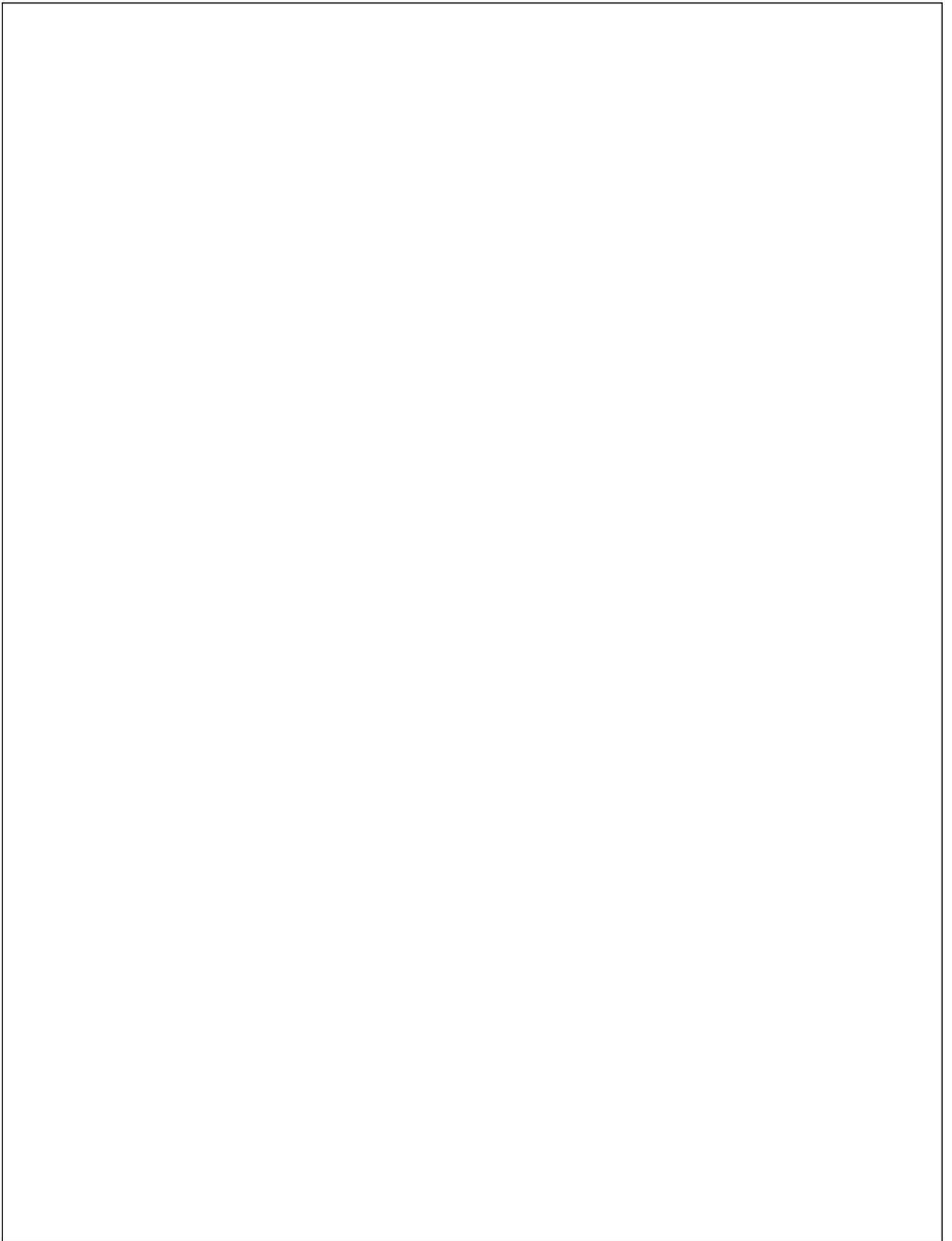


# **Community Strengths and Needs Assessment (CSNA) 2017**



***Helping Families,  
Strengthening Communities***



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## Introduction

Understanding, documenting, and responding to the needs in Hinds County is the primary aim of the Hinds County Human Resource Agency (HCHRA). HCHRA is a comprehensive community action agency, with a 40 year history of service to empower people in need in Hinds County. Through federal, state and local funding, HCHRA offers an array of programs that seek to uplift the economically disadvantaged. HCHRA enables low-income individuals to attain the skills, knowledge and motivation needed to achieve self-sufficiency. To ensure programming effectively targets issues critical to the low-income population, the agency conducts a community strengths and needs assessment annually.

To complete the 2017 Community Strength & Needs Assessment HCHRA gathered and analyzed current demographic community data; collected feedback from clients, community partners and stakeholders. Almost 600 surveys were collected and analyzed providing a complete picture of low-income customers' experiences and circumstances of living in poverty, identification of the biggest problems they face, the programs and services they identify as most needed to attain self-sufficiency and identifying which of those same program and services they find unavailable in their local community.

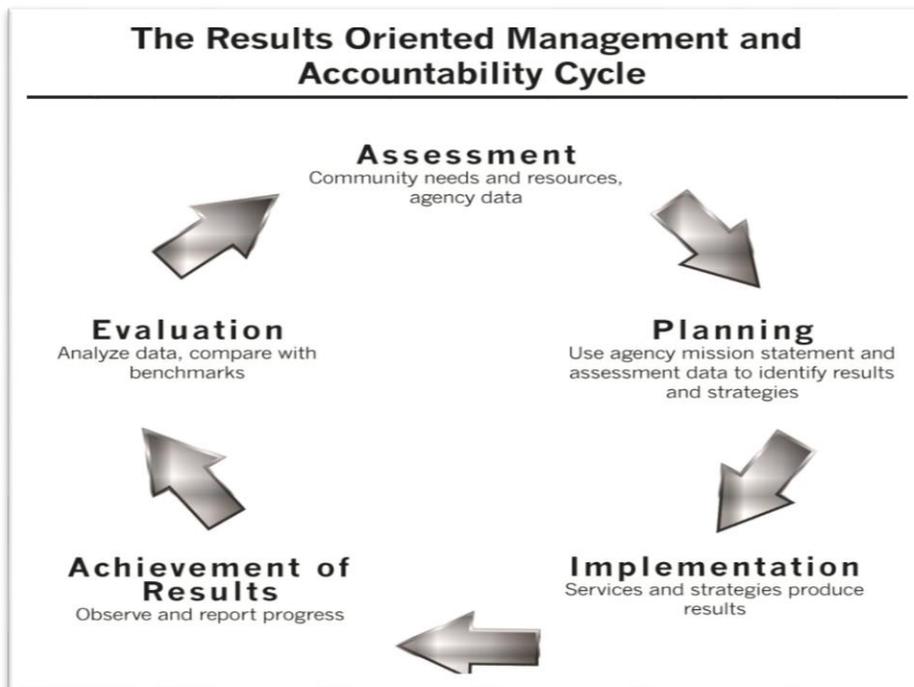
## Background

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 the Administration for Children and Families Office of Community Services Information Memorandum 49.

The community services plan development cycle includes:

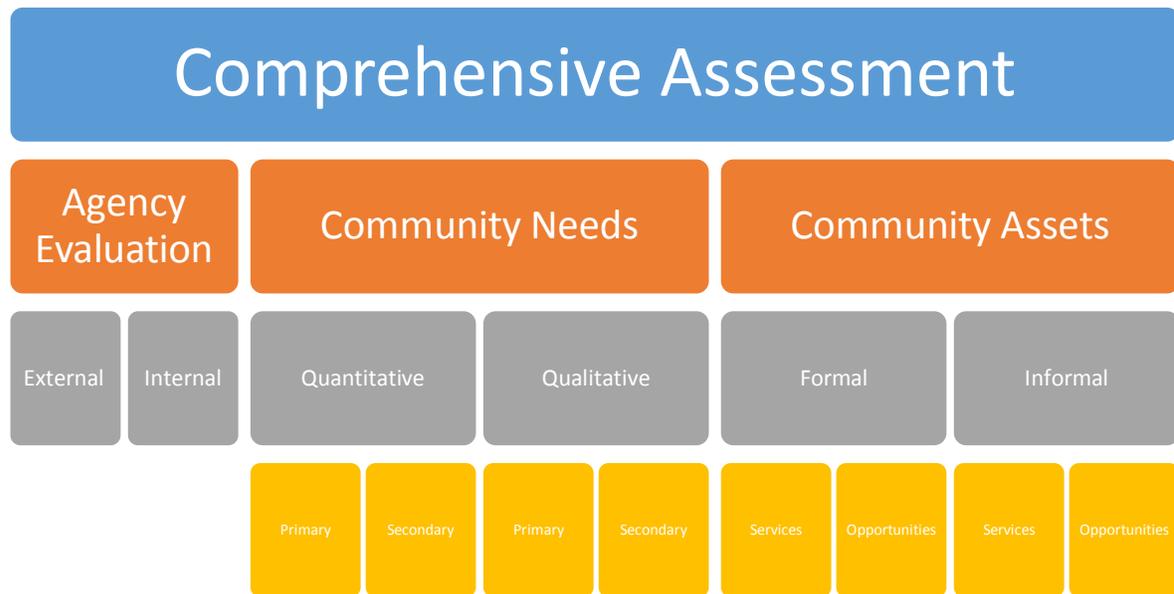
**Diagram 1: ROMA Cycle**



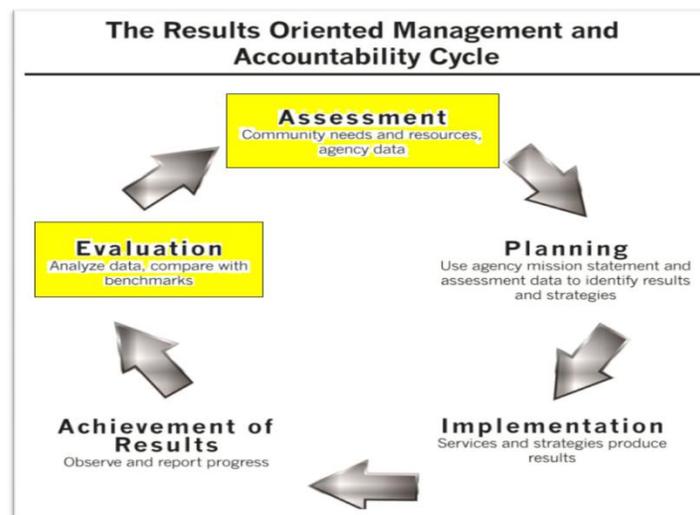
## Outline

The annual community assessment process was conducted by the HCHRA from August 2016 through June 2017. HCHRA uses a bilateral two-pronged 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 – Customer 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  
Community Commons

- 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 assets 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. Additional 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); and for developing Partnerships among supporters and providers of services to persons of low-income so that HCHRA increases our capacity to achieve results (Agency).

## Family

The following is a snapshot of 2016's outputs at the family level:

9,739 working individuals or family members received fuel and utility assistance;

600 seniors were served more than 6,312 pre-plated lunches through congregate meals program;

450 clients were served with the City of Jackson Emergency Services Water Grant;

2,302 children enrolled in Head Start and Early Head Start; 43 pregnant women were enrolled in Early Head Start;

30,846 trips covering 226,474 miles were made via the Rural Transportation Program for citizens including the elderly and disabled; and

185 citizens received tax services.

Last year's outcomes at the family level include:

217 obtained health care services for themselves and/or family members;

Over 90% of infants and children obtain age-appropriate immunizations, medical, and dental care;

Over 280,000 meals were served to children throughout the school year;

Over 900 children who participate in pre-school activities are developmentally ready to enter kindergarten;

87 were unemployed and obtained a job;

23 clients obtained skills/competencies required for employment;

Over 4,300 seniors, persons with disabilities and care givers received LIHEAP assistance; and

\$1.3 million returned to the Hinds County economy through the Volunteer Income Tax Assistance (VITA) program.

## Community

Two thousand and twenty-six 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 15 buses with a total

of 236 seats, were saved from elimination. Over 679,000 hours of volunteer time was donated to the agency with 678,592 of those hours coming from individuals of low income.

## Agency

HCHRA continued to develop its ability to produce outcomes throughout the 2016 year. The agency showed formal and informal partnerships with over 80 organizations. Three hundred fifty-five staff attended trainings in 2016, totaling to 16,975 hours of training. Fifteen Board Members also attended training to account for 1,482 hours of training time. HCHRA has two Nationally Certified ROMA Trainers, one of who is a Master Level Trainer. In addition, the agency has two staff members who are candidates to become nationally certified.

## Community Conditions and Trends

As stated in the introduction, one of the purposes of the Community Strengths and Needs Assessment is to determine mitigating factors that hinder the citizens of Hinds County from achieving self-sufficiency. Research has shown that poverty is the main reason an individual is unable to obtain self-sufficiency, because individuals who live in areas where poverty is prevalent face impediments beyond those of their individual circumstances. Poverty is a multi-faceted phenomenon which affects not only a household's inability to purchase goods, but also vulnerability towards various pressures that prohibit them from meeting their basic needs. The large majority of working families—about 90 percent—earn enough money to stay above the Census Bureau's official poverty threshold. However, many of these families are among the “near-poor,” struggling to pay for basic expenses, such as housing, health care, child care, and

transportation. In 2010, 62 percent of low-income working families—the majority of whom are renters—spent more than a third of their income on housing<sup>1</sup>.

Although working families are struggling across the country, some states are faring worse than others. In 21 states, a third or more of all working families are low-income. In Arkansas, Mississippi, and New Mexico, more than 40 percent of working families are low-income<sup>2</sup>. In Hinds County we see disparaging data that mirrors national and state averages. Hinds County has under-educated populace that lack higher education or have not obtained a GED. Per capita income in Hinds County is below the Mississippi and United States averages. Hinds County is seeing an increase in the percent of persons below the poverty level over the last five years. Almost half of our children live in poverty and the trend is only getting worse year by year. This is even more relevant when data shows our youth population has declined since 2006.

In Hinds County, people living in poverty tend to be clustered within certain streets, communities, and neighborhoods rather than being spread evenly across the county. Within the reported area 25.9% or 61,498 individuals are living in households with income below the Federal Poverty Level (FPL). The agency has used the same definition provided by the Department of Health and Human Services (HHS), Administration for Children and Families to determine the high poverty areas within Hinds County. HHS defines high poverty zip codes as those where at least 33 percent of residents live below the federal poverty level. Of the 20 zip codes that make up Hinds County, Hinds County has 5 high poverty zip codes (39201, 39203, 39204, 39209, 39213).

**Table 1: Number of People in Poverty by Zip Code**

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<sup>1</sup> The U.S. department of housing and Urban development considers housing affordable if a family pays less than 30 percent of total income on mortgage, rent, or other housing expenses.

<sup>2</sup>

Roberts, B., Povich, D., & Mather, M. (2011-2012). Overlooked and Underpaid: Number of Low-Income Working Families Increase to 10.2 Million. *The Working Poor Families Project*, 1-8.

Zip Code	Population	Number of People in Poverty	Percentage of People in Poverty
39041	3,614	678	18.8%
39056	25,749	1,191	19.0%
39066	4,575	1,262	27.6%
39154	8,134	819	10.1%
39170	10,593	910	8.6%
39174	88	13	14.8%
39175	3,791	852	22.5%
39201	384	134	34.9%
39202	6,895	1,632	23.7%
39203	5,128	2,487	48.5%
39204	19,538	7,999	40.9%
39206	24,848	7,165	28.8%
39209	28,188	11,086	39.3%
39211	24,980	3,801	15.2%
39212	33,358	7,810	23.4%
39213	22,375	9,147	40.9%
39216	2,866	602	20.9%
39217	N/A	N/A	N/A
39269	N/A	N/A	N/A
39272	12,883	1,390	10.8%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

The Poverty Program has shown through economic research that poverty is caused by several factors: lack of affordable housing, low wages and reduced government assistance, lack of affordable services (health care, child care), lack of affordable educational opportunity and lack of

job opportunity.<sup>3</sup> These factors are compounded by certain risk factors and social issues stated below:

**Poverty risk factors:**

- Inadequate assets
- High debt
- Not graduating from high school
- Young single parent
- Divorce, especially for the wife
- Inadequate health insurance

**Social issues tied to poverty:**

- Poor health & lower life expectancy
- Teenage pregnancy
- Drug and alcohol use
- Poor school performance
- Increase in missing school
- Increase in crime
- Increase in domestic violence
- Lower economic potential and productivity

The Community Strength & Needs Assessment includes data gathered from quantitative and qualitative sources. Key trends for the community include the loss of population, the loss of jobs, increases in poverty rates, and increases in factors that cause poverty such as stagnant or

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<sup>3</sup> *Poverty Program*. (2017, July 17). Retrieved from Poverty Program: [http://povertyprogram.com/founder\\_message.php](http://povertyprogram.com/founder_message.php)

falling wages, low education levels for adults, or changes in household composition that impacts household stability.

Almost 50 percent of households in Hinds County who have children are female only. And 12 percent less children are enrolled in pre-school or a nursery than they were in 2006. Also, only 15 percent of non-white mothers have four years or more of college and 18% lack a high school diploma. Many of our customers cite a lack of health insurance as a concern and almost 66 percent do not have health insurance.

Efforts towards poverty alleviation require a complete intervention scheme, not simply in economic aspects, but including social dimensions as well, so that poverty may be addressed as a socio-economic phenomenon. The assessment reinforces the sense of fragility during the slow economic development of our families. The unemployment rate continues to fall and the local economy continues to add jobs each month, but the kinds of jobs being added fail to provide real economic security. Low-wage and part-time jobs dominate the growth, and with many more people wanting to work than jobs available, employers have little incentive to reward people for their increased productivity. People who are educated or had some training or skills are in a better position to apply ideas and knowledge into fixing basic employment problems and enhancing their opportunities. They are able to plan, follow instructions and access information, tools and support that can improve their livelihoods. Hinds County individuals lack consistent affordable housing, childcare and education opportunities to have upward mobility in employment.

## 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 our services through multiple projects and programs.

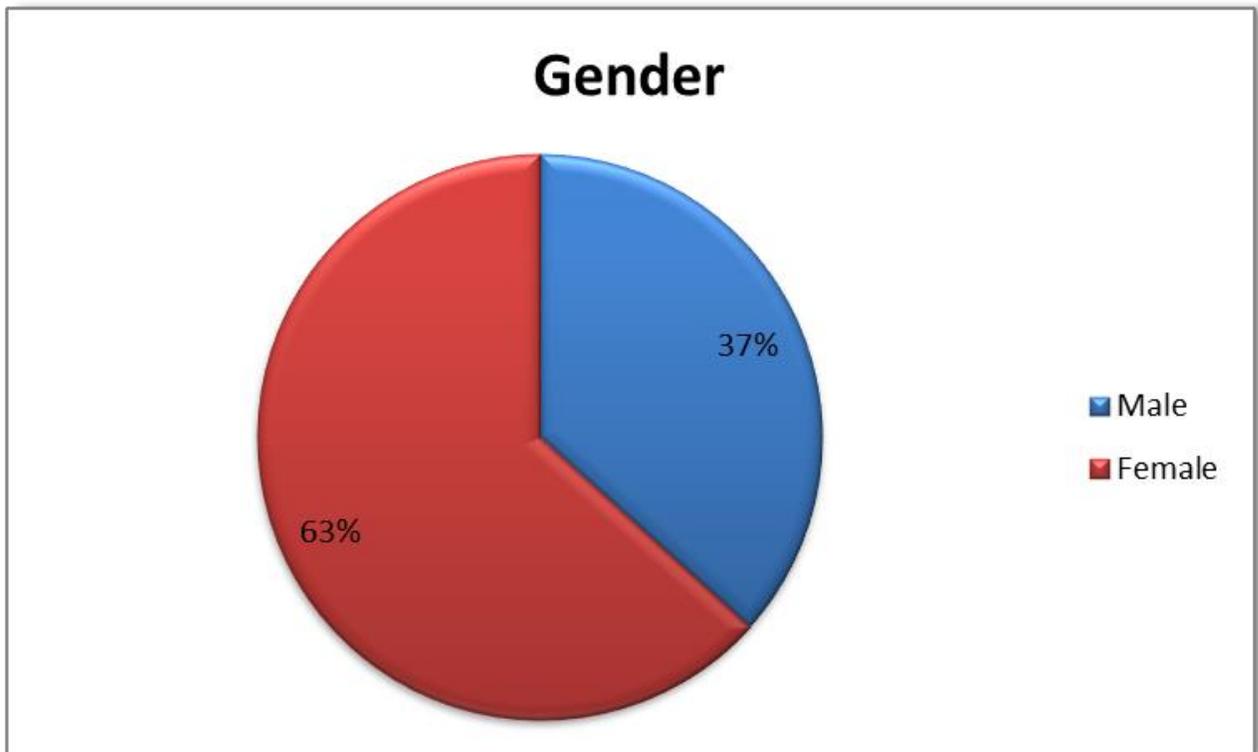
The raw materials of our customers' demography are records of the persons who comprise our populations – records that tell of the various demographic events these persons experienced and the various characteristics that described them at different times in their lives. When assembling this raw material, we are concerned with particular persons. Demography is not about persons as such, 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 the HCHRA case management system and the Head Start COPA system and is presented here as demographic information of persons as a community population. Also, using our data systems, we are able to compile the needs of each of our customers and compile them into real community needs assessment.

