CSBG Needs Assessment Findings

Presentation to the City of Austin Community Development Commission

June 8th, 2021

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Presentation Overview

Introduction & Overview: Process during COVID-19

Community Engagement Activities

Top Five Needs

Gaps in Services & Barriers

Discussion/Questions

TDHCA Community Needs Assessment (CNA) Standards

- Conducted every 3 years

- Process includes:
  - Collecting current poverty data and its prevalence related to gender, age, and race/ethnicity
  - Collecting and analyzing qualitative and quantitative data in service areas
  - Determining key findings on the causes and conditions of poverty and the needs

- Upon completion:
  - Governing board formally accepts the assessment
  - Results inform an outcome-based and anti-poverty focused Community Action Plan
  - Customer satisfaction data and input is considered in the strategic planning process

Needs Assessment Timeline

1. **Work Plan Development**

2. **Collect Quantitative Data**

3. **Collect Qualitative Data**

4. **Analyze Data**
   - Include key findings on the causes and conditions of poverty and the needs
   - Rank top 5 community needs

5. **Develop Report**
   - Report due to TDHCA by July 1, 2021

Report Overview

1. Executive Summary/CNA Needs Ranking Overview
2. CNA Process & Methodology
3. Overview of the Causes & Conditions of Poverty
4. Travis County Overview
5. Community Strengths & Assets/Community Resources
6. Gaps in Services & Barriers
7. Top Needs & Trends in Travis County by Domain
8. APH Neighborhood Centers Overview
9. Appendices (surveys/interview tool & results; bibliography)

Conducting a CNA During COVID-19

Opportunities

- Determining baseline needs created by COVID-19
- Identifying conditions that contribute to the community's ability to respond to the crisis

Challenges & Limitations

- Effects on data collection methods
- Effects on response and response rates
- Effects on data analysis and prioritization
- Lagging data

Qualitative Data Collection

- Key Informant Interviews - CDC members (5)
- Client Survey (99 responses)
- Resident Survey (61 responses)
- Service Provider Survey (40 responses)

Outreach: shared via local social media platforms, community distribution lists, and e-newsletters.

Key Themes from Stakeholder Outreach

- Major **gap between access to information** about what services and programs are available **and the utilization of said programs and services** by the residents who need them.

- There is a **major need to streamline, simplify, and educate** on the way city programs work and how to access them.

- **Suggested focus on grassroots and community organizing and information sharing** because **the shift to digital and virtual means of operation** has already been a problem prior to the pandemic **further exacerbating inaccessibility for low-income** residents.

Quantitative Data Collection

- Community Action Partnership Data Hub
- Community Reports
    - City of Austin Comprehensive Housing Market Analysis
    - ECHO – 2020 Point in Time Homeless Count
    - Central Texas Assessment of Fair Housing
    - Community Advancement Network (CAN) Dashboard
    - Travis County Alcohol, Tobacco & Other Drugs Needs Assessment
    - Success by 6
    - 2-1-1 Data, United Way of Greater Austin

2-1-1 Data Insights

- 64,211 calls
- 50% increase from 2019
- Weeks when call volume was 4x the amount from the previous year

Call Type	2019	2020	Percent Change
Housing-related	12,472	19.052	**+53%**
Rental Assistance	6,057	12,685	**+109%**
Unemployment Insurance	133	907	**+582%**
Emergency Food Assistance	6,057	11,138	**+84%**
Mental Health Support	3706	4984	**+35%**
Transportation-Related	6372	2129	**-67%**

Overview of Needs

Top 5 Identified Needs
- Housing
- Emergency Assistance (Basic Needs)
- Health & Wellness
- Employment
- Education

Other Identified Needs
- Childcare assistance
- Help navigating services
- Financial literacy
- Caregiver support/respite and guardianship services
- Violence/abuse prevention
- Immigration and legal services
- Youth services and activities
- Help obtaining ID and benefits
- Addressing trauma
- Transportation
- Computer & broadband access
- Building service provider competence in addressing diversity, equity and inclusion
- Address Texas energy grid disparities
- Clothing
- Diapers and menstrual products
- Adult literacy

Housing

- Service providers -- affordability but also referred to the need for safe housing, utility and rent assistance, and services for people who are homeless:

Housing! We need affordable permanent housing with continuous support. There are not enough places doing the coordinated assessment, nor is it an expedient process. We need a streamlined approach for continuum of care between agencies, city, and state.

