# COMMUNITY NEEDS ASSESSMENT

2023

CAAGKC conducts the assessment every three years to properly identify the areas in which to focus resources and programming in an effort to effectively service the communities of Clay, Jackson, and Platte counties.

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EXECUTIVE SUMMARY

The Community Action Agency of Greater Kansas City (CAAGKC) Community Needs Assessment (CNA) is couched in the community action partnership Results Oriented Management and Accountability (ROMA) Cycle. ROMA is the community action partnership's "problem-solving model" which serves as the engine of CAAGKC's Local Theory of Change (LTOC) or our systematic framework. The CNA is an essential component of our "problem-solving model" – ROMA – in that it sets the stage for program design. In other words, the CNA facilitates accurate and clear identification of the problems or challenges our specific service area – Clay, Jackson, and Platte Counties in Missouri – faces so that CAAGKC engineers the programs and services which are the most relevant to the current needs of the community.

CAAGKC conducts a formal CNA every 3 years as required by the Community Services Block Grant (CSBG) – a federal grant all community action agencies receive. However, CAAGKC may conduct an informal CNA when necessary to recalibrate programming. Below are key elements/activities utilized in the conduct of CAAGKC's CNA:

- Focus groups with customers and community partners
- Surveys with customers and community partners
- Key sector involvement in focus groups and surveys
  - Community-based Organizations
  - Faith-based Organizations
  - Private Sector
  - Public Sector
  - Educational Institutions
- Customer satisfaction assessment
- Census data collection
- Missouri Information System (MIS) customer demographic data
- Qualitative and quantitative data analysis
- Prioritization and key findings

Once CAAGKC considered the aforementioned elements and conducted associated activities of our formal CNA, we determined the following "needs" in order of precedence:

EXECUTIVE SUMMARY CONT'D

1. Health: Low-income individuals and families lack holistic approaches in mental and physical healthcare, such as the identification and addressing of variables that contribute to and increase poor overall mental and physical health (lack of adequate, equitable, and affordable mental and physical health care, unhealthy family dynamics, poor behavioral health, etc.)

2. Education: Low-income individuals lack access to quality education to facilitate graduation of high school, completion of certification, credentials, and other post-secondary education programs. Low-income individuals and families need educational resources that lead to increased healthy, meaningful, and sustainable lifestyles and positive relationships.

3. Use of Income: Low-income individuals and families have need for equal and accessible opportunities for financial well-being and economic security, i.e. resources to stretch income, what income/expenses are fixed and why, possible ways to increase home efficiency, increased awareness of services available in the community, etc.

4. Housing: Individuals and families lack stable, safe, affordable energy efficient housing and advocacy as it relates to fair housing rights.

5. Employment: Households lack livable wages and benefits to meet the standards of self-sufficiency to sustain most basic needs such as food, shelter, and health.

6. Nutrition: Individuals and families lack consistent access to affordable, sufficient, healthy food on a daily basis.

7. Transportation: Individuals and families do not have access to affordable, reliable transportation.

 In conclusion, these defined community "needs" resulting from our CNA propels CAAGKC into the next steps of ROMA – our problem-solving model – which include strategic and implementation planning to help address the identified problems/needs. This all falls within our Local Theory of Change (LTOC).

LOCAL THEORY OF CHANGE (LTOC)

LOCAL THEORY OF CHANGE (LTOC) CONT'D

What is Local Theory of Change?

In order to fully understand the Community Needs Assessment (CNA) there must be a basic understanding of our **Local Theory of Change** (LTOC).

LTOC 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.

Healthy, engaged, and active individuals and families achieving stable economic security.

We envision our community without poverty!

LOCAL THEORY OF CHANGE (LTOC) CONT'D

CAAGKC's mission is to provide low-income residents of Clay, Jackson, and Platte counties in Missouri comprehensive support services that help them become self-sufficient.

Organizational Standards

1. Consumer input & involvement
2. Community Engagement
3. Community Assessment
4. Organizational Leadership
5. Board Governance
6. Strategic Planning
7. Human Resource Management
8. Financial Operations & Oversight
9. Data & Analysis

LOCAL THEORY OF CHANGE (LTOC) CONT'D

Systematic Framework

The Results Oriented Management and Accountability (ROMA) cycle is our problem-solving model that helps us clearly identify the problems and challenges in our service area.

Results Oriented Management and Accountability

Resource
Model

Community
Needs
Assessment

Evaluation

Assessment

ROMA Cycle

Achievement
of
Results

Planning

Implementation

COMMUNITY NEEDS ASSESSMENT (CNA) METHODOLOGY

Our Community Needs Assessment (CNA) Methodology stems from our Local Theory of Change (LTOC). More specifically, it stems from our "problem-solving model" – the Results Oriented Management and Accountability (ROMA) Cycle – as the step where we clearly identify the problems/challenges in our service area.

One of the first areas in which we planned to focus was on the collection of qualitative data to inform our approach to quantitative data collection. Put another way, we first wanted to aim at data collection through focus groups with partners and customers – which primarily facilitated qualitative data – before designing and issuing surveys to both groups consequently yielding quantitative data. This deliberate order would allow CAAGKC the opportunity to develop survey questions based on some of the themes heard in the focus groups. Secondly, we determined to organize our discussions, data collection and analysis by domains or dimensions of poverty: Health, Education, Use of Income, Housing, Employment, Nutrition, Transportation. Thirdly, we created the following schedule to assist in guiding, planning and implementation of the CNA:

FFY23 CNA SCHEDULE

Time Frame	Location	Activity/Product	Responsible Parties
January 10, 2023	Board Room	CNA Initial Planning Team Meeting	Program Director & Managers
February 16, 2023 (11:30am – 1:30pm)	Board Room	Partner Focus Group (Clay, Jackson & Platte)	Program Director & Managers
February 23, 2023 (11:30am – 1:30pm)	ZOOM	Partner Focus Group (Alternate Date)	Program Director & Managers
March 11, 2023 (11:30am – 1:30pm)	Mid-Continent Public Library	Customer Focus Group #1 (Clay/Platte)	Program Director & Managers
March 11, 2023 (11:30am – 1:30pm)	Board Room	Customer Focus Group #2 (Jackson)	Program Director & Managers
March 18, 2023 (11:30am – 1:30pm)	ZOOM	Alternate Customer Focus Group #3 (Clay/Platte/Jackson)	Program Director & Managers
March 21, 2023 (10am – 12pm)	Board Room	Qualitative Data Analysis	Program Director & Managers
March 28, 2023 (10am – 12pm)	Board Room	Partner and Customer Survey Revision	Program Director & Managers
April 20 – June 6, 2023	N/A	Survey Dissemination/Data Collection	Program Director & Managers
June 6 – June 30, 2023	Board Room	Collective Data Analysis, Prioritization & Organization	Program Directors & Managers
July 3 – 31, 2023	Board Room	CNA Layout Processing	Program Director, Managers & Marketing Coordinator
August 3, 2023	Board Room	Initial CNA Draft DUE	Directors, Managers & Marketing Coordinator
August 8, 2023	Board Room	Final CNA Draft DUE	Directors, Managers & Marketing Coordinator
August 15, 2023	Board Room	CNA Presentation to the Board of Directors (BOD)	BOD & Directors
August 31, 2023	CSU (Email)	Submit CNA to DSS	Program Director

"NEEDS" STATEMENTS IN ORDER OF PRECEDENCE

Following the collection and analysis of qualitative and quantitative data from various sources – which is located in the data collection and observations section – CAAGKC identified these community needs:

01   Health

Low-income individuals and families lack holistic approaches in mental and physical healthcare, such as the identification and addressing of variables that contribute to and increase poor overall mental and physical health (lack of adequate, equitable, and affordable mental and physical health care, unhealthy family dynamics, poor behavioral health, etc.)

02   Education

Low-income individuals lack access to quality education to facilitate graduation of high school, completion of certification, credentials, and other post-secondary education programs. Low-income individuals and families need educational resources that lead to increased healthy, meaningful, and sustainable lifestyles and positive relationships.

03   Use of Income

Low-income individuals and families have need for equal and accessible opportunities for financial well-being and economic security, i.e. resources to stretch income, what income/expenses are fixed and why, possible ways to increase home efficiency, increased awareness of services available in the community, etc.

"NEEDS" STATEMENTS IN ORDER OF PRECEDENCE - CONT'D

04 Housing

Individuals and families lack stable, safe, affordable housing and advocacy as it relates to fair housing rights.

05 Employment

Households lack livable wages and benefits to meet the standards of self-sufficiency to sustain most basic needs such as food, shelter, and health.

06 Nutrition

Individuals and families lack consistent access to affordable, sufficient, healthy food on a daily basis.

07 Transportation

Individuals and families do not have access to affordable, reliable transportation.