The Program Participant Data (Chart 1 – Chart 10) are the characteristics from participants that received services through Head Start, CSBG and LIHEAP programs and only contain a percentage of individuals for whom data was documented and collected throughout the 2016 fiscal year.

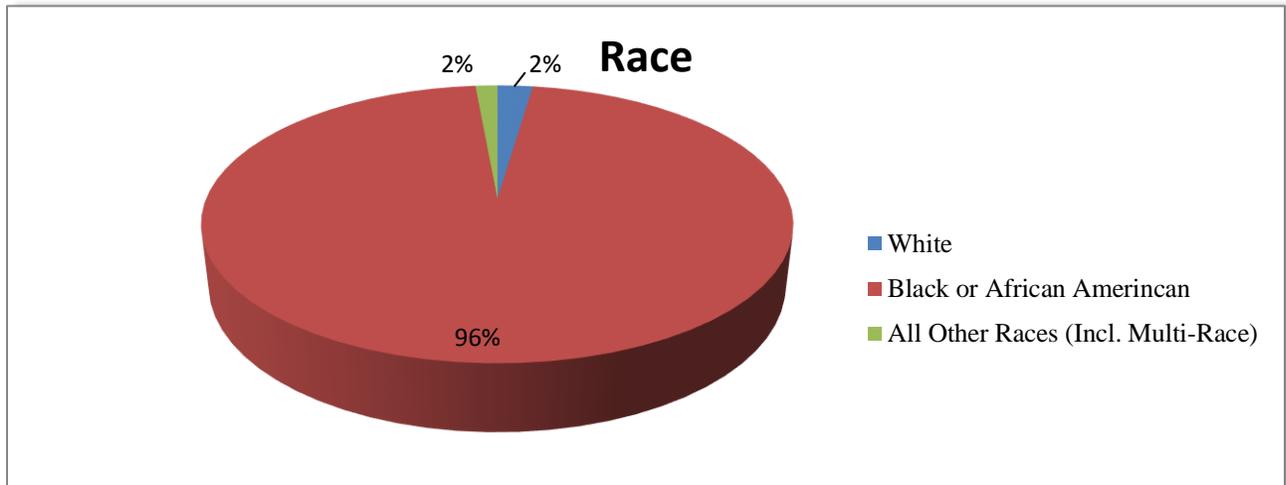
These demographics show that primarily the customers that apply for services are black or African-American female adults, aged 18 to 54, and of those, 24% are single mothers. A majority of our customers (85%) are single individuals. While over 50% of the families are employed, 80% of the families' income is below 100% the Federal Poverty Level. Also, our customers tend to either not have a high school diploma (38%) or have received one and have not obtained any further education (18%). 22% of our customers have a 2- or 4-year college degree. It is also extremely important to note that majority of customers are renters (69%).

The following are charts and graphs for the demographic data captured for FY 2015 and reported in the CSBG Information Systems Survey Report – Section G (see Table 1) to the National Association for State Community Services Programs.

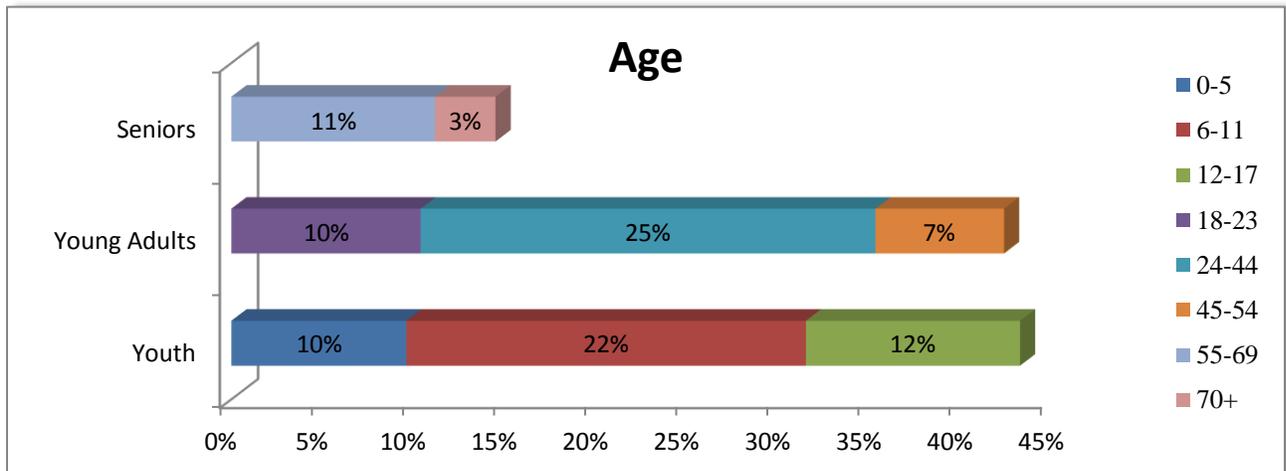
**Chart 1: Gender of Individuals Served in FY 2016**



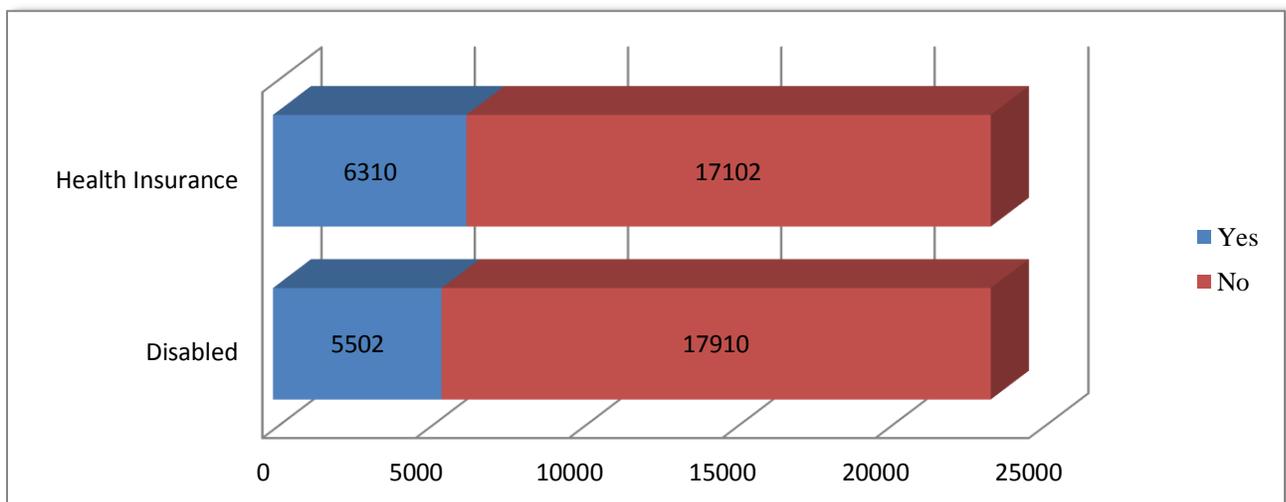
**Chart 2: Race of Individuals Served in FY 2016**



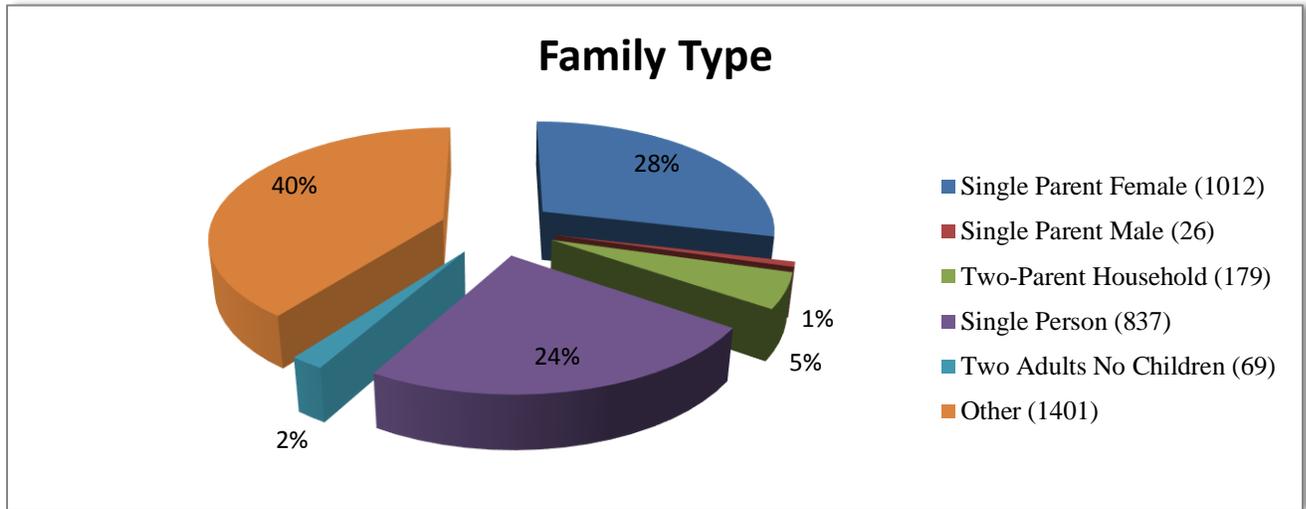
**Chart 3: Age of Individuals Served in FY 2016**



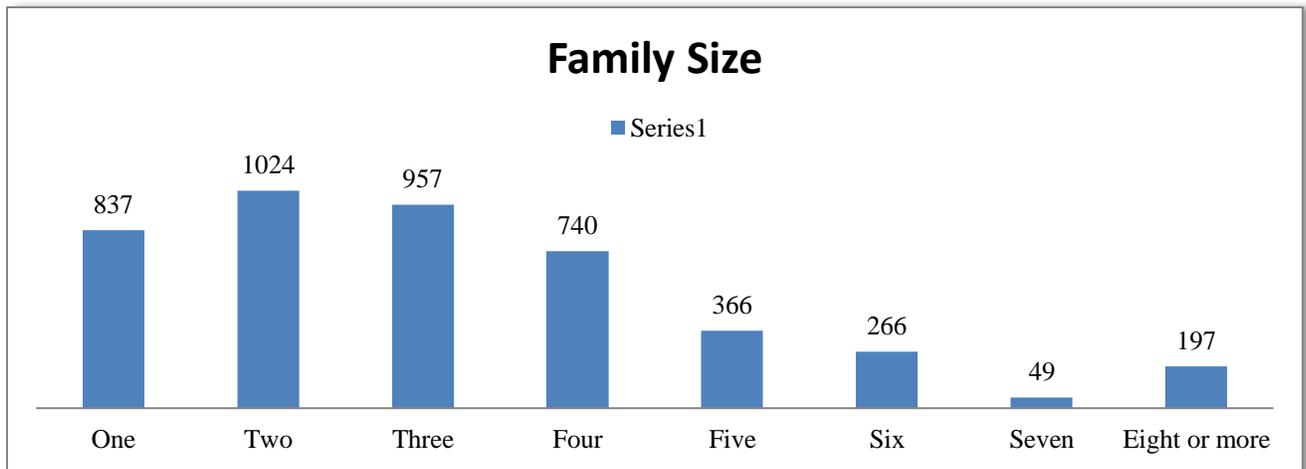
**Chart 4: Other Characteristics of Individual Served in FY 2016**



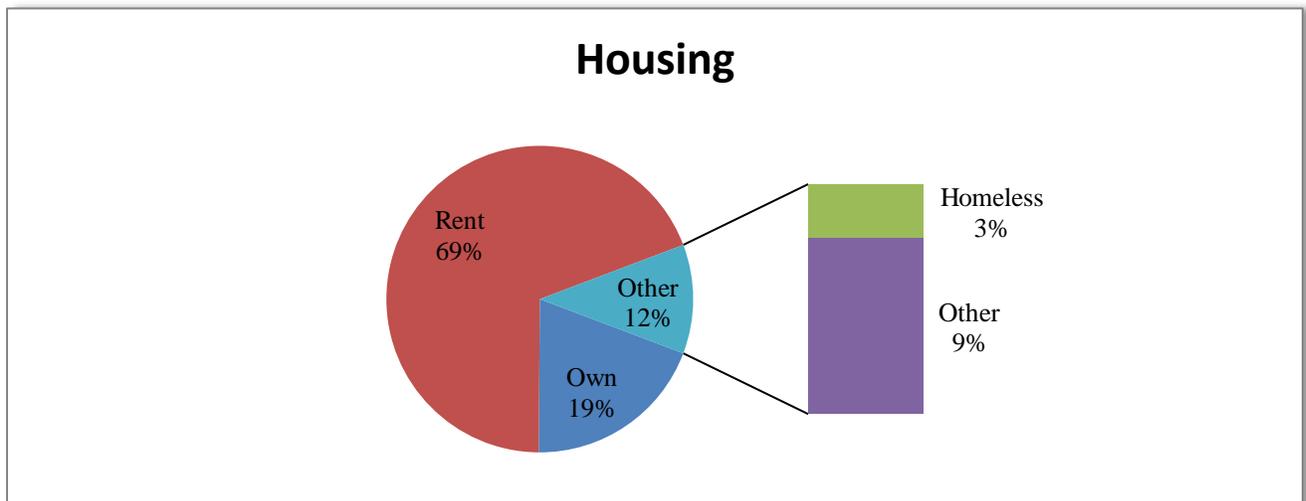
**Chart 5: Family Type Who Received Services in FY 2016**



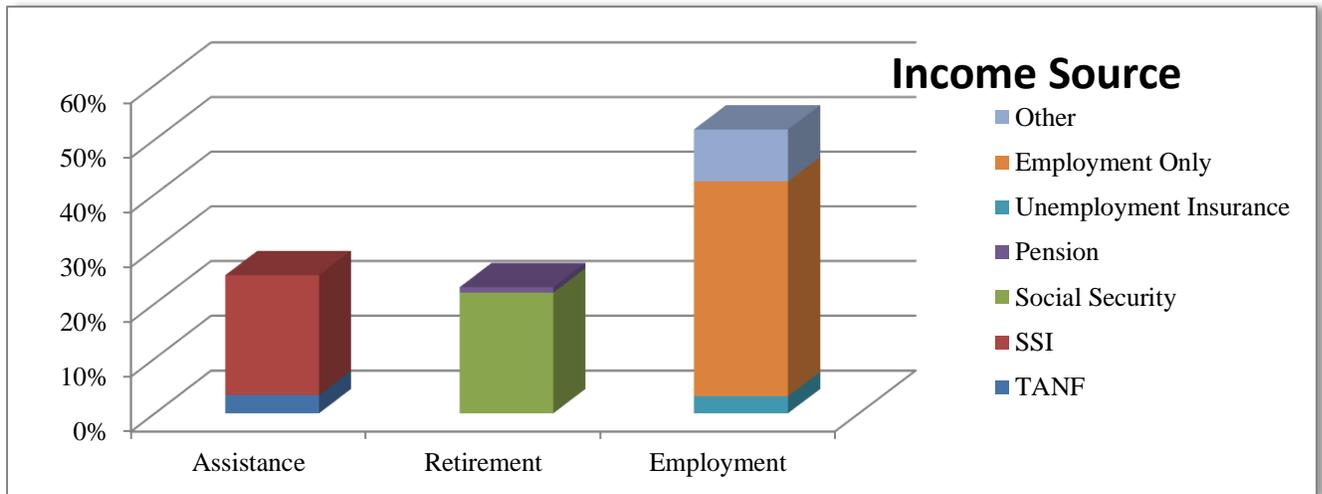
**Chart 6: Family Size Who Received Services in FY 2016**



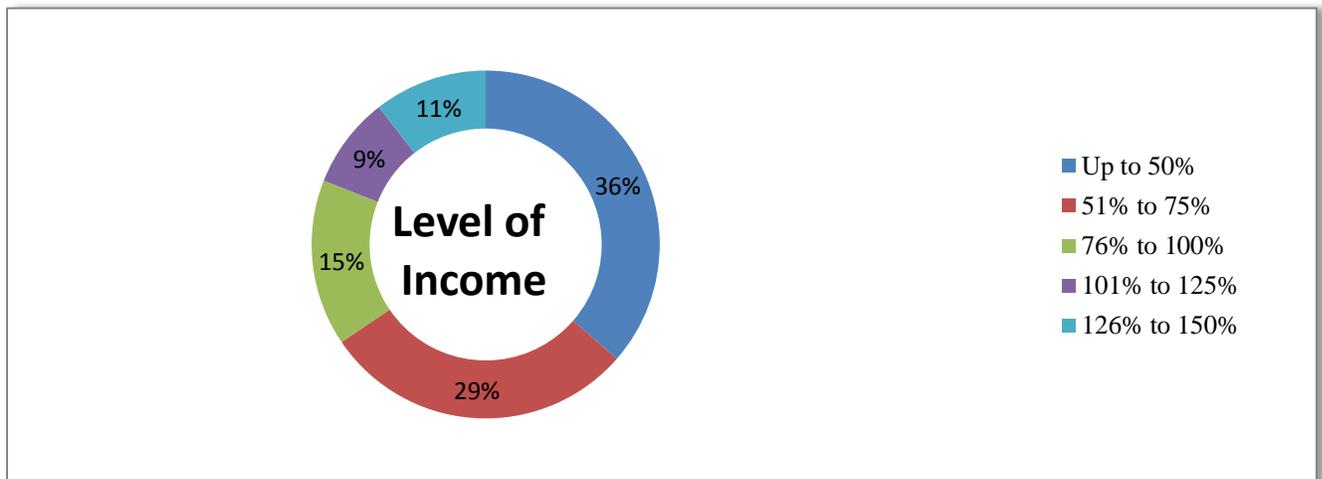
**Chart 7: Family Housing**



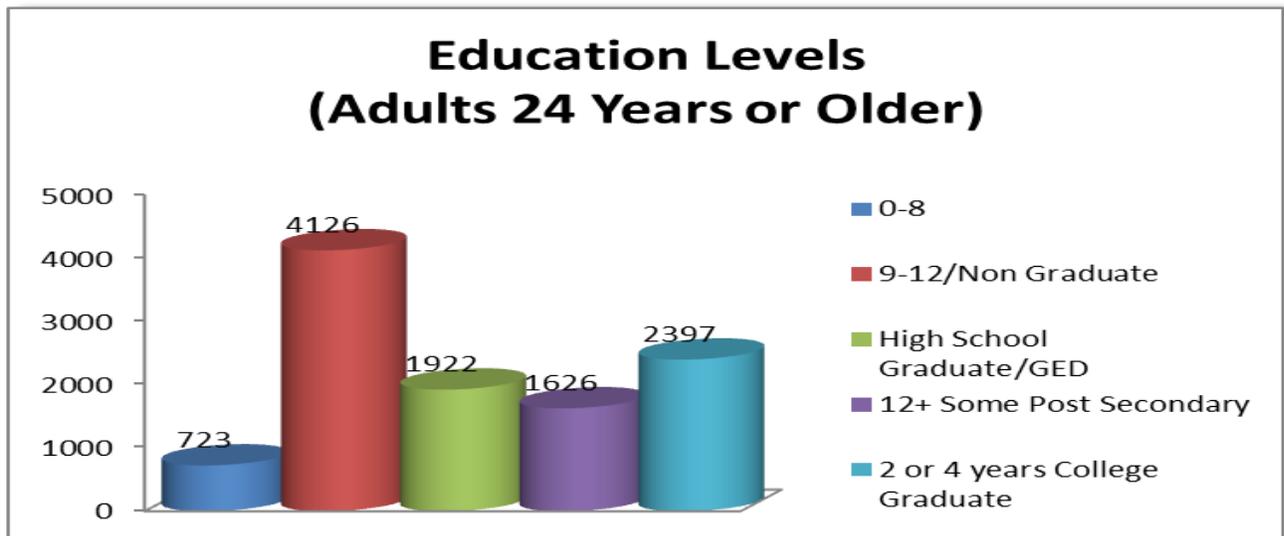
**Chart 8: All Income Sources for Families Who Received Services in FY 2016**



