninsured, making up the most significant share of Texas' uninsured, with younger adults at the highest likelihood of being uninsured. The number of uninsured in Hays County is the lowest in the service area at 16%; it is 24% in Caldwell County and 22% in Blanco County.

In addition to the many uninsured residents, all service areas suffer from high resident-to-provider ratios. For example, Hay County has 2,040 residents per 1 physician; Blanco County is similar; however, Caldwell County has a 1:4,000 physician-to-resident ratio. The focus group noted the lack of providers. They noted several barriers to getting health care and other services, including parents' responsibilities, long work hours, wait lists, costs, and eligibility and application policies and practices. One participant said, "We need mobile healthcare services, especially for seniors in rural areas."

Another theme from the focus group discussion about accessing physical health resources was the hope for building more physical activity in the local culture. One participant explained, "Parents who are active have active children who grow up to be active adults."

Another focus group participant saw a need for employer-sponsored and community group activities, particularly among adults. According to County Health Rankings and Roadmaps data, 22% of Hay County adults (older than 18) reported participating in no physical activity outside of work; in Blanco, the percentage is 38%, and in Caldwell, 32%.

Accessing Physical Health Resources: Conditions [OS 3.4]

- Our community lacks adequate access to physical health care services (including dental and eye care).
- Our community lacks affordable physical health care services (including dental and eye care).

Accessing Physical Health Resources: Causes [OS 3.4]

- The communities in the service area have high numbers of uninsured residents.
- Texas residents have limited access to Medicare and often lack affordable insurance options.
- In addition to high uninsured rates, the high cost of living shapes residents' decisions about medical services.

Health - Accessing Mental Health Resources

Consistent access to mental health and well-being services is a top concern for residents in our service area. According to the Community Health Rankings and Roadmaps data, the CAICT service areas suffer from limited access to behavioral and mental health well-being providers. In Hays County, the patient-to-provider ratio is 860:1; in Blanco County, it is 2,380:1; and in Caldwell County, it is 1,260:1.

Mental and behavioral health and well-being was one of the topics the focus group was most eager to address. Participants spoke of contributing factors to the under or misdiagnosis of illnesses like depression. They discussed the stigma of mental illness and the barriers that hinder residents from reaching out for help for themselves or their families. They indicated greater community involvement could help and suggested classes teaching the signs of mental illness in others, particularly children. Further, they identified that attendance at resource fairs has been low in the past and suggested better marketing of the fairs, changing the locations of the fairs, and "finding a way to take the resources to those that need it the most."

The need for improved access to mental health services was expressed both in the focus group and open-ended questions from the survey. The currently available services lack adequate capacity to meet the demand, resulting in prolonged patient wait times, insufficient social or community support outlets, and complicated processes or systems to navigate when seeking help for adults and children. There is also a shortage of providers in our region that accept Medicare.

Stakeholders reported increased rates of anxiety and depression in the community due to the lingering effects of the pandemic. Of top importance was the social isolation among seniors and those who remain un- or under-employed due to cutbacks and layoffs during the height of the pandemic. We heard concerns about the emotional toll of the pandemic and the concern that living with this elevated stress level for an extended period will have significant, longer-term impacts on people's mental health. Other concerns raised were parents unaware of or in denial about their child's mental health and how comorbidities might contribute to the increased need for mental health services.

Mental illness prevention measures suggested by focus group participants included learning communication techniques, reinforcing positive behaviors through mentorship, raising awareness that everyone needs access to mental health services, and eliminating the stigma of mental health challenges. The group suggested better education awareness programs might be helpful, letting residents know what services are available and expanding the number and capacity of programs. Key informants interviewed

saw a need to change the cultural norms of our community and suggested offering community education courses around mental health could help to normalize the issue. The courses could be included in the total well-being and physical health courses.

Mental Health Resources: Conditions [OS 3.4]

- Our community lacks adequate access to mental health services.
- Our community lacks affordable mental health care services.

Mental Health Resources: Causes [OS 3.4]

- There is a shortage of providers within the Community Action Inc. service area.
- Covid exacerbated an existing problem and made it worse.

Identification of Need by Level

As mentioned previously in the report, the purpose of assessing and analyzing the community needs of our service area is to find solutions to meet those needs to reduce poverty, revitalize our community and increase economic self-sufficiency among residents. Based upon the findings, measurable goals will be set and put in our 5-year strategic plan based upon realistic actions that we can take to combat poverty through directly providing services from existing funding, finding additional funding and other ways to improve our services, or working together with community partners who have funding or knowledge to meet the needs of our community. As CAICT cannot do it alone, identifying the level of need from the perspective of community, family, or agency will help guide what level of action we can take.

Identification of Need by Level and Agency Considerations

Identified Need: Employment
Community Level: There is a lack of high-paying jobs in our community
Family Level: Individuals in our service area need higher-paying jobs.
Agency considerations: Funded through state and federal Adult Education sources, CAICT will continue to provide career training and credentialing programs that are designed to increase wages and help residents advance in their careers. CAICT will continue to explore stronger connections to economic development boards and the Rural Capital Workforce board staff to determine best target occupations in the area that pay a living wage and design trainings around those occupations.
Identified Need: Housing & Homelessness
Community Level: There is a lack of affordable housing (including the ability to pay rent & utilities) in our service area.
Family Level: Individuals need affordable housing
Agency Level: CAICT has very little funding to help pay housing needs except for utility assistance.
Agency considerations: Although CAICT lacks enough funding to mitigate the large housing need in our community, there are several local partners that we can work together with to provide housing services to the area. CAICT will continue to work with the Homeless Coalition and other community partners that have funding and who manage housing needs. Our agency will consider developing

community goals with these partners. Furthermore, our agency will seek other funding opportunities to assist in supporting families struggling with housing needs.
Identified Need: Accessing Physical Health Resources
Community Level: There is a lack of access to affordable and quality physical health in our service area
Family Level: Individuals need access to affordable physical healthcare. Many are uninsured or under-insured.
Agency Level: Although CAICT provides some healthcare including reproductive health services, HIV non-medical case management, and breast and cervical cancer health services, we do not provide primary health care, assistance with obtaining health insurance, or any service related to preventative healthcare. Also, the clinic in which we provide reproductive health services is in desperate need of repair.
Agency considerations: To better serve our community's health needs, CAICT is considering seeking grant funding to provide primary healthcare to low-income residents as we did several years ago. Also, in response to lack of access to affordable healthcare, we are exploring better ways to partner with other healthcare providers in our service area such as Communicare. Additionally, we are considering moving our clinic to a newer facility at a different location.
Identified Need: Accessing Mental Health Resources
Community Level: There is a lack of access to affordable and quality mental health services in our community. There is also a lack of community support for mental health as it is stigmatized and seen as shameful to be in need of mental health care.
Family Level: Individuals need access to affordable mental healthcare.
Agency Level: CAICT lacks funding and has few resources to assist those in need of mental health care.
Agency Considerations: Although CAICT does not have much experience and resources to assist those who have mental health needs directly, our Youth Services program guided by the Core Four in Hays County recently has been able to offer Mental Health First Aid (MHFA) trainings to the public that may indirectly help improve mental wellness in our community. The MHFA trainings give residents the skills to identify, understand, and respond to signs of mental health and substance use challenges among youth and adults. Even though it is not direct therapy for people suffering with mental health issues, the trainings give people the ability to interact with persons who are in crisis using self-care tools and techniques and connect them with the help they need. CAICT is considering continuing and even expanding these trainings in the community and assisting other programs that directly provide mental health services.

Next Steps: Addressing the Needs

Generally speaking, much of our current funding is programmatically assigned in that funds are designated for a particular target population earmarked for a special purpose with a set of spending restrictions and funder-led performance targets. As such, a portion of the needs identified above we already have direct funding for and therefore will set goals and provide intervention measures based upon our own funding resources. For example, our agency can directly address the employment need of "assistance finding work that pays enough to support a family" since we have Adult Education funding that pays for credentialing programs for occupations that are in demand. For this particular need, CAICT

will rely on community partners to provide us with referrals to get the word out that these trainings are available and to help us determine the most appropriate target occupations to develop trainings around.

Alternatively, other needs that we have identified in our community that we currently do not have direct funding for or have limited funding for, will be addressed through the help of our partnering agencies who have the knowledge and resources/funding that we do not have. For example, our agency has very limited funding to pay for housing rental assistance. However, we can rely upon our partners in the Homeless Coalition or local Housing Authorities who can help provide temporary or long-term rental assistance and/or deposits. CAICT would be able to contribute by providing referrals and short-term emergency assistance and/or help with utilities. Because of the partnership connectivity, the residents in need benefit from assistance from multiple sources.

Following the Results Oriented Management and Accountability (ROMA) model, CAICT will use the assessment data results above to guide our annual Community Action Plan and inform our 5-year strategic plan. SMART (specific, measurable, achievable, realistic, and timely) goals will be developed to address family, agency, and community levels of need to reduce poverty, revitalize our low-income community, and to empower families with low-incomes to become self-sufficient for our service area. Our agency cannot do it alone. In order to more effectively address the barriers to self-sufficiency and gaps in service, CAICT will work in conjunction with like-minded, local partnering organizations to utilize their knowledge and resources so that together we can make a stronger, more impactful difference in our community.

Appendix A: Secondary Data Resources

NATIONAL DATA SOURCES
Community Action Partnership Engagement Network
Feeding America's Map the Meal Gap 2019
Feeding America's The Impact of Coronavirus on Food Insecurity
Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute County Health Rankings & Roadmaps
U.S. Bureau of Labor Statistics Economy at a Glance
U.S. Census Bureau American Community Survey, 2021
U.S. Health Resources & Services Administration HRSA Data Warehouse
MIT Living Wage Calculator
STATE DATA SOURCES
Texas Department of Transportation
Texas Department of State Health Services
Texas Health Data
LOCAL DATA SOURCES
Every Texan
The Greater Austin-San Antonio Corridor Council

Appendix B: Focus Group Protocols and Responses

Topic #1: Employment Needs

T1-Q1. How would you define a living wage?

- How much money you have coming in for bare necessities such as housing, food, clothing, utilities, and transportation.
- Most people make more than minimum wage, but housing costs too much.
- Most people use more than 30% of their income to pay for housing.
- Minimum wage has never increased because of inflation.

T1-Q2. Do you think we need help providing jobs that offer employees a living wage?

T1-Q3. What conditions do you think contribute to the lack of living wage jobs?

- Small businesses struggle to be able to keep going; we need small businesses.
- Everything costs more; a domino effect.
- Entry-level jobs have increased, but not living wages
- Entry-level jobs have increased, but not living wages
- Childcare is outrageous, and younger people are not committed to staying in jobs; generational problem, not an employer problem.
- Childcare is outrageous; younger people are not a committed to stay in jobs; generational problem, not an employer problem.

T1-Q4. What does a person need to obtain a living wage?

T1-Q5. What are some barriers for companies to create living wage jobs?

T1-Q6. What are some barriers for community members in obtaining a living wage job?

- Benefits
- Competition with the younger generation; technology, ageism; employers cannot get younger employees.
- Environment; lack of motivated employees; lack of helping each other.

T1-Q7. In addition to obtaining a living wage job, what does a person need to know or do to maintain a comfortable lifestyle here in Hays County?

- Finding affordable health benefits to enjoy life.
- Fitness; businesses need to adopt programs because, without fitness, there is more sick employees' which affects mental health and physical
- People need to know budgeting and financial literacy.
- Education; knowing how to live a thrifty lifestyle; fun stuff is available and affordable; how to access the resources; access to food; how to look up free resources at the library.

- Seniors, when they don't have advocates, there is no protection from the state to care for them; they don't know how to use the internet/computer; they need advocacy, mentorship, and digital literacy programs.

T1-Q8. What skills are needed to maintain or keep a living wage job?

- Employees should ask for on-the-job training.
- Critical thinking skills
- Basic social skills - how to talk to the boss.
- Knowing what the next level is in their job - academic progression - what else they can do and helping employees navigate what it takes, and they can do it - something to motivate them
- What resources, knowledge of those resources, and advocacy are available in the workplace?
- How to keep a job - customer service skills; employers are responsible for on-the-job training

T1-Q9. Do you think there are enough living wage jobs available in the area? – No.

T1-Q10. How would you go about finding (or helping someone to find) a living wage job?

- Workforce solutions;
- Help with interviewing skills;
- Is the location a barrier? Workforce has moved.
- Lack of transportation to get there or not centrally located.
- What jobs could parents be doing during the day while the other parent is working to advance (career).;
- Why is Carts not 24 hours?; if CARTS were 24 hours or more hours Thurs through Sat there would be less drunk driving;
- Others lack self-esteem, need to look to others and need more emotional support.