DATA COLLECTION & OBSERVATIONS

Partner Focus Group Questions & Observations

1. Realizing we have different perspectives on what poverty looks like, how do each of you define poverty?
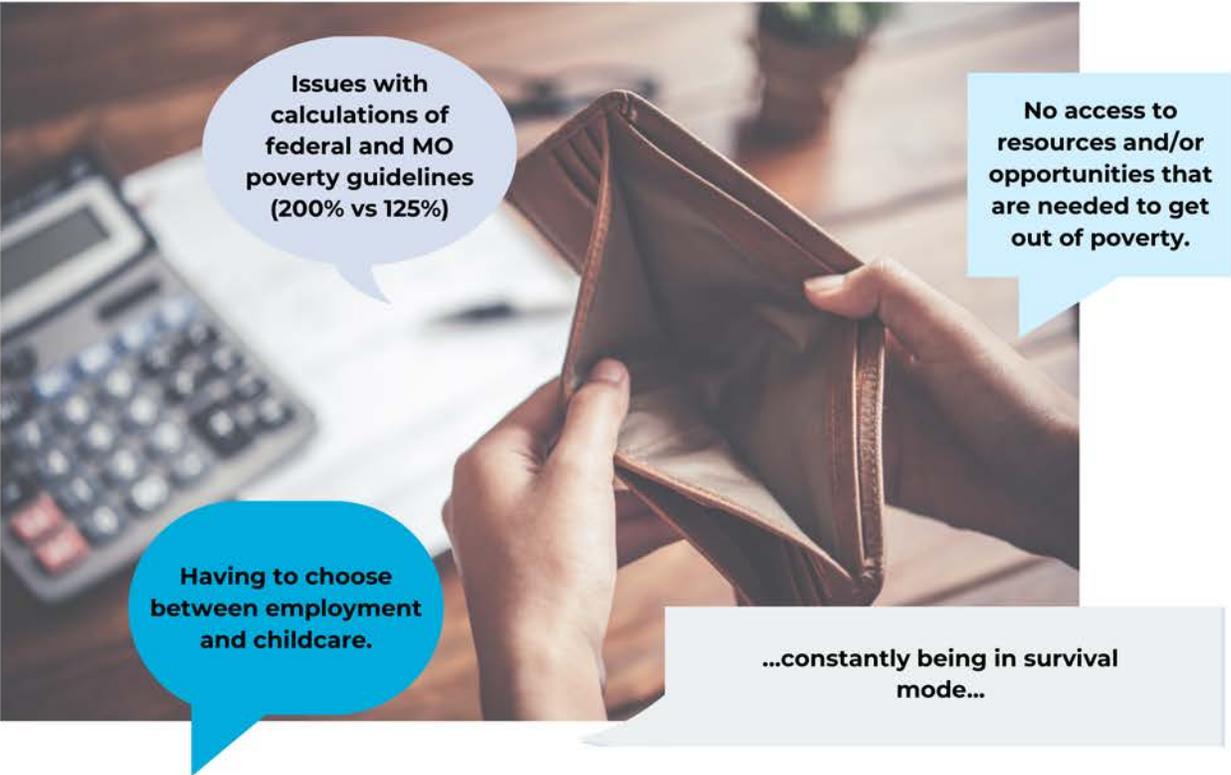
Partner Focus Group Questions & Observations - cont'd

2. What do you see as the greatest need in our community?
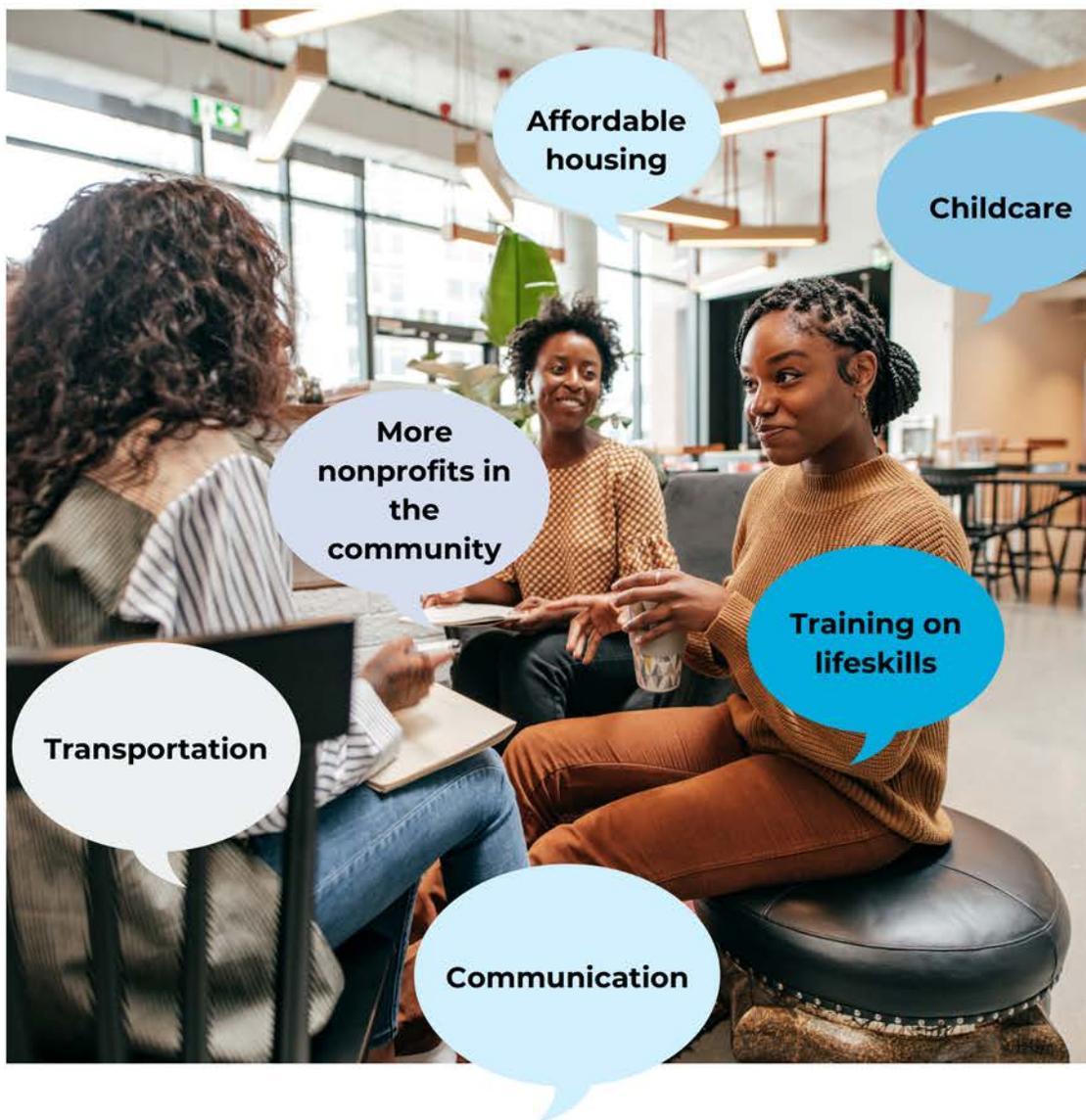
Partner Focus Group Questions & Observations - cont'd

3. What barriers to economic security have you observed?
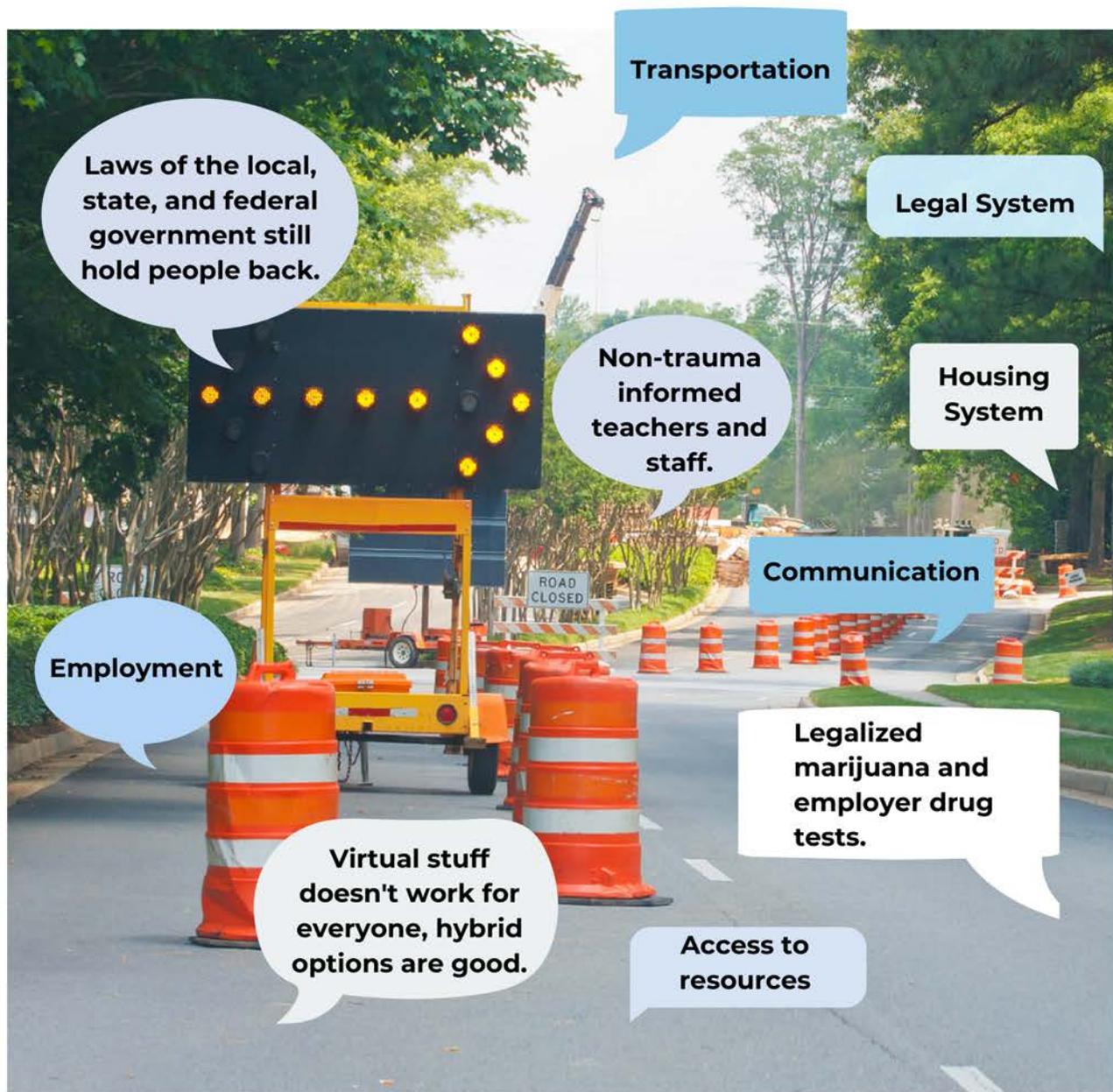
Partner Focus Group Questions & Observations - cont'd

4. What are some gaps in programs and services?

Partner Focus Group Questions & Observations - cont'd

5. What are some possible collaborative efforts which may be created to address needs?

Have a destination spot where many agencies can provide their services and/or resources.

Real-world lessons.

Trade School Tours.

Work with Lyft and Uber for transportation for people, but could be barrier due to expense.

