

COMMUNITY ACTION AGENCY OF GREATER KANSAS CITY

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2020

COMMUNITY NEEDS  
**ASSESSMENT**

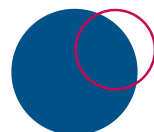
[WWW.CAAGKC.ORG](http://WWW.CAAGKC.ORG)

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# OUR PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community, and we are dedicated to helping people help themselves and each other.







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# EXECUTIVE SUMMARY

## Community Needs Assessment Methodology

The Community Action Agency of Greater Kansas City (CAAGKC) utilized several collection methods and data sources throughout the conduct of our Community Needs Assessment (CNA). We gathered and analyzed information across [7 Issue Areas/Dimensions of Poverty – Income, Education, Employment, Housing, Nutrition, Health, and Transportation](#) – to assist in the process of the CNA. We conduct this assessment every 3 years which directs our Strategic Planning and Implementation of the appropriate programs to meet the needs of those struggling with low income throughout our service area: Clay, Jackson, and Platte counties in Missouri.

## Data Sources & Collection Techniques

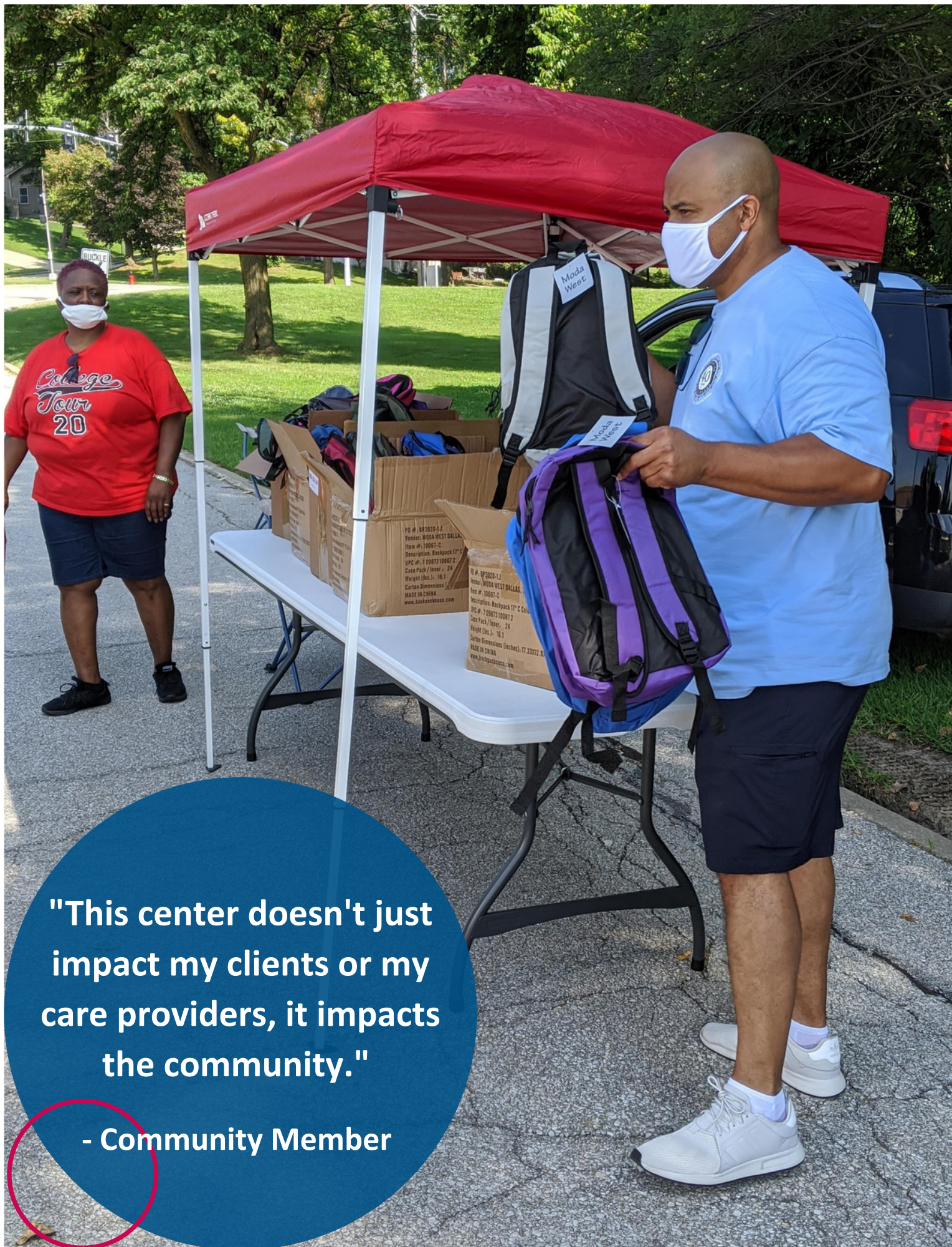
CAAGKC used surveys, focus groups, statistical data tools i.e. US census website and Missouri Community Action Network CNA Tools to gather data in the establishment of better understanding the following:

- Specific **causes** and **conditions of poverty** in our community
- Levels of **poverty in our service area**
- **Determination of needs** for those living with low income
- Identification of "client-based" and "organizational based" **barriers**
- Identification of **community strengths** and **weaknesses**
- Determination of **data to collect**
- Identification of **gaps** in **programs** and **services**
- Creation and maintenance of **collaborative efforts**
- **Preliminary solution development** through initial program design

## Determined Need Statements in Order of Precedence

1. **Health**: Households lack equitable, sufficient and affordable healthcare.
2. **Housing**: Individuals and families lack stable, safe, affordable housing and advocacy as it relates to fair housing rights.
3. **Nutrition**: Individuals lack consistent access to sufficient, healthy food on a daily basis. Families lack information i.e. simple recipes for healthy and nutritious meal preparations when resources are limited.
4. **Employment/Use of Income**: Households lack sustainable wages and benefits to meet the standards of self-sufficiency. Families lack financial literacy and/or budgeting.
5. **Education**: Individuals lack access to quality education to facilitate graduation of high school, completion of certifications, credentials and other post-secondary educational programs.
6. **Transportation**: Individuals and families do not have access to affordable, reliable transportation.





"This center doesn't just impact my clients or my care providers, it impacts the community."

- Community Member



# THE OVERVIEW

## Vision

We envision our community without poverty!

## Mission

Community Action Agency of Greater Kansas City (CAAGKC) provides low-income residents of Clay, Jackson, and Platte counties in Missouri, comprehensive support services that help them become self-sufficient.

## National Community Action Partnership Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security

Goal 2: Communities where people with low incomes live are healthy and offer economic security.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.

## What Community Action Does?

Community Action creates solutions that improve individuals, families, and communities.

## How Community Action Works?

We use a Theory of Change to plan and evaluate our service delivery strategy.

## Values

We value respect, integrity, and collaboration!



# THEORY OF CHANGE

In order to consider the purpose of our Community Needs Assessment, we first have to have an understanding of our Theory of Change.

## What is our Theory of Change?

Our Theory of Change is a methodology for planning, participation, and evaluation that is used to promote social change. It is a living tool that links what we do, who we are targeting for results, why and how we do it, and what we expect to achieve.



**Individuals and  
Families**



**ACHIEVING**



**Stable Economic  
Security**



**Healthy, Engaged,  
and Active**



**Building Opportunities in  
Communities**

Our Results Oriented Management and Accountability Cycle (ROMA) is the system we use to realize social change we've identified in our Theory of Change.



# SYSTEMATIC FRAMEWORK

## Assessment

Community Needs  
Assessments are conducted  
every three years.

Evaluation

Planning

Results Oriented  
Management &  
Accountability

Achievement  
of  
Results

Implementation

# PATHWAYS OUT OF POVERTY

## Programs & Services

Individual Development Accounts  
P.A.V.E The Way  
Freedom School  
Occupational Skills Training  
Holiday Assistance  
Case Management  
Emergency Services  
Food & Toiletry Pantries  
Weatherization  
Healthy Homes

"Being able to have those  
resources can change your life "

- Community Member


## Community Linkages & Collaboration

We use collaboration and our development of partnerships to cover the gaps and services that go beyond the capabilities of our staff and our resources. We do this so that we can reach and meet the needs of the community's most vulnerable members.

## Leadership & Board Structure

Community Action Agencies have a unique board structure. In order to be a Community Action Agency, we must have a tripartite board structure. We have representation from the public official sector, private sector, and low-income representative sector.





"I'm thankful for  
you guys. You're a  
great provider to  
those in need. "

- Community Member



# DATA COLLECTION AND ANALYSIS

## Data Collection Sources & Procedures

Data collection began with conducting focus groups posing questions across 7 Issue Areas – Income, Education, Employment, Housing, Nutrition, Health, and Transportation – with our partners and customers throughout Clay, Jackson, and Platte counties. The following focus group sessions were executed with the intention of gathering primarily qualitative data which would subsequently provide focus for the design of the partner, customer, and staff member surveys:

- Partner Focus Group (Clay, Jackson, & Platte Counties)
- Customer Focus Group (Jackson County)
- Customer Focus Group (Clay & Platte Counties)

***Note: All focus group meetings were conducted prior to the COVID-19 pandemic.***

The Community Action Agency of Greater Kansas City (CAAGKC) Community Needs Assessment (CNA) Planning & Execution Team used the following topics to guide the focus group discussions:

- Specific causes and conditions of poverty in our community
- Levels of poverty in our service area
- Determination of needs for those living with low income
- Identification of “client-based” and “organizational based” barriers
- Identification of community strengths and weaknesses
- Determination of data to collect
- Identification of gaps in programs and services
- Creation and maintenance of collaborative efforts
- Solution development through program design and implementation



# FINDINGS AND DATA ANALYSIS

The partner, customer, and staff surveys were created with the qualitative data gained from the focus groups and information/analysis of the current effects on the operational environment or service area due to the ramifications of Coronavirus 2019 (COVID-19). The primary data collection goal for the surveys was to gather quantitative data versus qualitative data. However, the CNA Planning & Execution Team did include a few questions in the surveys to collect some qualitative data. In addition to focus groups and surveys, the following data collection sources were utilized:

- 2018 Missouri CAN Poverty Report: <https://www.communityaction.org/2018-poverty-report/>
- MIT Living Wage Calculator: <http://livingwage.mit.edu/>
- Engage Network: <https://mocan.engagementnetwork.org/>
- American Community Survey: <https://www.census.gov/programs-surveys/acs/>
- CARES Vulnerable Populations Footprint: [https://engagementnetwork.org/map-room/?action=tool\\_map&tool=footprint](https://engagementnetwork.org/map-room/?action=tool_map&tool=footprint)
- US Bureau of Labor Statistics: <https://www.bls.gov/data/>
- Missouri Census Data Center: <https://census.missouri.edu/>
- Data USA: <https://datausa.io/>
- DESE Missouri School Data: <https://dese.mo.gov/school-data>

## Income

- Jackson County is our poorest region and had a significant increase in poverty rate; up to 13% which is 3.1% higher than last reporting period
- The percentage of families at or below 125% of the Federal Poverty Guideline in Jackson County (14.96%) was nearly double the percentages of Clay and Platte Counties (8.16% & 6.13%)
- 45.5% of survey participants identified insufficient income as a common unmet need; insufficient income was also stated as a cause/condition of poverty during customer focus groups
- Expensive health insurance was mentioned as a barrier during focus groups
- 45.3% of customer survey respondents perceived \$30,000 - \$50,000 per year a livable income for a household of three; 31.5% of respondents perceived \$51,000 - \$70,000 per year a livable income
- 61.5% of partner survey respondents perceived \$51,000 - \$70,000 per year a livable income for a household of three; 38.5% of respondents perceived \$30,000 - \$50,000 per year a livable income
- Average livable income for a family of three in our service area is approximately \$50,000 based on survey data
- The Full Employment Council (FEC) will be used as a linkage/partnership to address the need of sufficient income; additionally, this collaboration creates a sustainable method of networking and education to facilitate adequate income
- Resources for a sustainable livable income to facilitate low income families' exit from poverty and reduction of recidivism: resume writing, interview preparation, internships and occupational skills training





## Education

- The High School Graduation Rate (88.61%) for Jackson County was lower than the Missouri State Average (91.13%); our Projects, Assets, Values in Education (PAVE) the Way Program can help address this area
- Platte and Clay Counties had High School Graduation Rates (93.05% & 95.63) higher than the Missouri State Average
- COVID-19 could negatively impact graduation rates due to the different learning environments and varying levels of accessibility
- During the partner focus group, “distinguishing between want versus need” was identified as a cause/condition of poverty; a statement was made in regard to the need to educate on the distinction and acting accordingly
- Lack of ownership was stated as a cause of poverty; emphasis was placed on identification and ownership of poor decisions and training on strategies to correct circumstances
- Recidivism was identified as a cause and condition of poverty; education on a “poor culture mindset”, the effects of this lifestyle, and methods of getting back on track were techniques mentioned to address the issue
- Gaps in services articulated through focus groups and survey commentary: lack of knowledge for community resources, lack of fatherhood programs, insufficient adult education, and ineffective education/outreach of programs and services
- 53.07% of customer respondents were not aware of all the programs and services we provide
- Several individuals commented CAAGKC needs better advertisement and education on programs and services
- Pronounced needs: better awareness/outreach of community resources and vocational skills training
- Linkage to assist in addressing issues: Full Employment Council (FEC) to create a sustainable method of networking and education to facilitate program awareness and adequate income
- Agency resource to address the concern: Occupational Skills Training Program





## Employment

- The effects of COVID-19 on the economy and employment had a significant impact on the unemployment rate; there was a drastic increase in unemployment since the last reporting period
- The unemployment rates for Clay (12.4%), Jackson (11.6%), and Platte (10.2%) were all higher than the Missouri state average of the unemployment rate (9.8%)
- Lack of livable wages was given as a cause/condition of poverty via customer focus groups
- Job loss was also identified as a cause of poverty; residents in the KC Metropolitan are losing jobs after longevity i.e. employed 15 years with one company and recently laid off; possibly due to the effects of the pandemic
- Many families with low income have adults working; however, it is not enough to pay for basic needs and thrive
- Surveys reveal most respondents believe a minimum average range to support basic needs and facilitate a thriving environment for a family of 3 is \$45,000 - \$55,000 per year
- Full Employment Council (FEC) will be a useful linkage and resource to address challenges
- The Occupational Skills Training Program can be utilized to facilitate improvement in this area

"I might have to decide sometimes, do I pay the rent or am I going to pay the light and the gas bill? Even though you have income, it doesn't mean you're not impoverished."

- Community Member



## Housing

- Home-ownership rates have decreased in Jackson county by 1.34%; however, rates have increased in both Clay and Platte Counties by 21.69% and 28.70% respectively
- The foreclosure rate for Jackson County (5.15%) is higher than the Missouri state average (4.02%) but Clay and Platte have lower foreclosure rates: 3.92% and 3.18%
- Homelessness was stated as a cause/condition of poverty
- Partners mentioned there is a lack of sufficient homeless shelters in service area
- Lack of handicap accessible homes; the healthy homes program may be used to assist in addressing this need
- Lack of minor home repair programs; the weatherization program and healthy homes program can help; however, more funding and partners are needed to address in a more holistic manner
- Lack of safe and affordable housing; families with low incomes have difficulty finding affordable housing which is safe

## Nutrition

- The percentage of children on Free or Reduced School Lunch is higher in Jackson County (59.12%) than the Missouri state average (48.89%)
- Food Stamp Caseload is drastically higher in Jackson County (34,226) than in Clay and Platte (6,301 and 1,914 respectively)
- There is insufficient food assistance in the Northland Area (Clay and Platte) according to discussion during customer focus groups
- More food drives are needed in all counties to address food insecurities created by conditions of COVID-19 and those exacerbated by the pandemic
- Expansion of our Food Pantry Program in partnership with over 30 organizations in the KC Metropolitan will facilitate addressing food insecurities
- Our Back Snack Program Collaborations can help fill gaps in food services i.e. children who are no longer receiving Free or Reduced School Lunch due to reorganization of school programs/operations in response to the pandemic





## Health

- The Infant Mortality Rate in Jackson County (4.77%) is higher than the Missouri state average (4.64%)
- Percentage of uninsured individuals in Jackson County (9.85%) is higher than the Missouri state average (8.4%)
- The amount of confirmed COVID-19 cases as of (date) in Jackson County (7,649) is exponentially higher than Clay and Platte Counties (1,143 and 407 respectively)
- KC Metropolitan residents have heightened awareness of health conditions/status – and the maintenance thereof – due to the COVID-19
- A healthy home environment and proper hygiene are needed to help prevent the spread of the pandemic; the Weatherization and Healthy Homes program can be a helpful resource in addressing
- Lack of sufficient and affordable health insurance across all counties
- Lack of support and knowledge for healthcare resources i.e. fully understanding resources available like Medicaid/Medicare and 211 for families recently thrust into poverty due the pandemic; Case Management Program may be utilized to provide knowledge and referrals
- There is a need for advocates to assist in what to do and a support system involving family
- Some people are too sick to help themselves
- Mental Healthcare is needed

## Transportation

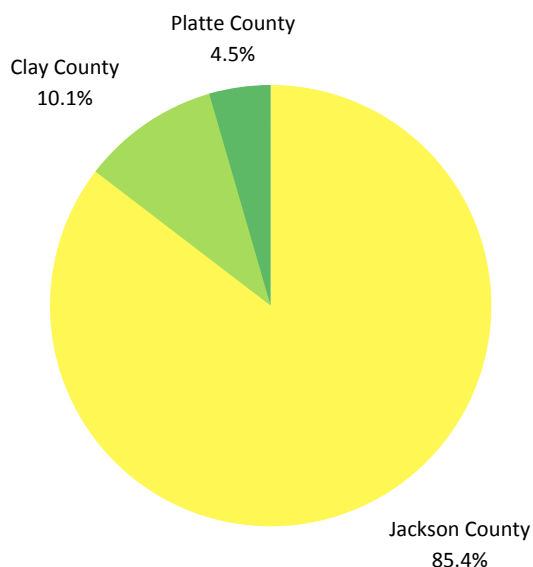
- Lack of reliable transportation to travel to work to maintain a decent wage
- Insufficient public transit system in the Northland Area (Clay and Platte)
- Individuals and families need reliable transportation for stable employment, healthcare appointments and accessibility to basic needs in order to create stability and thrive economically



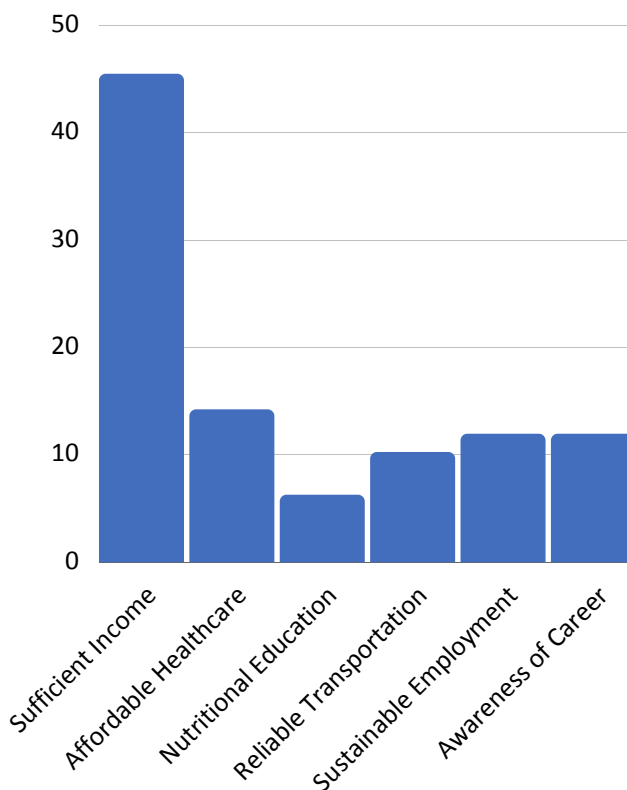
# CUSTOMER SURVEY HIGHLIGHTS

The following charts and graphs show the highlights from each survey we conducted. The complete list of our Customer Survey, Partner Survey, and Staff Survey questions and answers can be found in the Appendix section of this assessment.

