

Community Strengths and Needs Assessment (CSNA) 2014

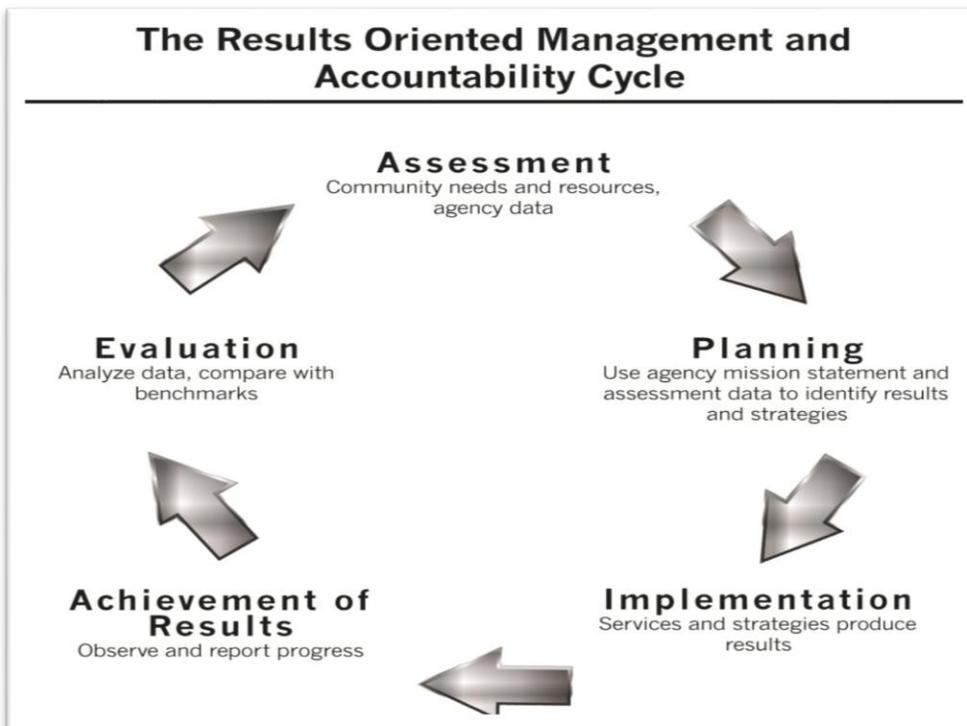
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Background

HCHRA has a carefully developed structure and operating procedures in order to be effective at fulfilling its purpose. The strategic planning process helps HCHRA express a vision of the organization's potential and outline the steps necessary to work toward that potential, and determine the staffing needed to implement the plan. HCHRA uses The Results Oriented Management and Accountability (ROMA) Cycle developed by Julie Jakopic, Creating the Vision, and Barbara Mooney, Community Action Association of Pennsylvania. The cycle was created in “Planning for Results” in 2006 as a guide for a results oriented planning process. They developed the ROMA Cycle to help contextualize the planning process within the full range of ROMA activities identified in IM 49.

The community services plan development cycle includes:



Outline

The annual community assessment process was conducted by the Hinds County Human Resource Agency from January 2014 through July 2014. HCHRA uses a bilateral two prong approach to assessing the community. Needs emphasis was placed on making decisions and setting priorities based on both quantitative and qualitative data using both primary and secondary sources.

Diagram 2: Assessment Process

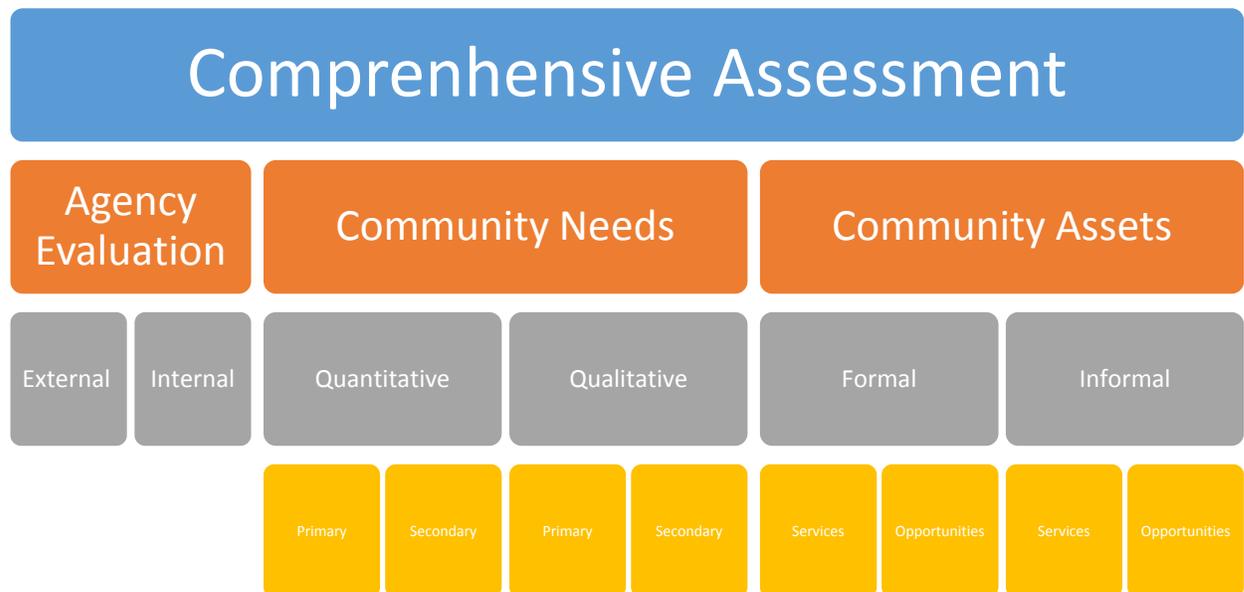
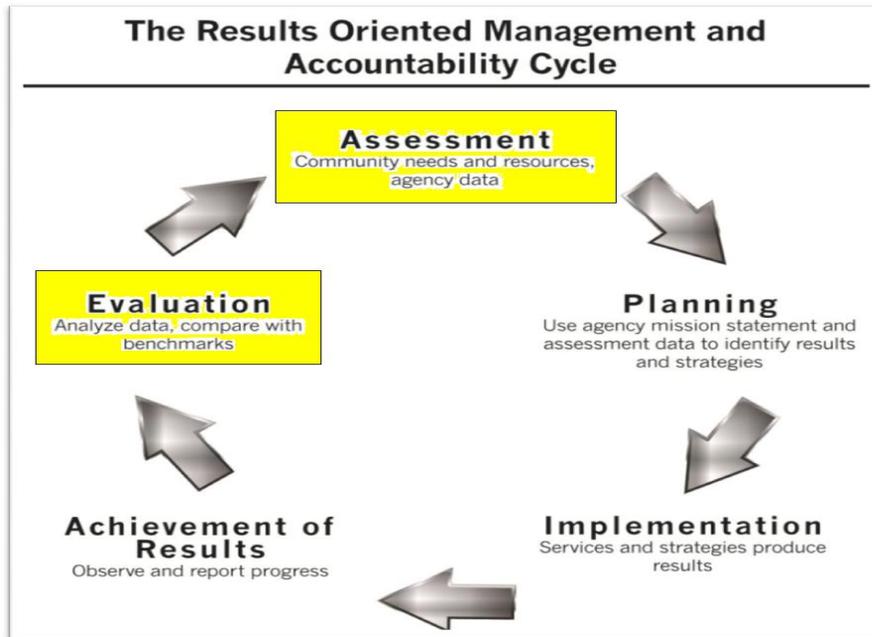


Diagram 3: ROMA Cycle, Evaluation and Assessment



Comprehensive assessment information was researched and gathered from:

- i. Agency Evaluation
- ii. Community Needs
 - o Quantitative
 - Primary – Customers research using agency intake and assessment forms and stored in HCHRA’s data system – Virtual ROMA;
 - Secondary – Community research through multiple Federal and other national data sources including the CAP community assessment tool;
 - o Qualitative
 - Primary – Public opinion through distributed surveys and public forums.
 - Secondary – Public opinion through partnership meetings and surveys

iii. Community Assets

- Formal Partnerships – signed agreements and MOUs
 - Services – community organizations that provide actual services to persons of low income (assistance, vouchers, projects or programs)
 - Opportunities – community businesses or organizations that are accessible to persons of low income (Jobs, housing, transportation, childcare)
- Informal Partnerships – community asset that appear in the community but do not have formal agreements or MOUs with HCHRA
 - Services – community organizations that provide actual services to persons of low income (assistance, projects or programs)
 - Opportunities – community businesses or organizations that are accessible to persons of low income (Jobs, housing, transportation, childcare)

Comprehensive Assessment

Agency Evaluation

HCHRA uses a multi-method approach that involves (1) pre-assessment, which includes gathering baseline information via service scales (2) data collection, which is done via the standard CSNA questionnaire, Virtual ROMA and the Head Start Family Partnership Agreement; (3) outcome projections, which involves transforming current status into projected outcomes via case management and family partnership agreements; and (4) implementation or carrying multiple strategies for using the collected data to accomplish desired results. Input is provided from various stakeholders, including agency clients, public officials, Head Start families, Policy Council, and Board of Directors.

HCHRA uses innovative ways and remains customer-based and outcome-focused by furthering development in three core levels of service: Family, Agency and Community.

HCHRA focuses on assessing needs and developing opportunities and outcomes for: persons of low-income to become more self-sufficient and for vulnerable populations to achieve their potential by strengthening family and other supportive systems (Family); so the conditions in which persons of low-income live are improved and so persons of low-income own a stake in their community (Community); so Partnerships among supporters and providers of services to person of low-income are achieved and HCHRA increases our capacity to achieve results (Agency).

Family

The following is a snapshot of 2013's outputs at the family level:

7,635 families received home energy assistance;

711 seniors were served more than 9,000 pre-plated lunches through congregate meals program;

39,405 meals were delivered to 1,342 homes in Hinds County;

2,355 children enrolled in Head Start and Early Head Start; 28 pregnant women were enrolled in Early Head Start;

48,575 trips covering 285,887 miles were made via the Rural Transportation Program for citizens including the elderly and disabled; and

604 citizens received tax services.

Last year's outcomes at the family level include:

Over 7,000 individuals were prevented from being homeless;

Over 700 elderly nutritional needs were met;

Over 1,349 household nutritional needs were met;

Over 2,000 infants and children obtain age-appropriate immunizations, medical, and dental care;

Over 2,000 infant and child health and physical development are improved as a result of adequate nutrition;

Over 1,000 children who participate in pre-school activities are developmentally ready to enter Kindergarten;

144 clients gained employment;

105 clients obtained skills/competencies required for employment;

Over 48,000 transportation needs were met; and

Over \$1.5 million returned to the Hinds County economy through Earned Income Tax Credits (EITC).

Community

Two thousand one hundred twenty six (2,126) accessible safe and affordable child care or child development placement opportunities for low-income families in seventeen (17) centers were saved from reduction or elimination throughout Hinds County. Three neighborhood service areas were able to remain accessible in Hinds County. Transportation services including fifteen (15) buses with a total of two hundred thirty six (236) seats were saved from elimination. Three hundred ninety seven thousand hours of volunteer time was donated to the agency with over three hundred eighty four thousands of those hours coming from individuals of low income.

Agency

HCHRA continued to develop its ability to produce outcomes throughout the 2013 year. The agency showed a partnership with 165 organizations. Three hundred eighty one (381) staff

attended trainings in 2013 totaling to three thousand eight hundred twenty hours (3,820) of training. Sixteen (16) Board Members also attended training to account for one hundred ninety five (195) hours of training time. HCHRA hired a Nationally Certified ROMA Master Trainer DCP to begin in 2014 while also continuing to have a Certified ROMA Trainee DCP to complete training in 2014.

Community Needs

Quantitative Assessment Data

Primary

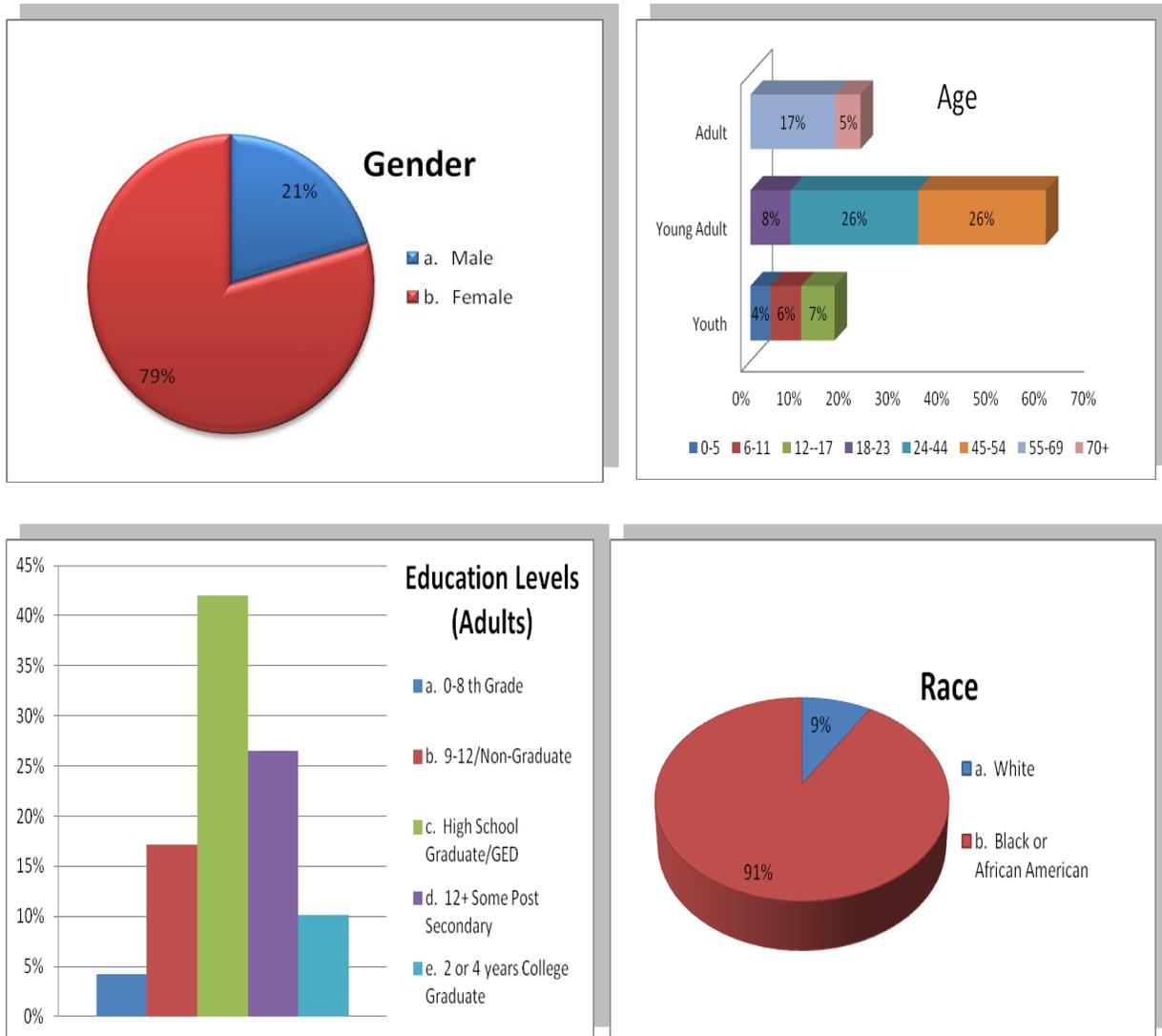
Moving forward, it is important to HCHRA that we not only study the demographics of communities as a whole, but also continue to develop understanding of our populations from within their own defined communities, counties, neighborhoods and regions. Furthermore, it is important to use local data of individuals that are currently accessing in our services through multiple projects and programs.

