Ozarks Area Community Action Corporation

Empowering People, Enriching Communities

Community Needs Assessment

2020

Table of Contents

I. **Community Needs Assessment Introduction**
Mission, Vision, Values

II. **Demographic Information**
Service Area, Population, Race, Gender, and Age Poverty Percentages, FFY19 Agency Demographics

III. **Issue Area Characteristics Template**
Use of Income, Education, Employment, Housing, Nutrition, Health, Transportation, Other

IV. **Data Analysis**
Executive Summary and Issue Area Analysis

V. **Prioritization**
Executive Summary, Descriptions, Others for Consideration

VI. **Qualitative Data**
Summaries, Quadrant Analysis Prioritization, Word Clouds

VII. **Quantitative Data**
Summaries and Survey Results

VIII. **Data by County**
Summaries, Quadrant Analysis Prioritization, Survey Results, Word Clouds

IX. **Quadrant Analysis Prioritization**

X. **COVID-19 Supplemental**
COVID-19 Survey Results, County Vulnerability Reports

I. Community Needs Assessment Introduction

Ozarks Area Community Action Corporation

Community Needs Assessment Introduction

Vision, Mission, and Values

In November 1965, the Ozarks Area Community Action Corporation (OACAC) was organized as a non-profit agency designed to work toward alleviating the causes and conditions of poverty in Southwest Missouri. Today, OACAC serves the low-income population in ten counties: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster. OACAC is funded in part by the Community Services Block Grant (CSBG). Throughout the years, programs have been implemented to focus on new issues, modified to meet the changing needs of the community, and have been spun off to other agencies to meet the challenges in the Ozarks area more effectively and efficiently.

Our Vision

For over 50 years, OACAC has envisioned a community of reduced poverty and improved quality of life for the families and individuals we serve.

Our Mission

To enrich the lives of families and individuals within our communities by providing opportunities, offering assistance, and empowering people to make positive change

We fulfill our mission by:

- Assisting individuals and families in need
- Building effective partnerships
- Generating, maximizing, and distributing resources
- Investing in children
- Listening to the community
- Providing educational and employment opportunities
- Encouraging self-sufficiency

Our Values

At OACAC we value...

- Feelings, privacy, needs, and time of the individual
- Open and honest communications
- Teamwork to accomplish our mission

II. Executive Summary

Ozarks Area Community Action Corporation (OACAC)

Community Needs Assessment (CNA) Executive Summary

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged citizens during the time period of February 2020 – April 2020 to obtain qualitative data in support of the Community Needs Assessment. Low-income citizens completed focus groups in which they were asked to answer questions over issue areas. Community partners, faith-based partners, and educational partners completed one-on-one-interviews with county staff. Each county collected data from at least one participant in each of these identified groups. Private partners were originally scheduled to participate in focus groups. However, with the onset of COVID-19, data collection was modified to include one-on-one interviews. In addition to this a public survey was issued and shared via social media across the service area. This survey was also made available to low-income participants who sought services at each Neighborhood Center and emailed to community partners. These activities were held in every county within the service area. At the onset of the COVID-19 pandemic, a question was added to the data collection efforts to collect information on impacts of the pandemic. OACAC staff also initiated a COVID-19 based survey that was made available to the public, low-income participants, and community partners. In addition to the qualitative data, quantitative data was researched and is noted in the included Issue Area Characteristics template.

All qualitative data underwent analysis via Word Cloud Analyzation. According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from partners were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. A visual representation of the data was then generated and summarized. Quantitative data from the Issue Area Characteristics template was then used to correlate qualitative responses.

The Community Needs Assessment Workgroup then prioritized causes, gaps, needs, and barriers once the data analysis portion of the Community Needs Assessment was completed. To do so, the Community Needs Assessment workgroup employed quadrant matrix analyzation prioritization. According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from all qualitative sources, in conjunction with quantitative data was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data, the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort/, high reward, high effort/high reward.

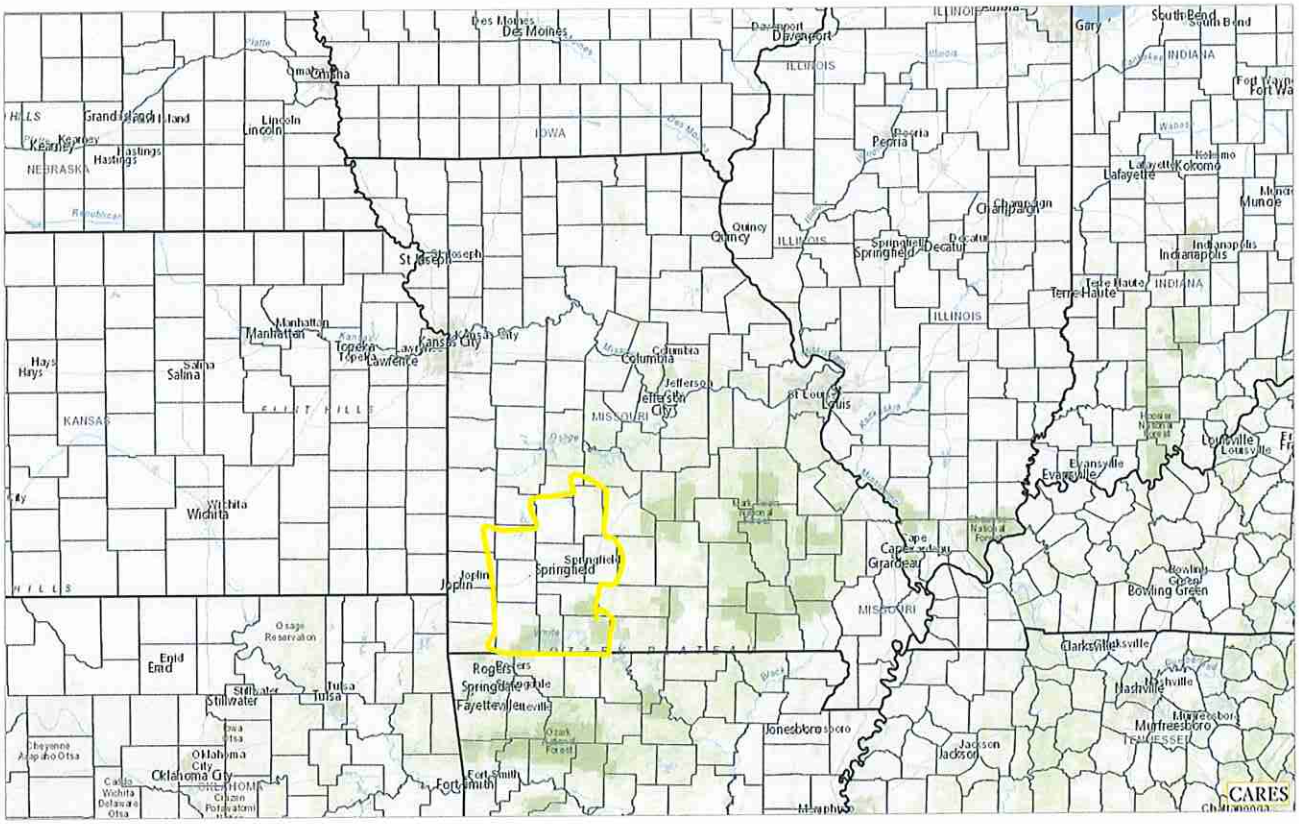
Prioritization revealed the following regarding agency capacity and needs demonstrated through the Community Needs Assessment data. OACAC's prioritization lies in the area of **Education** to include educational attainment and access to affordable childcare, **Health** to include access to physical & mental

resources and affordable, physical community recreation, **Nutrition** to include food access and affordability as well as Farmer's Market/fresh produce, the increased need for **public transportation**, lack of **living wage** employment, and increased options for **affordable housing**. While they remain a priority, it was determined that the agency does not currently have the capacity to make a marked change in the areas of public transportation, living wage employment, and affordable housing. However, CSBG staff would like to continue to nurture and invest in partnerships that help advocate for needed changes in these areas. And, should capacity change, CSBG staff would like to work on change for these needs. It was determined that OACAC does currently have the capacity to assist in the priority areas of Education, Health, and Nutrition.

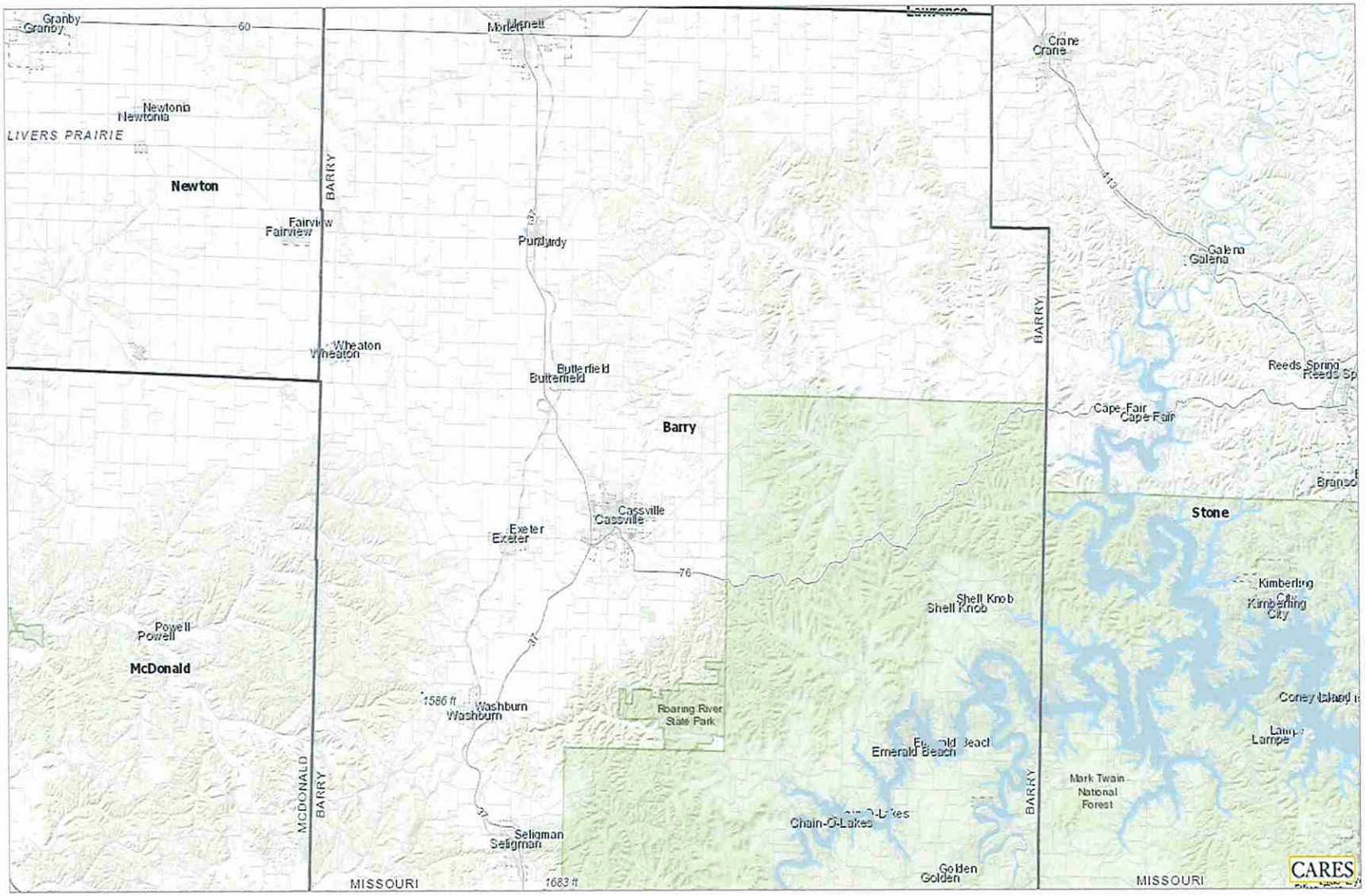
The Community Needs Assessment process concluded June 2020 with presentation to the Board scheduled for the 06.23.20 meeting.

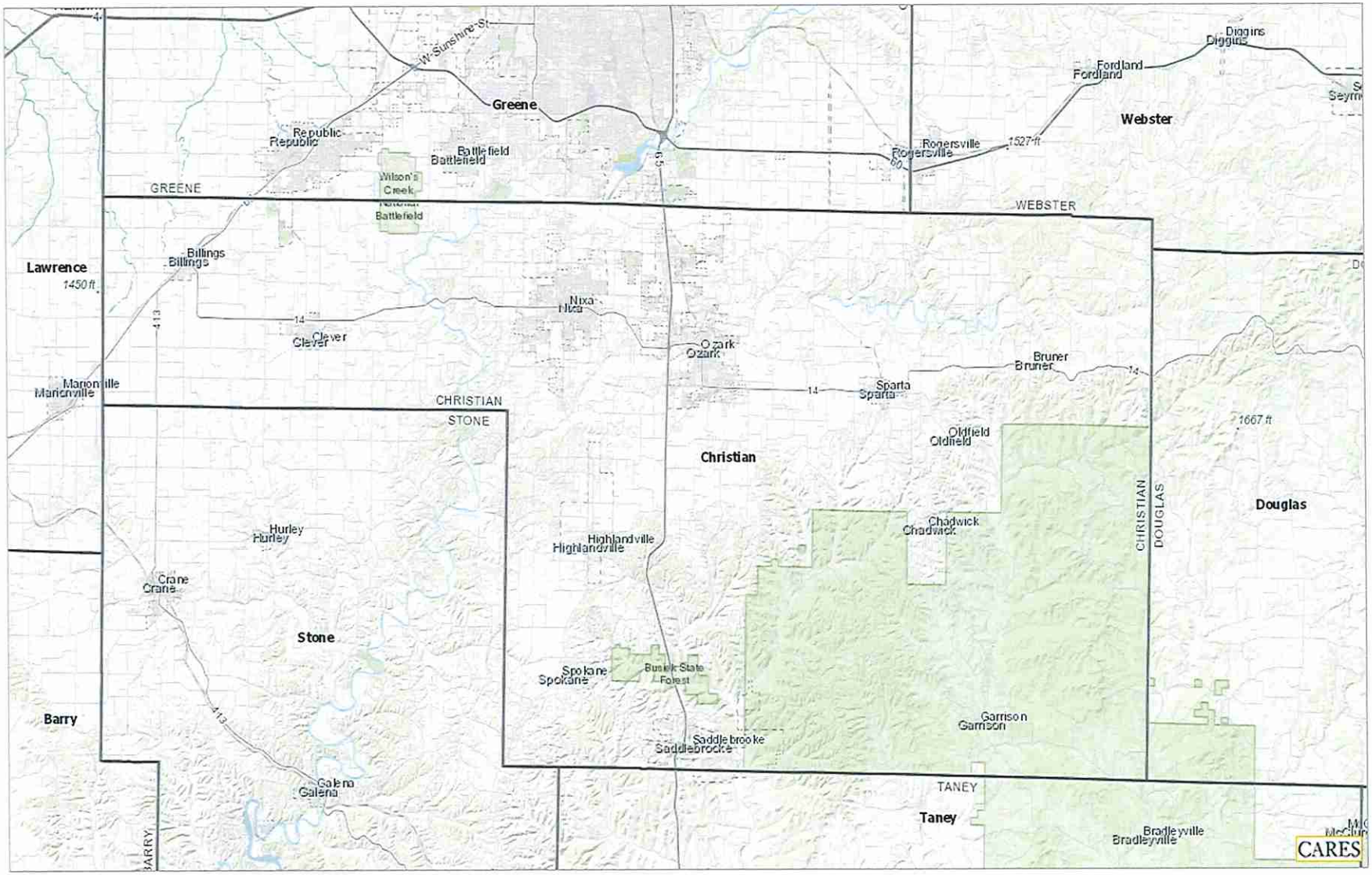
III. Demographic Information

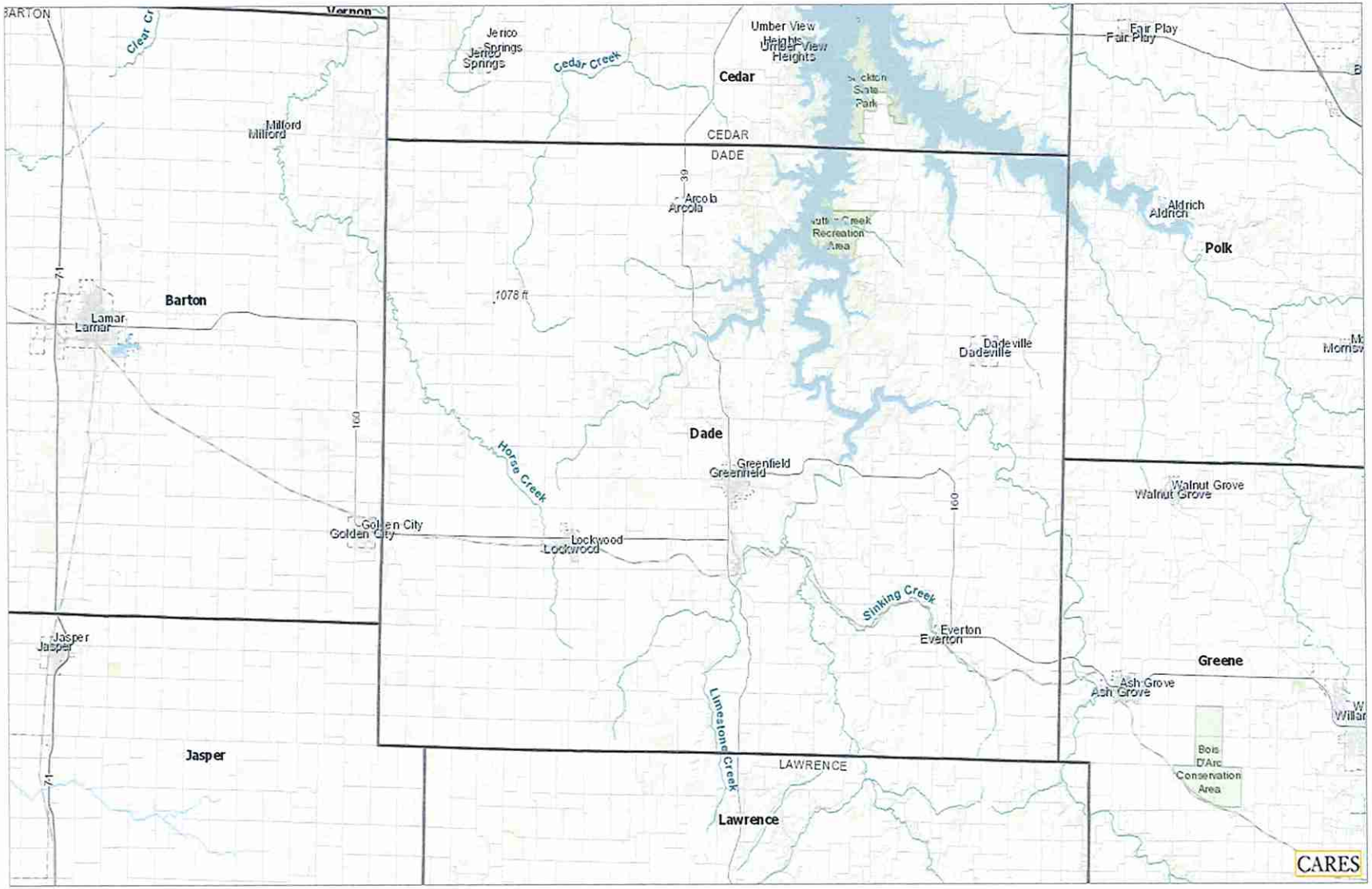
OACAC Service Area and Population Demographics

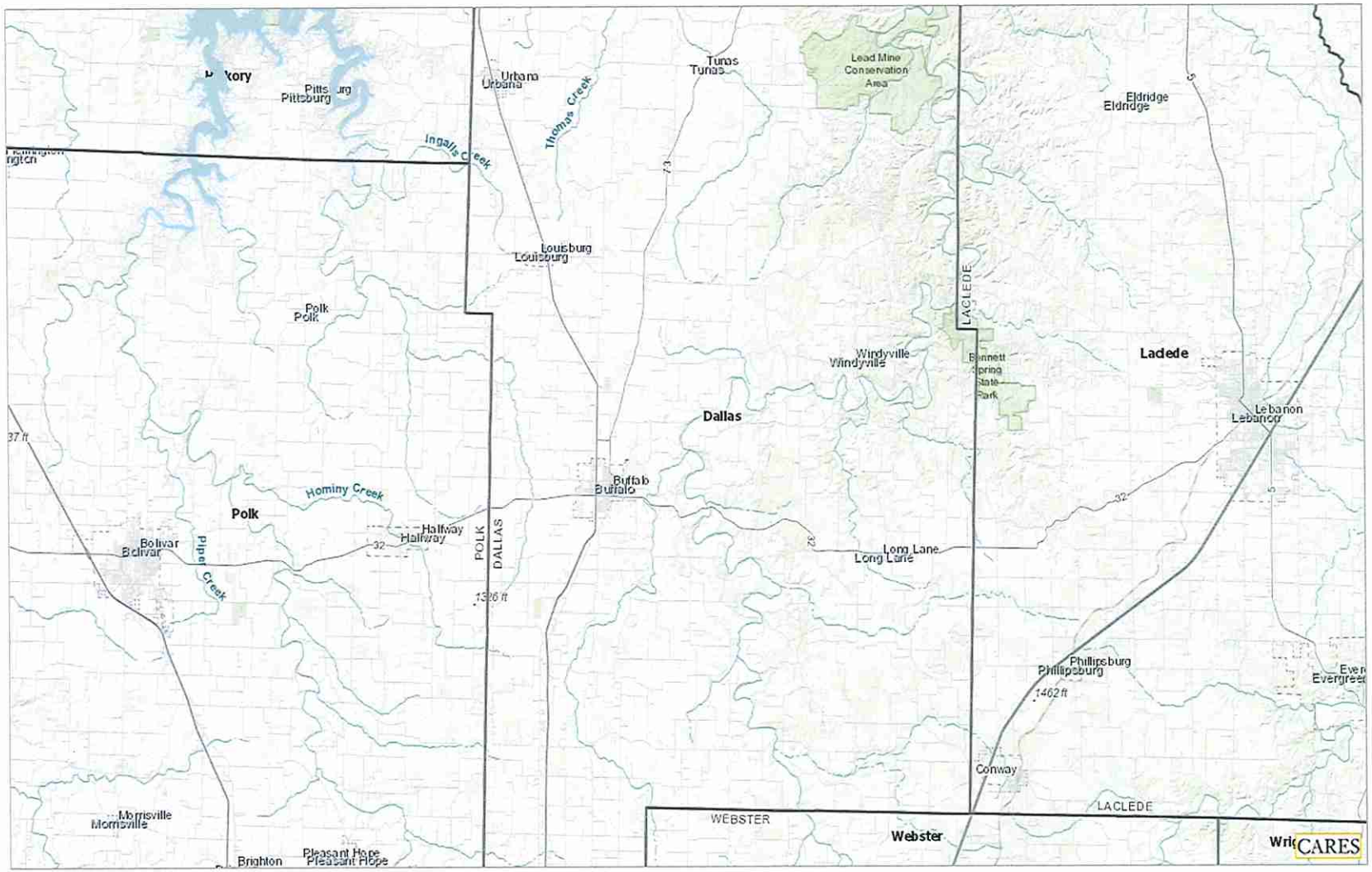


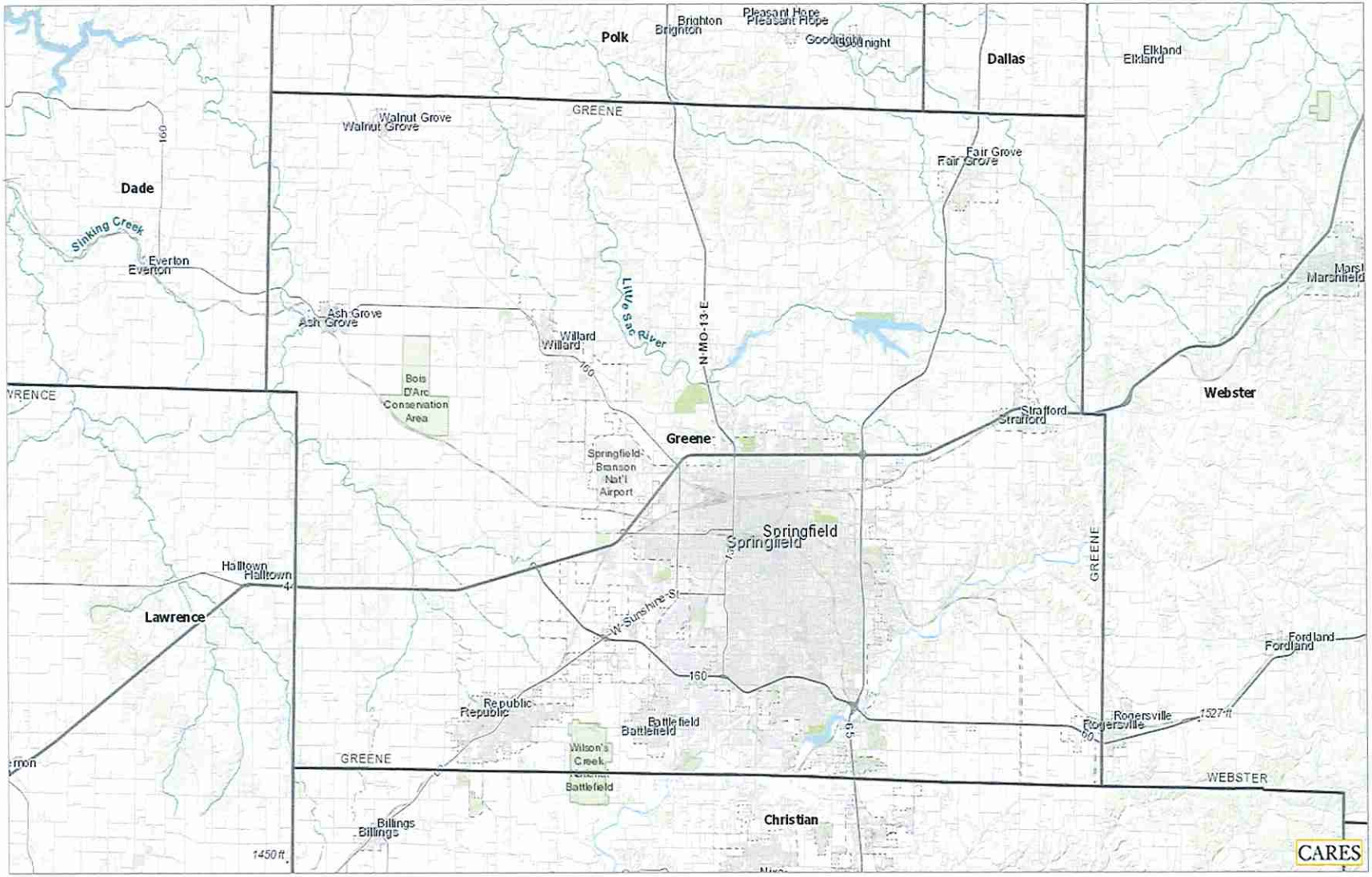
State/County	Population (July, 2019)
Missouri	6,137,428
Barry	35,789
Christian	88,595
Dade	7,561
Dallas	16,878
Greene	293,086
Lawrence	38,335
Polk	32,149
Stone	31,952
Taney	55,928
Webster	39,592

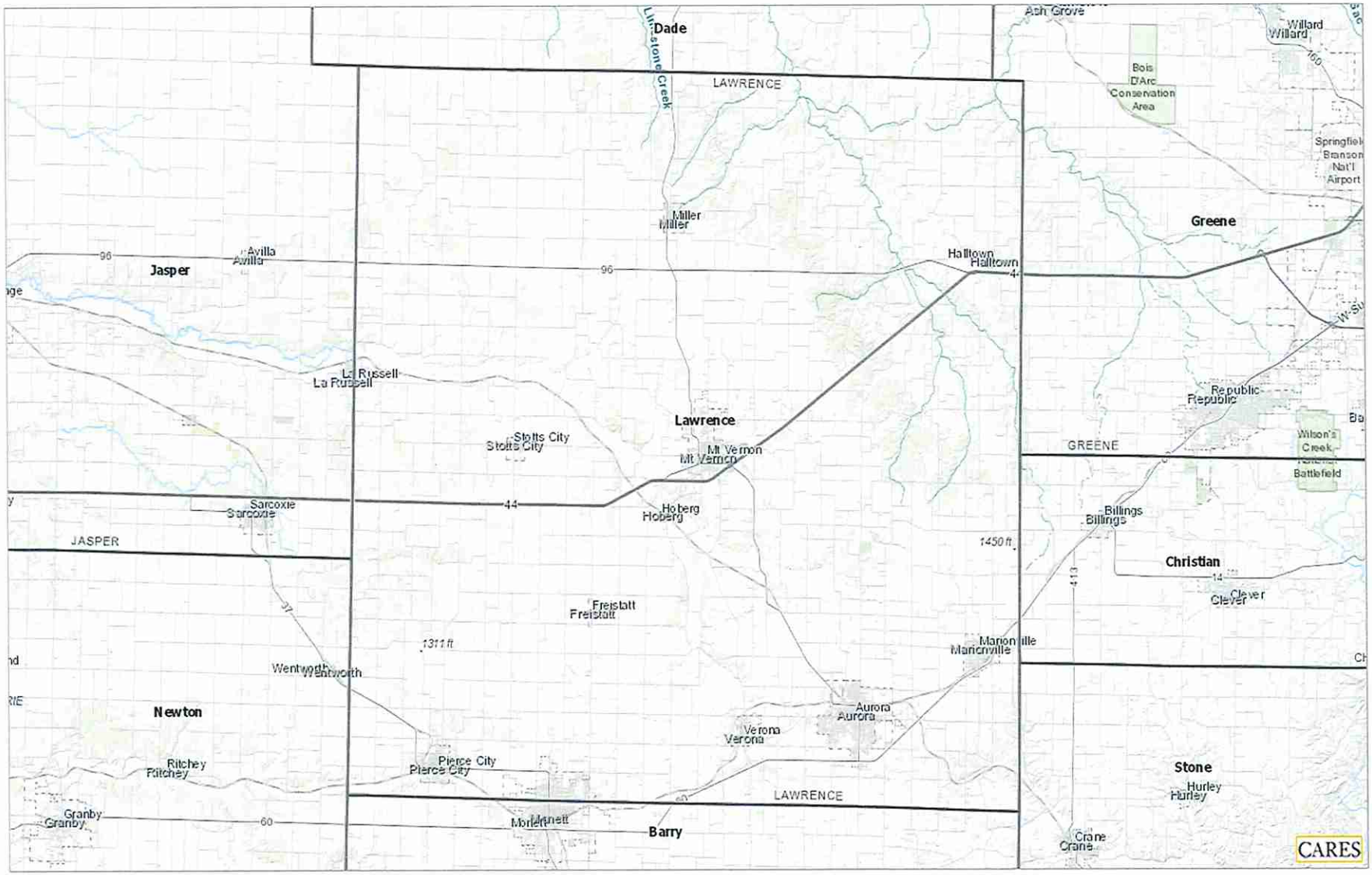

Granby
Granby
60
Newtonia
Newtonia
LIVERS PRAIRIE
Newton
Fairview
Fairview
BARRY
Wheaton
Wheaton
Butterfield
Butterfield
Purdy
Barry
Cassville
Cassville
Exeter
Exeter
76
37
Powell
Powell
McDonald
1586 ft
Washburn
Washburn
Roaring River
State Park
Seligman
Seligman
MCDONALD
BARRY
MISSOURI
1683 ft
Crane
Crane
413
Galena
Galena
BARRY
Reeds Spring
Cape Fair
Cape Fair
Stone
Shell Knob
Shell Knob
Kimberling
City
Kimberling
City
Lampe
Emerald Beach
Chain-O-Lakes
Mark Twain
National
Forest
BARRY
Golden
Golden
MISSOURI
CARES

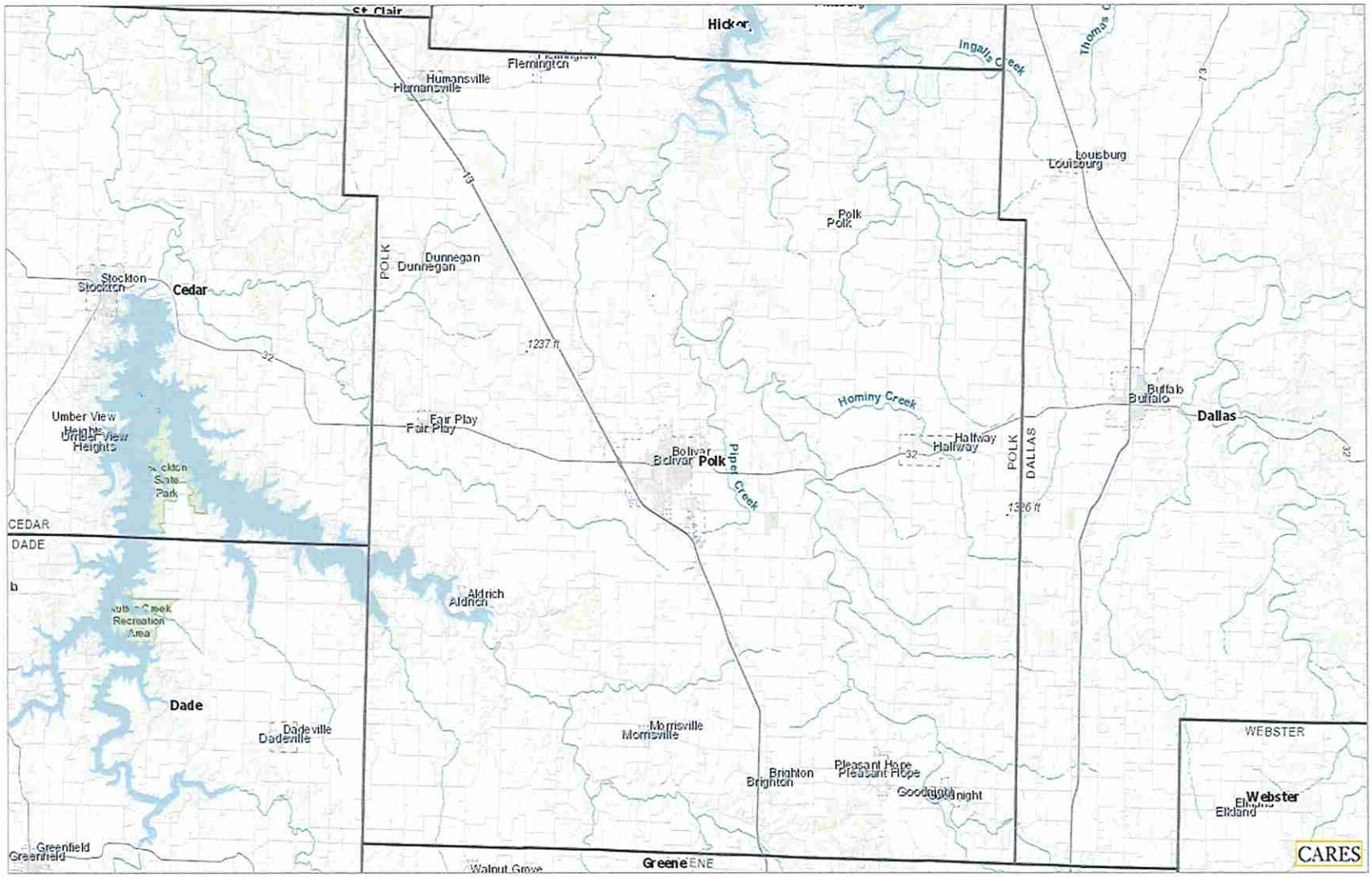

Greene
Webster
Lawrence
Christian
Douglas
Stone
Barry
Taney
GREENE
WEBSTER
CHRISTIAN
STONE
TANEY
BARRY
CHRISTIAN
DOUGLAS
W Sunshine St
Republic
Battlefield
Wilson's Creek National Battlefield
Billings
Nixa
Clever
Ozark
Marionville
Sparta
Bruner
Fordland
Diggins
Rogersville
1527 ft
1450 ft
1667 ft
Oldfield
Chadwick
Hurley
Highlandville
Crane
Spokane
Bull Shoals State Forest
Saddlebrooke
Garrison
Galena
Bradleyville
CARES

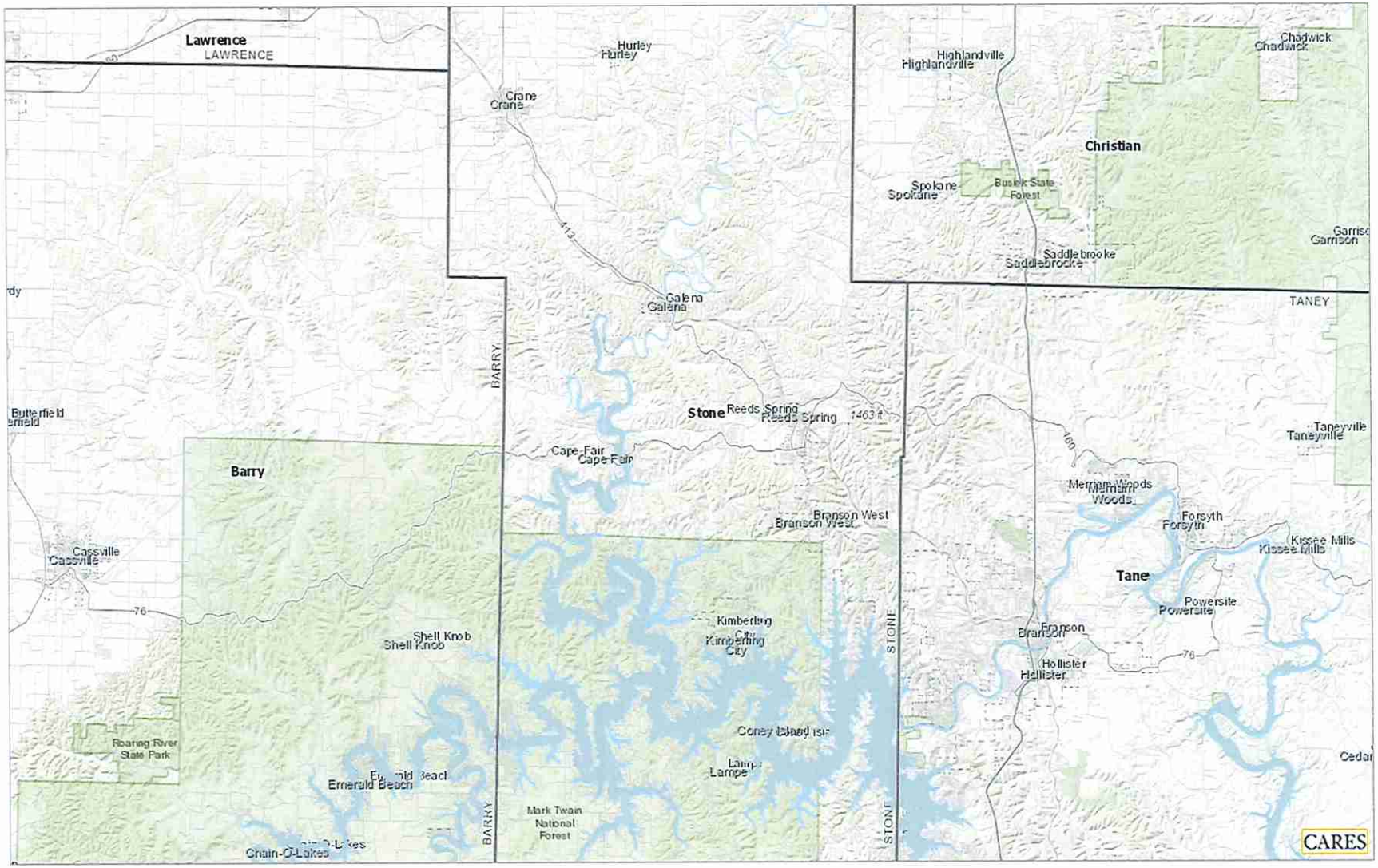

BARTON
Vernon
Clear Cr
Milford
Milford
Barton
Lamar
Lamar
71
160
Golden City
Golden City
Jasper
Jasper
71
Jasper
Jerico Springs
Jerico Springs
Cedar Creek
Cedar
Umber View Heights
Umber View Heights
Stockton State Park
CEDAR
DADE
39
Arcola
Arcola
South Creek Recreation Area
1078 ft
Dadeville
Dadeville
Dade
Horse Creek
Greenfield
Greenfield
Lockwood
Lockwood
160
Sinking Creek
Everton
Everton
Limestone Creek
LAWRENCE
Lawrence
Fair Play
Fair Play
Aldrich
Aldrich
Polk
Walnut Grove
Walnut Grove
Greene
Ash Grove
Ash Grove
Bois D'Arc Conservation Area
CARES