- Key informants -- need for affordable housing and mentions of access to home repair programs, property tax education and assistance, rent/mortgage assistance, and assistance with safe short-term shelter for homeless persons:

Homelessness is more than housing affordability - we simply need more shelter.

Need	Residents	Clients
Help paying rent or mortgage	19.67% (12)	44.44% (44)
Help with utility bills (electric, gas, etc.)	21.31% (13)	37.37% (37)
None/None of the above	18.03% (11)	30.30% (30)
Housing that I can afford	47.54% (29)	25.25% (25)
Help to make my home more energy efficient (adding solar panels, adding more insulation)	44.26% (27)	9.09% (9)
Assistance with safe short-term shelter for homeless persons	13.11% (8)	2.02% (2)

Emergency Assistance (Basic Needs)

- Service providers -- food, rent, transportation, and clothing. Mentions about financial assistance and social services.

- Key informants -- emergency assistance, especially during the pandemic. Mentions of transportation/mobility as well as access to basic needs (utilities, food, rent):

Free transit by priority should be implemented – for example, homelessness, students, underage generally, elderly & disabled, cost burdened below percent of Median Family Income.

Need	Residents	Clients
Food	27.87% (17)	63.64% (63)
Help finding resources in the community	44.26% (27)	34.34% (34)
Health Insurance/Medical Care	31.15% (19)	25.25% (25)
Prescription Assistance	16.39% (10)	16.16% (16)
Transportation	31.15% (19)	14.14% (14)
None/None of the above	32.79% (20)	12.12% (12)

Health & Wellness

• Service providers -- mental health supports, caregiving help, substance abuse treatment, and medical providers who accept non-managed Medicaid:

Not enough mental health/dental health/physical providers accept Medicaid. If they do they rarely have [appointments] available.

• Key informants -- healthcare affordability, healthcare access, mental health needs, and public health and safety:

Locally, not enough clinics who accept Medicaid or receptive to accepting MAP.

Need	Residents	Clients
Healthy eating classes or other support	40.98% (25)	38.38% (38)
None of the above	N/A	29.29% (29)
Programs and activities for Seniors	36.07% (22)	21.21% (21)
Help living with major health conditions (e.g., diabetes)	16.39% (10)	20.20% (20)
Mental health counseling or classes	60.66% (37)	17.17% (17)
Assistance for elderly and disabled and persons with chronic health conditions to maintain independence	31.15% (19)	15.15% (15)
Programs and activities to keep youth and adults from reentering jail or prison	37.70% (23)	11.11% (11)
Help with drug or alcohol addiction	16.39% (10)	3.03% (3)

Employment

- Service providers mostly referred to increased employment opportunities when providing context about employment needs

- Two key informants referred to employment needs—one mentioned the need for jobs with good wages and the other referred to access to jobs.

Need	Residents	Clients
None/None of the above	32.79% (20)	47.47% (47)
Help finding a job with a living wage	34.43% (21)	34.34% (34)
Help with job skills and/or job training to earn better wages	40.98% (25)	26.26% (26)
Childcare so that parent can go to work	31.15% (19)	17.17% (17)

Education

- Service providers -- intersectional workshops, financial literacy, mentoring, and skills training.

- Two key informants noted education needs— education access for adults/early childhood and education access for early childhood:

Digital access and literacy skills are low.

Need	Residents	Clients
None/None of the above	34.43% (21)	36.36% (36)
English as a Second Language Classes	6.56% (4)	24.24% (24)
Computer Skills Training	31.15% (19)	18.18% (18)
Adult Education or Night School	21.31% (13)	17.17% (17)
GED classes	4.92% (3)	14.14% (14)
Help to attend trade or technical school or college	36.07% (22)	13.13% (13)
Full-day public pre-kindergarten for 3-year-olds	18.03% (11)	11.11% (11)
Extra educational support for children (reading, math, etc)	19.67% (12)	7.07% (7)
Childcare so that parent can go to school	21.31% (13)	6.06% (6)
Half-day public pre-kindergarten for 3-year-olds	9.84% (6)	3.03% (3)
Help finding public pre-kindergarten	16.39% (10)	3.03% (3)

Gaps in Services & Barriers

- **Access to services** -- the need to improve transportation, navigation support, support accessing identification and benefits, and addressing literacy, language, and technology barriers

- **Availability of services** -- the need for services outweighing demand as evidenced by long wait times and lines

- **Cultural competency/responsiveness of service providers** -- the need for service providers to improve competence in diversity, equity, and inclusion and to be more trauma-informed

Discussion/Questions

- Community Resource List – anything to add?

- Any surprises?

- Other questions or comments