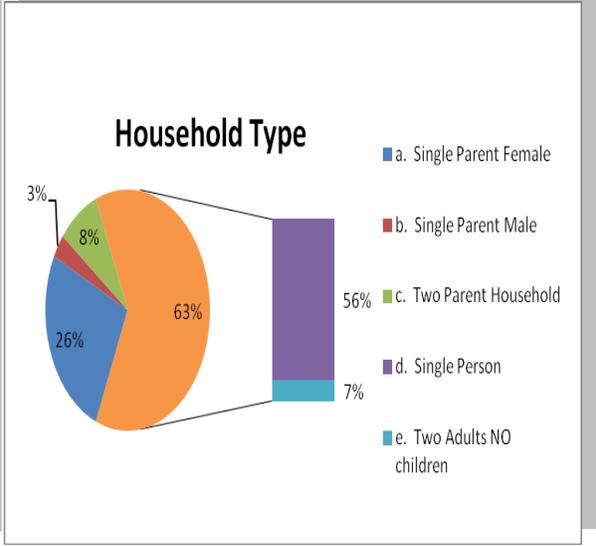
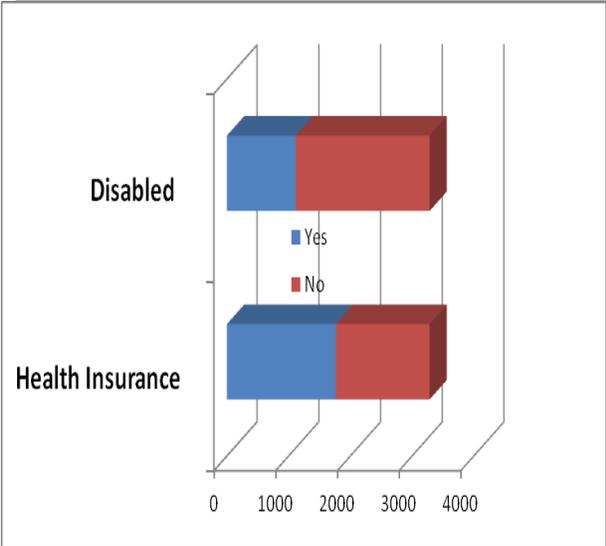
The raw materials of our customers' demography are records of the persons who comprise our populations, records that tell of the various demographic events these persons experienced and the various characteristics that described them at different times in their lives. When assembling this raw material, we are concerned with particular persons. Demography is not about persons as such, however, but about populations and about persons as members of a population. Populations have an existence and identity in time beyond the existence and identity of their members. Persons are born, live out their lives, and die. Populations endure, often for scores or hundreds of generations. This raw data has been pulled from HCHRA case management system and is presented here as demographic information of our persons as a

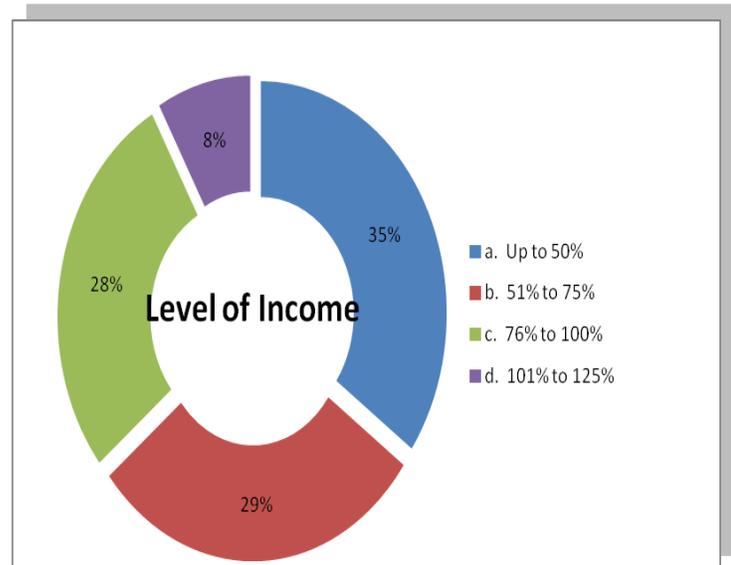
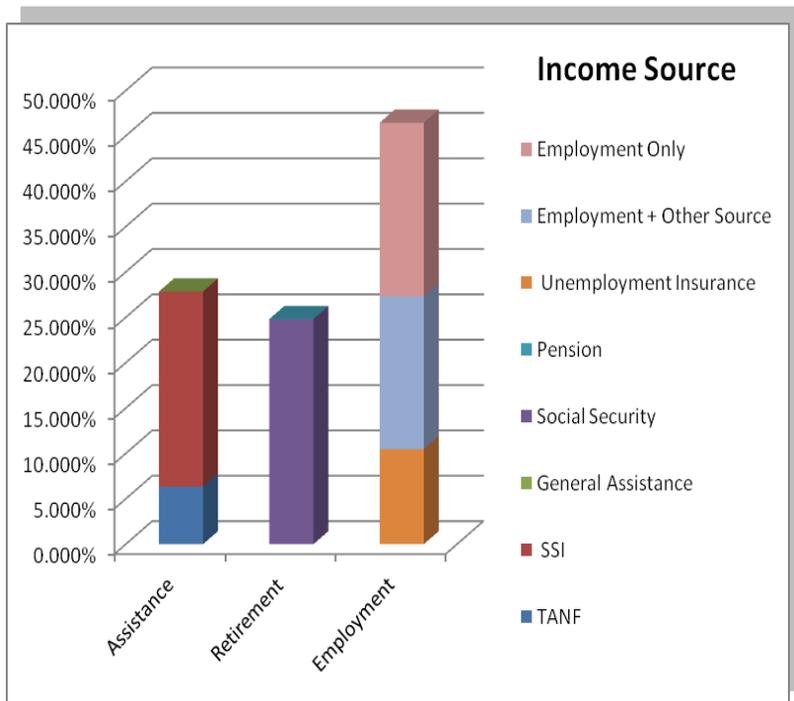
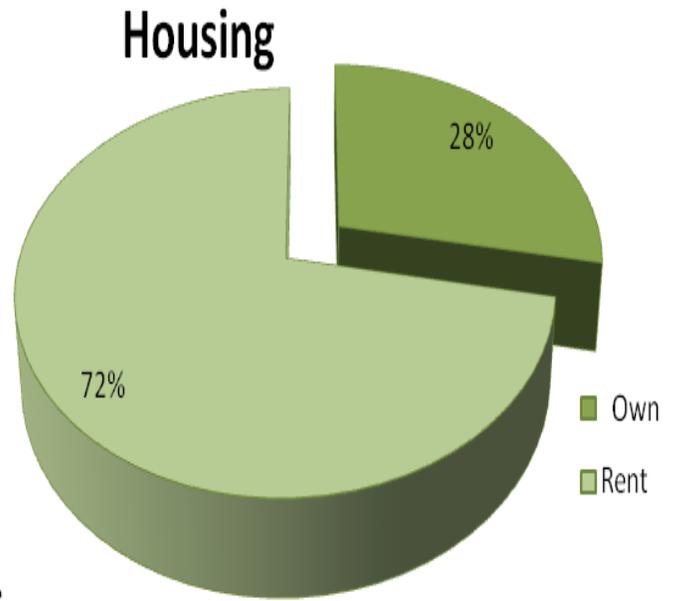
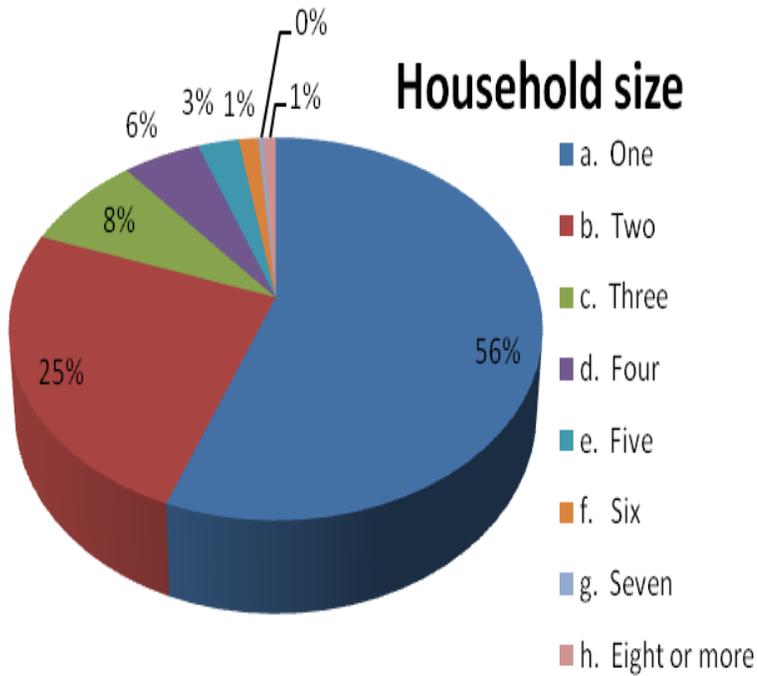
community population. Also, using our data system we are able to compile the needs of each of customers and compile them into real community needs assessment.

The Program Participant Data are the characteristics from participants that received services through CSBG and LIHEAP programs and only contain a percentage of individuals for which data was documented and collected throughout the 2013 fiscal year.

Program data is detailed below.







Gender	#Persons	Family Size	#Families
a. Male	676	a. One	995
b. Female	2,608	b. Two	444
TOTAL*	3,284	c. Three	150
		d. Four	98
		e. Five	52
		f. Six	25
		g. Seven	6
		h. Eight or more	16
		TOTAL***	1,786
Age	#Persons	Source of Family Income	#Families
a. 0 - 5	135	a. Unduplicated # Families Reporting One or More Sources of Income	1,479
b. 6 - 11	206	b. Unduplicated # Families Reporting Zero Income	307
c. 12 - 17	223	TOTAL Unduplicated # Families Reporting One or More Sources of Income or Zero Income.***	1,786
d. 18 - 23	269		
e. 24 - 44	857	Sources	
f. 45 - 54	855	c. TANF	119
g. 55 - 69	571	d. SSI	402
h. 70 +	168	e. Social Security	464
TOTAL*	3,284	f. Pension	28
		g. General Assistance	5
		h. Unemployment Insurance	196
		i. Employment + Other Source	315
		j. Employment Only	342
		k. Other	0
		l. Total (Items c-k)	1,871
9. Ethnicity/Race	#Persons		
I. Ethnicity			
a. Hispanic, Latino or Spanish Origin			
b. Not Hispanic, Latino, or Spanish Origin	3,284		
TOTAL*	3,284		
II. Race			
a. White	290		
b. Black or African American	2,994		
c. American Indian and Alaska Native			
d. Asian			
e. Native Hawaiian and Other Pacific Islander			
f. Other			
g. Multi-Race (any two or more of the above)			
TOTAL*	3,284		
10. Education Levels of Adults # (# For Adults 24 Years Or Older Only)	#Persons	Level of Family Income (% Of HHS Guideline)	#Families
a. 0-8 th Grade	103	a. Up to 50%	624
b. 9-12/Non-Graduate	421	b. 51% to 75%	521
c. High School Graduate/GED	1,029	c. 76% to 100%	495
d. 12+ Some Post Secondary	649	d. 101% to 125%	146
e. 2 or 4 years College Graduate	249	e. 126% to 150%	0
TOTAL**	2,451	f. 151% to 175%	0
		g. 176% to 200%	0
		h. 201% and over	0
		TOTAL***	1,786
Other Characteristics	#Persons	Housing	#Families
Health Insurance Yes	1,766	a. Own	500
Health Insurance No	1,518	b. Rent	1,285
Disabled Yes	1,116	c. Homeless	
Disabled No	2,168	d. Other†	
		TOTAL***	1,785
Family Type	#Families		
a. Single Parent Female	465		
b. Single Parent Male	56		
c. Two Parent Household	146		
d. Single Person	995		
e. Two Adults NO children	124		
f. Other	0		
TOTAL***	1,786		

The Program Information Report is a compilation of data from HCHRA's Head Start and Early Head Start programs for the 2012-2013 school year.