Partner Focus Group Questions & Observations - cont'd

6. When looking at the services currently being offered at our agency, do you feel we are addressing the current needs of the community?

People need real world training. Not all people are cut out for college and what is offered - Technical skills. Life skills.

Customer Focus Group Questions & Observations

1. Define poverty and describe what it looks like in your household. What are the main challenges faced by you and your family members on a routine basis?

People have a need to achieve and a need to succeed.

Depression; if you don't have funding for basic needs you don't have funding for joy.... It becomes depressing for the parents and the kids.

Losing a job is a loss of income, but it also means you lose medical insurance...

You can never tell who is dealing with poverty...

Customer Focus Group Questions & Observations - cont'd

2. How does your household, CAAGKC, other organizations, or community resources meet your absolute needs?

Categories: 1) Mental Health, Health Education, Safety; 2) Education, Food, Utilities, Housing, Mental Health, Safety; 3) Awareness, Employment, Education; 4) Education, Technology

It's hard for older people to navigate technology...

...an unexpected health crisis...

Information about CAAGKC is mostly passed via word of mouth.

The Supportive Services Case Management program is extremely helpful because there is so much that customers don't know that the program helps with: teaches information through workshops, finding food pantries, other services like LIHEAP, paying rent, other resources.

Customer Focus Group Questions & Observations - cont'd

3. What issues are now labeled pandemic that are residual issues within your family unit? What service gaps do you see?

Categories: 1) Income Food, Health Transportation; 2) Utilities, Housing, Mental Health, Employment; 3) Income 4) Employment 5) Education of Program Requirements; 6) Awareness; 7) Education; 8) Housing

The hours of operation of some agencies are not convenient for people who work...

Customers want assistance before eviction notice.

Confusing application requirements.

Want more notifications (i.e. emails, texts) for agency gaps in services (i.e. budget cuts)...

Need a one-stop-shop so people aren't being sent all around to separate agencies...

Program guidelines create a gap...

Receiving the stimulus check and child tax credit put you over income which lead to you having to file and pay taxes which puts you in even more poverty because you would not have had to pay taxes if you didn't receive the money.

Customer Focus Group Questions & Observations - cont'd

4. How does your household, CAAGKC, other organizations, or community resources meet your absolute needs?

Categories: 1) Food 2) Toiletries, Awareness; 3) Utilities; 4) Health

Some elderly folks will choose to go without heat in winter and AC in summer in order to be able to afford their medications.

People really need toiletries since SNAP cannot be used to purchase them.

Pantries commonly go overboard with the canned goods causing visitors to have an excess of canned goods. What they really want are more meaningful foods like protein, etc.
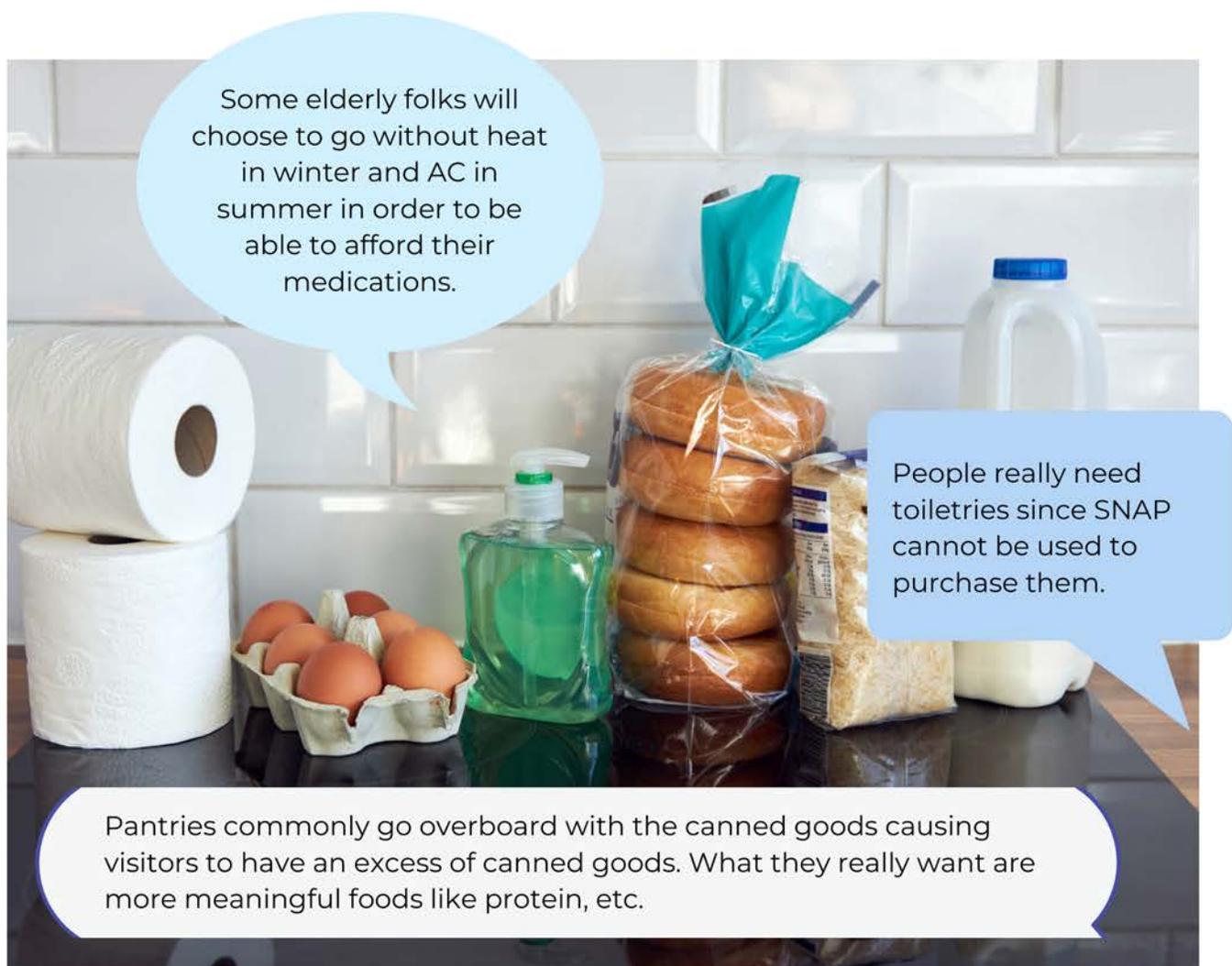
Customer Focus Group Questions & Observations - cont'd

5. Do you feel safe?

Categories: 1) Employment, Health, Housing

Somewhat, as long as I can maintain safe housing.

No, my job is outsourcing work overseas, and my job could be ending soon. Unsecure employment due to threat of layoffs.

Somewhat, but I want to find better housing.

Somewhat, as long as can keep working and maintain my health.

No, lost job, now unemployed.

Somewhat because of income tax refund, and live at mother's home, but not wanting to move out and start a new lease when just starting a new job.

Partner Survey Questions Results & Observations

1. When defining poverty, which would youl consider the most pertinent definition.

38 out of 38 answered   0 skipped

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

5%

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

53%

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

29%

Poverty is not having the ability to pay for unexpected emergency expenses, day to day expenses, and still have enough to enjoy life.

13%

Partner Survey Questions
Results & Observations - cont'd

2. What is the appropriate pathway to decreasing service gaps?

38 out of 38 answered   0 skipped

25 Agreed

Increase accessibility to services through rural and urban areas.

Increase program and service awareness among human service professionals.

21 Agreed

23 Agreed

Engage customer in their individual goal planning strategies

Improve program development to ensure customer input/feedback.

18 Agreed

Customers should be stakeholders in their own success.