**Chart 9: Household Level of Income in FY 2016**



**Chart 10: Education Levels (Adults 24 Years or Older) FY 2015**



**Table 2: FY 2016 Section G – IS Report**

<b>1. Name of Local Agency Reporting:</b>		Hinds County Human Resource Agency					
<b>7. Gender</b>		<b>Number of Persons*</b>		<b>13. Family Size</b>		<b>Number of Families***</b>	
a. Male			8745	a. One****			837
b. Female			14891	b. Two			1024
<b>TOTAL*</b>			<b>23636</b>	c. Three			957
<b>8. Age</b>		<b>Number of Persons*</b>		d. Four			740
a. 0-5			2227	e. Five			366
b. 6-11			5085	f. Six			266
c. 12-17			2733	g. Seven			49
d. 18-23			2408	h. Eight or more			197
e. 24-44			5789	<b>TOTAL***</b>			<b>4436</b>
f. 45-54			1643	<b>14. Source of Family Income</b>			
g. 55-69			2591	<b>Number of Families***</b>			
h. 70+			771	a. Unduplicated # Families Reporting			
<b>TOTAL*</b>			<b>23247</b>	One or More Sources of Income			4152
<b>9. Ethnicity/Race</b>		<b>Number of Persons*</b>		b. Unduplicated # Families Reporting			
<b>I. Ethnicity</b>				Zero Income			284
a. Hispanic, Latino or Spanish origins			175	<b>TOTAL*** Unduplicated # Families Reporting</b>			
b. Not Hispanic, Latino or Spanish origins			23408	One or More Sources of Income or Zero Income.			<b>4436</b>
<b>TOTAL*</b>			<b>23583</b>	Below, please report the total # of Families identifying the applicable sources of income			
<b>II. Race</b>				c. TANF			178
a. White			543	d. SSI			1163
b. Black or African American			22703	e. Social Security			1171
c. American Indian or Alaska Native			17	f. Pension			53
d. Asian			15	g. General Assistance			0
e. Native Hawaiian and Other Pacific Islander			4	h. Unemployment Insurance			166
f. Other			186	i. Employment + Other			0
g. Multi-Race (any two or more of the above)			115	j. Employment Only			2090
<b>TOTAL*</b>			<b>23583</b>	k. Other			505
<b>10. Education Levels of Adults #)</b>		<b>Number of Persons*</b>		<b>l. Total (items c-k)</b>			<b>5326</b>
(# for adults 24 years or Older only)				<b>15. Level of Family Income</b>			
a. 0-8			723	<b>Number of Families***</b>			
b. 9-12/Non-Graduate			4126	((% of HHS Guideline)			
c. High School Graduate/GED			1922	a. Up to 50%			1584
d. 12+ Some Post Secondary			1626	b. 51% to 75%			1266
e. 2 or 4 years College Graduate			2397	c. 76% to 100%			673
<b>TOTAL**</b>			<b>10794</b>	d. 101% to 125%			370
<b>11. Other Characteristics</b>		<b>Number of Persons*</b>		e. 126% to 150%			457
	Yes	No	Total*	f. 151% to 175%			48
a. Health Insurance	6310	17102	23412	g. 176% to 200%			14
b. Disabled	5502	17910	23412	h. 201% and over			24
<b>12. Family Type</b>		<b>Number of Families***</b>		<b>TOTAL***</b>			<b>4436</b>
a. Single Parent Female			1012	<b>16. Housing</b>			
b. Single Parent Male			26	<b>Number of Families***</b>			
c. Two Parent Household			179	a. Own			799
d. Single Person****			837	b. Rent			2854
e. Two Adults NO Children			69	c. Homeless			112
f. Other			1401	d. Other†			363
<b>TOTAL***</b>			<b>3524</b>	<b>TOTAL***</b>			<b>4128</b>
				e. †Please describe housing situations included in 16.d Other:			
				Living with relatives or other temporary shelter			
				* The sum of this category should not exceed the value of Item 3			
				**The sum of this category should not exceed the value of Items 8e-h			
				*** The sum of this category should not exceed the value of Item 5			

The following Program Information Report is a compilation of data from HCHRA’s Head Start and Early Head Start programs for the 2015-2016 school year. When broken out from the combined Head Start, CSBG and LIHEAP programs detailed in Charts 1 – 10, we still find that a majority of our Head Start families are single-parents, with incomes below the 100% Federal Poverty Line. Also, a higher percentage of families are unemployed – especially in Early Head Start where almost twice as many families are unemployed than employed. There is still a low number of advanced degree or baccalaureate degreed family members, but more families have an associate degree, attended vocational school or have some college education.

**Table 3: 2015-2016 Head Start/Early Head Start Program Information Report**

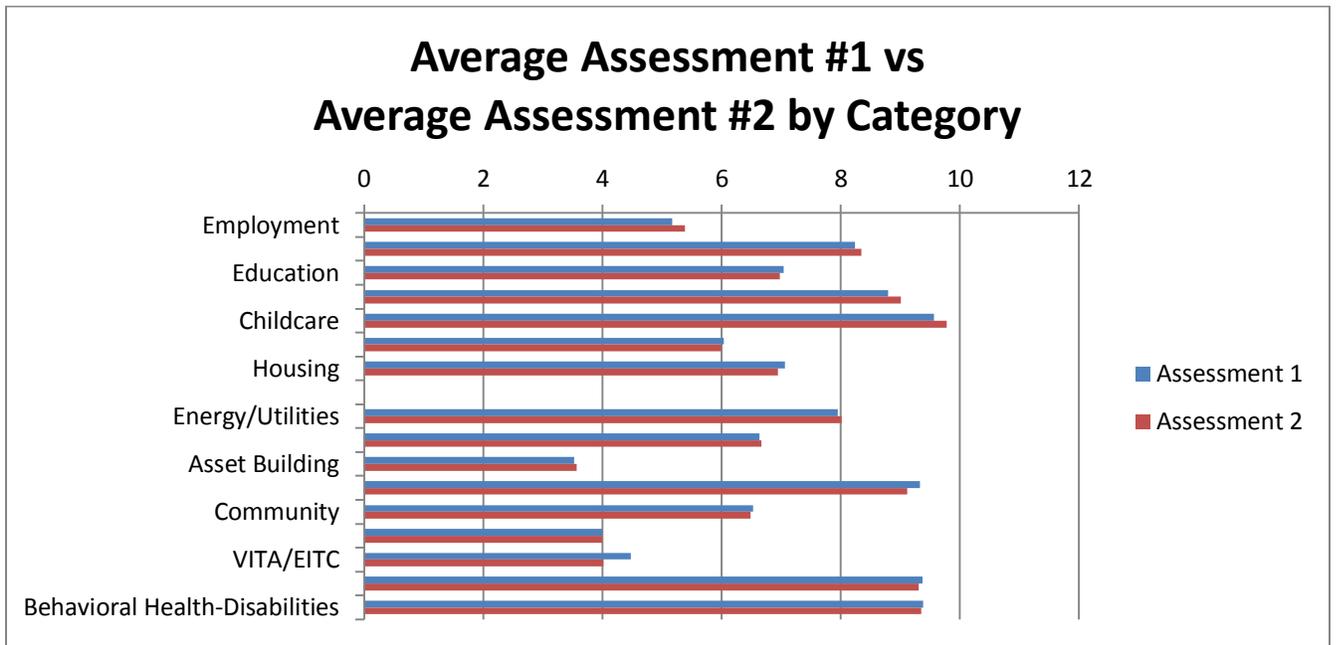
<b>Program Information Report (FY 2014-2015)</b>	<b>Number of Head Start (HS) and Early Head Start (EHS) Persons/Families</b>
Funded Enrollment	2,022 (HS) / 104 (EHS)
Cumulative Enrollment	2,214 (HS) / 131 (EHS)
Number Projected to Be Entering Kindergarten in the Following School Year	1,050 (HS)
Number of Children for Whom Transportation is Provided	221 (HS)
<b>Race</b>	
Black or African American	2,109 (HS) / 130 (EHS)
White	54 (HS)
Multi-Race	48 (HS) / 1 (EHS)
Other	3 (HS)
American Indian	0 (HS)
<b>Family Type</b>	
Total Families	1,996 (HS) / 88 (EHS)
Two-Parent Families	222 (HS) / 2 (EHS)
Single-Parent Families	1,774 (HS) / 86 (EHS)
<b>Employment</b>	
Employed (total families)	1,182 (HS) / 77 (EHS)
Unemployed (total families)	814 (HS) / 11 (EHS)
<b>Job Training/School</b>	
Job Training or School (total families)	120 (HS) / 5 (EHS)
Not in Job Training or School (total families)	1876 (HS) / 83 (EHS)
<b>Education</b>	
Advanced Degree or Baccalaureate Degree	72 (HS) / 2 (EHS)
Associate Degree, Vocational School, or Some College	982 (HS) / 55 (EHS)
High School Graduate/GED	642 (HS) / 24 (EHS)
Less than High School graduate	299 (HS) / 7 (HS)
<b>Types of Eligibility</b>	
Income Below 100% of Federal Poverty Line	1,564 (HS) / 119 (EHS)
Income Between 100% and 130% Federal Poverty Line	157 (HS) / 1 (EHS)

In 2014-2015 Head Start and Early Head Start school year, Family Services Workers implemented a Results Oriented Management and Accountability (ROMA) Family Scales Assessment to assess each Head Start family across key categories of household characteristics. These categories are indicators of assessment that can show improvement within the household due to outcomes in the primary family supports (Core Scales 1) of Employment, Education, Housing, Health, Childcare, Transportation, Food/Nutrition and the secondary supports (Core Scales 2) Finances, Parental/Guardian Involvement, Community, Behavioral Health/Disabilities and Supportive Social Networks. Together, these scales form a Family Matrix where Family Service Workers and Head Start families can chart movement among the individual categories for an overall assessment of the family. The scales for these categories range along a ten-point scale from In-Crisis (1-3), to Vulnerable (3-4), Stable (5-6), Safe (7-8), and Thriving (9-10). While the goal is for a family to be Thriving in all categories, realistically, taking a family from In-Crisis and Vulnerable to above the prevention line to Stable or Safe positively affects the overall well-being of the family.

Each family is assessed at the beginning of the school year and then once again later in the school year after interaction with Family Services staff. The following charts and tables show the average results of both the first assessment and the follow-up assessment, along with documenting the growth of our families during the school year. This data, when properly and consistently collected and studied, paints a vivid picture of our family's progress. The total number of families assessed was 1,805. The greatest gains were in Employment, Asset Building, Household Budgeting and Health. Overall, there are significant improvements in the Thriving (10) scale. Also, overall, the assessments show decreases between the average of Assessment 1 and Assessment 2

for In Crisis and Vulnerable which means families moved above the prevention line to Stable, Safe or Thriving.

**Chart 11: 2015-2016 Head Start/Early Head ROMA Assessment (Average)**



**Table 4: 2015-2016 Head Start/Early Head ROMA Assessment 1 & 2 – Difference**

Family Performance Results by Measure			
CS-1 Core Scales	Assessment 1	Assessment 2	Difference
Employment	5.17	5.38	4.06%
Health	8.24	8.35	1.33%
Education	7.04	6.98	-0.85%
Transportation	8.79	9.01	2.50%
Childcare	9.56	9.78	2.30%
Food and Nutrition	6.04	5.99	-0.83%
Housing	7.06	6.95	-1.56%
SS-1 Secondary Scales			
Energy/Utilities	7.95	8.01	0.75%
Household Budgeting	6.64	6.67	0.45%
Asset Building	3.52	3.57	1.42%
Parental/Guardian Involvement	9.33	9.11	-2.36%
Community	6.53	6.49	-0.61%
Community Empowerment	4.00	3.99	-0.25%
VITA/EITC	4.48	4.02	-10.27%
Supportive Social Networks	9.37	9.31	-0.64%
Behavioral Health-Disabilities	9.38	9.35	-0.32%
<b>Total Average</b>	<b>7.07</b>	<b>7.06</b>	

Chart 12: 2015-2016 Family Average Performance by Center Assessment 1 & 2

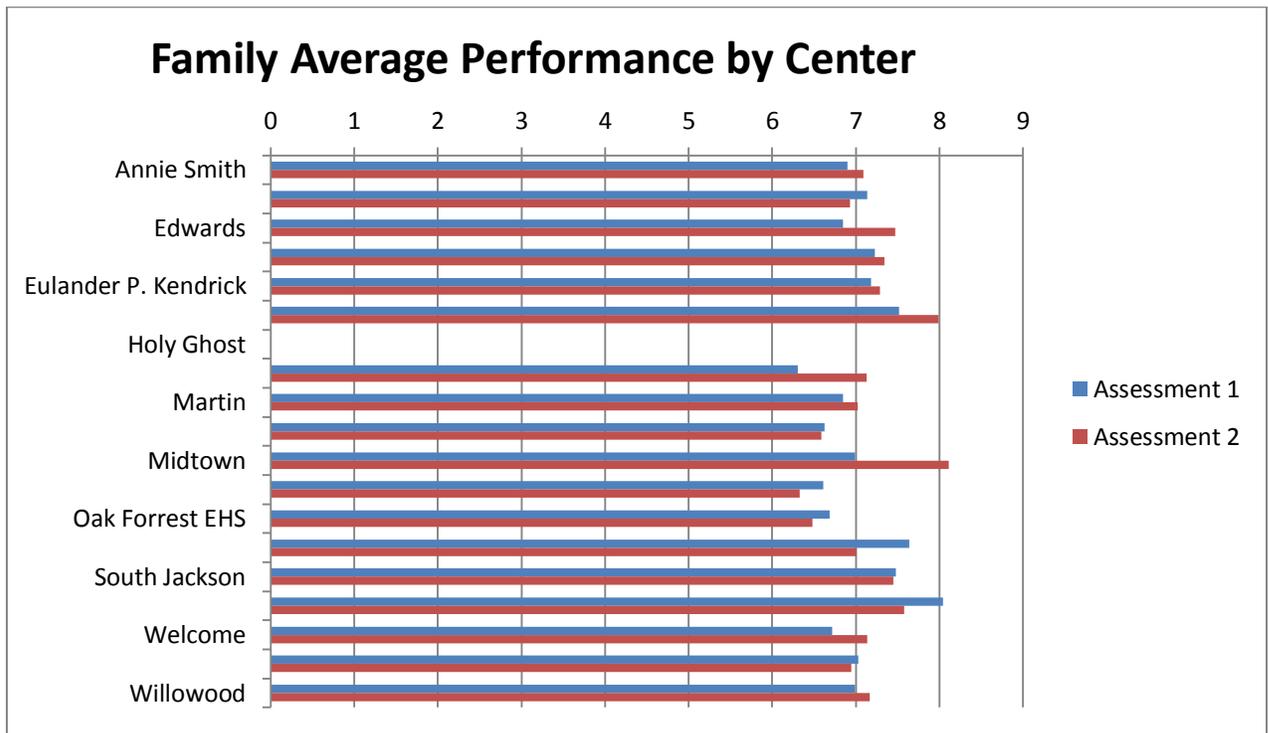


Table 5: 2015-2016 Family Average Performance by Center Assessment 1 & 2 – Difference

Family Average Performance by Center			
	Assessment 1	Assessment 2	Difference
Annie Smith	6.9	7.09	3.04%
Della J. Caugills	7.14	6.93	-2.94%
Edwards	6.85	7.47	9.05%
Edwards EHS	7.23	7.34	1.52%
Eulander P. Kendrick	7.18	7.29	1.53%
Gertrude Ellis	7.52	7.99	6.25%
Holy Ghost			
Isable	6.31	7.13	13.00%
Martin	6.85	7.02	2.48%
Mary C. Jones	6.63	6.59	-0.60%
Midtown	6.99	8.11	16.02%
Oak Forrest	6.61	6.33	-4.24%
Oak Forrest EHS	6.69	6.48	-3.14%
Richard Brandon	7.64	7.01	-8.25%
South Jackson	7.48	7.45	-0.40%
St. Thomas	8.04	7.58	-5.72%
Welcome	6.72	7.14	6.25%
Westside	7.03	6.95	-1.14%
Willowood	6.99	7.17	2.58%

## Secondary

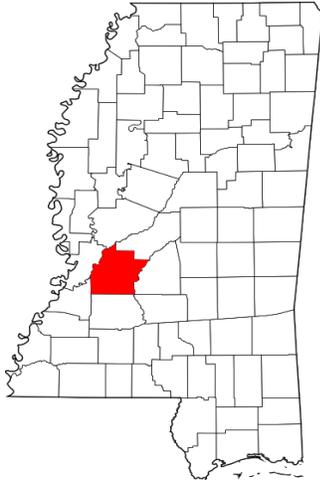
The following information allows for a more in-depth look at HCHRA's service area. Much of this information is captured by the Community Action Partnerships – Community Needs Assessment Tool and the Community Commons Hub, and is summarized using easy to read tables and charts. The resulting report also includes interpretive statements and linked data sources for better understanding and research of the information.

This report includes information derived from national sources compiled on:

- Population
- Youth & Children
- Seniors
- Employment
- Education
- Transportation
- Housing
- Nutrition
- Health
- Children in Special Populations
- Disabilities

According to the QuickFacts from the US Census, the estimated population of Mississippi is 2,998,726, which represents a 0.7% increase from 2010 to 2016. 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 242,891 residents with 88,762 total households. Of the total population, 27.1% of persons live in poverty. 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. Hinds has experienced a -1.0% change in Population from 2010-2015 (Census/ACS). 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 and Hinds County that has created challenges to the local governments as well as community service providers.

Out of the 242,891 residents of Hinds County, 53% of the population was females compared to 47% males. The racial composition as of the vintage year 2015 was: Black – 71.1%; White – 26.9%; Hispanic – 1.6%.