Program Information Report (FY 2012-2013)	Number of Head Start (HS) and Early Head Start (EHS) Persons/Families
Funded Enrollment	2,022 (HS) 104 (EHS)
Cumulative Enrollment	2,245 (HS) 110 (EHS)
Number Projected to be Entering Kindergarten in the following School Year	1,023 (HS)
Number of Children for Whom Transportation is Provided	420 (HS)
Race	
Black or African American	2,163 (HS) 107 (EHS)
White	24 (HS)
Multi-race	24 (HS) 3 (EHS)
Other	32 (HS)
American Indian	3 (HS)
Family Type	
Total Families	2,093 (HS) 101 (EHS)
Two-Parent Families	314 (HS) 13 (EHS)
Single-Parent Families	1,779 (HS) 88 (EHS)
Employment	
Employed (total families)	1,081 (HS) 38 (EHS)
Unemployed (total families)	1,012 (HS) 63 (EHS)
Job Training/School	
Job Training or School (total families)	146 (HS) 46 (EHS)
Not in Job Training or School (total families)	1,947 (HS) 55 (EHS)
Education	
Advanced Degree or Baccalaureate Degree	21 (HS) 9 (EHS)
Associate Degree, Vocational School, or Some College	1,027 (HS) 49 (EHS)
High School Graduate/GED	573 (HS) 26 (EHS)
Less than high school graduate	462 (HS) 17 (HS)

These demographics show that majority of customers that apply for services are female. It also shows that most claim themselves to be single individuals. Also, our customers tend to either not have a high school diploma or have received one and have not obtained any further education. Also, majority of persons served are not only low income but extremely low income falling under the 75% of poverty line. It is also extremely important to note that majority of customers are renters.

Secondary

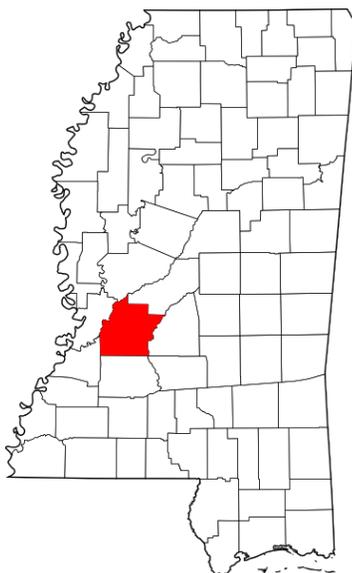
The following information allows for more an in depth looks at HCHRA's service area. Information can be viewed for one or all five counties or states, and is summarized using easy to read tables and charts. The resulting report also includes interpretive statements and hyperlinked data sources for better understanding and research of the information.

This report includes information derived from national sources on:

- Population Change
- Age and Gender Demographics
- Race Demographics
- Veterans, Age and Gender Demographics
- Poverty, 2011
- Poverty Rate Change, 2000 - 2011
- Households in Poverty
- Poverty Rate (ACS)
- Households in Poverty by Family Type
- Household Poverty Rate by Family Type
- Child (0-17) Poverty Rate Change, 2000 - 2011
- Child (0-4) Poverty Rate Change, 2000 - 2011
- Child (5-17) Poverty Rate Change, 2000 - 2011
- Seniors in Poverty
- Child (0-17) Poverty Rate (ACS)
- Child (0-4) Poverty Rate (ACS)
- Child (5-17) Poverty Rate (ACS)

According to the 2012 QuickFacts from the US Census, the population of Mississippi is 2,986,450 which represent a .8% increase from 2010 to 2013. Jackson, the capital of the state, is located on the west bank of the Pearl River in the heart of Hinds County and is the main population center of Hinds County. Hinds County has a population of 248,643. Of this number, 24.2% families live below the poverty level. During the past three decades, the City of Jackson and Hinds County have experienced a dramatic shift in their racial make-up. These thirty years have seen a dramatic growth in the other two counties that comprise Jackson's Greater Metropolitan Area-Madison and Rankin Counties. Much like this has happened in other highly urban areas, the population seems to migrate out of the city into suburban areas that have been developed to meet the apparent demand of the local residents. This urban flight has resulted in concentrated areas of poverty in Jackson that has created challenges to the local governments as well as community service providers.

Out of the 248,643 residents of Hinds County, 53% of the population was females compared to 47% males. The racial composition at time of the 2012 census was: Black - 70%; White - 28%; Hispanic - 2%.



About Hinds County Cities

- [Clinton](#)
- [Jackson](#)
- [Raymond](#)
- [Byram](#)

Towns

- Bolton
- Edwards
- Learned
- Terry
- Utica

School Districts

- Clinton
- Hinds County
- Hinds County AHS
- Jackson Public

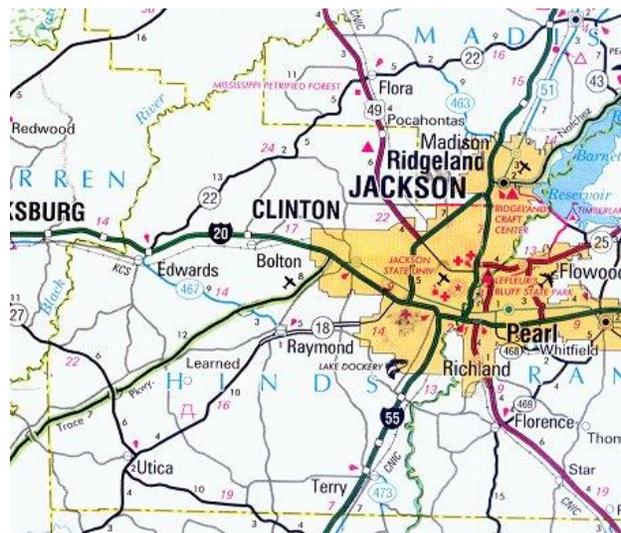


Table 3: Hinds County QuickFacts

People QuickFacts	Hinds County	Mississippi
Population (2012 Estimate)	248,643	2,984,926
Persons under 5 (2012 Percent)	7.1%	6.8%
Persons 65 years and over (2012 Percent)	11.2%	13.5%
Persons below poverty level (2008-2012 percent)	24.2%	22.3%
Per capita money income in the past 12 months (2012 dollars)	\$20,589	\$20,670
Median household income	\$38,152	\$38,882
Bachelor's degree or higher (2012 percent)	27.4%	20.0%

Source: U.S. Census, 2012 QuickFacts

Table 4: Population Summary

City	Total Population	Total Households	Population by Age (Percent)		Median Household Income (\$) (2011 estimate)
	<i>Annual Rate (%)</i>	<i>Annual Rate (%)</i>	0-4	Over 65	
Bolton	567 <i>-0.79%</i>	220 <i>-0.57%</i>	44 (7.76%)	73 (12.87%)	34,368
Byram	11,489 <i>6.87%</i>	4,402 <i>7.07%</i>	968 (8.43%)	832 (7.24%)	59,751
Clinton	25,216 <i>0.11%</i>	9,766 <i>0.99%</i>	1,608 (6.38%)	3,447 (13.67%)	55,332
Edwards	1,034 <i>-1.59%</i>	406 <i>-0.36%</i>	62 (62.00%)	139 (13.44%)	27,518
Learned	94 <i>1.25%</i>	30 <i>1.84%</i>	12 (12.77%)	15 (15.96%)	40,083
Jackson	173,514 <i>-0.78%</i>	64,523 <i>-0.66%</i>	13,498 (7.78%)	17,328 (9.99%)	35,831
Raymond	1,933 <i>-0.42%</i>	448 <i>-0.16%</i>	56 (2.90%)	190 (9.83%)	44,525
Terry	1,063 <i>1.37%</i>	407 <i>1.97%</i>	88 (8.28%)	107 (10.07%)	38,781
Utica	820 <i>-1.04%</i>	297 <i>-0.17%</i>	71 (8.66%)	108 (13.17%)	35,147

Source: U.S. Census Bureau, Census 2010 Summary File 1

Table 8a: Population Profile - Poverty, 2011

Geographic Area	All Ages		Age 0-17		Age 0-4		Age 5-17	
	Number of Persons	Poverty Rate						
Hinds County, Mississippi	62,970	26.2	23,267	36.7	7,584	41.8%	15,683	34.4
Mississippi	658,232	22.8	239,159	32.4	78,073	37.2%	161,086	30.4
United States	48,452,035	15.9	16,386,500	22.5	5,406,513	26.8%	10,976,987	20.8

Source: U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE), 2011. Estimates for 2011 were released in December 2012.

Table 8b: Population Profile - Poverty, 2008 – 2012

Location	Age Group	Data Type	2008	2009	2010	2011	2012
Mississippi	5 to 17	Number	148,122	153,333	160,282	161,086	171,183
		Percent	27.8%	28.9%	30.2%	30.4%	32.1%
	Under18	Number	222,716	230,409	240,782	239,159	249,060
		Percent	29.5%	30.7%	32.4%	32.4%	33.9%
	All Ages	Number	590,480	620,446	644,156	658,232	689,116
		Percent	20.8%	21.8%	22.4%	22.8%	23.8%
Hinds	5 to 17	Number	14,214	14,553	15,100	15,683	17,100
		Percent	30.9%	31.4%	32.9%	34.4%	37.8%
	Under18	Number	22,304	21,502	21,813	23,267	24,224
		Percent	34.2%	32.9%	34.1%	36.7%	38.7%
	All Ages	Number	55,043	55,442	54,448	62,970	67,539
		Percent	23.1%	23.3%	22.9%	26.2%	28.0%

Source: U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE). Estimates for Mississippi Counties. All ages in poverty, [Year].

Table 9: Poverty Rate (ACS), 2007 – 2011

Geographic Area	Poverty Rate for All Persons		
	Total Population	In Poverty	Poverty Rate
Hinds County, Mississippi	237,482	55,009	23.2
Mississippi	2,860,440	617,805	21.6
United States	298,788,000	42,739,924	14.3

Source: U.S. Census Bureau, American Community Survey, 2011 Data Release, December 2012. The 2011 American Community Survey 5-year data is an average of data collected from 2007 through 2011.

Youth/Children

Table 10: Youth Population Change (ACS), 2005 – 2012

Location	Category	Data Type	2005 - 2009	2006 - 2010	2007 - 2011	2008 - 2012
Hinds	Under 5 years	Number	19,280	18,162	18,162	17,926
		Percent	7.7%	7.4%	7.4%	7.3%

Source: U.S. Census Bureau, American Community Survey. Updated December 2013.

Table 11: Child population by household type (percent & number)

Location	Household Type	Data Type	2008 - 2012
Mississippi	married-couple households	Percent	55.2%
		Number	411,416
	father only households	Percent	7.0%
		Number	51,868
	mother only households	Percent	37.8%
		Number	281,825
Hinds	married-couple households	Percent	42.3%
		Number	26,851
	father only households	Percent	8.7%
		Number	5,525
	mother only households	Percent	49.1%
		Number	31,169

Source: U.S. Census Bureau, American Community Survey. Updated December 2013.

Table 12: Enrolled in Pre-School or Nursery School

Location	Data Type	2005 - 2009	2006 - 2010	2007 - 2011	2008 - 2012
Mississippi	Percent	50.6%	50.9%	52.7%	52.5%
Hinds	Percent	69.4%	69.5%	67.2%	62.9%

Source: U.S. Census Bureau, American Community Survey. Updated December 2013.

Seniors

Table 13: Seniors in Poverty, 2007 - 2011

Geographic Area	Seniors	Seniors in Poverty	Senior Poverty Rate
Hinds County, Mississippi	25,478	3,283	12.9
Report Area	25,478	3,283	12.9
Mississippi	361,039	52,213	14.5
United States	38,283,844	3,593,580	9.4

Source: U.S. Census Bureau, American Community Survey, 2011 Data Release, December 2012. The 2011 American Community Survey 5-year data is an average of data collected from 2007 through 2011.

Employment

Table 14: Employment/Unemployment Information, July 2013

Geographic Area	Labor Force	Employment	Unemployment	Unemployment Rate
Hinds County, Mississippi	118,929	109,620	9,309	7.8
Report Area	118,929	109,620	9,309	7.8
Mississippi	1,308,314	1,196,015	112,299	8.6
United States	157,195,791	145,112,518	12,083,273	7.7

Source: U.S. Department of Labor, Bureau of Labor Statistics, Local Area Unemployment Statistics, August 28, 2013.

Table 15: Change in Unemployment, July 2012 - July 2013

Geographic Area	Unemployment, July 2012	Unemployment, July 2013	Unemployment Rate, July 2012	Unemployment Rate, July 2013
Hinds County, Mississippi	11,837	9,309	9.6	7.8
Report Area	11,837	9,309	9.6	7.8
Mississippi	139,988	112,299	10.3	8.6
United States	13,408,180	12,083,273	8.6	7.7

Source: U.S. Department of Labor, Bureau of Labor Statistics, Local Area Unemployment Statistics, August 28, 2013.



Education

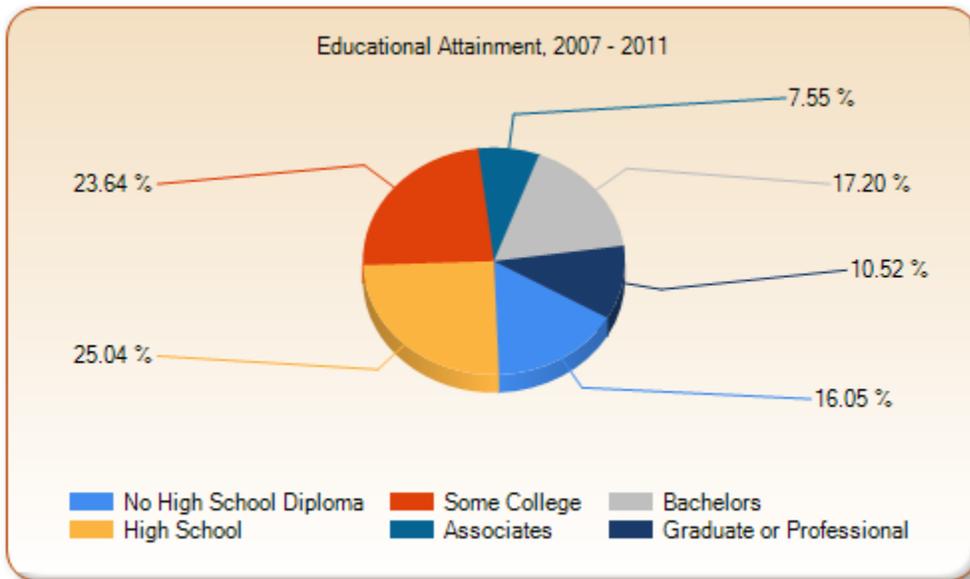


Table 19: Number of Mothers without a High School Diploma

		Number	2007	2008	2009	2010	2011
			Total	893	851	785	727
	Percent	23.1%	23.0%	22.2%	21.1%	18.3%	
Hinds	White	Number	142	105	109	100	100
		Percent	16.2%	13.9%	13.5%	14.1%	13.4%
	Nonwhite	Number	751	746	676	627	510
		Percent	25.1%	25.3%	24.8%	23.0%	19.5%

Source: Mississippi State Department of Health. Public Health Statistics. [Year] Summary Statistics by County.