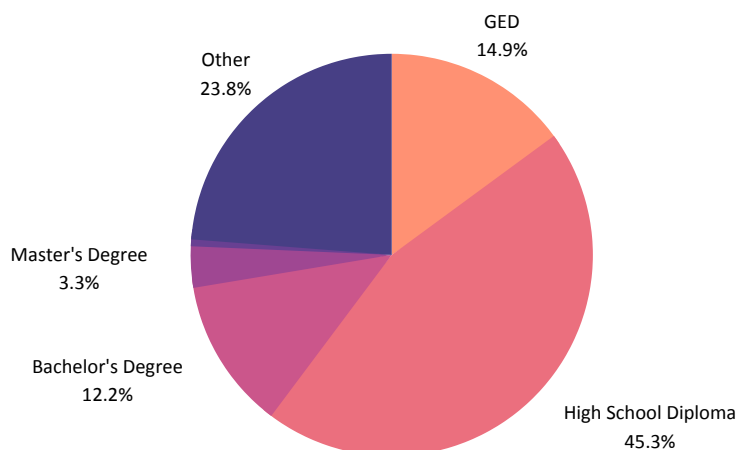
## Which county do you reside in?



## Of the following, which is the most common "unmet need" in your household?



## What is the highest level of education in your household?

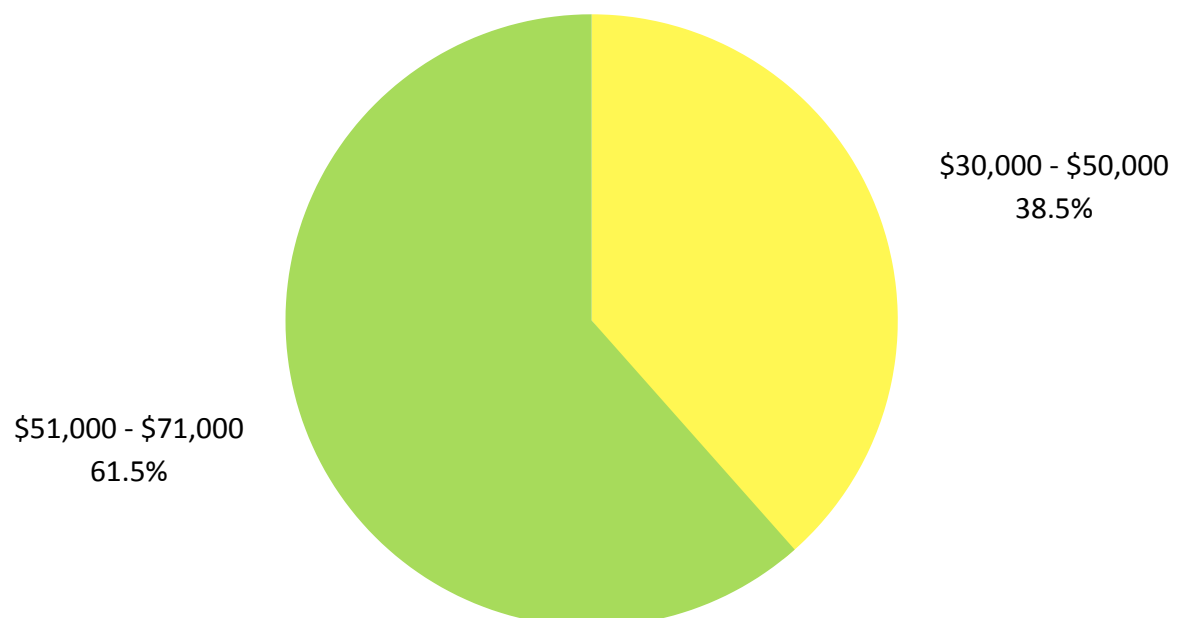


# PARTNER SURVEY HIGHLIGHTS

**What is the appropriate pathway to decreasing recidivism of services?**



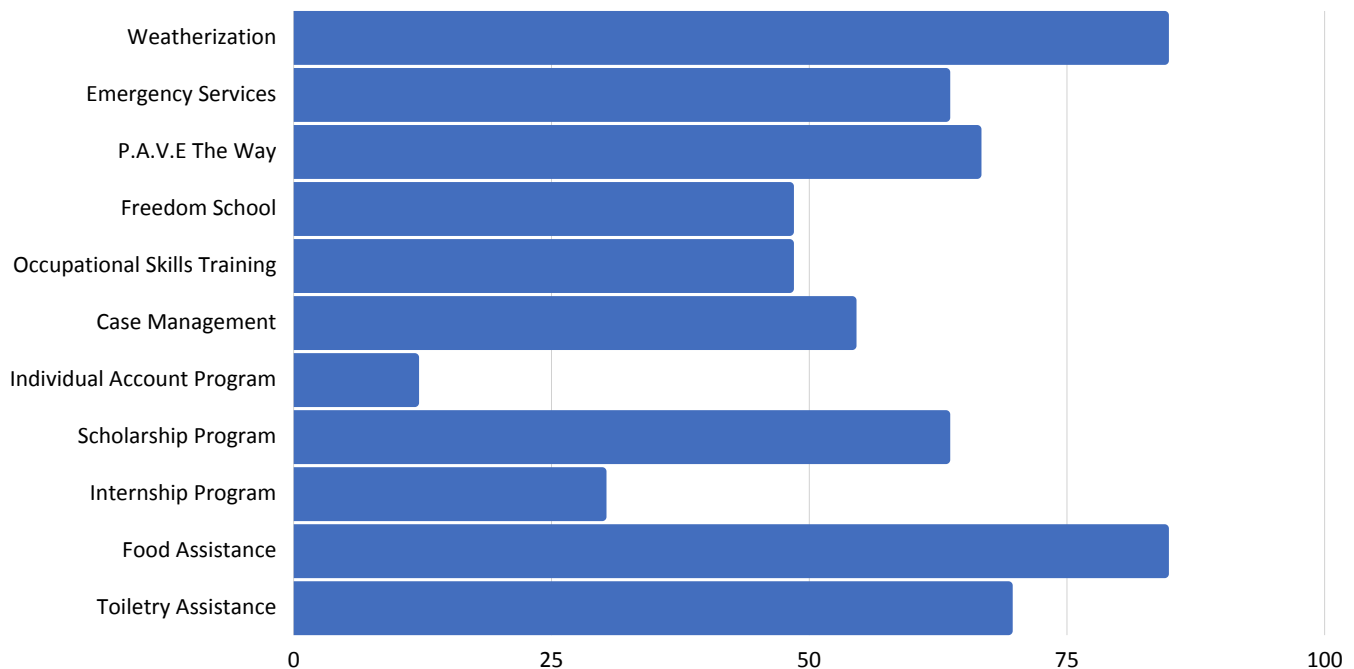
**What do you believe to be a livable income for a household size of three (3)?**