**About Hinds County  
Cities**

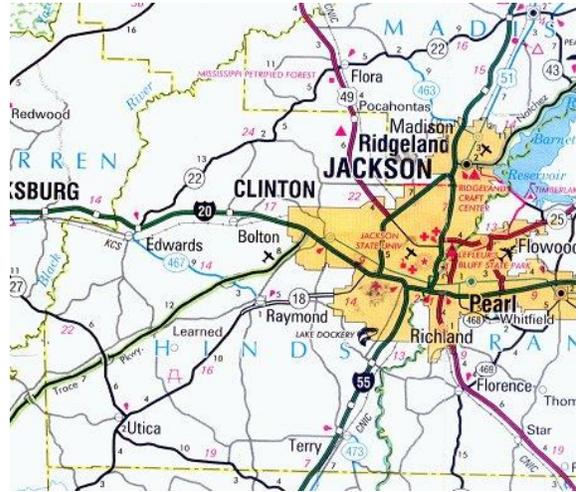
- [Clinton](#)
- [Jackson](#)
- [Raymond](#)
- [Byram](#)

**Towns**

- Bolton, Edwards
- Learned, Terry,
- Utica

**School Districts**

- Clinton
- Hinds County
- Jackson



**Table 6: Population Comparison Summary**

<b>People QuickFacts</b>	<b>Hinds County</b>	<b>Mississippi</b>	<b>United States</b>
Population (2015 Estimate)	242,891	2,992,333	321,418,820
Persons under 5 (2015 Percent)	6.7%	6.4%	6.2%
Persons 65 years and over (2015 Percent)	12.5%	14.7%	14.9%
Persons below poverty level (2011-2015 percent)	27.1%	22.0%	13.5%
Per capita money income in the past 12 months (2015 dollars)	\$20,598	\$21,057	\$28,930
Median household income	\$37,324	\$39,665	\$53,889
Bachelor's degree or higher (2011-2015 percent)	27.7%	20.7%	29.8%

Source: U.S. Census, 2015 QuickFacts

**Table 7: County Population Summary**

<b>City</b>	<b>Total Population</b>	<b>Total Households</b>	<b>Population by Age (Percent)</b>		<b>Median Household Income (\$)</b> (2011 estimate)
			<b>Under 5</b>	<b>Over 65</b>	
<b>Bolton</b>	567	220	44	73	55,891
<b>Byram</b>	11,509	4,289	8.4%	7.2%	55,891
<b>Clinton</b>	25,254	9,079	6.4%	13.7%	55,486
<b>Edwards</b>	1,034	406	62	139	27,518
<b>Learned</b>	94	30	12	15	40,083
<b>Jackson</b>	173,514	64,523	13,498	17,328	35,831
<b>Raymond</b>	1,933	448 -0.16%	56	190	44,525
<b>Terry</b>	1,063	407 1.97%	88	107	38,781
<b>Utica</b>	820	297	71	108	35,147

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

The following Tables (6a – 7) show the stark reality of poverty in Hinds County. Overall, we are seeing an increase of all ages of persons in poverty; but even more telling is that almost half of our children ages 0-17 are in poverty. Over the 5-year period of 2011 to 2015, poverty in all populations has increased. Contrast that with Mississippi where all ages of poverty are getting worse; yet the increases are slower than in Hinds County. Also, compared to the 5-year period of 2011 to 2015 for the United States, Hinds County realizes a poverty rate almost 10% higher. And twice as many of our youths are in poverty compared to the United States average. (Table 7)

**Table 7a: Population Profile - Poverty, 2015**

Geographic Area	All Ages		Age 0-17		Age 0-4		Age 5-17	
	Number of Persons	Poverty Rate						
<b>Hinds County, Mississippi</b>	63,361	27.1	23,124	38.7%	-	-	15,975	36.7%
<b>Mississippi</b>	638,919	22.1%	225,347	31.5%	65,706	34.6%	157,717	30.1%
<b>United States</b>	46,153,077	14.7%	15,000,723	20.7%	4,448,211	22.8%	10,245,028	19.5%

Source: U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE), 2013. Estimates for 204 were released in December 2016

**Table 7b: Population Profile - Poverty, 2011–2015**

Location	Age Group	Data Type	2011	2012	2013	2014	2015
<b>Mississippi</b>	5 to 17	Number	161,086	171,183	170,629	154,129	157,717
		Percent	30.4%	32.1%	32.4%	29.4%	30.1%
	Under 18	Number	239,159	249,060	246,458	220,885	225,347
		Percent	32.4	32.1%	34.0%	30.7%	31.5%
	All Ages	Number	658,232	689,116	692,058	634,960	638,919
		Percent	22.8%	23.8%	23.9%	21.9%	22.1%
<b>Hinds</b>	5 to 17	Number	15,683	17,100	17,794	14,739	15,975
		Percent	34.4%	37.8%	40.0%	33.6%	36.7%
	Under 18	Number	23,267	24,224	24,766	20,935	23,124
		Percent	36.7%	38.7%	40.3%	34.7%	38.7%
	All Ages	Number	62,970	67,539	70,594	55,541	63,361
		Percent	26.2%	28.0%	29.7%	23.6%	27.1%

Source: U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE). Estimates for Mississippi Counties. All ages in poverty, [2015].

**Table 8: Poverty Rate (ACS), 2011–2015**

Geographic Area	Poverty Rate for All Persons		
	Total Population	Below Poverty Level	Poverty Rate
Hinds County, Mississippi	237,770	61,498	25.9%
Mississippi	2,890,915	651,545	22.5%
United States	308,619,550	47,749,043	15.5%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates.

### Youth/Children

The following tables (8 – 10) for Youth/Children show that we have fewer children under the age of five in 2011-201 compared to prior five year averages; yet more are in poverty as shown in Table 6b. Compared to all of Mississippi, in Hinds County less children live in married couple households by almost 13%. We do have a slightly higher percentage of male only households as compared to Mississippi overall, but female only households are 50% of our child population by household type. Hinds County does show that we have a higher percentage of children enrolled in pre-schools or nursery schools than the state average. However, that rate has dropped over the last five year average by 11% since the five year average of 2008–2012.

**Table 9: Youth Population Change (ACS), 2008–2015**

Location	Category	Data Type	2008 - 2012	2009 - 2013	2010 - 2014	2011 - 2015
Hinds	Under 5 years	Number	17,926	17,619	17,293	16,870
		Percent	7.3%	7.2%	7.0%	6.9%

Source: U.S. Census Bureau, American Community Survey. Updated January 2015.

**Table 10: Child population by household type (percent & number)**

Location	Household Type	Data Type	2011 - 2015
Mississippi	married-couple households	Percent	54.6%
		Number	397,823
	male only households	Percent	7.2%
		Number	52,472
	female only households	Percent	38.2%
		Number	278,282
Hinds	married-couple households	Percent	41.4%
		Number	25,273
	male only households	Percent	8.2%
		Number	4,986
	female only households	Percent	50.5%
		Number	30,858

Source: U.S. Census Bureau, American Community Survey. Updated January 2015.

**Table 11: Enrolled in Pre-School or Nursery School**

Location	Data Type	2008 - 2012	2009 - 2013	2010 - 2014	2011 - 2015
Mississippi	Percent	52.5%	51.4%	51.6%	51.6%
Hinds	Percent	62.9%	57.5%	53.0%	51.5%

Source: U.S. Census Bureau, American Community Survey. Updated January 2017.

## Seniors

An estimated 11.66% of the population in the report area is age 65 or older according to the U.S. Census Bureau American Community Survey 2011-15 5-year estimates. An estimated total of 28,673 older adults resided in the area during this time period. The number of persons age 65 or older is relevant because this population has unique health needs which should be considered separately from other age groups.

**Table 12: Population Age 65 and over**

Report Area	Total Population	Population Age 65+	Percent Population Age 65+
Hinds County, MS	245,874	28,673	11.66%
Mississippi	2,988,081	414,833	13.88%
United States	316,515,021	44,615,477	14.1%

Source: US Census Bureau, [American Community Survey](#). 2011-15. Source geography: Tract

## Employment

While Mississippi and Hinds County are seeing a decrease in the unemployment rate over the last 13 months, per capita and median income levels still lag far below the United States average. As Table 15 shows, we have a high number of families with income that is still below the Federal Poverty Line, especially for female households with no husband present. Further, when you take into account the Living Wage (Table 16) required for a single adult with one or more children in Hinds County, we find that the average yearly salary needed is over \$40,000 (1 adult, 1 child).

**Table 13: Current Employment/Unemployment Information, December 2016**

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Hinds County, MS	112,759	106,808	5,951	5.3
Mississippi	1,290,731	1,217,000	73,731	5.7
United States	160,118,484	152,809,923	7,308,561	4.6

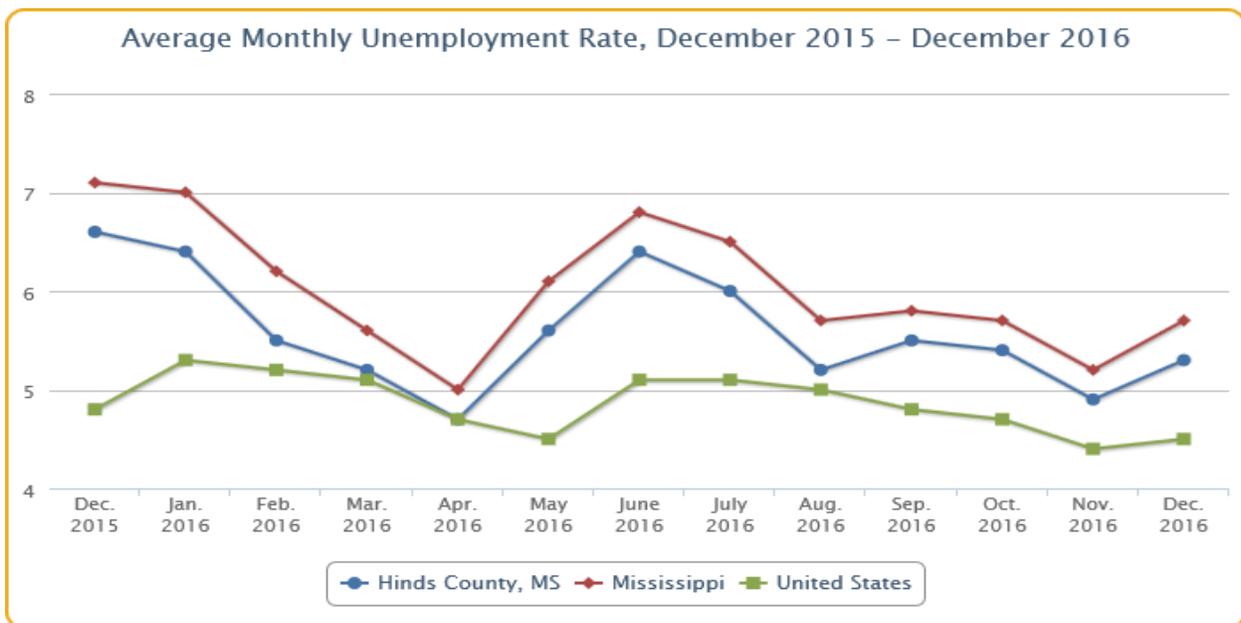
Source: US Department of Labor, [Bureau of Labor Statistics](#). 2016 - December. Source geography: County

**Table 14: Change in Unemployment, May 2015- May 2016**

Report Area	Unemployment May 2015	Unemployment May 2016	Unemployment Rate December 2015	Unemployment Rate December 2016
<b>Hinds County, MS (Jackson)</b>	16,350	13,186	6.0%	4.8%
<b>Mississippi</b>	84,622	73,153	6.5%	5.7%

Source: *U.S. Department of Labor, Bureau of Labor Statistics, Local Area Unemployment Statistics, May 2016.*

**Chart 13: Average Monthly Unemployment Rate**



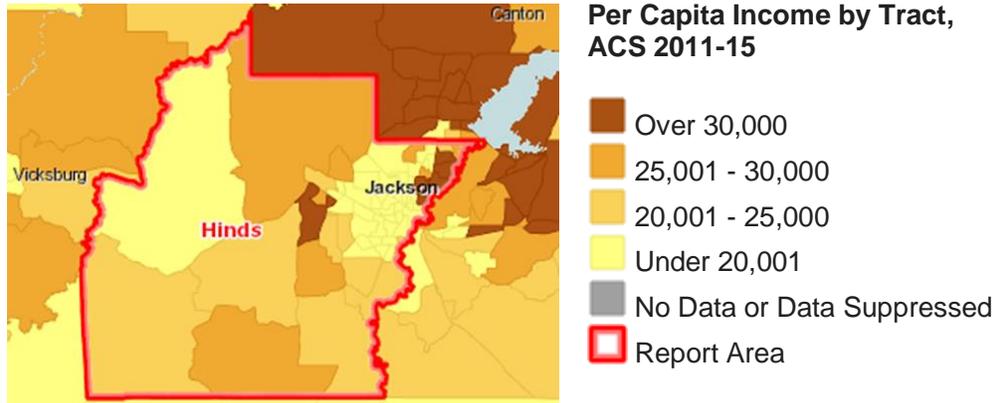
Source: *U.S. Department of Labor, Bureau of Labor Statistics, Local Area Unemployment Statistics, December 2016.*

**Table 15: Per Capita Income**

Report Area	Total Population	Total Income (\$)	Per Capita Income (\$)
Hinds County, MS	245,874	\$5,064,573,700	\$20,598
Mississippi	2,988,081	\$62,920,845,200	\$21,057
United States	316,515,021	\$9,156,731,836,300	\$28,929

Data Source: *US Census Bureau, American Community Survey, 2011-15. Source geography: Tract*

**Map 1: Per Capita Income by Track 2011-2015**



Data Source: US Census Bureau, [American Community Survey](#), 2011-2015. Source geography: County

**Table 16: Family Income in the Past 12 Months below the Poverty Line**

<b>PERCENTAGE OF FAMILIES AND PEOPLE WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW THE POVERTY LEVEL</b>	<b>Hinds County</b>
<b>All families</b>	20.9%
<b>With related children under 18 years</b>	32.0%
<b>With related children under 5 years only</b>	37.9%
<b>Married couple families</b>	8.8%
<b>With related children under 18 years</b>	15.2%
<b>With related children under 5 years only</b>	23.3%
<b>Families with female householder, no husband present</b>	37.1%
<b>With related children under 18 years</b>	45.5%
<b>With related children under 5 years only</b>	46.6%
<b>18 to 64 years</b>	24.5%
<b>65 years and over</b>	13.1%
<b>People in families</b>	25.6%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

**Table 17: Living Wage Calculation for Hinds County, Mississippi**

<b>Hourly Wages</b>	<b>1 Adult</b>	<b>1 Adult 1 Child</b>	<b>1 Adult 2 Children</b>	<b>1 Adult 3 Children</b>
Living Wage	\$9.62	\$20.48	\$23.59	\$28.32
Poverty Wage	\$5.00	\$7.00	\$9.00	\$11.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

Source: MIT Living Wage Calculator – 2015 Update

## Education

Educational attainment in Hinds County is only slightly better than the state average. Yet, over 50% of Hinds County population only has a high school diploma or GED and some college. And, almost 15% lack a high school education. We are seeing a decrease in mothers without a high school diploma over the last 5 years in both White and Non-White populations (Table 18). But, fewer mothers are going on to attain four-year college degrees or better. Overall, less than 50% of 20- to 24-year-olds are enrolled in school in Hinds County and 14% of 18 years or older of the population are even enrolled in college (Table 20). We can also see another gap in necessary educational attendance in the 3- and 4-year-olds where only 53% are enrolled in an educational setting (Table 20).

**Table 18: Educational Attainment for Hinds County, Mississippi**

Report Area	Total Population Age 25+	Population Age 25+ with No High School Diploma	Percent Population Age 25+ with No High School Diploma
Hinds County, MS	153,972	21,821	14.17%
Mississippi	1,940,365	342,576	17.66%
United States	211,462,522	28,229,094	13.35%

Report Area	Total Population Age 25+	Population Age 25+ with Associate's Degree or Higher	Percent Population Age 25+ with Associate's Degree or Higher
Hinds County, MS	153,972	54,935	35.68%
Mississippi	1,940,365	567,725	29.26%
United States	211,462,522	79,981,739	37.82%

Report Area	Total Population Age 25+	Population Age 25+ with Bachelor's Degree or Higher	Percent Population Age 25+ with Bachelor's Degree or Higher
Hinds County, MS	153,972	42,595	27.66%
Mississippi	1,940,365	401,000	20.67%
United States	211,462,522	62,952,272	29.77%

Data Source: US Census Bureau, [American Community Survey](#), 2011-15. Source geography: Tract

**Table 19: Number of Mothers without a High School Diploma**

Location	Race	Data Type	2011	2012	2013	2014	2015
Hinds	Total	Number	727	610	569	546	512
		Percent	21.1%	18.3%	17.2%	16.4%	15.3%
	White	Number	100	100	93	85	87
		Percent	14.1%	13.4%	12.7%	12.1%	11.8%
	Non-White	Number	627	510	471	460	421
		Percent	23.0%	19.5%	18.5%	17.9%	16.4%

Source: Mississippi State Department of Health. Public Health Statistics. [2015] Summary Statistics by County

**Table 20: Mothers with Four Years of College or More**

Location	Race	Data Type	2011	2012	2013	2014	2015
Hinds	Total	Number	808	842	770	804	789
		Percent	23.5%	25.2%	23.2%	23.2%	23.7%
	White	Number	359	371	366	367	373
		Percent	50.8%	49.9%	49.9%	51.9%	50.7%
	Non-White	Number	449	471	385	405	392
		Percent	16.5%	18.1%	15.1%	15.7%	15.3%

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

**Table 21: Hinds County Educational Enrollment**

Subject	Hinds County, Mississippi					
	Total	Percent	In public school	Percent in public	In private school	Percent in private
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Population 3 years and over enrolled in	76,973	(X)	(X)	82.7%	(X)	17.3%
Nursery school, preschool	4,199	5.5%	2,751	65.5%	1,448	34.5%
Kindergarten to 12th grade	46,955	61.0%	41,298	88.0%	5,657	12.0%
Kindergarten	3,867	5.0%	3,088	79.9%	779	20.1%
Elementary: grade 1 to grade 4	14,393	18.7%	12,710	88.3%	1,683	11.7%
Elementary: grade 5 to grade 8	14,549	18.9%	13,134	90.3%	1,415	9.7%
High school: grade 9 to grade 12	14,146	18.4%	12,366	87.4%	1,780	12.6%
College, undergraduate	20,886	27.1%	16,484	78.9%	4,402	21.1%
Graduate, professional school	4,933	6.4%	3,095	62.7%	1,838	37.3%
Population enrolled in college or	25,819	33.5%	19,579	75.8%	6,240	24.2%
Males enrolled in college or graduate	10,144	28.2%	7,767	76.6%	2,377	23.4%
Females enrolled in college or graduate	15,675	38.2%	11,812	75.4%	3,863	24.6%
Population 3 to 4 years	7,378	(X)	(X)	(X)	(X)	(X)
3 to 4 year olds enrolled in school	3,799	51.5%	2,434	64.1%	1,365	35.9%
Population 5 to 9 years	17,307	(X)	(X)	(X)	(X)	(X)
5 to 9 year olds enrolled in school	16,607	96.0%	14,321	86.2%	2,286	13.8%
Population 10 to 14 years	17,639	(X)	(X)	(X)	(X)	(X)
10 to 14 year olds enrolled in school	17,417	98.7%	15,631	89.7%	1,786	10.3%
Population 15 to 17	10,655	(X)	(X)	(X)	(X)	(X)
15 to 17 year olds enrolled in school	10,176	95.5%	8,859	87.1%	1,317	12.9%
Population 18 to 19 years	8,455	(X)	(X)	(X)	(X)	(X)
18 and 19 year olds enrolled in school	6,825	80.7%	5,798	85.0%	1,027	15.0%
Population 20 to 24 years	20,976	(X)	(X)	(X)	(X)	(X)
20 to 24 year olds enrolled in school	10,566	50.4%	8,216	77.8%	2,350	22.2%
Population 25 to 34 years	35,557	(X)	(X)	(X)	(X)	(X)
25 to 34 year olds enrolled in school	5,953	16.7%	4,294	72.1%	1,659	27.9%
Population 35 years and over	118,415	(X)	(X)	(X)	(X)	(X)
35 years and over enrolled in school	5,630	4.8%	4,075	72.4%	1,555	27.6%
Population 18 to 24 years	29,431	(X)	(X)	(X)	(X)	(X)
Enrolled in college or graduate school	14,392	48.9%	11,371	79.0%	3,021	21.0%
Males 18 to 24 years	14,090	(X)	(X)	(X)	(X)	(X)
Enrolled in college or graduate school	6,101	43.3%	5,044	82.7%	1,057	17.3%
Females 18 to 24 years	15,341	(X)	(X)	(X)	(X)	(X)
Enrolled in college or graduate school	8,291	54.0%	6,327	76.3%	1,964	23.7%