T1-Q11. Where can you find resources for obtaining a living wage job in the community?

T1-Q12. What would you suggest as ways to resolve this community need?

T1-Q13. What solutions can you come up with?

Topic #2: Housing Needs

T2-Q1. Is there enough housing of different types (apartments, single-family, mobile homes, etc) in the community?

- No!; too many fancy apartment and not enough affordable housing;
- We need temp housing, perhaps use hotels on the southside.
- Why is the waiting list for 2 years for housing assistance?
- Section 8- people don't have to work; public housing
- COVID caused the middle class to become lower class;
- Not enough transitional housing - BR3 - got COVID money, and from govt. but has run out
- Affordable housing terms are confusing and subjective, advertising that a 250k home is considered affordable.

- Community vouchers were given in the past for transitional housing;
- Are we providing relief or empowerment?
- Median income here in SM is 20-30K;
- College kids struggling to afford prices going up every year.;
- Tiny homes non-profit in Wimberly Eden villages as a solution?
- First Baptist offers temporary and limited assistance.

T2-Q2. What temporary/transitional housing is available in this community?

- Catholic charities.
- Family promise in Comal;
- BR3T for help today;
- Referrals to campus personnel;

T2-Q3. How would you go about finding affordable housing?

- Chapultepec Houston/ learning center;
- 1st-time home buyer program;
- Habitat for Humanity offers courses on how to build credit and become a 1st time home buyer.

T2-Q4. What are the barriers to acquiring affordable housing? (deposits, waitlists, credit checks, etc.)

T2-Q5. Where can people go for assistance?

T2-Q6. Where can you find resources on affordable housing (or housing assistance) in our community?

T2-Q7. In what ways would you suggest resolving this community need?

T2-Q8. What solutions can you come up with?

T2-Q9. Do you have questions about Renting v. Owning? Where might you find this or help someone find this information?

- without education people don't know how to help population - what can I do? Why havent I paid attention to it?
- Shortage of housing and the connection to homelessness is a realization now; "I hadn't connected the two before."
- Its hard to recognize until you put a face on it;
- City of San Marcos is creating a strategic plan to address homelessness
- when families lose housing, they leave the district,
- lots of families right now are doubled up
- even if someone doesn't qualifies and meets the criteria tell people to apply for housing

Topic #3: Mental Health & Well-being

T3-Q1. What resources are available in this community for mental health & well-being?

- SHEIB

T3-3Q2. What are the drivers for instability in mental health and well-being?

- Barriers - not enough beds, access to counseling,
- Wait lists, too many people need assistance;
- Lack of insurance and most counselors don't do sliding scale;
- What do people do in the gap before services are available?
- New clinic for youth? Part of the community or hospital
- Hospitals sending families how without addressing problems;
- Stigma, culture - parents in denial;
- Comorbidities

T3-Q3. What services are available for the uninsured?

- Hays Co Health Department on Broadway - 37$ visit for basic healthcare services.
- Cenicor for substance abuse;
- Shoal creak in Austin (Have to go to the hospital first to get a referral to Shoal Creek.)
- Students go to San Antonio for services
- Not enough participants come to resource fairs- they are enough vendors but not enough people attending or those who need to attend.
- More target marketing or hosting in a specific location that is easier to get to is needed.

T3-Q4. Where can people obtain affordable insurance?

T3-Q5. What are the primary mental health/well-being concerns in this community?

T3-Q6. What after-hours mental health resources are available?

- ER after hours;
- Communicare for kids;

T3-Q7. Are you interested in alternative solutions for addressing better access to mental health care?

- Yes
- Possibly
- Yes, that would be good

T3-Q8. What might that look like? (ex. peer-to-peer mental well-being-focused community projects?)

- Support systems; open meeting so they can share with each other
- Services available afterschool when parents pick up their children;
- Find a way to take the resources to those that need it the most;
- Classes/workshops about how to identify mental illness in someone that maybe we haven't recognized it before.
- The school is currently writing a grant to bring in more resources for mental health

T3-Q9. What additional mental health/well-being resources are needed in this community?

T3-Q10. What might that look like to you?

T3-Q11. What other suggestions can you think of to solve this community need?

Topic #4: Physical Health (including dental and eye health)

T4-Q1. What resources are available in this community for physical health?

- Outsiders anonymous non-profit helps/encourage people to workout to avoid going back to addiction and targets those suffering from withdrawals;
- Indigent health car that is income based; application needs to be renewed every 6 months;
- TX state health clinic;
- Gary Job corp;
- ER;
- Gentle Dental- once a year cleaning to cavity fillings. (is this still continuing after COVID?)

T4-Q2. What are the drivers for instability in physical health?

- Families who are active = parents who are active have children who are active;
- There are lots of free opportunities (activities) to walk outside or around the block

T4-Q3. What services are available for the uninsured?

- Hays Co Health Dept - 37$ per visit

T4-Q4. Where can people obtain affordable insurance?

T4-Q5. What are the primary physical health concerns in this community?

- Mental health because COVID made people less social;
- Differences between adults and children;
- CHID and Medicaid;
- Lots of health providers do not accept Medicaid because TX is not a Medicaid state.
- The county is creating an assessment tool and needs input (healhyhays.org)
- After 7 days, parents pull their children out of the facilities

T4-Q6. What after-hours physical health resources are available?

T4-Q7. What additional physical health resources are needed in this community?

T4-Q8. What might that look like to you?

T4-Q9. What other suggestions can you think of to solve this community need?

- We need mobile health care to serve the rural areas, especially for seniors
- Food insecurities - difficult to qualify for food stamps; too many factors to consider to qualify for TANF
- [People think there is] no point in applying for food stamps - *if I only get 25$ a month*.

Appendix C: Community Meeting Convening Notes

Themes from Wimberley Community Conversation

Round 1: What are the greatest community strengths and assets in Hays County or the Wimberley Valley? What do you value most about this community? Where and when have you seen these strengths in action?

- "This community helps people who help people"
- EMS
- Volunteer organizations, the library, and many others
- Responsive to immediate needs in the community
- Strong relationships
- Wonderful community events and gatherings
- Compassionate community especially during a crisis

Round 2: What do you see community members experiencing? How did you learn this: lived experience, reading the CHNA or another data report, etc.? Are some people affected more than others in your community? Who? In what ways? Why?

- Gap between groups' needs and others' resources
- Mental healthcare – there is a need for consistent, equitable access
- Connectivity between the needs and resources
- Inequities in income
- Generational poverty
- Lack of infrastructure effects emergency response
- Broadband access and negative impacts on health, access to resources/information
- Stress on applicants of applying for multiple services
- Lack of providers accepting CHIP/Medicaid
- TRANSPORTATION

Round 3: Are there groups currently addressing these needs/filling these gaps? Who? What do you think prevents our community from making progress in these areas? If progress is being made, share what has made this progress possible.

- Churches
- EMS
- Plenty of nonprofits and their volunteers
- Meals on wheels, hill country women's health collective, Barnabas, Cypress Creek Church, Crisis Bread Basket, Amigos de Jesus
- Leaders building trust in the community
- Radio Station

Round 4: Thinking back to the critical issues, what would make a measurable difference for the Wimberley Valley and/or Hays County? What else do we need to know?

- NOW – to host nonprofit leadership development, back-office collaboration, serve as incubator of ideas

- Mental, medical, dental services
- Address staffing shortages
- Have an emergency shelter
- Address the lack of awareness of resources
- Improve broadband access
- Get funding to kickstart mental health services
- Community paramedic
- Creating sustainable, stable way to address needs
- Emergency care, dental care, vision, and mental healthcare – that is affordable
- Extending critical care

Thinking beyond the immediate needs:

- Education
- Workforce training
- Mentorship
- Working with business

TABLE 1

Round 1 Strengths & Assets

- NOW (Nonprofits of Wimberley) meeting monthly – this group is not competitive; there 90-100 nonprofits in the area, many working together
- Lots of retired folks, professionals, with a lot of talent
- Whenever something happens, everyone pours in
- "This community helps people that help people"
- Lots of Texas State College Students – there's a pipeline for students that want to be hired. They bring energy!
- There is a local radio station that's really local – and supportive of all the nonprofits
- Community has a lot of money and not afraid to open their checkbook
- It is popular to volunteer – there is a culture of being involved
    - Downside – volunteers are willing to be engaged in the fun, events, but less the day-in and day-out aspects
- The community has shown through many natural disasters that it cares about on another ('98 flood, 2015 flood, 2021 ice storm)

Round 2 Community Needs

- Folks without much struggle the most to live in an expensive place
- Mobile mammogram bus doesn't come here
- Tough for some people to get to resources (no public transport, no ride share)
- Size: social services in San Marcus are 15-20 miles away and don't come to those that need them in Wimberley; however, once they are invited, they do come
- Folks of different income levels live right next door
- 2015 flood – people couldn't get or send out information
- There is a perception that Wimberly doesn't need
- Maybe the quantity of need is smaller than larger areas in the county
- Elderly population and aging population
- hard to find childcare (not enough Pre-K slots); no affordable housing/land (the waiting lists are long)
- Food, Rent, Utilities (lots of older inefficient homes), Transportation, Inflation, Drug Abuse, Dental care
- EMS is struggling to keep staff due to low pay

Round 3

- EMS does a lot of transports
    - Usually by volunteers
    - CARTS is available but very limited
    - Meals on Wheels is also around
- There are groups addressing these needs but not here locally, so nonprofits have sprung up
- Governmental resources haven't trickled down (e.g., little Medicaid billing being done)
- Many of the nonprofits in the are don't have any staff, don't want all the requirements/hassle
- Churches are really doing things (Barnabas, Crisis Breadbasket)

Round 4

- Nonprofit leadership development
    - NOW could serve as an incubator
- Infrastructure; dental care on a regular basis, medical care, safety net clinic
- Pipeline/network partnership w/ regional (not county) services to come in and support
- One clearinghouse working on mental health, something like United Way, that doesn't have a geographic limitation
- Need a place for mental health services
- Having CARTS program expanded
- Need to make sure that services aren't duplicated - use NOW to streamline services

TABLE 2

Round 1 Strengths/Assets

- Close to nature
- Community connection – 'It takes a village'
- Safety and child-friendly
- Community of people that take action
- Lots of events that encourage connection (butterfly festival, chilifest, fiesta, back to school)

Round 2 Community Needs

- Christmas store at Barnabas – where we hear about the needs directly from those in the community
- Infrastructure makes emergency response hard

Round 3 Community Problem Solvers

- Amigos de Jesus
- Crisis Bread Basket
- Cypress Creek Church
- KWVH (radio station)
- First Baptist Church
- 91 nonprofits total
- Emergency Services

Round 4 Future Thinking

- The city government is involved in Barnabas' work and open to collaborating
- Housing – having affordable housing at scale
- NOW organizations meets once a month

TABLE 3

Round 1

Charitable! Good networking among the services – especially around crisis (flood, covid, fires). We can do a better job at connecting. How can we reduce stress and where can we create efficiencies – not ask those that need resources/our help have to run around, fill out duplicative applications, etc. adds major stress.

Matthew Gonzales:

- We have a wealth of professionals here (schools, university, public health, research, etc. Lots of caring students eager to help and learn. How do we get them dialed in, connected.
- I-35 – while can create a divide, is a big emphasis. Good for trade, commercial potential. And incentive for state/federal dollars.

Hospital system – not here in Hays County. "I don't go to any doctors here. We go to Houston, San Marcos, Kyle". We have no immediate care available. No Chip or Medicaid providers here. After jumping through major hoops to get Medicaid/chip, no providers! Have to go to Austin or elsewhere but with long waits and no transportation, seems impossible. Therefore, don't go. No wic – major issues for single mothers.

The 'quiet ones' – hidden people/families needing help. They don't come out looking for resources. Living in cars, in the woods/by the river or all together in small units. Many Hondurans, Guatemalans, Latin Americans – called 'ghost people' – scared to reach out (undocumented). Through the Mercado or smaller food basket programs, they can receive food – but only because they have build inter relationships and trust.

Key individuals are able to connect – not always orgs – to resources. Gabby! An individual (ESL teacher by day – super hero by night) that goes out to farms, homes, etc. they trust her and she connects them to resources. Build on trust.

Pride – major pride here (we're tight knit, we're not like Austin') but can get in the way.

Round 2

Broadband/cell and mobile connection – MAJOR barrier. Connections not stable enough. Many applications for resources require online applications – making these impossible/frustrating.

Transportation – severely lacking. Hard to employee ppl to drive. Esp elderly. No delivery options – food or pharmacy.

No police – just the sheriff.