Table 20: Mothers with four years of college or more

Location	Race	Data Type	2008	2009	2010	2011	2012
Hinds	Total	Number	947	871	861	808	842
		Percent	24.5%	23.5%	24.4%	23.5%	25.2%
	White	Number	413	349	381	359	371
		Percent	47.3%	46.6%	47.3%	50.8%	49.9%
	Nonwhite	Number	534	522	480	449	471
		Percent	17.9%	17.7%	17.6%	16.5%	18.1%

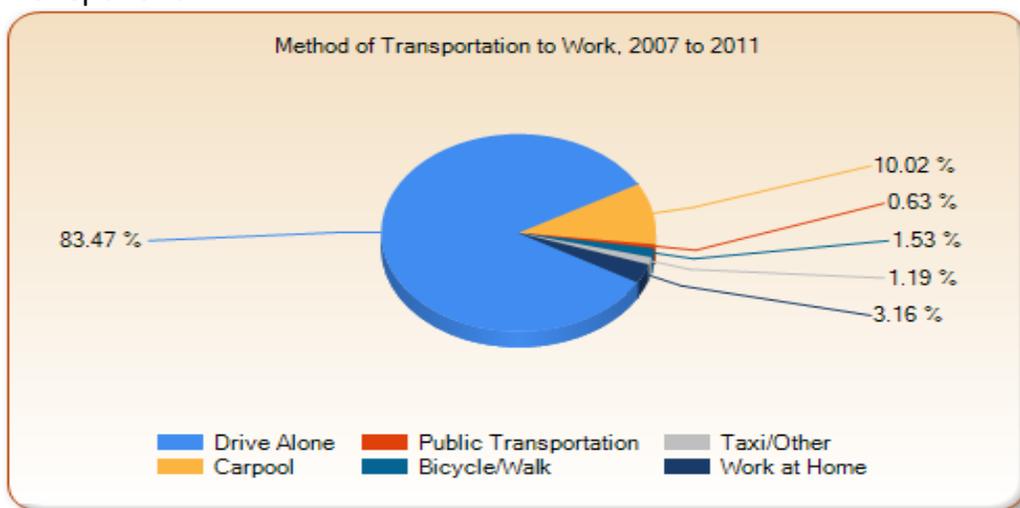
Source: Mississippi State Department of Health. Public Health Statistics. Summary Statistics by County.

Table 21: Hinds County Educational Attendance

	Hinds County, Mississippi					
	Total		Percent of enrolled population			
			In public school		In private school	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 3 years and over enrolled in school	77,171	+/-2,763	83.2%	+/-2.3	16.8%	+/-2.3
Nursery school, preschool	4,502	+/-1,312	68.7%	+/-14.3	31.3%	+/-14.3
Kindergarten to 12th grade	47,151	+/-1,313	89.0%	+/-2.3	11.0%	+/-2.3
Kindergarten	4,209	+/-1,010	84.3%	+/-9.2	15.7%	+/-9.2
Elementary: grade 1 to grade 4	14,902	+/-1,452	84.9%	+/-5.1	15.1%	+/-5.1
Elementary: grade 5 to grade 8	13,948	+/-1,623	92.0%	+/-4.1	8.0%	+/-4.1
High school: grade 9 to grade 12	14,092	+/-1,240	91.7%	+/-3.8	8.3%	+/-3.8
College, undergraduate	21,497	+/-2,385	78.2%	+/-5.1	21.8%	+/-5.1
Graduate, professional school	4,021	+/-993	58.1%	+/-13.1	41.9%	+/-13.1
Percent of age group enrolled in school	--					
3 and 4 years	53.2%	+/-10.2	69.5%	+/-14.3	30.5%	+/-14.3
5 to 9 years	95.9%	+/-2.5	84.0%	+/-4.9	16.0%	+/-4.9
10 to 14 years	98.9%	+/-0.9	91.5%	+/-3.6	8.5%	+/-3.6
15 to 17 years	97.2%	+/-2.1	89.4%	+/-4.7	10.6%	+/-4.7
18 and 19 years	72.6%	+/-8.5	84.6%	+/-7.0	15.4%	+/-7.0
20 to 24 years	48.3%	+/-7.3	78.4%	+/-7.8	21.6%	+/-7.8
Population 18 years and over	185,284	+/-287	(X)	(X)	(X)	(X)
Enrolled in college or graduate school	13.5%	+/-1.3	75.0%	+/-4.9	25.0%	+/-4.9
Enrolled in college or graduate school	11.5%	+/-1.8	71.0%	+/-8.7	29.0%	+/-8.7
Enrolled in college or graduate school	15.3%	+/-2.0	77.5%	+/-6.0	22.5%	+/-6.0
Population 18 to 24 years	31,105	+/-779	(X)	(X)	(X)	(X)
Enrolled in college or graduate school	44.7%	+/-5.6	77.3%	+/-6.5	22.7%	+/-6.5
Males 18 to 24 years	15,050	+/-645	(X)	(X)	(X)	(X)
Enrolled in college or graduate school	39.2%	+/-8.3	79.5%	+/-9.4	20.5%	+/-9.4
Females 18 to 24 years	16,055	+/-397	(X)	(X)	(X)	(X)
Enrolled in college or graduate school	49.9%	+/-8.2	75.6%	+/-7.7	24.4%	+/-7.7

Source: U.S. Census Bureau, 2012 American Community Survey American

Transportation



Qualitative Assessment Data

It is not enough to simply evaluate the demographics of our customers. HCHRA must research what our customers view as important. Yet, the questions, 'What do customers value? What satisfies their perceived needs, wants, and aspirations?' is so complicated that it can only be answered by the customers themselves. So, in order to compile a comprehensive and accurate community cross section, assessment surveys were directly distributed and completed by community members throughout the service region. In order to study secondary qualitative data already obtained, information was requested from members of civic organizations, elected officials, other organizations that serve persons of low-income, and HCHRA Board of Directors other memberships throughout the five-county service area.

Primary

Throughout 2013-2014, HCHRA's Department of Community Programs and Services hosted several public functions at the Agency's Neighborhood Service Centers. Customers representing various constituents, including low-income, elderly, and the physically challenged, offered comments and suggestions that addressed needs in their respective communities. Head Start staff and CSBG case managers provided Head Start families and Agency clients opportunities to complete the CSNA survey. Head Start families were also assessed using the Family Partnership Agreement that was administered by HCHRA Family & Community Services Division staff. This tool not only provided crucial information for the Agency, but also served introspectively for families.

Also, an analysis of the opinions from the community needs assessment survey indicates that the Agency needs to continue working in each of its planning areas: employment, education, health, nutrition, linkages, income management, self-sufficiency, emergency services and housing.

Specifically, the analysis revealed that the top three areas of concern are health, employment and

education. Programs to promote income management and housing also ranked high on the list of most needed services.

In order to ensure adequate community and consumer representation in the needs assessment process, the following methods were used:

- Made needs assessment available online at agency website and mobile
- Solicited community members, elected officials and consumers
- Sought input from all sectors of the community through HCHRA Board of Directors meetings; and
- Distributed and collected assessment forms from community civic organizations and HCHRA agency staff.
- Distributed and collected assessment forms one on one in local high traffic areas at public events and gathering areas.

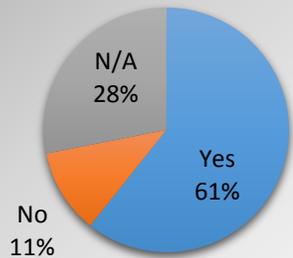
Each surveyor was to rank the nine CSBG service categories from highest priority as one to lowest priority as the number nine. Once the results were entered into the database, points were given in order.

Once the surveys were collected, entered and compiled; the data was computed in order to give the best possible indications of need. Individual numbers were calculated for strike for each mark of choice. One question asked surveyors to rank the nine service categories by important to taker. Surveyors were allowed to rank one to nine as the highest priority as one (1) and the lowest priority as nine (9). A point system was established as the following:

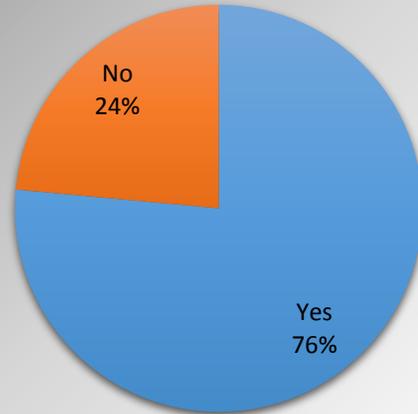
All points were totaled in order give count for all votes given by surveyors. These were then ranked by least average points. The results from these questions were compared to results from question asking surveyors to mark any area that is needed in their region.

(See Attachment A for actual survey)

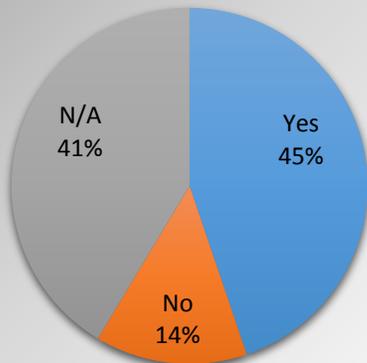
Was your immediate need met by services from HCHRA?



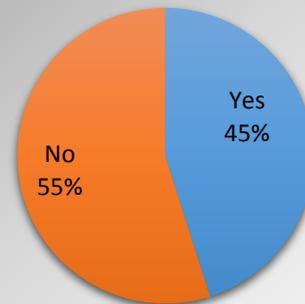
**Of the Individuals receiving services:
Is your family more stable since receiving services from HCHRA?**



Is your family more stable since receiving services from HCHRA?

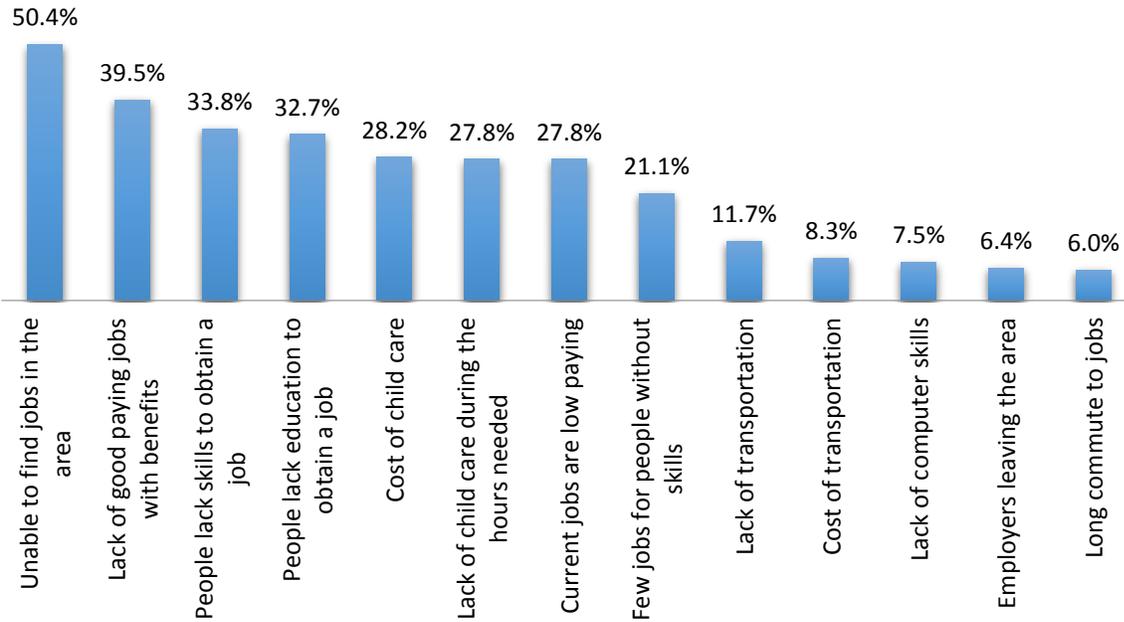


Have you ever received services from HCHRA?