Source: U.S. Census Bureau, 2011-2015 American Community Survey American

## Transportation

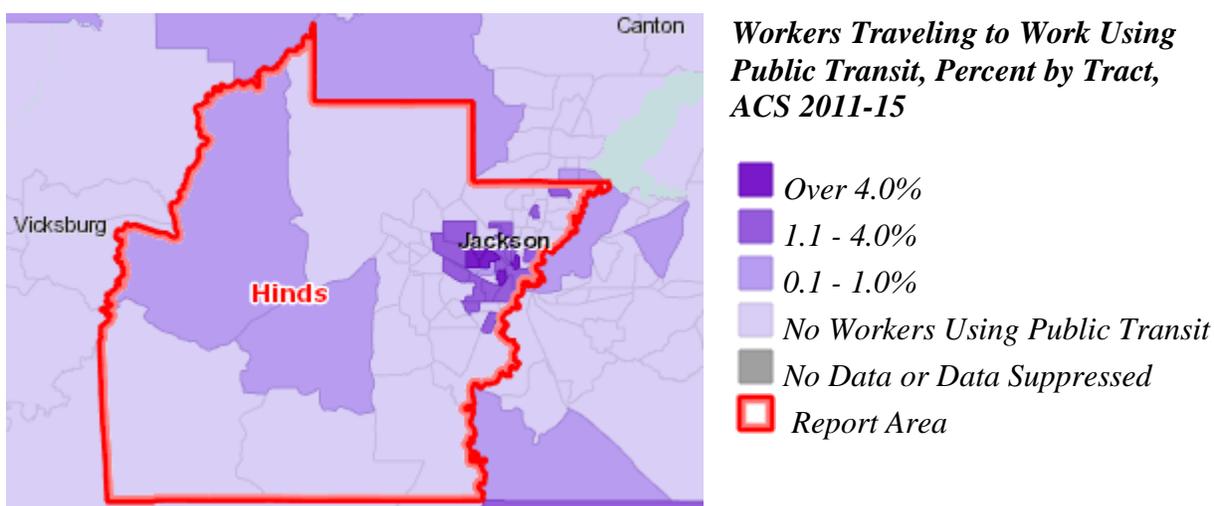
Hinds County is a very car-centric locale. Workers in Hinds County travel alone and very rarely use public transportation. However, over 8% of households do not have a motor vehicle. This may seem like a small percentage, but individuals do not have a car and lack access to public transit, they are less likely to find and keep a job.

**Table 22: Households with No Motor Vehicle**

Report Area	Total Occupied Households	Households with No Motor Vehicle	Percentage of Households with No Motor Vehicle
Hinds County, MS	88,762	7,321	8.25%
Mississippi	1,096,593	75,589	6.89%
United States	116,926,305	10,628,474	9.09%

*Data Source: US Census Bureau, American Community Survey. 2011-15. Source geography: Tract*

**Map 3: Workers Traveling to Work Using Public Transit,**



*Data Source: US Census Bureau, American Community Survey. 2011-15. Source geography: Tract*

## Housing

This indicator reports, for Hinds County, the median year in which all housing units (vacant and occupied) were first constructed. The year the structure was built provides information on the age of housing units. These data help identify new housing construction and measures the disappearance of old housing from the inventory, when used in combination with data from previous years. This data also serves to aid in the development of formulas to determine substandard housing and provide assistance in forecasting future services, such as energy consumption and fire protection.

**Table 23: Housing Age**

Report Area	Total Housing Units	Median Year Structures Built
Hinds County, MS	104,012	1974
Mississippi	1,289,704	1982
United States	133,351,840	1976

Data Source: US Census Bureau, [American Community Survey](#). 2011-15. Source geography: Tract

Hinds County has a total of 104,012 housing units with a median structure age of 1974. The owner-occupied housing rate has declined since 1960 at an approximate rate of 10%, the renter occupied housing rate also declined by approximately 9%. The housing crisis and the out-migration of families with school aged children to the surrounding suburbs are some of the reasons that have led to the decrease in occupancy rates of owner/renter occupied units.

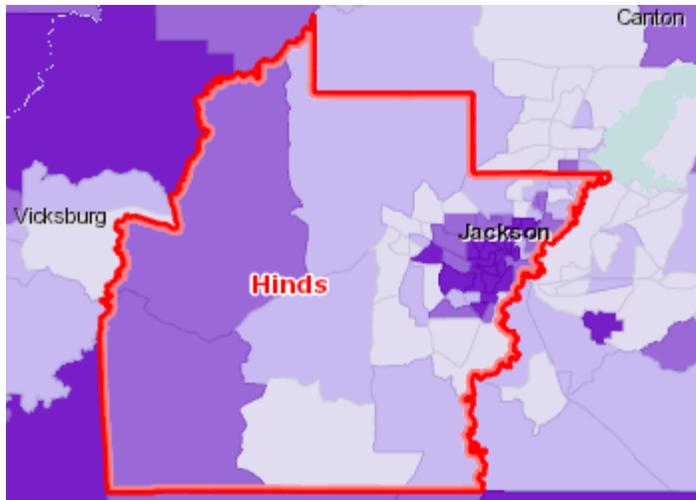
**Table 24: Occupied Housing Units**

Report Area	Hinds County, MS		Mississippi		United States	
	Owner	Renter	Owner	Renter	Owner	Renter
Before 1960	11,683	9,463	108,382	56,802	21,070,863	12,748,132
1960-1979	20,361	38,955	222,762	396,296	19,021,025	35,522,494
1980-1999	13,695	9,404	258,757	113,085	21,343,090	11,203,453
2000-2010	6,347	3,801	142,737	57,120	12,030,832	5,318,407
After 2010	626	477	17,344	7,702	1,246,281	762,087

Data Source: US Census Bureau, [American Community Survey](#). 2011-15. Source geography: Tract

A housing unit is considered vacant by the American Community Survey if no one is living in it at the time of interview. Units occupied at the time of interview entirely by persons who are staying two months or less and who have a more permanent residence elsewhere are considered to be temporarily occupied, and are classified as “vacant. For this reporting period, a total of 15,250 residential addresses were identified as vacant in the report area, a vacancy rate of 14.66%.

**Map 4: Vacancy Rates**



**Vacant Housing Units, Percent by Tract, ACS 2011-15**

- Over 20.0%
- 14.1 - 20.0%
- 8.1 - 14.0%
- Under 8.1%
- No Data or Data Suppressed
- Report Area

## Nutrition

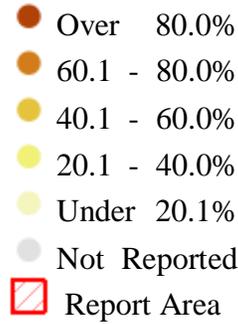
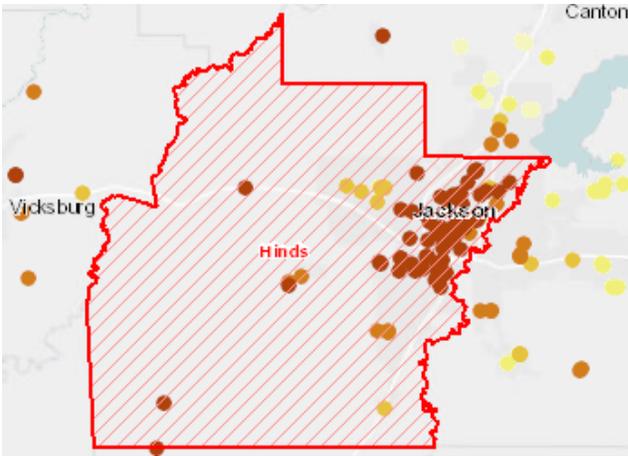
The following report shows that 34,091 students (or 83.85%) were eligible for free or reduced-price lunches during the 2013–2014 school year; the national average is 52.35%.

**Table 25: Percent Students Eligible for Free or Reduced-Price Lunch**

Report Area	Total Students	Number Free/Reduced Price Lunch Eligible	Percent Free/Reduced Price Lunch Eligible
Hinds County, MS	40,655	34,091	83.85%
Mississippi	492,586	355,484	72.17%
United States	50,195,195	26,012,902	52.35%

Data Source: National Center for Education Statistics, NCES - Common Core of Data, 2013-14. Source geography: Address

**Map 5: Students Eligible for Free or Reduced-Price Lunch, NCES CCD 2013-14**



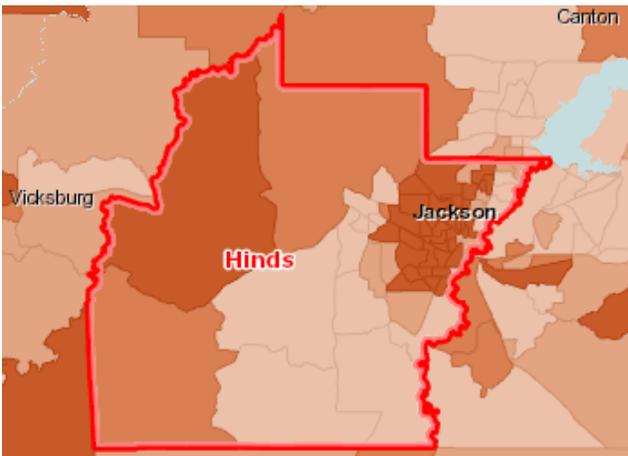
The table below shows that 17,989 households (or 20.27% percent) received SNAP payments during 2015. The population receiving SNAP benefits has steadily increased each year since 2005.

**Table 26: SNAP Recipients**

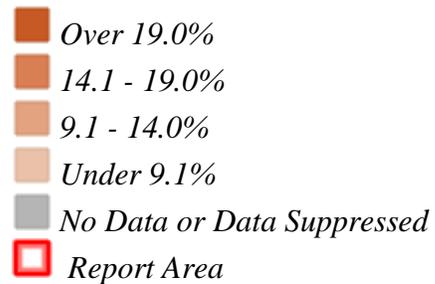
Report Area	Total Households	Households Receiving SNAP Benefits	Percent Households Receiving SNAP Benefits
Hinds County, MS	88,762	17,989	20.27%
Mississippi	1,096,593	200,366	18.27%
United States	116,926,305	15,399,651	13.17%

*Data Source: US Census Bureau, American Community Survey. 2011-15. Source geography: Tract*

**Map 6: Households Receiving SNAP Benefits, Percent by Tract, ACS 2011-15**



**Households Receiving SNAP Benefits, Percent by Tract, ACS 2011-15**



Health

Federally Qualified Health Centers are community assets that provide health care to vulnerable populations; they receive extra funding from the federal government to promote access to ambulatory care areas designated as medically underserved. According to the U.S. Department of Health and Human Services, there were 23 federally qualified health centers to provide services to the community.

**Map 5: Uninsured Population**

Report Area	Total Population (For Whom Insurance Status is Determined)	Total Uninsured Population	Percent Uninsured Population
Hinds County, MS	243,324	39,680	16.31%
Mississippi	2,921,189	462,187	15.82%
United States	311,516,332	40,446,231	12.98%

**Children in Special Populations**

For children with special needs, we embrace the philosophy that children can develop to their fullest potential when provided with developmentally appropriate activities including early childhood intervention tailored to meet their needs. Within this basic framework, growth and development cannot occur without creative, positive, inclusive learning experiences among typically developing peers, and involving the child’s family throughout the developmental process.

The chart below tracks child abuse and neglect statistics by county, category of abuse, and total number of evidenced allegations for all categories. The Division of Family and Children's Services (DFCS) operates within the Mississippi Department of Human Services (MDHS) to protect "children and youth from abuse, neglect and exploitation by providing services to promote safe and stable families." In 2013, the MDHS began reporting the category of abuse based on *all allegations*, instead of only *evidenced allegations*, as had been done in the 2012 and earlier annual reports.

**Table 27: Child Abuse Reports by County**

Location	Abuse Type	Data Type	2012	2013	2014	2015	2016
Hinds	Evidenced Reports	Number	384	335	452	425	435
	Reports	Number	82	1,909	1,966	2,135	2,028

Data Source: Mississippi Department of Human Services, Annual Report [2016]

The following data represents the total number of children in custody by county for the state fiscal year.

**Table 28: Children in State Custody Including Foster Care**

Location	Data Type	2016
Hinds	Number	957

Data Source: Mississippi Department of Human Services, Annual Report

For English Language Learners we strive to provide a dual language experience so that children can develop in both English and their family language. We hire staff members that reflect those languages and cultures of the children we serve ensure that classrooms are literacy rich and materials are available in as many languages as are practiced by our children and families. Only statewide totals are available. The chart below shows that Mississippi still has a rather low population of children with immigrant parents and has stayed steady for five years.

**Table 29: Children in Immigrant Families**

Location	Data Type	2011	2012	2013	2014	2015
Mississippi	Number	27,000	26,000	30,000	28,000	31,000
	Percent	4%	3%	4%	4%	4%

Data Source: Population Reference Bureau, analysis of data from the U.S. Census Bureau, Census 2000 Supplementary Survey, 2001 Supplementary Survey, 2002 through 2014 American Community Survey.

HCHRA measures the percent of young children (under age 6) who have no parent currently in the labor force. These figures are based on five-year estimates from the American

Community Survey. Calculated by adding neither parent in labor force (for children under age 6 with two parents) with parent not in labor force (for children under age 6 with a single-parent) and divided by the total number of children (under age 6).

**Table 30: Children under Age 6 with No Parent in the Labor Force**

Location	Data Type	2007 – 2011	2008 - 2012	2009 - 2013	2010 - 2014	2011-2015
Hinds	Percent	17.2%	15.2%	14.6%	12.8%	13.7%

Data Source: U.S. Census Bureau, [2015] American Community Survey

## Disabilities

**Table 31: Disability Status by Age by Poverty**

	Hinds County, Mississippi	
	Estimate	Margin of Error
<b>Total:</b>	234,594	+/-1,427
<b>Under 5 years:</b>	16,054	+/-440
<b>With a disability:</b>	81	+/-171
Income in the past 12-months below poverty level	0	+/-207
Income in the past 12-months at or above poverty level	81	+/-171
<b>No disability:</b>	15,973	+/-406
Income in the past 12-months below poverty level	7,368	+/-1,299
Income in the past 12-months at or above poverty level	8,605	+/-1,261
<b>5 to 17 years:</b>	43,277	+/-1,026
<b>With a disability:</b>	2,187	+/-771
Income in the past 12-months below poverty level	1,094	+/-578
Income in the past 12-months at or above poverty level	1,093	+/-490
<b>No disability:</b>	41,090	+/-1,224
Income in the past 12-months below poverty level	15,239	+/-2,515
Income in the past 12-months at or above poverty level	25,851	+/-2,409
<b>18 to 34 years:</b>	58,309	+/-1,359
<b>With a disability:</b>	3,733	+/-1,079
Income in the past 12-months below poverty level	1,146	+/-634
Income in the past 12-months at or above poverty level	2,587	+/-858
<b>No disability:</b>	54,576	+/-1,710

	<b>Hinds County, Mississippi</b>	
	<b>Estimate Margin of Error</b>	
<b>Income in the past 12-months below poverty level</b>	18,242	+/-2,576
<b>Income in the past 12-months at or above poverty level</b>	36,334	+/-2,903
<b>35 to 64 years:</b>	87,380	+/-460
<b>With a disability:</b>	14,106	+/-1,932
<b>Income in the past 12-months below poverty level</b>	5,864	+/-1,578
<b>Income in the past 12-months at or above poverty level</b>	8,242	+/-1,348
<b>No disability:</b>	73,274	+/-1,967
<b>Income in the past 12-months below poverty level</b>	10,483	+/-1,980
<b>Income in the past 12-months at or above poverty level</b>	62,791	+/-3,028
<b>65 to 74 years:</b>	17,392	+/-366
<b>With a disability:</b>	5,258	+/-1,010
<b>Income in the past 12-months below poverty level</b>	660	+/-304
<b>Income in the past 12-months at or above poverty level</b>	4,598	+/-973
<b>No disability:</b>	12,134	+/-1,006
<b>Income in the past 12-months below poverty level</b>	1,499	+/-689
<b>Income in the past 12-months at or above poverty level</b>	10,635	+/-1,061
<b>75 years and over:</b>	12,182	+/-273
<b>With a disability:</b>	6,817	+/-947
<b>Income in the past 12-months below poverty level</b>	1,270	+/-508
<b>Income in the past 12-months at or above poverty level</b>	5,547	+/-912
<b>No disability:</b>	5,365	+/-913
<b>Income in the past 12-months below poverty level</b>	444	+/-236
<b>Income in the past 12-months at or above poverty level</b>	4,921	+/-883

*Source: U.S. Census Bureau, 2015 American Community Survey 1-Year Estimates*

## 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?' are so complicated they 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, HCHRA Board of Directors, and other memberships throughout the cities in the service area.

Community Action is rooted in the belief that people with low incomes are the best position to express what they need to make a difference in their lives. Community Service Block Grant (CSBG) eligible entities work in partnership with the people and communities they serve. Community Action works in a coordinated and comprehensive manner to develop programs and services that will make a critical difference in the lives of participants. Individuals and families are well attuned to what they need, and when Community Action taps into the knowledge, it informs our ability to implement high impact programs and services.

## Primary

Throughout 2016-2017, HCHRA's Department of Community Programs and Services hosted several public functions at the Agency's Neighborhood Service Centers. Customers representing various constituencies, including low-income, elderly, and persons with disabilities, 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 Scale

Assessment 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 employment, education and housing. Programs to promote housing and nutrition also ranked high on the list of most needed services.