Lacking preventative care services – lots of closures are impacting access. No access to any/all preventive care. Causing burden on community – short and long term.

No pediatricians. No in patient mental health care. Very limited therapists – and most aren't accepting new patients. No mental health services – and not consistent. Might see one dr for meds, when you for follow up, new dr and have to start over.

Round 3

Lots of groups doing good work but lacking continuity. Need sustained effort. Orgs doing amazing work – where there is a need, we're on it! But no sustained efforts.

Not always a group – someone just on person making a huge difference. Helping to connect with day laborers through local churches or events where they can connect ppl to food, coats, etc.

The county is trying to step up but lacking overall continuity. We don't have the gov focus, so we lost things. Hard to be sustainable, consistent. We end up putting out fires but need a more centralized system. No city effort – no gov't structure.

Considering a 'Unite Us' platform but would need all orgs to use it for it to be effective.

Lots of room to grow – indigent programs.

Round 4

Need sustainability in our services – no real city infrastructure. During floods, no one stepped up from the city.

Transportation needs addressed

Emergency care and preventative care

Mental health needs

Vision and dental! Even though Communicare offers – they have very long waits and you have to be a patient. Dental school in San Antonio is option but long waits and without transportation – too hard.

Could there be an extension of critical care from San Marcos?

Pride can get in the way – 'we can do it on our own' – but we can't.

Education – how are we training ppl for jobs we need now and tomorrow? Many jobs are only in manufacturing, but what will they look like long term?

Housing affordability. The population is changing and growing. Dynamics ae changing.

TABLE 4

Round 1

- Community feel – there is a bond between neighbors
- Very involved church network
- Community pride (HS sports)
- Library – serves as a resource for kids and teens
- Valley Fire Dep.
- Volunteer orgs and nonprofit community is strong
- Ability to see beyond politics to the need
- Natural beauty and fresh air
- 2015 floods pulled people together to meet basic needs

Round 2

- Affordable housing
- Dental care
- Laundry facilities
- Information about needs come from: Board of directors, observations, casual talks at the playground; networking in the food pantry
- Mental healthcare is lacking, no facilities
- Out of hospital maternal healthcare/midwifery
- Food and housing insecurity
- Youth development
- Transportation
- Vision care for seniors and general gernetology
- Caregiver shortage
- Disparate impacts and wide range of incomes
- No Spanish signage
- Low offering for Hispanic community
- Fear based on immigration status/racism – means folks won't share eligibility for programs
- Takes time to reach far away providers

Round 3

- Barnabas
- HC Women's Health Collective
- Food Pantry
- Meals on Wheels
- Fig Tree – food distribution
- Lion's Club
- Churches
- Walmart
- Crisis Food Basket
- EMS
- There are staffing shortages and far distances for available workers and volunteers to cover to fill needs

- Building alliances and having liaisons takes time
- There is a gap between the needs and resources due to access and knowledge of the resources

Round 4

- Recognition – members of the Wimberley Community speaking.
- Representation at community conversation forums
- Funding -have a place for ‘transportation’ etc. tied to vision
- Compensation for volunteers providing needed services (medical services)
- Outreach – getting the word out about events, forums, etc.

TABLE 5

Round 1

- Strengths:
    - High level of willingness to engage people and who up
    - There is a culture of generosity AND self sufficiency
    - Heritage of community buildings
    - Nonprofits and churches are active in supporting the community
    - Collaborative not competitive
- What do you value most?
    - All the above foundational elements to pass on and teach the next generations.
    - Meeting immediate and short term needs
- Strengths in action:
    - Crisis response, flood pandemic, ice storm
    - School celebrations of achievement
    - NOW

Round 2

- Equitable access to mental health services especially for teens
- Generational poverty – higher #s than Hays County
- Hispanic population
- Low income
- Younger people
- Community is struggling to meet the longer-term needs
- Because of broadband issues telehealth is not always/often an option

Round 3

- Library
- Barnabas
- Mental health cost for counseling
- Gap between groups economically
- Generational poverty – Barnabas educational programs
- Community conversation – connecting advocates, emergency planning
- Need broadband to access telehealth

Round 4

- Clinical services!
- Transportation
- Community paramedics
- Broadband
- Perception of how much need/poverty vs. FACTS for Wimberley (food scarcity, housing)
- Create a report to share with school board to share needs

Appendix D

2023 Community Needs Survey for Residents of Hays, Caldwell, and Blanco

City where you live (Ciudad donde vive):

294 Responses

Data	Responses
San Marcos	66
Kyle	24
San Marcos	24
Buda	12
Lockhart	11
Kyle	9
Wimberley	9
Luling	8
Lockhart	6

County where you live (Condado donde vive):

294 Responses

Data	Responses
Hays	109
Hays County	29
Caldwell	28
Hays	14
Bastrop	9
hays	8
Blanco	7
Travis	6
Caldwell	6

Zip Code (Código postal)

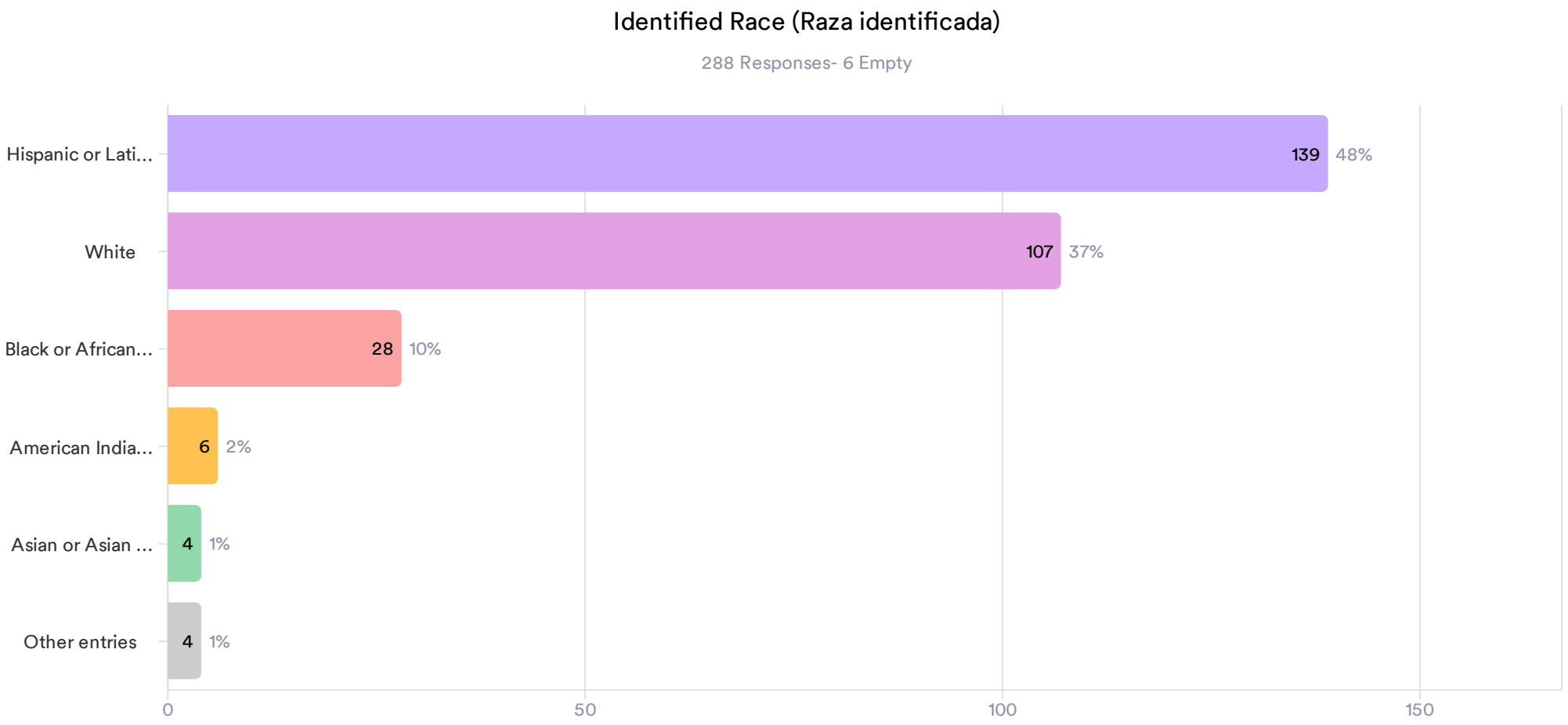
294 Responses

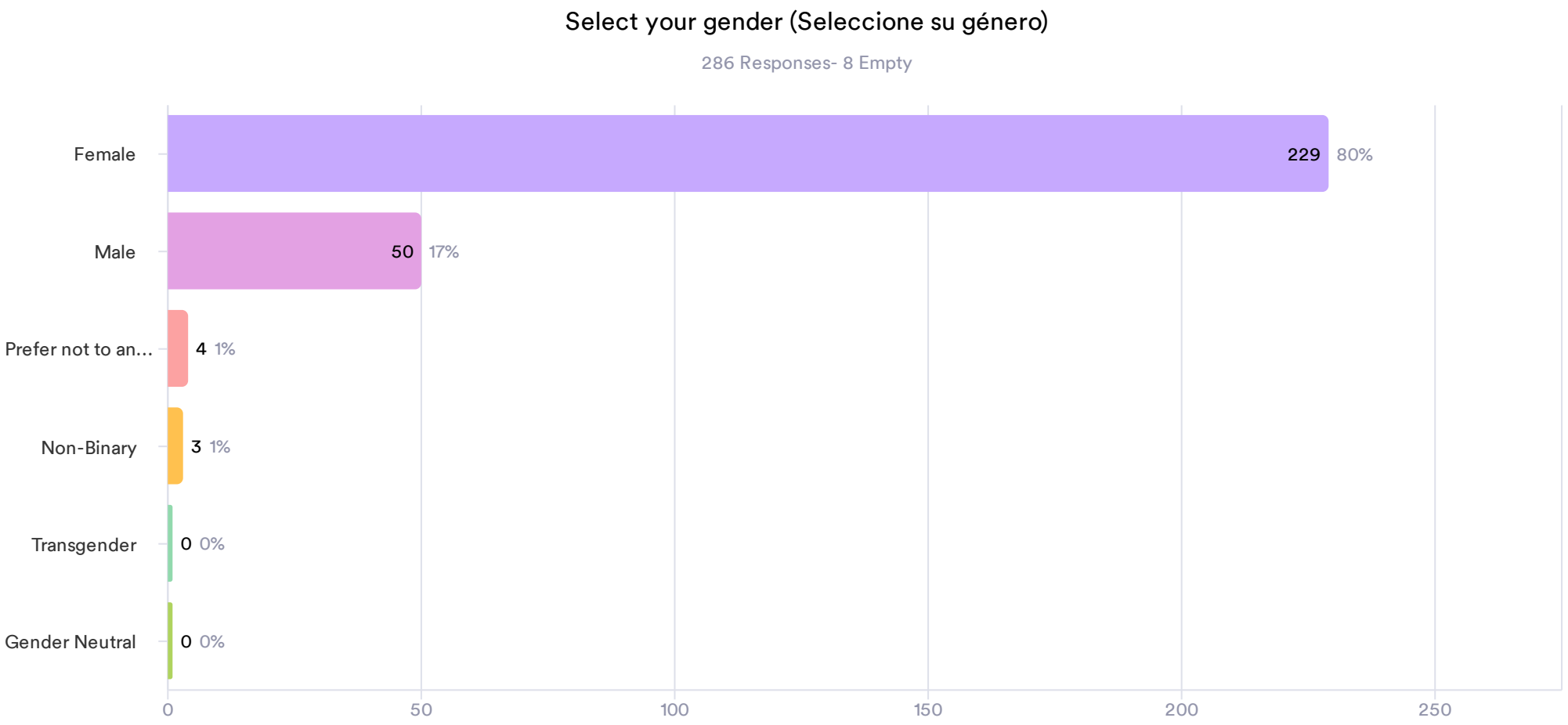
Data	Responses
78666	107
78640	41
78644	18
78610	14
78648	11
78676	11
78602	6
78665	6
78130	6

Age (Edad)