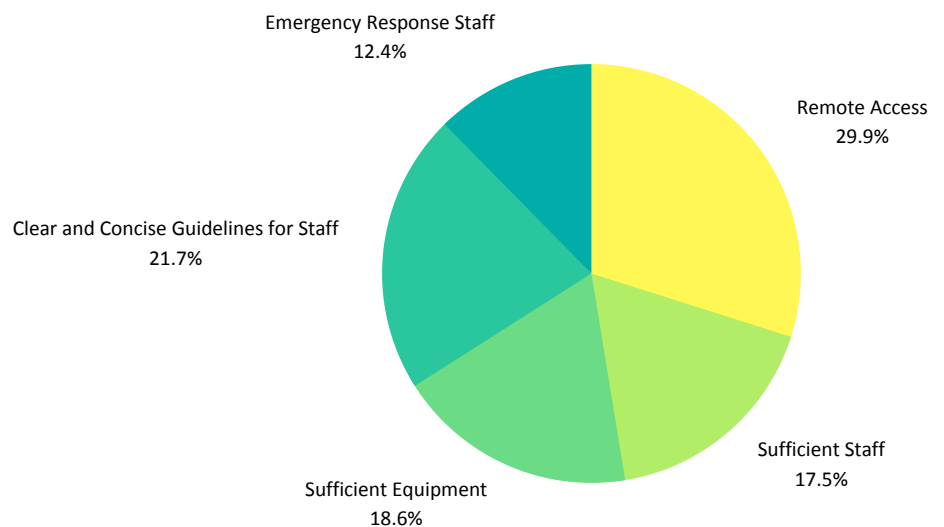


# STAFF SURVEY HIGHLIGHTS

## What programs CAAGKC implements are effective?



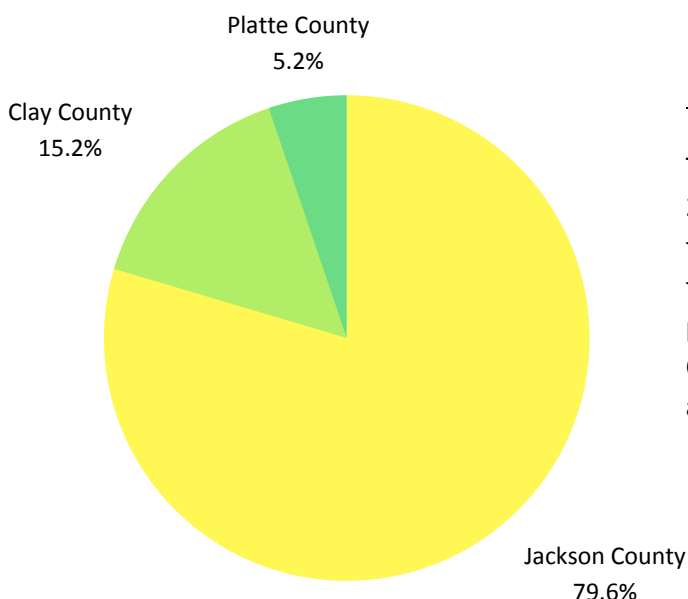
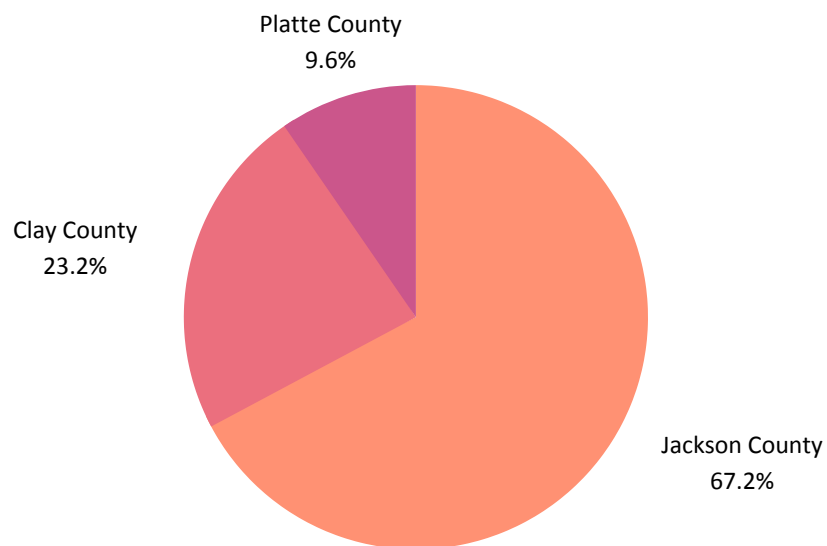
## Did your agency have systems or infrastructure in place to address the COVID-19 pandemic?



# POPULATION DATA

## Population

The total population of our service area - Clay, Jackson, and Platte - as of 2018 was 1,029,991. The following chart indicates the amount of people residing in the counties CAAGKC serves. 692,003 people reside in Jackson County, 239,164 people reside in Clay County, and 98,824 people reside in Platte County.



## Poverty in Missouri

The data represented in the pie chart was collected in 2018. 2018 poverty estimates a total of 112,865 persons living below the poverty line. Jackson County has the highest population of the three counties in the CAAGKC service area, therefore the percentage of people living in poverty is also higher. In Jackson County 89,787 people live in poverty; 17,153 in Clay County, and 5,925 in Platte County.

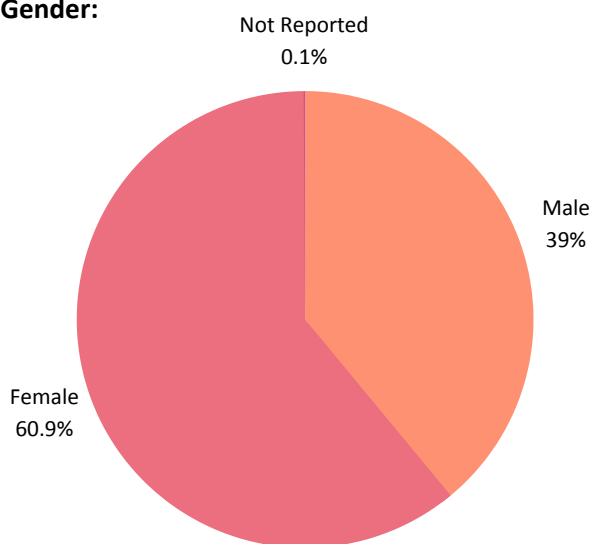


# POPULATION DATA CONT.

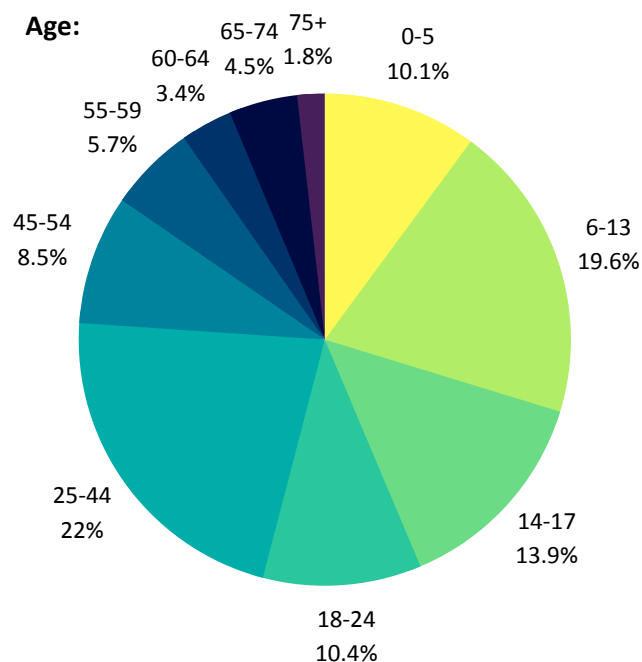
## Demographics

The demographics captured in our Community Needs Assessment are reflective of the clients we served throughout this Fiscal Year (2020).

### Gender:



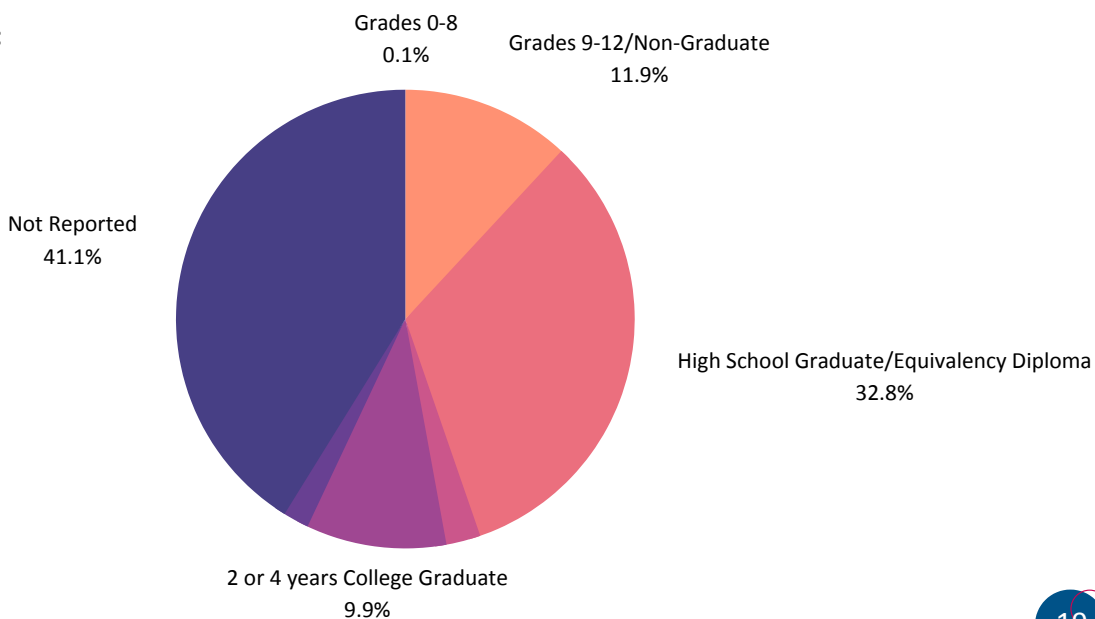
### Age:



### Education Levels (ages 14-24):

Not shown in graph:

- 12th Grade + Some Post-Secondary: 2.4%
- Graduate of Other Post-Secondary School: 1.8%



# POPULATION DATA CONT.

## Demographics

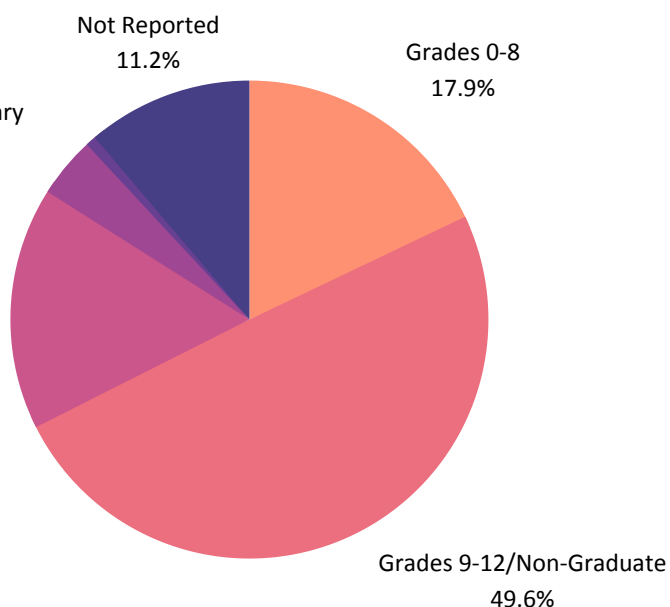
### Education Levels (ages 25+):

Not shown in graph:

- 2 or 4 Years College Graduate: 0.7%
- Graduate of Other Post-Secondary School: 0

12 Grade + Some Post-Secondary  
4.1%

High School Graduate/Equivalency Diploma  
16.4%

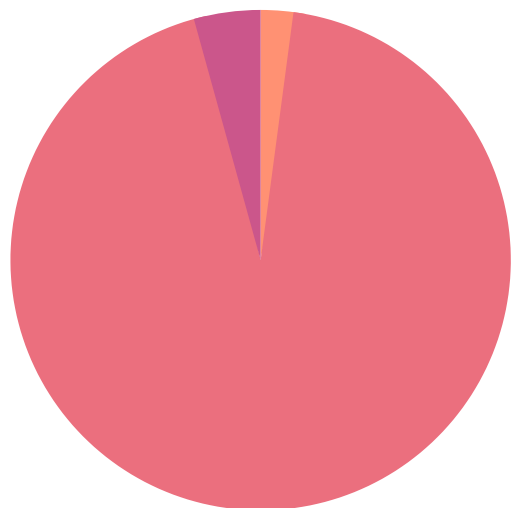


### Ethnicity:

Not shown in graph:

- Hispanic, Latino or Spanish Origins: 2.1%

Not Reported  
4.3%

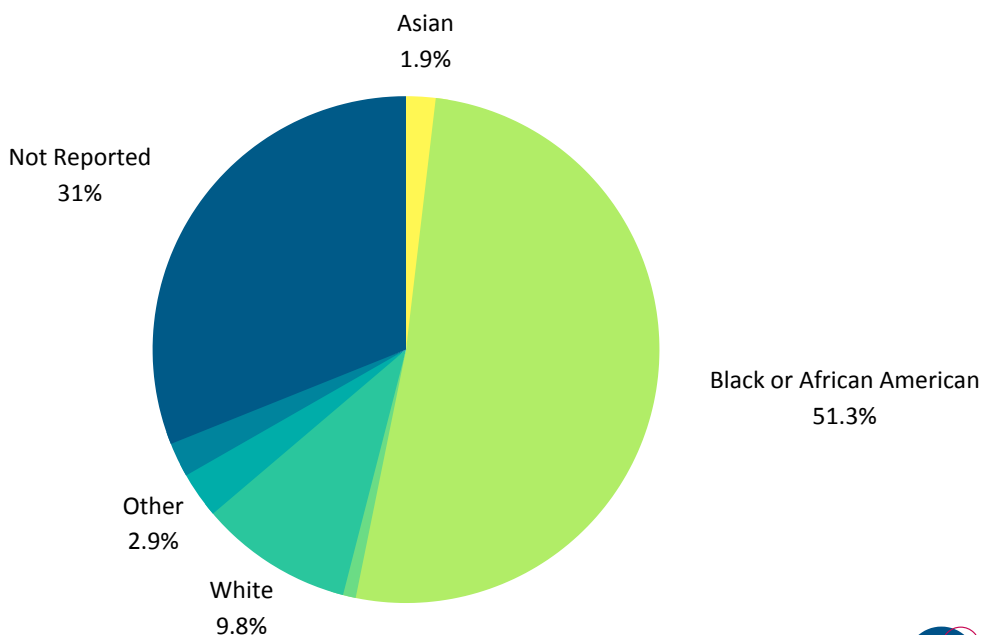


Not Hispanic, Latino or Spanish Origins  
93.6%

### Race:

Not shown in graph:

- American Indian or Alaska Native: 0.09%
- Multi-race (two or more of the above: 2.7%
- Native Hawaiian and Other Pacific Islander: 1%





# POPULATION DATA CONT.

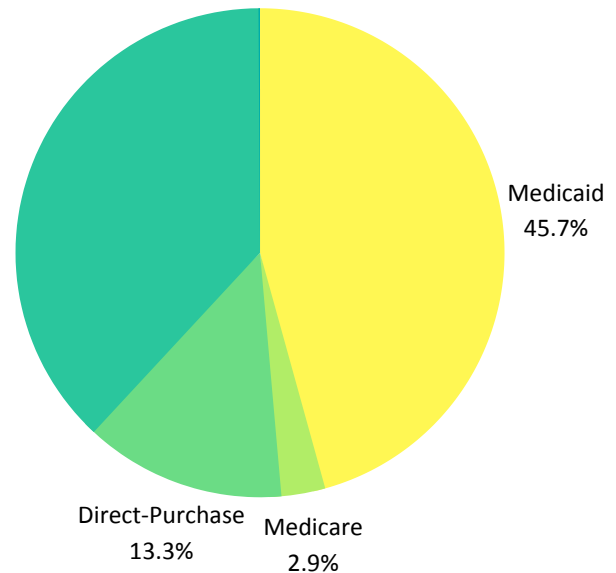
## Demographics

### Health:

Not shown in graph:

- State Children's Health Insurance Program: 0.1%
- State Health Insurance for Adults: 0
- Military Health Care: 0
- Employment Based: 0

Not Reported  
38%



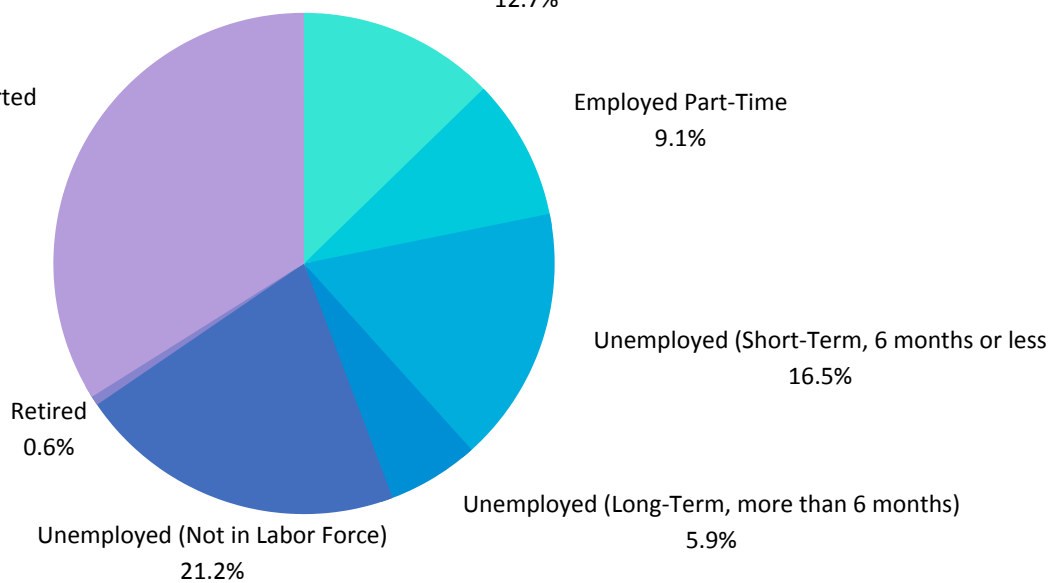
### Work Status (Individuals 18+):

Not shown in graph:

- Migrant Seasonal Farm Worker: 0

Employed Full-Time  
12.7%

Not Reported  
33.9%



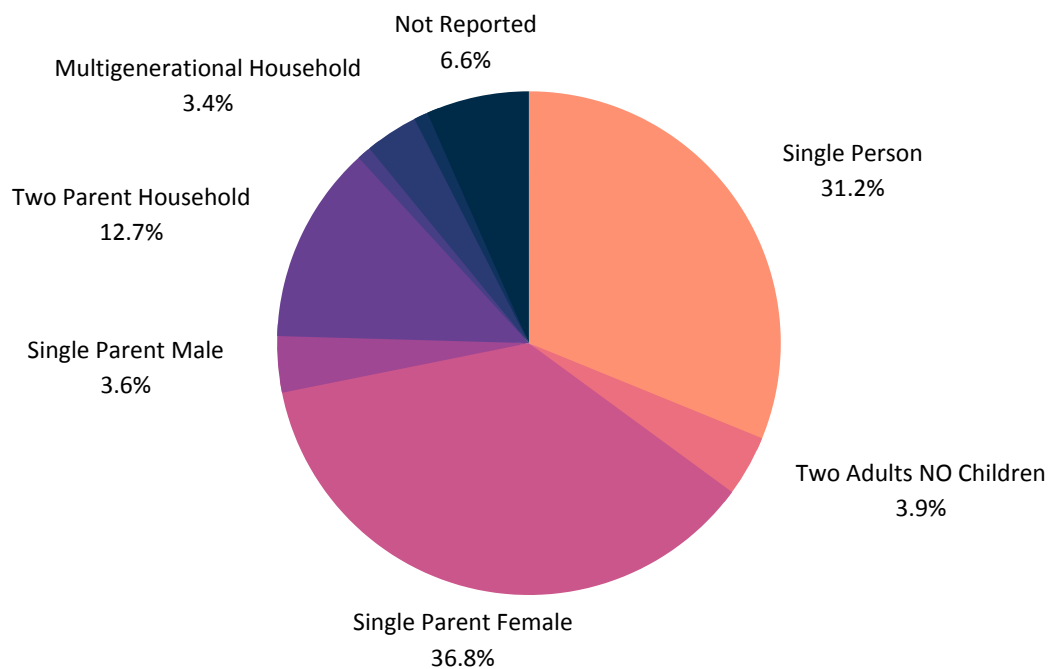
# POPULATION DATA CONT.