18 Agreed
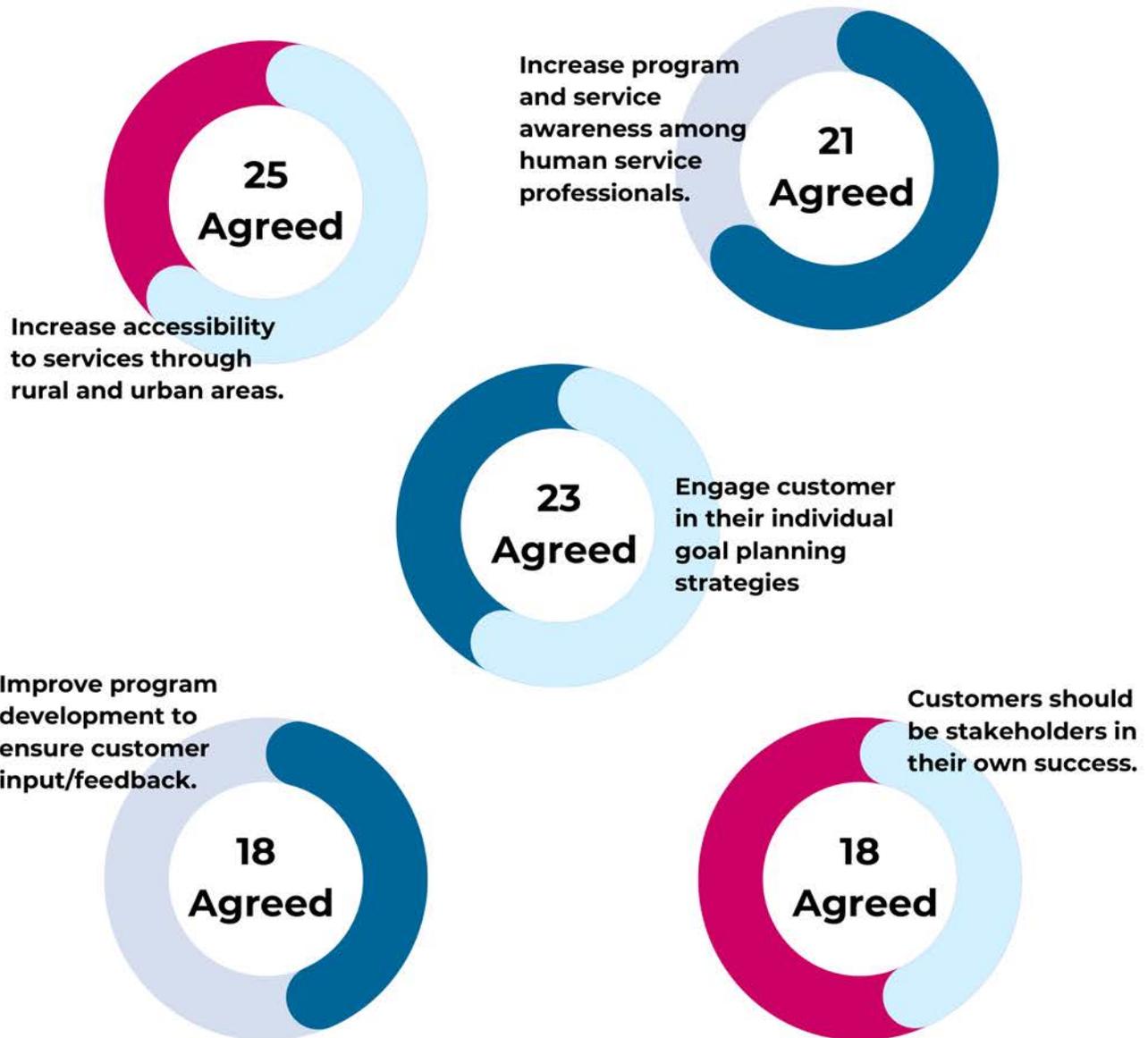
Partner Survey Questions
Results & Observations - cont'd

3. Which of the following ideas suggests how to minimize duplication of services and leverage funding among partner coalitions?

37 out of 38 answered   1 skipped

Idea 1 — Establish recurring coalition meetings to discuss programs and services.

Idea 2 — Improve and expand effective systems where partners can interface.

Idea 3 — Coalitions partnering in seeking and applying for joint funding.

0%   20%   40%   60%
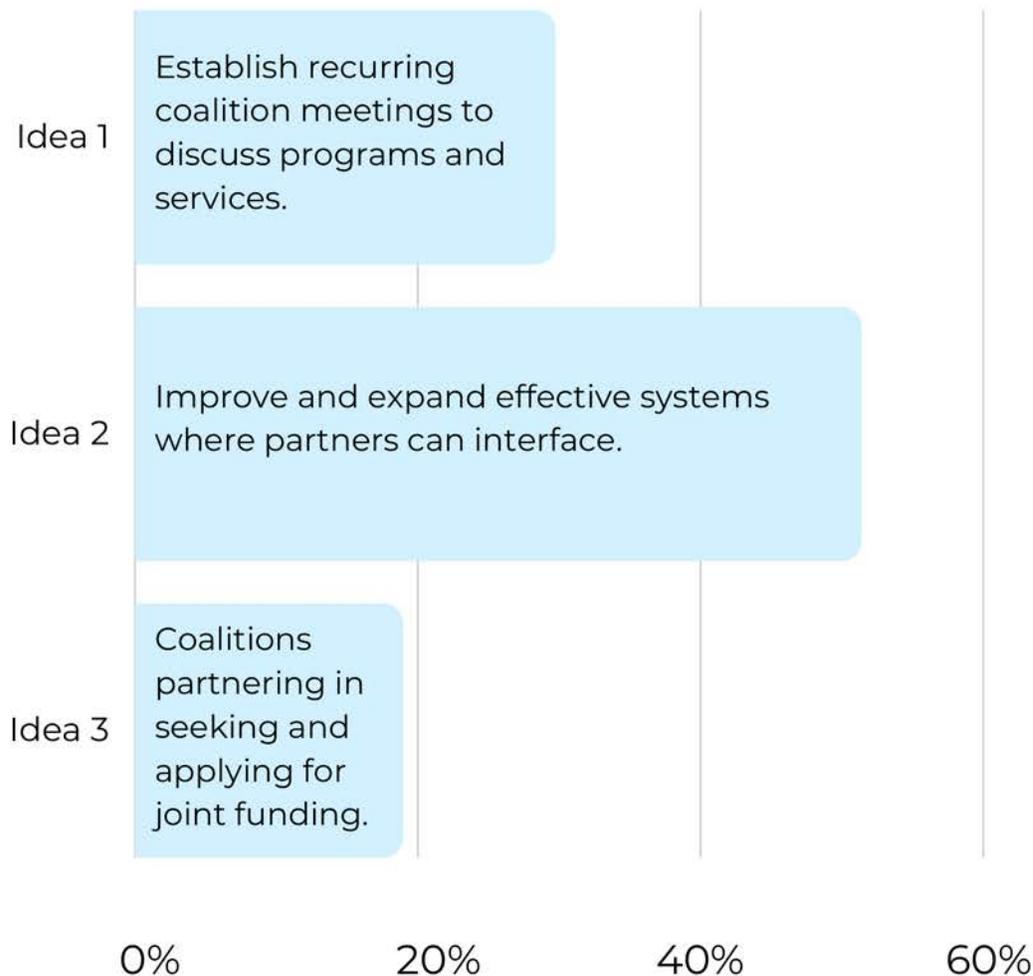
Partner Survey Questions
# Results & Observations - cont'd

4. Considering the category of "working poor," which of the following would you define as income for a household size of three (3)?

38 out of 38 answered   0 skipped

Partner Survey Questions
Results & Observations - cont'd

5. Does your agency have programs that address post-pandemic issues?

35 out of 38 answered   3 skipped

Mental Health Accessibility
9.6%

Other
12.3%

Safe & Affordable Housing
4.1%

Rent & Utility Assistance
17.8%

Physical Health Service Accessibility
5.5%

Food Insecurity
34.2%

Educational Programs
16.4%
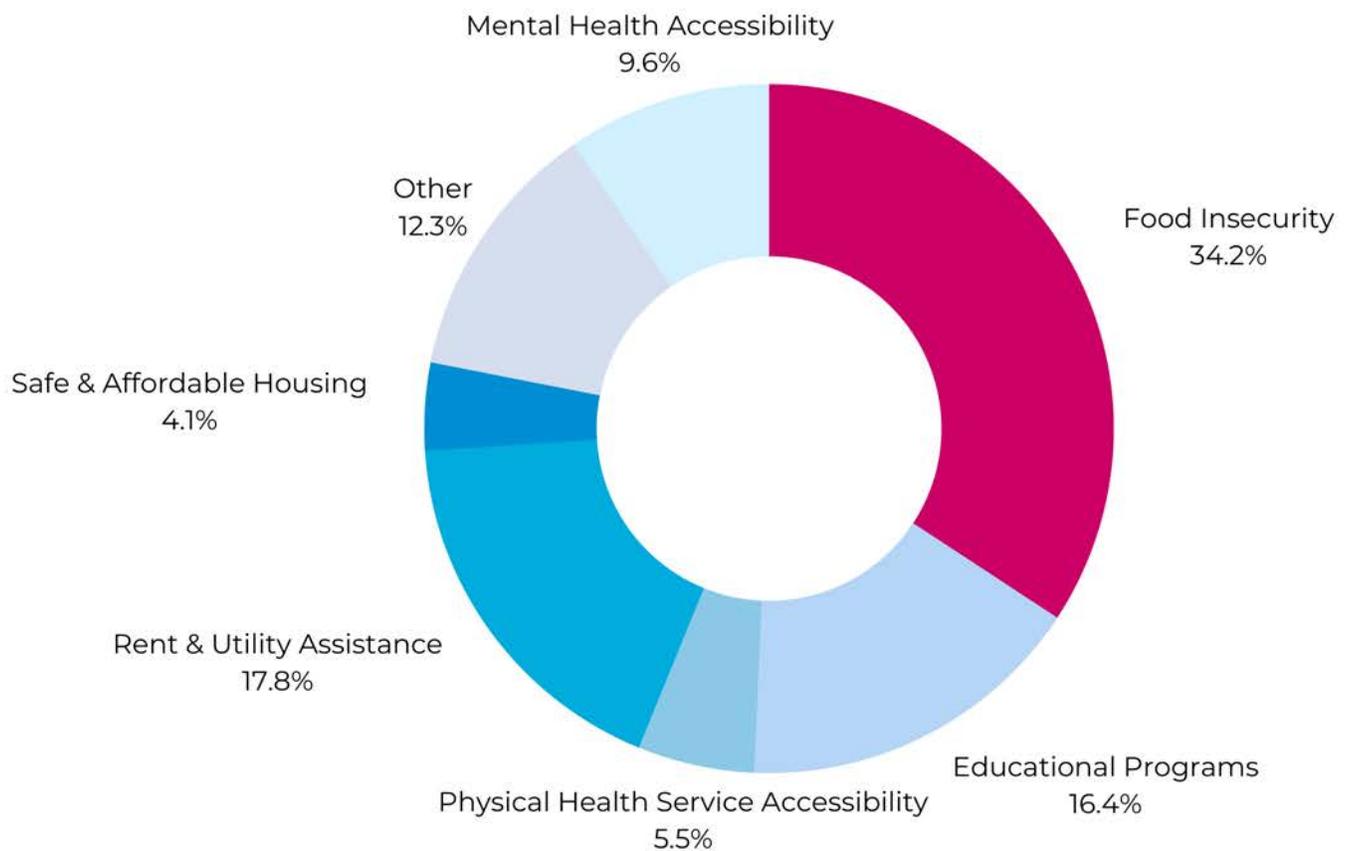
6. What other services would you recommend CAAGKC provide to meet needs of the community?