282 Responses- 12 Empty

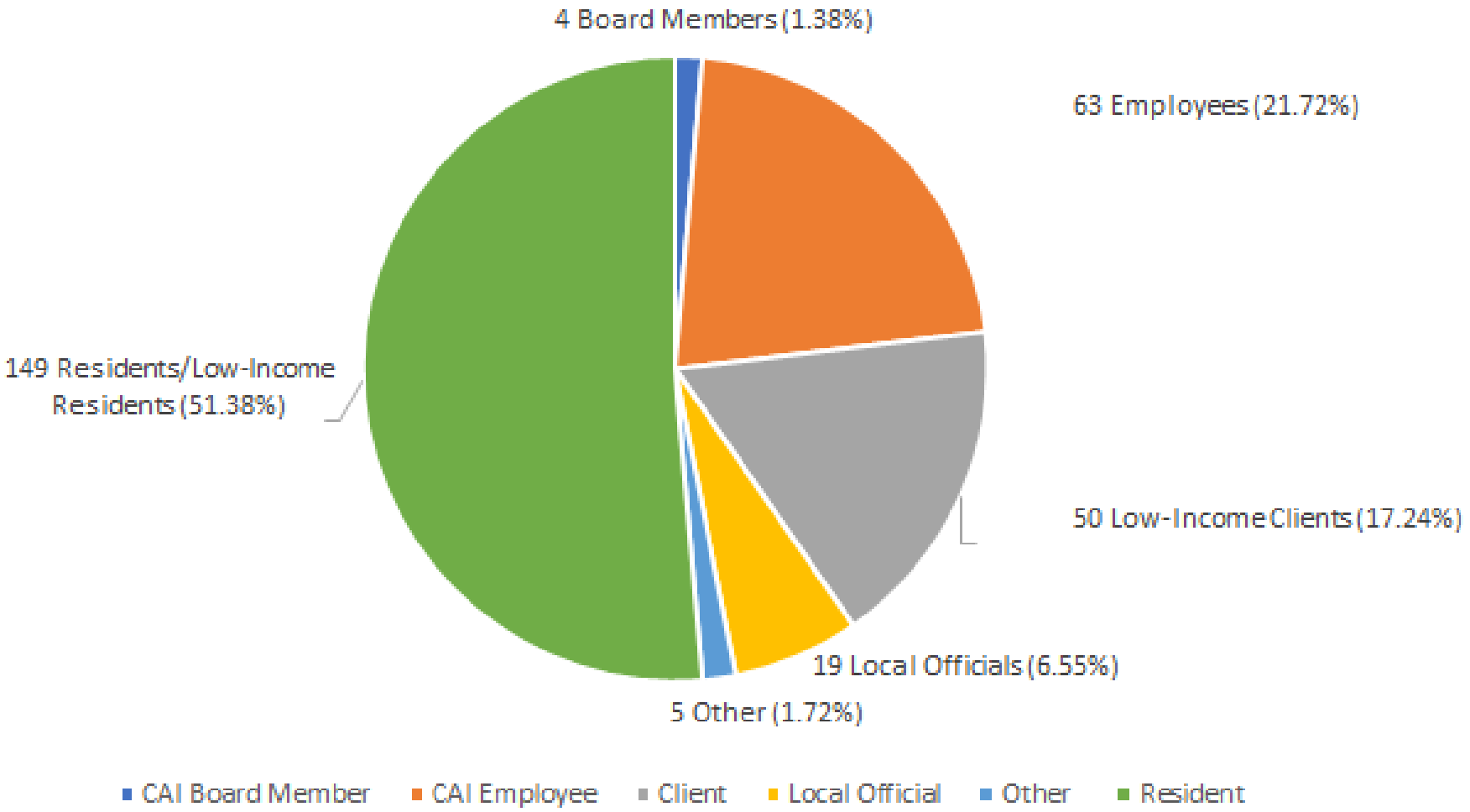
Data	Responses
60	11
38	10
34	9
37	9
33	9
45	8
62	8
35	8
42	7


Identified Race (Raza identificada)
288 Responses- 6 Empty
Hispanic or Lati...
139
48%
White
107
37%
Black or African...
28
10%
American India...
6
2%
Asian or Asian ...
4
1%
Other entries
4
1%
0
50
100
150


Select your gender (Seleccione su género)
286 Responses- 8 Empty
Female
229
80%
Male
50
17%
Prefer not to an...
4
1%
Non-Binary
3
1%
Transgender
0
0%
Gender Neutral
0
0%
0
50
100
150
200
250

Respondent Categories

(n=290 unduplicated respondents)



If you selected other, please explain (Si seleccionó otro, explique):

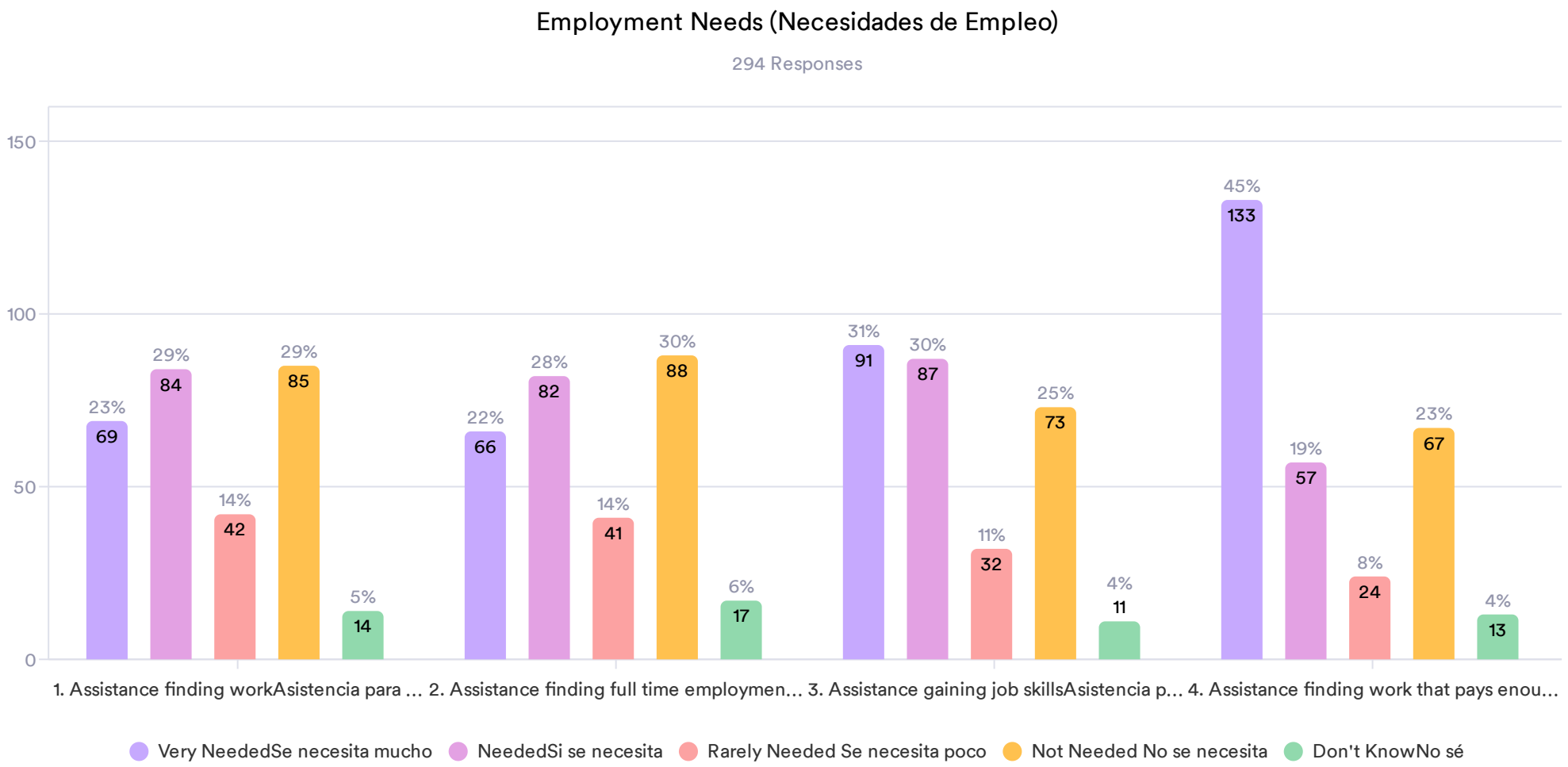
19 Responses- 275 Empty

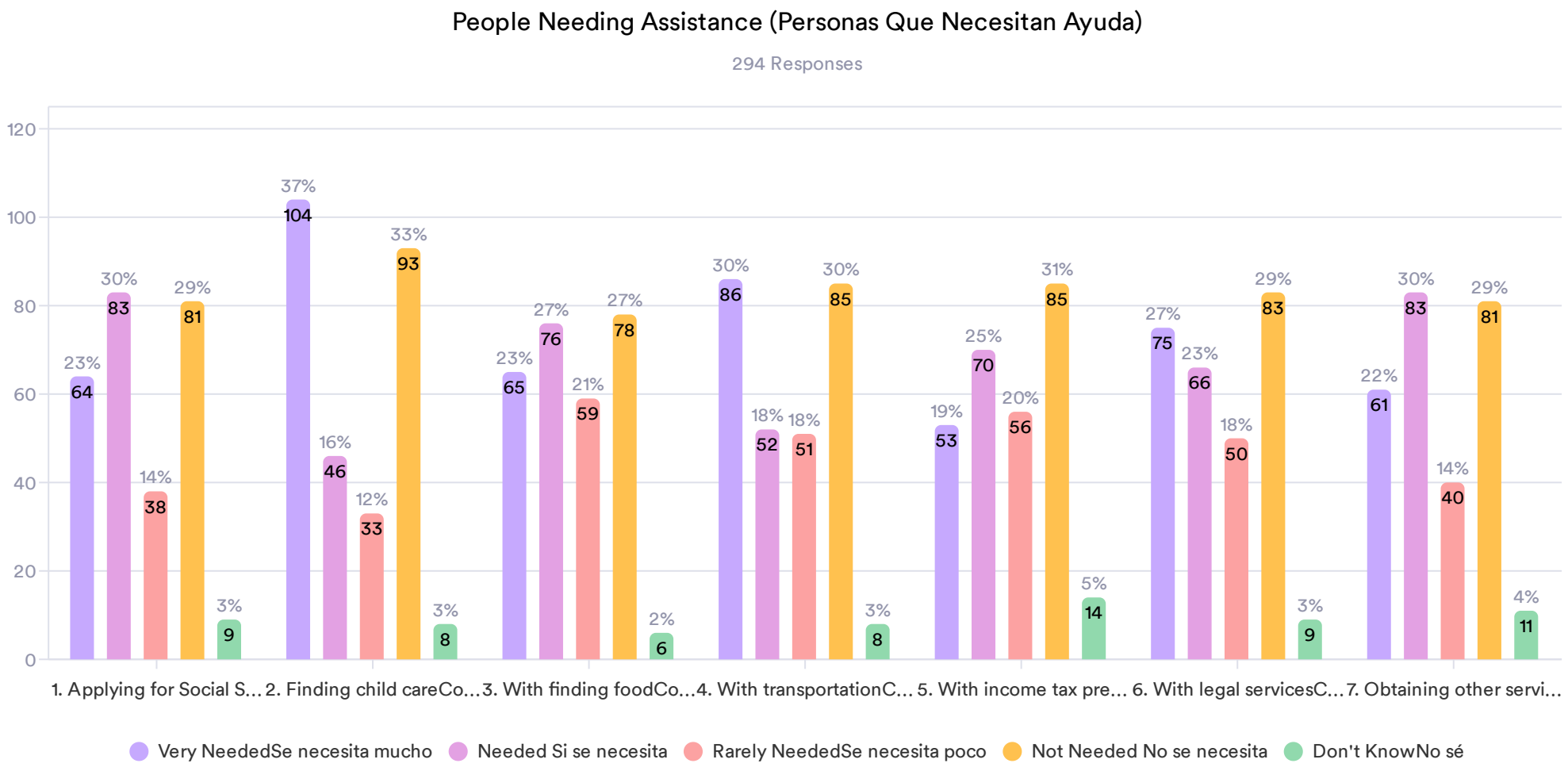
Data	Responses
Partner Agency	1
Residents	1
I work for ARCIL (Austin Resource Center Independent Living	1
Na	1
Go to church in San Marcos	1
ED, local nonprofit Hill Country Women's Health Collective	1
N/a	1
I received the email through SMCISD	1
Southside Community Center Employee	1