## Demographics

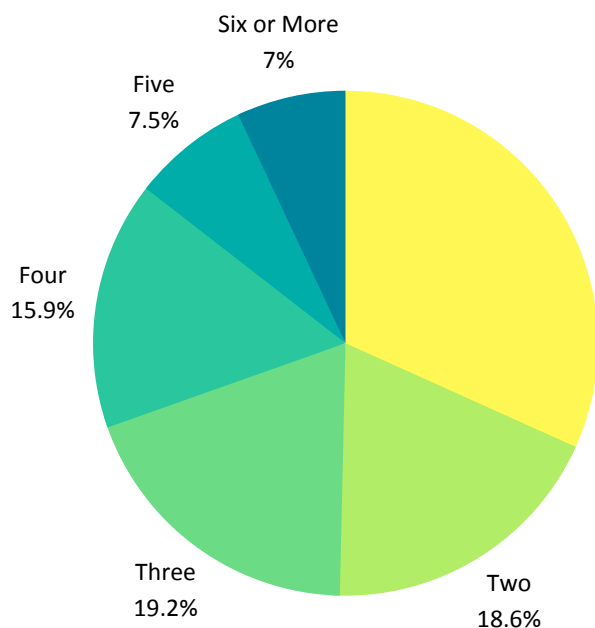
### Household Type:

Not shown in graph:

- Non-Related Adults with children: 0.9%
- Other: 0.9%



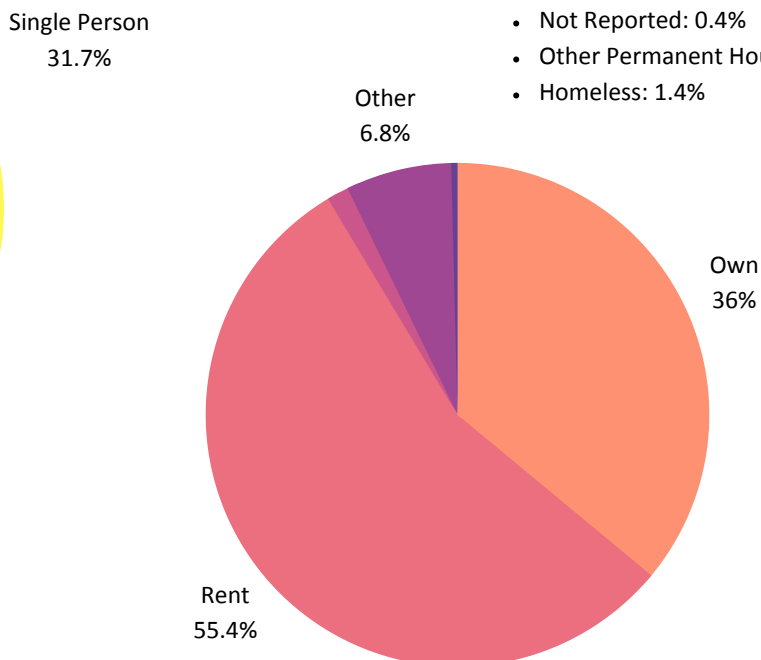
### Household Size:



### Housing:

Not shown in graph:

- Not Reported: 0.4%
- Other Permanent Housing: 0
- Homeless: 1.4%





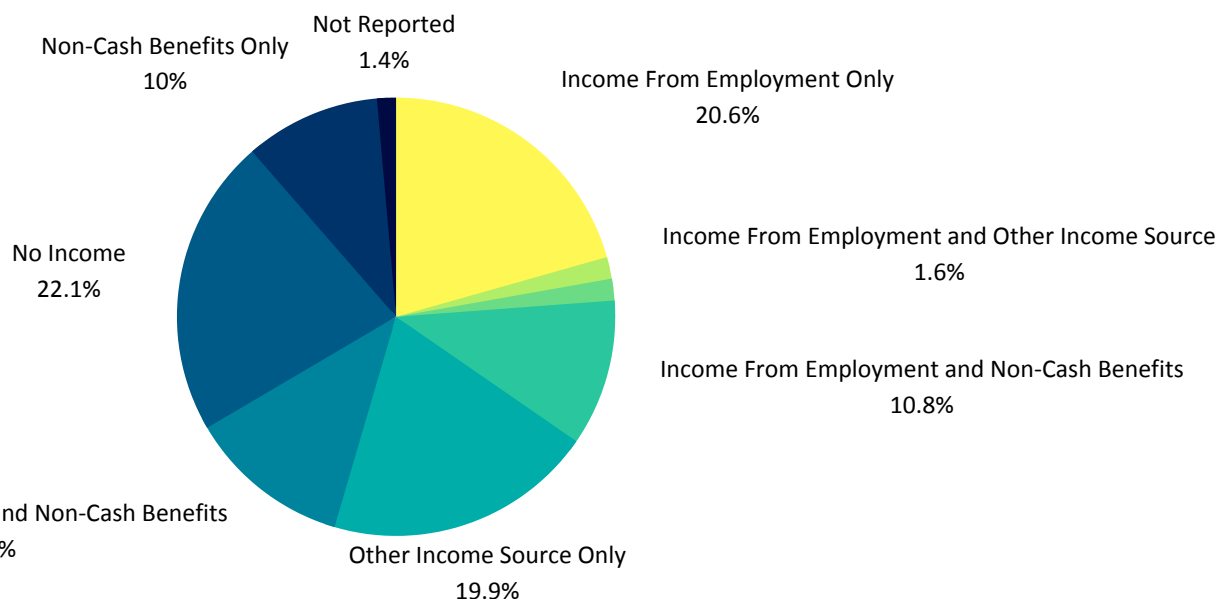
# POPULATION DATA CONT.

## Demographics

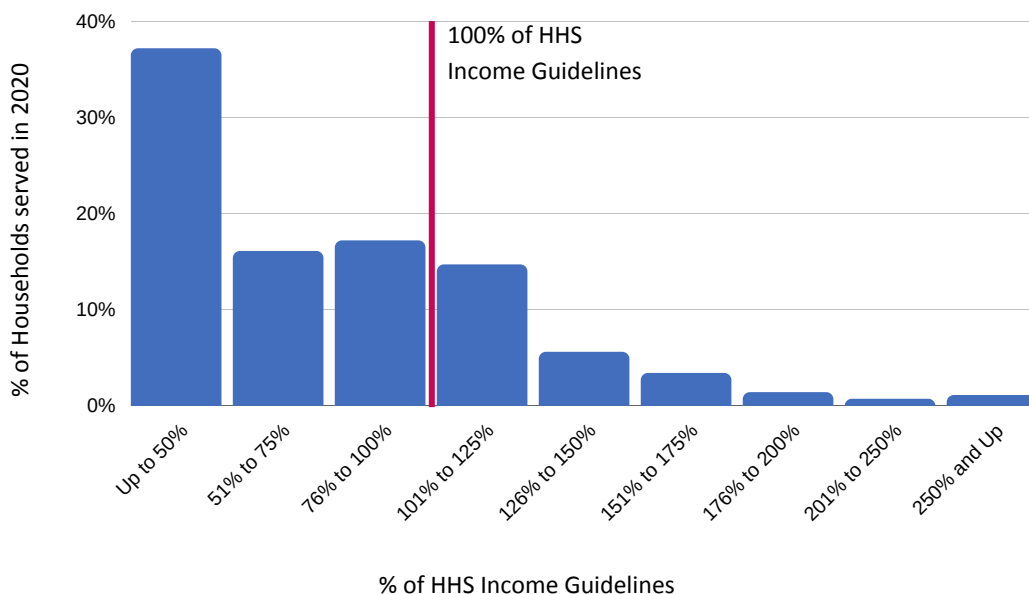
### Sources of Household Income:

Not shown in graph:

- Income from Employment, Other Income Source, and Non-Cash Benefits: 1.6%



### Level of Household Income Compared to HHS Guidelines:



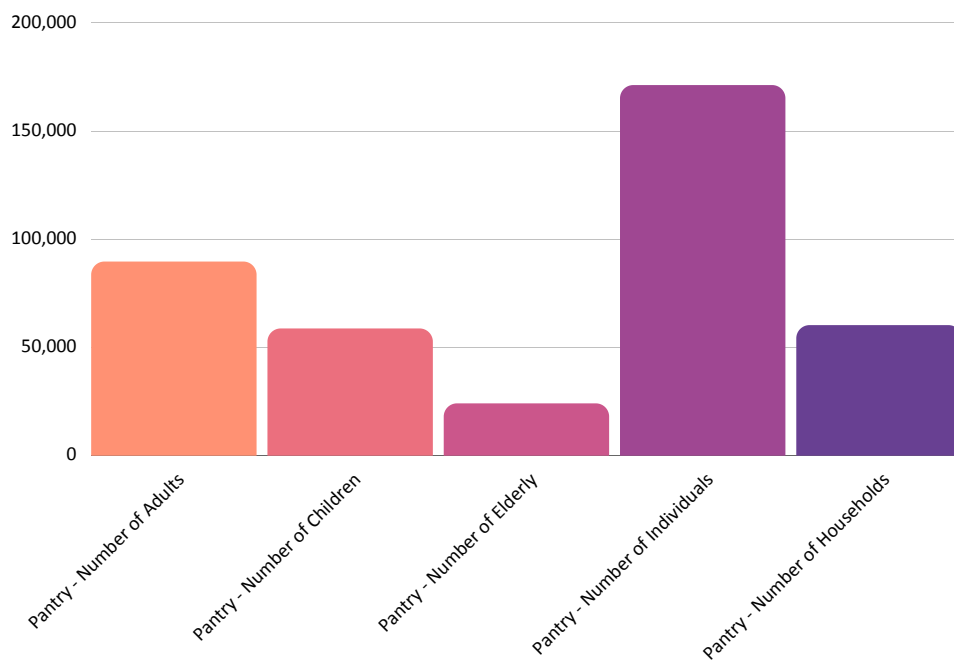
Many of our grants use HHS's Household Income Guidelines to fund programming for those with the greatest needs in our community, using both income and household size. As you can see, those clients to the left of the red line fall below the HHS income guidelines, and make up the majority of the clients we served in FY 2020.