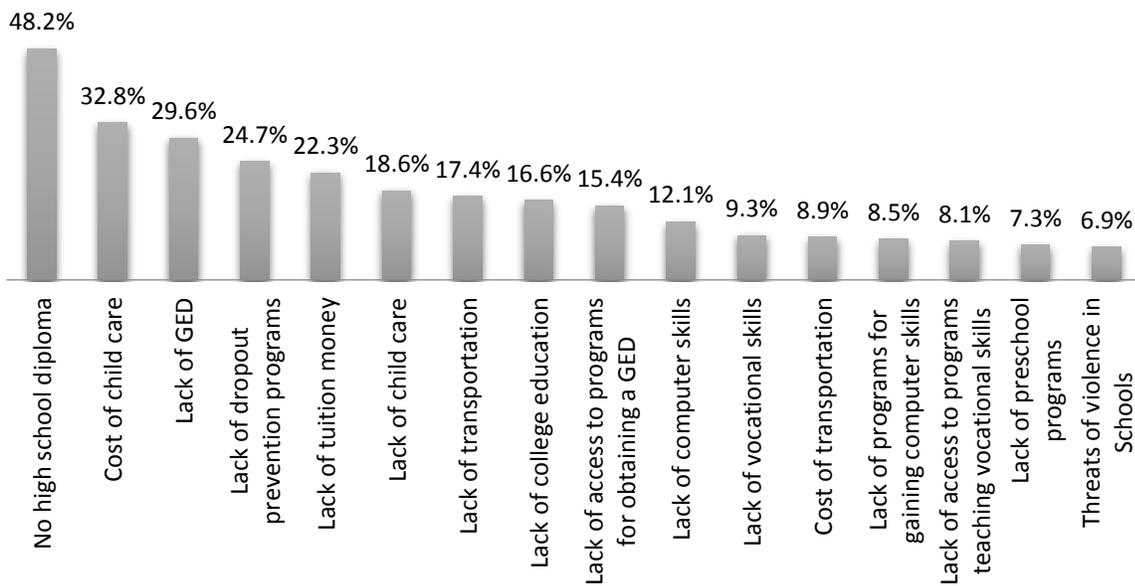
Issue Area - EMPLOYMENT

Employment is a problem in this community because:



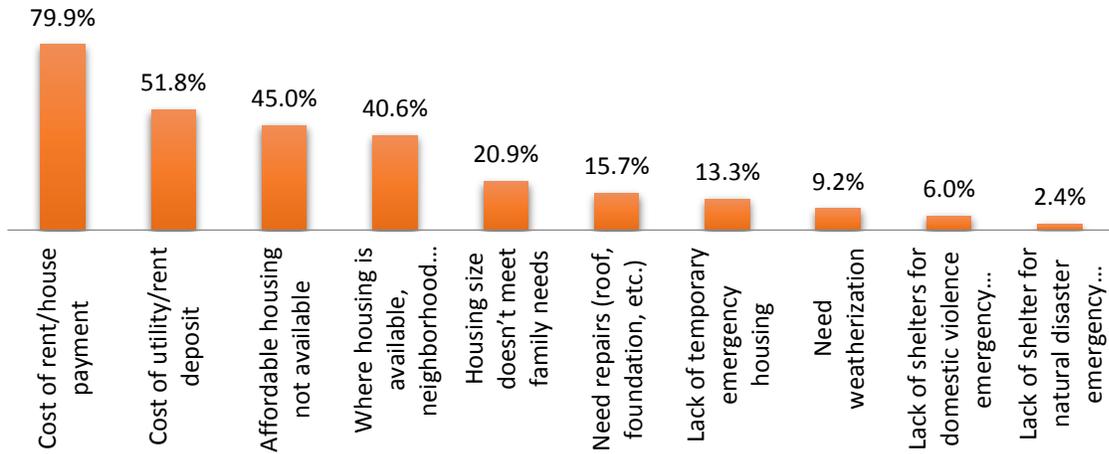
Issue Area - EDUCATION

Education is a problem in this community because:



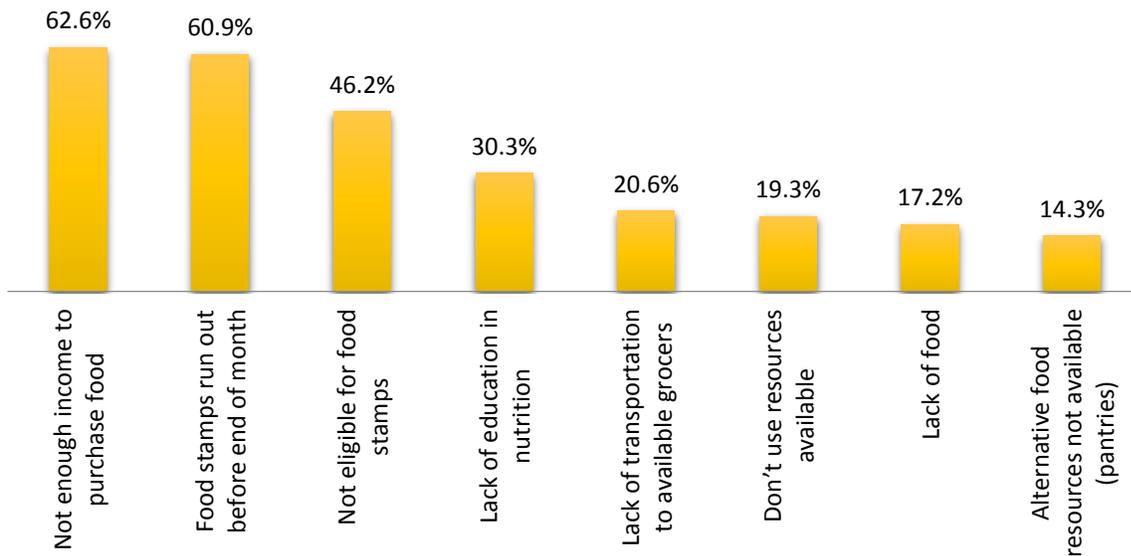
Issue Area - HOUSING

Housing is a problem in this community because: (check top 3 that apply)

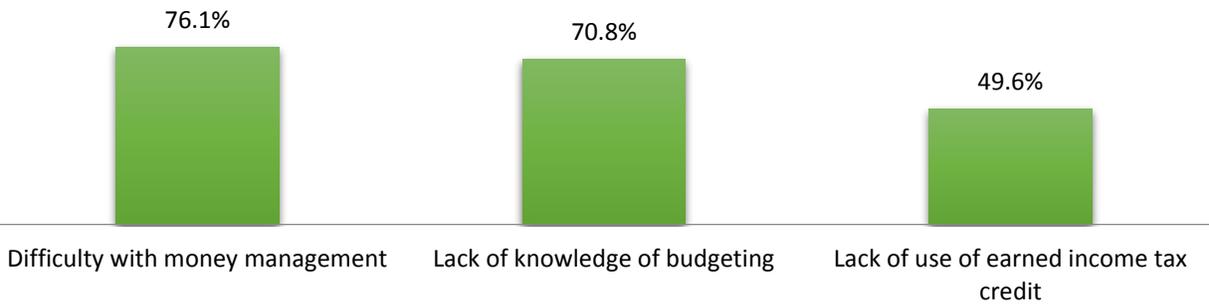


Issue Area - NUTRITION

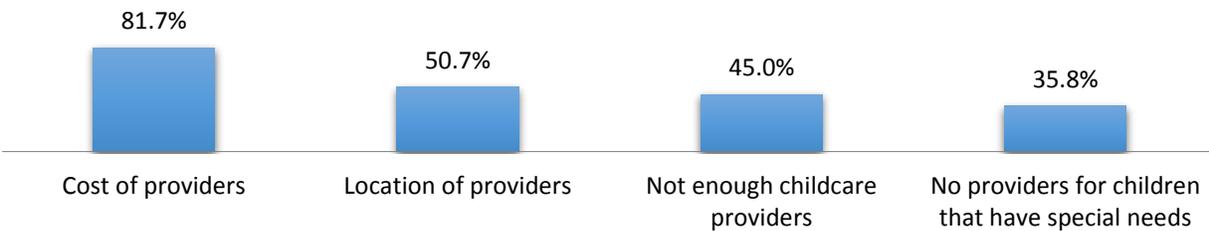
Nutrition is a problem in this community because:



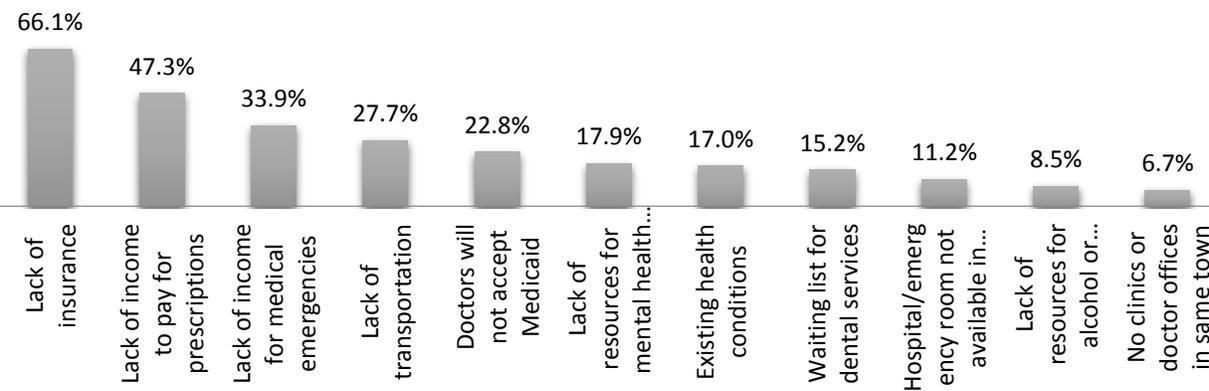
Issue Area - INCOME MANAGEMENT
Use of income is a problem in this community because:

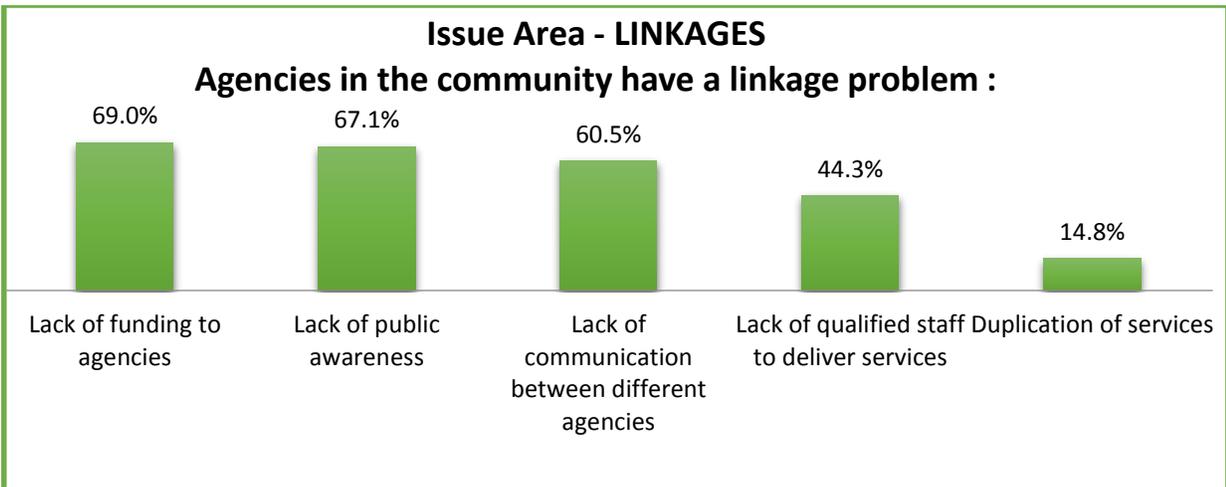
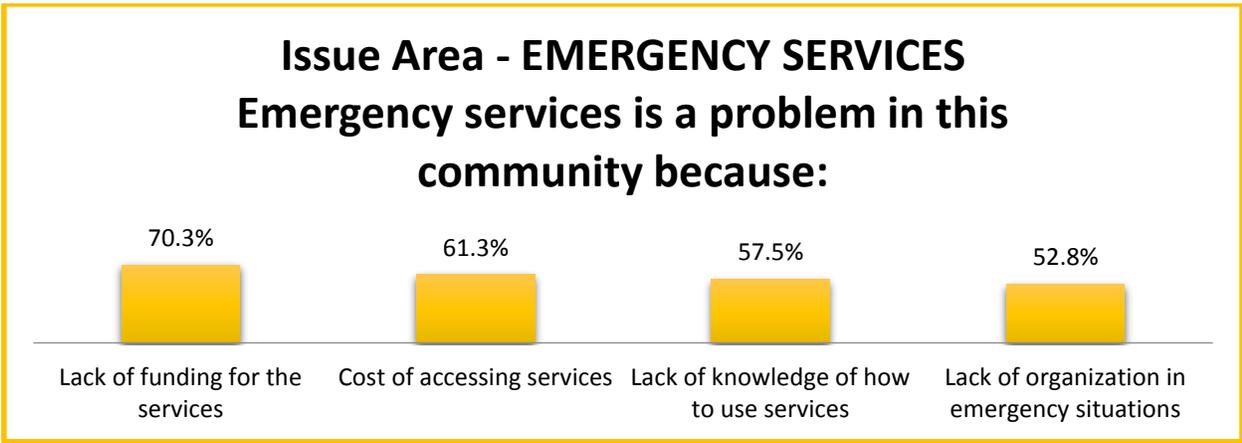
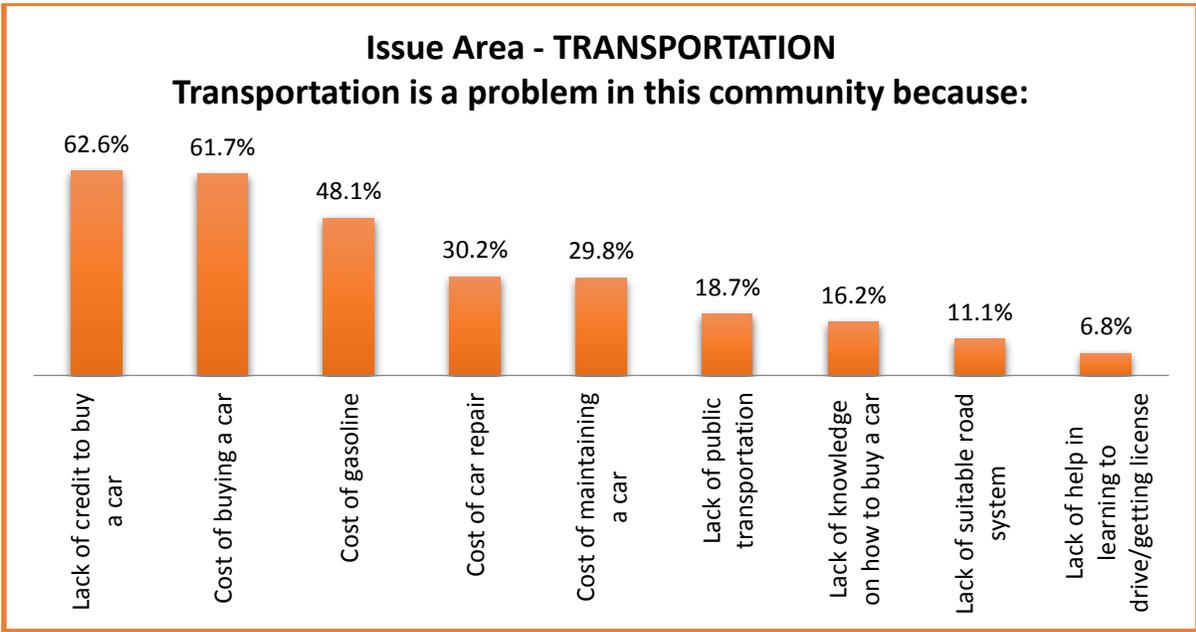