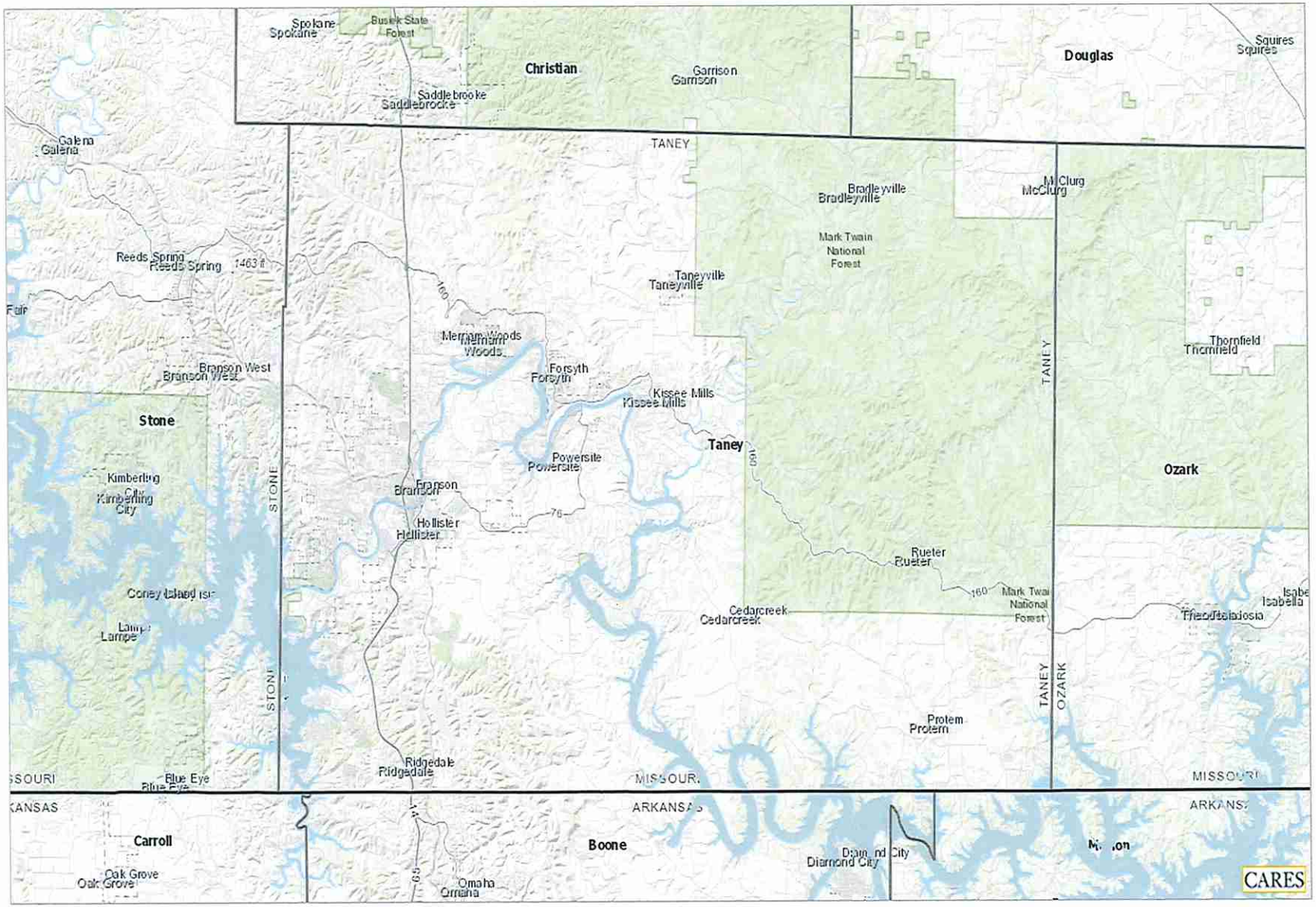

Pittsburg
Urbana
Tunas
Lead Mine Conservation Area
Eldridge
Ingalls Creek
Thomas Creek
Louisburg
Polk
Windyville
Bennett Spring State Park
Ladede
Dallas
Lebanon
Hominy Creek
Buffalo
Halfway
Bolivar
Piper Creek
POLK
DALLAS
LACLEDE
Long Lane
1336 ft
Phillipsburg
1462 ft
Conway
Morrisville
Brighton
Pleasant Hope
WEBSTER
Webster
LACLEDE
CARES

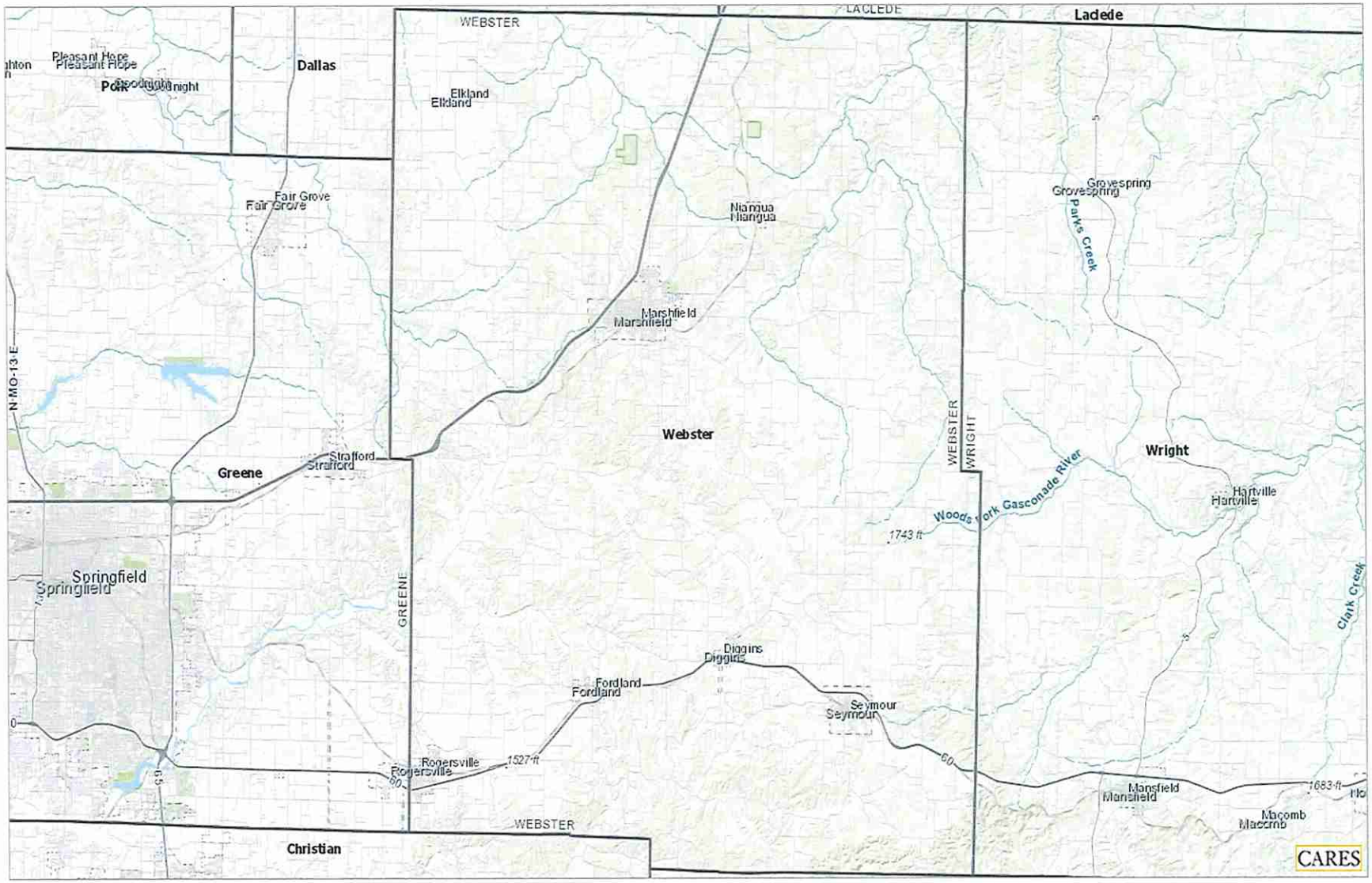

Polk
Brighton
Pleasant Hope
Goodnight
Dallas
Elkland
GREENE
Walnut Grove
Fair Grove
Dade
Sinking Creek
Everton
Ash Grove
Willard
Little Sac River
N-MO-13-E
Marshfield
Webster
Bois D'Arc Conservation Area
Strafford
Greene
Springfield-Branson Nat'l Airport
Springfield
GREENE
Halltown
Lawrence
W-Sunshine-St
Fordland
Republic
Battlefield
Rogersville
1527-ft
Wilson's Creek Battlefield
WEBSTER
Billings
Christian
1450 ft
CARES


Dade
LAWRENCE
Ash Grove
Willard
Willard
Bois D'Arc Conservation Area
Springfield Branson Nat'l Airport
Greene
Miller
Miller
Jasper
Avilla
Avilla
96
Halltown
Halltown
La Russell
La Russell
Republic
Republic
Lawrence
Stotts City
Stotts City
Mt Vernon
Mt Vernon
GREENE
Wilson's Creek Battlefield
Sarcoxie
Sarcoxie
44
Hoberg
Hoberg
JASPER
1450 ft
Billings
Billings
Christian
Clever
Clever
Freistatt
Freistatt
1311 ft
Marionville
Marionville
Wentworth
Wentworth
Newton
Aurora
Aurora
Verona
Verona
Ritchey
Ritchey
Pierce City
Pierce City
LAWRENCE
Stone
Hurley
Hurley
Granby
Granby
60
Monett
Monett
Barry
Crane
Crane
CARES


St. Clair
Hickory
Flemington
Humansville
Hermansville
Ingalls Creek
Thomas Creek
Louisburg
Polk
Dunnegan
POLK
Stockton
Cedar
1237 ft
Hominy Creek
Buffalo
Dallas
Umber View Heights
Fair Play
Bolivar
Polk
Pipe Creek
Halfway
DALLAS
1326 ft
CEDAR
DADE
Aldrich
Dade
Dadeville
Morrisville
Brighton
Pleasant Hope
Goodnight
WEBSTER
Webster
Greenfield
Greene
Walnut Grove
CARES


Lawrence
LAWRENCE
Hurley
Hurley
Crane
Crane
Highlandville
Highlandville
Chadwick
Chadwick
Christian
Spokane
Spokane
Busiek State Forest
Saddlebrooke
Saddlebrooke
Garrison
Galena
Galena
TANEY
BARRY
Stone
Reeds Spring
Reeds Spring
1463 ft
Cape Fair
Cape Fair
Taneyville
Taneyville
160
Barry
Merriam Woods
Merriam Woods
Branson West
Branson West
Forsyth
Forsyth
Kissee Mills
Kissee Mills
Cassville
Cassville
Tane
Powersite
Powersite
76
Kimberling City
Kimberling City
STONE
Shell Knob
Shell Knob
Branson
Branson
Hollister
Hollister
Roaring River State Park
Coney Island
Lampe
Lampe
Emerald Beach
Emerald Beach
Cedar
Mark Twain National Forest
Chain-O-Lakes
BARRY
STONE
CARES


Christian
Douglas
TANEY
Stone
Taney
Ozark
Carroll
Boone
ARKANSAS
MISSOURI
Spokane
Busiek State Forest
Garrison
Saddlebrooke
Squires
Galena
Bradleyville
McClurg
Mark Twain National Forest
Reeds Spring
Taneyville
Fair
Merriam Woods
Thornfield
Branson West
Forsyth
Kissee Mills
Powersite
Branson
Hollister
Kimberling City
Rueter
Cedarcreek
Lampe
Isabella
Protem
Ridgedale
Blue Eye
Oak Grove
Omaha
Diamond City
STONE
OZARK
CARES


WEBSTER
LACLEDE
Laclede
Dallas
Pleasant Hope
Pleasant Hope
Elkland
Elkland
Fair Grove
Fair Grove
Niangua
Niangua
Grovespring
Grovespring
Parks Creek
Marshfield
Marshfield
NMO-13-E
Webster
WEBSTER
WRIGHT
Wright
Greene
Strafford
Strafford
Hartville
Hartville
Woods Fork Gasconade River
1743 ft
Springfield
Springfield
GREENE
Clark Creek
Diggins
Diggins
Fordland
Fordland
Seymour
Seymour
Rogersville
Rogersville
1527 ft
60
Mansfield
Mansfield
1683 ft
Macomb
Macomb
WEBSTER
Christian
CARES

Demographics:

The following sets of data represent the percentages of those in poverty in relation to race, gender, and age as well as the demographics of those that were served by OACAC in FFY2019.

	Race	Gender	Age Ranges
Missouri	65.8% (605,038) of those in poverty are White 19.4% (178,592) of those in poverty are Black 6.24% (57,361) of those in poverty are Hispanic 3.46% (31,818) of those in poverty are Two or More Races 2.26% (20,813) of those in poverty are Other 1.97% (18,068) of those in poverty are Asian 0.58% (5,335) of those in poverty are Native American 0.219% (2,015) of those in poverty are Pacific Islander	Women: 15.4% (465,767) are in poverty. 55.58% of those in poverty are women. Men: 12.9% (372,163) are in poverty. 44.41% of those in poverty are men.	Adults: 13.7% (493,188) are in poverty Children: 19.5% (263,494) are in poverty Seniors: 8.6% (81,248) are in poverty
Barry	78.8% (6,646) of those in poverty are White 15.3% (1,293) of those in poverty are Hispanic 3.2% (270) of those in poverty are Two or More Races 2.06% (174) of those in poverty are Asian 0.498% (42) of those in poverty are Other 0.107% (9) of those in poverty are Native American	Women: 24.4% (4,262) are in poverty. 58.01% of those in poverty are women Men: 17.6% (3,084) are in poverty. 41.98% of those in poverty are men.	Adults: 19.7% (3,994) are in poverty Children: 32.6% (2,547) are in poverty Seniors: 11.7% (805) are in poverty
Christian	84.8% (7,556) of those in poverty are White 5.97% (532) of those in poverty are Two or More Races 3.61% (322) of those in poverty are Hispanic 1.73% (154) of those in poverty are Black 1.46% (130) of those in poverty are Asian 1.36% (121) of those in poverty are Other 1.07% (95) of those in poverty are Native American	Women: 10.9% (4,669) are in poverty. 55.13% of those in poverty are women. Men: 9.4% (3,799) are in poverty 8910. 44.86% of those in poverty are men.	Adults: 9.6% (4,773) are in poverty Children: 13.1% (2,780) are in poverty Seniors: 7.4% (915) are in poverty
Dade	92.5% (1,585) of those in poverty are White 4.84% (83) of those in poverty are Two or More Races 1.34% (23) of those in poverty are Hispanic	Women: 22.7% (817) are in poverty. 49.12% of those in poverty are women. Men: 22.3% (846) are in poverty). 50.87% of those in poverty are	Adults: 22.3% (948) are in poverty Children: 36.3% (554) are in poverty Seniors: 9.9% (161) are in poverty

	0.525% (9) of those in poverty are Native American 0.408% (7) of those in poverty are Black 0.35% (6) of those in poverty are Other 0.0583% (1) of those in poverty are Asian	men.	
Dallas	87.8 (2,244) of those in poverty are White 8.72% (223) of those in poverty are Two or More Races 2.93% (75) of those in poverty are Native American 0.274% (7) of those in poverty are Asian 0.156% (4) of those in poverty are Black 0.117% (3) of those in poverty are Hispanic	Women: 15.6% (1,268) are in poverty. 51.86% of those in poverty are women. Men: 14.5% (1,177) are in poverty. 48.13% of those in poverty are men.	Adults: 16.1% (1,481) are in poverty Children: 18.3% (721) are in poverty Seniors: 7.8% (243) are in poverty
Greene	81.7% (43,503) of those in poverty are White 5.02% (2,674) of those in poverty are Black 4.71% (2,510) of those in poverty are Hispanic 3.62% (1,927) of those in poverty are Two or More Races 3.07% (1,634) of those in poverty are Asian 1.45% (772) of those in poverty are Other 0.364% (194) of those in poverty are Native American 0.115% (61) of those in poverty are Pacific Islander	Women: 19.2% (27,313) are in poverty. 55.17% of those in poverty are women. Men: 16.5% (22,191) are in poverty. 44.82% of those in poverty are men.	Adults: 19.3% (33,546) are in poverty Children: 20.5% (12,054) are in poverty Senior: 8.9% (3,904) are in poverty
Lawrence	83.7% (5,907) of those in poverty are White 9.51% (671) of those in poverty are Hispanic 31.7% (224) of those in poverty are Other 2.49% (176) of those in poverty are Two or More Races 0.567% (40) of those in poverty are Native American 0.368% (26) of those in poverty are Asian 0.198% (14) of those in poverty are Black	Women: 19.1% (3,603) are living in poverty. 57.16% of those in poverty are women. Men: 14.6% (2,700) are living in poverty. 42.83% of those in poverty are men.	Adults: 13.6% (2,949) are living in poverty Children: 28.4% (2,688) are living in poverty Seniors: 10.6% (666) are living in poverty
Polk	91.4% (3,990) of those in poverty are White 4.12% (180) of those in poverty are Two or More	Women: 15.8% (2,419) are living in poverty. 55.16% of those in poverty are women. Men: 13.3% (1,966) are living in	Adults: 16.4% (2,905) are living in poverty Children: 16.3% (1,145) are in poverty Seniors: 6.3% (335) are in poverty

	Races 1.79% (78) of those in poverty are Native American 1.35% (59) of those in poverty are Black 1.28% (56) of those in poverty are Hispanic 0.0229% (1) of those in poverty are Asian 0.0229% (1) of those in poverty are Pacific Islander	poverty. 44.83% of those in poverty are men.	
Stone	92.1% (3,699) of those in poverty are White 4.08% (164) of those in poverty are Two or More Races 2.84% (114) of those in poverty are Native American 0.448% (18) of those in poverty are Hispanic 0.224% (9) of those in poverty are Black 0.174% (7) of those in poverty are Other 0.149% (6) of those in poverty are Asian	Women: 13.4% (2,136) are in poverty. 54.35% of those in poverty are women. Men: 11.8% (1,794) are in poverty. 45.64% of those in poverty are men.	Adults: 14.0% (2,347) are in poverty Children: 18.9% (991) are in poverty Seniors: 6.5% (592) are in poverty)
Taney	81.2% (7,977) of those in poverty are White 8.42% (827) of those in poverty are Hispanic 3.92% (385) of those in poverty are Other 3.08% (303) of those in poverty are Two or More Races 1.32% (130) of those in poverty are Asian 1.21% (119) of those in poverty are Black 0.814% (80) of those in poverty are Native American 0.0204% (2) of those in poverty are Pacific Islander	Women: 18.9% (5,158) are in poverty. 56.4% of those in poverty are women. Men: 15.5% (3,986) are in poverty. 43.59% of those in poverty are men.	Adults: 17.2% (5,250) are in poverty Children: 24.6% (2,794) are in poverty Seniors: 9.9% (1,100) are in poverty
Webster	92.7% (6,358) of those in poverty are White 2.42% (166) of those in poverty are Hispanic 1.94% (133) of those in poverty are Two or More Races 1.76% (121) of those in poverty are Other 0.554% (38) of those in poverty are Black 0.496% (34) of those in poverty are Pacific Islander 0.146% (10) of those in poverty are Native American	Women: 17.3% (3,159) are in poverty. 50.89% of those in poverty are women. Men: 16.4% (3,048) are in poverty. 49.1% of those in poverty are men.	Adults: 15.5% (3,284) are in poverty Children: 23.0% (2,300) are in poverty Seniors: 11.1% (623) are in poverty

AR CSBG Module 4 Section C Report V6

1/22/2020 1:46 PM

THOMAS, CARL

REPORT PARAMETERS

REPORT DATE RANGE	10/1/2018-9/30/2019	**AGENCY**	OACAC
PROGRAM	Include all programs	**CONTRACT DETAIL**	19 FY CSBG

Module 4, Section C: All Characteristics Report - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of CSBG Eligible Entity Reporting:

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:	**2474**
B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:	**2471**

C. INDIVIDUAL LEVEL CHARACTERISTICS

1. Gender	Number of Individuals
a. Male	815
b. Female	1659
c. Other	0
d. Unknown/not reported	0
e. TOTAL (auto calculated)	2474

2. Age	Number of Individuals
a. 0-5	122
b. 6-13	483
c. 14-17	136
d. 18-24	82
e. 25-44	743
f. 45-54	288
g. 55-59	150
h. 60-64	159
i. 65-74	214
j. 75+	96
k. Unknown/not reported	1
l. TOTAL (auto calculated)	2474

3. Education Levels	Number of Individuals	
	[ages 14-24]	[ages 25+]
a. Grades 0-8	73	59
b. Grades 9-12/Non-Graduate	84	320
c. High School Graduate/ Equivalency Diploma	38	883
d. 12 grade + Some Post-Secondary	1	58
e. 2 or 4 years College Graduate	5	213
f. Graduate of other post-secondary school	1	16
g. Unknown/not reported	16	101
h. **TOTAL (auto calculated)**	218	1650

4. Disconnected Youth	Number of Individuals
a. Youth ages 14-24 who are neither working or in school	0

AR CSBG Module 4 Section C Report V6

1/22/2020 1:46 PM

THOMAS, CARL

5. Health	Number of Individuals		
	Yes	No	Unknown
a. Disabling Condition	680	1794	0
	Yes	No	Unknown
b. Health Insurance*	1931	543	0

*If an individual reported that they had Health Insurance please identify the source of health insurance below.

Health Insurance Sources	
c.1. Medicaid	764
c.2. Medicare	179
c.3. State Children's Health Insurance Program	2
c.4. State Health Insurance for Adults	6
c.5. Military Health Care	4
c.6. Direct-Purchase	78
c.7. Employment Based	33
c.8. Unknown/not reported	1408
c.9. TOTAL (auto calculated)	2474

7. Military Status	Number of Individuals
a. Veteran	74
b. Active Military	0
c. Unknown/not reported	2400
d. TOTAL (auto calculated)	2474

6. Ethnicity/Race	Number of Individuals
a. Ethnicity	
a.1. Hispanic, Latino or Spanish Origins	76
a.2. Not Hispanic, Latino or Spanish Origins	2398
a.3. Unknown/not reported	0
a.4. TOTAL (auto calculated)	2474
b. Race	
b.1. American Indian or Alaska Native	9
b.2. Asian	1
b.3. Black or African American	62
b.4. Native Hawaiian and Other Pacific Islander	4
b.5. White	2345
b.6. Other	29
b.7. Multi-race (two or more of the above)	23
b.8. Unknown/not reported	1
b.9. TOTAL (auto calculated)	2474

8. Work Status (Individuals 18+)	Number of Individuals
a. Employed Full-Time	235
b. Employed Part-Time	150
c. Migrant Seasonal Farm Worker	0
d. Unemployed (Short-Term, 6 months or less)	147
e. Unemployed (Long-Term, more than 6 months)	130
f. Unemployed (Not in Labor Force)	872
g. Retired	195
h. Unknown/not reported	3
i. TOTAL (auto calculated)	1732

AR CSBG Module 4 Section C Report V6

1/22/2020 1:46 PM

THOMAS, CARL

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type	Number of Households
a. Single Person	580
b. Two Adults NO Children	191
c. Single Parent Female	674
d. Single Parent Male	51
e. Two Parent Household	720
f. Non-related Adults with Children	35
g. Multigenerational Household	50
h. Other	98
i. Unknown/not reported	72
j. TOTAL (auto calculated)	2471

10. Household Size	Number of Households
a. Single Person	580
b. Two	393
c. Three	406
d. Four	407
e. Five	308
f. Six or more	377
g. Unknown/not reported	0
h. TOTAL (auto calculated)	2471

11. Housing	Number of Households
a. Own	600
b. Rent	1708
c. Other permanent housing	28
d. Homeless	51
e. Other	74
f. Unknown/not reported	10
g. TOTAL (auto calculated)	2471

12. Level of Household Income *(% of HHS Guideline)*	Number of Households
a. Up to 50%	321
b. 51% to 75%	321
c. 76% to 100%	320
d. 101% to 125%	253
e. 126% to 150%	78
f. 151% to 175%	29
g. 176% to 200%	9
h. 201% to 250%	6
i. 250% and over	4
j. Unknown/not reported	1130
k. TOTAL (auto calculated)	2471

13. Sources of Household Income	Number of Households
a. Income from Employment Only	126
b. Income from Employment and Other Income Source	13
c. Income from Employment, Other Income Source,and Non-Cash Benefits	31
d. Income from Employment and Non-Cash Benefits	194
e. Other Income Source Only	312
f. Other Income Source and Non-Cash Benefits	489
g. No Income	158
h. Non-Cash Benefits Only	231
i. Unknown/not reported	917
j. TOTAL (auto calculated)	2471

Below, please report the types of Other income and/or non-cash benefits received by the households who reported sources other than employment

AR CSBG Module 4 Section C Report V6

1/22/2020 1:46 PM

THOMAS, CARL

14. Other Income Source	Number of Households
a. TANF	29
b. Supplemental Security Income (SSI)	297
c. Social Security Disability Income (SSDI)	302
d. VA Service-Connected Disability Compensation	7
e. VA Non-Service Connected Disability Pension	6
f. Private Disability Insurance	1
g. Worker's Compensation	0
h. Retirement Income from Social Security	145
i. Pension	27
j. Child Support	78
k. Alimony or other Spousal Support	2
l. Unemployment Insurance	7
m. EITC	0
n. Other	32
o. Unknown/not reported	1715
p. TOTAL (auto calculated)	2570

15. Non-Cash Benefits	Number of Households
a. SNAP	938
b. WIC	8
c. LIHEAP	742
d. Housing Choice Voucher	1
e. Public Housing	0
f. Permanent Supportive Housing	0
g. HUD-VASH	1
h. Childcare Voucher	0
i. Affordable Care Act Subsidy	0
j. Other	2
k. Unknown/not reported	1521
l. TOTAL (auto calculated)	3213

E. Number of Individuals Not Included in the Totals Above *(due to data collection system integration barriers)*

a. Please list the unduplicated number of INDIVIDUALS served in each program*:

Program Name	No. of Individuals
OAC_Community_Projects	250

F. Number of Households Not Included in the Totals Above *(due to data collection system integration barriers)*

a. Please list the unduplicated number of HOUSEHOLDS served in each program*:

Program Name	No. of Households
OAC_Community_Projects	250

Validation Error and Warning Details	Location
1. User must enter a number between 0 and 99,999,999	
2. Item A cannot be blank or zero, if the user has begun entering data into Part C	
3. C.1,2,5,6a,6b,7, 8 cannot be greater than Item A	
4. C.3a-3g and C.4a (ages 14-24) must be less than or equal to the sum of items C.2c + C.2d	
5. C.3a-3g (ages 25+) must be less than or equal to the sum of values entered in Item C.2e through item C.2j	
6. C.5c.1-8 must be less than or equal to item C.5b[Yes]	
7. C.5b[Yes] must be filled in, if the user begins filling in C.5c.1-8	
8. The auto-calculated total count displayed in C.1e,C.2l,C.6a.4,C.6b.9,C.7d,C.8i cannot be greater than Item A, if Item A is not blank or zero.	
9. The auto-calculated total count displayed in C.1e,C.2l,C.6a.4,C.6b.9 cannot be less than Item A, if Item A is not blank or zero.	

IV. Issue Area Characteristics Template

(1) Income / Use of Income

Base Year: *2020*

A – Income Area Characteristics

Characteristics (see the Data Element suggestions under Issue Area "Use of Inc	**By County:** Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	**Overall Measure for Missouri**
Poverty Rate	20.53%	10.43%	22.92%	15.74%	18.46%	17.07%	14.4%	12.84%	17.12%	18.4%	14.63%
Percent Change in poverty rate from last assessment	-2.2%	-1.6%	-5.7%	1.6%	-2.4%	-1.4%	1.7%	0.8%	-1.8%	-2.7%	6.2
Income Inequality (Difference between the 75th and 25th percentile of income)	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20
Median Income	$40,638	$55,761	$38,880	$41,441	$43,175	$41,673	$44,805	$43,292	$39,661	$45,185	$51,542
Percent change in median income from last assessment	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20
Required Living Wage*	$10.90	$11.24	$10.36	$10.76	$11.24	$10.25	$10.73	$10.56	$11.03	$11.24	$11.14
Number of families at or below125% of poverty	3,563 63.39%	5,494 36.09%	813 69.58%	1,018 60.49%	19,360 47.91%	4,151 59.86%	3,132 59.51%	2,449 64.62%	5,208 64.69%	2,763 54.83	461,851 50.53%
Required annual income before taxes for the average family size*	Made Optional per	Made Optional per CSBG	Made Optional per	Made Optional per	Made Optional per CSBG	Made Optional per CSBG	Made Optional per	Made Optional per	Made Optional per CSBG	Made Optional per	Made Optional per CSBG Office

Ozarks Area Community Action Corporation (OACAC)

	CSBG Office Email 03.20.20	Office Email 03.20.20	CSBG Office Email 03.20.20	CSBG Office Email 03.20.20	Office Email 03.20.20	Office Email 03.20.20	CSBG Office Email 03.20.20	CSBG Office Email 03.20.20	Office Email 03.20.20	CSBG Office Email 03.20.20	Email 03.20.20
Number of families that received Earned Income Tax Credits	3,239	6,480	655	1,300	24,632	3,740	2,814	2,514	5,610	3,512	507,552
Persons receiving Temporary Assistance for Needy Families (TANF)	277 3.4%	266 1.2%	38 2.4%	142 3.7%	1,630 2.7%	267 2.8%	223 3%	139 2.6%	220 1.9%	264 2.6%	47,116 3.4%
Number/percentage of children receiving free/reduced lunch	3563 63.39%	5,494 36.09	812 69.58%	1,018 60.49%	19,360 47.91%	4,151 59.86%	3,132 59.51%	2,449 64.62%	5,208 64.69%	2,763 54.83%	461,851 50.53%
Number/percentage of residents receiving food stamps	6,255 17.5%	8,063 9.7%	1,135 14.9%	2,696 16.5%	38,316 13.3%	6,170 16.2%	4,726 15.1%	3,530 11.4%	7,919 14.5%	4,962 13.2%	827,095 13.6%
Total food stamp benefits received	$7,930,664	$10,299,478	$1,252,847	$3,480,374	$53,221,077	$7,905,664	$6,260,044	$4,645,516	$11,090,374	$6,363,883	$1,118,930,607
Percent of children experiencing intergenerational poverty (DWS)	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20
Number receiving SSI, average benefit and average household size	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20
Number receiving SSA	9,040	17,120	2,195	4,585	59,825	9,635	7,035	10,240	14,775	8,635	1,281,534
% of residence declaring bankruptcy	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20
Average EITC Return	$2,664	$2,362	$2,448	$2,415	$2,292	$2,560	$2,505	$2,407	$2,405	$2,428	$2,413

Updated 12/03/19

***use the living wage site**

Note: Demographics comparison---compare your most recent IS/Module 4 submission to demographic data for your community. Who is experiencing poverty? (Gender, Race, Ethnicity, Age)—Organizational Standard 3.2—submit on separate document.

B – Explanation of Major Data Changes

*In red is an example, please delete.

County	Data Characteristic	Explanation
		Per guidance from Melanie Korte on 2/2/2020, "If this is the first year and your agency does not have data to compare to then you would not be expected to provide a comparison. This year would be considered your agency's baseline to be utilize going forward in your future Community Needs Assessments.
Dade	Poverty Rate	Dade County has the highest poverty rate in the service area, though, the rate decreased since the last community needs assessment, this could be due to creation of jobs in the county
Service Area	Median Income	The median income of the service area from the last CAN was around $22,250 while the average today is $43,451. This could be in part to the raising of minimum wage in Missouri. Minimum wage was $7.65 in 2016 whereas it has jumped to $9.45 in January of 2020.

Add more rows as needed

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

*In red are examples, please delete.
**See the Tool Kit for more guidance and suggestions for this category

Causes of Poverty

No.	Cause	Population	Data Source	County	Results and Description
1	Lack of living wages	Community Members	Surveys	Service Area	49% of respondents report that they are not able to support their family with the monthly income that they receive.
2	Fixed income	Community Members	Social Security Website	Service Area	11% of those in Missouri that receive social security are located in the service area
3	Lack of High School Diploma	Community Members	Survey	Service Area	12% of survey respondents report that they have less than a high school diploma

Gaps in Services					
No.	**Gap**	**Population**	**Data Source**	**County**	**Results and Description**
1	Non predatory lending options	Private	Interviews	Service Area	Low income participants need access to lending services with reasonable interest rates
2	Second Chance Banking Accounting	Private	Interviews	Service Area	Low income participants need access to bank accounts if they have a banking history
Barriers to Exiting Poverty or Obtaining Services					
No.	**Barrier**	**Population**	**Data Source**	**County**	**Results and Description**
1	Transportation	All partners, Families in Poverty	Interviews, Focus Groups	Service Area	A lack of public transportation and personal reliable transportation is a barrier to obtaining employment to receive income
2	Unbanked population	Members	Website	Dallas, Polk, Taney, Webster	4/10 counties percentage of those that are unbanked are higher than the state average of 6.3%
3	Budgeting	All partners	Interviews	Service Area	Partners state that low income participants need more budgeting guidance or classes
Individual / Family / Community Unmet Needs					
No.	**Need**	**Population**	**Data Source**	**County**	**Results and Description**
1	Affordable Childcare	Educational Partners, Families in Poverty	Interviews, Focus Groups	Service Area	Partners and families stated that they cannot afford the childcare that is available; this also affects their employment opportunities.
2	Home energy repairs	Community Members	Surveys	Service Area	38% of survey respondents pay over $200 in monthly utilities, in part due to the need for repairs
3	Affordable Housing	Community Members	Surveys	Service Area	Survey respondents report that housing is their highest monthly cost
4	Emergency Funds	Community Members	Surveys	Service Area	76% of survey respondents do not have an emergency fund for unexpected expenses

D – Linkages (include Partnerships)

*In red are examples, please delete.
**See the Tool Kit for further guidance and suggestions for this category.
***If you have no programs in this areas list NA in row one and delete the rest of the rows

Current Program / Services Linkages				
No.	**Linkage**	**Need**	**Population(s) Served**	**What this Accomplishes**
A	Empower.Abilities, Abilities First	Support for Adults on Disability	Individuals and Families in Poverty	These organizations are devoted to helping individuals who are disabled with any kind of supports they might need.

Ozarks Area Community Action Corporation (OACAC)

B	Raise Up Missouri	Living Wage	Community Members	This organization advocates for community members in the state of Missouri to receive a living wage.
C	OACAC Family Support	Completion of High School Diploma	Individuals and Families in Poverty	CSBG staff offer case management services to help support those trying to complete their degree.
D	Consumer Credit Counseling	More Non Predatory Lending Options, Budgeting	Community Members	This organization can help individuals with fixing credit, and also information on where to get loans and banking.
E	Arvest Bank	Second Chance Banking	Community Members	This bank offers banking for those who failed to qualify for other checking accounts. This is available in some of the service area.
F	OACAC Life Skills and Family Support	Lower Number of Unbanked Individuals, Budgeting Help, Emergency Funds	Individuals and Families in Poverty	CSBG Staff offer a variety of life skills classes including those related to money. Case Management also offers a chance to help with making money decisions and discuss banking and budgeting.
G	Weatherization	Home Energy Repairs	Individuals and Families in Poverty	OACAC staff in the Weatherization departments administer help with improving energy efficiency.
H	OACAC Housing Assistance	Affordable Housing	Individuals and Families in Poverty	The OACAC Housing program assists low income individuals with subsidized housing.
I	CSBG Emergency Funds	Emergency Funds	Individuals and Families in Poverty	CSBG staff have limited access to center emergency funds that come from donations. These are used on a case by case basis.
J	Division of Vocational Rehabilitation	Supports for those on fixed income due to a disability	Community Members that are Disabled	Vocational Rehabilitation offers employment and education supports and financial assistance for those with a disability that want to enter the workforce.

Linkages That Need to be Created

No.	**Purpose**	**Linkage**	**Population(s) Served**	**What this will Accomplish**
1	Cause #1	Municipalities, Raise Up Missouri	Community Members	CSBG staff will form partnerships with the municipalities in the OACAC service area, as well as Raise Up Missouri, to try and work with the economic development departments to discuss how to help community members make a living wage.
2	Barrier #1	Municipalities	Individuals and Families in Poverty	CSBG staff will advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation.
3	Need #1	Community Members and State of MO Licensing	Individuals and Families, Community	CSBG staff will connect with community members interested in starting their own in home childcare business, and support them in the endeavor.
4	Need #2	CSBG Emergency Services	Individuals and Families in Poverty	CSBG staff will explore funding opportunities to help provide home repairs to low income individuals and families.
5	Need #3	Municipalities- Planning and Development	Community Members	CSBG staff will work with local municipalities within the service area to connect with planning and development departments to advocate for increased affordable rental units and family sized rental units that are affordable.

E – Resources

*In red are examples, please delete.

Un-obtained or Underutilized Resources				
No.	**Resource**	**Organization**	**Purpose**	**What this Accomplishes**
1	Grant	EFSP	Address Need #3	This grant will allow the agency to help individuals and families pay for their rent one time per phase of the grant.
2	Grant	Senior Citizens Services Fund	Address Need #4	Seniors will have access to funds for emergency situations and procedures that may have otherwise gone untreated.
3	Grant	MHDC	Address Need #4	This grant will allow individuals and families that have been impacted by disasters to seek emergency assistance with repairs.
4	Online Classes	OACAC	Address Barrier #3	Providing online life skills and budgeting classes in addition to in-person creates wider access for people who will benefit from the classes and it will offer a safe alternative to vulnerable populations due to covid.
5	Grant	Community Foundation of the Ozarks	Address Barrier #1	CSBG staff will explore funding for helping individuals and families in need of financial assistance with transportation such as gas, bus fees, car repairs, and licensing fees.
6	Grant	Community Foundation of the Ozarks	Address Need #2	CSBG staff will look into obtaining funding to help individuals and families pay for home repairs that are an immediate need or are not covered by OACAC's Weatherization Program.
7	Child Care Providers	OACAC	Address Need #1	This project will enable low income participants to be licensed with the State of Missouri to be in-home childcare providers and to own their own business while increasing childcare access in the area.
8	Grant	Community Foundation of the Ozarks	Address Cause #3	CSBG staff will explore obtaining funding to assist individuals with the cost of continuing higher education to have more employment opportunities.

(2) Education

Base Year: *2020*

A – Income Area Characteristics

Characteristics (see the Data Element suggestions under Issue Area "Use of Incom	**By County:**										**Overall Measure for Missouri**
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	
High School Graduation Rate	94.90%	94.60%	89.40%	97.00%	90.30%	92.10%	91.50%	95.90%	95.00%	90.70%	90.10%
Percent of Individuals with a Bachelors Degree	12.8%	27.9%	15.1%	12.1%	30.5%	15.9%	20.3%	18.4%	17.8%	15.7%	32.6%
Higher Education Enrollment	14.46%	28.19%	13.63%	12.38%	30.19%	15.30%	20.35%	18.40%	18.45%	16.91%	28.63%
Early Education Enrollment*	42.4%	47.8%	32.1%	15.8%	42.3%	42.6%	35.3%	31.5%	39.7%	23.4%	46.4%
Average Classroom Size	Made Optional	Made Optional	Made Optional	Made Optional	Made Optional	Made Optional	Made Optional	Made Optional	Made Optional	Made Optional	Made Optional per

	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	per CSBG Office Email 03.20.20	CSBG Office Email 03.20.20

***use the living wage site**

B – Explanation of Major Data Changes

*In red is an example, please delete.

County	Data Characteristic	Explanation
		Per guidance from Melanie Korte on 2/2/2020, "If this is the first year and your agency does not have data to compare to then you would not be expected to provide a comparison. This year would be considered your agency's baseline to be utilize going forward in your future Community Needs Assessments.
Service Area	Percent of Individuals with a Bachelor's Degree	The percent of those in the service area with a bachelor's degree is 18.65% this is a decrease from the last CNA which reported 22.57%. This could be due to the high costs associated with higher education as well as lack of transportation and local access, as the two counties with the highest percentage of individuals with a bachelor's degree, Christian and Greene, are both located in metropolitan areas where residents do not need to go far to access higher education.