# POPULATION DATA CONT.

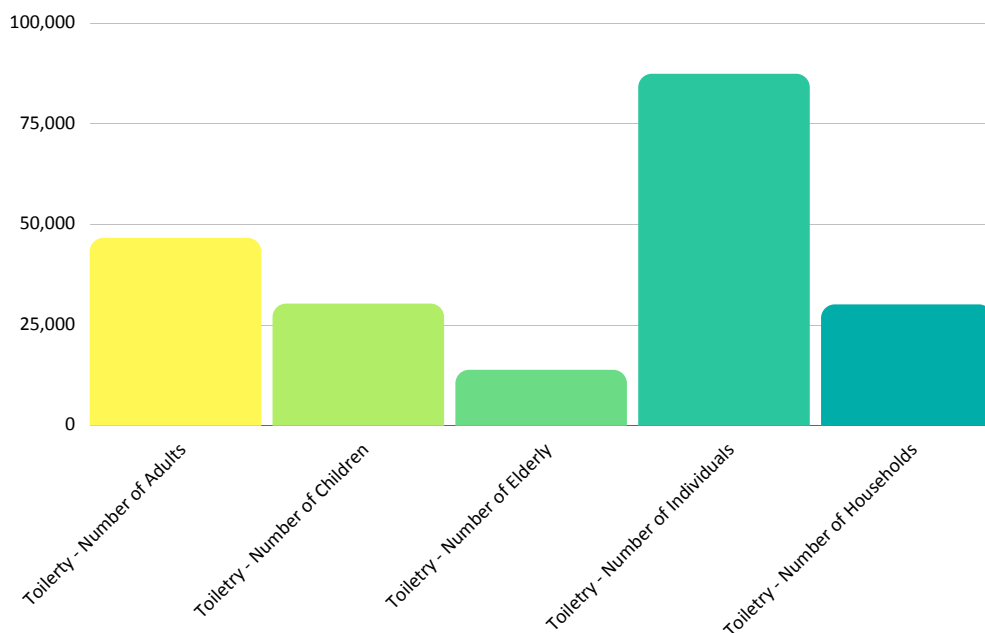
## Demographics

### Community Served Through Pantry Operations:

These numbers may reflect households who have returned for services throughout this Fiscal Year (2020).



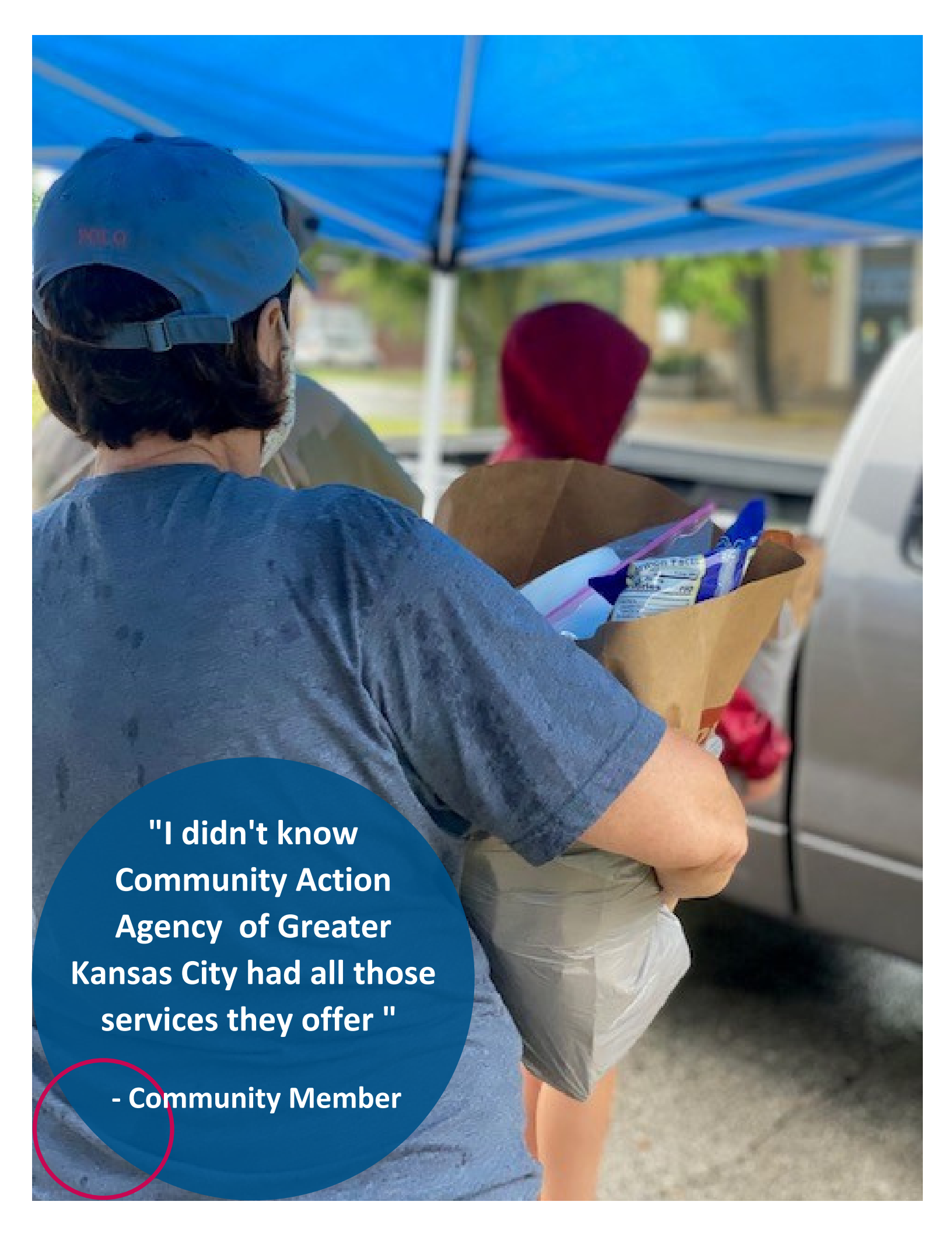
### Community Served Through Toiletry Operations:



"It's having that person to advocate for you and knowing where the resources are."

- Community Member





**"I didn't know  
Community Action  
Agency of Greater  
Kansas City had all those  
services they offer "**

**- Community Member**

# PRIORITIZATION OF NEEDS

## Community Needs Assessment Prioritization of Needs Summary

The Community Action Agency of Greater Kansas City (CAAGKC) Community Needs Assessment (CNA) Planning & Execution Team utilized the Paired Comparison Technique to facilitate prioritization of the identified and analyzed needs throughout the service area of Clay, Jackson, and Platte counties in Missouri. The Missouri Community Services Block Grant (CSBG) Community Action Plan and Needs Assessment Tool Kit Guide describes and discusses the benefits of the CNA Planning & Execution Team using the Paired Comparison Technique as follows:

***“By using a paired comparison technique, the team can decide which issue(s) are priorities. In addition, it may help in determining which issue(s) or program(s) to consider reducing or eliminating.***

***It directly compares one issue to another and allows for the group to decide between two equally important issues. Process: Set up a matrix identifying all the issue areas you have ranked as most important..... All ties go through the process again to come up with the prioritized issues.....If another tie results, you would then repeat the process until a final prioritization results with no ties.”***

Each team member of the CNA Planning & Execution Team – representatives from each program department and 1 executive team member – conducted a paired comparison of the 7 issue areas/domains (Use of Income, Education, Employment, Housing, Nutrition, Health, and Transportation). These comparisons took into account data and analysis gathered from customer and partner focus groups and surveys, and data gleaned from other resources such as the US Census and the Missouri Community Action Network (Missouri CAN) CNA Data Tool. Refer to the chart below:

Comparison	Preferred Choice
Employment/Education	Education
Employment/Housing	Housing
Employment/Nutrition	Nutrition
Employment/Use of Income	Employment
Employment/Transportation	Employment
Employment/Health	Health
Education/Housing	Housing
Education/Nutrition	Nutrition
Education/Use of Income	Education
Education/Transportation	Education
Education/Health	Health
Housing/Nutrition	Housing
Housing/Use of Income	Housing
Housing/Transportation	Housing
Housing/Health	Housing

Comparison	Preferred Choice
Nutrition/Use of Income	Nutrition
Nutrition/Transportation	Nutrition
Nutrition/Health	Health
Use of Income/Transportation	Use of Income
Use of Income/Health	Health
Transportation/Health	Health

***\*\*Note:*** This is an example of our paired comparison of the 7 issue areas/domains. This chart was completed by our Supportive Services Department. This comparison and chart was also completed by both our Youth Services Department and our Weatherization Department.



# PRIORITIZATION OF NEEDS CONT.

Once all preferred choices per program department were selected according to gathered data and analysis, the following consolidated chart was constructed.

<b>Agency Domain Prioritization</b>	
<b>Domain/Issue Area</b>	<b>Total Score</b>
Use of Income	10
Education	9
Employment	8
Housing	14
Nutrition	11
Health	23
Transportation	9

**\*The total score for each Domain/Issue Area was calculated by counting the amount of times each domain was selected throughout the paired comparisons across all the departments.**

The highlighted areas in yellow – Education and Transportation – “tied” in scoring which required a final paired comparison across all departments resulting in the following evaluation:

<b>Tie-Breaker Evaluation</b>	
Education	4
Transportation	0

Once the “Tie-Breaker” Evaluation was applied, the needs – in order of precedence – was:

<b>Order of Precedence</b>	<b>Domain/Issue Area</b>
1	Health
2	Housing
3	Nutrition
4	Use of Income
5	Education
6	Transportation
7	Employment

# FINAL PRIORITIZATION

***\*\*\*Use of Income & Employment were combined into 1 category after discussion and analysis with the CNA Planning & Execution Team. The rationale for this decision was the 2 domains are intertwined and interrelated as it pertains to the needs of our service area. The final prioritization is below:***

<i>Final Prioritization</i>	
Order of Precedence	Domain/Issue Area
1	Health
2	Housing
3	Nutrition
4	Use of Income/Employment
5	Education
6	Transportation

The CNA Planning & Execution Team defined each domain/issue area according to collected qualitative and quantitative data along with analysis of area characteristics as follows:

1. **Health:** Households lack equitable, sufficient and affordable healthcare. Coronavirus (COVID-19) has heightened awareness of health; subsequently, placing emphasis on health improvement focus areas – i.e. good hygiene, proper diet and exercise – to facilitate elimination or lessening of negative effects associated with the pandemic.
2. **Housing:** Individuals and families lack stable, safe, affordable housing and advocacy as it relates to fair housing rights.
3. **Nutrition:** Individuals lack consistent access to sufficient, healthy food on a daily basis. Families lack information i.e. simple recipes for healthy and nutritious meal preparation when resources are limited.
4. **Employment/Use of Income:** Households lack sustainable wages and benefits to meet the standards of self-sufficiency. Families lack financial literacy and/or budgeting.
5. **Education:** Individuals lack access to quality education to facilitate graduation of high school, completion of certifications, credentials and other post-secondary educational programs.
6. **Transportation:** Individuals and families do not have access to affordable, reliable transportation.