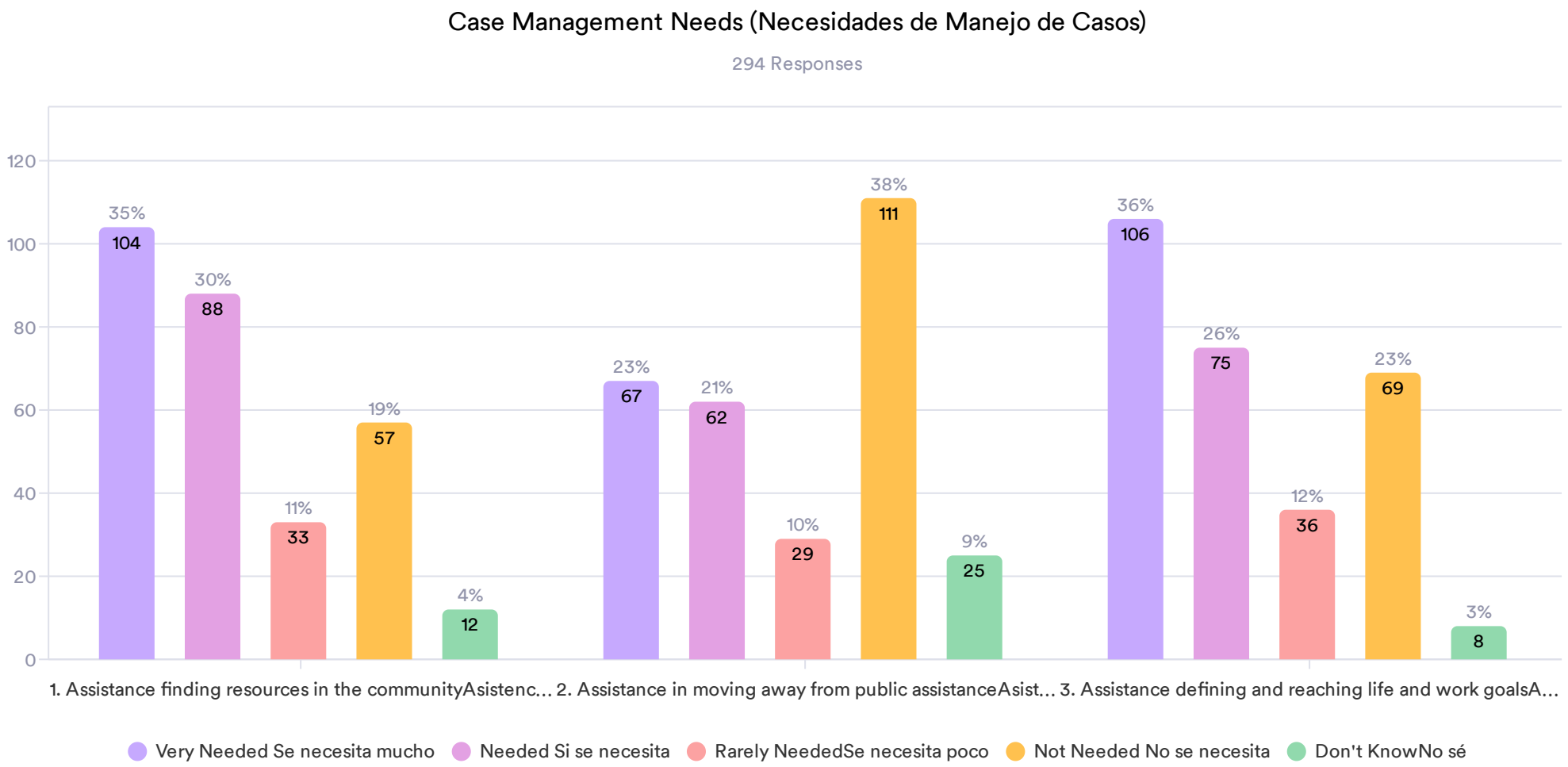
What is your position? (¿Cual es su posición?)

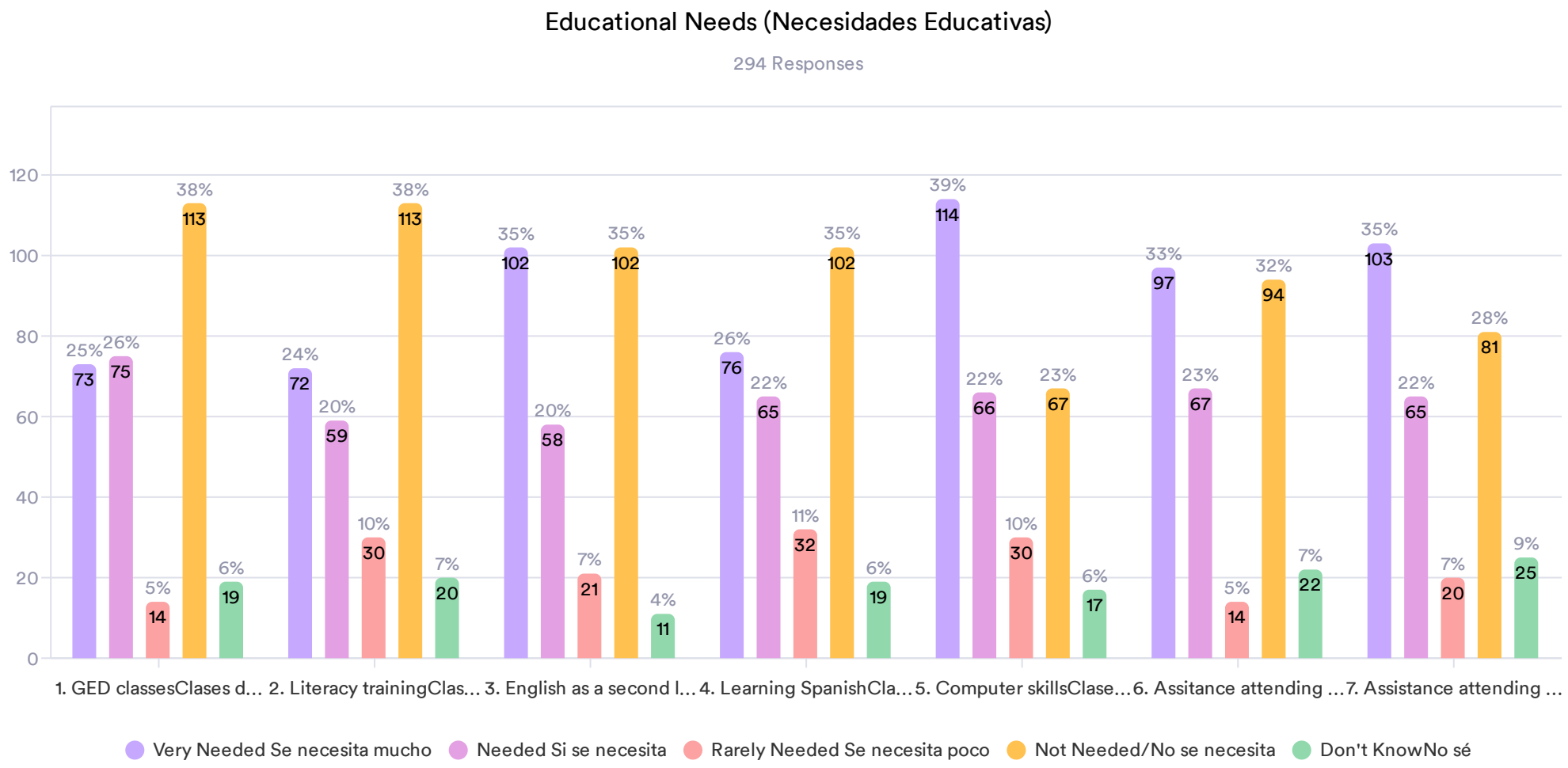
118 Responses- 176 Empty

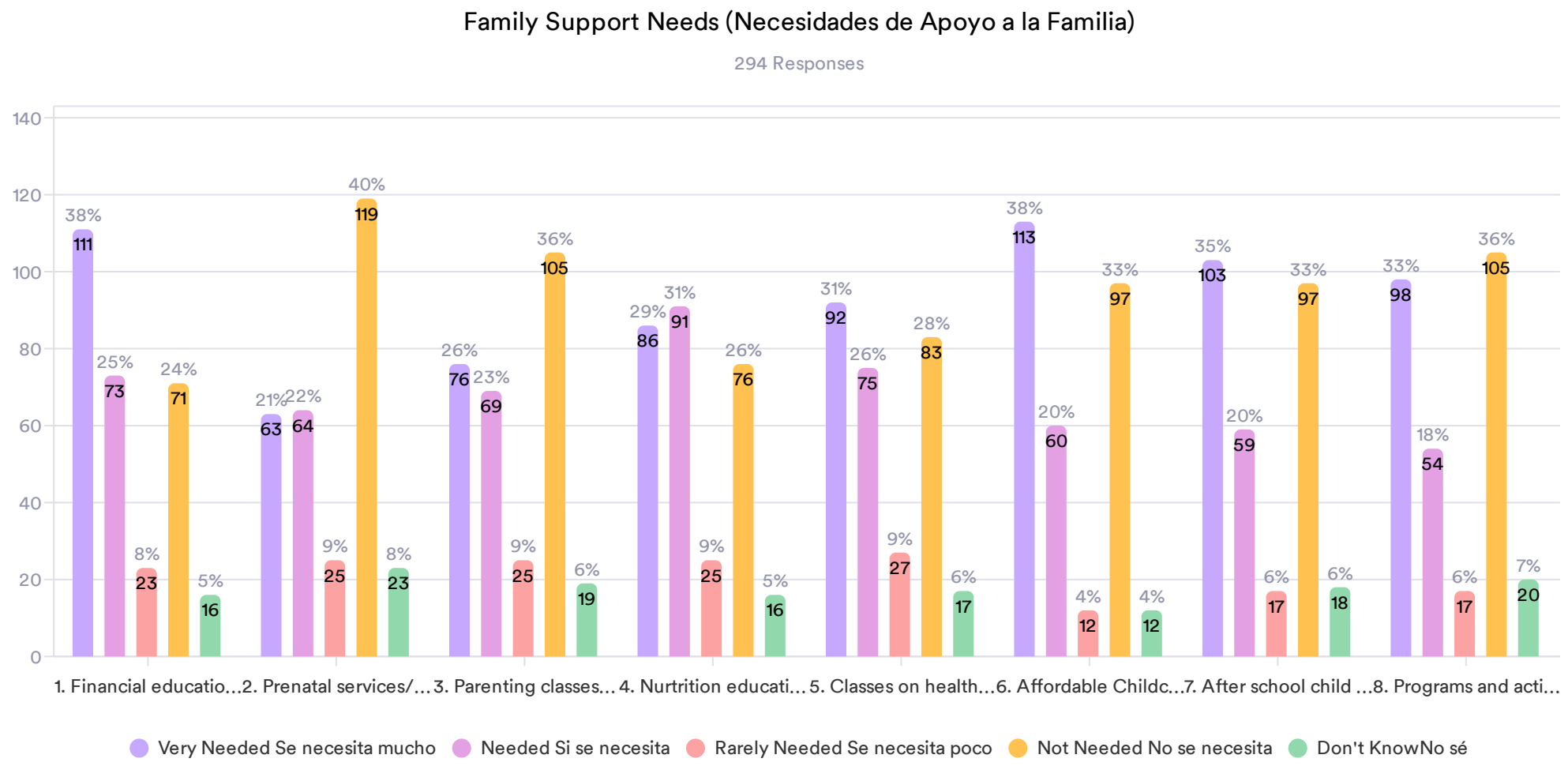
Data	Responses
student	3
Lead Coordinator	3
Patient care technician	2
Teacher	2
Unemployed	2
ESL Teacher	2
teacher	2
Customer service	2
Site Support Specialist	2