14 out of 38 answered   24 skipped

Responses:

1. Rental assistance, utility assistance, work around lead-based paint
2. Keep up the good work
3. Helping those and providing funds for Hotel residents.
4. The accessibility of mental health services is a clear area of need.
5. Monthly workshops that provide information and skills on living, finance, employment, etc.
6. Trainings for educators so there is a true understanding on how poverty impacts youth. Which in turns impacts their education.
7. Employment assistance
8. Childcare referrals
9. Efforts focused on getting fresh produce to households on limited incomes experiencing food insecurity.
10. Budget
11. A person to help direct people on the phone in different cities in Greater Kansas City to the resources in their area. This would include food pantries, homeless shelters, utility assistance, etc.
12. Programs for youth to do jobs or work study to help them prepare for jobs
13. Home Improvement Services for Seniors
14. Transportation assistance for rural areas

Customer Survey Questions Results & Observations

1. Which county do you live in?

79 answered   0 skipped

Other 1.3%
Platte 6.3%
Clay 22.8%
Jackson 69.6%
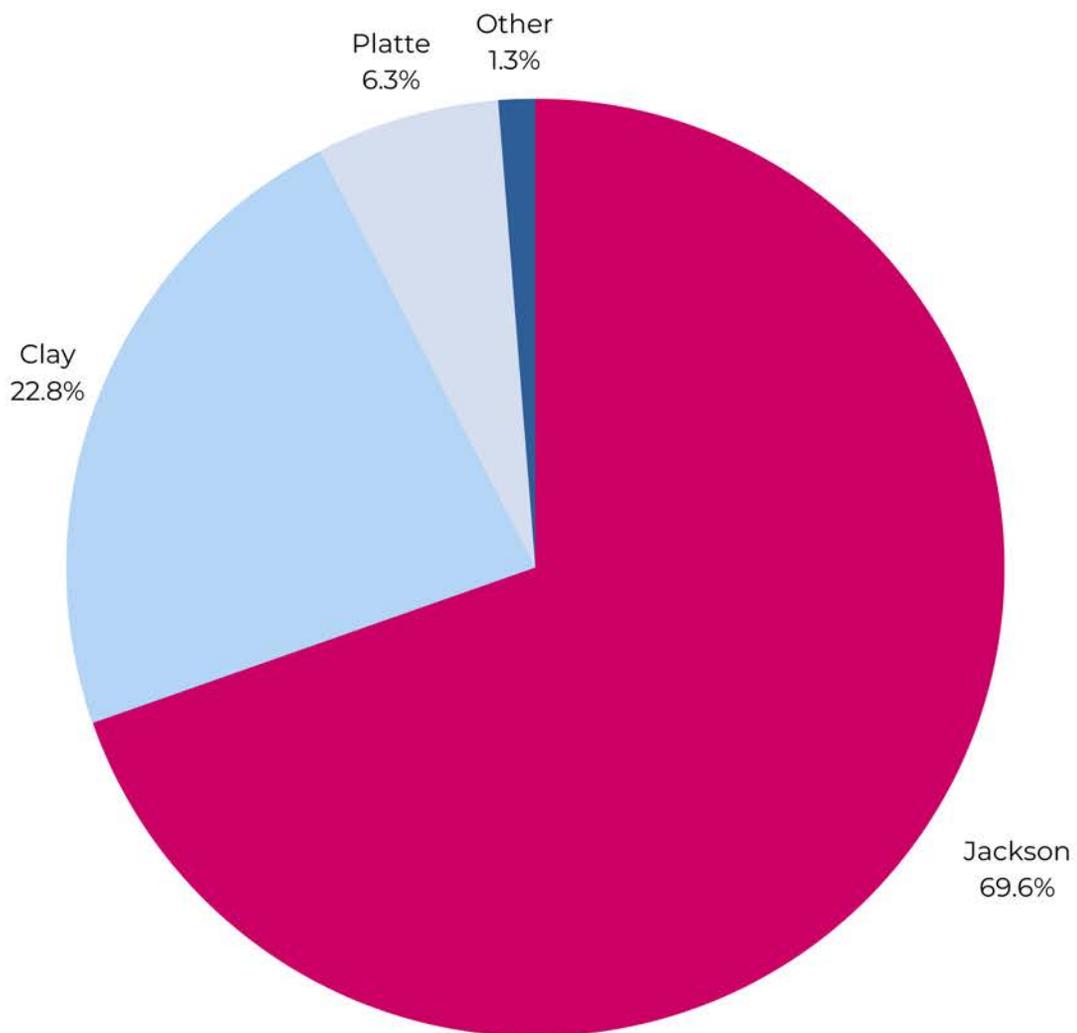
# Customer Survey Questions Results & Observations- cont'd

2. Considering the category of "working poor," which of the following would you define as income for a household size of three (3).

79 answered   3 skipped

Customer Survey Questions Results & Observations - cont'd

3. Select your household's TOP FIVE unmet needs.

71 answered   8 skipped
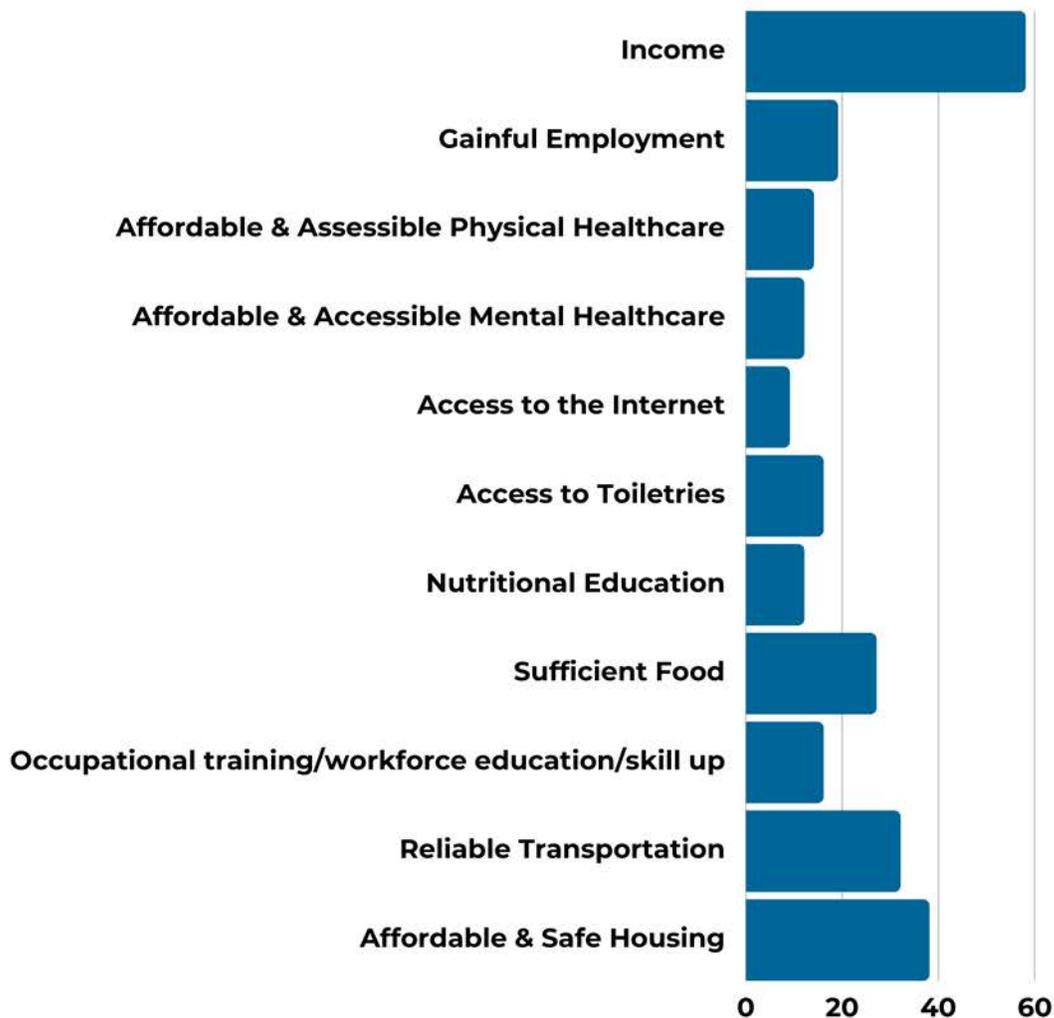
Customer Survey Questions Results & Observations - cont'd

4. What is the highest level of education in your household?

78 answered   1 skipped
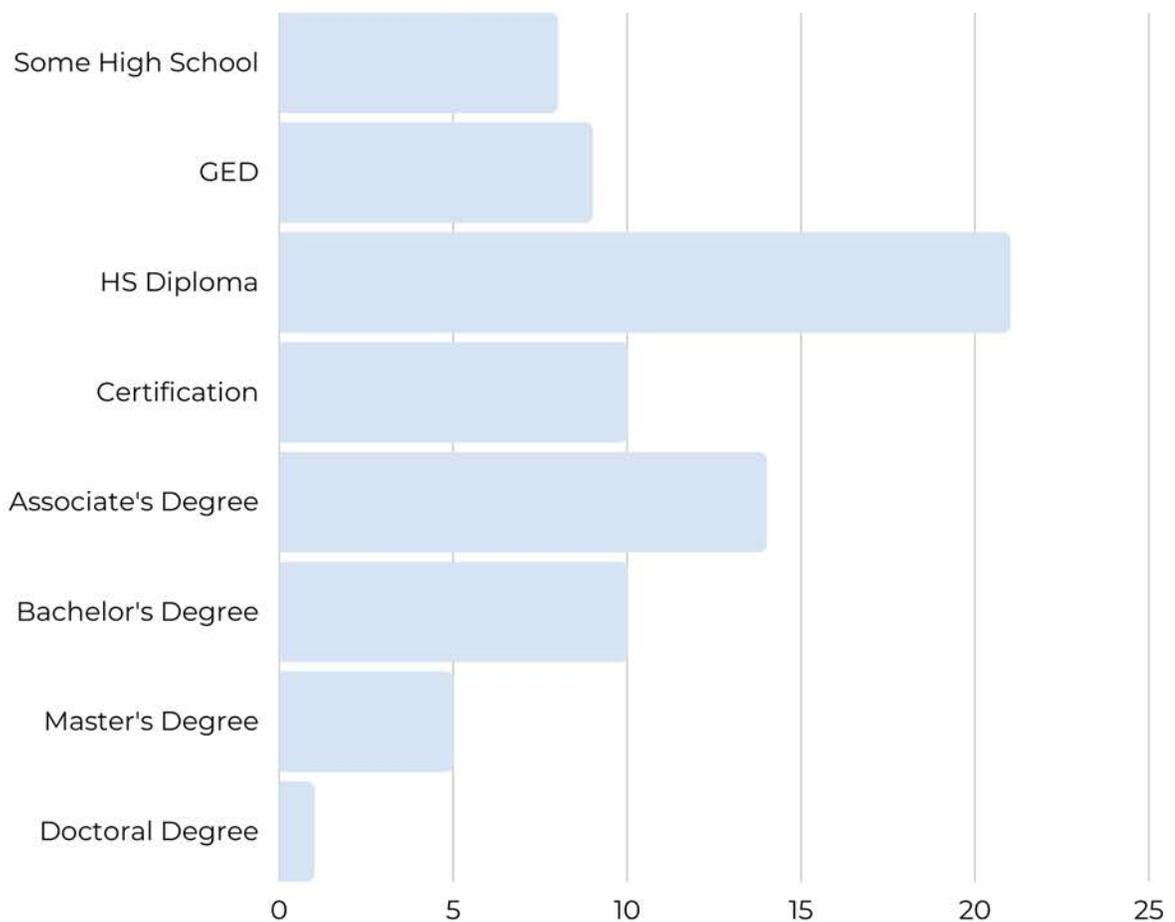
Customer Survey Questions Results & Observations - cont'd