Issue Area - CHILDCARE
Childcare is a problem in this community because:



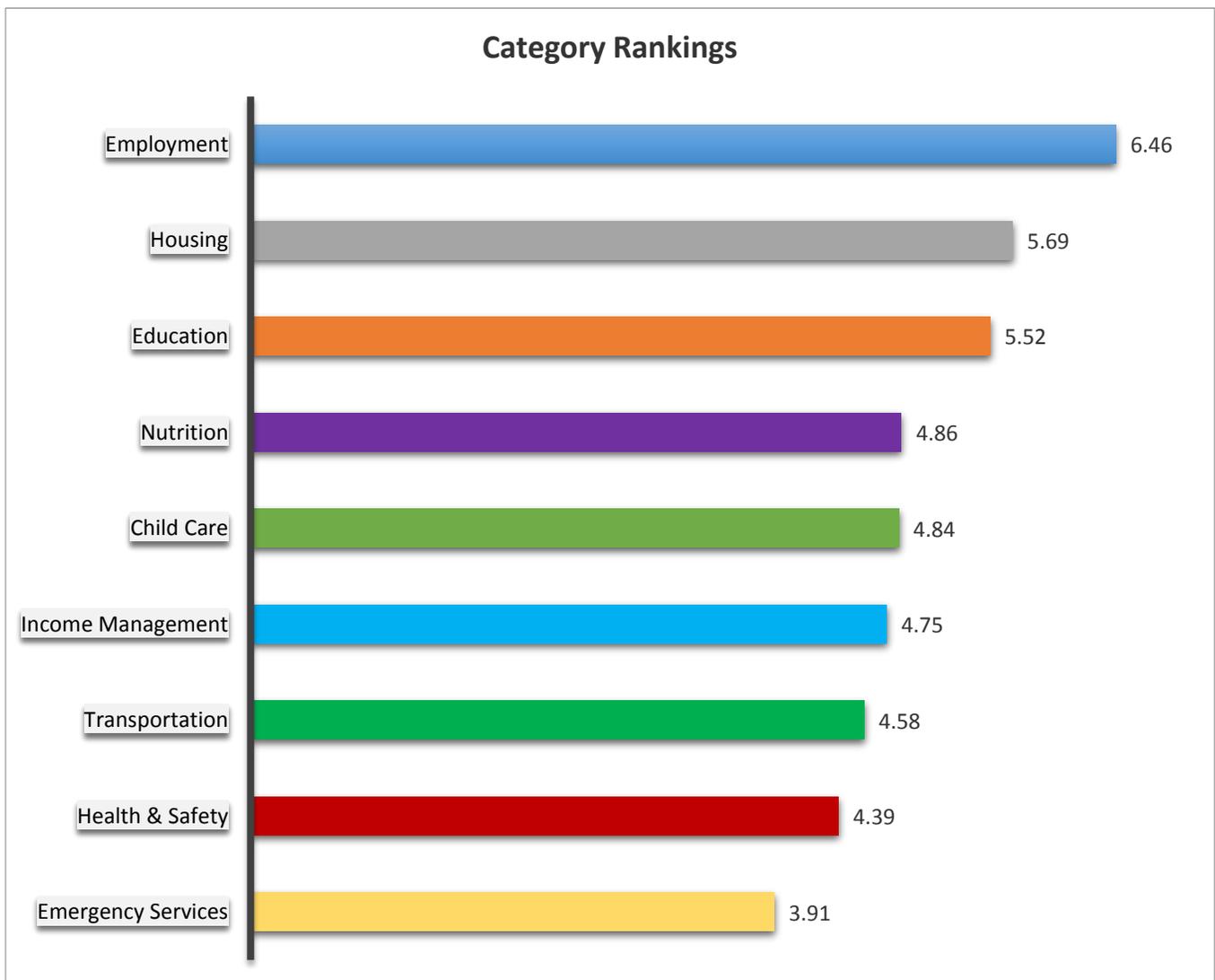
Issue Area - HEALTH
Health care is a problem in this community because:





Using the above understanding of the issue areas, please rate the following categories from greatest (9) to least (1) need for resources, services and programs in order for your household to become more self-sufficient. (Example: 9 =highest need, 1 = lowest need). Only 1 number per category.

Answer Options	1	2	3	4	5	6	7	8	9	Rating Average	Response Count
Emergency Services	29	11	10	7	9	6	5	5	11	3.91	93
Health & Safety	7	12	12	19	15	13	10	3	2	4.39	93
Transportation	10	10	16	10	11	12	13	9	2	4.58	93
Income Management	7	11	10	13	16	17	9	4	6	4.75	93
Child Care	9	7	14	15	10	13	9	10	6	4.84	93
Nutrition	5	19	8	13	10	9	11	10	8	4.86	93
Education	13	9	6	6	8	10	7	15	19	5.52	93
Housing	4	5	11	9	11	9	22	15	7	5.69	93
Employment	9	9	6	1	3	4	7	22	32	6.46	93
<i>answered question</i>											93
<i>skipped question</i>											184



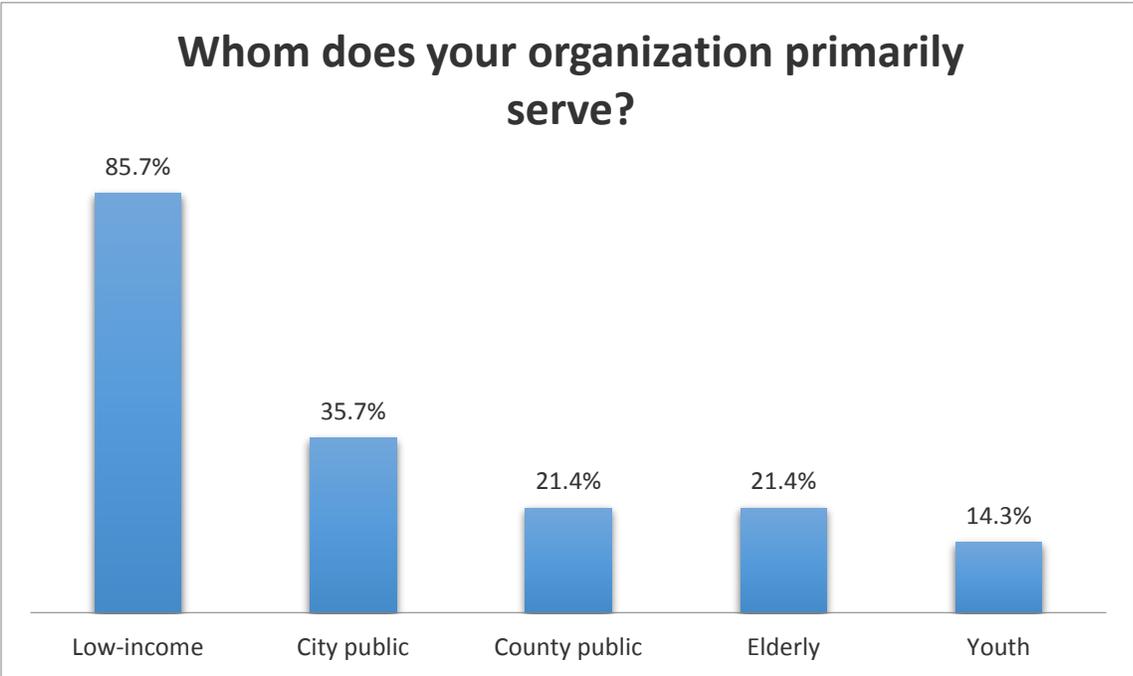
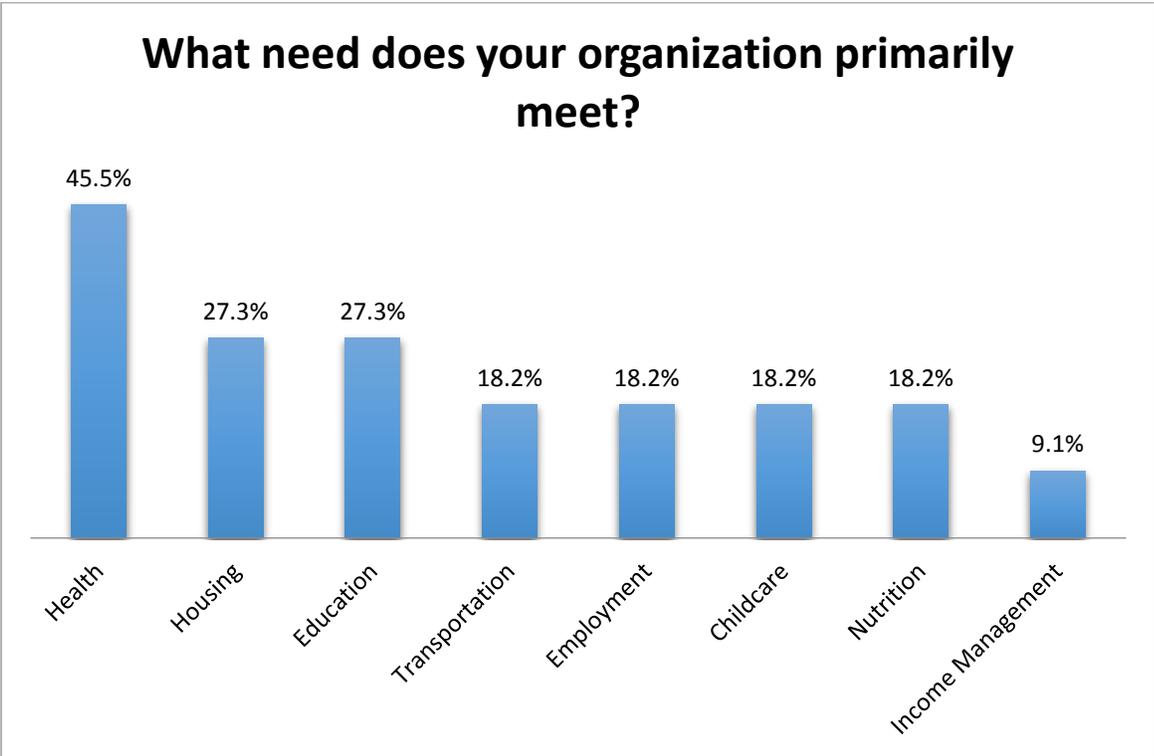
- **Secondary**

The strength of HCHRA's collaboration with sister agencies, funders and community-based organizations enables the Agency to better achieve its goals. The collaboration is particularly important when conducting the annual needs assessment as it allows the Agency to obtain a more comprehensive representation of community needs. Several members of the HCHRA management staff are actively involved on the boards and committees of many area community organizations. Since its inception in 1976, HCHRA has developed strong partnerships with various community, state, and federal agencies and organizations to provide services to the low-income residents of the HCHRA area. Throughout its 37-year history, the agency has successfully operated many major projects and programs through partnerships of other agencies. The agency recognizes the vital importance of maintaining a close working relationship with all social service and civic organizations within the service area and realizes that more people in the community can be helped when all are striving toward the common goal. CSBG staff work diligently to develop and maintain relationships that are conducive for all involved, with the realization that a better understanding of sister agencies eliminates duplicative services; consequently, funds may be utilized more efficiently and effectively within the communities served.

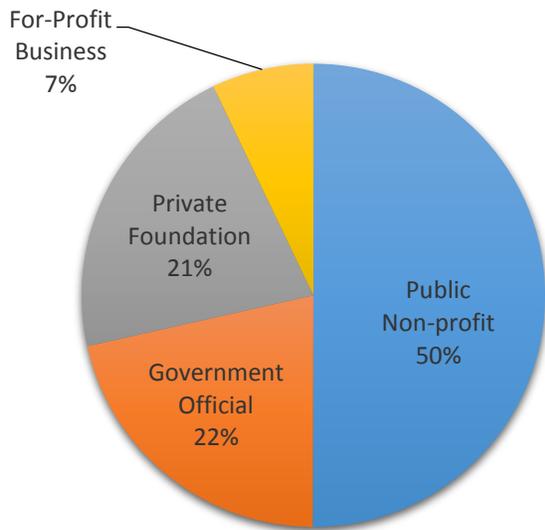
In order to better coordinate services, ensure the most effective collaboration, and prevent duplicative services, HCHRA surveyed opinions of these partners. This includes delegates from a variety of social service organizations, including the public, private, non-profit, community colleges, faith-based and ecclesiastical sectors. An inclusion of all representative bodies dedicated to the elimination of poverty ensures that the maximum number of persons is reached and that all available community resources are utilized to the fullest extent.

This Agency believes that many Hinds County citizens, whether children, adults, elderly, or handicapped, need a range of services that are designed to meet their needs. HCHRA provides services

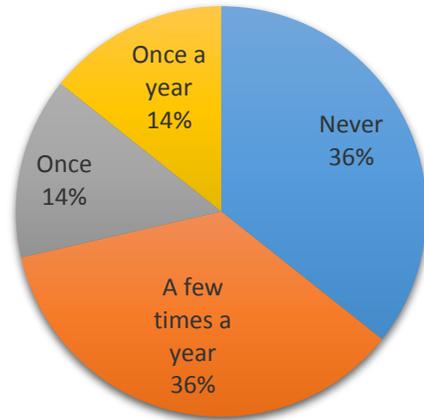
directed toward low-income individuals and to coordination of and linkages with services more widely directed in the community. The questions and responses from partners include:



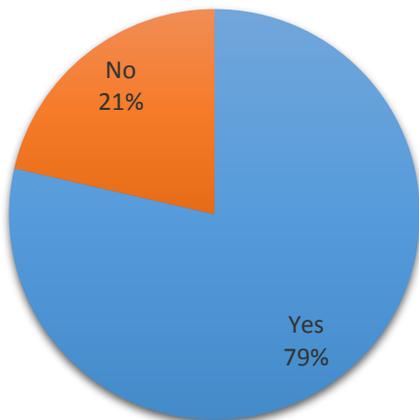
Is your company a:



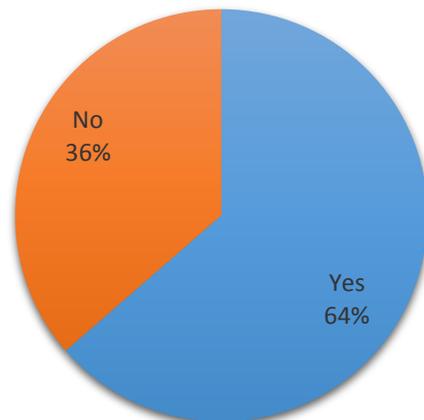
Have you ever visited an HCHRA office?