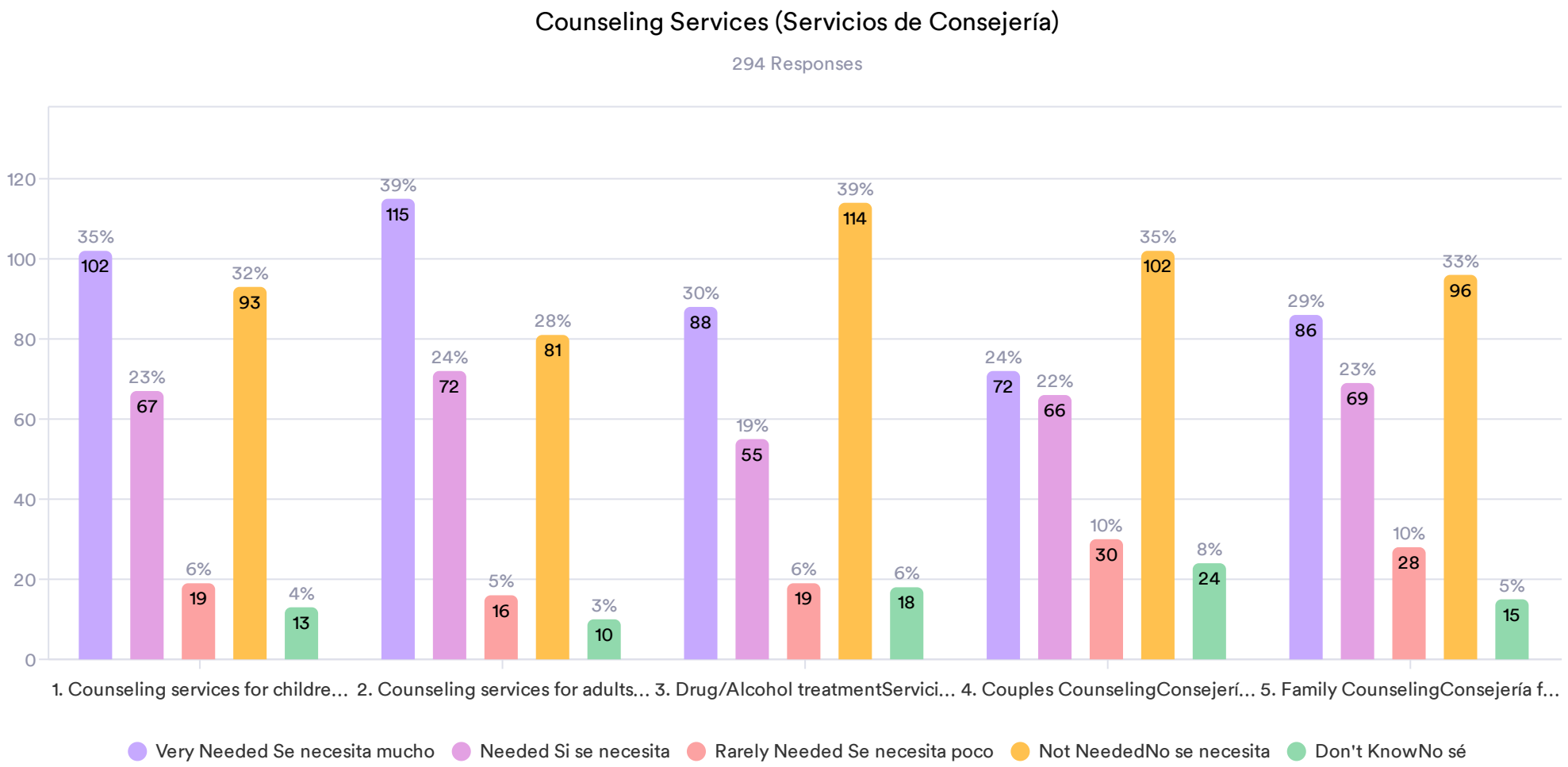

Employment Needs (Necesidades de Empleo)
294 Responses
150
100
50
0
23%
69
29%
84
14%
42
29%
85
5%
14
22%
66
28%
82
14%
41
30%
88
6%
17
31%
91
30%
87
11%
32
25%
73
4%
11
45%
133
19%
57
8%
24
23%
67
4%
13
1. Assistance finding workAsistencia para ...
2. Assistance finding full time employmen...
3. Assistance gaining job skillsAsistencia p...
4. Assistance finding work that pays enou...
Very NeededSe necesita mucho
NeededSi se necesita
Rarely Needed Se necesita poco
Not Needed No se necesita
Don't KnowNo sé

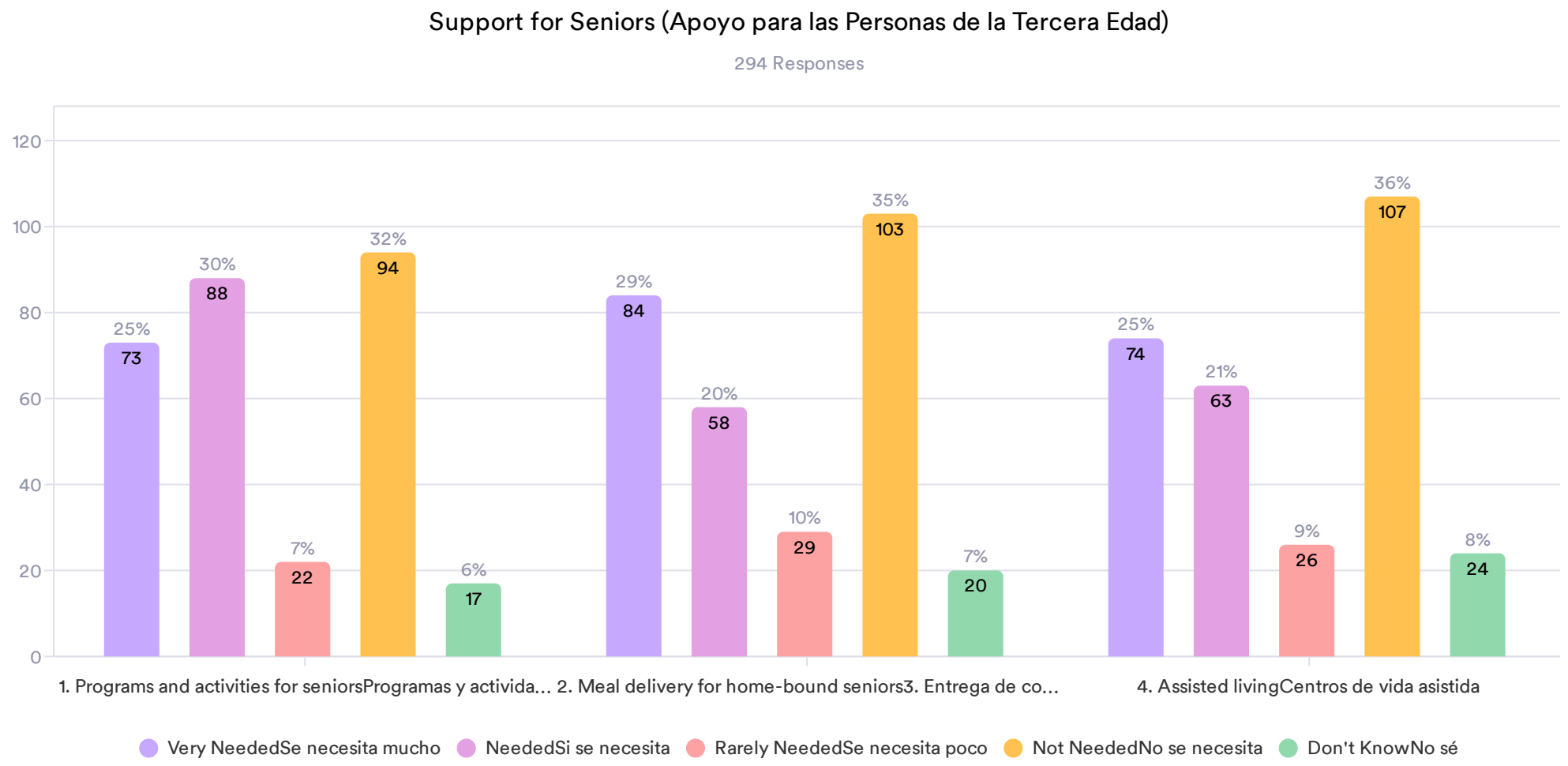

People Needing Assistance (Personas Que Necesitan Ayuda)
294 Responses
120
100
80
60
40
20
0
23% 64
30% 83
14% 38
29% 81
3% 9
37% 104
16% 46
12% 33
33% 93
3% 8
23% 65
27% 76
21% 59
27% 78
2% 6
30% 86
18% 52
18% 51
30% 85
3% 8
19% 53
25% 70
20% 56
31% 85
5% 14
27% 75
23% 66
18% 50
29% 83
3% 9
22% 61
30% 83
14% 40
29% 81
4% 11
1. Applying for Social S...
2. Finding child careCo...
3. With finding foodCo...
4. With transportationC...
5. With income tax pre...
6. With legal servicesC...
7. Obtaining other servi...
Very NeededSe necesita mucho
Needed Si se necesita
Rarely NeededSe necesita poco
Not Needed No se necesita
Don't KnowNo sé

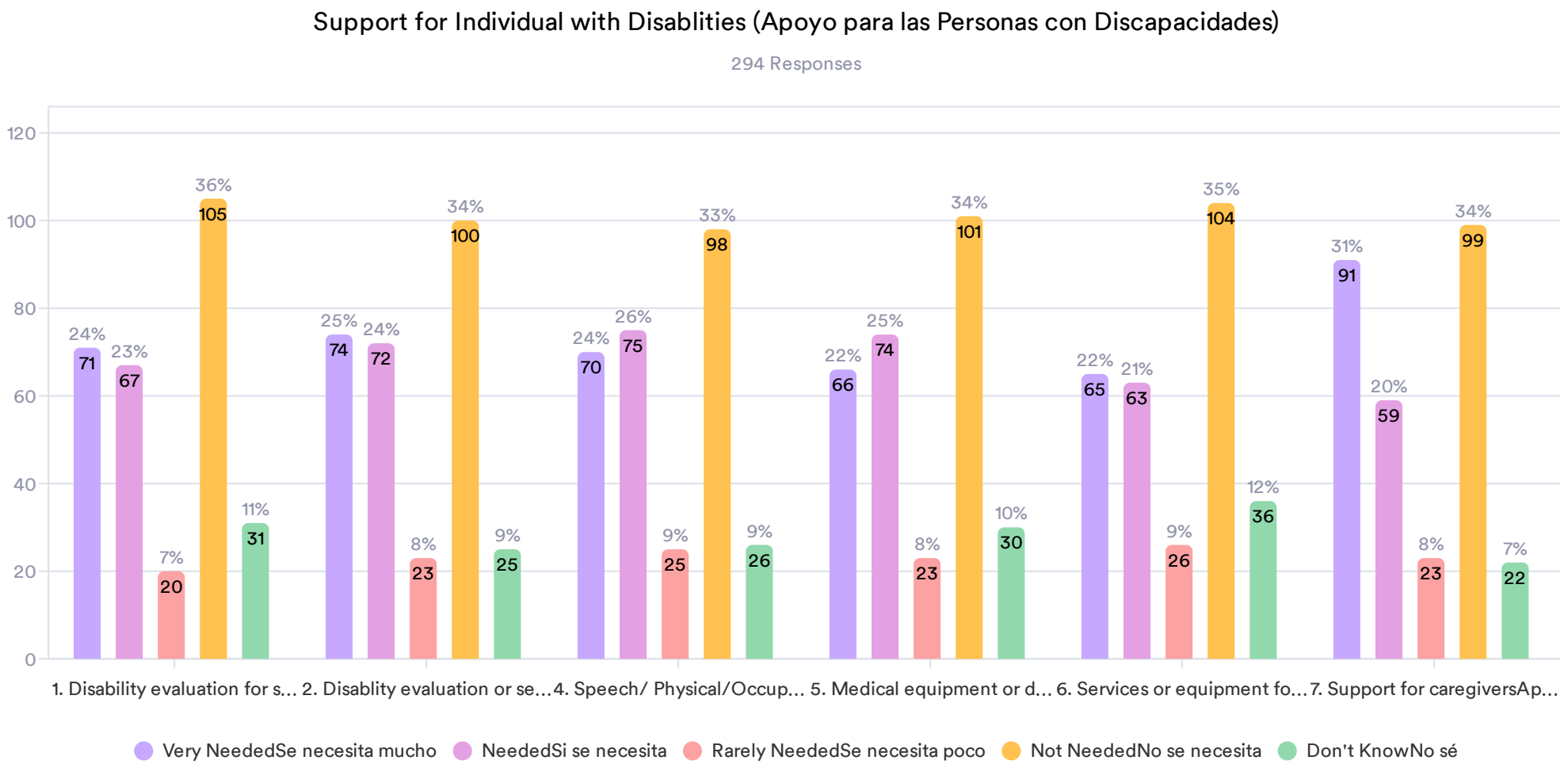

Case Management Needs (Necesidades de Manejo de Casos)
294 Responses
120
100
80
60
40
20
0
35%
104
30%
88
11%
33
19%
57
4%
12
23%
67
21%
62
10%
29
38%
111
9%
25
36%
106
26%
75
12%
36
23%
69
3%
8
1. Assistance finding resources in the communityAsistenc...
2. Assistance in moving away from public assistanceAsist...
3. Assistance defining and reaching life and work goalsA...
Very Needed Se necesita mucho
Needed Si se necesita
Rarely NeededSe necesita poco
Not Needed No se necesita
Don't KnowNo sé