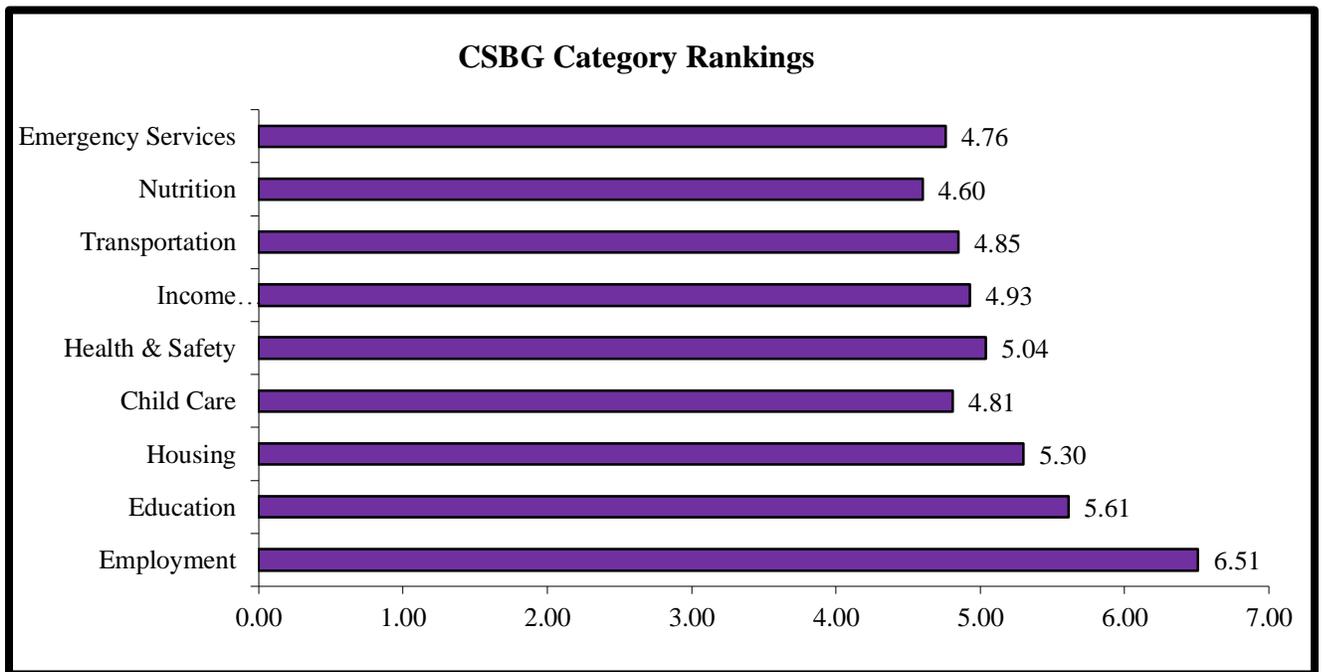
In order to ensure adequate community and consumer representation in the needs assessment process, the following methods were used:

- 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
- 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 to lowest priority, with 9 being the highest priority and 1 being the lowest. During the August 2016–March 2017 period, 595 surveys were completed.

Once the surveys were collected, entered and compiled, the data was computed 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 importance to taker. Surveyors were allowed to rank the categories from 9 (highest priority) to 1 (lowest priority). A point system was established as follows: All points were totaled to account 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.

**Chart 14: CSBG Category Rankings**



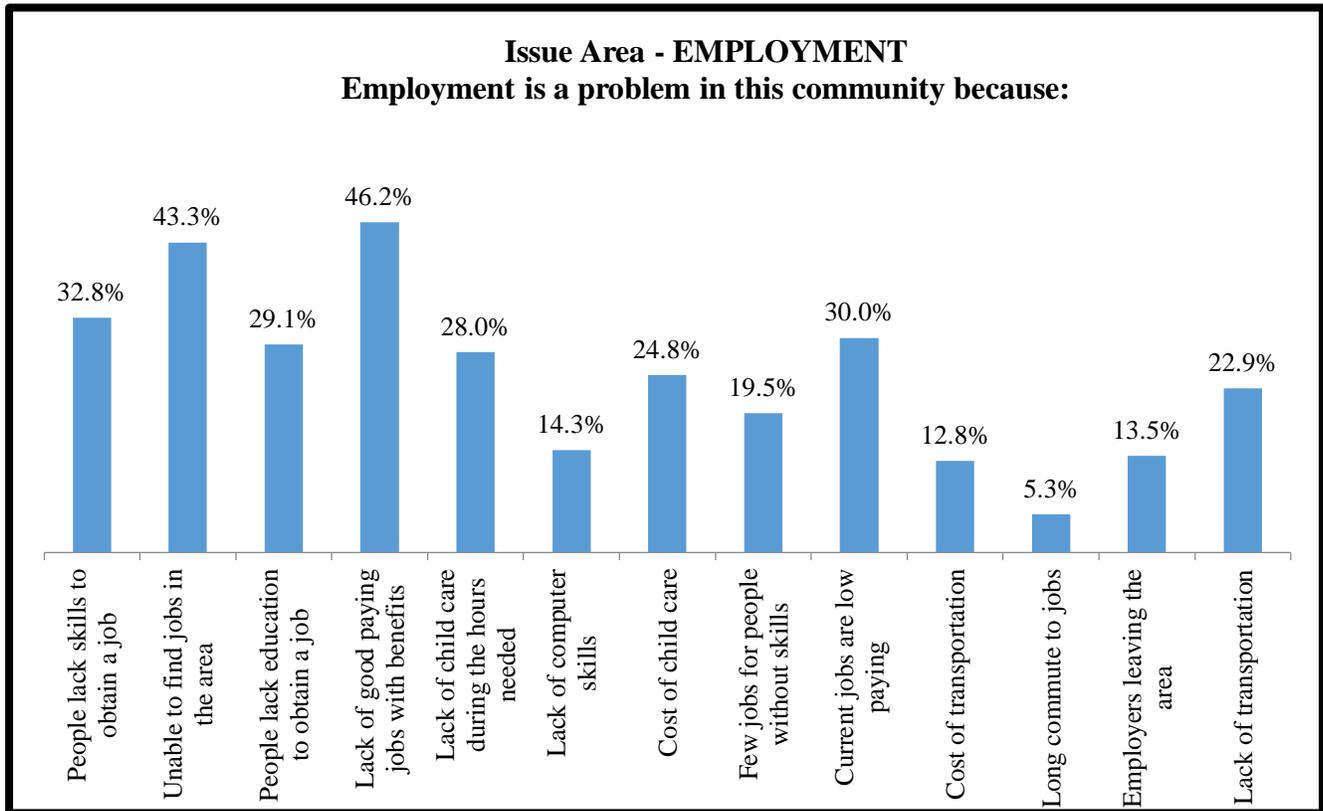
**Table 32: Rating Average of CSBG Categories – Greatest to Least Need**

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
Employment	63	12	17	17	20	16	33	40	187	6.51	405
Education	28	47	21	21	36	34	44	67	52	5.61	350
Housing	40	20	38	27	34	48	51	34	43	5.30	335
Child Care	45	30	29	33	34	31	27	41	24	4.81	294
Health & Safety	13	21	30	41	69	31	26	16	24	5.04	271
Income Management	29	24	31	43	42	52	32	27	19	4.93	299
Transportation	32	25	35	32	39	30	54	23	14	4.85	284
Nutrition	26	58	26	35	20	29	31	46	6	4.60	277
Emergency Services	66	23	33	22	20	12	18	22	60	4.76	276
<i>Answered Question</i>											<b>504</b>
<i>Skipped Question</i>											<b>91</b>

Next, we looked at the specific issue areas for each CSBG category (listed per ranking).

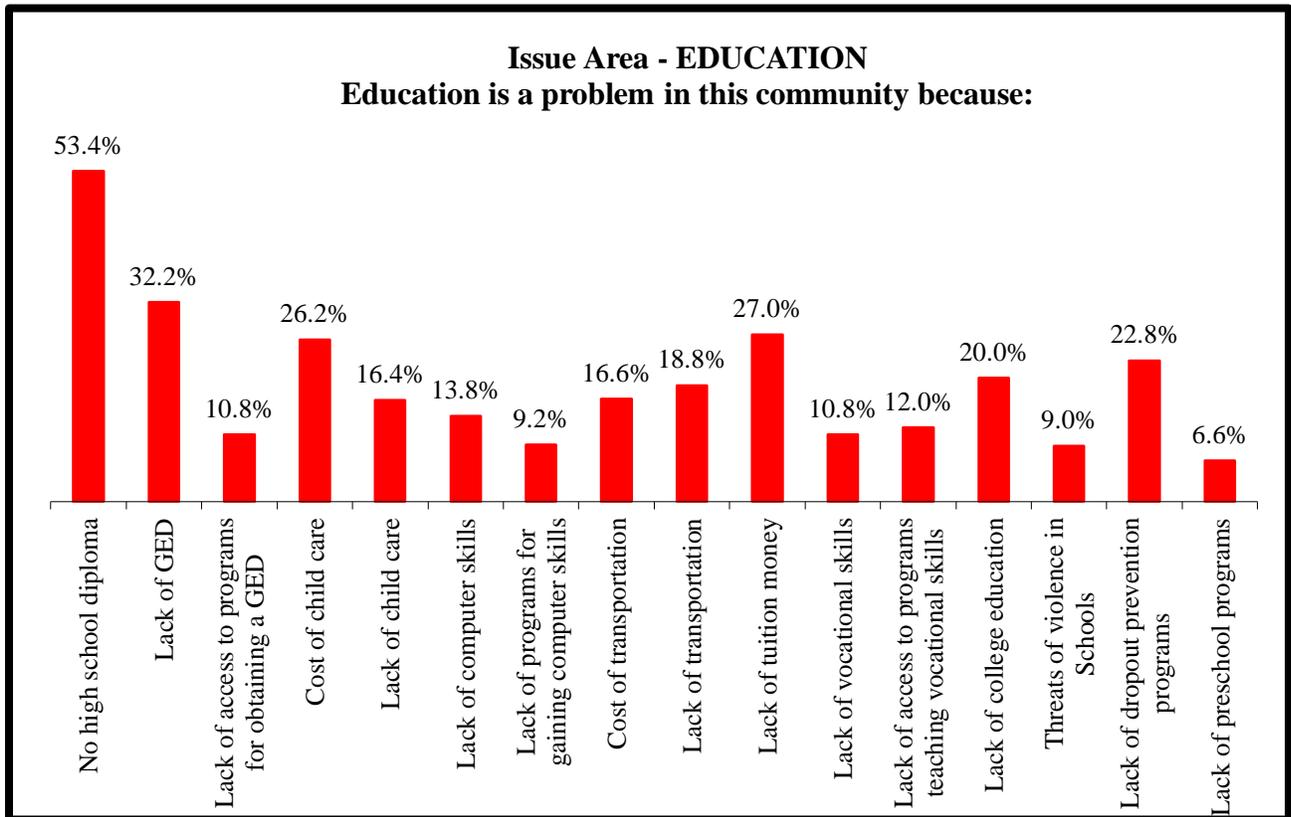
**Chart 15: Issue Area – Employment**



Even though Hinds County experienced fluctuation in unemployment rates with 6.6 being the highest and 4.7 as the lowest over the last 13 months, 46.2% of our respondents rank ‘lack of good paying jobs with benefits’ as the greatest issue. When your labor force is under-educated and lacks

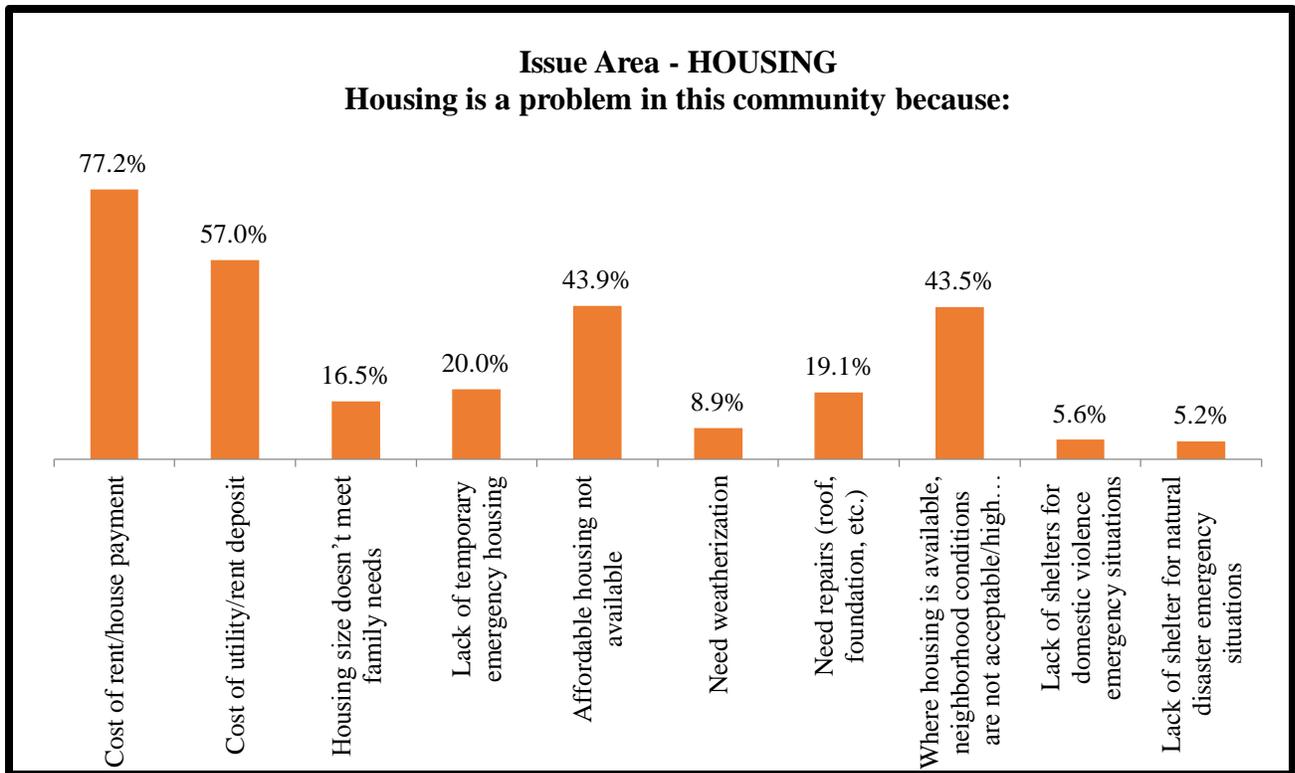
skills to obtain a job as our secondary data for Hinds County shows, it does become difficult to find a job – much less a living wage job with benefits.

**Chart 16: Issue Area – Education**



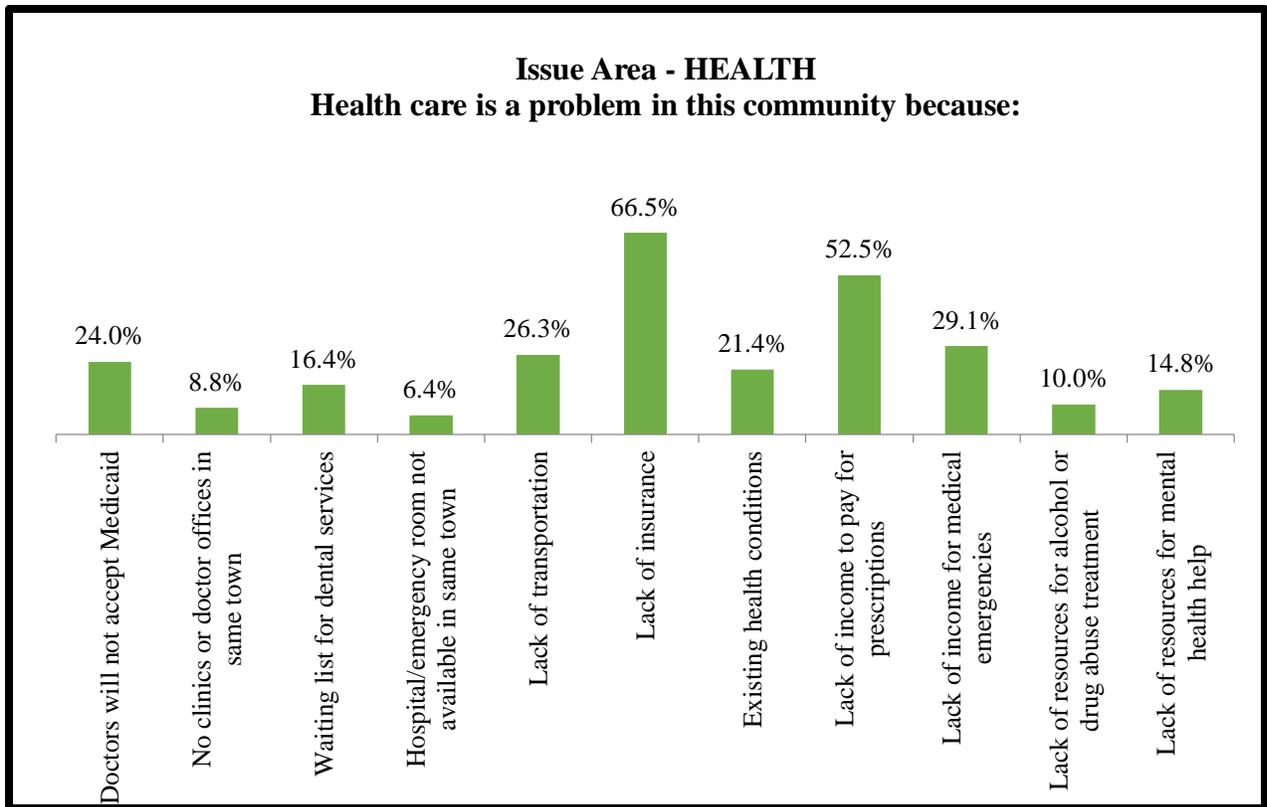
The second most important issue area due to a high number of individuals who lack a high school diploma, a GED or tuition money is Education. When a person lacks the basic education foundation from our primary schools, obtaining further secondary education is that much harder. Hinds County data shows that too many people are not completing their high school education and of those that are, they are not perusing a college degree.

**Chart 17: Issue Area – Housing**



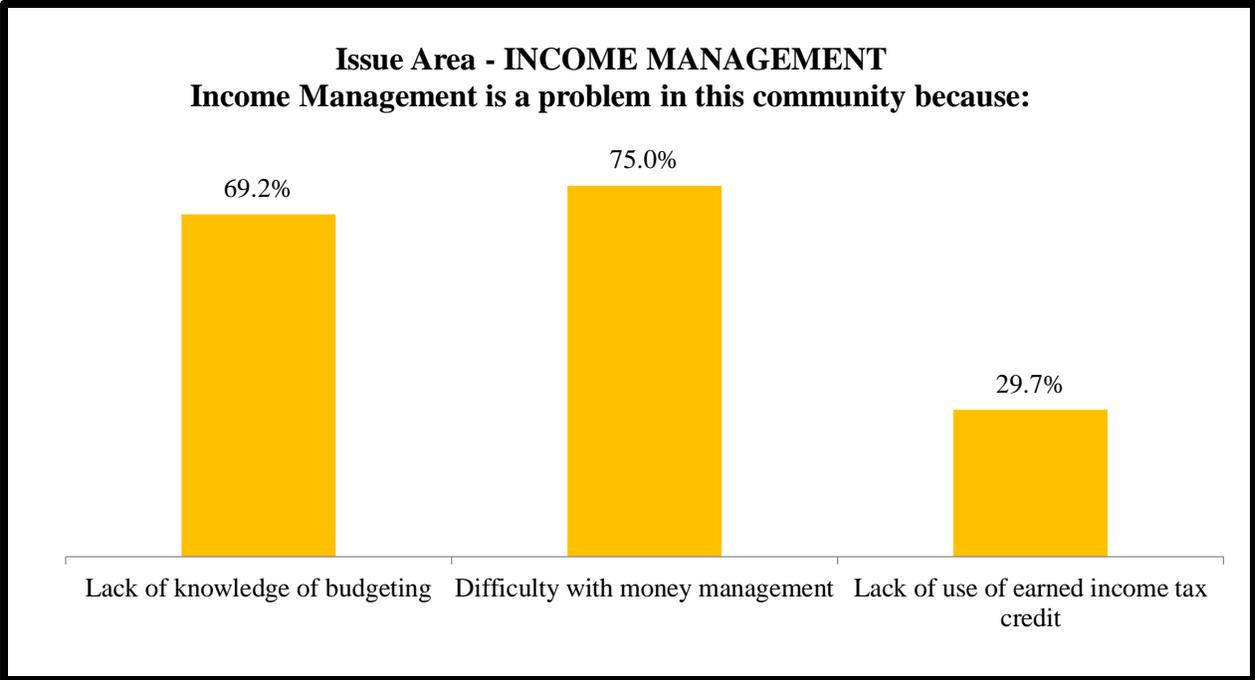
Respondents rank Housing as the third largest issue of the community. The cost of rent/house payments was the greatest concern of this area as compared to other housing problems. Again, with a below average per capita income and an under-educated population that is unable to find jobs, housing costs are going to be a burden on the households in poverty. Our survey also shows that affordable housing is not readily available, that utility and rent deposits are prohibitive, and when the housing is available, the neighborhoods are not acceptable or in high-crime areas.