5. What CAAGKC services have you used?

78 answered   1 skipped
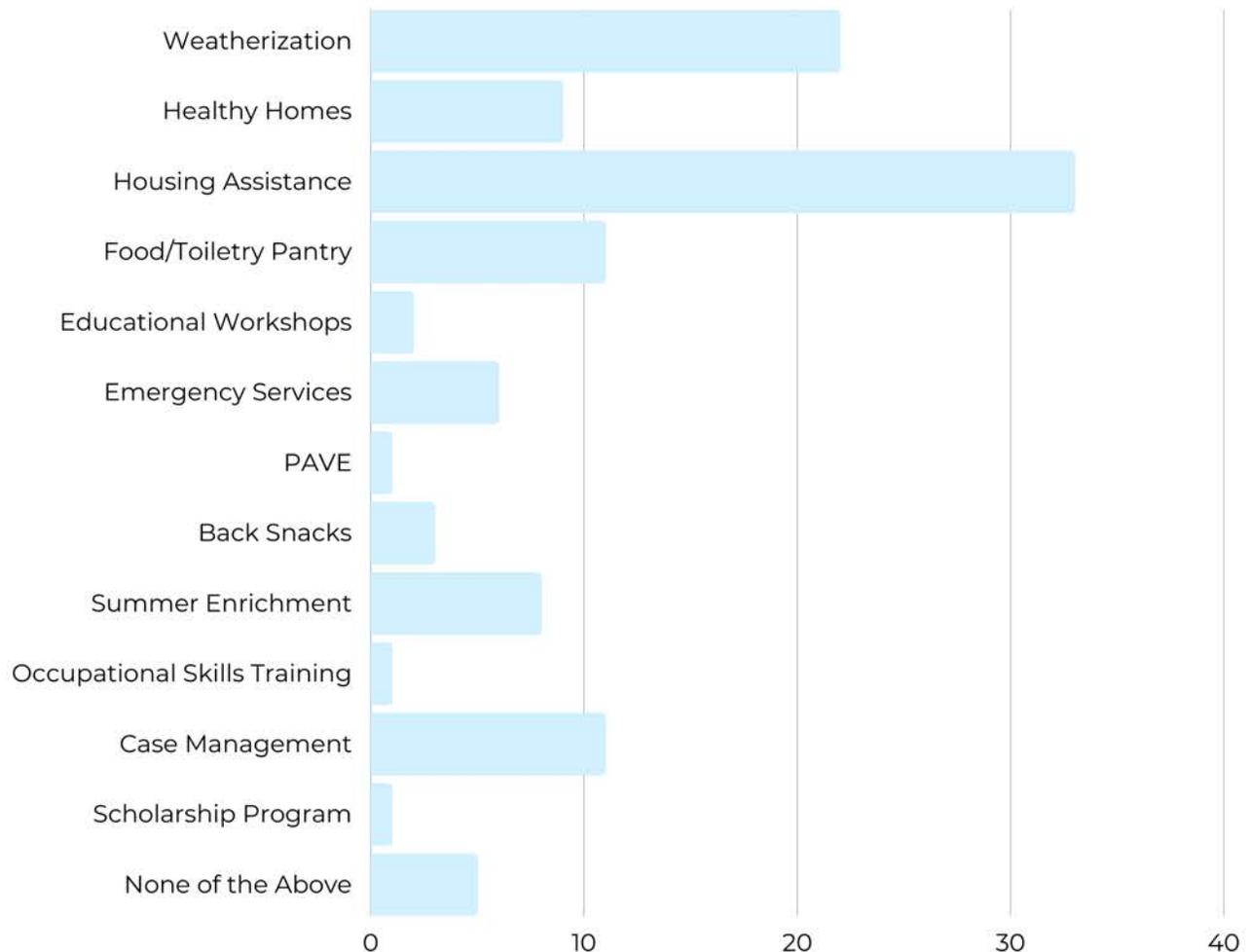
Customer Survey Questions
Results & Observations - cont'd

6. Which of the services were you aware of prior to your CAAGKC visit?

78 answered   1 skipped
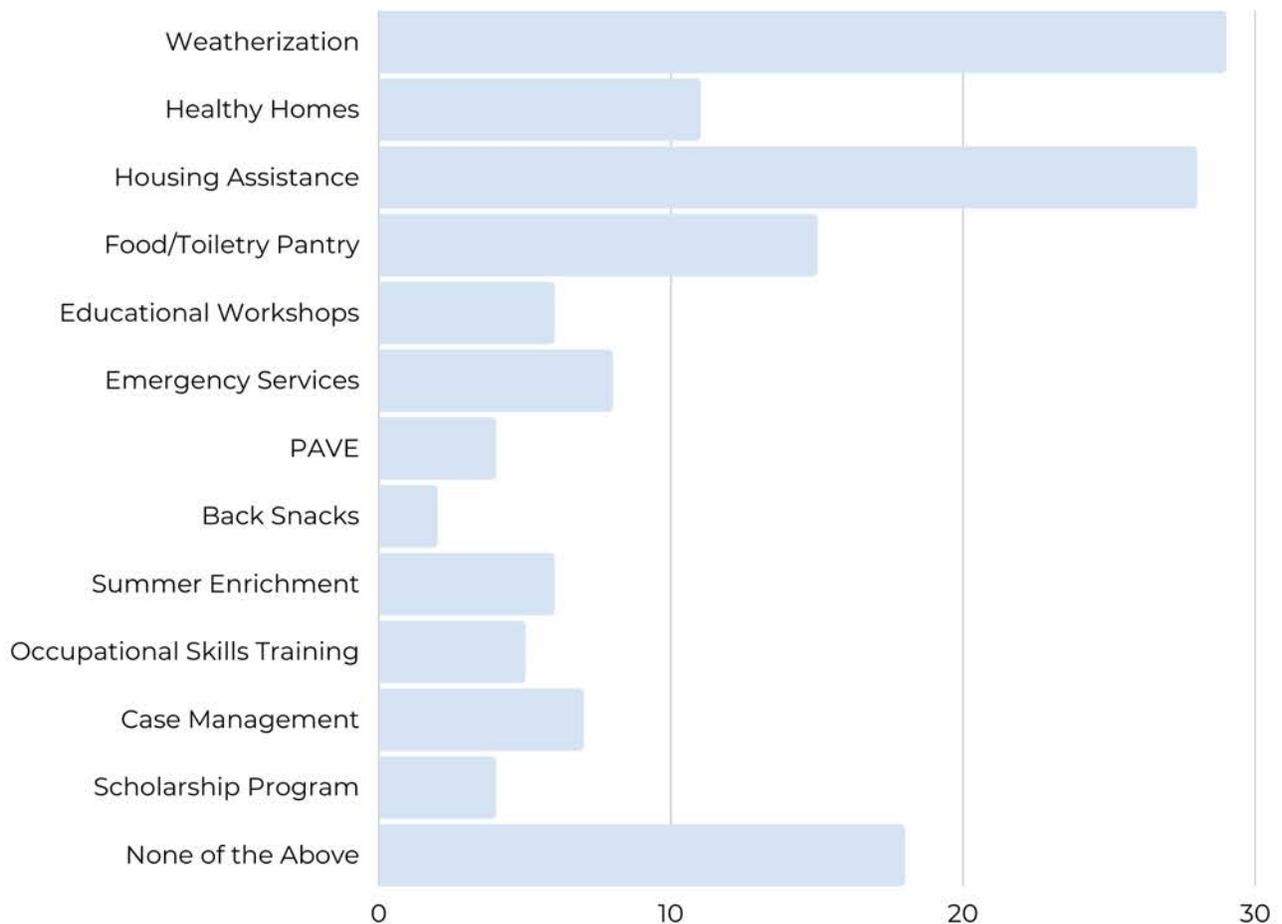
Customer Survey Questions
Results & Observations - cont'd