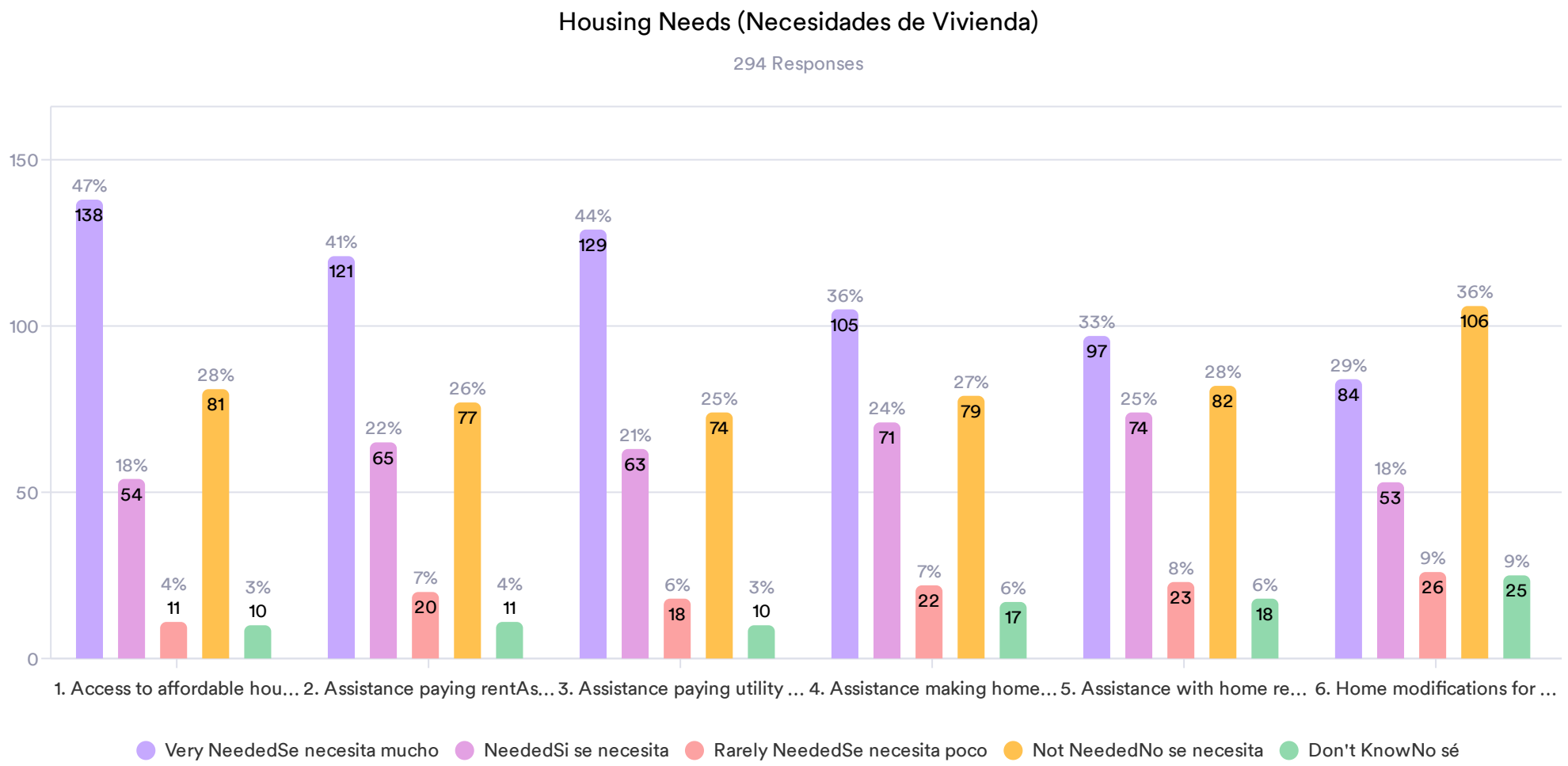

Educational Needs (Necesidades Educativas)
294 Responses
120
100
80
60
40
20
0
25% 73
26% 75
5% 14
38% 113
6% 19
24% 72
20% 59
10% 30
38% 113
7% 20
35% 102
20% 58
7% 21
35% 102
4% 11
26% 76
22% 65
11% 32
35% 102
6% 19
39% 114
22% 66
10% 30
23% 67
6% 17
33% 97
23% 67
5% 14
32% 94
7% 22
35% 103
22% 65
7% 20
28% 81
9% 25
1. GED classesClases d...
2. Literacy trainingClas...
3. English as a second l...
4. Learning SpanishCla...
5. Computer skillsClase...
6. Assitance attending ...
7. Assistance attending ...
Very Needed Se necesita mucho
Needed Si se necesita
Rarely Needed Se necesita poco
Not Needed/No se necesita
Don't KnowNo sé

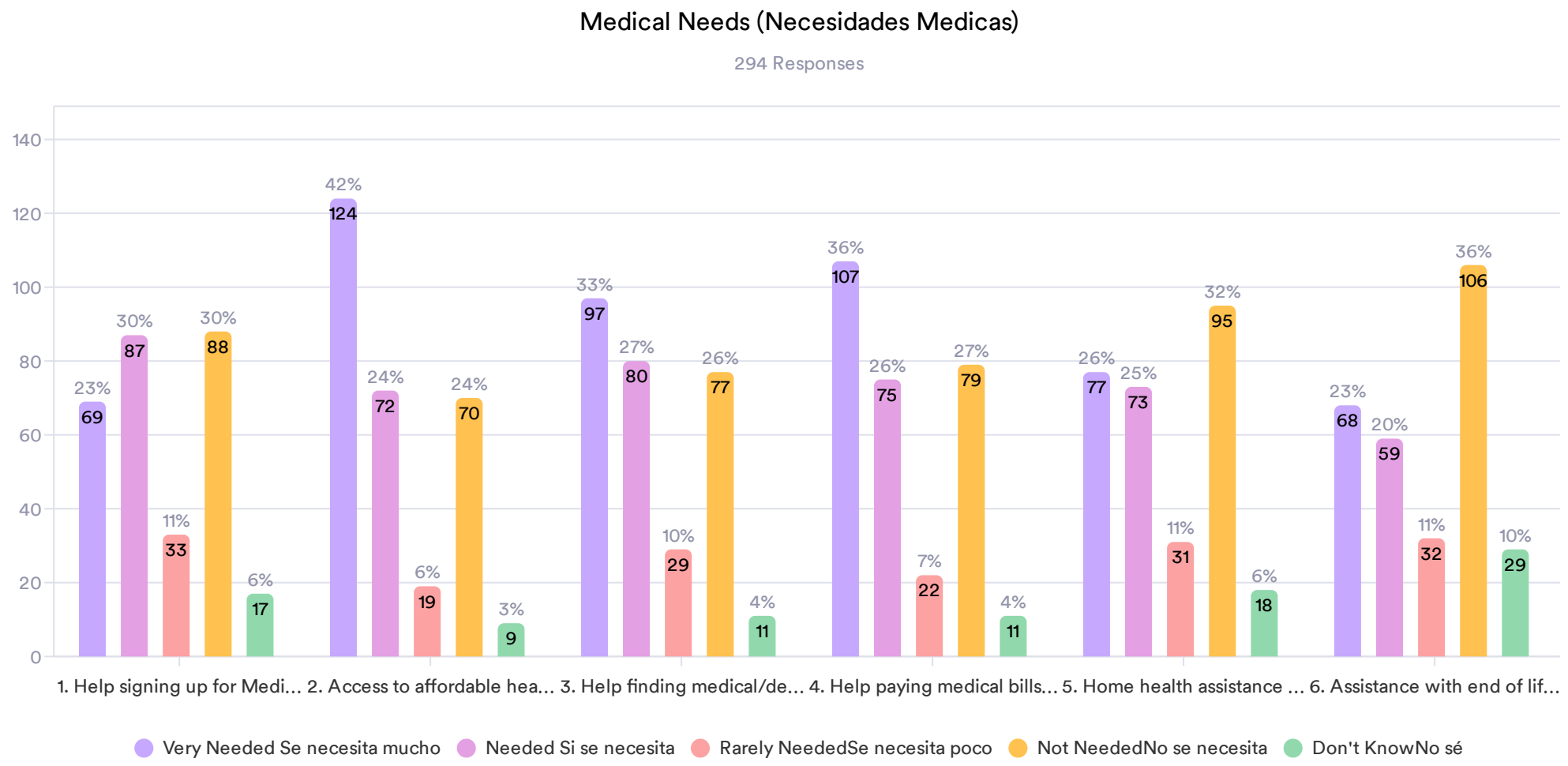

Family Support Needs (Necesidades de Apoyo a la Familia)
294 Responses
140
120
100
80
60
40
20
0
38%
111
25%
73
8%
23
24%
71
5%
16
21%
63
22%
64
9%
25
40%
119
8%
23
26%
76
23%
69
9%
25
36%
105
6%
19
29%
86
31%
91
9%
25
26%
76
5%
16
31%
92
26%
75
9%
27
28%
83
6%
17
38%
113
20%
60
4%
12
33%
97
4%
12
35%
103
20%
59
6%
17
33%
97
6%
18
33%
98
18%
54
6%
17
36%
105
7%
20
1. Financial educatio...
2. Prenatal services/...
3. Parenting classes...
4. Nurtrition educati...
5. Classes on health...
6. Affordable Childc...
7. After school child ...
8. Programs and acti...
Very Needed Se necesita mucho
Needed Si se necesita
Rarely Needed Se necesita poco
Not Needed No se necesita
Don't KnowNo sé


Counseling Services (Servicios de Consejería)
294 Responses
120
100
80
60
40
20
0
35%
102
23%
67
6%
19
32%
93
4%
13
39%
115
24%
72
5%
16
28%
81
3%
10
30%
88
19%
55
6%
19
39%
114
6%
18
24%
72
22%
66
10%
30
35%
102
8%
24
29%
86
23%
69
10%
28
33%
96
5%
15
1. Counseling services for childre...
2. Counseling services for adults...
3. Drug/Alcohol treatmentServici...
4. Couples CounselingConsejerí...
5. Family CounselingConsejería f...
Very Needed Se necesita mucho
Needed Si se necesita
Rarely Needed Se necesita poco
Not NeededNo se necesita
Don't KnowNo sé


Support for Seniors (Apoyo para las Personas de la Tercera Edad)
294 Responses
120
100
80
60
40
20
0
25%
73
30%
88
7%
22
32%
94
6%
17
29%
84
20%
58
10%
29
35%
103
7%
20
25%
74
21%
63
9%
26
36%
107
8%
24
1. Programs and activities for seniorsProgramas y activida...
2. Meal delivery for home-bound seniors3. Entrega de co...
4. Assisted livingCentros de vida asistida
Very NeededSe necesita mucho
NeededSi se necesita
Rarely NeededSe necesita poco
Not NeededNo se necesita
Don't KnowNo sé


Support for Individual with Disablities (Apoyo para las Personas con Discapacidades)
294 Responses
120
100
80
60
40
20
0
24%
71
23%
67
7%
20
36%
105
11%
31
25%
74
24%
72
8%
23
34%
100
9%
25
24%
70
26%
75
9%
25
33%
98
9%
26
22%
66
25%
74
8%
23
34%
101
10%
30
22%
65
21%
63
9%
26
35%
104
12%
36
31%
91
20%
59
8%
23
34%
99
7%
22
1. Disability evaluation for s...
2. Disablity evaluation or se...
4. Speech/ Physical/Occup...
5. Medical equipment or d...
6. Services or equipment fo...
7. Support for caregiversAp...
Very NeededSe necesita mucho
NeededSi se necesita
Rarely NeededSe necesita poco
Not NeededNo se necesita
Don't KnowNo sé


Housing Needs (Necesidades de Vivienda)
294 Responses
150
100
50
0
47%
138
18%
54
4%
11
28%
81
3%
10
41%
121
22%
65
7%
20
26%
77
4%
11
44%
129
21%
63
6%
18
25%
74
3%
10
36%
105
24%
71
7%
22
27%
79
6%
17
33%
97
25%
74
8%
23
28%
82
6%
18
29%
84
18%
53
9%
26
36%
106
9%
25
1. Access to affordable hou...
2. Assistance paying rentAs...
3. Assistance paying utility ...
4. Assistance making home...
5. Assistance with home re...
6. Home modifications for ...
Very NeededSe necesita mucho
NeededSi se necesita
Rarely NeededSe necesita poco
Not NeededNo se necesita
Don't KnowNo sé