**Chart 18: Issue Area – Health**



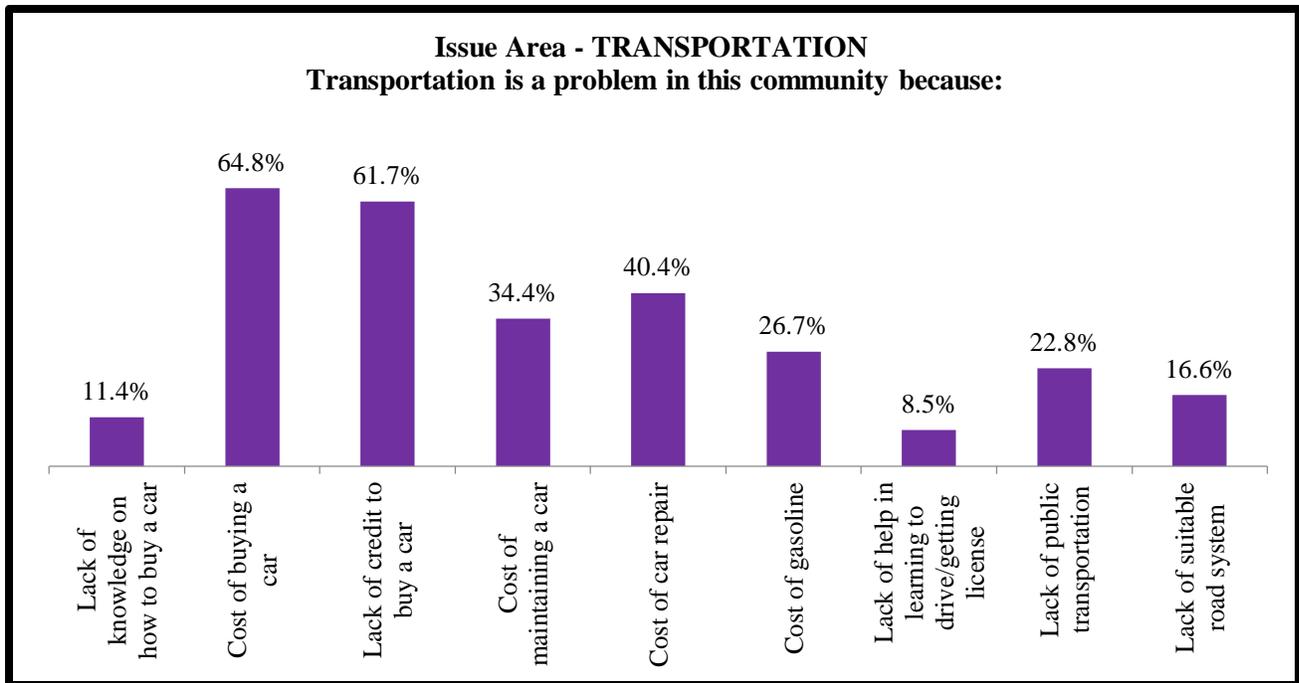
Previously, our respondents stated that Childcare Services was the fourth largest issue; however, this year, Health has taken its spot. This spike shows increased demand for health needs. Majority of respondents say that a lack of insurance is a problem for healthcare in this community. When a family does not have access to affordable health insurance or does not have health insurance, they are at risk of falling even further behind with bills, losing time from work, or entering into costly debt should a medical emergency arise within the family.

**Chart 19: Issue Area – Income Management**



Falling in the middle of the ranking is Income Management. Though income management ranks in the middle of the nine issue areas, we must note that difficulty with money management and a lack of knowledge of budgeting are problems our customers face. Also, with the availability of free tax preparation in Hinds County, we must educate our customers on programs that maximize tax refunds and earned income tax credit.

**Chart 20: Issue Area – Transportation**

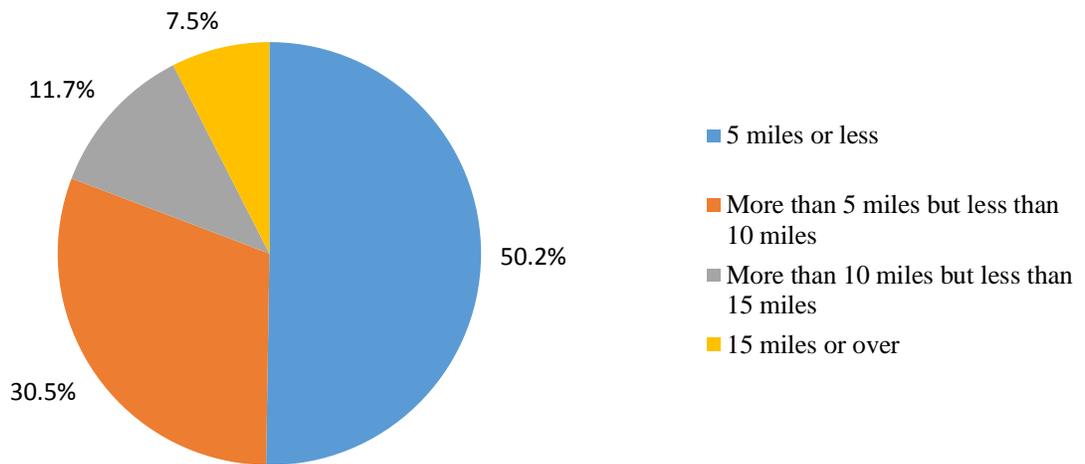


Secondary data showed that Hinds County is heavily reliant on having a car to commute to and from work. The top three problems within the issue area for Transportation – cost of buying a car, lack of credit to buy a car and cost of car repair – are issues that track back to a lack of income and the cost of car repair.

We also asked if there is a Head Start center in your community and the distance between it and your home. We found that a majority of our respondents live within five miles or less of a Head Start center and a little over 9% live 15 miles or more from a center.

**Chart 21: Head Start Distance from Home**

**If there is a Head Start/Child Development Center in your community, what is distance between the center and your home?**



Taking this distance into account, we looked at the enrollment by zip code in Hinds County for our Head Start families. HCHRA is undergoing a facilities assessment to plan for future locations of Head Start centers and community programs to help narrow the gap in under-served areas and to minimize travel distance for customers.

**Enrollment by Zip Code (2015-2016)**

Zip Code	# Enrolled
Zip 39041	25
Zip 39056	64
Zip 39066	43
Zip 39154	26
Zip 39170	36
Zip 39175	29
Zip 39202	13
Zip 39203	41
Zip 39204	197
Zip 39206	146
Zip 39209	252
Zip 39211	42
Zip 39212	327
Zip 39213	166
Zip 39216	12
Zip 39272	76

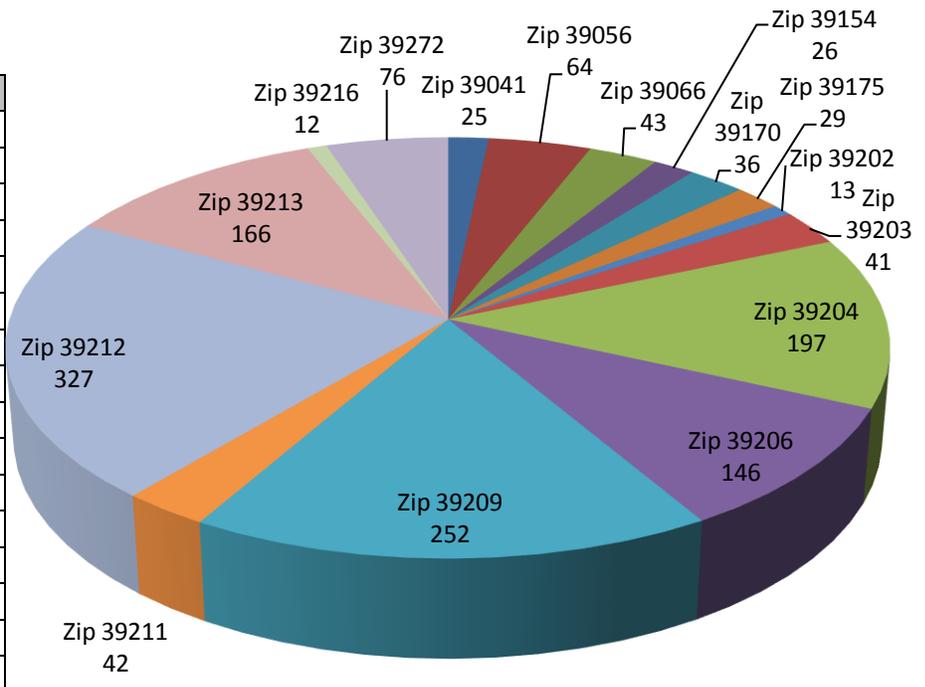
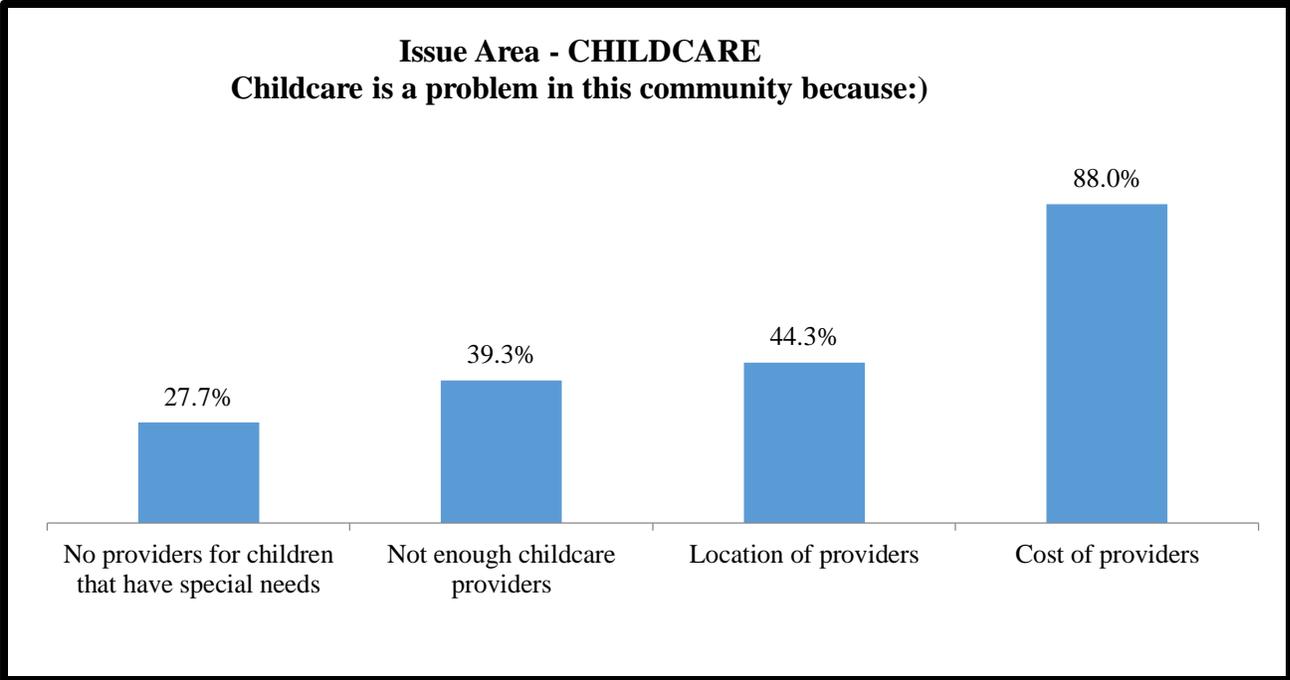


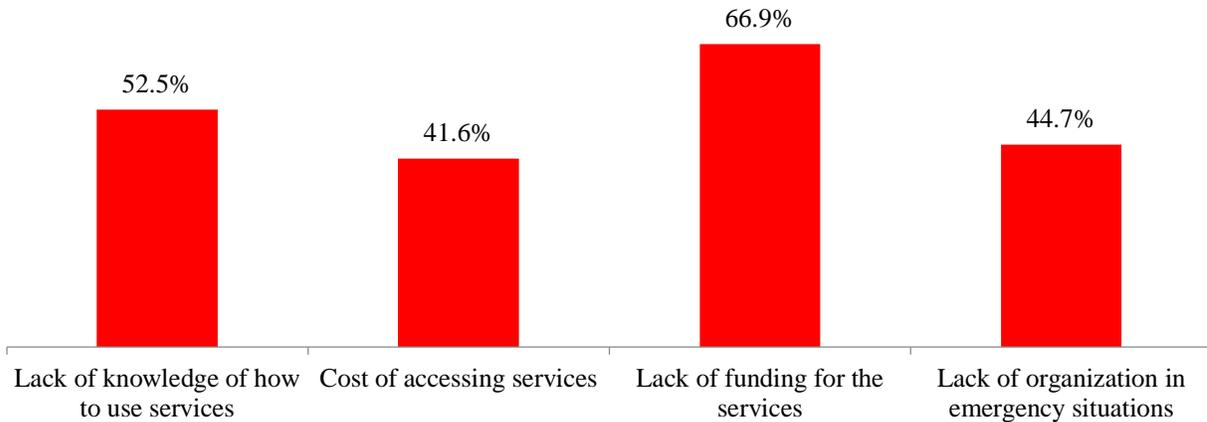
Chart 22: Issue Area – Childcare



Respondents ranked Childcare as the seventh most important issue area due to the cost of childcare providers. Having access to affordable childcare is imperative for working families to maintain employment and to provide an educational foundation of basic development skills for children as they enter kindergarten or elementary school. As shown earlier in Table 20: Hinds County Educational Attendance, 48% of 3- and 4-year-olds are not enrolled in a preschool. Determining if this is a barrier to employment for some families is an area HCHRA should explore in future CSNAs.

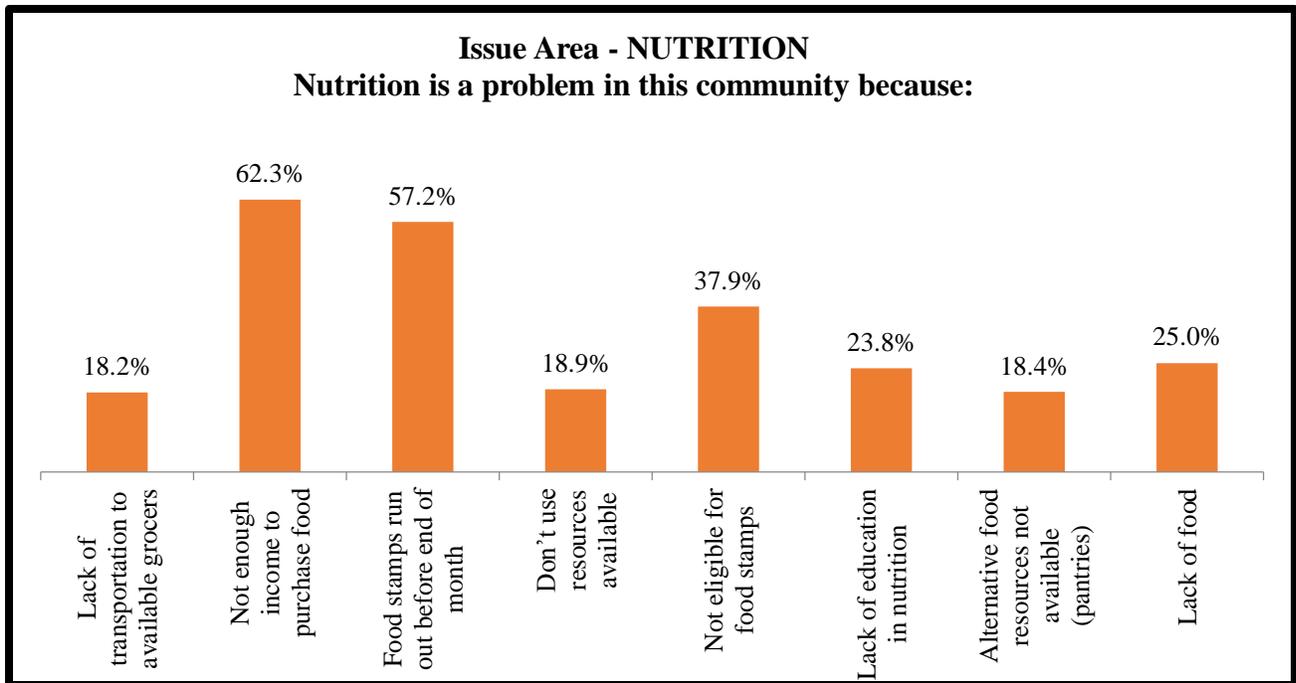
**Chart 23: Issue Area – Emergency Services**

**Issue Area - EMERGENCY SERVICES**  
**Emergency services is a problem in this community because:**



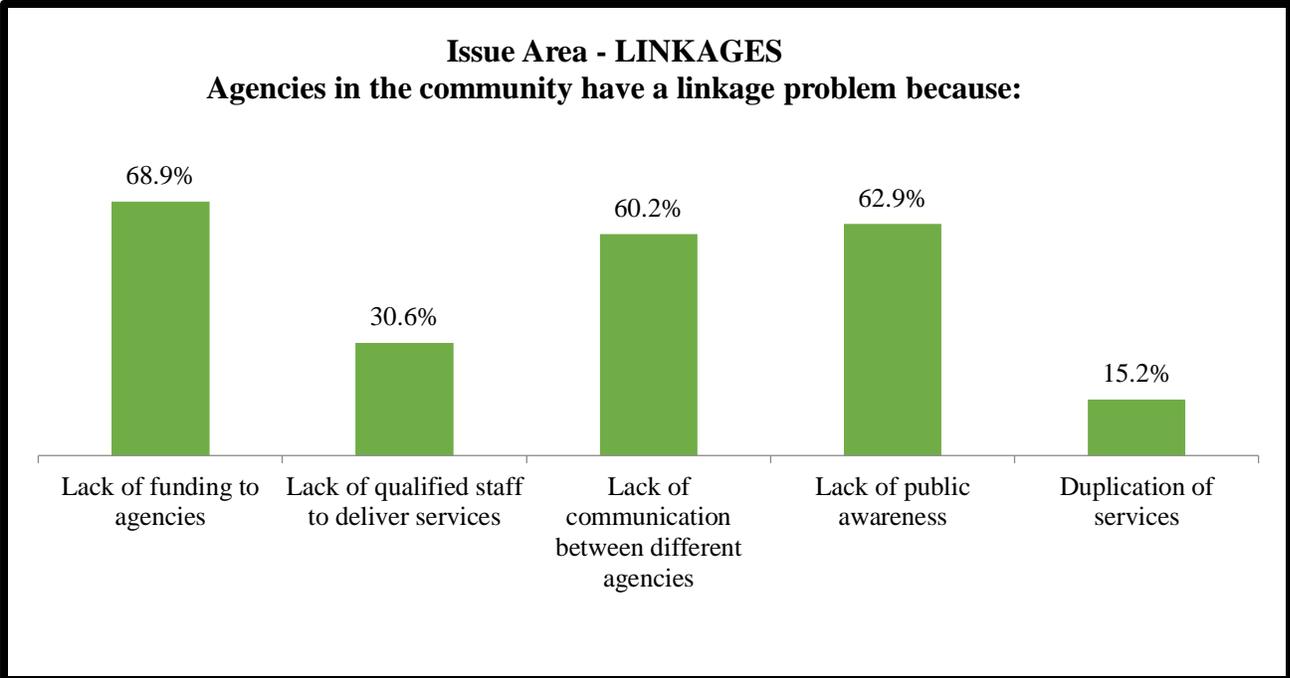
While Emergency Services is an issue ranked 8<sup>th</sup> on the survey, its stability at this spot suggest that our customers are better able to manage their emergencies. However, many times when a customer reaches us they are about to lose their housing, face utility disconnection, or may have to leave work due to a lack of childcare. They are in an emergency situation for one reason or another. The Corporation for Enterprise Development, a Washington, D.C., advocacy group reported in 2013 that 43% of households in America are liquid asset poor. They are a sudden loss of income or unexpected crisis from being within the poverty threshold within three months. (Assets & Opportunities Scorecard 2013 - Liquid Asset Poverty Households). With 26% of Hinds County already in poverty, even meeting your basic needs is cause for worry. Then when your social safety net programs, such as CSBG and LIHEAP, are limited in funding, costly to access, and at times confusing to applicants, then emergency services are issues.