Add more rows as needed

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

*In red are examples, please delete.
**See the Tool Kit for more guidance and suggestions for this category

Causes of Poverty

No.	Cause	Population	Data Source	County	Results and Description
1	Tuition Cost	Private Sector	Interviews	Service Area	Respondents state that cost of tuition is too high and prevented them from enrolling
2	Lack of Transportation	Individuals and Families in Poverty	Focus Groups	Service Area	Individuals and families state that lack of public transportation is a deterrent from pursuing higher education
3	Lack of High School Diploma	Community Members	Survey	Service Area	12% of survey respondents report that they have less than a high school diploma

Gaps in Services

No.	Gap	Population	Data Source	County	Results and Description
1	Lack of internet access	Rural Residents	Interviews, Focus Groups	Barry, Dade	Residents report that they need broad band expansion in their area where internet is unavailable.

2	Lack of SPED services	Educational Partners	Interviews	Service Area	Respondents report a lack of Special Education support in the area
3	Childcare Providers	Educational Partners, Families in Poverty	Interviews, Focus Groups	Webster, Dallas, Stone	County respondents report a lack of affordable childcare providers
Barriers to Exiting Poverty or Obtaining Services					
No.	**Barrier**	**Population**	**Data Source**	**County**	**Results and Description**
1	Cost of Tuition	Private Sector	Interviews	Barry, Dade	Respondents stated that the high cost of tuition is a barrier to pursuing higher education
2	Cost of Internet	Individuals and Families in Poverty	Focus Groups	Service Area	Individuals and families state that they cannot afford the cost of internet in their home
3	Education Level	Community Members	Survey	Service Area	14% of survey respondents say their education level is a barrier to obtaining employment
4	Lack of Childcare	Community Members	Survey	Taney	36% of those not working in Taney county say they are not looking for employment because of a lack of childcare
5	Completion of Degree	Community Members	Survey	Service Area	23% of survey respondents report only completing "some college"
Individual / Family / Community Unmet Needs					
No.	**Need**	**Population**	**Data Source**	**County**	**Results and Description**
1	Internet Access	Individuals and Families in Poverty	Focus Groups	Service Area	Families and individuals report needing access to internet and not being able to afford the costs associated
2	Expanded Life Skills Access	Families in Poverty, Community Partners	Focus Groups, Interviews	Service Area	Families and community partners report needing increased access to life skills classes
3	Parenting Classes	Educational Partners	Interviews	Service Area	Educational partners report a high need for parenting classes
4	Childcare Providers	Families in Poverty	Focus Groups	Service Area	Families report needing more affordable childcare providers

D – Linkages (include Partnerships)

*In red are examples, please delete.
**See the Tool Kit for further guidance and suggestions for this category.
***If you have no programs in this areas list NA in row one and delete the rest of the rows

Current Program / Services Linkages

Ozarks Area Community Action Corporation (OACAC)

No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	Community Foundation of the Ozarks	Tuition help	Individuals and Families	CFO offers many scholarship options and grants for the whole service area. When staff are aware of any of these that may fit clients they make sure to share appropriately.
B	Empower. Abilities, Abilities First, DMH Springfield Regional Office	SPED Services	Individuals and Families	These organizations offer a variety of individual and family services for those with disabilities such as advocating, grants, case management, and soft skills services. CSBG staff could assist in education families on these resources.
C	Childcare Aware	Childcare Providers	Families	Childcare Aware connects families with available childcare providers in the area, and also helps locate providers that take state pay.
D	OACAC Family Support and Life Skills	Educational Attainment	Individuals and Families in Poverty	CSBG staff offer case management services to help support those trying to increase their educational attainment, and a variety of life skill classes that can help supplement knowledge.
E	OACAC Family Support	Completion of Degree	Individuals and Families in Poverty	CSBG staff offer case management services to help support those trying to complete their degree.
F	Community Volunteers, Local School Districts, VOICE	Educational Attainment	Elementary-Aged Community Members	CSBG staff offer the VOICE program as a dropout prevention program and educational attainment inspiration program in the community.
G	Community Volunteers, Local School Districts, REALL	Educational Attainment	Middle-School & High School Aged Community Members	CSBG staff offer the REALL program as a dropout prevention and proactive decision-making program in the community.
H	University of Missouri-Extension	Life Skills	Family and Individuals in Poverty and General Community Members	While support for this resource is county-based and funding may vary from county to county, it is a resource for Life Skills across a broad range of topics.

Linkages That Need to be Created

No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Cause #2	Municipalities	Individuals and Families in Poverty	CSBG staff will advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation.
2	Gap #1	Municipalities	Rural Residents	We will explore ways to help and advocate for our rural service area to expand their broadband connections.
3	Gap #2	Local School Districts	Families of SPED Students	CSBG staff will connect with local schools and form a partnership to accept referrals for case management. Staff would also explore the formation of support groups and/or special life skills classes to address any gaps identified by the schools.
4	Gap #3, Need #4	Community Members and State of MO Licensing	Individuals and Families, Community	CSBG staff will connect with community members interested in starting their own in home childcare business, and support them in the endeavor.
5	Barrier #2, Need #2	Internet Companies	Individuals and Families in	CSBG staff will explore sources of funding to help supplement the cost of

			Poverty	internet for households in poverty.
6	Need #2	CSBG Staff and Community Members	Individuals and Families in Poverty	CSBG staff will offer life skills classes in a variety of formats to accommodate issues such scheduling conflicts and transportation barriers. Staff will also put out a survey to community members to get direct information about what classes are wanted.
7	Need #3	Social Service Providers in the Community	Families of Children in Poverty	CSBG staff will reach out to all community partners that offer parenting classes to see if they are willing to expand services into all counties in the service area. If there is an county that cannot be assisted then we will explore filling that need.
8	Need #5	CSBG Emergency Services	Individuals and Families in Poverty	CSBG staff will explore funding to obtain technological devices for individuals and families to help support education.

E – Resources

*In red are examples, please delete.

Un-obtained or Underutilized Resources

No.	Resource	Organization	Purpose	What this Accomplishes
1	Child Care Providers	OACAC	Address Gap #3	This project will enable low income participants to be licensed with the State of Missouri to be in-home childcare providers and to own their own business while increasing childcare access in the area.
2	Grant	Walmart Foundation	Address Barrier #1	There are many Walmart stores throughout the service area that we can partner with to provide back to school supplies for kids.
3	Online Classes	OACAC	Address Need #2	Providing online life skills and budgeting classes in addition to in-person creates wider access for people who will benefit from the classes and it will offer a safe alternative to vulnerable populations due to covid.
4	Parenting Educator	Social Service Providers in the Community	Address Need #3	OACAC could obtain a qualified parenting educator and incorporate that into life skills curriculum
5	Grant	Community Foundation of the Ozarks	Address Barrier #2	OACAC could seek support to supplement the cost of providing internet access to individuals and families that cannot afford it and need it for work and school.
6	Grant	Community Foundation of the Ozarks	Address Cause #2	CSBG staff will explore funding for helping individuals and families in need of financial assistance with transportation such as gas, bus fees, car repairs, and licensing fees.
7	Grant	Community Foundation of the Ozarks	Address Gap #1 & Need #1	CSBG Staff will explore funding for internet access, technology supplies, and supports for individuals and students who need internet access and devices for school work or employment.
8	Child Care Providers	OACAC	Address Gap #3, Barrier #4, Need #4	This project will enable low income participants to be licensed with the State of Missouri to be in-home childcare providers and to own their own business while increasing childcare access in the area.
9	Grant	Community Foundation	Address Cause #1, Barrier #3	CSBG staff will explore obtaining funding to assist individuals with the cost of

		of the Ozarks		continuing higher education to have more employment opportunities.

(3) Employment

Base Year: *2020*

A – Income Area Characteristics $

Characteristics (see the Data Element suggestions under Issue Area "Use of Inc	**By County:** Barry	Christian	Dade	Dallas	Greene	Law.	Polk	Stone	Taney	Webster	Regional	**Overall Measure for Missouri**
Average Monthly Wage	$3317.42	$2817.34	$2551.00	$2322.58	$3725.75	$3087.08	$3018.42	$2578.08	$2673.34	$2847.92	State Measure Given	$4210.75
Average Hourly Wage	$19.14	$16.25	$14.72	$13.40	$21.49	$17.81	$17.41	$14.87	$15.42	$16.43	State Measure Given	$24.29
Unemployment Rate (December 2019)	3.9%	2.8%	3.4%	5.7%	3.0%	3.7%	3.3%	4.7%	4.2%	4.2%	State Measure Given	3.3%

Unemployment Rate (March 2020)	6.1%	3.7%	4.5%	5.1%	3.7%	5.3%	4.0%	8.0%	8.8%	4.6%	State Measure Given	4.5%
Job Growth*	6.62%	14.57%	6.62%	14.57%	14.57%	6.62%	14.57%	14.57%	14.57%	14.57%	OACAC has two regional areas (Ozark &SWMO) as reflected	7.31%
Sector with Highest Employment Rate*	Food Prep & Serving (139.406 per 1,000)	Office & Admin. Support (147.629 per 1,000)	Food Prep & Serving (139.406 per 1,000)	Office & Admin. Support (147.629 per 1,000)	Office & Admin. Support (147.629 per 1,000)	Food Prep & Serving (139.406 per 1,000)	Office & Admin. Support (147.629 per 1,000)	Food Prep & Serving (139.406 per 1,000)	Food Prep & Serving (139.406 per 1,000)	Office & Admin. Support (147.629 per 1,000)	OACAC has two regional areas (SWMO & SGF Metro) as reflected	Office and Administrative Support (141.626 per 1,000)
Wages for Sector with Highest Employment Rate*	$20,604	$34,398	$20,604	$34,398	$34,398	$20,604	$34,398	$20,604	$20,604	$34,398	$34,398 &$20,604	$34,398
% of Population on Disability	17.8%	11.7%	17.6%	25.2%	12.8%	15.5%	15.2%	16.9%	15.6%	14.5%	State Measure Given	12.7%

***use the living wage site**

B – Explanation of Major Data Changes

*In red is an example, please delete.

County	Data Characteristic	Explanation
		Per guidance from Melanie Korte on 2/2/2020, "If this is the first year and your agency does not have data to compare to then you would not be expected to provide a comparison. This year would be considered your agency's baseline to be utilize going forward in your future Community Needs Assessments.
Service Area	Unemployment Rate	Unemployment rates for the service area have gone down since the last CNA. However in March of 2020, the rates went back up very quickly due to COVID-19. We are still in the middle of the pandemic with parts of the State's economy opening up on different timelines. Unemployment rates should go down by a considerable amount, though it is unclear by how much or when.

**Add more rows as needed*

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

*In red are examples, please delete.
**See the Tool Kit for more guidance and suggestions for this category

Causes of Poverty

No.	Cause	Population	Data Source	County	Results and Description
1	Lack of living wage	Community Members	Surveys	Service Area	49% of respondents are not able to support their families with the monthly income they receive Average hourly wage throughout the service area is lower than the overall measure for the state of Missouri which is $24.29
2	Loss of employment	Community Members	Labor Website	Service Area	The unemployment rate increased from December 2019 to March 2020 due to COVID-19
3	Lack of job opportunity	Community Partners	Interviews	Barry, Christian, Dade, Dallas, Lawrence, Polk, Stone, Taney, Webster	Community partners report that there is a lack of jobs in the local communities

Gaps in Services

No.	Gap	Population	Data Source	County	Results and Description
1	Education and training	Community Partners, Private	Interviews	Service Area	Partners report that they feel there is a lack of a qualified work force for the jobs available
2	Soft skills	Community Partners, Families in Poverty	Interviews, Focus Groups	Greene, Lawrence	Partners and families report that there needs to be more soft skill training such as interviewing, resume building, etc. to achieve employment

Barriers to Exiting Poverty or Obtaining Services

No.	Barrier	Population	Data Source	County	Results and Description
1	Lack of affordable childcare	Community Members	Surveys	Taney	36% of those not working in Taney County say they are not looking for a job due to lack of affordable childcare
2	Lack of public transportation	Community, Educational, and Faith Based Partners	Interviews	Service Area	Partners report a lack of public transportation as a barrier to getting employment
3	Seasonal Employment	Community, Educational, and Faith Based Partners, Families in Poverty	Interviews, Focus Groups	Stone, Taney	Partners and Families report that the seasonal employment that is abundant in this area due to tourism is not enough income to support families

Individual / Family / Community Unmet Needs					
No.	**Need**	**Population**	**Data Source**	**County**	**Results and Description**
1	Affordable Childcare	Educational Partners, Families in Poverty	Interviews, Focus Groups	Service Area	Partners and families need access to more affordable childcare in the area so they can achieve employment goals
2	Technology Support	Community Partners	Interviews	Webster	Partners report that technology is increasingly integrated into employment and everyday life, and families need to be kept up to speed with education and supplies

D – Linkages (include Partnerships)

*In red are examples, please delete.
**See the Tool Kit for further guidance and suggestions for this category.
***If you have no programs in this areas list NA in row one and delete the rest of the rows

Current Program / Services Linkages				
No.	**Linkage**	**Need**	**Population(s) Served**	**What this Accomplishes**
A	Raise Up Missouri	Living Wage	Community Members	This organization advocates for community members in the state of Missouri to receive a living wage.
B	Local Career Centers	Employment, Soft Skills	Individuals Experiencing Loss of Employment due to COVID-19	Career Centers in the area serve as a resource for finding local openings, attending hiring fairs, and receiving help with soft skills to help obtain employment. OACAC also has a working partnership with these centers to be available at their locations once a month to give additional assistance.
C	OACAC Family Support	Employment, Soft Skills	Individuals Experiencing Loss of Employment due to COVID-19	CSBG staff offer case management services and can help those who need one on one support to find a job. Staff also keep track of local job openings and share these with individuals as well as help with resume building and soft skills.
D	Ozarks Technical Community College, Crowder College, and Local Career Centers	Education and Training	Individuals in Poverty Seeking Education and Training	These institutions offer a variety of technical, educational, and soft skill training opportunities. They all also offer the SkillUp program that provides money for training and education for people on SNAP. OACAC has established partnerships with these agencies.
E	OACAC Life Skills	Soft Skills	Individuals in Poverty Seeking Employment	CSBG staff often offer life skills classes that address soft skills, and also bring in guests to help teach classes on soft skills.
Linkages That Need to be Created				

No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Cause #1	Municipalities, Raise Up Missouri	Community Members	CSBG staff will form partnerships with the municipalities in the OACAC service area, as well as Raise Up Missouri, to try and work with the economic development departments to discuss how to help community members make a living wage.
2	Cause #3	Municipalities-Economic Development and Chamber of Commerce	Community Members	CSBG staff will form partnerships with the municipalities in the OACAC service area to work with the economic development departments and the chamber of commerce to advocate for increased businesses and jobs in the area.
3	Barrier #1, Need #1	Community Members and State of MO Licensing	Individuals and Families, Communities	CSBG staff will connect with community members interested in starting their own in home childcare business, and support them in the endeavor.
4	Barrier #2	Municipalities	Individuals and Families in Poverty	CSBG staff will advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation.
5	Barrier #3	Municipalities-Economic Development and Chamber of Commerce	Community Members	CSBG staff will form partnerships with the municipalities in the OACAC service area to work with the economic development departments and the chamber of commerce to advocate for increased businesses and jobs in the area.
6	Gap #1	Local Farmers	Individuals in Poverty in need of job training	CSBG staff will explore the idea of opening a Mobile Food Market. This idea would achieve several things. Food would be sold at a low cost which would reduce the price for consumers. This would help bring food to those in areas with few stores and/or pantries. Ideally it would be able to let people utilize EBT cards. Food would be sourced from as many local farmers as possible to support them, and provide fresh produce. Adding a job training component could assist with the issue area of employment.
7	Need #2	CSBG Emergency Services	Individuals and Families in Poverty	CSBG staff will explore funding to provide technological devices to individuals and families for use to help with employment and everyday life.

E – Resources

*In red are examples, please delete.

Un-obtained or Underutilized Resources

No.	Resource	Organization	Purpose	What this Accomplishes
1	Kindles	OACAC	Address Need #2	OACAC can use the stock of Kindles to give to individuals who are seeking employment or do not have the equipment needed to job search or attend classes that require online classwork to further employment opportunities.
2	Job Training	OACAC	Address Gap #2	OACAC can look into having a Job Training component in the Mobile Market that will help individuals gain soft skills and job training to gain experience before seeking employment

3	Child Care Providers	OACAC	Address Barrier #1	This project will enable low income participants to be licensed with the State of Missouri to be in-home childcare providers and to own their own business while increasing childcare access in the area so individuals can seek employment
4	Grant	Community Foundation of the Ozarks	Address Barrier #2	CSBG staff will explore funding for helping individuals and families in need of financial assistance with transportation such as gas, bus fees, car repairs, and licensing fees.
5	Grant	Community Foundation of the Ozarks	Address Need #2	CSBG Staff will explore funding for internet access, technology supplies, and supports for individuals and students who need internet access and devices for school work or employment.
6	Grant	Community Foundation of the Ozarks	Address Cause #2	CSBG staff will explore obtaining funding to supply PPE supplies for individuals and families that are considered essential workers, the vulnerable population, and those who cannot afford it.
7	Grant	Community Foundation of the Ozarks	Address Gap #1	CSBG staff will explore obtaining funding to assist individuals with the cost of continuing higher education to have more employment opportunities.

(4) Housing

Base Year: *2020*

A – Income Area Characteristics

Characteristics (see the Data Element suggestions under Issue Area "Use of Inc	**By County:**										Notes	**Overall Measure for Missouri**
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster		
Homeownership Rates	73.6%	74.2%	77.9%	74.5%	57.4%	71.9%	69.2%	82.0%	59.9%	74.3%		66.8%
Average Household Size	2.66	2.69	2.38	2.60	2.27	2.57	2.60	2.42	2.37	2.75		2.47
Fair Market Rent	$654	$791	$604	$657	$754	$667	$692	$724	$777	$617		$809
# of Tax Credit or Affordable Housing	736	600	104	123	4601	649	555	201	888	345		88,118

Ozarks Area Community Action Corporation (OACAC)

Units												
Foreclosure Rate*	3.61	3.0	5.48	5.15	2.88	3.82	4.26	2.86	4.05	4.31		4.12
Average Home Price	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20
Number of Chronically Homeless Individuals	250**	*	*	**	135*	**	**	**	**	*	*Greene, Christian, and Webster are a part of CoC. **Cumulative from BoS	1043
Number of Children Doubled Up with Another Family for Economic Reasons	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20	Made Optional per CSBG Office Email 03.20.20
Number of Homeless Veterans	112**	*	**	**	28*	**	**	**	**	*	*Greene, Christian, and Webster are a part of the CoC **Cumulative from BoS	507
Number of Transitional Housing and Permanent Supportive Housing Units	0	0	0	0	535	0	18	40	40	0		Data Not Found

***use the living wage site**

Updated 12/03/19

B – Explanation of Major Data Changes

*In red is an example, please delete.

County	Data Characteristic	Explanation
		Per guidance from Melanie Korte on 2/2/2020, "If this is the first year and your agency does not have data to compare to then you would not be expected to provide a comparison. This year would be considered your agency's baseline to be utilize going forward in your future Community Needs Assessments.

Add more rows as needed

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

*In red are examples, please delete.
**See the Tool Kit for more guidance and suggestions for this category

Causes of Poverty

No.	Cause	Population	Data Source	County	Results and Description
1	High rental and mortgage costs	Community Members	Surveys	Service Area, Taney and Stone	10.6% of survey respondents pay $600 or more for rent and mortgage and 15% pay $700 or more for rent and utilities Large amounts of residents are living in Extended Stay Motels
2	High utilities	Community Members	Surveys	Service Area	38% of survey respondents pay over $200 per month on utilities (excluding water/sewer)

Gaps in Services

No.	Gap	Population	Data Source	County	Results and Description
1	Affordable housing	Educational, Faith-Based, and Community Partners, Families in Poverty	Interviews, Focus Groups	Service Area	Partners and Families report that they are unable to afford the purchase of a home or the high rental costs of units
2	Rental stock	Community Partners, Families in Poverty	Interviews, Focus Groups	Service Area	Partners and families report there being a lack of rental units in the area
3	Large family rental units	Families in Poverty	Focus Groups	Service Area	Families report there not being enough large family rental units available
4	Lack of transitional housing	Community Members	Survey	Service Area	37% agree and 41% strongly agree that there is a lack of transitional housing in the area 6/10 counties have no shelter options and 3 of the remaining 4 counties only have Domestic Violence Shelters and no Homeless Shelters.

Barriers to Exiting Poverty or Obtaining Services					
No.	**Barrier**	**Population**	**Data Source**	**County**	**Results and Description**
1	Predatory landlords	Educational and Community Partners	Interviews	Service Area	Partners report the prevalence of predatory landlords in the area
2	Rental/Criminal/Credit History	Families in Poverty, Community Members	Focus Groups, Survey	Service Area	Families report their rental, credit, or criminal history as a barrier to obtaining housing. 10% of respondents have had a rental application denied before
3	Low home ownership rates	Community Members	Census Website	Greene and Taney	50% of respondents own their home compared to the overall total of 66.8% for Missouri.
Individual / Family / Community Unmet Needs					
No.	**Need**	**Population**	**Data Source**	**County**	**Results and Description**
1	Extensive Repairs	Community Members	Survey	Service Area	52% of survey respondents report that their homes need extensive repairs

D – Linkages (include Partnerships)

*In red are examples, please delete.
**See the Tool Kit for further guidance and suggestions for this category.
***If you have no programs in this areas list NA in row one and delete the rest of the rows

Current Program / Services Linkages				
No.	**Linkage**	**Need**	**Population(s) Served**	**What this Accomplishes**
A	Empower Missouri, Continuum of Care, Balance of State	Lower Rental and Mortgage Costs	Community Members	These organizations advocate for affordable housing.
B	Emergency Food and Shelter Program, County Senior Tax Money	Lower Rental and Mortgage Costs	Individuals and Families in Poverty	These sources of funding are administered by CSBG staff to help individuals, seniors, and families who are in need of assistance with rental or mortgage assistance. Staff are always looking for other sources of funding to add to this assistance.
C	LIHEAP and Weatherization	Lower Utilities	Individuals and Families in Poverty	OACAC staff in these departments administer help with the cost of utilities and improving energy efficiency to help with costs.
D	FHA, VA, USDA Loans	Affordable Housing , and Increased Home Ownership	Individuals and Families in Poverty	These loan programs can help low income individuals and families with more flexibility to purchase a home.
E	Consumer Credit Counseling	Affordable Housing Acquisition	Individuals and Families in Poverty	This organization can help individuals with fixing credit, and also information on how to purchase a home, or to be able to rent.
F	OACAC Housing Assistance	Affordable Housing	Individuals and Families in Poverty	The OACAC Housing program assists low income individuals with subsidized housing.

G	OACAC Life Skills and Family Support	Affordable Housing , Help with Predatory Landlords	Individuals and Families in Poverty	CSBG staff offer case management to assist with obtaining housing. Staff also offer a variety of classes which includes classes related to housing such as budgeting, locating housing, and tenant/landlord rights.
H	Legal Services of Southern Missouri	Help with Predatory Landlords, Rental Criminal History Help	Community Members	CSBG staff have a working partnership with LSSMO to help with life skills classes and to give referrals for assistance.
I	Connections Handyman, County Senior Tax Money, United Way of the Ozarks	Extensive Repairs	Individuals and Families in Poverty	CSBG staff have partnerships with these organizations and funding sources that can offer help to those in need or money or labor for repairs. The majority of these are limited to seniors or those with disabilities.

Linkages That Need to be Created

No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Gap #2, Gap #3	Municipalities- Planning and Development	Community Members	CSBG staff will work with local municipalities within the service area to connect with planning and development departments to advocate for increased rental units and family sized rental units.
2	Gap #4	Municipalities	Homeless Families and Individuals	CSBG staff will work with local municipalities within the service area to advocate for new and expanded transitional housing.
3	Barrier #1	Municipalities	Community Members	CSBG staff will work with local municipalities within the service area to advocate for more policies and consequences of landlords that take advantage of tenants. Staff will also work within the community to spread information that can help community members to understand what problems can happen with landlords and how to avoid them.
4	Barrier #2	Community Advocacy	Community Members	CSBG staff will start and advocacy campaign to help those who have criminal histories obtain housing and educate landlords on how they could make better accommodations.
5	Need #1	CSBG Emergency Services	Individuals and Families in Poverty	CSBG staff will explore funding opportunities to help provide home repairs to low income individuals and families.

E – Resources

*In red are examples, please delete.

Un-obtained or Underutilized Resources

No.	Resource	Organization	Purpose	What this Accomplishes
1	Grant	EFSP	Address Cause #1	CSBG Staff will continue to apply for this money as it becomes available to assist individuals, seniors, and families with rental or mortgage costs.
2	Grant	MHDC	Address Need #1	CSBG Staff will apply for MHDC funds when deemed necessary to assist with disasters in the service area.
3	Grant	Senior Citizens' Services Fund	Address Cause #1	CSBG will continue to apply for this money that assists Seniors with funds for housing and other expenses.

4	Grant	CDBG	Address Cause #1	CSBG Staff will continue to work with local governments and apply to help distribute funds to those who need assistance in regards to rent and mortgage as a result of COVID.
5	Grant	Community Foundation of the Ozarks	Address Need #1	CSBG staff will look into obtaining funding to help individuals and families pay for home repairs that are an immediate need or are not covered by OACAC's Weatherization Program.

(5) Nutrition

Base Year: *2020*

A – Income Area Characteristics

Characteristics (see the Data Element suggestions under Issue Area "Use of Income"	**By County:**										**Overall Measure for Missouri**
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	
Percentage of Children on Free or Reduced School	63.39%	36.09%	69.58%	60.49%	47.91%	59.86%	59.51%	64.62%	64.69%	54.83%	51.46%

Lunch											
Food Stamp Caseload (persons)	6255	8063	1135	2696	38,316	6170	4726	3530	7919	4962	827,095
Percent Change in Food Stamp Caseload	17.5%	9.7%	14.9%	16.5%	13.3%	16.2%	15.1%	11.4%	14.5%	13.2%	13.6%
WIC Participation	677	863	78	189	3989	628	485	384	1123	489	69,106
Child Obesity Rates	16.29	11.32	12.00	21.05	14.39	20.21	11.91	10.74	16.64	14.05	14.75
Percent of Population with Low Food Access	19.62	22.54	9.65	25.19	22.31	16.88	3.21	15.02	43.24	12.34	25.57
% Individuals Food Uncertain	14.9	14.0	13.6	11.8	14.7	13.1	14.9	11.1	16.4	12.0	14.2
Food Affordability (estimate of percent of income required each week by households to meet average food expenditures)	23.2	15.6	19.5	22.5	17.0	19.8	16.3	19.3	21.8	18.9	16.0
Food Desert Census Tracts by County	2 out of 7	6 out of 14	1 out of 2	2 out of 3	23 out of 62	4 out of 7	1 out of 4	2 out of 6	6 out of 10	1 out of 8	N/A County Based Data
Overall County Ranks Based on Missouri Hunger Atlas 2019	High	Very Low	Very High	Average	Average	Average	Average	Low	High	High	N/A County Based Data

***use the living wage site2**

B – Explanation of Major Data Changes

*In red is an example, please delete.

County	Data Characteristic	Explanation
		Per guidance from Melanie Korte on 2/2/2020, "If this is the first year and your agency does not have data to compare to then you would not be expected to provide a comparison. This year would be considered your agency's baseline to be utilize going forward in your future Community Needs Assessments.

****Add more rows as needed***

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

*In red are examples, please delete.
**See the Tool Kit for more guidance and suggestions for this category

Causes of Poverty

No.	Cause	Population	Data Source	County	Results and Description
1	Cost of nutritious food	Families in Poverty	Focus Groups	Service Area	Families report the cost of nutritious food being the reason for poor nutrition choices.
2	Food deserts	Community Members	Survey	Dade, Dallas, Lawrence, Taney Service Area	Roughly half of these four counties are considered a food dessert. 15% of survey respondents travel 11 miles or more to the nearest food source.
3	Illiteracy	Private Sector	Interviews	Lawrence	Respondents report a deficit in reading skills that disable people from reading and cooking recipes

Gaps in Services

No.	Gap	Population	Data Source	County	Results and Description
1	Lack of food pantries	Families in Poverty	Focus Groups	Service Area	Families report there is a need for more food pantries as well as pantries that provide fresh fruits and vegetables
2	Pantry hours	Faith Based Partners	Interviews	Service Area	Partners identified that pantry hours needed to be expanded to reach families who are working or unavailable during normal business hours

Barriers to Exiting Poverty or Obtaining Services

No.	Barrier	Population	Data Source	County	Results and Description
1	Lack of Living Wage Jobs	Community Members	Engagement Network	Service Area	The average of students on free and reduced lunch in the service area is 58.1% which is higher than the State of Missouri average of 51.4%
2	Transportation	Community Members	Surveys	Service Area	19% of families report having to travel 11 miles or more to access fresh fruits and vegetables

Individual / Family / Community Unmet Needs

No.	Need	Population	Data Source	County	Results and Description
1	Nutrition Education	Educational, Faith-Based, and Community Partners	Interviews	Service Area	Partners state that there needs to be more education on how to engage in healthy and nutritious habits as well as how to prepare and obtain nutritious foods
2	Fresh Produce	Families in Poverty, Community Partners	Focus Groups, Interviews	Service Area	Families and partners report that there are no farmers markets outside of Greene county. They also report that most of the food that are obtained through food pantries are process foods and lack fresh produce.

D – Linkages (include

Partnerships)

*In red are examples, please delete.
**See the Tool Kit for further guidance and suggestions for this category.
***If you have no programs in this areas list NA in row one and delete the rest of the rows

Current Program / Services Linkages

No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	Local Food Pantries, Ozarks Food Harvest	Cheaper Nutritious Food	Individuals and Families in Poverty	Food pantries in the service area help supplement for families to reduce food cost. The Ozarks Food Harvest stocks many of these pantries and also helps with other distribution.
B	OACAC Emergency Services, Convoy of Hope	Cheaper Nutritious Food	Individuals and Families in Poverty	Neighborhood Centers have the capacity to offer a small selection of emergency food for those who come in and are in need of immediate food help. Convoy of Hope has been able to supply some items for emergency needs as well.
C	OACAC People's Pantries	Cheaper Nutritious Food, Relief for Food Deserts, More Pantry Hours	Community Members	CSBG staff have put up pantry boxes outdoors in the service area. There is at least one box in each county that OACAC serves. These are stocked periodically and can be accessed at any time by those in need.
D	Ozarks Literacy Council	Literacy Skills	Community Members	This organization assists people with literacy needs.
E	University of Missouri Extension	Nutrition Education	Community Members	Missouri Extensions offers many classes on topics such as nutrition. They have been offering these remotely, and OACAC also has a working partnership that sometimes brings them in to teach life skills classes.
F	OACAC Life Skills	Nutrition Education	Individuals and Families in Poverty	CSBG staff offer life skills on a variety of topics including classes on nutrition such as meal planning and finding nutritious foods.
G	Community Volunteers	Cheaper Nutritious Food	Individuals and Family in Poverty	Community volunteers assist the Webster County Neighborhood Center with implementation of the Webster County Tower Garden which provides fresh produce to community members for free.

Linkages That Need to be Created

No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Cause #1, Cause #2, Gap #2, Need #2	Local Farmers	Individuals and Families in Poverty	CSBG staff will explore the idea of opening a Mobile Food Market. This idea would achieve several things. Food would be sold at a low cost which would reduce the price for consumers. This would help bring food to those in areas with few stores and/or pantries. Ideally it would be able to let people utilize EBT cards. Food would be sourced from as many local farmers as possible to support them, and provide fresh produce. Adding a job training component could assist with the issue area of employment.

2	Gap #2	Local Non-Profits and Faith Based Organizations in the Service Area	Individuals and Families in Poverty	CSBG staff will have discussions with non-profit and faith based organizations to advocate for new pantries in areas without many.
3	Barrier #1	Municipalities, Raise Up Missouri	Community Members	CSBG staff will form partnerships with the municipalities in the OACAC service area, as well as Raise Up Missouri, to try and work with the economic development departments to discuss how to help community members make a living wage.
4	Barrier #2	Municipalities	Individuals and Families in Poverty	CSBG staff will advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation.

F – Resources

*In red are examples, please delete.

Un-obtained or Underutilized Resources

No.	Resource	Organization	Purpose	What this Accomplishes
1	Mobile Market	OACAC	Address Cause #2, Barrier #2	Creating and implementing the Mobile Market throughout the service area will increase food access to those who are living in a food desert.
2	Food	Convoy of Hope	Address Gap #2	Applying for a partnership with Convoy of Hope will provide stock for the People's Pantries that are located throughout the service area. Pantries are open 24 hours a day.
3	Grant	Walmart Foundation	Address Cause #1	CSBG staff will apply for assistance with the Dade County Food Mobile as often as allowed to cover the cost associated from the Ozarks Food Harvest. The DCFM serves a large portion of Dade County residents each month.
4	Grant	DIVAS- Women's Professional Development Group	Address Gap #1 & #2	CSBG Staff will start to utilize these funds to keep the Dallas County People's Pantry stocked for community members.
5	Grant	Sedora Foundation	Address Cause #1	CSBG staff will utilize remaining funds of a obtained grant to keep People's Pantries stocked in the service area.
6	Grant	Community Foundation of the Ozarks	Address Barrier #2	CSBG staff will explore funding for helping individuals and families in need of financial assistance with transportation such as gas, bus fees, car repairs, and licensing fees.

(6) Health

Base Year: *2020*

A – Income Area Characteristics

Characteristics (see the Data Element suggestions under Issue Area "Use of Incom	**By County:** Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	**Overall Measure for Missouri**
Infant Mortality Rate (Per 1,000 births)	6.0	4.3	7.5	8.0	6.7	5.4	4.5	2.7	6.9	8.7	7.2
Adult Mortality Rate (per 1,000 residents)	902.7	706.0	941.55	886.28	822.01	974.08	875.74	791.58	822.98	752.09	888.57
Percentage of Individuals Uninsured	20.1%	11.4%	19.3%	25.0%	13.7%	16.8%	15.4%	16.9%	11.2%	23.4%	19.4%
Chlamydia Infections (per 100,000 people)	170.30	344.6	144.8	201.3	667.5	217.4	352.20	177.70	276.6	237.4	507.0
HIV Infections (per 100,000 people)	123.40	85.5	No Data	51.10	222.40	70.10	92.0	58.6	95.5	105.80	234.0
% of pop. w/ no leisure physical activity	26.4%	24.1%	26.4%	27.2%	23.5%	26.7%	25.4%	25.2%	29.1%	24.1%	18.67%
# of Opioid related deaths (2014-2018)	6	36	2	1	232	13	9	16	15	17	4,355
Ratio of Mental Health Providers to Population (1 Provider per X Persons)	1495	915	1514	3352	281	767	555	2646	1269	1700	513

*use the living wage site

B – Explanation of Major Data Changes

*In red is an example, please delete.

County	Data Characteristic	Explanation
		Per guidance from Melanie Korte on 2/2/2020, "If this is the first year and your agency does not have data to compare to then you would not be expected to provide a comparison. This year would be considered your agency's baseline to be utilize going forward in your future Community Needs Assessments.

Add more rows as needed

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

*In red are examples, please delete.
**See the Tool Kit for more guidance and suggestions for this category

Causes of Poverty

No.	Cause	Population	Data Source	County	Results and Description
1	Uninsured Rate	Community Members	Surveys	Service Area	29% of respondents report that each adult member in the home does not have health insurance
2	Untreated mental health	Community Members	Engagement Network	Service Area	There are only seven clinical facilities that treat mental health in the 10-county service area
3	Lack of preventative care	Community Partners, Families in poverty	Interviews, Focus Groups	Christian, Dallas, Greene, Lawrence, Taney, Webster	Respondents report that a lack of access to affordable preventative care is an overall contributor to a bad overall quality of life
4	Adults on disability	Community Members	Meric Website	Service Area	The percentage of those that are on disability is higher in 9/10 counties than then State average of 12.7%

Gaps in Services

No.	Gap	Population	Data Source	County	Results and Description
1	Lack of mental health providers	Families in Poverty, Educational, Faith-Based, and Educational Partners	Focus Groups, Interviews	Service Area	Families and partners report a very strong need for more mental health providers
2	Medicaid Expansion	Educational, Faith-Based, and	Interviews	Service Area	Partners express the need to expand Medicaid to provide services to more low income families

		Community Partners			
3	Local providers	Community partners and members	Interviews, Surveys	Service Area	Partners express the need for more local mental health options. 64% of survey respondents would use some sort of counseling service if available
4	Access to local physical health options	Families in Poverty	Focus Groups	Barry, Christian, Dade, Dallas, Lawrence, Polk, Stone, Taney, Webster	Families report that there is no option for local urgent care or hospitals
5	Lack of vision providers	Families in Poverty	Focus Groups	Lawrence	Families report needing more access to vision providers in the area
6	Affordable physical recreation	Community Partners	Interviews	Service Area	The average percentage of the 10 county area that have no leisure physical activity is 25.8% compared to the state average of 18.67%
7	Transportation	Families in Poverty	Focus Groups	Service Area	Families report transportation as a barrier to getting the health care that they need

Barriers to Exiting Poverty or Obtaining Services

No.	Barrier	Population	Data Source	County	Results and Description
1	Cost of mental health services	Families in Poverty, All Partners	Focus Groups, Interviews	Service Area	Partners and families report that the cost of mental health services is too high for them to access or utilize
2	Stigma	Educational, Community, and Faith-Based Partners	Interviews	Service Area	Partners report that there is a stigma attached to mental health and that is a barrier to getting people to utilize services
3	Prescription affordability	Community Members	Focus Groups	Service Area	30% of survey respondents say that they are sometime able to afford their prescriptions, 5% report that they never are able to afford their prescriptions
4	Lack of leisure physical activities	Community Members	Engagement Network	Service Area	The average percentage of the 10 county area that have no leisure physical activity is 25.8% compared to the state average of 18.67%
5	Transportation	Families in Poverty	Focus Groups	Service Area	Families report that they are unable to reach providers with a lack of transportation

Individual / Family / Community Unmet Needs

No.	Need	Population	Data Source	County	Results and Description
1	Prescription Assistance	Community Members	Surveys	Service Area	30% of survey respondents say that they are sometimes able to afford their prescriptions, 5% report that they never are able to afford their prescriptions
2	Dental financial assistance	Families in poverty	Focus Groups	Service Area	Respondents report that Medicare/Medicaid does not cover all of the preventative care, like dental, that is needed
3	Therapist (PT, OT, etc.)	Community Partners	Interviews	Barry, Greene	Community partners report needing more access to therapy services

4	Physical/Recreation Assistance	Families in Poverty	Focus Groups	Greene	Families report that there are facilities for physical activity/recreation, though they cannot afford it

D – Linkages (include Partnerships)

*In red are examples, please delete.
**See the Tool Kit for further guidance and suggestions for this category.
***If you have no programs in this areas list NA in row one and delete the rest of the rows

Current Program / Services Linkages

No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	Missouri Health Care for All	Lower Number of Uninsured, Medicaid Expansion	Individuals and Families in Poverty	Missouri Health Care for All advocates and lobbies for the expansion of Medicaid.
B	Medicaid Ambulance Response Vehicle	Lower Number of Uninsured, Medicaid Expansion	Individuals and Families in Poverty	MARV travels across the state advocating and raising awareness for Medicaid Expansion.
C	OACAC Life Skills	More Mental Health Treatment/Less Stigma	Individuals and Families in Poverty	CSBG staff offer a variety of life skills classes including classes such as stress management and other mental health topics.
D	Empower.Abilities, Abilities First	Support for Adults on Disability	Individuals and Families in Poverty	These organizations are devoted to helping individuals who are disabled with any kind of supports they might need.
E	YMCA	Affordable Physical Recreation	Community Members	The YMCA offers some scholarships for those in need to be able to use services.
F	Burrell Behavioral Health	Lower Cost for Mental Health Services	Individuals and Families who are Uninsured	Burrell received a grant to be able to help those who are uninsured with mental health services. Burrell serves some of the service area, but not all.
G	National Alliance for Mental Health Southwest Missouri	Less Stigma for Mental Health	Community Members	NAMI works in the area to provide a variety of mental health services, and to campaign to promote and end stigma for mental health care.
H	Lift Up Springfield	Medication Affordability and Assistance, Dental Assistance	Individuals and Families in Poverty	This organization helps with various medical needs on a sliding scale for physical and dental help, and can help with prescriptions.