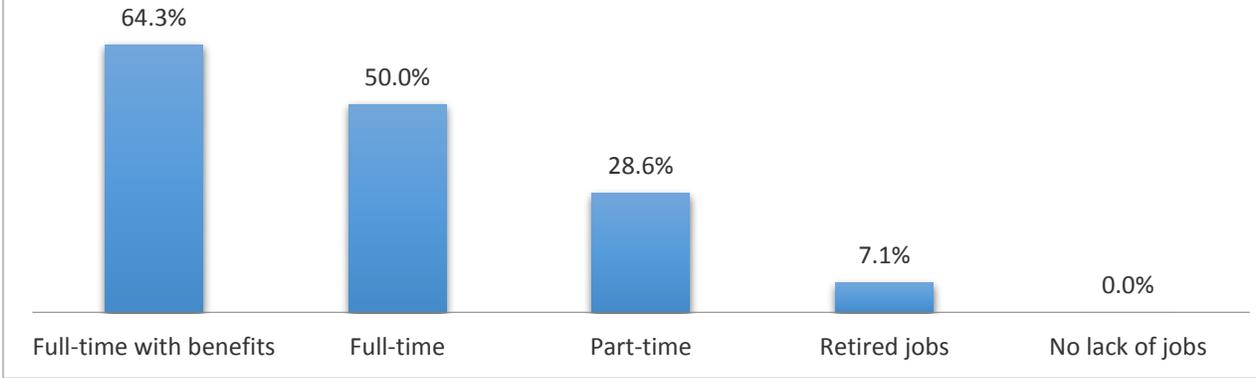
Have you referred to your local HCHRA Office?



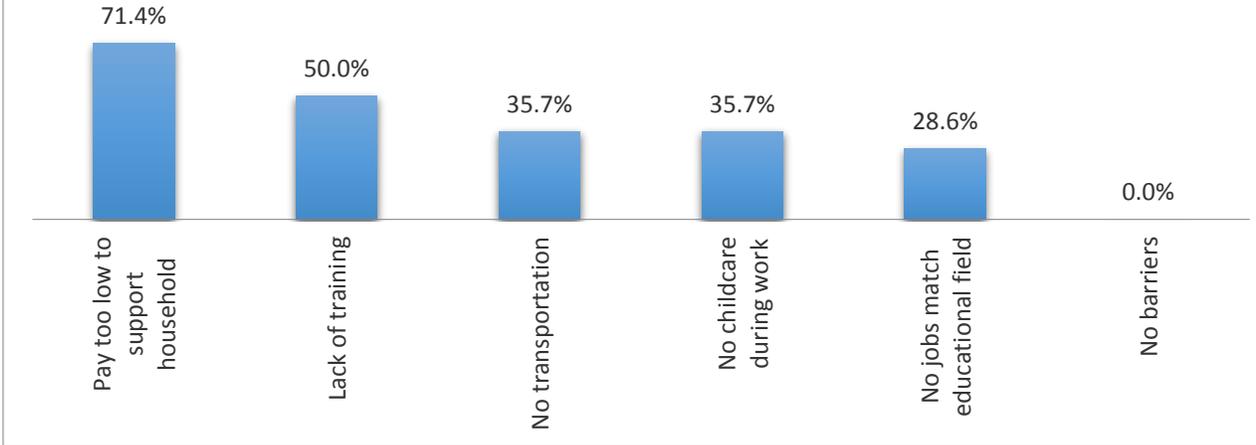
Was the referral beneficial?



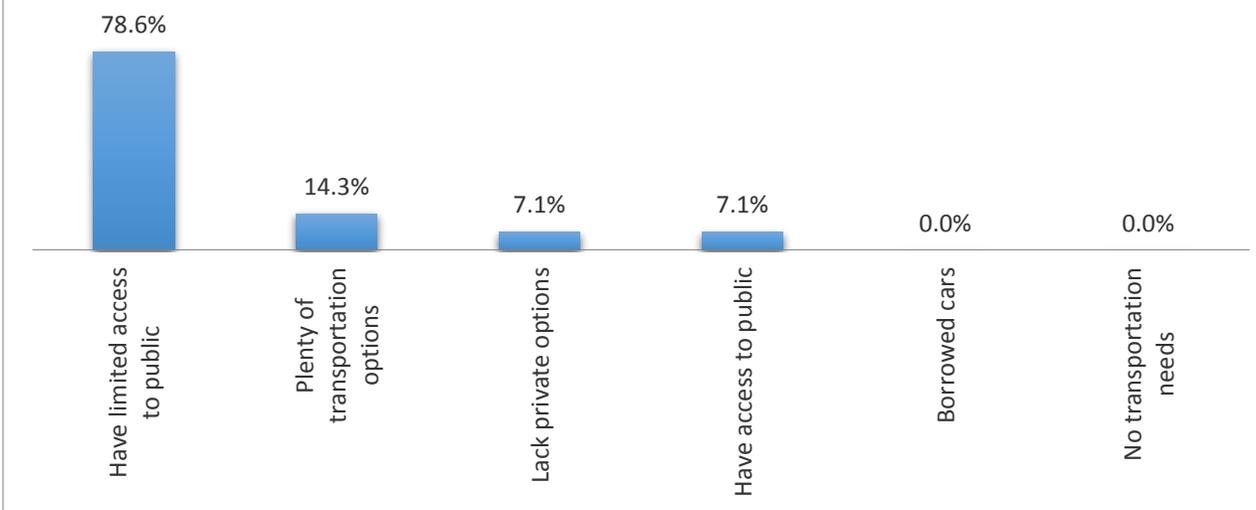
What employment options does Hinds County lack?

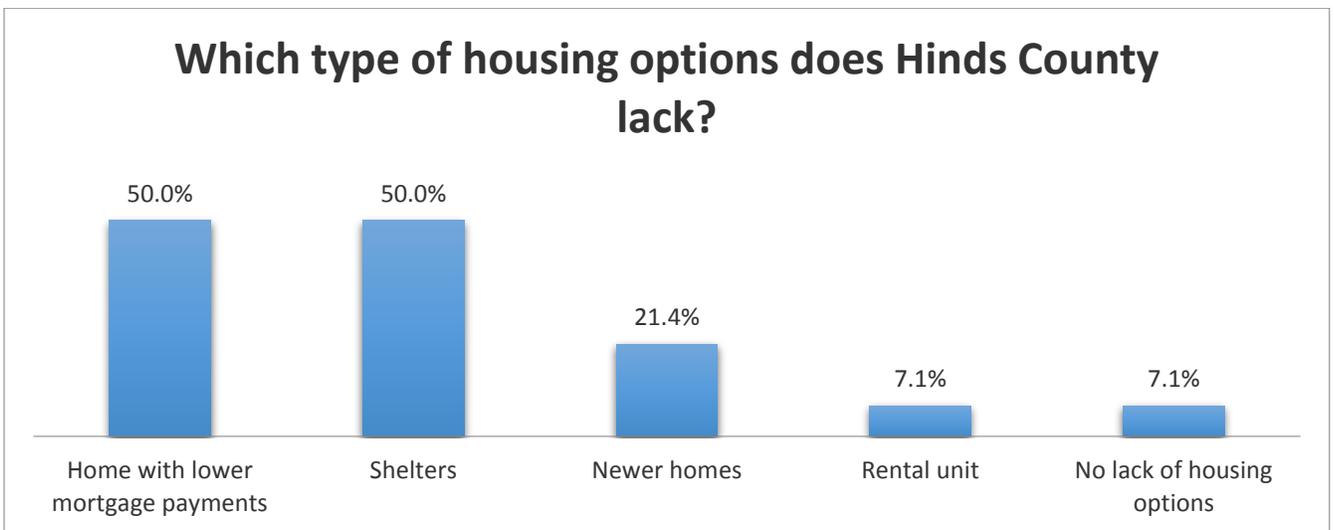
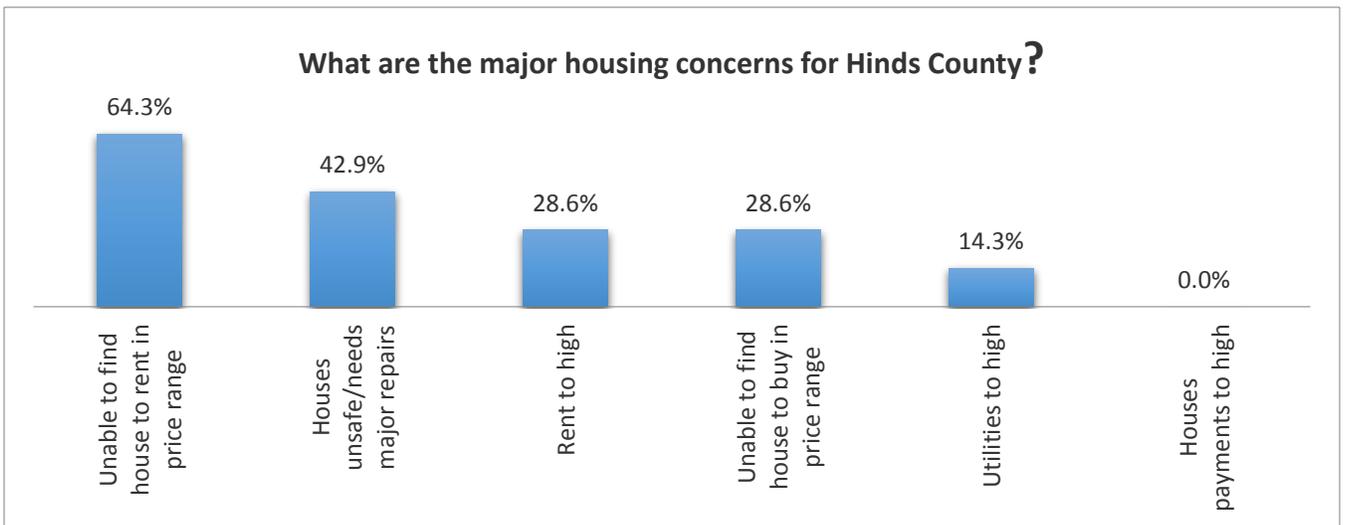
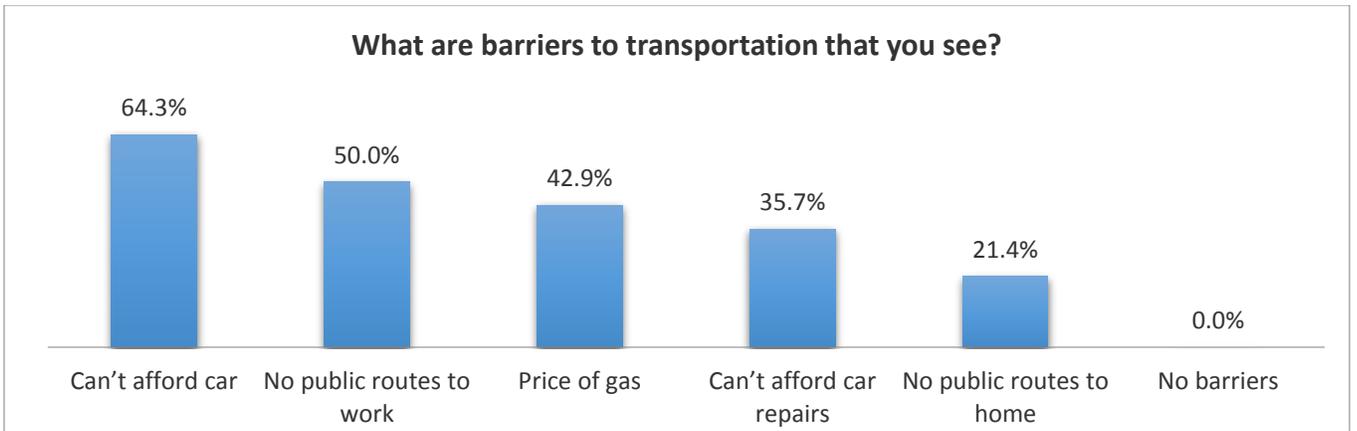


What are barriers to employment that you see?

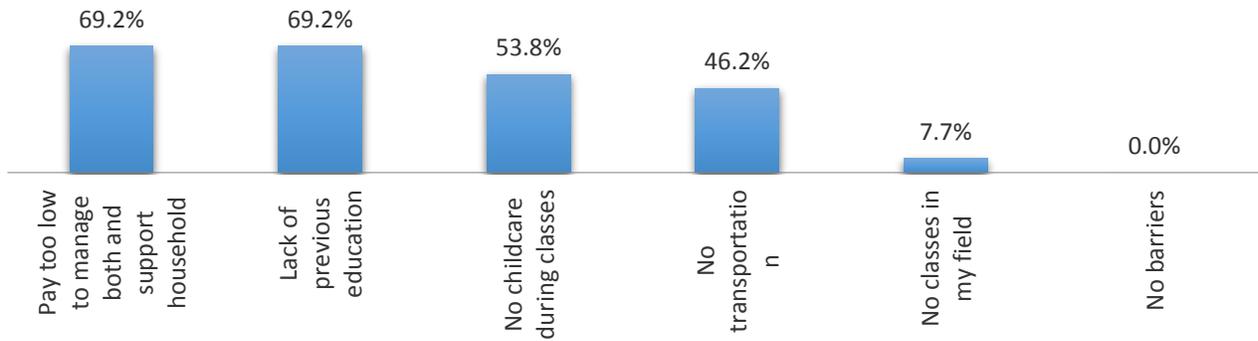


What is the transportation status of Hinds County?