**Chart 24: Issue Area – Nutrition**



Ranking last as an issue is Nutrition. What should be noted is that not enough income to purchase food far outpaces the other problem areas within this issue. Secondary data for Hinds County supports our respondents' rankings.

**Chart 25: Issue Area – Linkages**

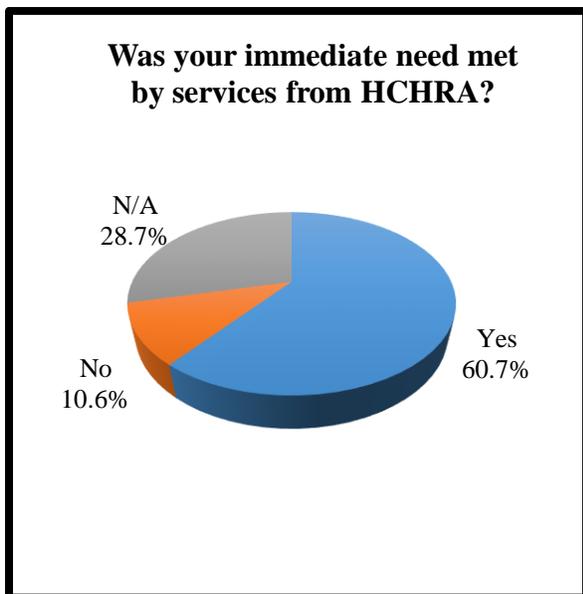


We also asked our respondents how they viewed linkages within the community between our agency and other community partners. It should be highlighted that a high number of respondents say that there is a lack of public awareness by agencies for linkages, agencies lack communication, and that funding is a barrier to better linkages. HCHRA seeks out agencies in the community to provide referrals for services we are unable to provide. Both Head Start and the Department of Community Programs have a Community Resources Directory that we regularly update and provide to customers of our agency.

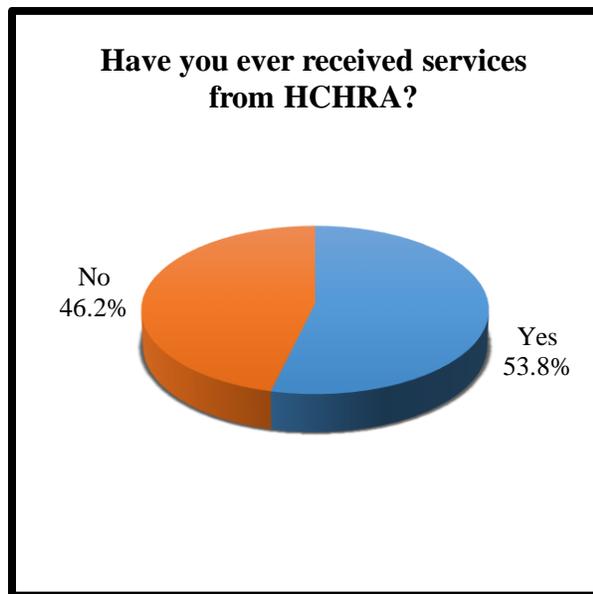
Head Start

As part of the primary data we collected in our CSNA survey, we asked about the services provided for both Head Start families and customers of the Department of Community Programs. The following are the results of these survey questions: Questions 2 through 4 gauged whether the customer received services, were their needs met and are they more stable. We found that a majority of our customers received services, 60% said their immediate need was met, but less than half say their family is more stable after receiving services.

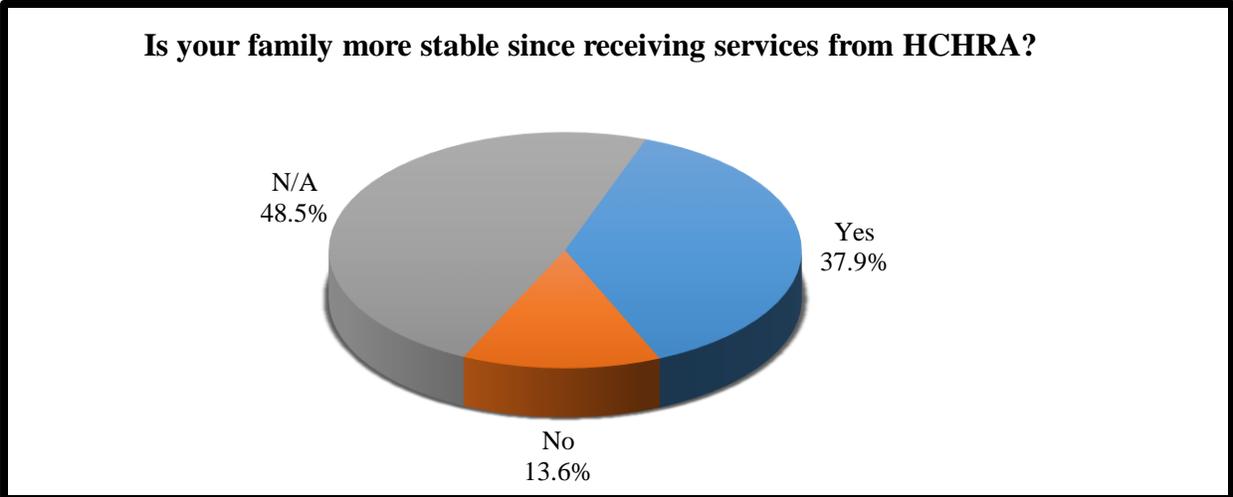
**Chart 26: Question 3 – Immediate Need**



**Chart 27: Question 2 – Received Services**



**Chart 28: Question 4 – Family More Stable**



Head Start respondents reported that overall a majority were satisfied with the Head Start Program and have an excellent or good overall knowledge of the Head Start Program in Hinds County.

**Table 33: Question 34 – Overall Satisfaction with Head Start**

Rate your overall satisfaction with the Head Start Program in Hinds County:							
Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count	
	111	96	39	2	1.73	248	
						<i>Answered Question</i>	<b>248</b>
						<i>Skipped Question</i>	<b>347</b>

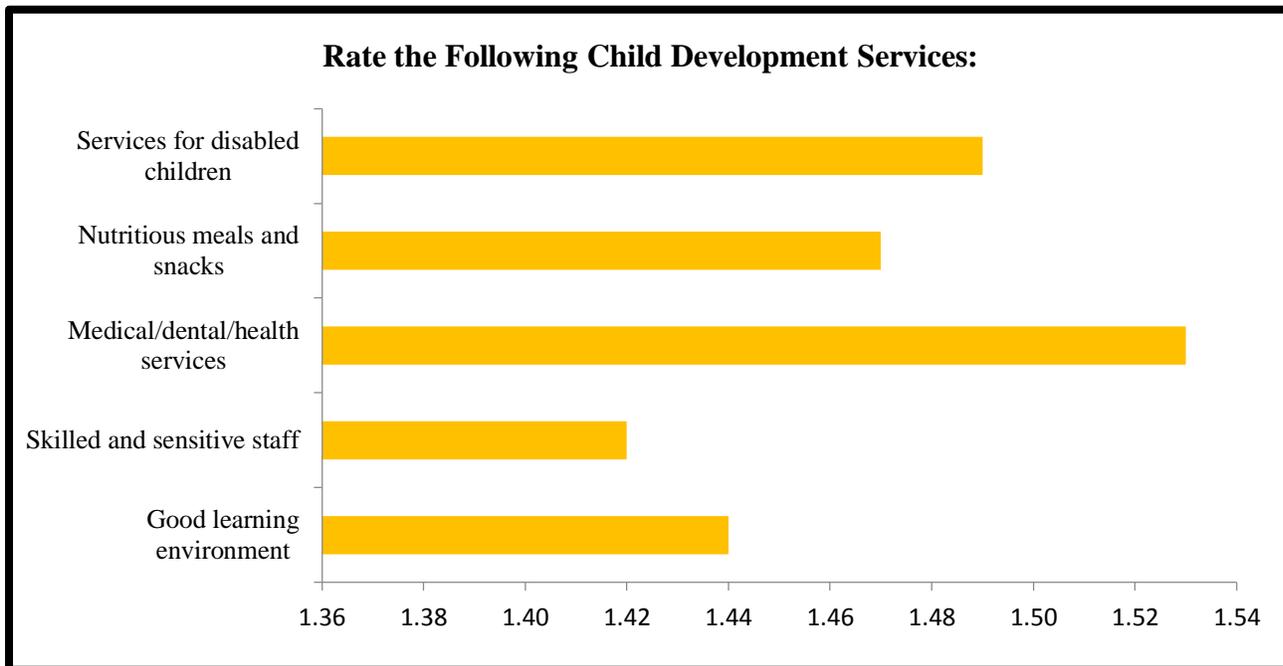
**Table 34: Question 34 – Overall knowledge of Head Start**

What is your overall knowledge of the Head Start Program in Hinds County?							
Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count	
	111	89	39	10	1.79	249	
						<i>Answered Question</i>	<b>249</b>
						<i>Skipped Question</i>	<b>346</b>

We then asked respondents to rank the Child Development Services from Essential to Not Important within the Head Start Program. A point system was established as the following: All

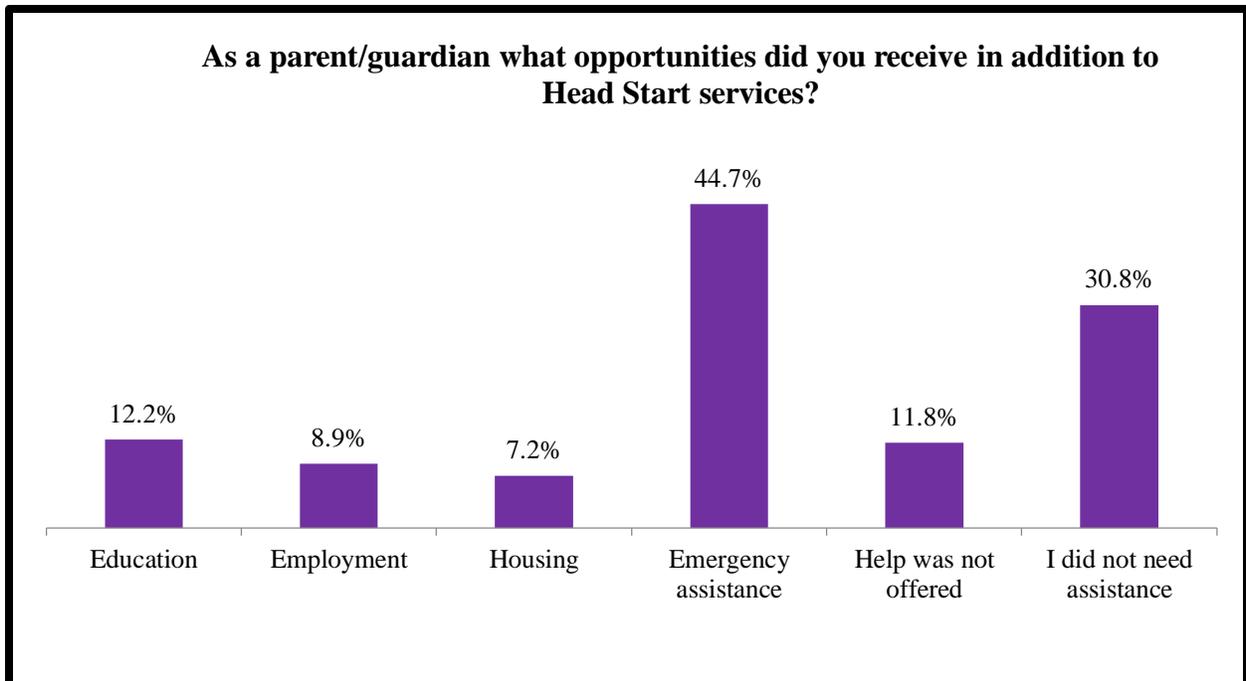
points were totaled to account for all votes given by surveyors. While a ‘skilled/sensitive staff and good learning environment’ received the most essential strikes, overall medical/dental/health services scaled higher with ‘services for disabled children’ second. All five services received a majority of strikes as essential.

**Chart 29: Question 36 – Family More Stable**



Then we wanted to look at whether our Head Start Families were utilizing other services and programs within HCHRA. While 30% stated they did not need assistance, almost 12% stated they were not offered additional services. The Department of Community Programs and Head Start Family Services must plan to make sure we are linking the services needed to ensure Head Start families are supported. Primary data shows that a majority of Head Start families are below the Poverty Line. Programs should be developed in Community Programs to serve as many Head Start families as possible.

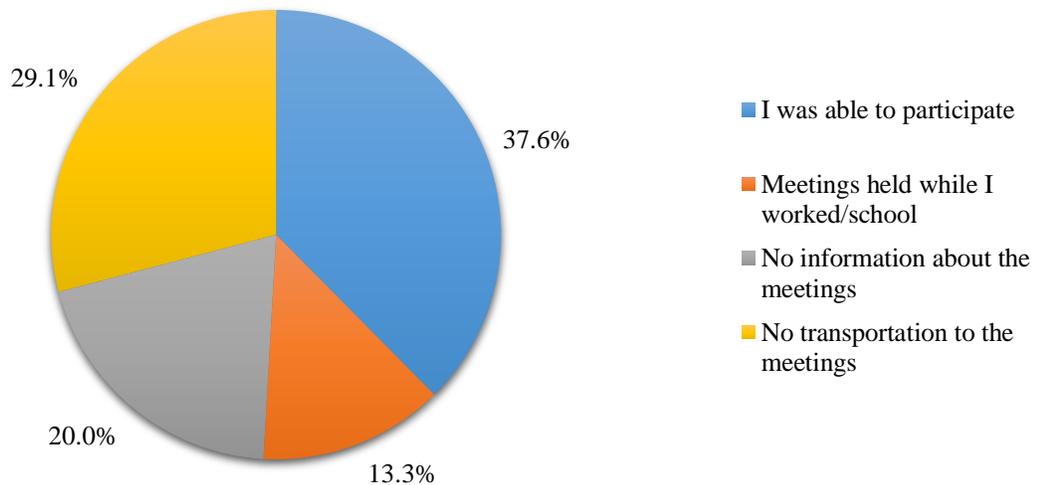
**Chart 30: Question 40 – Opportunities Received in Addition to Head Start**



Lastly, Head Start is successful when parents are more involved in the program. Our centers hold several parent meetings to discuss the Head Start program, other services provided by HCHRA, and linkages to other community programs. The percentage of parents who were able to participate in meetings decreased to 37%. However, the number of participants who did not receive information about the meetings or that the meetings were held when work or school conflicted with their attending decreased from last year. Head Start should engage more communication between Center Administrators, teachers, and the parents to ensure that parent meetings are communicated timely and effectively.

**Chart 31: Question 41 – Able to Participate in Head Start Parent Meetings**

**Were you able to participate or why were you not able to participate in the parent meetings?**



### What's Next?

As HCHRA enters into its 40<sup>th</sup> year anniversary, our collective efforts must now be focused on how best to implement needed changes to create a sustainable and successful future for the agency and the citizens it serves. The National Association for State Community Services Programs (NASCSPP) has taken the lead by building a community action theory of change. The theory of change describes a process of social change from the assumptions that guide its design to the long term goals it hopes to achieve. It shows the connections between activities and outcomes, by further explaining the relationship between the problem being addressed and the strategy that will be used to get the work done.

HCHRA will adapt the theory of change, which will allow the agency to take into consideration external factors and the preconditions related to the achievement of results. By incorporating the theory of change, the agency will be able to focus on the connections between elements and assumptions, and learning from what has happened as a result of actions taken.

HCHRA has already begun to review actual results identified at the end of a service period. Incorporating the theory of change will provide a framework for data reflection related to how services are provided and how/what outcome data was collected.

HCHRA will further tailor its programs and services to help the alleviation of poverty. HCHRA understands that the first step towards the alleviation of poverty is with the programs it offers and what the community deems are issues of concerns. The CSNA illustrated that the greatest need for additional information and services are in the areas of employment, education and housing.

**Table 35: Top 3 Issue Areas**

Employment	Education	Housing
Lack of good paying jobs with benefits	No high school diploma	Cost of rent/house payment
Unable to find jobs in the area	Lack of GED	Cost of utility/rent deposit
People lack skills to obtain a job	Lack of tuition money	Affordable housing not available

The Mississippi State Workforce Investment Board<sup>4</sup> projects an increase of 4,548 jobs in the health care and social assistance field and another 904 in educational services. Those two areas have the greatest number of projected jobs. Therefore, we see these areas as the greatest need for training. HCHRA will encourage clients who are seeking to achieve self-sufficiency to apply for jobs within these fields. Through our Community Services Block Grant (CSBG) funds will be made available to interested clients who would like to further their education or receive job training in these areas. Funds are also available to individuals who would like to obtain their GED or high school diploma.

HCHRA has worked diligently to seek funding to close any gaps in services, and in 2017 the agency was awarded the Emergency Solutions Grant (ESG) to provide Rapid Re-housing and

<sup>4</sup> <https://swib.ms.gov/DataCenter/PublicReports/CustomAnalysis.aspx>

Homeless Prevention Assistance to individuals within the City of Jackson. Our Rapid Re-Housing Program provides short-term rental and utility assistance – along with case management – to those families experiencing homelessness. We know that with a few months of assistance, our families can become stably housed for years to come. The addition of this program solidifies the strong commitment HCHRA has with providing services holistically. HCHRA is excited about the changes to come. In addition, for the agency to be a successful change agent, 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.

## Community Assets

The strength of HCHRA’s collaboration with sister agencies, funders and community-based organizations enables the Agency to better achieve its goals. 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. 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. To this end, our community partnerships will remain in place for 2017 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 Corps
    - 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 Corps

- **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 Shoestring

- **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)
    - JATTRAN Transportation Services
    - American Civil Liberties Union (ACLU), MS
    - Mission First Legal Clinic

### **Health and Safety**

- **Formal**
  - **Family Services**
    - Hinds 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**
    - Merit Health
    - University of MS Medical Center
    - Baptist Medical Center
    - St. Dominic Hospital
    - 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 – BankPlus, Regions, Trustmark, Hope Credit Union, 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 – Mississippi Food Network, Iona House, etc.
    - 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/Community Opportunities**
    - City of Jackson Transit System-JATRAN