Linkages That Need to be Created

No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Cause #2, Cause #3, Gap #1, Gap #3, Gap #4, Gap #5, Need #3	Local Health Providers and Organizations	Community Members	CSBG staff will look into forming partnership with all local health providers and organizations in the service area to advocate and explore how to bring more service providers and mental health facilities and urgent cares/hospitals into the area.
2	Gap # 6, Barrier #4,	CSBG Emergency	Individuals and Families in	CSBG staff will look into funding for or develop a wellness program to

	Need #4	Services, Family Support	Poverty	promote and support recreational physical activity such as running or yoga. Staff could also become more educated on helping case management clients with wellness goals.
3	Gap #7, Barrier #5	Municipalities	Individuals and Families in Poverty	CSBG staff will advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation.
4	Barrier #1, Barrier #3, Need #1, Need #3	CSBG Emergency Services	Individuals and Families in Poverty	CSBG staff will explore funding that would allow for the supplement of funds for clients to pay for mental health services and help with prescriptions.

E – Resources

*In [illegible] are examples, please delete.

Un-obtained or Underutilized Resources

No.	Resource	Organization	Purpose	What this Accomplishes
1	Diapers	Diaper Bank of the Ozarks	Barrier #3	OACAC will continue to seek support for families with infants from the Diaper Bank of the Ozarks to supply diapers for families that cannot afford them.
2	Grant	Table Rock Lake Rotary Club	Address Cause #3	OACAC will again seek out assistance from the TRL Rotary Club to supply hygiene items to those in Stone County.
3	Grant	Ozarks Health Advocacy Foundation	Address Barrier #2	OACAC will reach out and try to obtain funds or a partnership with OHAF to help reduce the stigma attached to getting mental health services.
4	Grant	Senior Citizens' Services Fund	Address Cause #1	CSBG will continue to apply for this money that assists Seniors with funds for housing and other medical expenses that are too high or are not covered.
5	Grant	Community Foundation of the Ozarks	Address Gap #7	CSBG staff will explore funding for helping individuals and families in need of financial assistance with transportation such as gas, bus fees, car repairs, and licensing fees.
6	Grant	Community Foundation of the Ozarks	Address Cause #3	CSBG staff will explore obtaining funding to supply PPE supplies for individuals and families that are considered essential workers, the vulnerable population, and those who cannot afford it.
7	Grant	Community Foundation of the Ozarks	Address Barrier #4 and Need #4	CSBG staff will explore obtaining funding to create wellness initiatives or to assist individuals and families with the costs associated with recreational facilities in the area.
8	Grant	Community Foundation of the Ozarks	Address Cause #1, Gap #2, Barrier #1	CSBG staff will explore obtaining funding to assist individuals and families with affording mental health provider visits or to help create a mental health initiative to expand affordable access in the service area.

(7) Transportation

Base Year: *2020*

A – Income Area Characteristics

Characteristics (see the Data Element suggestions under Issue Area "Use of Income	By County: Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	Overall Measure for Missouri
Mean Travel Time to Work (minutes)	21.7	25.6	25.5	29.9	19.5	22.6	24.1	28.8	22.5	27.9	23.6
% of Household with No Motor Vehicle	4.75%	2.81%	4.07%	6.11%	6.89%	5.71%	5.48%	4.26%	5.88%	6.97%	6.99%
% of Owner Occupied Households with No Motor Vehicle	1.86%	1.62%	1.32%	4.36%	2.59%	3.0%	1.93%	2.73%	2.99%	6.11%	2.69%
% of Renter Occupied Households with No Motor Vehicle	4.59%	2.17%	3.91%	3.84%	9.40%	4.94%	5.99%	2.47%	6.84%	3.27%	7.76%
% of Commute More than 60 Minutes	6.13%	3.31%	11.27%	8.72%	2.73%	4.15%	5.84%	7.17%	5.46%	5.09%	5.23%
Total Driver's Cost (per month)	$1149	$1155	$1146	$1213	$1018	$1166	$1184	$1098	$1021	$1187	$1197
Transportation Cost % of Income	35%	32%	37%	33%	28%	34%	33%	33%	31%	32%	

***use the living wage site**

B – Explanation of Major Data Changes

*In red is an example, please delete.

County	Data Characteristic	Explanation
		Per guidance from Melanie Korte on 2/2/2020, "If this is the first year and your agency does not have data to compare to then you would not be expected to provide a comparison. This year would be considered your agency's baseline to be utilize going forward in your future Community Needs Assessments.

**Add more rows as needed*

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

*In red are examples, please delete.
**See the Tool Kit for more guidance and suggestions for this category

Causes of Poverty

No.	Cause	Population	Data Source	County	Results and Description
1	Lack of public transportation	All partners, Families in Poverty, Private Sector	Interviews, Focus Groups	Service Area	There is no public transportation in 9/10 counties except for the OATS bus which is a very limited service.
2	Lack of living wage	Community Members	H&T Index	Service Area, except Greene	9/10 counties are spending more than 30% of income on transportation

Gaps in Services

No.	Gap	Population	Data Source	County	Results and Description
1	Public Transportation	All partners, Families in Poverty	Interviews, Focus Groups	Service Area	There is no public transportation in 9/10 counties except for the OATS bus which is a very limited service.
2	Ride Sharing/Taxi Services	Community Partners, Families in Poverty	Interviews, Focus Groups	Lawrence, Polk, Taney, Webster	Respondents expressed a need for ride sharing services or access to taxis in their area

Barriers to Exiting Poverty or Obtaining Services

No.	Barrier	Population	Data Source	County	Results and Description
1	Creation of living wage jobs but lack of transportation to access work	Community Members	Surveys	Service Area	17% say transportation is a barrier to obtaining/keeping employment
2	Commute Time	Community Members	Engagement Network	Service Area	The percentage of those that travel 60+ minutes to work is higher in 6/10 counties than the State average of 5.23%

Individual / Family / Community Unmet Needs

No.	Need	Population	Data Source	County	Results and Description
1	Bus service	Families in Poverty	Focus Groups	Greene	Greene County residents expressed a need for expanded bus routes
2	Financial Transportation Support	Community Members	Surveys	Service Area	58% of survey respondents have experienced no money for gas in the last 12 months and 50% of survey respondents report experiencing car trouble in the last 12 months.
3	OATS Expansion	Community and Faith-Based Partners, Families in Poverty	Interviews, Focus Groups	Dade, Lawrence, Polk, Webster	Partners and families express a need for expanded services for the OATS bus.

D – Linkages (include Partnerships)

*In red are examples, please delete.
**See the Tool Kit for further guidance and suggestions for this category.
***If you have no programs in this areas list NA in row one and delete the rest of the rows

Current Program / Services Linkages

No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	Raise Up Missouri	Living Wage	Community Members	This organization advocates for community members in the state of Missouri to receive a living wage.
B	OATS Bus	Transportation Assistance/Support	Individuals and Families in Poverty	OATS gives rides to disabled, rural, and senior citizens to help with errands and medical needs.

Linkages That Need to be Created

No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Cause #1, Gap #1, Gap #2, Barrier #1, Need #1	Municipalities	Individuals and Families in Poverty	CSBG staff will advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation, as well as add taxi and/or rideshare services.
2	Cause #2, Barrier #2	Municipalities, Raise Up Missouri	Community Members	CSBG staff will form partnerships with the municipalities in the OACAC service area, as well as Raise Up Missouri, to try and work with the economic development departments to discuss how to help community members make a living wage.
3	Need #2	CSBG Emergency Services, Department of Motor Vehicles	Individuals and Families in Poverty	CSBG staff will explore funding for helping individuals and families in need of financial assistance with transportation such as gas, bus fees, car repairs, and licensing fees.
4	Need #3	OATS	Individuals and Families in Poverty	CSBG staff will reach out to OATS to advocate for expansion of services including expanded hours and/or areas.

F – Resources

*In red are examples, please delete.

Un-obtained or Underutilized Resources

No.	Resource	Organization	Purpose	What this Accomplishes
1	Grant	Skaggs Foundation	Address Need #2	If OACAC were to receive a grant through the Skaggs foundation, Stone and Taney County would be able to assist low income participants with costs associated with transportation enabling them to get to work or school.
2	Grant	Community Foundation of the Ozarks	Address Need #2	CSBG staff will explore funding for helping individuals and families in need of financial assistance with transportation such as gas, bus fees, car repairs, and licensing fees.
3				
4				

(8) Other (For Example—IGP)

Base Year: *2020*

A – Income Area Characteristics

Characteristics (see the Data Element suggestions under Issue Area "Use of Income	**By County:**										**Overall Measure for Missouri**
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	
Unbanked Rate	5.2%	4.5%	5.2%	7.2%	5.8%	5.7%	6.5%	4.8%	7.6%	6.7%	6.3%
Poverty rate	20.53%	10.43%	22.92%	15.74%	18.46%	17.07%	14.4%	12.84%	17.12%	18.4%	14.63%
Percentage of women in Poverty (at or below 100% FPL)	24.4%	10.9%	22.7%	15.6%	19.2%	19.1%	15.8%	13.4%	18.9%	17.3%	15.4%
Percentage of men in poverty (at or below 100% FPL)	17.6%	9.4%	22.3%	14.5%	16.5%	14.6%	13.3%	11.8%	15.5%	16.4%	12.9%
Percentage of adults in poverty (at or below 100% FPL)	19.7%	9.6%	22.3%	16.1%	19.3%	13.6%	16.4%	14.0%	17.2%	15.5%	13.7%
Percentage of children in poverty (at or below 100% FPL)	32.6%	13.1%	36.3%	18.3%	20.5%	28.4%	16.3%	18.9%	24.6%	23.0%	19.5%
Percentage of seniors in poverty (at or below 100% FPL)	11.7%	7.4%	9.9%	7.8%	8.9%	10.6%	6.3%	6.5%	9.9%	11.1%	8.6%
Percentage of those in poverty who are white	78.8%	84.8%	92.5%	87.8%	81.7%	83.7%	91.4%	92.1%	81.2%	92.7%	65.8%
Percentage of those in poverty who are black	Info not found	1.73%	0.41%	0.16%	5.02%	0.20%	1.35%	0.22%	1.21%	0.55%	19.4%

Percentage of those in poverty who are Hispanic	15.3%	3.61%	1.34%	0.12%	4.71%	9.51%	1.28%	0.45%	8.42%	2.42%	6.24%
Percentage of those in poverty who are two or more races	3.2%	5.97%	4.84%	8.72%	3.62%	2.49%	4.12%	4.08%	3.08%	1.94%	3.46%
Percentage of those in poverty who are Asian	2.06%	1.46%	0.06%	0.27%	3.07%	0.37%	0.02%	0.15%	1.32%	Info not found	1.97%
Percentage of those in poverty who are Native American	0.10%	1.07%	0.53%	2.93%	0.36%	0.57%	1.79%	2.84%	0.81%	0.14%	0.58%
Percentage of those in poverty who are Pacific Islander	Info not found	Info not found	Info not found	Info not found	0.12%	Info not found	0.02%	Info not found	0.02%	0.50%	0.22%
Percentage of those in Poverty who are other	0.50%	1.36%	0.35%	1.45%	31.7%	Info not found	0.17%	3.92%	1.76%	1.76%	2.26%

***use the living wage site**

B – Explanation of Major Data Changes

*In red is an example, please delete.

County	Data Characteristic	Explanation
		Per guidance from Melanie Korte on 2/2/2020, "If this is the first year and your agency does not have data to compare to then you would not be expected to provide a comparison. This year would be considered your agency's baseline to be utilize going forward in your future Community Needs Assessments.

Add more rows as needed

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

*In red are examples, please delete.
**See the Tool Kit for more guidance and suggestions for this category

Causes of Poverty

No.	Cause	Population	Data Source	County	Results and Description
1	COVID job loss	Community Members	Covid Survey	Service Area	13% said employment/income is biggest concern for their family at this time 29% said that employment/income is their biggest concern for their

					community after covid subsides 66% stated that they may lose their job as a result of covid
2	Budget cuts	Community Members	Covid Survey	Service Area	Respondents indicate that they are anticipating job loss, educational cuts, and State services to be cut
3	Systemic and Historical Wealth Inequality	Community Members of Color	Quanitative Demographic Data	Service Area	Systemic and historical wealth inequality continues to impact people of color in relation to poverty.
Gaps in Services					
No.	**Gap**	**Population**	**Data Source**	**County**	**Results and Description**
1	PPE access	Community Members	Covid Survey	Service Area	Respondents report they are having trouble obtaining consistent access to PPE supplies
2	Internet access	Community Members	Covid Survey	Service Area	Families report not having broad band access to work from home or school from home.
3	Technology Supplies	Community Members	Covid Survey	Service Area	Families report not having the devices or supplies needed to work or school from home. (chrome books, ipads, etc.)
4	Parenting Supports/ Learning Loss	Community Members	Covid Survey	Service Area	Respondents report needing parent supports for children who are experiencing a learning loss due to covid
5	Food for Children	Community Members	Covid Survey	Service Area	Respondents report some districts feeding children lunch through covid, but express needing more supports for food for children especially through the summer months as a result of covid
6	Covid Resources	Community Members	Covid Survey	Service Area	Respondents indicate that they need education or guidance on the resources that are available to assist through covid
7	Childcare	Community Members	Covid Survey	Service Area	Respondents report needing more in-home childcare providers as large congregate care closed during/as a result of covid.
Barriers to Exiting Poverty or Obtaining Services					
No.	**Barrier**	**Population**	**Data Source**	**County**	**Results and Description**
1	Safety in public	Community Members	Covid Survey	Service Area	Respondents indicate that they do not feel safe going to into grocery stores or in public
2	Quarantined due to covid	Community Members	Covid Survey	Service Area	Respondents indicate there will be a large impact on employment/income if they are required to be quarantined as a result of covid
3	Assistance with procedures/policies	Community Members	Covid Survey	Service Area	Respondents report needing clearer assistance with changing processes of assistance due to covid.
4	Racial Inequities	Community Members of Color	Quanitatitve Demographic Data	Service Area	Racial inequities and systemic racism is a barrier to exiting poverty.
Individual / Family / Community Unmet Needs					
No.	**Need**	**Population**	**Data Source**	**County**	**Results and Description**
1	PPE and cleaning	Community	Covid Survey	Service Area	There is a shortage of PPE and cleaning supplies to keep individuals and

		Members			families safe
2	Mental Health Services	Community Members	Covid Survey	Service Area	14% of covid survey respondents say that mental health is an issue that they are facing during and due to covid
3	Social interactions	Community Members	Covid Survey	Service Area	65% of covid survey respondents report feeling depressed from being home all the time
4	Increased Domestic Violence and Child Abuse Support	Community Members	Covid Survey	Service Area	Many covid survey respondents worry about the prevalence and increase in DV and child abuse as a result of being home due to covid
5	Hygiene Supplies	Community Members	Covid Survey	Service Area	Respondents state they they are in need of hygiene supplies
6	Childcare	Community Members	Covid Survey	Service Area	A large portion of congregate care closed as a result of covid and many are looking for care with a smaller number of children
7	Rental/Mortgage and utilities assistance	Community Members	Covid Survey	Service Area	Respondents report a loss of income and need assistance with rent and utilities.

D – Linkages (include Partnerships)

*In red are examples, please delete.
**See the Tool Kit for further guidance and suggestions for this category.
***If you have no programs in this areas list NA in row one and delete the rest of the rows

Current Program / Services Linkages

No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	Local Career Centers	Employment After Loss of Jobs due to COVID-19	Individuals Experiencing Loss of Employment due to COVID-19	Career Centers in the area serve as a resource for finding local openings, attending hiring fairs, and receiving help with soft skills to help obtain employment. OACAC also has a working partnership with these centers to be available at their locations once a month to give additional assistance.
B	OACAC Life Skills and Family Support-Employment	Employment, Soft Skills to Help Gain Employment after COVID-19	Individuals Experiencing Loss of Employment due to COVID-19	CSBG staff offer case management services and can help those who need one on one support to find a job. Staff also keep track of local job openings and share these with individuals as well as help with resume building and soft skills.
C	Families for Home Education- Missouri	Help with Learning Loss due to COVID-19	Families Experiencing Learning Loss of Children	FHE-MO provides information and resources for home schooling/teaching children.
D	OACAC Life Skills/Family Suport-Parenting	Parenting Support for COVID-19	Families Struggling During COVID-19	CSBG staff offer a variety of life skills including on parenting and ways to help kids cope with COVID-19. Support can also be offered one-on-one through Family Support programming.
E	Local Schools	Food for Children	Families Struggling During COVID-19	Many local schools have kept up feeding programs even while school has been out.
F	OACAC Life Skills, Family Support,	COVID-19 Resources, Help with Assistance	Individuals and Families in Poverty	CSBG staff have been keeping very updated on community resources as well as specific resources to help with COVID-19 relief. They continue to share this

Ozarks Area Community Action Corporation (OACAC)

	Intakes	Procedures		information with clients through intakes, case management, and life skills classes.
G	Local Grocery Stores and Restaurants	Increased Safety during COVID-19	Community Members	Many stores and restaurants offer curbside pickup and delivery for increased safety.
H	OACAC Services-Modified	Increased Safety during COVID-19, Help for Those Quarantined	Individuals and Families in Poverty	CSBG staff are offering all of the same direct services as before, but with the added option to do services over the phone for increased safety.
I	OACAC Life Skills-Cleaning	Cleaning Supplies	Individuals and Families in Poverty	CSBG staff offer a variety of life skills classes including cleaning and making cleaning products.
J	OACAC Life Skill-Mental Health	Help with mental health and social isolation	Individuals and Families in Poverty	CSBG staff offer a variety of life skills classes including stress management and other mental health topics.
K	The Victim Center, Harmony House, Children's Division	Domestic Violence and Child Abuse Support	Community Members	These organizations help support those going through domestic violence and/or child abuse.
L	OACAC People's Pantries	Hygiene Supplies and Food Access	Community Members	CSBG staff have put up pantry boxes outdoors in the service area. There is at least one box in each county that OACAC serves. These are stocked periodically and can be accessed at any time by those in need.
M	Emergency Food and Shelter Program, County Senior Tax Money, LIHEAP	Lower Rental and Mortgage Costs	Individuals and Families in Poverty	These sources of funding are administered by CSBG staffs to help individuals, seniors, and families who are in need of assistance with rental or mortgage assistance. Staff are always looking for other sources of funding to add to this assistance. LIHEAP can offer utility assistance.
N	NAACP Springfield	Advocacy	Black Community Members	NAACP is an advocacy group that advocates for community members who are Black in the Springfield metro area.
O	Grupo Latinoamericono	Advocacy	Community Members of Hispanic Origin	Grupo Latinoamericaon is an advocacy group that advocates for community members of Hispanic origin in the Springfield metro area.
P	NOW-Springfield	Advocacy	Community Members that are Women	NOW Springfield is an advocacy group that advocates for women in the Springfield metro area.

Linkages That Need to be Created

No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Cause #2	State Government	Community Members	It has been forecast that budget cuts within the state may be coming, and community members are concerned. If this should occur CSBG staff will explore advocacy efforts.
2	Gap #1, Need #1	Local Vendors	Individuals and Families in Poverty	CSBG staff will explore funding for providing non-medical grade face masks to low income individuals and families for protection as well as helping provide cleaning products.
3	Gap #2	Internet Companies	Individuals and Families in Poverty	CSBG staff will explore sources of funding to help supplement the cost of internet for households in poverty.
4	Gap #3	CSBG Emergency Services	Individuals and Families in Poverty	CSBG staff will explore funding to obtain technological devices for individuals and families to help support education and work from home.

5	Gap #7, Need #6	Community Members and State of MO Licensing	Individuals and Families, Community	CSBG staff will connect with community members interested in starting their own in home childcare business, and support them in the endeavor.
6	Barrier #1	Local Farmers	Individuals and Families in Poverty	CSBG staff will explore the idea of opening a Mobile Food Market. This idea would achieve several things. Food would be sold at a low cost which would reduce the price for consumers. This would help bring food to those in areas with few stores and/or pantries. Ideally it would be able to let people utilize EBT cards. Food would be sourced from as many local farmers as possible to support them, and provide fresh produce. This can help with safety so people don't have to go into large stores.
7	Cause #3, Barrier #4	Community Members	Minority Individuals and Families in Poverty	CSBG staff will strengthen relationships with advocacy groups and advocate as needed and explore any programming expansions that would support these groups.

E– Resources

*In red are examples, please delete.

Un-obtained or Underutilized Resources

No.	Resource	Organization	Purpose	What this Accomplishes
1	Kindles	OACAC	Address Gap #3	OACAC can use the stock of Kindles to give to individuals who are seeking employment or do not have the equipment needed to job search or attend classes that require online classwork to further employment opportunities.
2	Grant	EFSP	Address Need #7	This grant will allow the agency to help individuals and families pay for their rent one time per phase of the grant.
3	Food	Convoy of Hope	Address Gap #5	Applying for a partnership with Convoy of Hope will provide stock for the People's Pantries that are located throughout the service area. Pantries are open 24 hours a day.
4	Grant	Walmart Foundation	Address Cause #5	CSBG staff will apply for assistance with the Dade County Food Mobile as often as allowed to cover the cost associated from the Ozarks Food Harvest. The DCFM serves a large portion of Dade County residents each month.
5	Grant	Community Foundation of the Ozarks	Address Need #2	CSBG staff will explore funding for helping individuals and families in need of financial assistance with transportation such as gas, bus fees, car repairs, and licensing fees.
6	Grant	Community Foundation of the Ozarks	Address Gap #2 & #3	CSBG Staff will explore funding for internet access, technology supplies, and supports for individuals and students who need internet access and devices for school work or employment.
7	Grant	Community Foundation of the Ozarks	Address Gap #1 & Need #1	CSBG staff will explore obtaining funding to supply PPE supplies for individuals and families that are considered essential workers, the vulnerable population, and those who cannot afford it.

8	Grant	Community Foundation of the Ozarks	Address Need # 3	CSBG staff will explore obtaining funding to create physical activity initiatives or to assist individuals and families with the costs associated with recreational facilities in the area.
9	Grant	Community Foundation of the Ozarks	Address Need #2	CSBG staff will explore obtaining funding to assist individuals and families with affording mental health provider visits or to help create a mental health initiative to expand affordable access in the service area.
10	Child Care Providers	OACAC	Address Gap #3, Need #6	This project will enable low income participants to be licensed with the State of Missouri to be in-home childcare providers and to own their own business while increasing childcare access in the area.

V. Data Analysis

Ozarks Area Community Action Corporation

Community Needs Assessment

Data Analysis

Executive Summary

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged citizens during the time period of February 2020 – April 2020 to obtain qualitative data in support of the Community Needs Assessment. Low-income citizens completed focus groups in which they were asked to answer questions over issue areas. Community partners, faith-based partners, and educational partners completed one-on-one-interviews with county staff. Each county collected data from at least one participant in each of these identified groups. Private partners were originally scheduled to participate in focus groups. However, with the onset of COVID-19, data collection was modified to include one-on-one interviews. In addition to this a public survey was issued and shared via social media across the service area. This survey was also made available to low-income participants who sought services at each Neighborhood Center and emailed to community partners. These activities were held in every county within the service area. At the onset of the COVID-19 pandemic, a question was added to the data collection efforts to collect information on impacts of the pandemic. OACAC staff also initiated a COVID-19 based survey that was made available to the public, low-income participants, and community partners. In addition to the qualitative data, quantitative data was researched and is noted in the included Issue Area Characteristics template.

OACAC staff began data collection efforts with a timeline that would allow for data collection, data analysis, prioritization and presentation, and approval to the Area Board. However, the COVID-19 pandemic hit midway through the data collection efforts. OACAC staff quickly modified their data collection efforts to include remote accumulation of data. This included modification of private partners' input to a one-on-one interview Focus Groups for low-income participants to an online format via Zoom. All in-person group data collection was canceled for health and safety reasons. Because of this, OACAC staff suspect there may be some gaps in the data. An in-person group setting may have allowed for easier flow of input and facilitation by OACAC staff.

All qualitative data underwent analysis via Word Cloud Analyzation. According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from partners were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. A visual representation of the data was then generated and summarized. Quantitative data from the Issue Area Characteristics template was then used to correlate qualitative responses.

Once the data had been analyzed, data trends emerged. Educational support and needs, internet access, mental & physical health supports and access, and access to child career emerged as trends spanning multiple issues areas. Statistical data reveals that, as a whole, the poverty rate within the service area is higher than that of the state average. In addition, statistical data shows that the service area is lacking in educational attainment versus the state average, on both ends of the spectrum with early childhood and higher education enrollment. In the service area, a smaller percentage of community members hold bachelor's degrees versus the state average. Lack of internet access was reported to impact educational attainment for children in families, educational attainment for adults in households, obtaining employment, and access to benefit services. This was particularly important in light of the COVID-19 pandemic. The statistical data also revealed that the mental health ratio within the service area is much higher than the state average, limiting access for community members. Access to childcare was shown to impact educational attainment for adult members of households, as well as the goal to obtain and maintain employment. It was determined that more childcare slots need to be created within communities. In particular, community members would like to see less congregate care and more small-group childcare providers in light of the COVID-19 pandemic. Access to nutritious foods also emerged as a trend when analyzing qualitative and quantitative data. While this issue did not span multiple issue areas, it was shown as a need in the service area. Statistical data showed that food access, food uncertainty, and food affordability were problems throughout the service area when compared to the state average. Lack of a living wage, lack of a high school diploma, the uninsured rate, and systemic and historic wealth inequality were identified as the greatest causes to poverty across the services area.

Issue Area Analysis

Issue Area (I) Use of Income

Qualitative data was received from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector. This information was obtained via surveys, focus groups, and one-on-one interviews. In reviewing the issue area-use of income, cumulative results for this area indicated that **payday loans**, **nonprofit agencies such as OACAC**, and **personal savings** are the methods most reported when asked about dealing with a financial emergency. **Food pantries** were cited as the most prevalent way that basic needs are met in the community. However the issue of **generalized affordability** regularly was reported across all issue areas including **food, mental health, physical, health, higher education and housing**. A **living-wage** was also a prevalent theme.

Data was gathered to complete the CNA Template Issue Area Characteristics. When looking at the **poverty rate**, the data ranged from **10.43%-22.92%,** across the service area. Averaging all 10 counties' data resulted in a **rate** of **16.79%**, versus the **state** average of **14.63%.** For **median income**, the data ranged from **$38,880-$45,185**, across the service area. Averaging all 10 counties' data resulted in an **average** of **$43,451**, versus the **state** average of **$51,542**. For **required living wage**, the data ranged from **$10.25-$11.24**, across the service area. Averaging all 10 counties' data resulted in an **average** of **$10.83**, versus the **state** average of **$11.14**. For **number of families at or below 125% of poverty**, there were a **total** of **47,951** families out of the **state** total of 461,851. When translating that information to percentages, the data ranged from **36.09%-69.58%**, across the service area. Averaging all 10 counties' data resulted in a **percentage** of **60.09%**, versus the **state** percentage of 50.53%. For **number of families that received the Earned Income Tax Credit**, the **total** for the service area was **54,496** out of the **state** total of 507,522. For **number of families receiving TANF**, the **total** for the service area was **3,466** out of the **state** total of **47,116**. When translating that information to percentages, the data ranged from **1.2%-3.4%**, across the service area. Averaging all 10 counties' data resulted in a **percentage** of **2.63%**, versus the **state** percentage of **3.4%**. For **number of children that receive free and reduced lunch,** there was a total of **47,951** across the service area contributing to the **state** total of **461,851**. When translating that data to percentages, the data ranged from **36.09%-69.58%.** Averaging all 10 counties' data resulted in an **average** of **60.91%** versus that **state** average of **50.53%**. For number of percentages of **residents receiving Food Stamps**, there were a total of **83,722** across the service area that contributed to the **state** total of 827,095. When translating that data to percentages, the data ranged from **9.7%-17.5%.** Averaging all 10 counties' data resulted in a **percentage** of **14.23%**, versus the **state** average of **13.60%.** For total of **Food Stamp benefits received**, the total for the service area was **$112,449,921** which contributed to the **state** total of **$1,118,930,607**. For number **receiving SSA**, the service area total was **143,085** which contributed to the **state** total of 1,281,534. For the **average EITC return**, the data ranged from **$2292-$2664** across the service area. Averaged all 10 counties' data resulted in an **average payment** of **$2449** versus the **state** average of **$2413**.

Quantitative data was informed partially by **628 survey responses** collected from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector in the 10-county service area. This information was obtained via surveys. Surveys were sent to partners, distributed in counties offices, and was publicized on the agency's social media.

- **22%** of survey respondents report their yearly household income as $0 - $10,000.
- **27%** of survey respondents report their yearly household income as $11,000 - $20,000.
- **49%** of survey respondents report that they believe that they are not able to support their family with the monthly income that they receive.
- **76%** of survey respondents say they do not have an emergency fund in case of unexpected expenses.

- **50%** of survey respondents report that their highest monthly expense is on housing.

The accumulation of this data resulted in apparent causes, gaps, barriers, and needs as identified below. In examining the data, lack of living wages, a fixed income, and lack of High School Diploma were identified as root causes as use of income related to poverty. Gaps exist in the availability of no predatory lending institutions, as well as the number of second chance checking options. A barrier to exiting poverty or obtaining services exists in regards to transportation. A lack of public transportation and personal reliable transportation is a barrier to obtaining employment to receive income. Access to traditional banking services is also a barrier as many individuals in the service area are unbanked. It was reported through data that community members there should be budgeting education for individuals and families regarding their use of income. Needs were presented through the data and include affordable childcare. As is evident in these summaries, the need for childcare is woven throughout many issue areas. In addition to this, housing quality was a big issue with the need for home energy repairs. Affordable housing came up in the qualitative data in every county as a need. Lastly, the need to build a personal/family emergency fund was identified as a need. The community does have some resources to meet some of gaps, causes, needs, and barriers. Empower Abilities and Abilities First offer support to those on a fixed income due to a disability, as does the Division of Vocational Rehabilitation. Raise Up Missouri is advocating for increased wages across the state and including the service area. CSBG staff offer a variety of life skills classes including those related to money. Case Management also offers a chance to help with making money decisions and discuss banking and budgeting. OACAC staff in the Weatherization department administer help with improving energy efficiency. The OACAC Housing program assists low-income individuals with subsidized housing. CSBG staff have limited access to center emergency funds that come from donations. These are used on a case-by-case basis and could potentially cover home repairs and other income use needs. There are a number of areas in which CSBG staff could be instrumental in providing solutions by developing linkages to assist in the issue area of use of income. CSBG staff could form partnerships with the municipalities in the OACAC service area, as well as Raise Up Missouri, to try and work with the economic development departments to discuss how to help community members make a living wage. CSBG staff could advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation. CSBG could develop a process and provide supports to community members interested in starting their own in-home child care business to increase childcare slots throughout communities. CSBG staff could explore funding opportunities to help provide home repairs to low income individuals and families. CSBG staff could work with local municipalities within the service area to connect with planning and development departments to advocate for increased affordable rental units and family sized rental units that are affordable.

Resources for the Use of Income Area include the EFSP grant that can assist with rental and mortgage costs, the Senior Citizens' Services Fund that can assist with emergency situations for seniors, MHDC to assists with repairs due to emergency situations, expanded online Life Skills classes to meet needs of community members, grants through the Community Foundation of the Ozarks to cover transportation, higher education needs, and emergency repair needs, and a child care provider initiative through OACAC.

Issues Area (II) Education

Qualitative data was received from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector. This information was obtained via surveys, focus groups, and one-on-one interviews. In reviewing the issue area education, cumulative results for this area indicated that **vocational training, special education support**, and **HiSet support** were top reported areas of concern. Followed closely was life skills, skills-based training, and adult education. **Childcare** was consistently reported in this issue area as well as that of employment as a community-based need. **Education** was also a reported need in support of **employment.**

Data was gathered to complete the CNA Template Issue Area Characteristics. When looking at the **percentage of high school graduation rates**, the data ranged from **89.4%-97.0%** across the service area. Averaging all 10 counties' data resulted in a percentage of **93.14%** versus the **state** average of **90.10%**. The percentage of individuals with a **Bachelor's Degree** ranged from **12.1%-30.5%** across the service area. Averaging all 10 counties' data resulted in a percentage of **18.65%**, versus the **state** average of **32.6%**. The percentage of **Higher Education enrollment** ranged from **12.38%-30.19%** across the service area. Averaging all 10 counties' data resulted in a percentage of **18.83%**, versus the **state** average of **28.63%**. The percentage of **Early Education enrollment** ranged from **15.8%-47.8%** across the service area. Averaging all 10 counties' data resulted in a percentage of **35.29%**, versus the **state** average of **46.4%**.

Quantitative data was informed partially by **628 survey responses** collected from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector in the 10-county service area. This information was obtained via surveys. Surveys were sent to partners, distributed in counties offices, and was publicized on the agency's social media.

- Survey respondents were asked about their education level: **5%** of survey respondents have a Master's Degree, **7%** of survey respondents have a Technical Degree or Certification, **8%** of survey respondents have an Associate's Degree, **12%** of survey respondents have less than a high school diploma, **15%** of survey respondents have a Bachelor's Degree, **23%** of survey respondents have completed some college, **30%** of survey respondents have a high school diploma or HiSet
- **14%** of survey respondents say that their education level is a barrier to obtaining employment
- **27%** of survey respondents indicated that additional education would be helpful to obtain a job that covers your monthly expenses.
- **6%** of survey respondents that are not employed say they are not looking for employment due to lack of child care

The accumulation of this data resulted in apparent barriers, gaps, causes, and needs as identified below. In examining the data, tuition cost, lack of High School Diploma, and lack of transportation were identified as root causes in relation to education's impact on poverty. Gaps in services exist in this issue area and include lack of internet access, especially in rural communities, lack of support services for families with children in Special Education, and lack of affordable childcare providers. Barriers to exiting poverty or obtaining services also includes tuition cost. It was determined that this was both a structural problem that would be identified as a cause and an individual problem compounded by individuals in poverty not having the income necessary to use education as a means to exit poverty. In addition to this, barriers exist with the cost of internet, many families noting it is not affordable. There are also barriers in relation to educational attainment level in regards to obtaining employment, a lack of affordable childcare options, and finishing a degree or certification once started. The data identified family, individual and community-related needs. They include internet access. While this has also been identified as a structural cause, particularly for widespread broadband access, it is also a need on the individual level. Families may be able to access internet options via nontraditional providers, such as cell phone companies, but many cannot. In addition to this, there is a need for expanded Life Skills class. Many respondents noted this type of education is needed for all age levels and over multiple issue areas. Parenting classes were shown to also be a need, with specific regard to families of special education students and parenting in relation to COVID-19. The community does have some resources to meet some of the gaps, causes, needs, and barriers. Community Foundation of the Ozarks offers and facilitates grants and scholarships applicable to the populations served throughout the service area. While it does not change the structural issues of tuition costs, it can help to meet some individual needs. Empower Abilities, DMH Regional Office, and Abilities First offer support to families whose children receive special education services. While there still is a need for additional childcare providers, Child Care Aware can help connect families with providers who can be filtered by those who accept a state subsidy. OACAC currently offers Family Support programming and Life Skills classes that can be used to assist in educational attainment and degree completion. Community volunteers also actively partner with OACAC

to work with local school districts to provide proactive educational programming through VOICE and REALL that aides in dropout prevention and educational attainment. The University of Missouri-Extension does offer some Life Skills support to the community. However services and availability vary from county to county. There are a number of areas in which CSBG staff could be instrumental in providing solutions by developing linkages. CSBG staff could advocate to local, state, and federal municipalities to increase the public transportation options and for broadband internet expansion in the communities served. CSBG staff could also assist local school districts in providing support to families of Special Education students by providing a direct referral process, as well as developing support groups or specialized Life Skill classes for these families. CSBG could develop a process and provide supports to community members interested in starting their own in-home child care business to increase childcare slots throughout communities. CSBG Life Skills classes could be expanded to accommodate issues such as schooling conflicts and transportation barriers to meet the needs of a wide range of families and individuals. CSBG staff could advocate to current community partners that offer parenting classes to see if they are willing expand services into all counties served so parenting needs can be met. Lastly, CSBG staff can explore funding to obtain technological devices for individuals and families to help support educational needs, which may be particularly helpful in light of COVID-19 restrictions and modifications.

Resources for the issue area of Education are the Walmart Foundation grant for educational supplies, grants through the Community Foundation of the Ozarks to assist with internet access, transportation costs, higher education costs, and technological needs, expanded online Life Skills classes, a Child Care Provider initiative through OACAC, and a parenting educator to incorporate into services.

Issue Area (III) Employment

Qualitative data was received from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector. This information was obtained via surveys, focus groups, and one-on-one interviews. In reviewing the issue area-employment, cumulative results for this area indicated that **transportation** was the top reported areas of concern. Followed closely were the needs for support in the following areas: **education, COVID-19, increased manufacturing opportunities in rural areas, a living wage or increases in pay, qualified employees, and childcare**.

Data was gathered to complete the CNA Template Issue Area Characteristics. When looking at the **average monthly wage**, the data ranged from **$2322.58-$3725.75,** across the service area. Averaging all 10 counties' data resulted in a **wage** of **$2893.89** versus the **state** average of **$4210.75**. When broken down to **average monthly wage**, the data ranged from **$13.40-$21.40**, across the service area. Averaging all 10 counties' data resulted in a **wage** of **$16.69**, versus the **state** average of **$24.29**. In light of COVID-19, the unemployment rate data was obtained from December 2019 and March 2020. For December, the **unemployment rate** ranged from **3.0%-4.7%** across the service area. Averaging all 10 counties' data resulted in a **percentage** of **3.89%**, versus the **state** average of **3.3%**. For March, the **unemployment rate** ranged from **3.7%-8.8%**, across the service area. Averaging all 10 counties' data resulted in a **percentage** of **5.38%**, versus the state average of **4.5%**. Regarding **job growth**, OACAC lies within two regional representations and had rates of **6.62%** and **14.57%**, for an average of **12.19%** versus the **state** average of **7.31%**. Regarding **sector with the highest employment rate**, OACAC lies within two regional representations, which resulted in **office & administrative support (139.406/1,000)** and **food preparation and serving (147.629/1,000)** as the sectors with the highest rate. Statewide, it was **Office and Administrative Support (141.626 per 1,000)**. **Wages for the sector with the highest employment rate** varied across OACAC's two regional representations at **$20,604** and **$34,398** for an average of **$27,501** versus the **state** average of **$34,398**. The **percentage of population on disability** resulted in a range of **11.7%-25.2%**, across the service area. Averaging all 10 counties' data resulted in a **percentage** of **16.28%**, versus the **state** average of **12.7%**.

Quantitative data was informed partially by **628 survey responses** collected from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector in the 10-county service area. This information was obtained via surveys. Surveys were sent to partners, distributed in counties offices, and was publicized on the agency's social media.

- When asked about status of employment: **2%** of survey respondents are self-employed, **10%** of respondents work part-time, **37%** of respondents work full-time, **49%** of respondents are not working
- Of the **49%** that are not working: **14%** are looking for employment and **73%** are not looking for employment
- The **73%** of survey respondents that are not looking for employment report the reasons they are not seeking employment: **4%** report lack of transportation, **6%** report lack of child care, **36%** report being retired, **52%** report being disabled
- **49%** are not able to support their family with the monthly income they receive.
- **34%** of respondents working full-time report that they are not able to support their family with the monthly income they receive.