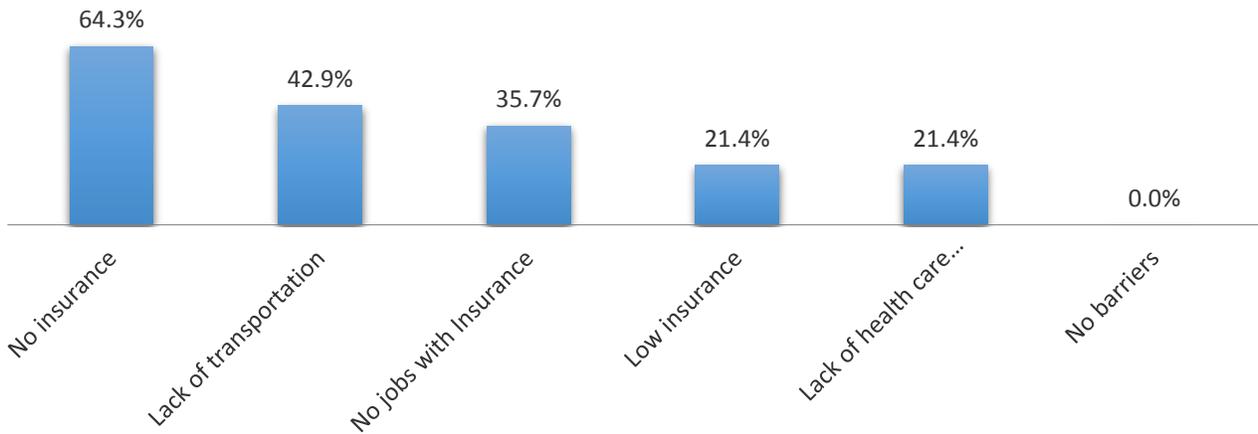




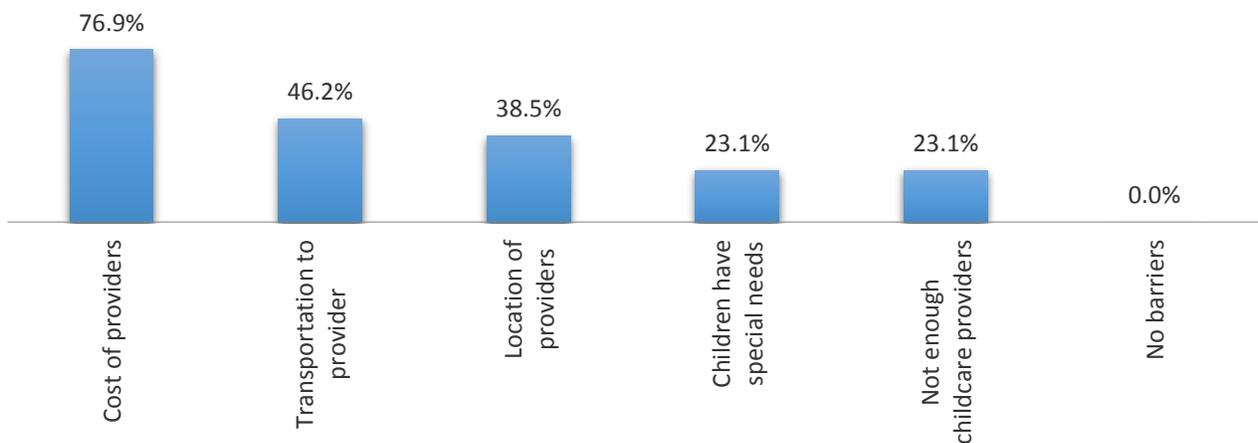
What are barriers to gaining more education?



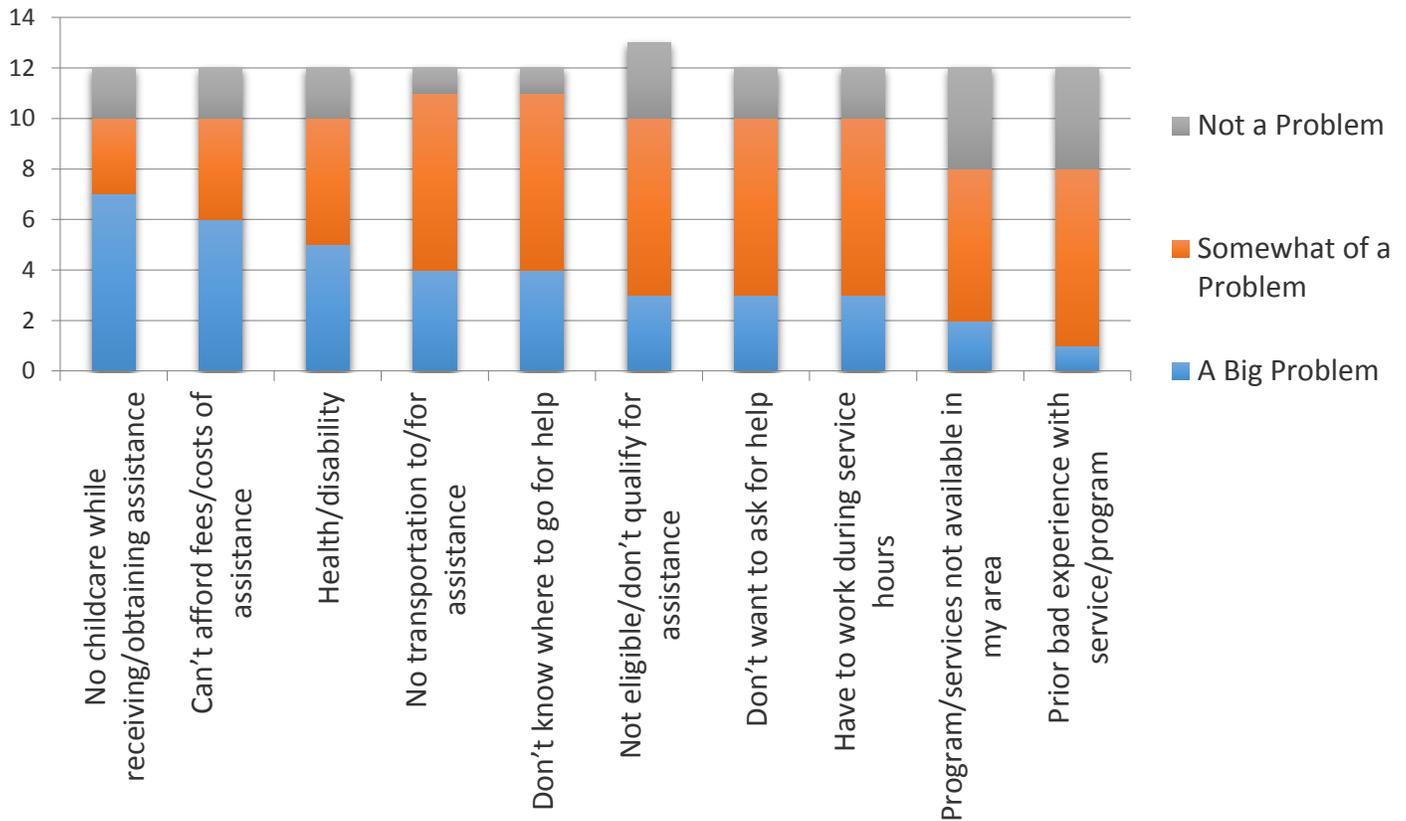
What are barriers to health care in Hinds County?



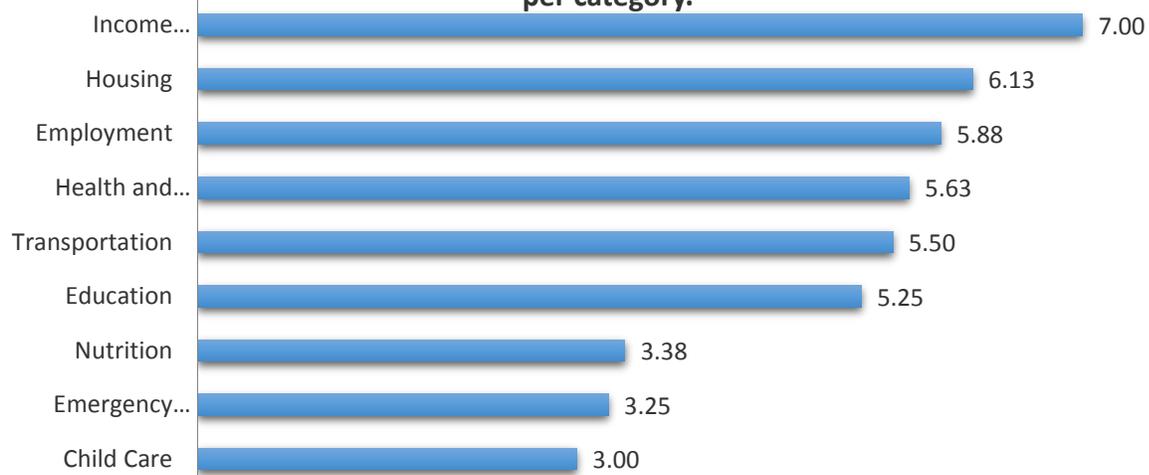
What are barriers to childcare services?



Check how much of a problem the following barriers are to you and your consumers in seeking services.



Please rate the following categories from greatest to least need for resources, services and programs in order for your household to become more self-sufficient. (9 = highest need, 1 = lowest need). Only 1 number per category.



Community Assets

Our goal is to cultivate multi-stakeholder collaboration and coordination in order to even better serve Hinds County. To this end, our community partnerships will remain in place for 2014 and others will be identified. Current partnerships for which HCHRA has a Memoranda of Understanding are listed as formal and resources in the community not formalized are listed as informal. The services and opportunities include:

Childcare

- **Formal**
 - **Family Services**
 - Mississippi Department of Human Services-Hinds County
 - **Community Opportunities**
 - Hinds County School District Pre-K Program
 - Jackson Public School District Pre-K Program
 - Clinton Public School District Pre-K Program
- **Informal**
 - **Family Services**
 - Children's Defense Fund
 - **Community Opportunities**
 - Boys and Girls Clubs
 - Daycares
 - City of Jackson daycare programs

Education

- **Formal**
 - **Family Services**
 - Hinds Community College
 - Voice of Calvary Center-GED Preparation
 - Tougaloo College Educational Opportunity Center
 - ACE Training Center
 - **Community Opportunities**
 - Hinds County School District

- Jackson Public School District
- Clinton Public School District
- **Informal**
 - **Family Services**
 - Clinton Community Christian Corporation-GED Training
 - Job Corp
 - JSU Continuing Education Learning Center
 - **Community Opportunities**
 - Jackson-Hinds Library System
 - Jackson State University
 - Hinds Community College

Employment

- **Formal**
 - **Family Services**
 - Dress for Success Metro Jackson
 - Jackson WIN Job Center
 - New Way Mississippi
 - **Community Opportunities**
 - N/A
- **Informal**
 - **Family Services**
 - Career Development Center
 - City of Jackson Department of Human and Cultural Services
 - Job Corp
 - **Community Opportunities**
 - Capitol Staffing
 - TempStaff/Execustaff
 - AAP Staffing

Emergency Services and Linkages

- **Formal**
 - **Family Services**
 - Atmos Energy

- Catholic Charities
- Entergy Mississippi
- Gateway Rescue Mission
- Operation Shoe String
- **Community Opportunities**
 - Hinds County Rural Transportation Program
 - Mississippi Center for Legal Services
 - Shady Grove Baptist Church
- **Informal**
 - **Family Services**
 - Salvation Army
 - American Red Cross
 - **Community Opportunities**
 - Clinton Community Christian Center (4C's)
 - JaTran Transportation Services
 - American Civil Liberties Union (ACLU), MS
 - Mission First Legal Clinic

Health and Safety

- **Formal**
 - **Family Services**
 - Hind County Sheriff's Department-Crime Prevention, SALT Council
 - Voice of Calvary Ministries
 - South Central Community Action Agency-Weatherization
 - **Community Opportunities**
 - Jackson-Hinds Comprehensive Health Center
- **Informal**
 - **Family Services**
 - Medicare
 - Medicaid
 - **Community Opportunities**

- Central MS Medical Center
- University of MS Medical Center
- Baptist Medical Center
- Hinds County Health Department
- Mission First

Housing

- **Formal**
 - **Family Services**
 - N/A
 - **Community Opportunities**
 - N/A
- **Informal**
 - **Family Services**
 - Housing Authorities
 - Housing Education & Economic Development (HEED)
 - Housing And Urban Development (HUD)
 - **Community Opportunities**
 - Habitat for Humanity
 - Azalea Christian Manor Apartments
 - Christian Brotherhood Homes
 - Madonna Manor for Seniors

Income Management

- **Formal**
 - **Family Services**
 - United Way of the Capital Area
 - **Community Opportunities**
 - N/A
- **Informal**
 - **Family Services**
 - Consumer Credit Counseling Services of Jackson
 - First Baptist Church of Jackson-Credit Counseling Program

- **Community Opportunities**
 - Local Banks-Bank Plus, Regions, Trustmark, etc.

Nutrition

- **Formal**
 - **Family Services**
 - Central MS Planning and Development District (CMPDD)-Senior Meals Programs
 - HCHRA’s Congregate Meals-Senior Meals Program
 - HCHRA’s Home Delivered Meals Program-Senior Meals Program
 - **Community Opportunities**
 - N/A
- **Informal**
 - **Family Services**
 - MS Department of Human Services-Hinds County
 - City of Jackson Department of Human and Cultural Services
 - **Community Opportunities**
 - Food Banks
 - Grocery Stores

Transportation

- **Formal**
 - **Family Services**
 - Willowood Development Center
 - HCHRA’s Project Head Start Program
 - HCHRA’s Home Delivered Meals Program-Senior Meals Program
 - **Community Opportunities**
 - HCHRA’s Central Office
- **Informal**
 - **Family Services**
 - City of Jackson, MS Transit System-JaTran
 - **Community Opportunities**
 - N/A