7. Which services were beneficial or useful for your household?

78 answered   1 skipped
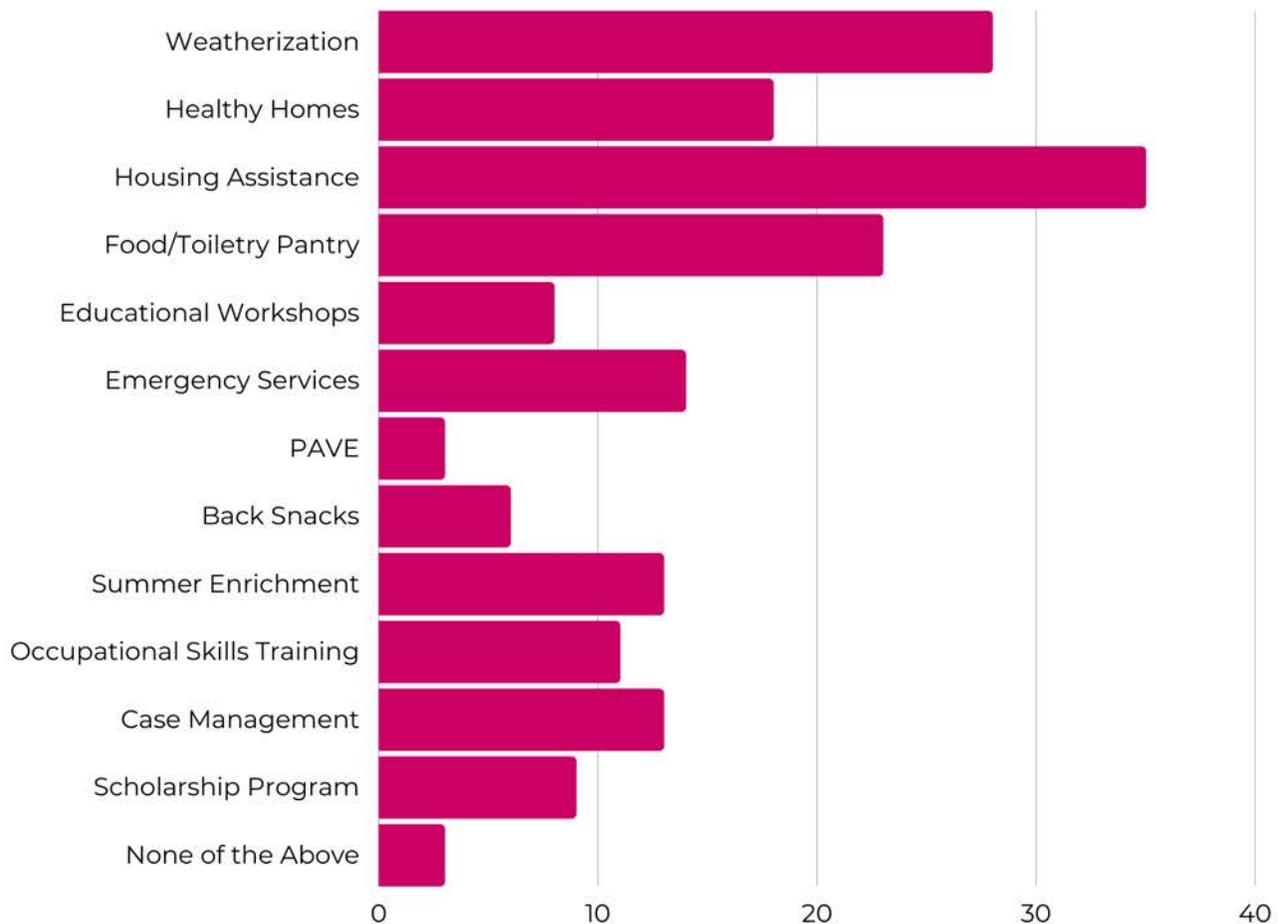
Customer Survey Questions
Results & Observations - cont'd

8. What new services would you like to see?

33 answered   46 skipped

- Utility assistance for utilities that are not in the renters name, assistance with after schoolactivities, childcare assistance, home improvement for renters.

- Utility

- assistance to help people with low income register vehicles

- Window replacement I could use some help with that.

- Implementing a policy when someone misses a workshop they're not disqualified from services.

- Utilities assistance

- Utilities

- computer training

- N/A

- Car program

- Air conditioning and furnace and painting

- I would like to see an Internship with your company for those whom like to also serve theircommunity.

- None

- I don't know.

Customer Survey Questions
Results & Observations - cont'd

8. What new services would you like to see?

33 answered   46 skipped

- Not much there is lot of options

- Free home food delivery.

- N/a

- Rental assistance lasting more then 8 months

- Not sure

- Financial advice

- Parenting Classes

- Resources like grants and assistance for low income families in need of major home repairs.For situations like I had my foundation wall in buckling but I can't afford to get it fixed on myown. Banks won't lend to me to fix it because it's a foundation issue so I'm stuck trying to findsome way to pay for the repair and I can't afford to move.

- None

- If someone could have called me back, I might not have been evicted and now homeless. NowI have no phone, only wifi.

- All that are "available" I have not received the help from my outreach & advocacy for myself &children.

- Easy Rent Assistant

- Help for teen moms and dads

Customer Survey Questions Results & Observations - cont'd

8. What new services would you like to see? Cont'd

33 answered   46 skipped

- Help with a new hot water heater. No one in Kc area helps. Spire says they do, but don't.

- Expansion of scholarship program as my daughter was turned away due to lack of funds. PaVE isn't accessible to us in outlying regions - too far away (time, money/means to get there).Help with clothing (shoes & coats especially). Help with home/yard maintenancetools/equipment/repair. Legal services.

- Tree timing. Yard work would be helpful

- Rent assistance

- Activities

- Quicker timing would have been helpful in my situation. However, your staff was amazing, supportive, very helpful and kind.

Customer Survey Questions Results & Observations - cont'd

9. Is there any other feedback you would like to share that was not previously discussed?

32 answered   47 skipped

- Nope everything is fine

- No.

- N/a

- The back to school shopping program has helped my family tremendously.

- Thank you for your help

- I would like to thank Kevin Patterson for all he has done to help my family and I with summer camp scholarships, food assistance and caring about us and out wellbeing. Mr.Patterson goes above and beyond time after time and I can't thank him enough

- I'm own my home so moving would be senseless. Helping homeowners stay in their homes not only helps the community but, the economy as well.

- None

- Offer online only conversations and submissions again.

- Yes, I would be so appreciative of any help that you offer. Given my advocacy and outreach, I have not received the help over the past three years. I did receive help one time. It was rather messy and extensive. I used to be able to go into my local CAA and I really needed the help at that time during my divorce for case management and such as a home and all that transportation I didn't receive any of it and I was going on it like weekly basis now seemingly it is all through electronically and I am in a terrible situation. However, I am at the top of the list for section 8 voucher not able to find a home if anyone is able to get in touch with me at 785-800-4329 or amandasummers14@icloud.com , that would be great. I do have technical difficulties whereas I don't receive very important phone calls and emails. Sometimes I have talked to numerous people about this and nothing is ever been done. Thank you so much for your time.

Customer Survey Questions Results & Observations - cont'd

9. Is there any other feedback you would like to share that was not previously discussed? Cont'd

32 answered   47 skipped

No

Didn't know you had food/toiletries. Thx.

Case managers are amazingly helpful. Always go above and beyond. Thank you for your service!

More funds for emergency services. I had a $2500 car repair bill last year (issue with the transmission) and emergency services was out of funds and couldn't help. Need a car to get to work - no public transportation.

Not sure

No

I am not aware of the other services available but it sure sounds like something that I could use. Thank you to your amazing staff.

The process is cumbersome and too many touches. It's best to be made aware of everything needed in the least amount of steps as possible. I was asked for about 10 different things on 10 separate occasions over 2 weeks to process housing assistance.

I'd like to see them held accountable for the work they did here.

Customer Survey Questions
Results & Observations - cont'd

9. Is there any other feedback you would like to share that was not previously discussed? Cont'd

32 answered   47 skipped

- It's just too hard to get any agency for housing without going into section aids. We just need a little help every now and then.

- My furnace that was installed less than a year ago has been broken and with multiple calls, a couple attempts to fix it, it's still broken

- CAAGIC is amazing and has saved me from being homeless more than once. A simple thankyou would not suffice.

- None

- None

- I qualified for assistance due to ongoing health issues, but there were no funds to help me.

- Community action Center greater Kansas City needs to recognize that emergencies do you happen and sometimes you cannot make all workshops and to be a little bit more lenient because as soon as they cancel assistance, they put that person's in jeopardy from being able to get out of Parvati.

- The people I have worked with there are wonderful everybody's been so helpful

- NO

- No thanks

- Better housing

- I loved the help that I got for my rental assistance. I appreciate it so much.

- No

DEMOGRAPHICS of Customers Served During FY22

1236
Unduplicated Individuals

698
Unduplicated Homes

Unduplicated are the number of individuals or homes counted only once, no matter how many direct services are received during a funding year.

Individual Level Characteristics

Gender

Male	467
Female	757
Other	0
Unknown	12

Age

0 - 5	124
6-13	255
4 - 17	157
18 - 24	86
25 - 44	220
45 - 54	78
55 - 59	59
60 - 64	64
65 - 74	116
75+	75
Unknown/not reported	2

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Education

	Number of Individuals	
	Ages 14 - 24	**Ages 25+**
Grades 0 - 8	30	2
Grades 9- 12/Non-graduate	33	17
High School Graduate/ Equivalency Diploma	30	2
12 grade + Some Post Secondary	2	7
2 or 4 years College Graduate	0	14
Graduate of other Post Secondary School	1	7
Unknown/not reported	171	541

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Disconnected Youth

Number of Individuals

Disconnected Youth ages 14 -24
who are neither working or in school

0

Health

Number of Individuals

	Yes	No	Unknown
Disabling Condition	228	984	24
Health Insurance	643	111	482

Health Insurance Sources

Medicaid	447
Medicare	24
State Children's Health Insurance	0
State Health Insurance for Adults	0
Military Health Care	0
Direct-Purchase	93
Employment Based	0
Unknown/not reported	672

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Ethnicity

Number of Individuals

Hispanic, Latino or Spanish Origins	41
Not Hispanic, Latino or Spanish Origins	876
Unknown/not reported	319

Race

American Indian or Alaska Native	6
Asian	29
Black or African American	561
Native Hawaiian or Other Pacific	15
Islander	214
White	10
Other	24
Multi-race (two or more of the above)	
Unknown/not reported	377

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Military Status

	Number of Individuals
Veteran	21
Active Military	0
Unknown/not reported	1215

Work Status

	Number of Individuals
Employed Full-Time	59
Employed Part-Time	64
Migrant Seasonal Farm Worker	0
Unemployed (Short-Term, 6months or less	55
White	53
Other	103
Multi-race (two or more of the above)	37
Unknown/not reported	327

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Household Type

	Number of Individuals
Single Person	264
Two Adults NO children	50
Single Parent Female	267
Single Parent Male	23
Two-Parent Household	37
Non-related Adults with Children	15
Multi-generational Household	14
Other	24
Unknown/not reported	4