The accumulation of this data resulted in apparent barriers, gaps, causes, and needs as identified below. Causes of poverty included lack of living wage, loss of job due to COVID-19, and lack of job opportunity within communities. Gaps exist in soft skills training to support families and individuals in obtaining and maintaining employment. Education and training were also identified as gaps as community members report the need for a qualified workforce. It was determined while education is in its own issue area, it figures heavily into the employment issue area. Barriers to exiting poverty or obtaining services includes lack of affordable childcare, lack of public transportation, and seasonal employment being the primary options in Stone and Taney counties. Needs that exist in relation to use of income include affordable child care to meet educational or employment needs and technology support to apply for benefit services and meet educational and employment needs. The community does have some resources to meet some of gaps, causes, needs, and barriers. Raise Up Missouri is advocating for increased wages across the state and including the service area. OACAC is a signed partner with two career centers in the service area which can provide employment support and soft skills training. OACAC operates Family Support programming that can offer one-one-one assistance for vocational goals, as well as soft skills training. OACAC also operates a Life Skills program which can assist with soft skills training through a group educational experience. Ozarks Technical College and local career centers operate the SkillUP program that can provide programming and financial support to achieve vocational goals for families and individuals in poverty. There are a number of areas in which CSBG staff could be instrumental in providing solutions by developing linkages. OACAC could explore partnering and advocacy efforts with municipalities regarding increased wages. CSBG staff could form partnerships with the municipalities in the OACAC service area to work with the economic development departments and the Chambers of Commerce to advocate for increased businesses and jobs in the area. CSBG could develop a process and provide supports to community members interested in starting their own in-home child care business to increase childcare slots throughout communities. CSBG could advocate to local, state, and federal municipalities to increase the public transportation options and for broadband internet expansion in the communities served. CSBG staff could explore funding opportunities that would provide technological devices and support to individuals that need to access benefit services, require educational supports, or in support of employment. CSBG staff could explore the idea of opening a Mobile Food Market. This idea would achieve several things. Food would be sold at a low cost which would reduce the price for consumers. This would help bring food to those in areas with few stores and/or pantries. Ideally it would be able to let people utilize EBT cards. Food would be sourced from as many local farmers as possible to support them, and provide fresh produce. Adding a job training component could assist with the issue area of employment.

Resources for the issue area of employment include Kindles that OACAC already has that could be distributed to meet employment needs, Community Foundation of the Ozarks grants to assist with

transportation costs, internet costs, PPE, technological needs, and higher education, a job training component to the Mobile Market, and a Child Care Provider initiative by OACAC.

Issue Area (IV) Housing

Qualitative data was received from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector. This information was obtained via surveys, focus groups, and one-on-one interviews. In reviewing the issue area-housing, cumulative results for this area indicated that **quality rentals** and **affordable housing** were the top reported areas of concern. Followed closely were the needs for support in the following areas of: **support for low-income families, increased rental stock, and support for home ownership**.

Data was gathered to complete the CNA Template Issue Area Characteristics. When looking at the **percentage of home ownership**, the data ranged from **57.4%-82.0%,** across the service area. Averaging all 10 counties' data, resulted in a **rate** of **71.49%** versus the **state** average of **66.8%.** For **average household size**, the data ranged from **2.27-2.75**, across the service area. Averaging all 10 counties' data resulted in a **size** of **2.53**, versus the **state** average of **2.47**. For **fair market rent**, the data ranged from **$604-$791**, across the service area. Averaging all 10 counties' data, resulted in a **rent** of **$694**, versus the **state** average of **$809**. For **number of tax credit or affordable housing units**, there were **8,802** across the service area, contributing to the **state** total of **88,118**. For **number of chronically homeless individuals**, numbers were obtained from the Springfield Continuum of Care and Balance of State. **Greene, Christian, and Webster** lie within the Springfield Continuum of Care and had a total of **250**. The remaining counties lie within the Balance of State and had a total of **135**. The **state** had a total of **1043**. For **number of homeless veterans**, numbers were obtained from the Springfield Continuum of Care and Balance of State. **Greene, Christian, and Webster** lie within the Springfield Continuum of Care and had a total of **28**. The remaining counties lie within the Balance of State and had a total of **112**. The **state** had a total of **507**. For **Foreclosure rate**, the data ranged from **2.86-5.48**, across the service area. Averaging all 10 counties data, resulted in a **rate** of **3.942** versus the **state** average of **4.12**.

Quantitative data was informed partially by **628 survey responses** collected from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector in the 10-county service area. This information was obtained via surveys. Surveys were sent to partners, distributed in counties offices, and was publicized on the agency's social media.

- **67%** of respondents report living in a house, **14%** an apartment, **12%** a mobile home, **6%** a duplex, **2%** homeless, less than **1%** in a shelter
- **50%** of respondents are currently home owners and **39%** are renters
- **29%** pay $600 or more for rent/mortgage
- **8.2%** receive some form of housing assistance and **7.4%** have experienced homelessness in the past 12 months.
- **37% agree** and **41% strongly agree** that there is a lack of emergency/transitional housing
- **38%** pay over $200 for monthly utilities (excluding water/sewer)
- When asked what type of extensive repairs are needed on the home: **27%** said insulation, **26%** said doors, and **25%** said windows

The accumulation of this data resulted in apparent barriers, gaps, causes, and needs as identified below. High rental/mortgage costs and high utility costs were identified as causes of poverty. When looking at gaps, lack of affordable housing, low rental stock, lack of large, family rental units, and lack of affordable housing were identified. There are barriers to exiting poverty or obtaining services in relation to the issue area of housing. This includes predatory landlords that offer low-quality, unsafe, or unaffordable units. In addition, those with poor rental histories, lack of credit, or criminal conviction history face additional barriers in relation to obtaining safe, quality, affordable housing. In addition, low home ownership rates were cited as a barrier across the service area. Regarding needs, extensive home repairs were cited as a

need across the service area. The community does have some resources to meet some of gaps, causes, needs, and barriers. Empower Missouri, Springfield Continuum of Care, and Balance of State are groups that advocate for housing affordability and homelessness needs. OACAC CSBG operates Emergency Food and Shelter Program funding, as well as county Senior Tax funds to assist with mortgage/rent and home repair needs. OACAC staff in the LIHEAP and Weatherization departments administer help with the cost of utilities and improving energy efficiency to help with costs. FHA, VA, and USDA loan programs can help low income individuals and families with more flexibility to purchase a home. Consumer Credit Counseling can help individuals with fixing credit, and also information on how to purchase a home, or to be able to rent. The OACAC Housing program assists low income individuals with subsidized housing. CSBG staff offer case management to assist with obtaining housing. Staff also offer a variety of classes which includes classes related to housing such as budgeting, locating housing, and tenant/landlord rights. CSBG staff have a working partnership with Legal Services of Southern Missouri to help with life skills classes and to give referrals for assistance. CSBG staff have partnerships with Connections Handyman, United Way of the Ozarks, and county senior tax boards that can offer help to those in need or money or labor for repairs. The majority of these are limited to seniors or those with disabilities. There are a number of areas in which CSBG staff could be instrumental in providing solutions by developing linkages. CSBG staff could work with local municipalities within the service area to connect with planning and development departments to advocate for increased rental units and family sized rental units. CSBG staff could work with local municipalities within the service area to advocate for new and expanded transitional housing. CSBG staff could work with local municipalities within the service area to advocate for more policies and consequences of landlords that take advantage of tenants. Staff will also work within the community to spread information that can help community members to understand what problems can happen with landlords and how to avoid them. CSBG staff could start an advocacy campaign to help those who have criminal histories obtain housing and educate landlords on how they could make better accommodations. CSBG staff could explore funding opportunities to help provide home repairs to low income individuals and families.

Resources for the issue are of Housing include EFSP grants to assist with rent and mortgage, MHDC grants to assist with home repairs during an emergency, Senior Citizens' Services Funds to assist with housing needs of seniors, CDBG funds to assist with COVID-related housing needs, and Community Foundation of the Ozarks to assist with home repairs.

Issue Area (V) Nutrition

Qualitative data was received from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector. This information was obtained via surveys, focus groups, and one-on-one interviews. In reviewing the issue area nutrition-cumulative results for this area indicated that **nutritious food is expensive** as the top reported areas of concern. Followed closely were the needs for support in the following areas of: **pantries, food-based education, affordability, access to a Farmer's Market**. **Pantries** were also reported as a resource and need when asking about **use of income.**

Data was gathered to complete the CNA Template Issue Area Characteristics. When looking at the **percentage of children on free or reduced lunch**, the data ranged from **36.09%-69.58%,** across the service area. Averaging all 10 counties' data resulted in a **rate** of **58.10%** versus the **state** average of **51.46%.** Regarding the **number of persons on Food Stamp caseloads,** the **total** for the service area was **83,772**, which contributed to the **state** total of **827,095.** For **percentage change in Food Stamp caseload**, the data ranged from **9.7%-16.5%**, across the service area. Averaging all10 counties' data resulted in a **percentage change** of **14.23%,** versus the **state** average of **13.6%**. Regarding the **number of persons participating in WIC**, the **total** for the service area was **8,905**, which contributed to the **state** total of **69,106**. Regarding **childhood obesity**, the data ranged from **10.74%-21.05%**, across the service area. Averaging all 10 counties' data resulted in a **percentage** of **14.86%**, versus the **state** average of **14.74%**. For **percent of population with low food access**, the data ranged from **9.65%-43.24%**, across

the service area. Averaging all 10 counties' data resulted in a **percentage** of **19.0%**, versus the **state** average of **25.57%**. For **percentage of individuals that are food uncertain**, the data ranged from **11.1%-14.9%** across the service area. Averaging all 10 counties' data resulted in a **percentage** of **13.65%** versus the **state** average of **14.2%.** For **food affordability**, the data ranged from **17.0%-23.2%**, across the service area. Averaging all 10 counties' data resulted in a **percentage** of **19.39%**, versus the state average of **16.0%**. For **Food Desert Census** tracts by county, the following were the results: **Barry-2/7, Christian-6/14, Dade-1/2, Dallas-2/3, Greene-23/62, Lawrence-4/7, Polk-1/4, Stone-2/6, Taney-6/10, and Webster-1/8**. For **overall county ranks based on Missouri Hunger Atlas 2019, Dade** ranked as **very high** and **Barry, Taney,** and **Webster** ranked as high.

Quantitative data was informed partially by **628 survey responses** collected from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector in the 10-county service area. This information was obtained via surveys. Surveys were sent to partners, distributed in counties offices, and was publicized on the agency's social media.

- When asked how far do you travel to the nearest food source: **62%** travel less than 5 miles, **22%** travel 6-10 miles, **10%** travel 11-15 miles, **3%** travel 16-20 miles, **2%** travel over 20 miles
- **12%** of respondents report a food bank or pantry not being available within 10 miles of their home and **18%** did not know.
- **8%** have to travel 16 or more miles to access fresh fruits and vegetables
- **40%** cannot afford to purchase nutritious meals for their family

The accumulation of this data resulted in apparent barriers, gaps, causes, and needs as identified below. Illiteracy, the cost of nutritious food, and food deserts were identified as causes of poverty in relation to the issue area of nutrition. Gaps in the community include an insufficient number of pantries in the community and limited pantry hours. Barriers include lacking living wage jobs and lack of transportation needed to access purchase of fresh fruits and vegetables. Data shows a need for nutrition education including but not limited to food budgeting, preparing food, meal planning, reading recipes, and the need for healthy foods. There is also a need in access to fresh produce. The community does have some resources to meet some of gaps, causes, needs, and barriers. While there may not be enough of them, food pantries in the service area help supplement for families to reduce food cost. The Ozarks Food Harvest stocks many of these pantries and also helps with other distribution. CSBG Neighborhood Centers have the capacity to offer a small selection of emergency food for those who come in and are in need of immediate food help. Convoy of Hope has been able to supply some items for emergency needs as well. CSBG staff have put up pantry boxes outdoors in the service area. There is at least one box in each county that OACAC serves. These are stocked periodically and can be accessed at any time by those in need. Ozarks Literacy Council assists with general literacy needs that may also assist with literacy needed to prepare and purchase nutritious foods. University of Missouri Extension offers many classes on topics such as nutrition. They have been offering these remotely. OACAC also has a working partnership that can bring them in to teach life skills classes. CSBG staff offer life skills on a variety of topics including classes on nutrition such as meal planning and finding nutritious foods. Community volunteers assist the Webster County Neighborhood Center with implementation of the Webster County Tower Garden which provides fresh produce to community members for free. There are a number of areas in which CSBG staff could be instrumental in providing solutions by developing linkages. CSBG staff could explore the idea of opening a Mobile Food Market. This idea would achieve several things. Food would be sold at a low cost which would reduce the price for consumers. This would help bring food to those in areas with few stores and/or pantries. Ideally it would be able to let people utilize EBT cards. Food would be sourced from as many local farmers as possible to support them, and provide fresh produce. Adding a job training component could assist with the issue area of employment. CSBG staff will have discussions with non-profit and faith based organizations to advocate for new pantries in areas without many. CSBG staff could form partnerships with the municipalities in the OACAC service area, as well as Raise Up Missouri, to try and work with the economic development departments to discuss how to help community members make a living wage to help them purchase nutritious food. CSBG staff

could advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation.

Resources for the issue area of nutrition include a Convoy of Hope partnership to assist with food distribution, a Walmart Foundation grant to assist with the Dade County Food Mobile, a DIVAS grant to assist with Dallas County food related needs, the Sedora Foundation to assist with People's Pantries, Community Foundation of the Ozarks grants to assist with transportation, and OACAC's Mobile Market initiative.

Issue Area (VI) Health

Qualitative data was received from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector. This information was obtained via surveys, focus groups, and one-on-one interviews. In reviewing the issue area-health, cumulative results for this area were split between those pertaining to **mental health** and those pertaining to **physical health**. Regarding **mental health**, the top areas of concern were **addiction support, mental health stigma, and access to mental health services.** Followed closely were the needs for support in the follow areas: **local providers, support for those that are uninsured, medication assistance, and counseling.** Regarding **physical health**, the top areas of concern were **support for preventative care and wellness** and **affordability of care**. Followed closely were the needs for support in **free clinics and support for those that are uninsured.**

Data was gathered to complete the CNA Template Issue Area Characteristics. When looking at the **infant mortality of per 1,000 births**, the data ranged from **2.7-8.0,** across the service area. Averaging all 10 counties' data, resulted in a **rate** of **6.07** versus the **state** average of **7.02**. For **adult mortality rates per 1,000 residents**, the data ranged from **706.0-974.8**, across the service area. Averaging all 10 counties' data, resulted in a **rate** of **847.5** versus the **state** average of **888.57**. For **percentage of uninsured individuals**, the data ranged from **11.2%-25.0%**, across the service area. Averaging all 10 counties' data, resulted in a **rate** of **17.32%**, versus the state average of **19.4%.** For **Chlamydia infections per 100,000 people**, the data ranged from **170.3-667.5**, across the service area. Averaging all 10 counties' data, resulted in an **average** of **278.98**, versus the **state** number of 507.0. For **HIV Infections per 100,000 people**, the data ranged from **51.10-222.40**, across the service area. Averaging all 10 counties' data, resulted in an **average** of **100.49**, versus that **state** number of **234.0**. For **percentage of popular with no leisure physical activity**, the data ranged from **23.5%-29.10%,** across the service area. For **number of Opioid-related deaths from 2014-2018**, the total number over the service area was **367**, which contributed to the **state** total of **4,355**. For **ration of mental health providers to population (1 provider per X persons),** the data ranged from **281-3352**. Averaging all 10 counties' data, resulted in an **average** of data, resulted in an **average** of **1449.40** versus the **state** average of **513.**

Quantitative data was informed partially by **628 survey responses** collected from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector in the 10-county service area. This information was obtained via surveys. Surveys were sent to partners, distributed in counties offices, and was publicized on the agency's social media.

- **29%** of respondents said each adult member of the household does not have health insurance
- When the respondents that indicated that each adult member does not have insurance were asked why: **3%** say they are not sick, it is not needed, **6%** say it is not needed as they utilize Public Health Centers, **8%** say that their employer does not offer paid insurance, **15%** say they are not eligible for marketplace insurance, and cannot afford private insurance, **66%** indicate they cannot afford insurance, **2%** indicated that they missed open enrollment
- **23%** of respondents with children in the home said each child in the household does not have health insurance
- **64%** of respondents would utilize some sort of counseling services if available

- When asked to identify the healthcare services that were the hardest to get: **7%** indicated substance abuse, **12%** indicated emergency care, **16%** indicated behavioral, **19%** indicated physical health, **21%** indicated ongoing conditions, **26%** indicated vision, **31%** indicated mental health, **49%** indicated dental
- When respondents were asked if they were able to get their prescriptions filled: **5%** responded never, **30%** responded sometimes, **65%** responded always

The accumulation of this data resulted in apparent barriers, gaps, causes, and needs as identified below. The uninsured rate, lack of preventative care, untreated mental health and adults on disability were identified as causes of poverty in relation to health. Several gaps regarding health exist in the community. They include lack of mental health providers, the need for Medicaid Expansion, a sufficient number of local providers, access to local physical health options, lack of vision providers, affordable physical recreation, and transportation needed to obtain medical services. In addition to this there are barriers to exiting poverty or obtaining services in relation to health. They include: the cost of mental health services, the stigma associated with mental illness, prescription affordability, lack of leisure physical activities, and lack of reliable and affordable transportation. The data identified the following needs: prescription assistance, medical financial assistance, therapy services and physical/recreation access and assistance. The community does have some resources to meet some of gaps, causes, needs, and barriers. Missouri Health Care for All advocates and lobbies for the expansion of Medicaid. MARV travels across the state advocating and raising awareness for Medicaid Expansion. CSBG staff offer a variety of life skills classes including classes such as stress management and other mental health topics. Empower Abilities and Abilities First are devoted to helping individuals who are disabled with any kind of supports they might need. The YMCA offers some scholarships for those in need to be able to use services for recreational leisure activities. However, it is not available in all counties within the service area. Burrell Behavioral Health received a grant to be able to help those who are uninsured with mental health services. Burrell serves some of the service area, but not all. NAMI works in the area to provide a variety of mental health services, and to campaign to promote and end stigma for mental health care. Services are headquartered in Greene County. This organization helps with various medical needs on a sliding scale for physical and dental help, and can help with prescriptions. Lift Up Springfield is located in Springfield but can serve residents in the service area if they have transportation available. There are a number of areas in which CSBG staff could be instrumental in providing solutions by developing linkages. CSBG staff could look into forming partnerships with all local health providers and organizations in the service area to advocate and explore how to bring more service providers and mental health facilities and urgent cares/hospitals into the area. CSBG staff could look into funding for or develop a wellness program to promote and support recreational physical activity such as running or yoga. Staff could also become more educated on helping case management clients with wellness goals. CSBG staff could advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation to meet health related transportation needs. CSBG staff could explore funding that would allow for the supplement of funds for clients to pay for mental health services and help with prescriptions.

Resources for the issue area of health include diapers through Diaper Bank of the Ozarks, Table Rock Lake Rotary Club to support hygiene efforts in Stone County, Ozarks Health Advocacy Foundation to assist with the stigma surrounding mental health, Senior Citizens' Services Funds to assist with housing and medical expenses for seniors, Community Foundation of the Ozarks grants to assist with wellness/physical recreation, PPE, transportation, and copays for physical/mental health access.

Issue Area (VII) Transportation

Qualitative data was received from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector. This information was obtained via surveys, focus groups, and one-on-one interviews. In reviewing the issue area-transportation, cumulative results for this indicated the top areas of concern were **the need for public transportation and/or a bus in all communities**. **Rideshare** and **taxi** companies were cited as a potential resource to meet **rural** transportation needs and support for **car ownership and repairs** was reported as a potential need.

Transportation as a need also showed up in many other issue areas including **employment, nutrition, health, and education.**

Data was gathered to complete the CNA Template Issue Area Characteristics. While the need showed up in all ten counties, **Greene** County is the only county in the service area with a **public transportation system**. When looking at the **percentage of households with no motor vehicle**, the data ranged from **2.81%-6.97%** across the service area. Averaging all 10 counties' data, resulted in a percentage of **5.29%** versus the **state** average of **6.99%**. There was a noticeable divide among owner-occupied households with no motor vehicle versus renter-occupied households with no vehicle. **Owner-occupied household** percentages ranged from **1.32%-6.11%** across the service area. Averaging all 10 counties' data, resulted in a percentage of **2.85%** versus the state average of **2.69%. Renter-occupied household** percentages ranged from **2.17%-9.40%** across the service area. Averaging all 10 counties' data resulted in a percentage of **4.74%** versus the **state** average of **7.76%**. The **total driver's cost per month** ranged from **$1018-$1213** across the service area. Averaging all 10 counties' data, resulted in an average cost of **$1113.70** versus the **state** average of **$1197. Transportation cost as percentage of income** ranged from **28%-37%** across the service area. Averaging all 10 counties data resulted in a percentage of **32.8%**. A statewide average could not be located.

Quantitative data was informed partially by **628 survey responses** collected from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector in the 10-county service area. This information was obtained via surveys. Surveys were sent to partners, distributed in counties offices, and was publicized on the agency's social media.

- **17%** say that transportation is a barrier to getting and/or keeping a job
- **18%** do not have running and reliable personal transportation
- **18%** rely on public or other (walking, bicycle, friend) transportation 2 or more times per week
- **50%** report experiencing car trouble and **58%** report experiencing no funds for gas in the last 12 months
- **82%** use an owned vehicle as the type of transportation used most

The accumulation of this data resulted in apparent barriers, gaps, causes, and needs as identified below. Lack of a living wage and lack of public transportation were identified as causes of poverty in relation to the issue area of transportation. Gaps in services exist in public transportation and rideshare/taxi availability throughout the service area. Public transportation only exists in Greene County. Rideshare/Taxi options are very limited in most other counties outside of Greene. Barriers to exiting poverty or accessing services exists in commute time, which is higher than the state average in six out of ten counties. In addition to this, a barrier exists in creation of living wage jobs but lack of transportation to access work. Needs identified by the data includes expanded bus services/routes in Greene County; financial transportation support to ensure families and individuals have access to reliable, personal transportation; and expansion of the OATS transportation system which serves seniors, rural residents and those with disabilities in rural areas. The community does have some resources to meet some of gaps, causes, needs, and barriers. Raise Up Missouri advocates for community members in the state of Missouri to receive a living wage which could help with financial transportation concerns. OATS gives rides to disabled, rural, and senior citizens to help with errands and medical needs. There are a number of areas in which CSBG staff could be instrumental in providing solutions by developing linkages. CSBG staff could advocate within all municipalities in all counties for leadership in those areas to find a way to add or improve public transportation, as well as add taxi and/or rideshare services. CSBG staff could form partnerships with the municipalities in the OACAC service area, as well as Raise Up Missouri, to try and work with the economic development departments to discuss how to help community members make a living wage. CSBG staff could explore funding for helping individuals and families in need of financial

assistance with transportation such as gas, bus fees, car repairs, and licensing fees. CSBG staff could reach out to OATS to advocate for expansion of services including expanded hours and/or areas.

Resources for the issue area of transportation include Skaggs Foundation and Community Foundation of the Ozarks grants to assist with transportation costs.

Issue Area (VIII) Other

Qualitative data was received from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the public sector. This information was obtained via focus groups, and one-on-one interviews. In reviewing the issue area-COVID, cumulative results for this indicated the top areas of concern were **mental health concerns, small business support, economy fears, and social isolation.** A separate COVID-survey was completed and is included with the COVID-19 Needs Assessment Supplement.

All other qualitative data regarding issues areas has been reported in other issue areas.

Data was gathered to complete the CNA Template Issue Area Characteristics. When looking at the **unbanked rate**, the data ranged from **4.5%-7.6%,** across the service area. Averaging all 10 counties' data resulted in a **rate** of **5.92%** versus the **state** average of **6.3%.** For **poverty rate**, the data ranged from **8.6%-18.8%**, across the service area. Averaging all 10 counties' data resulted in a **rate**, of **15.11%**, versus the **state** average of **13.2%**. For **percentage of women in poverty**, the data ranged from **10.9%-22.7%**, across the service area. Averaging all 10 counties' data resulted in **rate** of **17.73%**, versus the **state** average of **15.4%**. For **percentage of men in poverty**, the data ranged from **9.4%-22.3%**, across the service area. Averaging all 10 counties' data resulted in a **rate** of **15.1%**, versus the **state** average of **12.9%**. For **percentage of adults in poverty**, the data ranged from **9.6%-19.7%** across the service area. Averaging all 10 counties' data, resulted in a **rate** of **16.37%**, versus the **state** average of **13.7%**. For **number of children in poverty**, the data ranged from **13.1%-36.3%**, across the service area. Averaging all 10 counties' data resulted in a **rate** of **23.2%**, versus the **state** average of **19.5%**. For **percentage of seniors in poverty**, the data ranged from **6.3%-11.7%**, across the service area. Averaging all 10 counties' data resulted in a **rate** of **9.01%**, versus the **state** average of **8.6%.** For **percentage in poverty who are white**, the data ranged from **78.8%-92.7%**. Averaging all 10 counties' data resulted in a **rate** of **86.67%**, versus the **state** average of **65.8%**. For **percentage in poverty who are black**, the data ranged from **.16%-1.35%**, across 9 counties. Data could not be found for Barry County. Averaging 9 counties' data, resulted in a **rate** of **1.21%**, versus the **state** average of **19.4%**. For **percentage in poverty who are Hispanic**, the data ranged from **.12%-15.3%**, across the service area. Averaging all 10 counties' data resulted in a **rate** of **4.72%**, versus the **state** average of **6.24%**. For **percentage in poverty who are two or more races**, the data ranged from **1.94%-8.72%**, across the service area. Averaging all 10 counties' data resulted in a **rate** of **4.21%**, versus the **state** average of **3.46%**. For **percentage in poverty who are Asian**, the data ranged from **.006%-3.07%** across 9 counties. Data could not be found for Webster County. Averaging 9 counties' data resulted in a **rate** of **.98%**, versus the **state** average of **1.97%**. For **percentage in poverty who are Native American**, the data ranged from **.36%-2.93%**. Averaging all 10 counties' data resulted in a **rate** of **1.11%**, versus the **state** average of **.58%**. For **percentage in poverty who are Pacific Islander**, data could only be found for Greene, Polk, Taney, and Webster counties and ranged from **.02%-.50%**. Averaging 4 counties' data resulted in an **rate** of **.17%**, versus the **state** average of **.22%**. For **percentage in poverty who identify as other**, the data ranged from **.17%-3.17%**, across 9 counties. Data could not be found for Lawrence County. Averaging all counties' data resulted in a **rate** of **4.77%**, versus the **state** average of **2.26%**.

Quantitative data was informed partially by **628 survey responses** collected from low-income individuals, the private sector, community partners, educational partners, faith-based partners, and the

families for protection as well as helping provide cleaning products. CSBG staff could explore sources of funding to help supplement the cost of internet for households in poverty. CSBG staff could explore funding to obtaining technological devices for individuals and families to help support education and work from home. In addition, CSBG staff could connect with community members interested in starting their own childcare business, and support them in this endeavor, improving the member's personal income while creating new childcare slots. CSBG staff could explore the idea of opening a Mobile Food Market. This idea would achieve several things. Food would be sold at a low cost which would reduce the price for consumers. This would help bring food to those in areas with few stores and/or pantries. Ideally it would be able to let people utilize EBT cards. Food would be sourced from as many local farmers as possible to support them, and provide fresh produce. This can help with safety so people don't have to go into large stores. Lastly, OACAC staff could strengthen relationships with minority advocacy groups and advocate as needed, including developing any programmatic expansions needed.

Resources for the issue area of other include EFSP grants to assist with rent and mortgage costs, Kindles that OACAC already owns to provide for technological access, a Convoy of Hope partnership to assist with food distribution, a Walmart Foundation grant to assist with the Dade County Food Mobile, Community Foundation of the Ozarks grants to assist with transportation costs, PPE, technological supplies, wellness/physical recreation initiatives, and physical/mental health copays, and a Child Care Provider initiative by OACAC.

public sector in the 10-county service area. This information was obtained via surveys. Surveys were sent to partners, distributed in counties offices, and was publicized on the agency's social media.

- Of the survey respondents that disclosed their gender: **71%** female, **23%** male, **4%** preferred not to answer, **<1%** transgender male, **<1%** transgender female, **<1%** gender variant/non-conforming
- Of the survey respondents that disclosed their ethnicity: **4%** are of Hispanic, Latino, or Spanish origin, **5%** preferred not to answer, **91%** are not of Hispanic, Latino, or Spanish origin.
- Of the survey respondents that disclosed their race: **<1%** Native Hawaiian or other Pacific Islander, **<1%** Asian, **<1%** Black or African American, **4%** prefer not to answer, **5%** American Indian or Alaska Native, **86%** white

While most of the qualitative information listed above identifies demographic information in relation to poverty, causes, gaps, barriers, and needs are identified from the COVID related information, quantitative data does exist that points to advocacy efforts for minority members of the community. Looking at those two areas under issue area others, COVID-19 job loss, budget cuts, and systemic & historical wealth inequality were identified as causes of poverty. Gaps include access to personal protective equipment (PPE), lack of internet access, a need for technological supplies, parenting support and learning loss needs related to COVID-19, food for children, COVID-19 resources, and lack of childcare. Barriers to exiting poverty or obtaining services includes safety in public, being quarantined due to COVID-19, assistance with policies and procedures related to COVID-19, and racial inequities. Needs include the need for PPE and cleaning supplies, mental health services, facilitation of social interactions, increased support for domestic violence and child abuse victims, access to hygiene supplies, the need for increased childcare options, specifically those that don't provide services in a congregate setting, and rent/mortgage & utility assistance. Some support for these causes, needs, gaps, and barriers do exist in the community. Local career centers are offering employment support to those impacted by COVID-19 job loss. OACAC's Life Skills and Family Support program can offer support in obtaining and maintaining employment to interested community members. Families for Home Education-Missouri can offer support to parents transitioning to a homeschool or digital curriculum to decrease learning loss. OACAC can offer parenting support via life skills or Family Support programming. To assist with feeding children, many local school districts have offered food pickup since the beginning of COVID-19. Many are continuing this through the summer, as well. OACAC's Family Support and Life Skills programming is available to community members to help navigate existing or changing programs, policies, and government resources. These services can also provide support in the area of mental health or cleaning. OACAC has modified services to operate programming under an emergency context that allows most services to be completed remotely or electronically. The Victim Center, Children's Division, and Harmony House offer services to child victims of abuse and domestic violence victims. OACAC's People's Pantries located throughout the OACAC service area offer 24/7 access to food and hygiene items for community members. All 10 OACAC Neighborhood Centers operate Emergency Food and Shelters programming that can assist with rent and mortgage needs. The OACAC LIHEAP department can assist with utility assistance. Some counties operate Senior Tax Funds that can assist seniors with rent and mortgage needs. The NAACP offers support and advocacy to community members who are black throughout the service area. Grupo Latinoamericano offers support and advocacy to community members who are of Hispanic descent throughout the service area. NOW offers support and advocacy to women in the community throughout the service area. These causes, barriers, gaps, and needs may benefit from the development of linkages in the community. It has been forecast that budget cuts within the state may be coming, and community members are concerned. If this should occur CSBG staff could explore advocacy efforts. CSBG staff could explore funding for providing non-medical grade face masks to low income individuals and

VI. Prioritization

Community Needs Assessment

Prioritization Summary

Executive Summary

Issue areas covered for this Community Needs Assessment included: use of income, education, employment, housing, nutrition, health, transportation, and other. Each issue area was then analyzed for causes of poverty, gaps, barriers to exiting poverty or obtaining services, and individual/family/community unmet needs. These needs were then analyzed to determine current programs/services & linkages, and those that need to be created.

Participants and partners contributed to the qualitative data collected for this effort. Within each county, low-income participants contributed to the public survey and focus group data collection. County Advisory Board (CAB) members also contributed qualitative data regarding each issue area. Other partner contributors included: Miller School District, Aurora School District, First Baptist Church of Aurora, Department of Social Services, Sisters by Choice, Springfield Ballet, Foster Adopt Connect, Brentwood Christian Church, One Stop, Council of Churches, Missouri State University, Cassville School District, Wheaton School District, Cassville United Methodist Church, The Kitchen, Shell Knob CCUMC, Cassville Chamber of Commerce, Crosslines, Habitat for Humanity, Dallas County Health Department, Christian County Links, Great Southern Bank, University of Missouri-Extension, Wheaton School District, Assembly of God Church of Ozark, Countryside Christian Church, James River Assembly of God, Ozark Victory Baptist Church, Dallas County School District, YMCA, Calvary Chapel Baptist Church, Dallas County 4-H, The Haven Ministries, Toys for Tots, Local Business Owners, Buffalo Reflex, US Bank, Webster County Ministerial Alliance, Webster County Baptist Association, Crossbridge/Freeway, Webster County Health Unity, Marshfield Fitness & Tanning, Webster County Partners, Fordland School District, Marshfield School District, WebCo Custom Industries (SWI), H&R Block, Retired Special Education Teacher, Cedar Ridge Baptist Church, Silver Dollar City, Stone County Health Department, Christian Associates, Bolivar Church of Christ, Bolivar School District, Developmental Connections, VITA, Christian Action Ministries, Main Street Baptist Church, Care to Learn, and Dade County Sherriff's Office. The survey used for data collection efforts was distributed to the public sector. It was also given to low-income participants and community partners.

Each issue area presented with its own barriers. Within Use of Income, the most relevant barriers are lack of transportation, the percentage of community members unbanked, and the need for budgeting education. Within Education, the most relevant barriers are cost of tuition, cost of internet, education level, lack of childcare, and completion of degree. Within Employment, the most relevant barriers are lack of childcare, lack of transportation, and seasonal employment. Within housing, the most relevant barriers are predatory landlords, rental/criminal history, and low home ownership rates. Within Nutrition, the most relevant barriers are lack of living wage jobs and lack of transportation. Within Health, the relevant barriers are cost of mental health services, stigma associated with mental health care, prescription affordability, lack of physical leisure activities, and lack of transportation. Within Transportation, the

relevant barriers are creation of living wage jobs and lack of transportation to get to work and commute time. Within Other, the most relevant barriers are safety in public, quarantined due to COVID-19, assistance with policies and procedures, and racial inequities.

Each issue area presented with its own needs. Within Use of Income, the most relevant needs are affordable childcare, home energy repairs, affordable housing, and development of personal emergency funds. Within education, the most relevant needs are internet access, expanded Life Skills, Parenting Classes, and Increased Need for Childcare Providers. Within employment, the most relevant needs are affordable childcare and technology support. Within housing, the most relevant need was homes needing extensive repairs. Within Nutrition, the most relevant needs are nutrition education and access to produce. Within Health, the most relevant needs are prescription assistance, therapist access, dental assistance, and physical recreation assistance. Within Transportation, the most relevant needs are bus service, financial support for transportation costs, OATS expansion. Within Other, the most relevant needs are PPE and cleaning resources, mental health services, facilitation of social interactions, increased domestic violence and child abuse support, hygiene supplies, access to childcare, and rental/mortgage & utility assistance.

CSBG staff will develop linkages to assist in the issue areas. For **Use of Income**, CSBG staff will continue to provide support regarding budgeting and establishing a banking relationship, via Life Skills and Family Support programming. CSBG staff will address the issue of affordable childcare to assist with Use of Income by developing programming that will support low-income participants to start their own in-home childcare business. CSBG staff will explore funding that assists with the need for home energy repairs under Use of Income. While expanding public transportation is outside of the capacity of the agency, CSBG staff will employ any advocacy efforts they can for transportation efforts in rural counties and seek out funding that can assist with personal financial costs associated with transportation. For **Education**, CSBG staff will address the issue of affordable childcare to assist with Use of Income by developing programming that will support low-income participants to start their own in-home childcare business. CSBG staff will also continue to proactively address the education of education level through the dropout prevention programs of VOICE & REALL. CSBG staff will continue to offer educational supports one-on-one and in a group setting via Life Skills and Family Support programming. CSBG staff will explore ways to help and advocate for our rural service area to expand their broadband connections as well as look for means to help with financial responsibilities of regular and reliable internet services for families. For parenting and special education support, CSBG staff will reach out to current providers of parenting programming to see if services can be expanded to include the entire service area. CSBG staff will also share a referral form with local school districts so CSBG staff can provide one-on-one or group parenting support via Family Support or Life Skills programming. For **Employment**, CSBG staff will address the issue of affordable childcare to assist with Use of Income by developing programming that will support low-income participants to start their own in-home childcare business. While expanding public transportation is outside of the capacity of the agency, CSBG staff will employ any advocacy efforts they can for transportation efforts in rural counties and seek out funding that can assist with personal financial costs associated with transportation. CSBG staff will also seek funding that assists with technology support, in hopes of securing devices to provide to low-income participants. CSBG can also provide technological support one-on-one or in a group setting via Family Support and Life Skills programming. For **Housing**, CSBG staff will continue one-on-one and group support to assist with predatory landlords and rental/criminal history via Family Support and Life Skills programming. While

new housing developments lie outside of agency capacity, CSBG staff will maintain good relationships and advocate for housing-related needs including expanded housing options for transitional and family units, landlord responsibility, and inclusion of those with criminal and/or poor rental histories in housing options. CSBG staff will seek funding to assist with extensive home repairs. For **Nutrition**, CSBG staff will explore the option of developing a program, such as a Mobile Market, to bring fresh produce to communities with food access issues. In addition, CSBG staff would like to add a job training component to this development to aid in the employment issue area. CSBG staff will continue to support individuals and families one-on-one or in group settings toward nutrition related goals via Family Support and Life Skills programming. CSBG staff will maintain working relationships with municipalities to advocate for increased wages so nutrition needs can be met. While expanding public transportation is outside of the capacity of the agency, CSBG staff will employ any advocacy efforts they can for transportation efforts in rural counties and seek out funding that can assist with personal financial costs associated with transportation. For **Health**, CSBG staff will explore partnerships with all local health providers and organizations in the service area to advocate and explore how to bring more service providers and mental health facilities and urgent cares/hospitals into the area. CSBG staff will explore funding for or develop a wellness program to promote and support recreational physical activity. CSBG staff will also have a professional goal to become more educated on helping case management clients with wellness goals. While expanding public transportation is outside of the capacity of the agency, CSBG staff will employ any advocacy efforts they can for transportation efforts in rural counties and seek out funding that can assist with personal financial costs associated with transportation. CSBG staff will continue to support health-related goals one-on-one or in a group setting with Family Support and Life Skills programming. CSBG staff will increase their capacity to provide support to those seeking mental health services by independently gathering resources, attending potential trainings, and seeking out personal education on the subject. CSBG staff will seek funding to assist with mental-health copays for individuals and families served. For **Transportation**, it was determined that expanding public transportation is outside of the capacity of the agency, but CSBG staff will employ any advocacy efforts they can for transportation efforts in rural counties and seek out funding that can assist with personal financial costs associated with transportation. CSBG staff will form partnerships with the municipalities in the OACAC service area, as well as Raise Up Missouri, to try and work with the economic development departments to discuss how to help community members make a living wage. CSBG staff will reach out to OATS to advocate for expansion of services including expanded hours and/or areas. For **Other**, many of the needs and barriers were COVID-19 related. Because of the quickly shifting environment regarding COVID-19, staff have some initial plan on how to provide support. However, these support needs may change as the pandemic continues. CSBG will employ any advocacy they can in regards to budget cuts that may be coming. While some of these activities may be restricted based on the funding source, CSBG will advocate in any way they are legally permissible to do so. CSBG staff will also explore funding options to provide PPE, internet access, and technological devices to family and individual participants impacted by COVID-19. CSBG staff will explore the option of developing a program, such as a Mobile Market, to bring fresh produce to communities with food access issues. CSBG staff will address the issue of affordable childcare to assist with Use of Income by developing programming that will support low-income participants to start their own in-home childcare business. CSBG staff will strengthen relationships with minority advocacy groups and advocate as needed and explore any programming expansions that would support these groups.

Ozarks Area Community Action Corporation (OACAC) prioritized causes, gaps, needs, and barriers once the data analysis portion of the Community Needs Assessment was completed. To do so, the Community Needs Assessment workgroup employed quadrant matrix analyzation prioritization. According to MeetingSift.com, quadrant analyzation matrixes, "… are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from all qualitative sources, in conjunction with quantitative data was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data, the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort/, high reward, high effort/high reward.

Prioritization revealed the following regarding agency capacity and needs demonstrated through the Community Needs Assessment data. OACAC's prioritization lies in the area of Education to include educational attainment and access to affordable childcare, Health to include access to physical & mental resources and affordable, physical community recreation, Nutrition to include food access and affordability as well as Farmer's Market/fresh produce, the increased need for public transportation, lack of living wage employment, and increased options for affordable housing.

Details regarding these priorities lie on the following pages.

Descriptions

Priority #1: EDUCATION: *Access to Affordable Childcare;* Education (Barrier #1, Need #1), Use of Income (Need #1, Employment (Barrier #1, Need #1), Other (Gap #7, Need #6), *Educational Attainment*; Education (Cause #3, Barrier #3, Barrier #5) Employment (Gap #1)

Education was determined to be a priority to the agency as a result of the Community Needs Assessment process. Qualitative data was obtained from educational partners, faith-based partners, community partners, low-income individuals, County Advisory Board members, and the public sector. This information was then analyzed using Word Cloud analyzation to determine key words. These key words were filtered into a Word Cloud generator to provide a visual that provided an overall picture from all qualitative partners. This qualitative data was then compared with quantitative data as displayed in the Issue Area Characteristics template. Analyzing the two sources of information helped the Community Needs Assessment workgroup to begin the prioritization process. This process used the quadrant matrix analyzation prioritization method. Access to affordable childcare was determined to be a high effort, high reward priority and within the agency's capacity. Educational Attainment was determined to be a low effort, high reward and within the agency's capacity.