Medical Needs (Necesidades Medicas)
294 Responses
140
120
100
80
60
40
20
0
23%
69
30%
87
11%
33
30%
88
6%
17
42%
124
24%
72
6%
19
24%
70
3%
9
33%
97
27%
80
10%
29
26%
77
4%
11
36%
107
26%
75
7%
22
27%
79
4%
11
26%
77
25%
73
11%
31
32%
95
6%
18
23%
68
20%
59
11%
32
36%
106
10%
29
1. Help signing up for Medi...
2. Access to affordable hea...
3. Help finding medical/de...
4. Help paying medical bills...
5. Home health assistance ...
6. Assistance with end of lif...
Very Needed Se necesita mucho
Needed Si se necesita
Rarely NeededSe necesita poco
Not NeededNo se necesita
Don't KnowNo sé

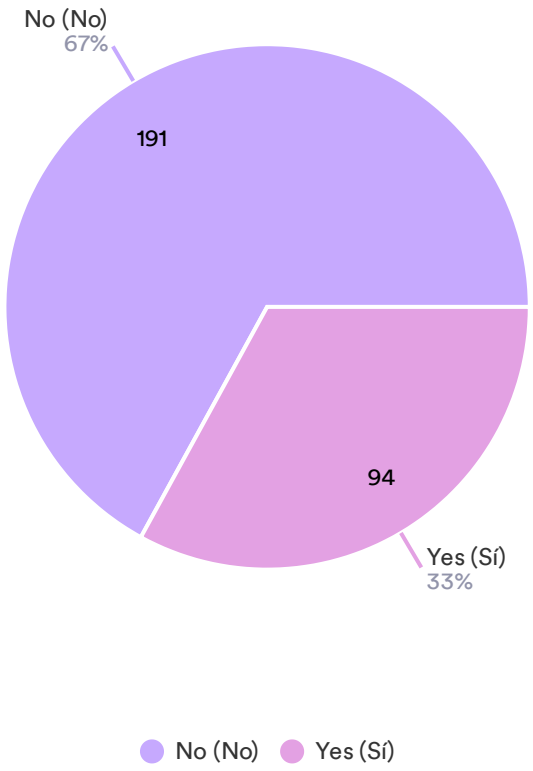
Are there any other needs to be addressed in your community? (¿Hay alguna otra necesidad que deba abordarse en nuestra comunidad?)

78 Responses- 216 Empty

Data	Responses
No	2
No I'm just concerned about help with utilities. Thank you	2
No	2
Summer childcare and after school care as well as after Head Start childcare are all needed in order for parents (especially single parents) to be able to work typical workday/jobs (full time). There are limited childcare options in SM, and there is even more limited childcare that is affordable. We have clients with multiple children who need after school care who are struggling to make ends meet. It is a big challenge for single parents to piece meal care for their children. Most parents work 8 am to 5:00 or 5:30 pm (to include drive times) so they need drop offs to be at 7:45 am and pickups by 5:45 or 6 pm. I wish that low-income childcare programs would work together to assist families, and attempt to make it more seamless for them and their young children. Example: Head Start provides childcare as it does now but have CMS program pay for after HS childcare/after school care in the same location (instead of 20 parents picking up and dropping off somewhere else, have childcare providers come to them and be paid by CMS) and have the programs work together. It is very difficult to sustain a full-time job like expected if childcare is only provided for 6 hours and most jobs are 8-hour shifts. Employers do not support parents leaving to pick up kids from daycare or schools, they expect an 8-hour day or 9-hour day if you take a lunch break. Maybe HS could provide transportation for children who need to go to an after-school program, that would be helpful.	1
FYI…I'm living at Milam Creek Senior Village in Luling, Texas…	1

Would you like to be part of a focus group? (¿Te gustaría ser parte de un grupo de enfoque?)

285 Responses- 9 Empty



If yes, please provide email. (En caso afirmativo, proporcione un correo electrónico)

102 Responses- 192 Empty

Data	Responses
Bvaltierra12@gmail.com	2
rosario.rodriguez23@gmail.com	2
ghall2914@gmail.com	2
bbmgrace@yahoo.com	2
sandygurl48@yahoo.com	2
egonzalez@hcwc.org	1
marie@arcil.com	1
Na	1
PastorRic@fbnbc.org	1

Thank You!

2023 Community Needs Survey for Residents of Hays, Caldwell, and Blanco Counties

Step 2b-Org Interviews

Interview Organizations

Date of Interview: 5/28/2021

Organization: BARNABAS CONNECTION

Name of Representative for Organization: DAPHNE Smith

City and County Organization is Located: 501010 KYLE RD Bldg 2 Suite D Wimberley, TX. 78676

Community Action, Inc. of Central Texas is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. **What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?**

CA offers many types of resources for families/individuals of Hays County, Blanco & Caldwell.

2. **What do you think are the top five key needs of low-income persons in the community?**

financial help

1) utilities, propane, gasoline, medical bills, transport
2) Rent, home repair, housing,
3) Education for adults & children, legal aid,
4) child care, home visits, support
5) medical care, medical supplies,

3. **Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how?**

financial assistance to people who live in Wimberley School district, resources to anyone in Hays County, School supplies, emergency food resources,

4. **How can our agency partner with your organization to address the needs that you identified?**

I suggest visiting and establishing relationships with all local resources to see where CA fits in.

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

client internet access, help with applications, transportation, not enough employees to help all people in need

6. **Do you have any other feedback?**

I suggest making all applications live, and build a phone app that will link with your internal computer systems so you don't get so bogged down in data entry, and can produce reports needed easily. Hire more people to process applications, or go to satellite locations to help clients with applications and needs.

Better communication with clients and other resources in all communities that CA serves.

Establish communication with Social Security, Employers, Vital Statistics offices in order to get supported documents needed for prequalifying of services.

Establish triage department to assign a degree of urgency to applications.

Step 2b-Org Interviews

Interview Organizations

Date of interview: 5/30/2021

Organization: Kyle Law Enforcement Association

Name of Representative for Organization: Philip Cleary - President

City and County Organization is Located: Kyle - Hays County

Community Action, Inc. of Central Texas is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

Very little; Just what is on Your website

2. What do you think are the top five key needs of low-income persons in the community?

1) Access to Quality Education
2) access to medical Care
3) access to Quality mental health Services
4)
5)

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how?

Yes - Our Blue Santa Program Provides Toys & food to low income families

4. How can our agency partner with your organization to address the needs that you identified?

Help us identify applicants for our Blue Santa Program and assist us with Promoting the Program.

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

I think the more non-Profits work together, the more People we will be able to reach and help.

6. Do you have any other feedback?

I would love to learn more about Your organization and how we can Potentially work together in the future.

Step 2b-Org Interviews

Interview Organizations

Date of interview: 5/30/21

anization: FIRST UNITED METHODIST CHURCH

Name of Representative for Organization: GEORGE BARNETTE

City and County Organization is Located: JOHNSON CITY, BLANCO COUNTY

Community Action, Inc. of Central Texas is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

2. What do you think are the top five key needs of low-income persons in the community?

1) AFFORDABLE HOUSING
2) LIVING-WAGE JOBS
3) FREE/CHEAP MEDICAL CARE
4) SUPPLEMENTAL FOOD
5) CONNECTIONS TO AID AGENCIES

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being ressed and how?

ALL 5 VIA FULL-TIME/PART-TIME STAFF & VOLUNTEERS

4. How can our agency partner with your organization to address the needs that you identified?

ENHANCE AID/SERVICE CONTACTS & DELIVERY IN COUNTY

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

BEST SOURCE IS CINDY LEONARD RN AT THE CHURCH

6. Do you have any other feedback?

Step 2b-Org Interviews

Interview Organizations	
Date of interview:	May 31, 2021
ganization:	Kyle Police Department
Name of Representative for Organization:	Dr. Jeff Barnett, Chief of Police
City and County Organization is Located:	Kyle, Hays County

Community Action, Inc. of Central Texas is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

Very little. Sorry.

2. What do you think are the top five key needs of low-income persons in the community?

1) Mental Health Care
2) Medical Care
3) Parenting/Child Care Skills
4) Meals/Food
5) Transportation

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how?

We offer ermegency mental health assistance with a Mental Health Officer. We also have a Juvenile Officer assigned to work with at risk youth.

4. How can our agency partner with your organization to address the needs that you identified?

Uncertain. Could use more informatrion about your services and scope of work.

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

Children of incarcerated parents, lack of local in-patient mental health treatment (low/no-cost);

6. Do you have any other feedback?

We would welcome an opportunity to work together to provide assistance to our community.

public

Step 2b-Org Interviews

Interview Organizations

Date of interview: 7.6.2021 512.295.5899

Organization: Buda Public Library

Name of Representative for Organization: Martha Sanders

City and County Organization is Located: Buda, TX 78610; 450 Logo St.

Insert agency name is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons? Nutrion Dept. Nutrition
Visits preschool Hays Community Action goints homes pre approve for toys books play with the children developmental issues.

2. What do you think are the top five key needs of low-income persons in the community?
   1) Food
   2) Literacy Resources - Education
   3) Internet access
   4) Housing
   5) Health Care

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how?
Hays County Community Action Birth - Age 5. Family placed Certified libraries ~~in~~ Parent child workshops 5 week program. Promote literacy all the time

4. How can our agency partner with your organization to address the needs that you identified?
Area for parents to pick up handouts. Specialist on Child development. Support for parents. JOB Skills Resume writing.

5. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this?
Transportation and awareness keeps families from knowing what services. A book mobile

6. Do you have any other feedback?

- Free summer programs.
- Prior to Covid had family night or game day. STEM program
- Full STEAM ahead.
- After school programs

Thank you for providing insight into your community.

Step 2b-Org Interviews

Interview Organizations

Date of Interview: July 1, 2021

Organization: Luling Public Library

Name of Representative for Organization: Mona Harmon

City and County Organization is Located: 830-875-2813 Luling, TX 78648
215 S. Pecan Avenue

CAICT
Insert agency name is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?
I don't know any services.

2. What do you think are the top five key needs of low-income persons in the community?
1) Employment
2) Access to Technology
3) Counseling Family
4) Education on Medical (Mental Physical)
5) Outlets for Children Programs

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how? virtual + in person this summer due to COVID. Summer programs for children + adults which are fun and educational. Has been closed since COVID and

4. How can our agency partner with your organization to address the needs that you identified?
She said she has tried flyers advertisement and had nursing homes involved but they stopped coming too. She has tried everything possible.

5. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this? The community is not embracing using the resources that are made available.

6. Do you have any other feedback?
If I can figure out a way to have people engage
8/17/2021 Jewish Federation; Speaker Holocaust; 09/2021 Rundscrape Akanofalling
need to rebook (writers of the orphan train)
#3 are getting back on their feet.
Computers for the public and assistance to help them use technology, Photocopy machine. Movie night, craft night and board games but that did not pan out. Tried HS tutor for younger children.

Thank you for providing insight into your community.

* Bright Star Touring Theater
She does live theater once per year and the kids get involved + have fun.
Heros of the Underground Railroad. The presenters have an audience of 300 seats x 3 times per day.
March or February during Black History

* Google

* Trailblazer STEM - Foundation - Large trailer 5 sections →
needs lots of volunteers
Energy | SPACE | Bio Tech | Aero Dynamics | Weather

to the museum for 45 minutes (2 kids per station) and rotate them through all stations.
Gets school involved. No fee; Library pays for it.
4 hours (2 vol per station)

Step 2b-Org Interviews

Interview Organizations

Date of interview: July 7, 2021 (512) 268-7411

Organization: Kyle Public Library

Name of Representative for Organization: Paul Phelan

City and County Organization is Located: Kyle, Texas 550 Scott St. 78640

Community Action of Central Texas
Insert agency name is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons? Involved in several components
Umbrella educational general needs

2. What do you think are the top five key needs of low-income persons in the community?
1) Food
2) Shelter
3) Mental Health
4) Child CARE
5) Education ESL GED Training

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how? Yes, partner w/ Adult Education Classes provide the space for the agency. FAX SCAN Complete applications Providing computers & internet access even w/out a library card.

4. How can our agency partner with your organization to address the needs that you identified?
Provide brochures applications information

5. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this? The economics affects the dynamics
We can try to give out as much information as possible.

6. Do you have any other feedback?

Thank you for providing insight into your community.
80% back
not children in person yet

Cont'd Kyle Public Library

Programs basic resume one on one librarian time to start a resume application

Recreational facility ~~do~~ no cost read book

Butterfly garden Video DVD check out.

Destination w/ no cost movie night variety special events in conjunction w/ library pottery theme activities

Developmental educational computers for age based learning centers manipulatives

Story time - not as many low income families are able to attend due to parents working.

Big programs Free Events more low income

Pie in the Sky Event Festival Balloon their

Crafts; bounce house outside + inside events activities.

Information services Food for Fine - they could bring can goods to reduce fine up to $20 per card.

How food donated to Hays County Food Bank

Link to resources