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Household Size

		Number of Individuals
👤	Single Person	265
👤👤	Two	106
👤👤👤	Three	102
👤👤👤👤	Four	72
👤👤👤👤👤	Five	52
👤👤👤👤👤	Six or more	101
- -	Unknown/not reported	0

Housing

	Number of Households
Own	330
Rent	341
Other permanent housing	0
Homeless	1
Other	1
Unknown/not reported	25

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Level of Income

% of HHS Guideline

	Number of households
Up to 50%	80
51% to 75%	98
76% to 100%	150
101% to 125%	122
126% to 150%	53
151% to 175%	33
176% to 200%	11
201% to 250%	4
250% and over	7
Unknown/not reported	140

Sources of Household Income

	Number of households
Income from Employment Only	105
Income from Employment and Other Income Source	15
Income from Employment, Other income Source, and Non-Cash Benefits	7
Income from Employment Employment and Non-Cash Benefits	30
Other Income Source Only	217
Other Income Source and Non-Cash Benefits	60
No Income	176
Non-Cash Benefits Only	38
Unknown/not reported	50

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Other Income Source

	Number of households
TANF	6
Supplemental Security Income (SSI)	76
Social Security Disability Income (SSDI)	41
VA Service-Connected Disability Compensation	0
VA Non-service Connected Disability Pension	0
Private Disability Insurance	0
Worker's Compensation	0
Retirement Income from Social Security	159
Pension	43
Child Support	21
Alimony or other Spousal Support	1
Unemployment Insurance	8
EITC	0
Other	18
Unknown/not reported	477

DEMOGRAPHICS of Customers Served During FY22 - cont'd

Individual Level Characteristics

Non-Cash Benefits

Number of households

SNAP	135
WIC	0
LIHEAP	191
Housing Choice Voucher	0
Public Housing	1
Permanent Supporting Housing	0
HUD-VASH	0
Childcare Voucher	0
Affordable Care Act Subsidy	0
Other	0
Unknown/not reported	603

Programs

CSBG CARES	18,435
Emergency Services	665,308
Youth Emergency Assistance	19,577

Unduplicated Individuals

Programs

CSBG CARES	6,244
Emergency Services	217,053
Youth Emergency Assistance	18,923

Unduplicated Households

Unduplicated individuals and households served in each program

Statistical Data Points of Service Area

Employment Domain	Clay	Jackson	Platte	Missouri
Unemployment Rate	2.30%	3.00%	2.20%	2.70%
Method of Commute (C/PT/WB)	83/0.3/1.3	82/2/1.7	82/0.2/0.7	81/1.2/2.1
Percent of Population on Disability	11.74%	12.84%	12.55%	14.39%
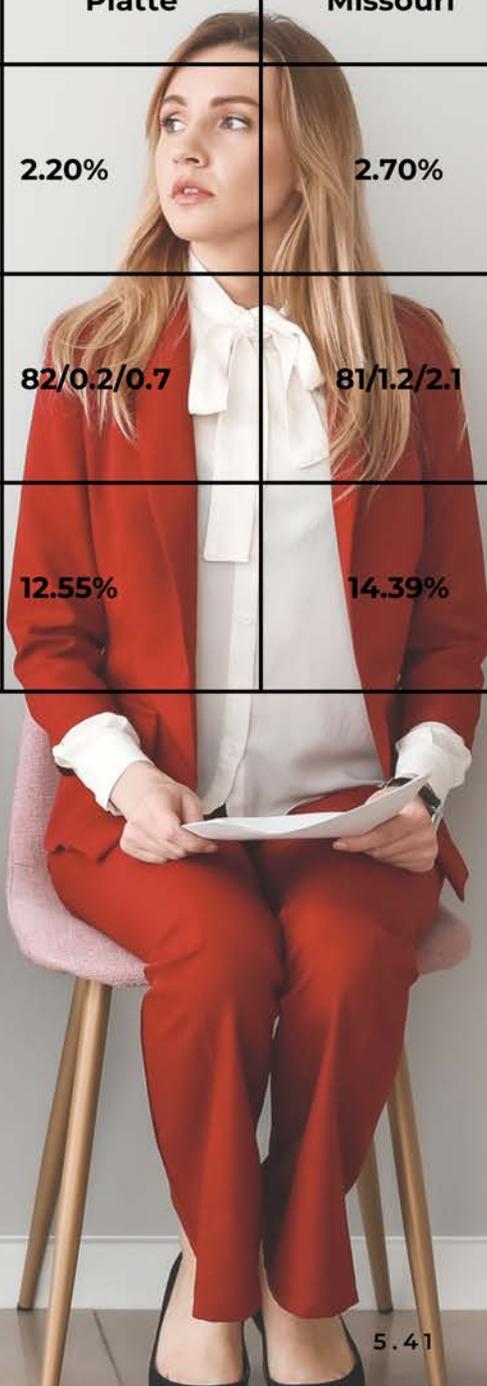
Statistical Data Points of Service Area - cont'd

Education Domain	Clay	Jackson	Platte	Missouri
High School Graduation Rate	95.80%	86.20%	92.90%	90.00%
Early Education Enrollment	42.67%	42.71%	47.82%	44.62%
Higher Education Enrollment	62.80%	55%	92.80%	
Higher Education Completion Rate	41.49%	39.57%	50.76%	38%
Number of Homeless Students	2.30%	3.50%	1.3	4.21%

Statistical Data Points of Service Area - cont'd

Income Domain	Clay	Jackson	Platte	Missouri
Poverty Rate (Population in Poverty)	8.17%	13.42	5.98	12.77
Required Living Wage (Based on a three-person household - 1 adult and 2 children - and the average hourly wage listed on the spreadsheet from BLS.	Required hourly wage for MO resident: $41.31 (65% of required living wage)	Required hourly wage for MO resident: $41.31 (70% of required living wage)	Required hourly wage for MO resident: $41.31 (65% of required living wage)	Required hourly wage for MO resident: $41.31
Average Hourly Wage (All Industries)	$27	$29	$27	
Median Household Income	$72,047	$56,960	$82,448	$57,290
Inflation Rate	6.00%	6.00%	6.00%	
Number of Population Receiving State Assistance	1,224	7,644	286	45,375
Percent of Households Earning Less Than 30% of Median Income	9.78%	13.17%	9%	12%

Statistical Data Points of Service Area - cont'd

Housing Domain	Clay	Jackson	Platte	Missouri
Fair Market Rent	$1,204	$1,204	$1,204	
Median Rent/Mortgage Cost	$1,590	$1,530	$1,590	$1,250
Homeless Rate	0.10%	0.10%	0.01%	
Low Income Housing Availability - Rate per 10,000 households (HUD, Section 8, PHA)	292.86	651.38	133.32	378.11
Vacancy Rates	6.05%	5.57%	10.03%	12.52%
Overcrowded Rates (Over 1 Person/Room)	2.01	2.71	2.34	2.16

Statistical Data Points of Service Area - cont'd

Health Domain	Clay	Jackson	Platte	Missouri
Percent of Individuals Who are Food Uncertain	10%	12.30%	8.90%	11.40%
Percent of Individuals Who are Uninsured	7.75%	11.58%	5.66%	9.53%
Ratio of Mental Health Providers to Population	671.1	361	746.3	432.9
Food Insecurity by Household	10.00%	12.30%	8.90%	11.40%
Percentage of Insured by Type (A/C)	11.04/4.92%	15.53/7.12%	9.35/4.87%	14.05/6.54%
Infant Death Rate	6	8.2	3.8	7.2

Statistical Data Points of Service Area - cont'd

Civic Engagement Domain	Clay	Jackson	Platte	Missouri
Voter Registration Rate (2022 Registered Voters)	176,536	265,625	78,327	4,286,342

Statistical Data Points of Service Area

Multiple Domains	Clay	Jackson	Platte	Missouri
Percent of Households with No Motor Vehicle	4.24%	7.85%	3.96%	6.49%
Total Households	250,134	713,229	105,189	6,141,534
Households Receiving Food Stamps (SNAP)	6.85%	10.69%	3.59%	10.48%
Number of Licensed Child Care Facilities	4	30		99
Percent of People without Internet	1.28%	1.38%	2.16%	12.86%
Veterans Demographics	8.05%	7.13%	9.37%	8.28%

NEED PRIORITIZATION METHOD AND RESULTS

The 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) 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 in no ties."

Each team member of the CNA Planning & Execution Team - representatives from each program department and one 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 following chart:

NEED PRIORITIZATION METHOD AND RESULTS

The following is an example of our paired comparison of the 7 issue areas/domains. This chart was completed by the Supportive Services Department.

Supportive Services Department

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	Use of Income
Education/Transportation	Education
Education/Health	Health

NEED PRIORITIZATION METHOD AND RESULTS

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.

Agency Domain Prioritization

13 - Use of income/employment

14 - Education

11 - Employment

12 - Housing

6 - Nutrition

16 - Health

4 - Transportation

NEED PRIORITIZATION METHOD AND RESULTS

Each domain/issue area according to collected qualitative and quantitative data along with analysis of area characteristics was defined and prioritized by:

Order of Precedence

1 - Health

2 - Housing

3 - Nutrition

4 - Use of income/employment

5 - Education

6 - Transportation

Local Partner Organizations Involved in CNA

Presiding Platte County Commissioner - Platte County - Government Sector

Arvest Bank - Jackson County - Business Sector

Kansas City Public Schools - Jackson County

Coldwater of Lee's Summit Executive Director - Eastern Jackson County - Non-Profit Sector

Grandview Assistance Program Executive Director - Jackson County - Non-Profit Sector

Pawsperity - Formally known as The Grooming Project, Director of Student Services - All counties - Non-Profit Sector

Cornerstone of Care - Jackson County - Nonprofit Sector

Amethyst Place - Jackson County - Housing / Nonprofit Sector

Children's Mercy Hospital Healthy Homes and Assessment Practice for Community - Jackson County - Health Sector

Total Man - Jackson County - Human Services / Nonprofit Sector

Tracy City Hall - Platte County - Government Sector

A Turning Point - Clay County - Nonprofit Sector

We thank you for your continued support and input.

HELPING PEOPLE. CHANGING LIVES.

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