Priority #2 HEALTH: *Mental & Physical Health Access;* Health (Cause #2, Cause #3, Gap #1, Gap#4, Gap #5, Barrier #1, Barrier #2) *Affordable, Physical Community Recreation* Health (Gap #6, Cause #3, Barrier #4)

Health was determined to be a priority to the agency as a result of the Community Needs Assessment process. Qualitative data was obtained from educational partners, faith-based partners, community partners, low-income individuals, County Advisory Board members, and the public sector. This information was then analyzed using Word Cloud analyzation to determine key words. These key words were filtered into a Word Cloud generator to provide a visual that provided an overall picture from all qualitative partners. This qualitative data was then compared with quantitative data as displayed in the Issue Area Characteristics template. Analyzing the two sources of information helped the Community Needs Assessment workgroup to begin the prioritization process. This process used the quadrant matrix analyzation prioritization method. Increased access to mental and physical health resources was determined to be a high effort, high reward priority and within the agency's capacity. Affordable, physical community recreation was determined to be a high effort, high reward priority for the agency.

Priority #3 NUTRITION: *Food Affordability & Access;* Nutrition (Cause #2, Gap #1, Gap #2, Need #1) *Farmer's Market/Fresh Produce;* Nutrition (Need #2)

Nutrition was determined to be a priority to the agency as a result of the Community Needs Assessment process. Qualitative data was obtained from educational partners, faith-based partners, community partners, low-income individuals, County Advisory Board members, and the public sector. This information was then analyzed using Word Cloud analyzation to determine key words. These key words were filtered into a Word Cloud generator to provide a visual that provided an overall picture from all qualitative partners. This qualitative data was then compared with quantitative data as displayed in the Issue Area Characteristics template. Analyzing the two sources of information helped the Community Needs Assessment workgroup to begin the prioritization process. This process used the quadrant matrix analyzation prioritization method. Food affordability and access was determined to be a high effort, high reward priority and within the agency's capacity. Farmer's Market/Fresh Produce was determined to be a high effort, high reward priority for the agency

Others for Consideration

The need for public transportation (Use of Income Barrier #1, Education Cause #2, Employment Barrier #3, Transportation Cause #1, Gap #1, Barrier #1, Need #2) throughout the service was a need that was prioritized. However, at this time, OACAC does not have the agency capacity to implement such a system. CSBG staff would like to support this issue by employing advocacy efforts with local municipalities. In addition, CSBG staff would like to research funding that may assist with personal transportation costs, as this issue area was noted throughout other issue areas. OACAC staff would like to advocate to OATS that serves elderly, rural, and disabled community members to increase services so that transportation can be met. Should another organization address this area, then increases are expected to be made in regards to poverty and use of income, employment, and education. This is expected to have a substantial impact as success in those areas trickles to others as well.

In addition to this, lack of living wage (Use of Income Cause #1, Employment Cause #2, Nutrition Barrier #1, Transportation Cause #2 &Barrier #2) proved to be a priority throughout issue areas. OACAC does not have the agency capacity to implement the change needed in this

area. However, OACAC could partner with agencies working in this area, such as RAISE UP Missouri to amplify advocacy efforts. OACAC will also maintain a working relationship with local municipalities to advocate for these changes. Should another organization address this area, then increases are expected to be made in regards to poverty and use of income, employment, nutrition, and transportation. This is expected to have a substantial impact as success in those areas trickles to others as well.

Lastly, the need for affordable housing options (Use of Income Need #3, Housing Gap #1, #4) proved to be a priority. OACAC does not have the agency capacity to implement the change needed in this area as new affordable housing developments require funding that OACAC does not currently possess. However, OACAC would like to remain a partner in developments that occur. Developers applying for MHDC funding often reach out to seek partnership from OACAC, for which OACAC often signs on. OACAC would like to continue positive relationships with municipalities in regards to advocacy for affordable housing. Should another organization address this area, then housing stability could be the source of exiting poverty for many families, as lack of affordable, quality, fixed permanent housing can negatively impact education and employment goals.

VII. Qualitative Data

Qualitative Data Cumulative Summary

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local private interest citizens, low-income citizens, faith-based partners, community partners, and educational partners during the time period of February 2020 – April 2020 to answer the following questions. These questions were originally offered via focus groups and one-on-one interviews. Focus groups were modified to be conducted via Zoom due to COVID-19 social distancing guidelines. The private interest data was originally scheduled to be collected via focus groups and was modified to be collected via one-on-one interviews as well.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the private interest focus groups and interviews were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **What does poverty mean to you?**
    - The top key words for this question include the following:
        - Needs
        - Hunger
    - Secondary key words for this question include the following:
        - Money
        - Basic Needs

        - Paycheck
        - Low-Income
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key word for this question includes the following:
        - Transportation
    - Secondary key words for this question include the following:
        - COVID-19
        - Manufacturing
        - Pay
        - Education
        - Qualified
        - Job
        - Childcare
        - Living Wage
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Addictions
        - Access
        - Stigma
    - Secondary key words for this question include the following:
        - Local
        - Uninsured
        - Drugs
        - Providers
        - Addiction
        - Medication
        - Counseling
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key word for this question includes the following:
        - Preventative
        - Affordable
        - Affordability
    - Secondary key words for this question include the following:
        - Uninsured
        - Insurance
        - Free
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Affordability
        - Quality
    - Secondary key words for this question include the following:
        - Low-Income

        - Ownership
        - Stock
- **How do you deal with a financial emergency?**
    - The top key words for this question include the following:
        - Savings
        - OACAC
        - Payday Loan
    - Secondary key words for this question include the following:
        - Support
        - Belongings
        - Credit Cards
        - Emergency
        - Sell
        - Family
        - Bills
        - Churches
        - Delinquent
- **If not getting basic needs met, what do people in this community do to supplement?**
    - The top key word for this question includes the following:
        - Pantries
    - Secondary key words for this question include the following:
        - Family
        - Food
        - Churches
        - OACAC
        - Commodities
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key word for this question includes the following:
        - Expensive
    - Secondary key words for this question include the following:
        - Farmer's Market
        - Affordability
        - Pantries
        - Education
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Public
        - Bus
    - Secondary key words for this question include the following:
        - Rideshare
        - Car Ownership
        - Taxi

- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Vocational
        - SPED
        - HiSet
    - Secondary key words for this question include the following:
        - Lifeskills
        - Skills
        - Adult
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
    - The top key words for this question include the following:
        - Businesses
        - Jobs
        - Activities
        - Childcare
        - Drugs
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key word for this question includes the following:
        - Unemployment
    - Secondary key words for this question include the following:
        - Small Businesses
        - Mental Health
        - Economy
        - Isolation

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results.

Cumulative including COVID-19 Question

- The top key word for cumulative answers includes the following:
    - Affordability
- Secondary key words include the following:
    - Education
    - Transportation
    - Unemployment
    - Expensive

- **Cumulative without COVID19 Question**
    - The top key word for the cumulative answers includes the following:
        - Affordability
    - Secondary key words include the following:

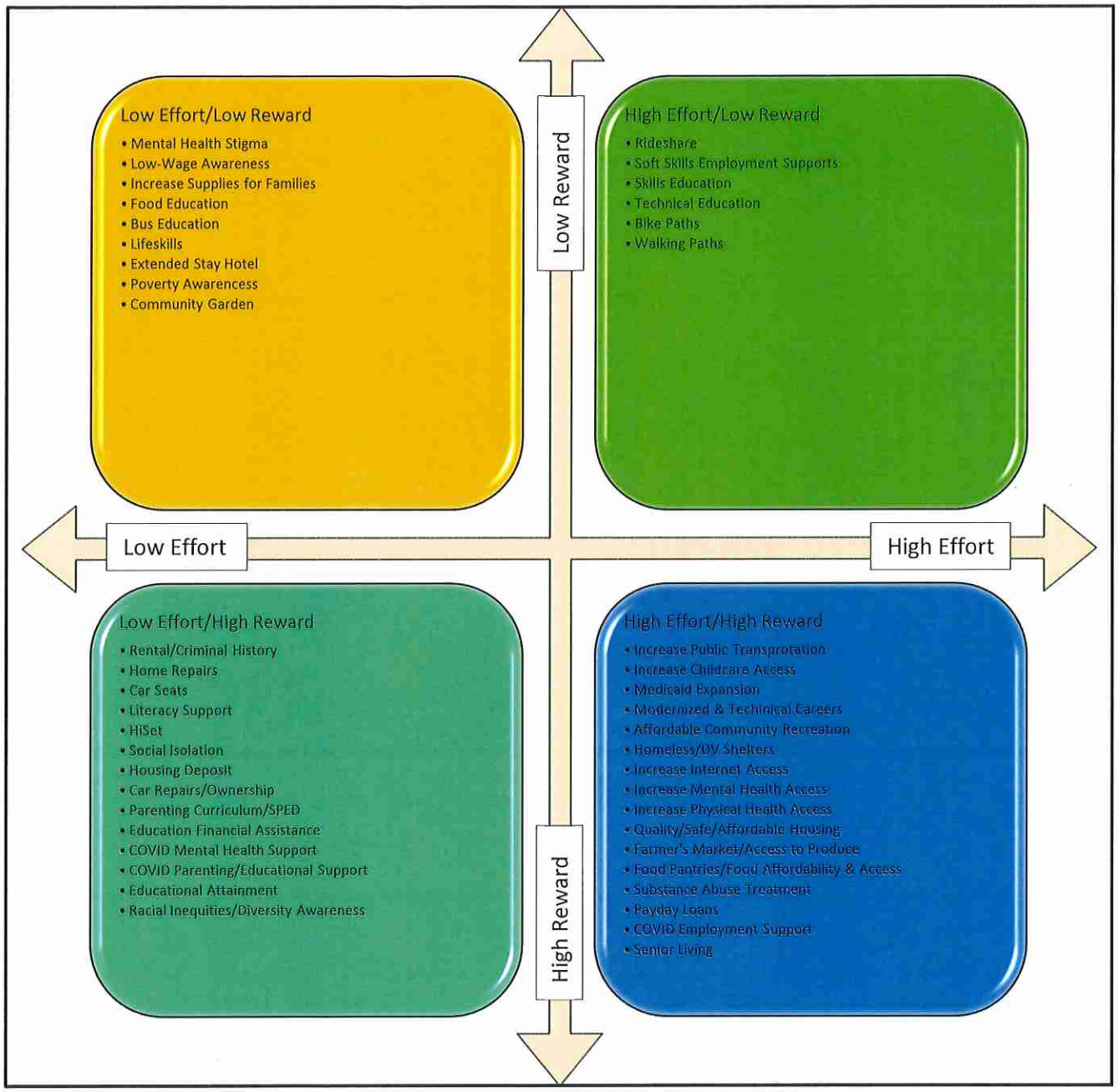
- Transportation
- Public
- Expensive
- Education

Quadrant Analyzation Matrix Prioritization

According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from all focus groups and interviews was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

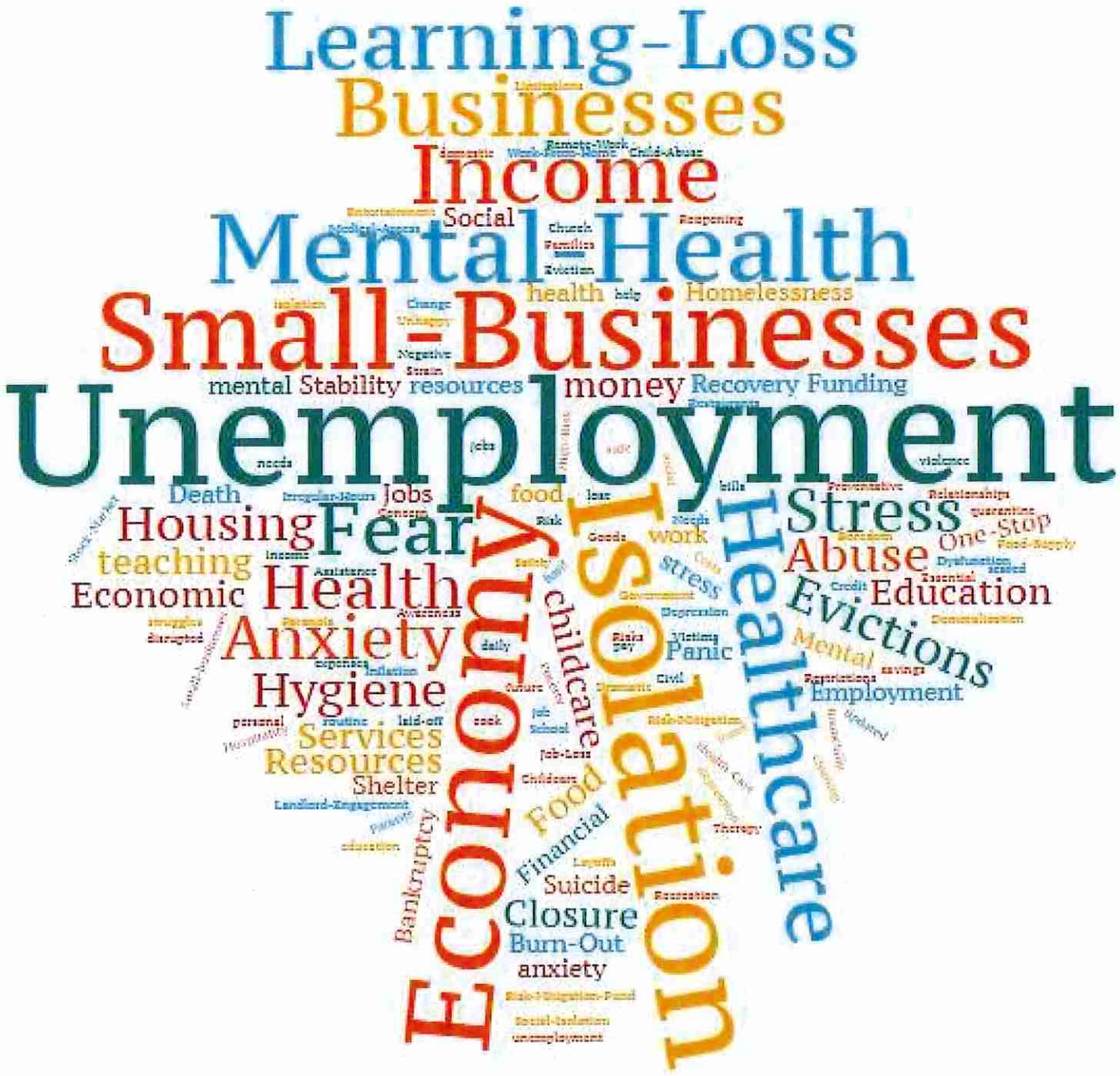
Cumulative Quadrant Analysis Prioritization



Cumulative: All Categories Without COVID-19

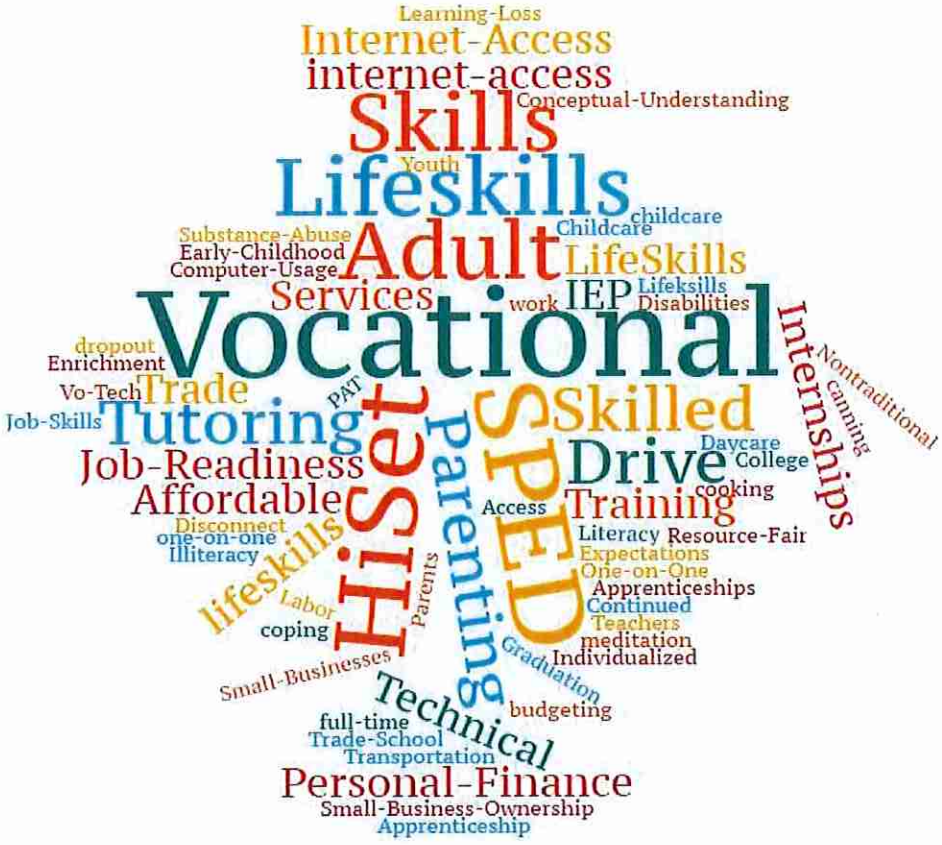
Cumulative: All Categories With COVID-19

Cumulative: COVID-19



Cumulative: Basic Needs

Cumulative: Education



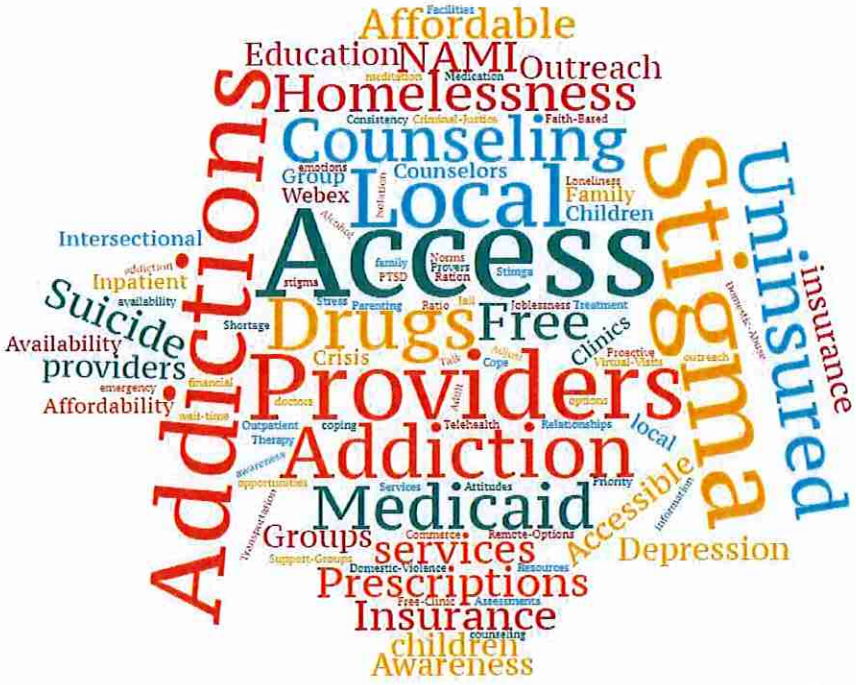
Cumulative: Employment

Cumulative: Financial Struggle

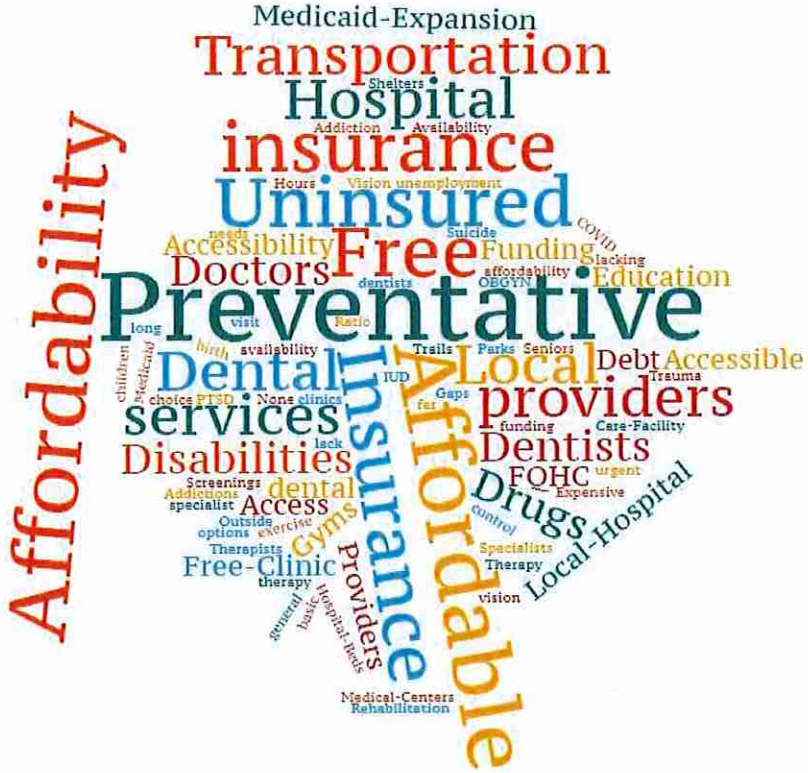
Cumulative: Food

Cumulative: Housing

Cumulative: Mental Health



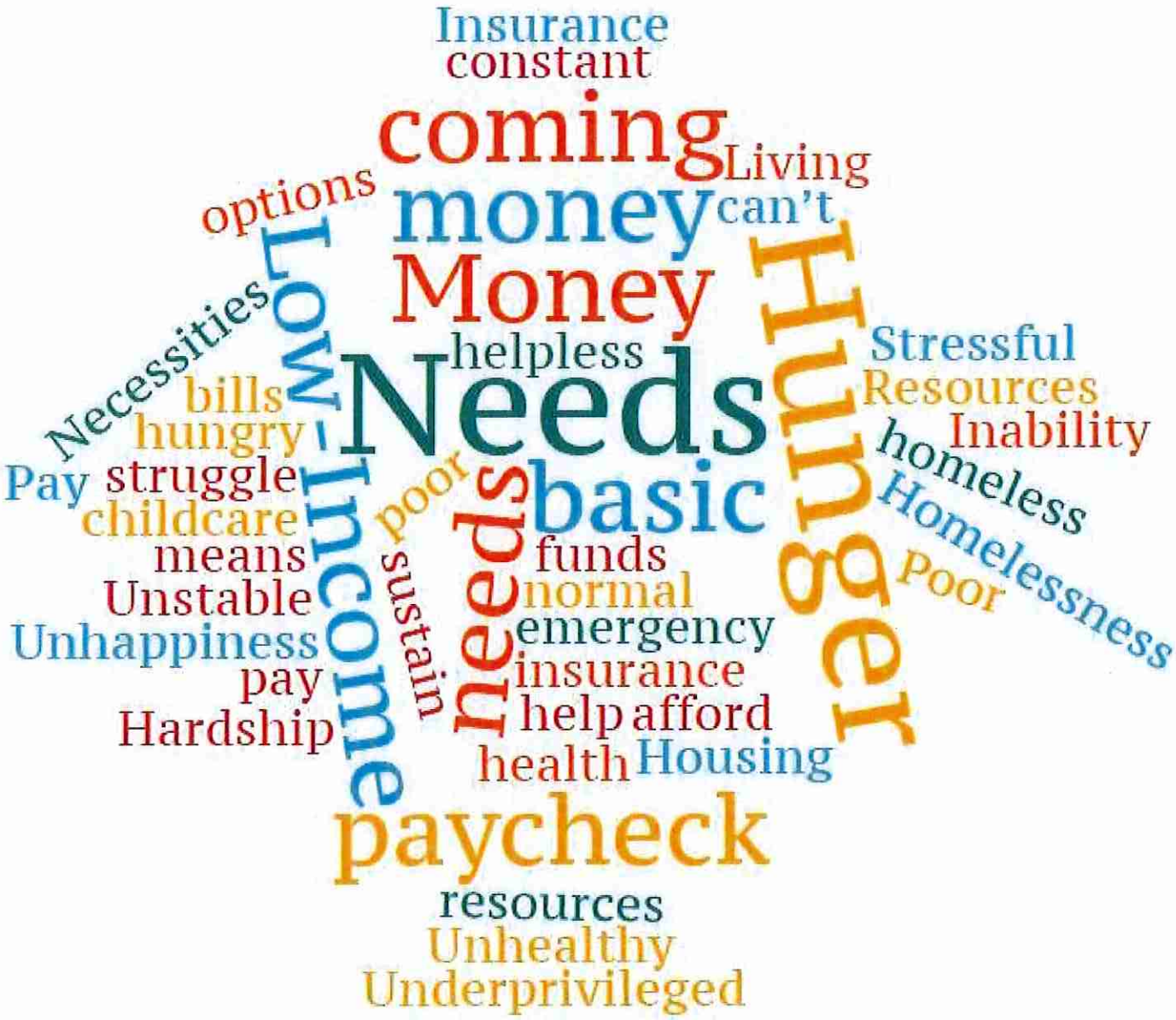
Cumulative: Physical Health



Cumulative: Structural

Cumulative: Transportation

Cumulative: What Does Poverty Mean To Me



Private Interest Focus Group and Interviews-Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local private interest citizens during the time period of February 2020 – April 2020 to answer the following questions. These questions were originally offered via a focus group format. However, with the onset of COVID-19, data collection for this group was reconfigured to also include one-on-one interviews.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the private interest focus groups and interviews were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **What does poverty mean to you?**
    - The top key words for this question include the following:
        - Hunger
        - Money
        - Low-Income
        - Needs
    - Secondary key words for this question include the following:
        - Necessities

        - Insurance
        - Resources
        - Unhealthy
        - Unstable
        - Stressful
        - Unhappy
        - Homelessness
        - Underprivileged
        - Poor
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Transportation
        - Pay
    - Secondary key words for this question include the following:
        - Sustainable
        - Criminal History
        - Childcare
        - Jobs
        - Living Wage
        - Full Time
        - Opportunities
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Addiction
        - Access
    - Secondary key words for this question include the following:
        - Education
        - Drugs
        - Stigma
        - Free
        - Local
        - Providers
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key word for this question includes the following:
        - Insurance
    - Secondary key words for this question include the following:
        - Free Clinic
        - Affordability
        - Education
        - Dental
        - Preventative
        - Affordable

        - Local Hospital
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Expensive
        - Affordability
        - Quality
        - Stock
        - Slumlords
        - Low-Income
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How do you deal with a financial emergency?**
    - The top key words for this question include the following:
        - Savings
        - OACAC
        - Payday Loan
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **If not getting basic needs met, what do people in this community do to supplement?**
    - The top key words for this question include the following:
        - OACAC
        - Pantries
        - Family
        - Churches
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Pantries
        - Expensive
        - Energy
        - Education
        - Garden
        - Desserts
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Public
        - Bus
    - Secondary key words for this question include the following:
        - Expensive

        - Topography
        - None
        - Dependable
        - Rideshare
        - Car Ownership
        - Access
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Drive
        - Internet Access
        - SPED
        - Adult
        - HiSet
        - Vocational
        - Affordable
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
    - The top key words for this question include the following:
        - Businesses
        - Jobs
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key words for this question include the following:
        - Isolation
        - Income
        - Unemployment
    - Secondary key words for this question include the following:
        - Small Businesses
        - Closure
        - Economy
        - Food
        - Stress
        - Recovery

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the private interest submissions.

- **Cumulative including COVID-19 Question**
    - The top key words for cumulative answers include the following:
        - Education

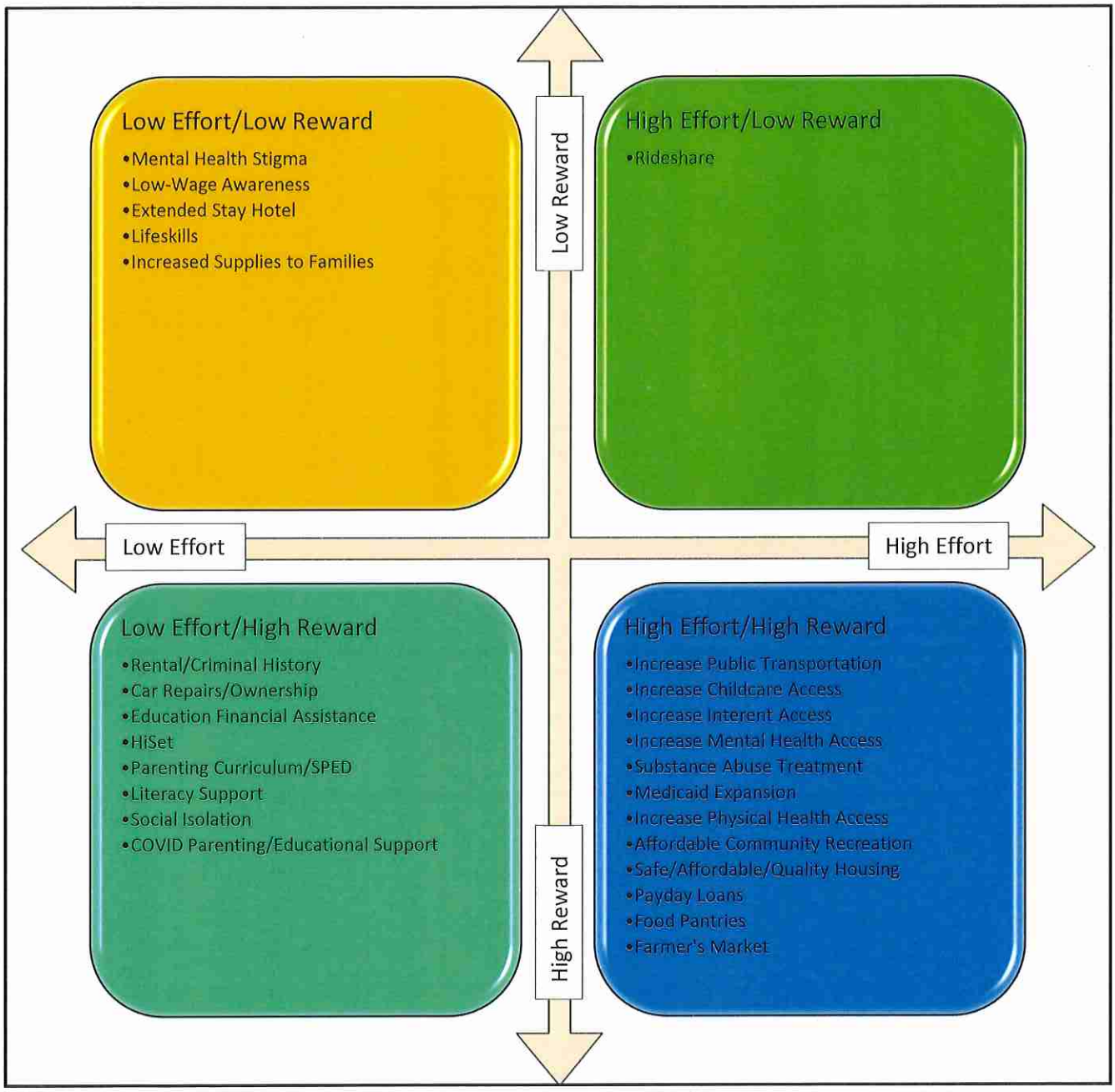
        - Expensive
        - Affordability
    - Secondary key words include the following:
        - Pantries
        - Quality
        - Access
        - Transportation
        - Public
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Education
        - Expensive
        - Affordability
    - Secondary key words include the following:
        - Transportation
        - Pantries
        - Pubic
        - Access
        - Quality

Quadrant Analyzation Matrix Prioritization

According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Private Interest Focus Groups and Interviews was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

Private Focus Groups & Interviews Quadrant Analysis Prioritization



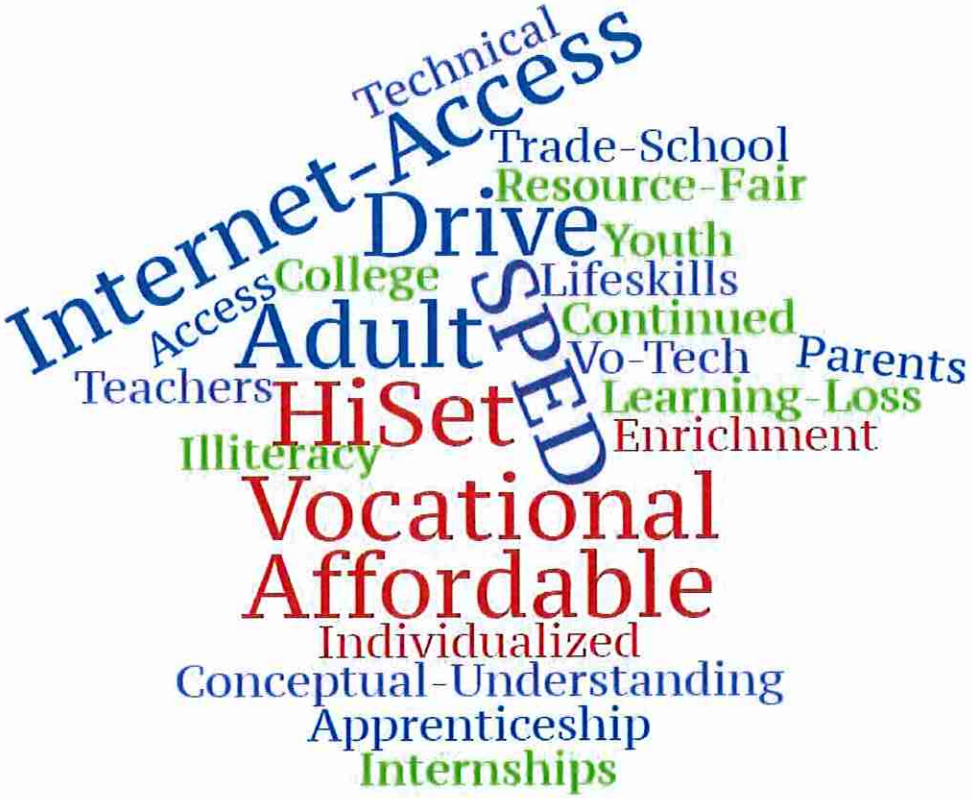
Private Interest: All Categories Without COVID-19

Private Interest: All Categories With COVID-19

Private Interest: COVID-19

Private Interest: Basic Needs

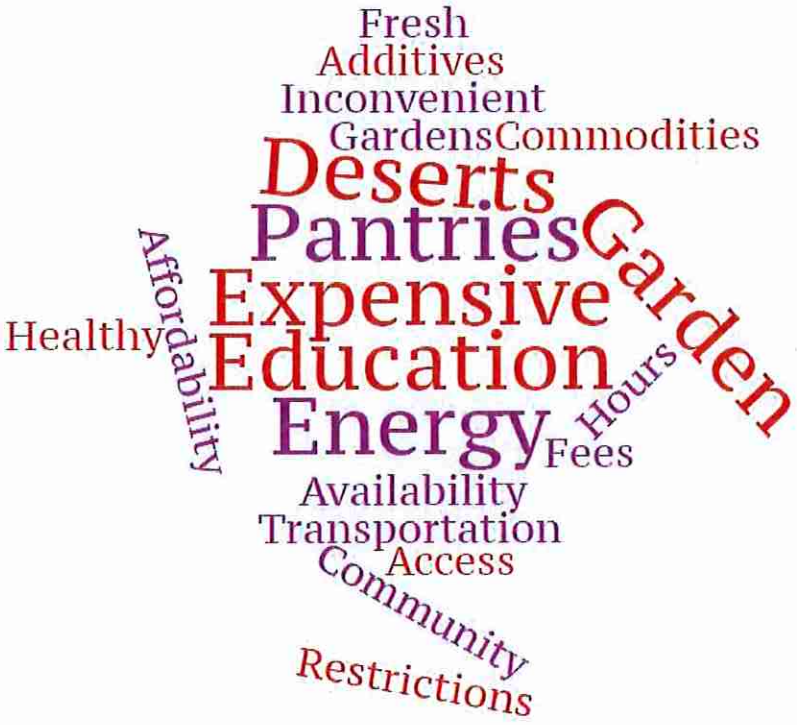
Private Interest: Education



Private Interest: Employment

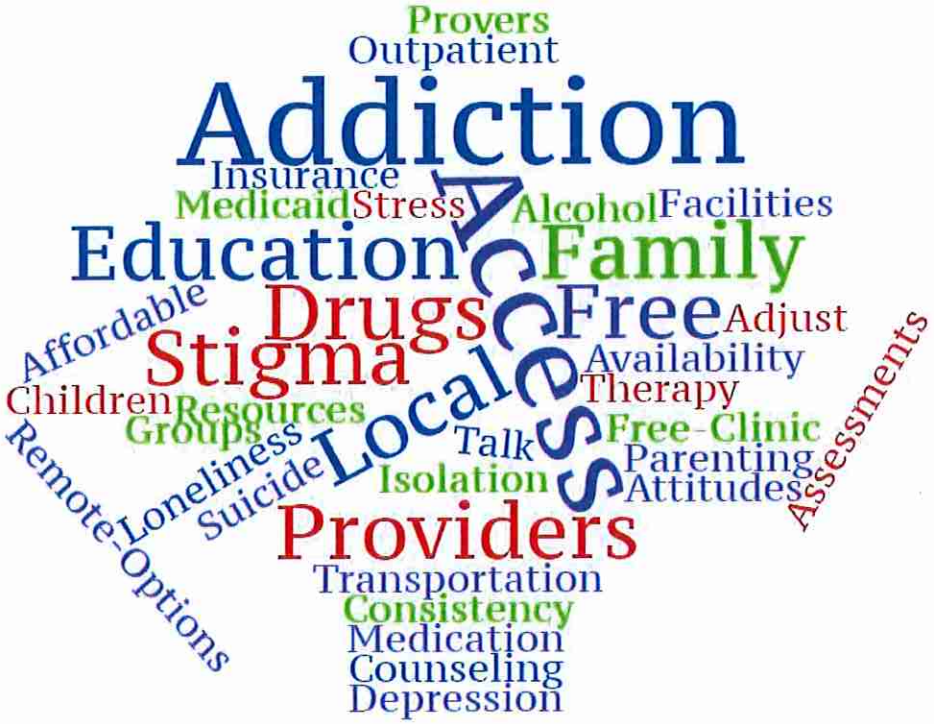
Private Interest: Family Emergency

Private Interest: Food



Private Interest: Housing

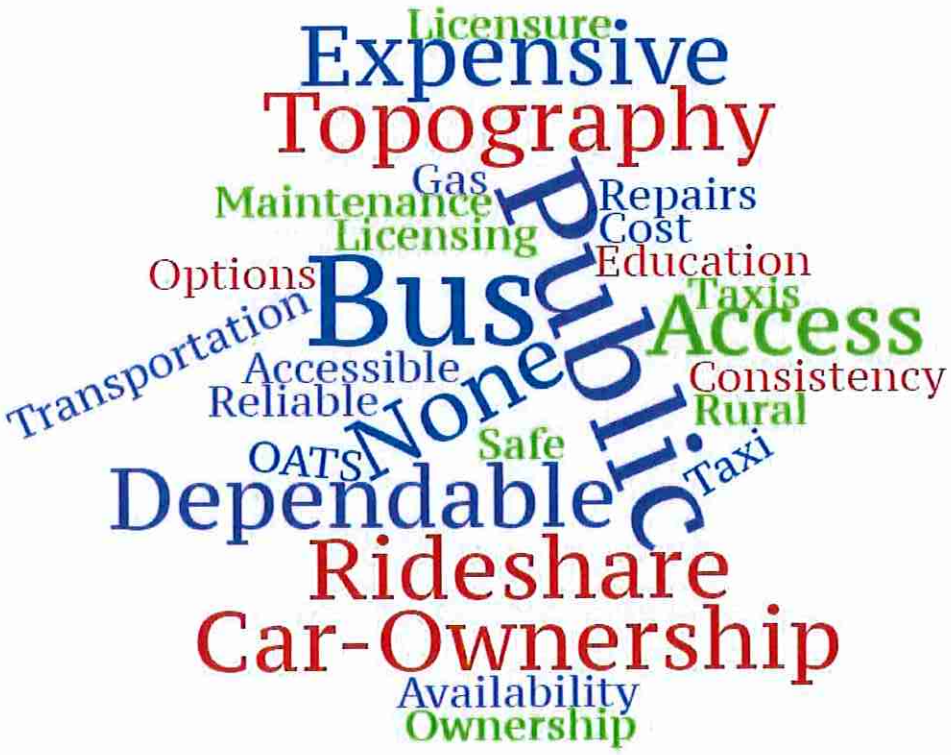
Private Interest: Mental Health



Private Interest: Physical Health

Private Interest: Structural

Private Interest: Transportation



Private Interest: What Does Poverty Mean To Me

Low-Income Focus Groups-Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local low-income citizens during the time period of February 2020 – April 2020 to answer the following questions. These questions were originally offered via a traditional focus group format. However, with the onset of COVID-19, data collection for this group was reconfigured to also include focus groups via the Zoom platform.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **What does poverty mean to you?**
    - The top key words for this question include the following:
        - Needs
        - Money
        - Paycheck
        - Basic
    - There are no secondary key words as all other key words were mentioned with the same frequency.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Transportation
        - Education
        - Jobs
        - Childcare
        - Low
        - Part-time
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Providers
        - Local
        - Services
        - Children
        - Insurance
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key words for this question include the following:
        - Dental
        - Providers
        - Insurance
        - Services
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Affordable
        - Low-Income
    - Secondary key words for this question include the following:
        - Utilities
        - Expensive
        - Families
        - Stock
        - Housing
        - High
        - Waitlist
- **How do you deal with a financial emergency?**
    - The top key words for this question include the following:
        - Sell

        - Credit Cards
        - Delinquency
        - Family
        - Support
        - Sell Belongings
        - Emergency
        - Bills
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **If not getting basic needs met, what do people in this community do to supplement?**
    - The top key words for this question include the following:
        - OACAC
        - Churches
        - Food
        - Pantries
        - Commodities
    - Secondary key word for this question includes the following:
        - LIHEAP
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Pantries
        - EBT
    - Secondary key words for this question include the following:
        - Expensive
        - Farmer's Market
        - Gardening
        - Affordable
        - Nutritious
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Rideshare
        - Public Transportation
        - Reliable
        - Taxi
        - Bus
        - Walk
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Internet Access

- There are no secondary key words as all other key words were mentioned with the same frequency.

- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
  - The top key words for this question include the following:
    - Childcare
    - Drugs
    - Activities
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
  - The top key words for this question include the following:
    - Childcare
    - Money
    - Teaching
  - Secondary key words for this question include the following:
    - Food
    - Anxiety
    - Health
    - Work
    - Stress
    - Mental
    - Resources

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

- **Cumulative including COVID-19 Question**
  - The top key words for cumulative answers include the following:
    - Childcare
    - Transportation
    - Services
  - Secondary key words include the following:
    - Affordable
    - Pantries
    - Insurance
    - Providers
    - Food
    - Money
    - OACAC
- **Cumulative without COVID19 Question**
  - The top key words for the cumulative answers include the following:
    - Transportation

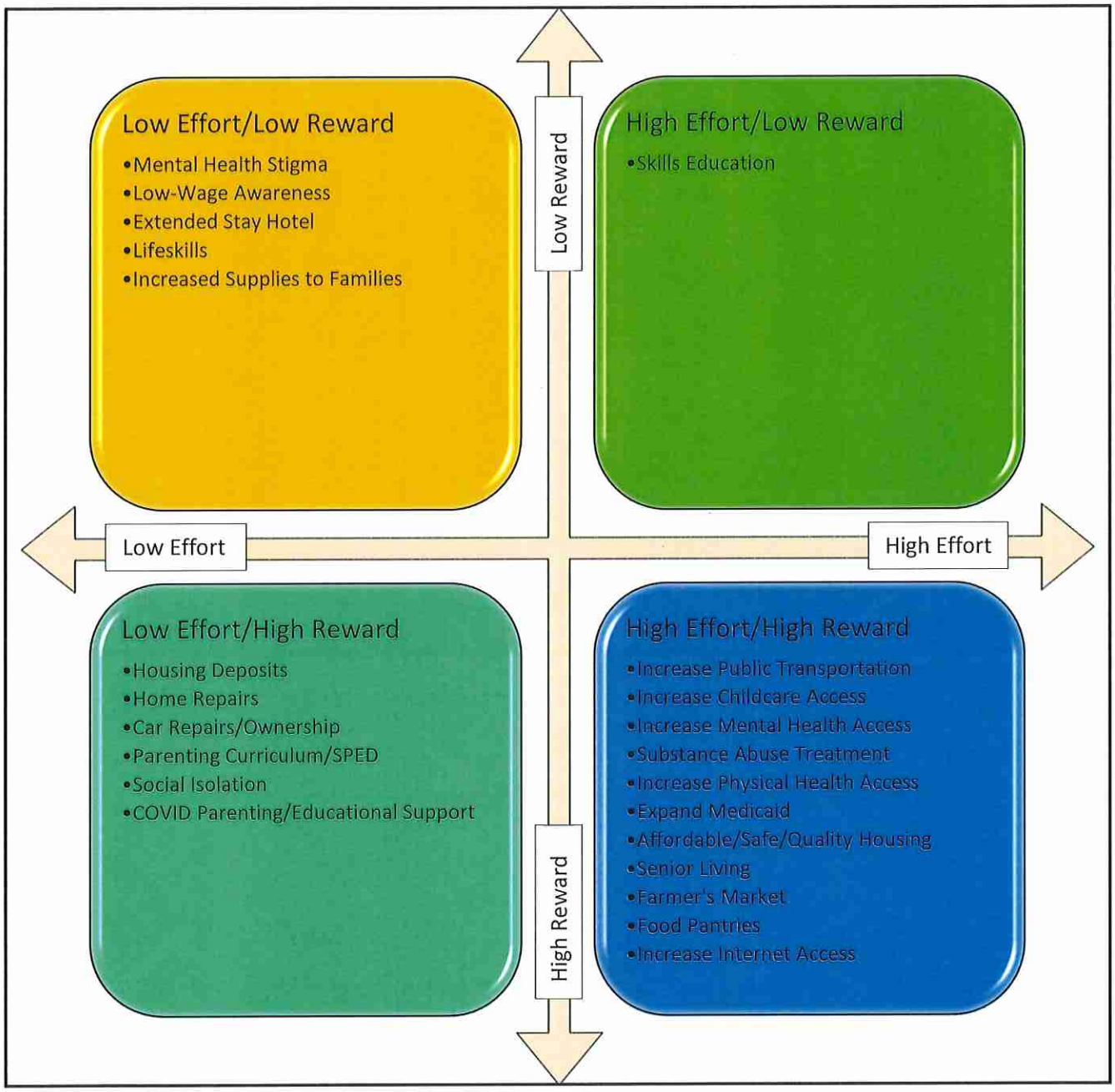
        - Childcare
        - Insurance
    - Secondary key words include the following:
        - Pantries
        - Services
        - Providers
        - OACAC
        - Affordable

Quadrant Analyzation Matrix Prioritization

According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Low-Income Focus Groups was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

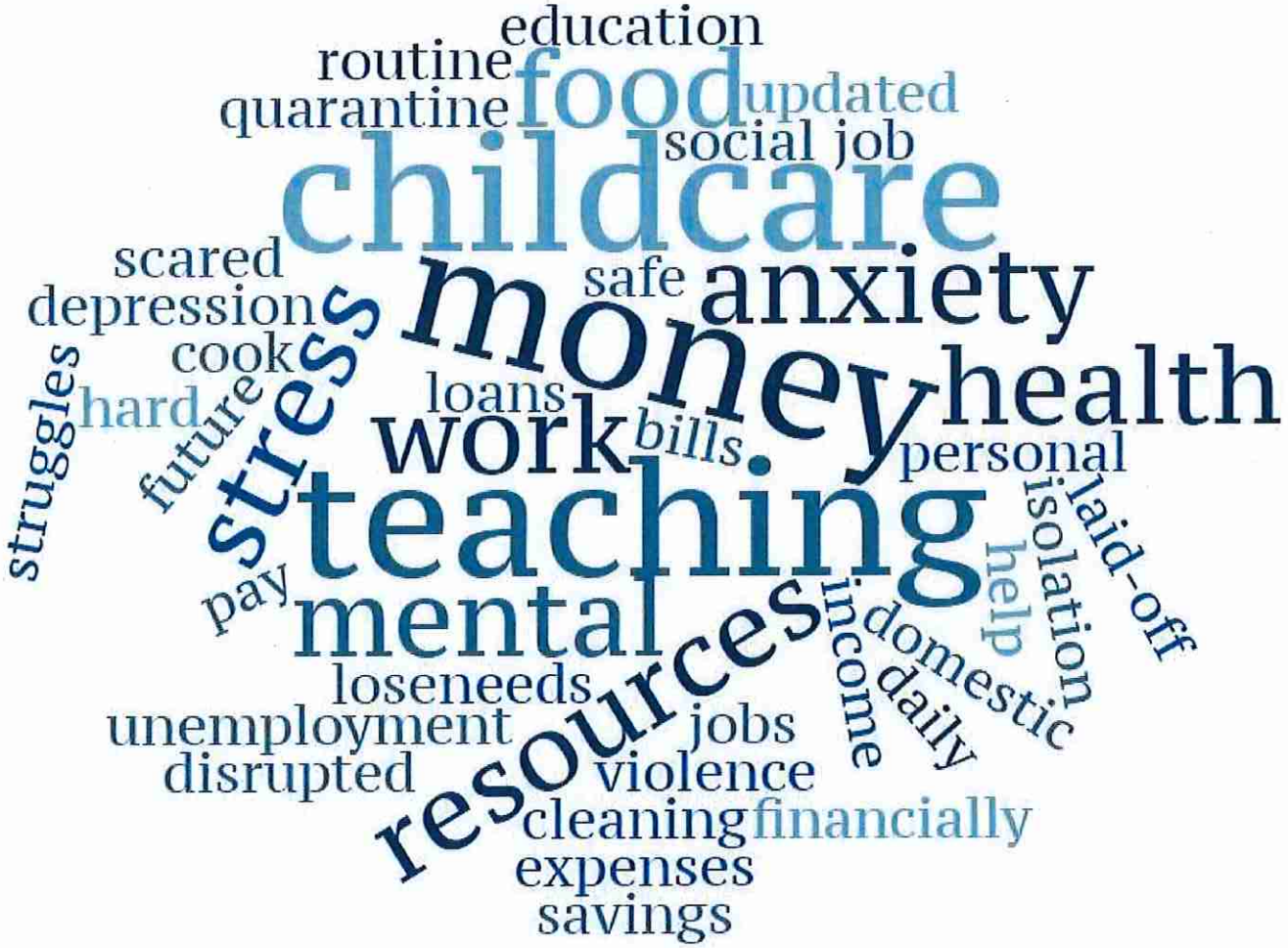
Low-Income Focus Groups Quadrant Analysis Prioritization



Low-Income: All Categories Without COVID-19

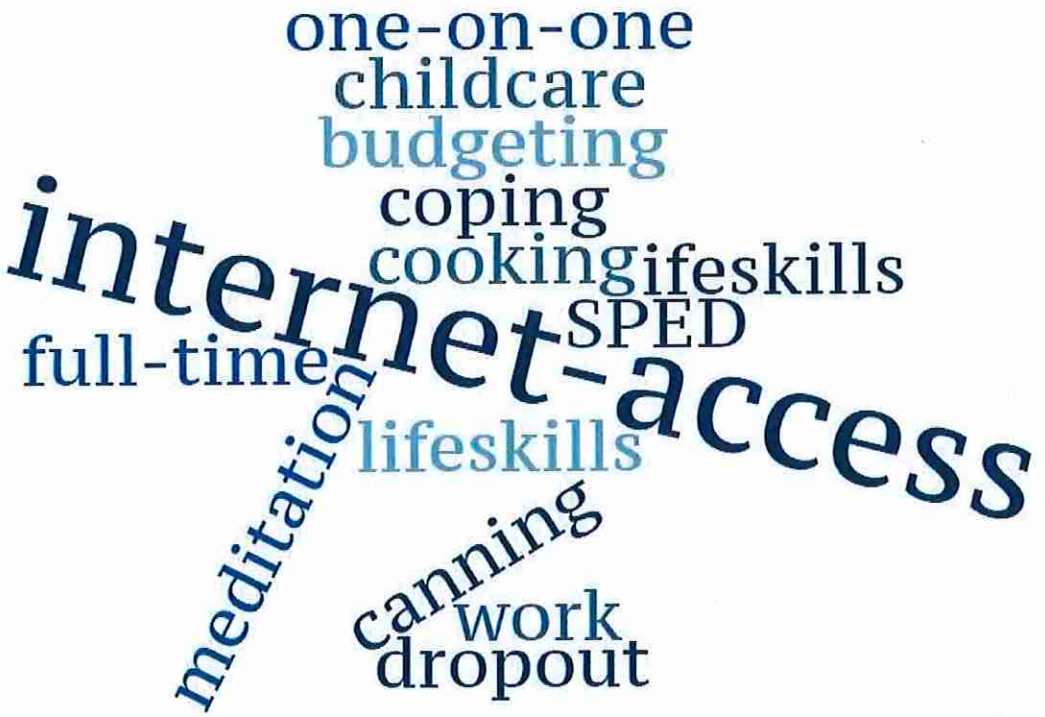
Low-Income: All Categories With COVID-19

Low-Income: COVID-19



Low-Income: Basic Needs

Low-Income: Education

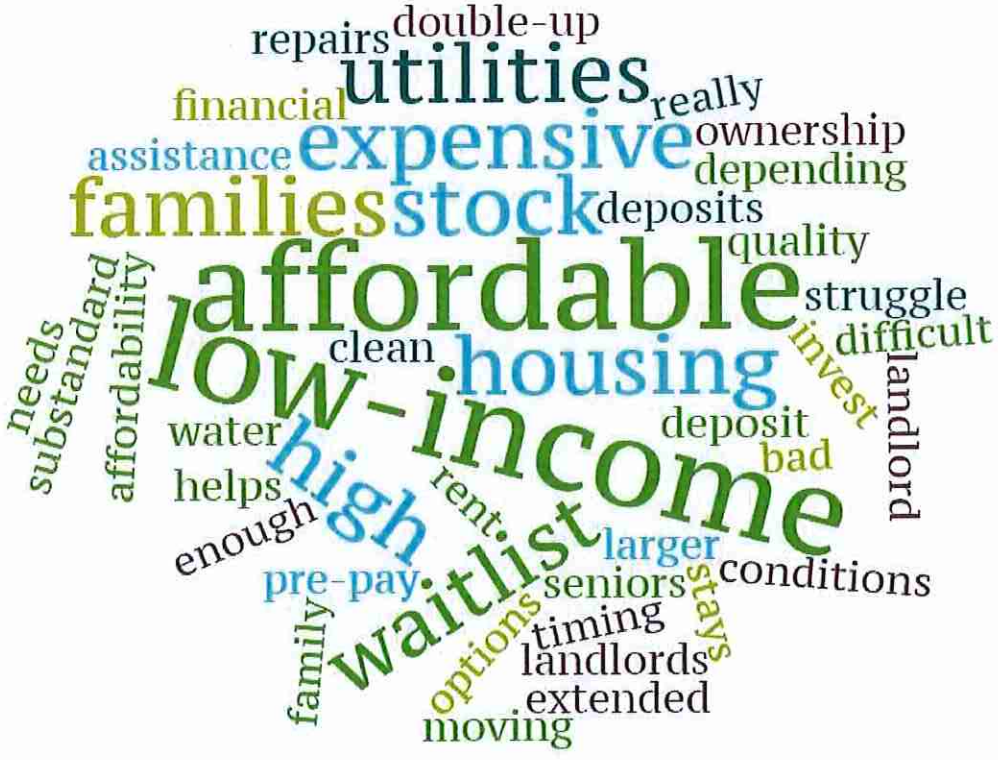


Low-Income: Employment

Low-Income: Family Emergency

Low-Income: Food

Low-Income: Housing

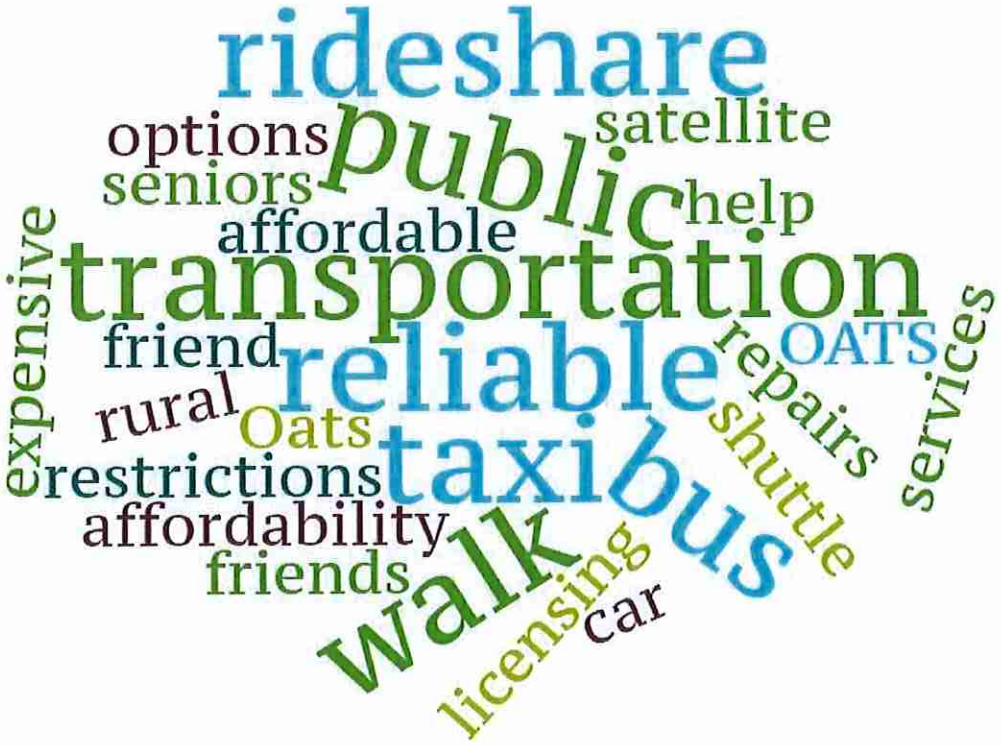


Low-Income: Mental Health

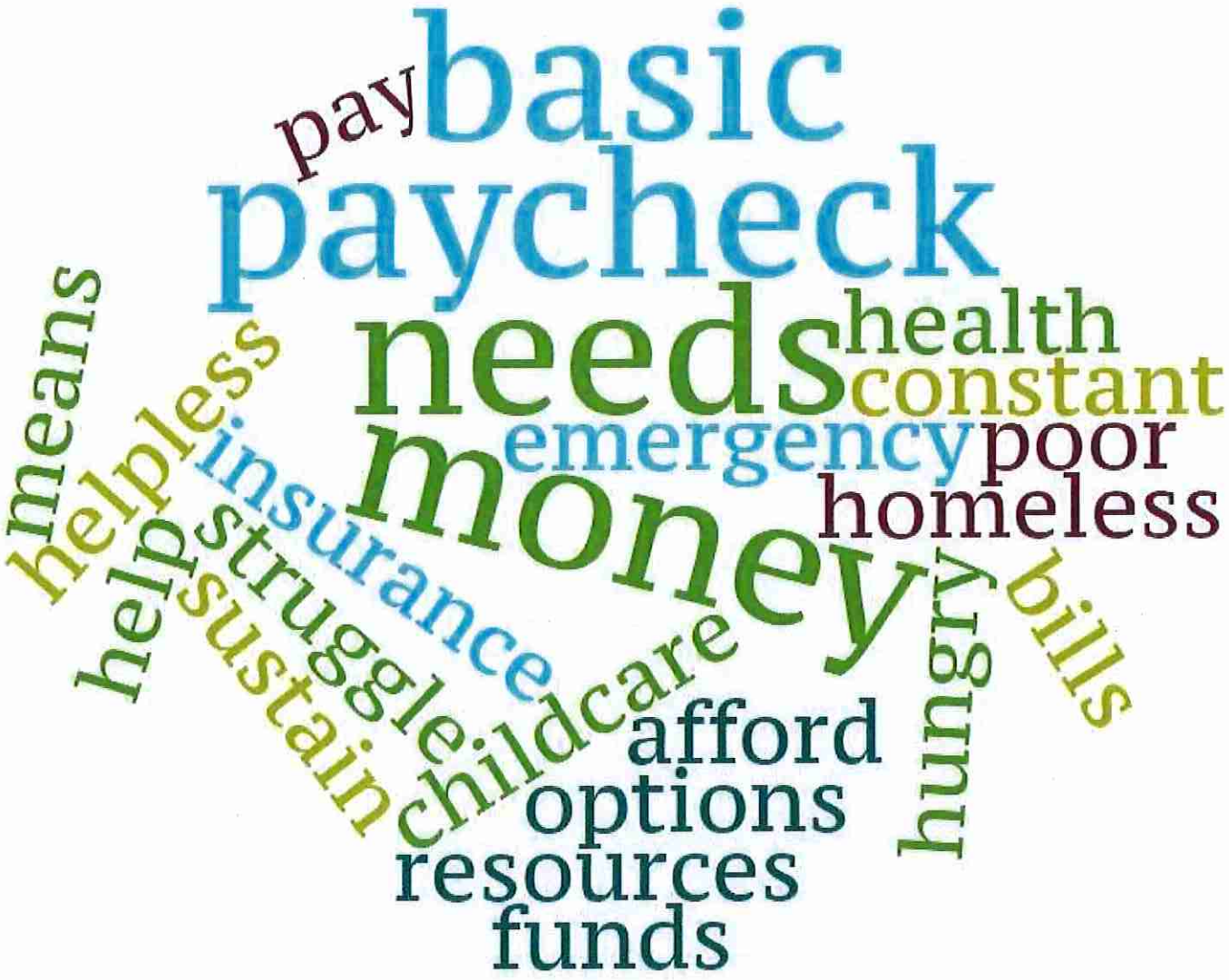
Low-Income: Physical Health

Low-Income: Structural

Low-Income: Transportation



Low-Income: What Does Poverty Mean To Me



Faith-Based Partners Interviews-Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local faith-based partners during the time period of February 2020 – April 2020 to answer the following questions. These questions offered via one-on-one interviews.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Wages
        - Living Wage
        - Transportation
        - Manufacturing
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Accessible
        - Affordable
        - Stigma
        - Addictions

        - Providers
        - Counselor
        - Local
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key words for this question include the following:
        - Preventative
        - Local
        - Affordability
        - Accessibility
        - Medicaid Expansion
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Affordability
        - Slumlords
        - Safe
        - Livable
        - Quality
        - Low-Income
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Local
        - Expensive
        - Education
        - Farmer's Market
        - Deserts
        - Garden
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Ownership
        - Public
        - Bus
        - Taxi
        - Sidewalks

        - Local
        - Jobs
        - Rideshare
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Personal Finance
        - Parenting
        - LifeSkills
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key word for this question includes the following:
        - Unemployment
    - Secondary key words for this question include the following:
        - Economy
        - Small Businesses
        - Learning Loss
        - Isolation

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the faith-based partner submissions.

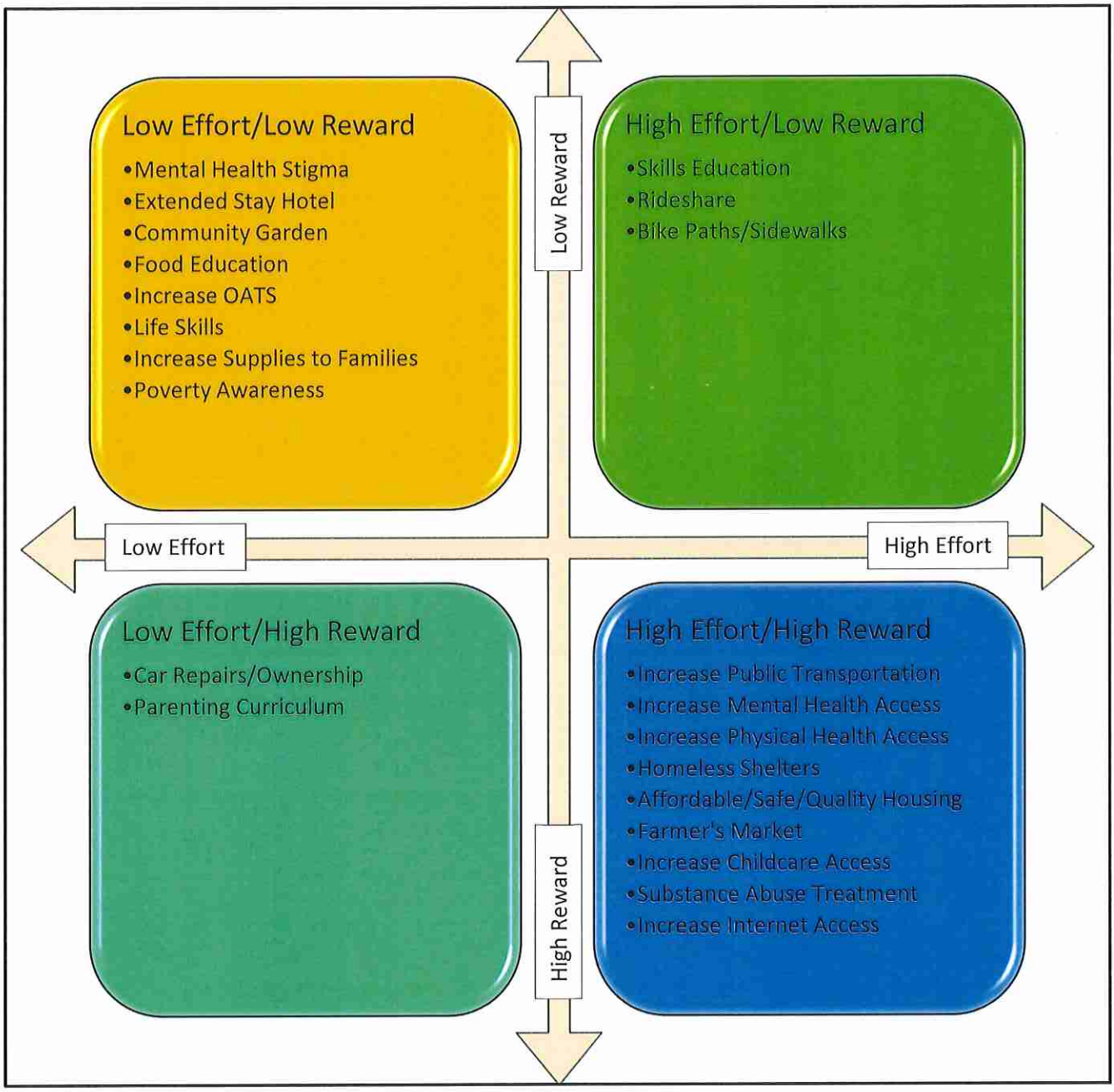
- **Cumulative including COVID-19 Question**
    - The top key words for cumulative answers include the following:
        - Affordability
        - Education
    - Secondary key words include the following:
        - Unemployment
        - Addiction
        - Transportation
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Affordability
        - Addiction
    - Secondary key words include the following:
        - Transportation
        - Education
        - Local
        - Affordable

Quadrant Analyzation Matrix Prioritization

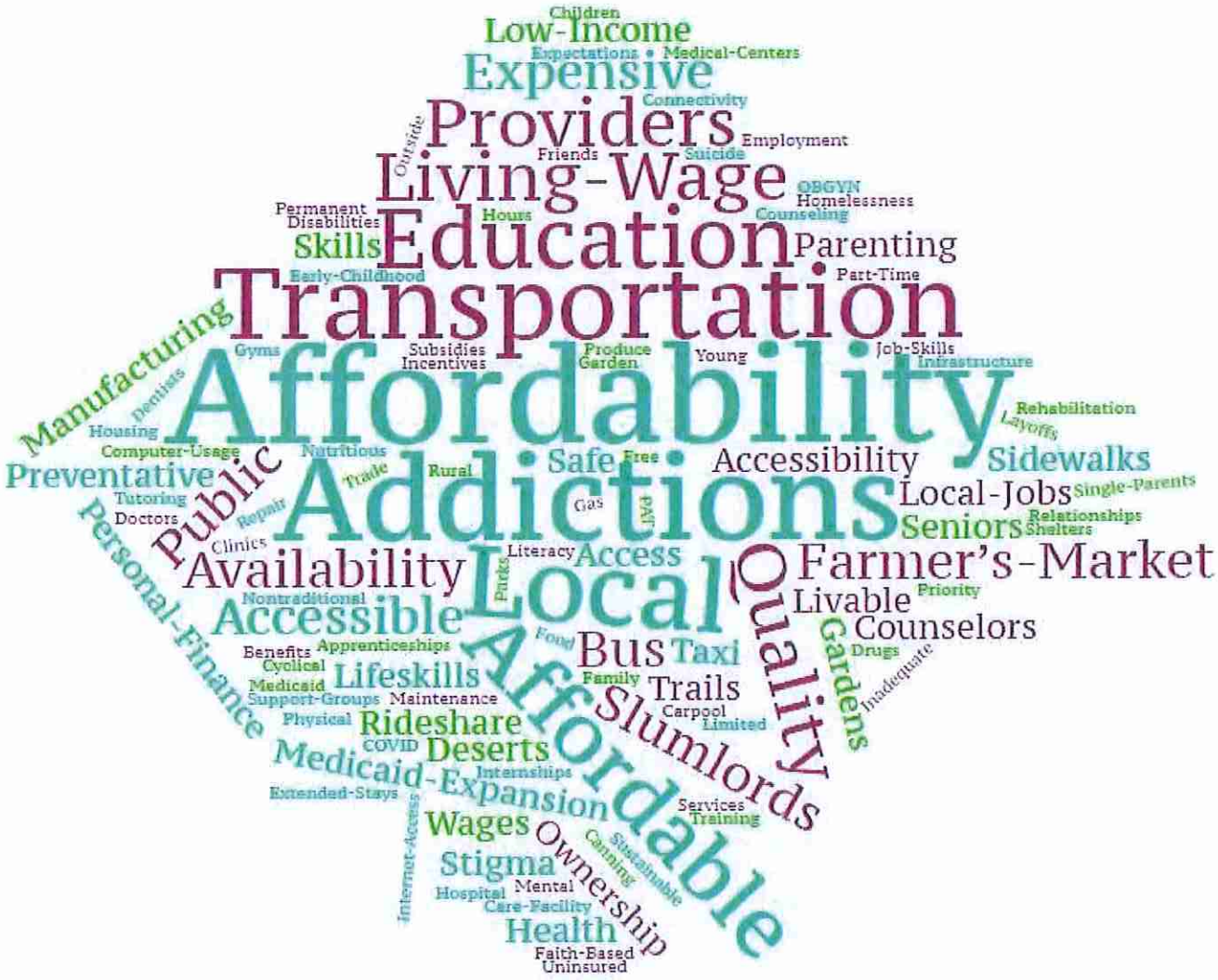
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Faith-Based Partners was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

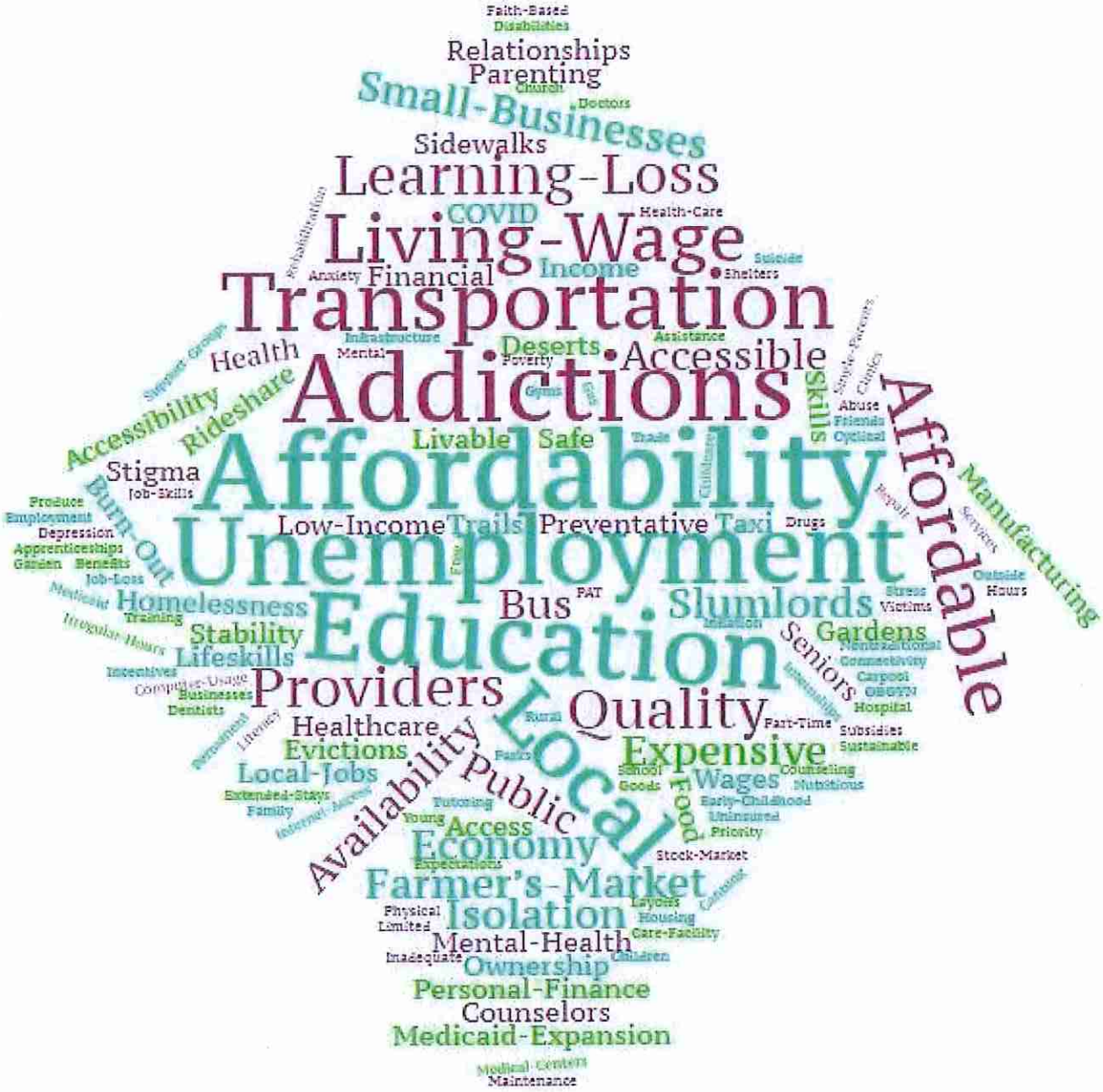
Faith-Based Partners Quadrant Analysis Prioritization



Faith Based: All Categories Without COVID-19

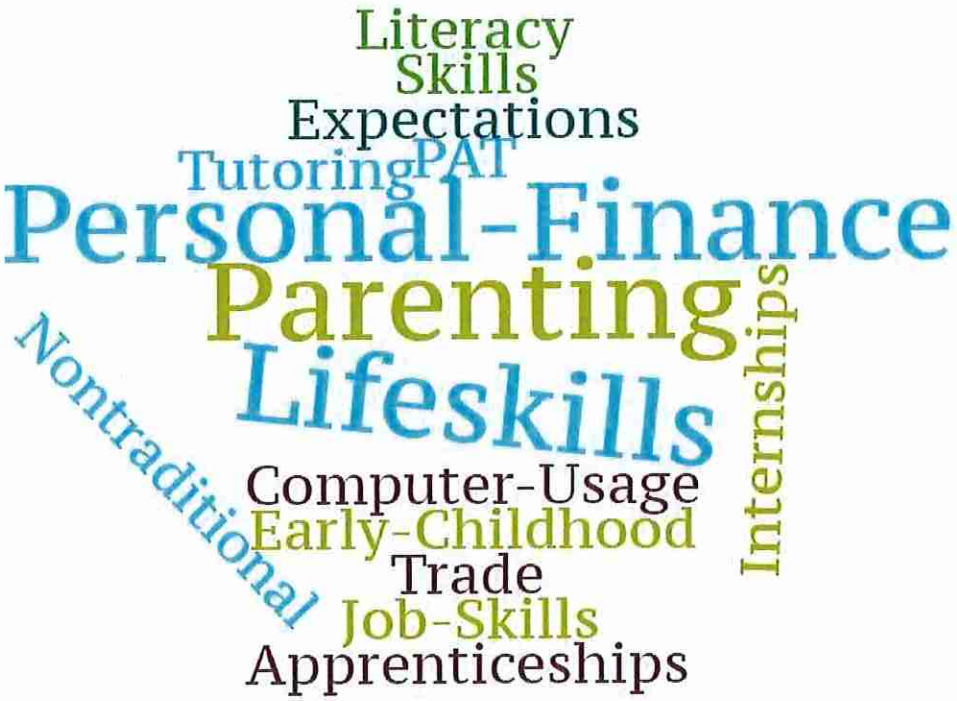


Faith Based: All Categories With COVID-19



Faith Based: COVID-19

Faith Based: Education



Faith Based: Employment

Faith Based: Food

Faith Based: Housing

Faith Based: Mental Health

Faith Based: Physical Health

Faith Based: Transportation

Educational Partners Interviews-Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local educational partners during the time period of February 2020 – April 2020 to answer the following questions. These questions offered via one-on-one interviews.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key word for this question includes the following:
        - Wages
    - Secondary key words for this question include the following:
        - Growth
        - Industrial
        - Diversity
        - Modernization
        - Soft Skills
        - COVID
        - Transportation
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key word for this question includes the following:
        - Access

- Secondary key words for this question include the following:
  - Suicide
  - Education
  - Children
  - Depression
  - Counseling
  - Family
  - Children
  - Providers

- **What physical health services do you feel are needed in the community? What would be the impact?**
  - The top key words for this question include the following:
    - Cost
    - Transportation
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
  - The top key words for this question include the following:
    - Affordable
    - Stock
  - Secondary key words for this question include the following:
    - Low Income
    - Middle Class
    - Quality
    - Safe
    - Clean
    - Homelessness
    - Developments
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
  - The top key words for this question include the following:
    - Farmer's Market
    - Transportation
    - Education
    - Expensive
    - Fresh
    - Access
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
  - The top key words for this question include the following:
    - OATS
    - Rideshare

        - Public
        - Ownership
        - Affordability
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Internet Access
        - Skills
        - Resources
        - Early Childhood
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key word for this question includes the following:
        - Unemployment
    - Secondary key words for this question include the following:
        - Health
        - Isolation
        - Small Businesses
        - Mental Health

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the education partner submissions.