# OUR STRATEGIES

We use the following strategies to address the causes of poverty and the needs of our Community.

## Energy Efficiency and Healthy Homes

### **Low Income Weatherization Assistance Program**

Our Weatherization funds are used to improve the energy performance of the homes of needy families utilizing the most advanced technologies and testing protocols available in the housing industry. The program enables low-income families to lower their utility bills and, at the same time, increase the comfort, health and safety of their homes.

### **Healthy Homes Program**

The Healthy Homes (HH) Program seeks to identify home based safety hazards and conditions that affect the health and quality of life for individuals and families. The program's overarching objective is to locate, reduce or eliminate housing-related health hazards known to be associated with medical conditions and related symptoms such as asthma and upper respiratory conditions. Guiding principles consist of keep it dry, keep it clean, keep it safe, well ventilated, keep it pest free, contaminant free, well maintained, keep it clutter free, and thermally controlled.





## Family Self Sufficiency and Economic Security

### **Family Intake Assessment & Referral**

The overall purpose of the Family Intake Assessment and Referral program is to help low-income families and individuals meet any emergency situation pertaining to their basic necessities (e.g., food, clothing, medication, utility bills, rent/mortgage payments, etc.). Participants seeking CSBG services will receive comprehensive Family Intake Assessment and Referral (FIAR) to assess their needs, document eligibility, and identify the poverty condition affecting their family. Frontline staff make internal and external referrals for services and programs that will help the family resolve their emergency and provide for their basic needs.

### **One Time Emergency Services**

Immediate relief is provided for short term “crisis” situations i.e. assistance with utility (water) bills, one month past due rent, car repair, legal, domestic violence recovery, clothing, transportation, medical and emergency shelter.

### **Case Management Program**

Participants engaging in case management services will take ownership in the development of a strategic outcome to facilitate economic mobility. Participants are introduced to a platform of features leading to affordable and stable housing, financial literacy leading to economic independence, educational resources and opportunities leading to credentialing and meaningful employment opportunities, and access to healthy lifestyles leading to the improved quality of life for individuals and families. Case Management services last a minimum of three (3) months no more than twelve (12) months, or depending on the participant level of engagement as outlined in the participation agreement. Case Managers engage participants in program exit counseling for a minimum of three (3) months no longer than twelve (12) months.





## Family Self Sufficiency and Economic Security

### **Occupational Training**

Customers are engaged in an organized program of study providing specific vocational skills leading to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. CAAGKC offers credentialing opportunities in the areas of CNA, CMT, Warehouseman Training and Apprenticeship programs.

## Food Security and Nutrition

### **Food Assistance**

CAAGKC has thirty (30) alliances strategically established throughout Jackson, Platte and Clay counties with faith based and community organizations to provide food to the hungry. CAAGKC reimburses the partners monthly for food distributed to those in need.

## Youth and Education

### **P.A.V.E The Way**

An intensive after-school and summer program that annually gives approximately 100 low-income, high-risk students in area public high schools the tools and support they need to graduate. This will also help those students pursue satisfying, well-paying careers through advanced education and training. Since it was established in 2009, almost every student in the PAVE the Way program graduated from high school, and most have gone on to college.



## Youth and Education

### **Youth Resilience Programs**

CAAGKC offers and supports youth programs that allow young adults to develop the skills and abilities to respond to difficult life situations. Youth are empowered to make decisions that help overcome peer pressure, resolve ordinary family and relationship stresses, and deal with other hurdles. Our leadership program builds self-esteem, self-confidence and the social skills needed to promote healthy growth and development. In addition, CAAGKC supports community programs in which youth will be engaged in the coordination of citywide partnerships to introduce them to the myriad of supportive services and programming for low-income youth throughout the metropolitan area.

### **Freedom School**

CAAGKC's summer reading enrichment program, a direct service initiative coordinated nationally by the Children's Defense Fund, has been proven to avert children's summer learning loss in reading achievement and close achievement gaps to level the playing field for low-income children. We partner with a local congregation, college interns and education professionals to boost children's motivation to read while improving their attitude towards learning.

### **Holiday Assistance**

Through CAAGKC's holiday assistance program families are able to ease gift buying financial burdens throughout the holidays. Our Christmas store, Red Bags, Coats for Kids, and Thanksgiving food initiatives provide necessary services to support low-income families.



# THE APPENDIX

## Customer Survey Questions

### **Q1: Which county do you reside in?**

Clay  
Platte  
Jackson  
Other

### **Q2: What do you believe to be a livable household income for a household size of three (3)?**

\$29,000 or below  
\$30,000 - \$50,000  
\$51,000 - \$70,000  
\$71,000 - \$90,000  
\$91,000 - \$110,000

### **Q3: Of the following which is the most common "unmet need" in your household?**

Sufficient Income  
Affordable Healthcare  
Nutritional Education  
Reliable Transportation  
Sustainable Employment  
Awareness of Career Opportunities

### **Q4: What is the highest level of education in your household?**

GED  
High School Diploma  
Bachelor's Degree  
Master's Degree  
Doctorate Degree  
Other

### **Q5: What CAAGKC services have you used?**

Weatherization  
Emergency Services  
P.A.V.E The Way  
Freedom School

Occupational Skills Training  
Case Management  
Individual Account Program  
Scholarship Program  
Internship Program  
Food Assistance  
Toiletry Assistance  
None of the Above

### **Q6: Of the services, which were you aware of prior to your CAAGKC visit?**

Weatherization  
Emergency Services  
P.A.V.E The Way  
Freedom School  
Occupational Skills Training  
Case Management  
Individual Account Program  
Scholarship Program  
Internship Program  
Food Assistance  
Toiletry Assistance  
None of the Above

### **Q7: Of the above services, which were beneficial or useful for your household?**

Weatherization  
Emergency Services  
P.A.V.E The Way  
Freedom School  
Occupational Skills Training  
Case Management  
Individual Account Program  
Scholarship Program  
Internship Program  
Food Assistance  
Toiletry Assistance  
None of the Above

# THE APPENDIX CONT.

## **Q8: What services were most beneficial to you during the pandemic?**

Emergency Food  
Emergency Shelter  
Access to Healthcare  
Employment  
Utility Assistance

## **Q9: Did you find the services provided during COVID-19 to be useful?**

Yes  
No

## **Q10: What other services would you recommend CAAGKC provide to meet your needs?**

### Partner Survey Questions

## **Q1: When defining poverty which would you consider the most pertinent definition?**

Poverty means the income level from employment is so low basic human needs can't be met.

Poverty is a state or condition in which a person or community lack financial resources and essentials for a minimal standard of living.

Poverty is a COMPLETE lack of the means necessary to meet the basic personal needs, such as food, clothing and shelter.

Poverty is not having enough material possessions for or income for a person's needs.

## **Q2: What is the appropriate pathway to decreasing recidivism of services?**

Involve customers in individual strategy plans  
Involve customers in community level initiatives.

Improve program development to ensure customer input/feedback.

Change image of service delivery from entitlement.

## **Q3: Which of the following ideas best suggest how to minimize duplication of services and leverage funding among partner coalitions?**

Establish recurring coalition meetings to discuss programs and services.

Create electronic systems where partners can interface.

Coalitions partnering in seeking and applying for joint funding opportunities.

## **Q4: What do you believe to be a livable household income for a household size of three (3)?**

29,000 or below  
30,000 - 50,000  
51,000 - 70,000  
71,000 - 90,000  
91,000 - 110,000

## **Q5: Did your agency have the systems or infrastructure in place to address the COVID-19 pandemic?**

A. Remote Access  
B. Sufficient Staff  
C. Sufficient Equipment  
D. Clear and Concise Guidelines for Staff  
E. Emergency Response Team

## **Q6: What program, process, or procedure do you have in place to facilitate effective response to future crisis?**



# THE APPENDIX CONT.

**Q7: What would your most valuable contribution be to the partnership?**

**Q8: What other services would you recommend CAAGKC provide to meet your needs?**

## Staff Survey Questions

**Q1: What programs CAAGKC currently implements are effective?**

Weatherization  
Emergency Services  
P.A.V.E The Way  
Freedom School  
Occupational Skills Training  
Case Management  
Individual Account Program  
Scholarship Program  
Internship Program  
Food Assistance  
Toiletry Assistance  
None of the Above

**Q2: How can we improve service delivery in the following domains; housing, education, employment, health, and transportation?**

**Q3: Did your agency have the systems or infrastructure in place to address the COVID-19 pandemic?**

A. Remote Access  
B. Sufficient Staff  
C. Sufficient Equipment  
D. Clear and Concise Guidelines for Staff  
E. Emergency Response Team

**Q4: Do you feel that you received adequate training to perform your job duties effectively?**

**Q5: What other services would you recommend CAAGKC provide to meet the needs of the Community?**

**Q6: Do you feel that your professional skills and contributions to the agency are valued?**

Strongly Disagree  
Disagree  
Neither Agree nor Disagree  
Agree  
Strongly Agree

**Q7: Do you feel the agency has guidelines that create a safe environment for your workplace?**

Strongly Disagree  
Disagree  
Neither Agree nor Disagree  
Agree  
Strongly Agree

**Q8: Do you feel CAAGKC values are mirrored in the agency organizational culture? Values are defined as, the things you believe are important in the way you live and work.**

Strongly Disagree  
Disagree  
Neither Agree nor Disagree  
Agree  
Strongly Agree

**Q9: Does the agency Leadership team value your feedback, recommendations, and opinions?**

Strongly Disagree  
Disagree  
Neither Agree nor Disagree  
Agree  
Strongly Agree



*Helping People. Changing Lives.*

**community  
Action<sup>®</sup>**

AGENCY OF GREATER KANSAS CITY

*Clay • Jackson • Platte*

HELPING PEOPLE.  
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