- **Cumulative including COVID-19 Question**
    - The top key words for cumulative answers include the following:
        - Public
        - Access
        - Education
        - Transportation
    - Secondary key words include the following:
        - Counseling
        - Stock
        - Affordable
        - Unemployment
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Transportation
        - Access
    - Secondary key words include the following:
        - Public

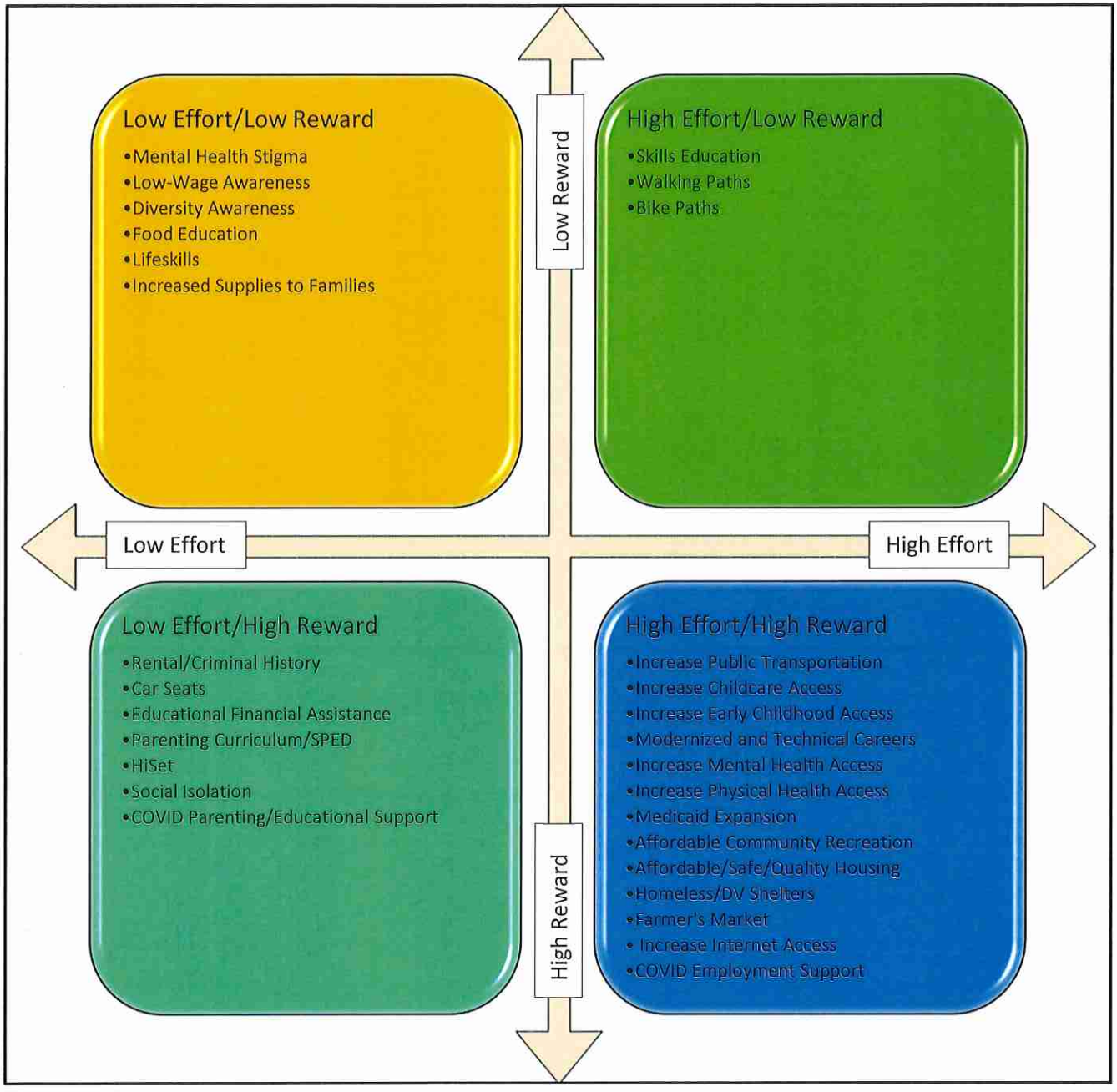
- Stock
- Education
- Affordable
- Counseling

Quadrant Analyzation Matrix Prioritization

According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Educational Partners was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

Educational Partners Quadrant Analysis Prioritization



Education Partners: All Categories Without COVID-19

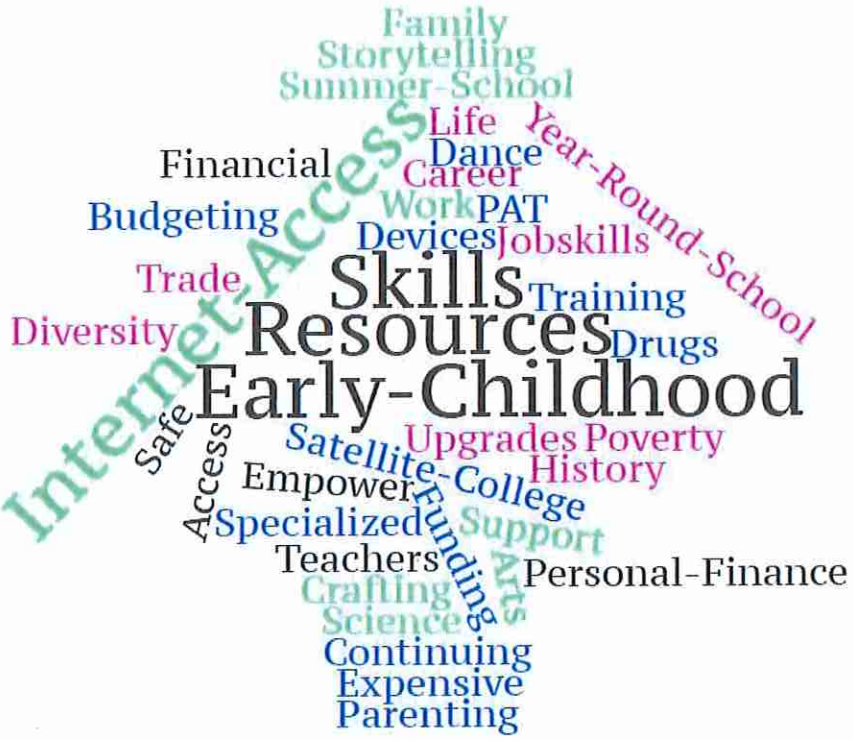
Education Partners: All Categories With COVID-19

Education Partners: COVID-19

Education Partners: COVID-19 Immediate Needs

Education Partners: COVID-19 Future Needs

Education Partners: Education

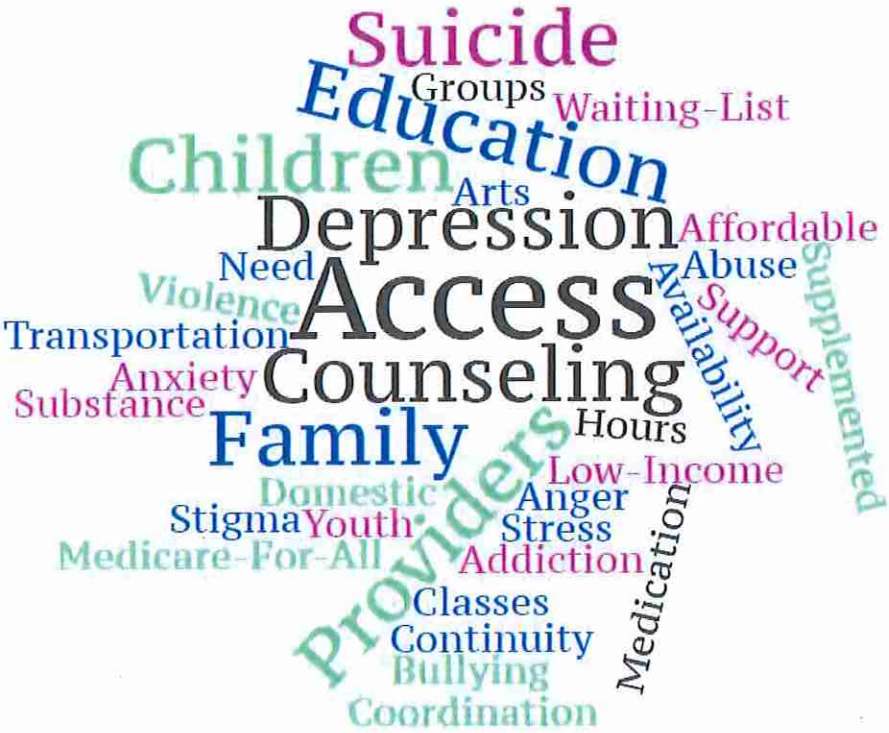


Education Partners: Employment

Education Partners: Food

Education Partners: Housing

Education Partners: Mental Health



Education Partners: Physical Health

Education Partners: Transportation

Community Partners Interviews-Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local community partners during the time period of February 2020 – April 2020 to answer the following questions. These questions offered via one-on-one interviews.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Qualified
        - COVID-19
        - Transportation
        - Living Wage
        - Businesses
        - Manufacturing
        - Jobs
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Access

        - Uninsured
        - Homelessness
        - Addictions
        - Stigma
    - Secondary key words for this question include the following:
        - Prescriptions
        - Stigma
        - Medicaid
        - Counseling
        - NAMI
        - Groups
        - Intersectional
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key word for this question includes the following:
        - Uninsured
        - Preventative
        - Affordable
        - Hospital
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key word for this question includes the following:
        - Affordability
    - Secondary key words for this question include the following:
        - Waiting List
        - Stock
        - Low-Income
        - Quality
        - Availability
        - Ownership
        - Safe
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Affordability
        - Education
        - Nutritious
        - Produce
        - Affordable
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**

    - The top key word for this question includes the following:
        - Public
        - Car-Ownership
        - Rideshare
        - Repairs
        - Bus
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Vocational
        - Adult
        - HiSet
        - Training
        - Skills
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key word for this question includes the following:
        - Unemployment
    - Secondary key words for this question include the following:
        - Health
        - Isolation
        - Small Businesses
        - Mental Health

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the community parnter submissions.

- **Cumulative including COVID-19 Question**
    - The top key word for cumulative answers includes the following:
        - Affordability
    - Secondary key words include the following:
        - Transportation
        - Quality
        - Businesses
        - Unemployment
        - Bus
        - Public
        - Uninsured
- **Cumulative without COVID19 Question**
    - The top key word for the cumulative answers includes the following:

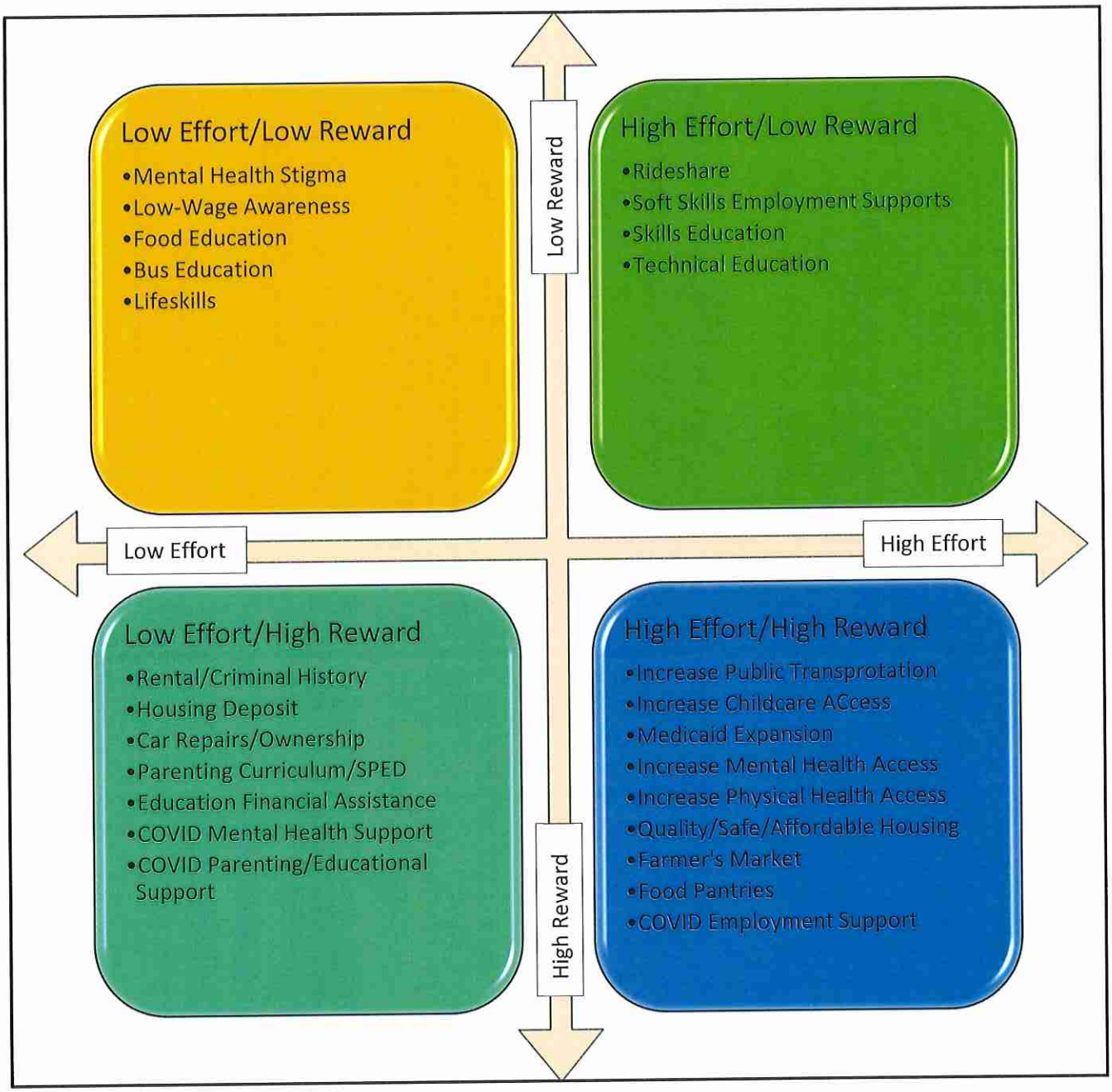
        - Affordability
    - Secondary key words include the following:
        - Transportation
        - Quality
        - Uninsured
        - Public
        - Bus

Quadrant Analyzation Matrix Prioritization

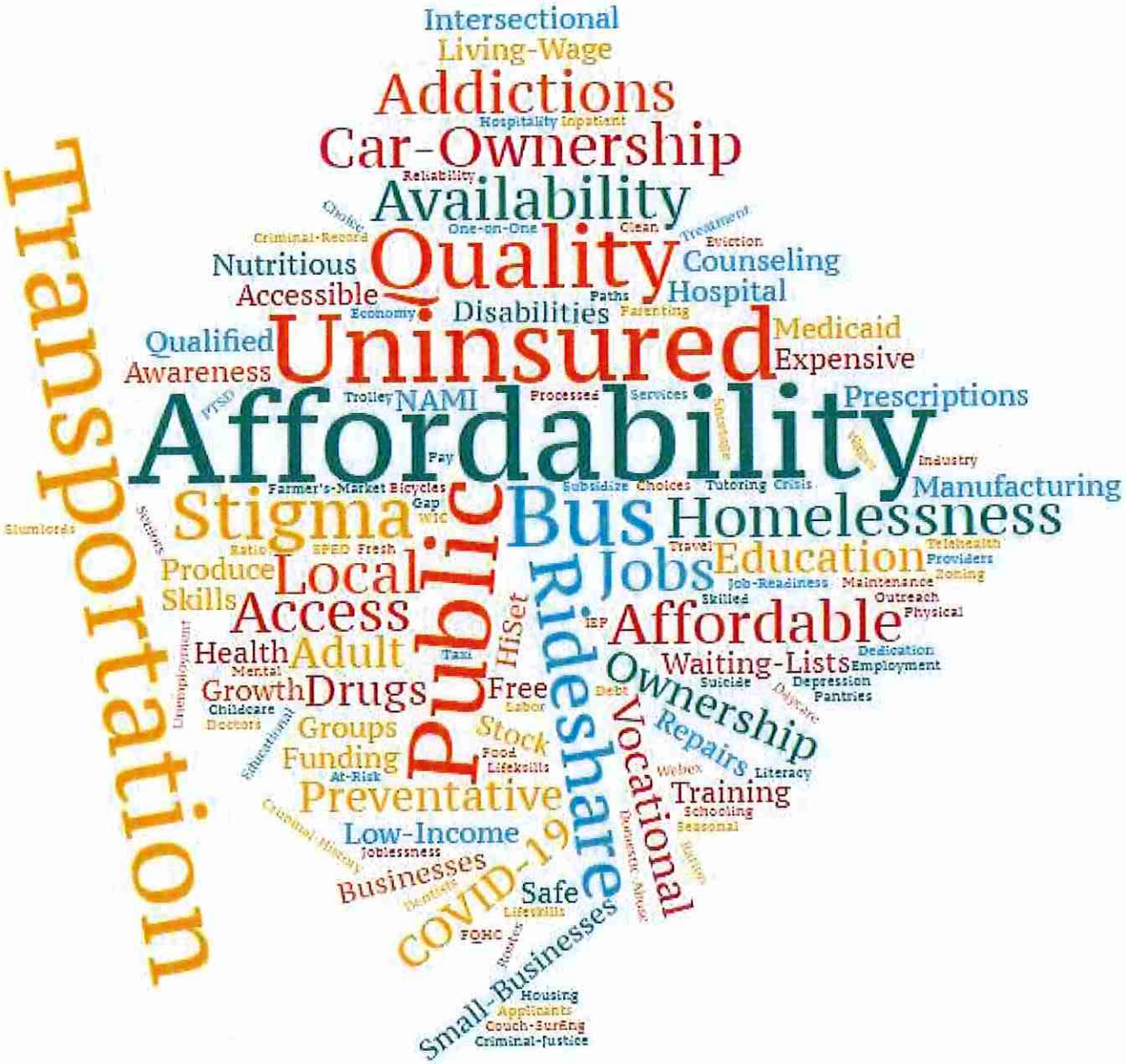
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Community Partners was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

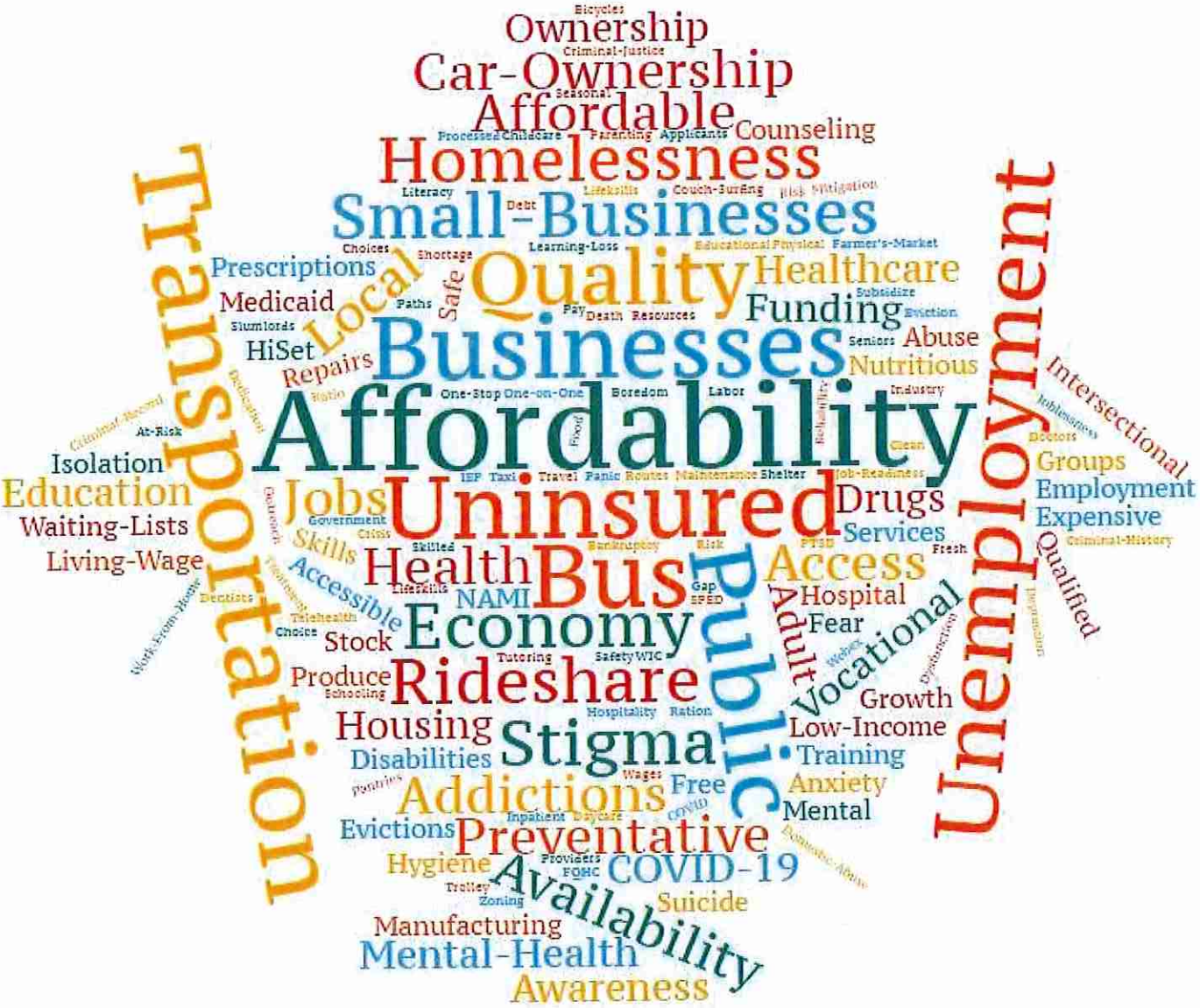
Community Parnters Quadrant Analysis Prioritization



Community Partners: All Categories Without COVID-19



Community Partners: All Categories With COVID-19



Community Partners: COVID-19

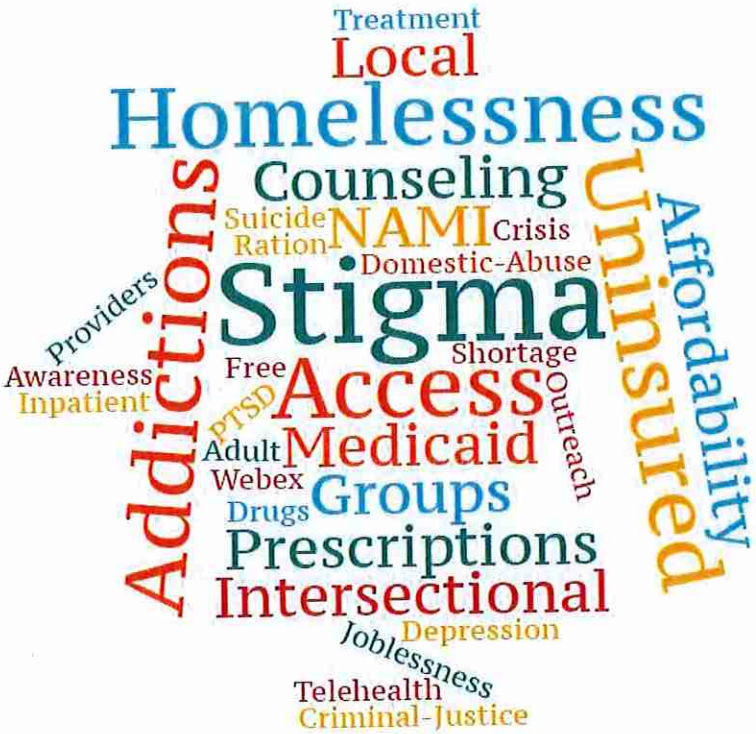
Community Partners: Education

Community Partners: Employment

Community Partners: Food

Community Partners: Housing

Community Partners: Mental Health



Community Partners: Physical Health

Community Partners: Transportation

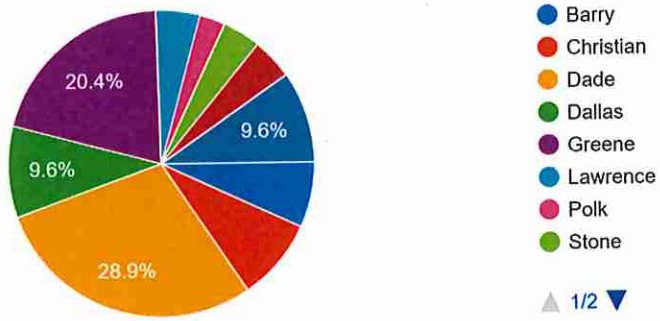
VIII. Quantitative Data

Public Survey Summary-Qualitative Data

Public responses were submitted via a survey distributed through Google Forms. The survey was provided to interested Respondents through social media and email. For those with limited internet access, an identical paper copy of the survey was made available. The recorded paper results were then entered into the Google Forms site so all results could be tabulated. The survey results are listed below. The survey was completed February 2020 – April 2020. It should be noted that many of these submissions were completed prior to the COVID-19 Pandemic. This survey has a confidence rate of 3.23%

1. What county do you live in?

622 responses

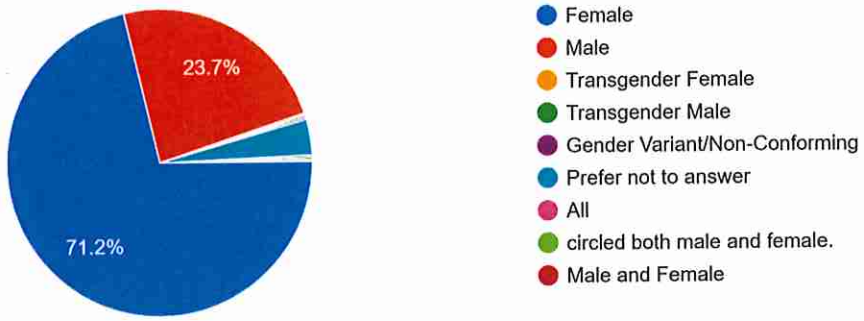


2. What is your zip code?

64646
64748
64756
64874
65355
65590
65599
65603
65604
65605
65610
65611
65613
65616
65617
65622
65623
65624
65625
65629
65631
65633
65635
65641
65643
65644
65646
65647
65648
65652
65653
65656
65661
65663
65672
65674
65679
65681
65682
65685
65686
65705
65706
65707
65708
65712
65713
65714
65720
65721
65722
65725
65727
65734
65737
65738
65742
65743
65745
65747
65752
65753
65756
65757
65759
65767
65770
65771
65781
65801
65802
65803
65804
65806
65807
65809
65810

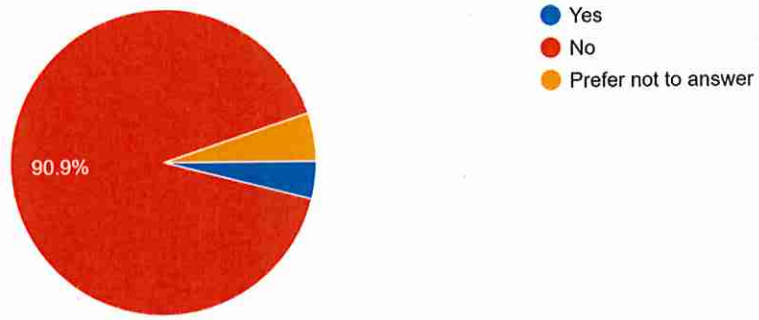
3. To which gender do you most identify?

452 responses



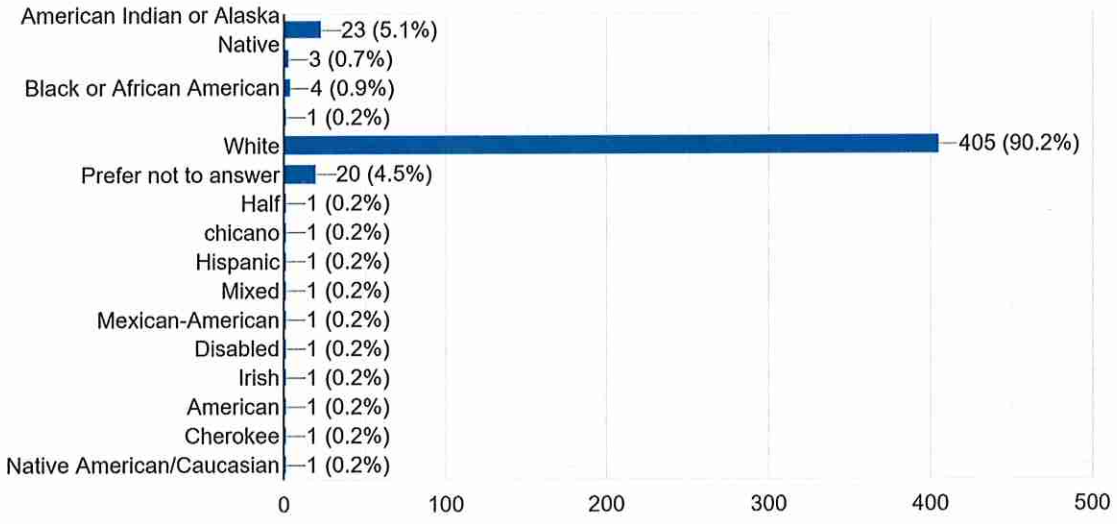
4. Are you of Hispanic, Latino, or Spanish origin?

452 responses



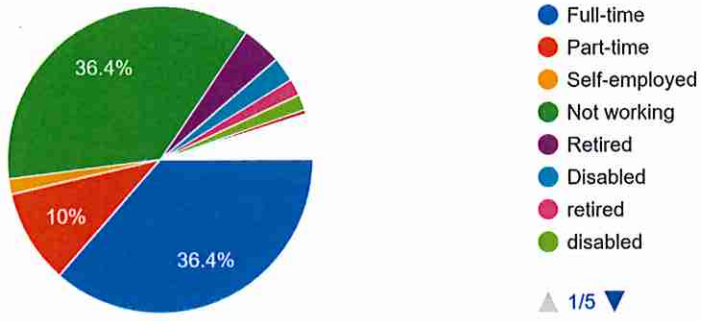
5. How would you describe yourself? (Check all that apply)

449 responses



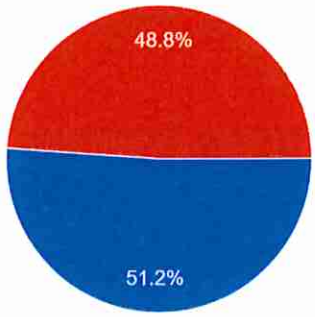
6. Are you currently working?

612 responses



7. Are you able to support your family with the monthly income you receive?

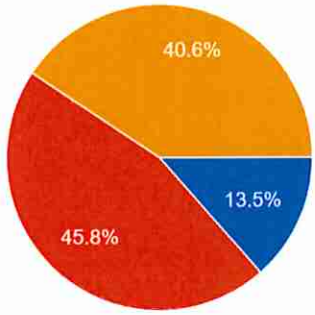
606 responses



Yes
No

8. If not working, are you currently seeking employment?

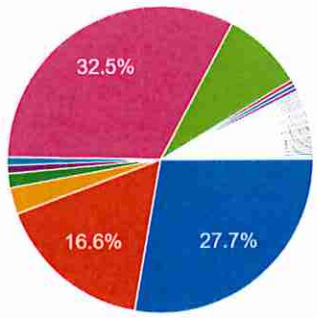
576 responses



Yes
No
N/A - I am currently working

A. If you answered no to Question 8, why are you not currently seeking employment?

465 responses

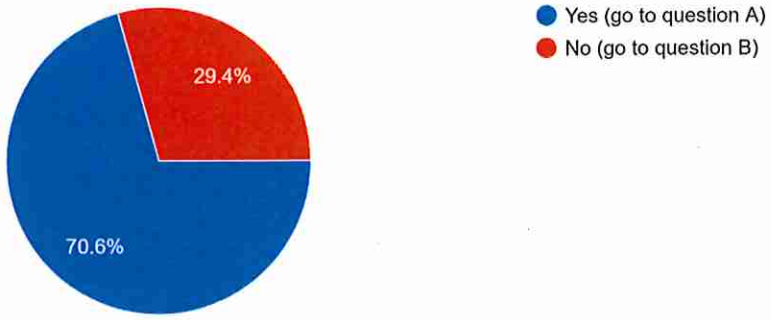


Disability
Retired
Lack of child care
Lack of transportation
Gave up after not getting hired anywh...
Not qualified for available jobs
N/A - answered Yes to Question 8 or I...
N/A - answered Yes to Question 5 or I...

1/6

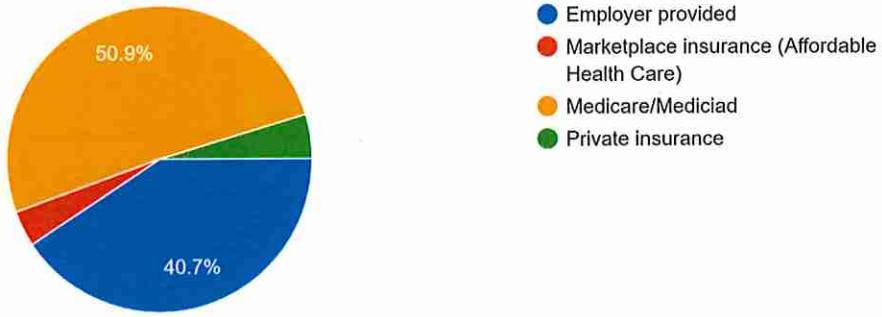
9. Does each adult member of your household have health insurance?

613 responses



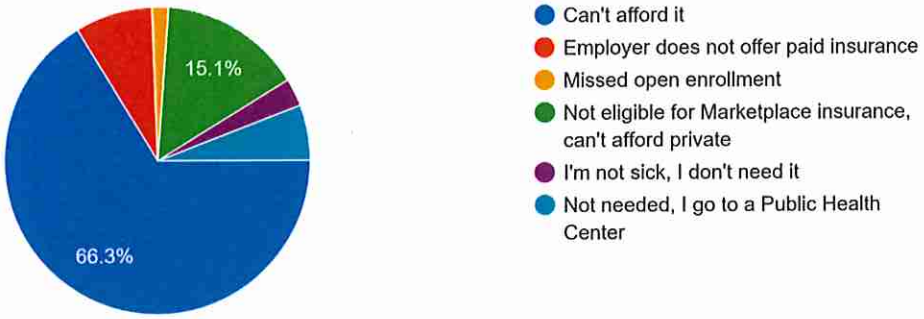
A. If you have health insurance, what kind is it?

450 responses



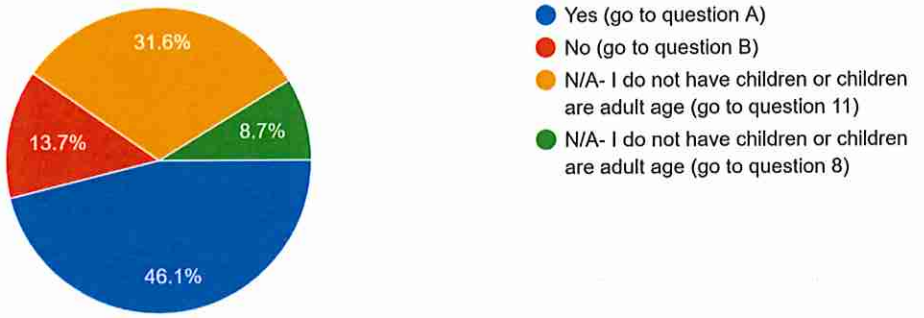
B. If you don't have health insurance, what is the reason?

172 responses



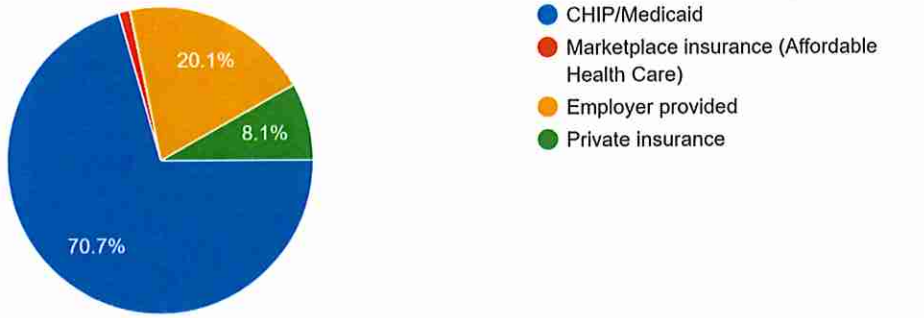
10. Does each child of your household have health insurance?

564 responses



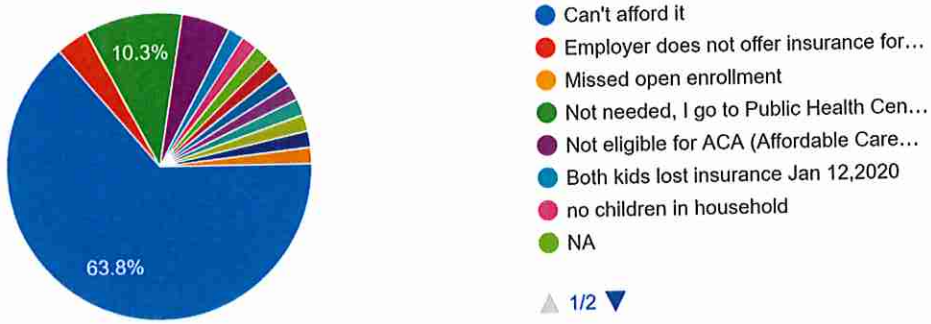
A. If your child has health insurance, what kind is it?

259 responses



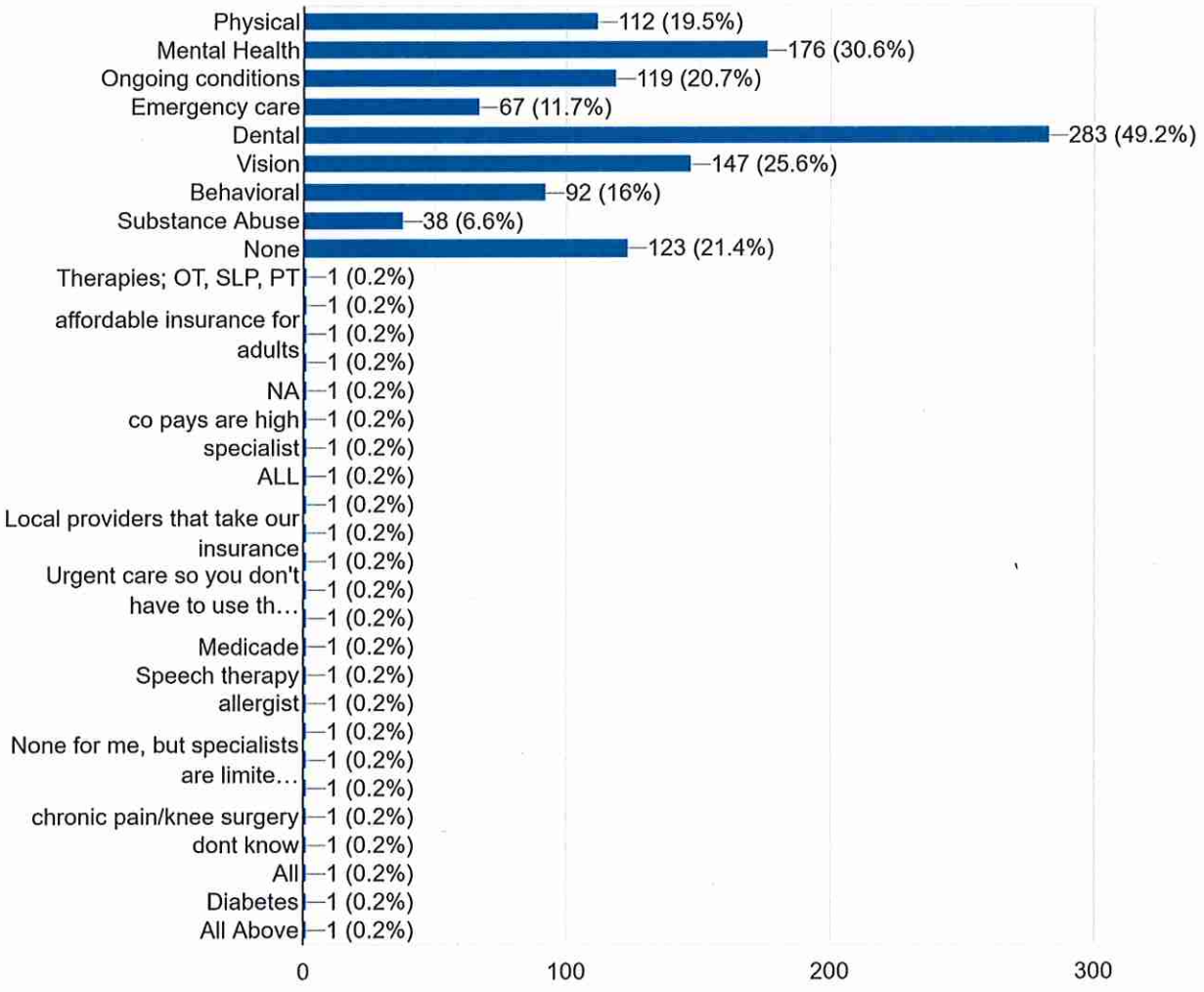
B. If your child does not have health insurance, what is the reason?

58 responses



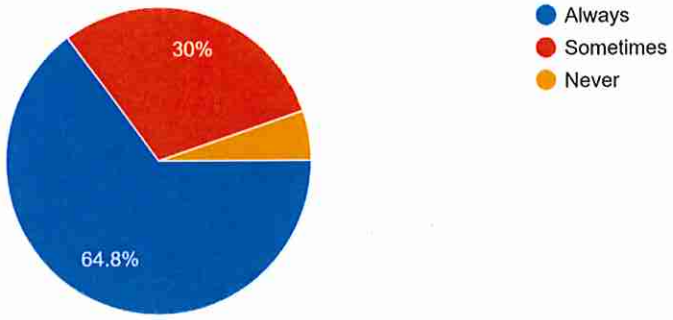
11. Which healthcare services are the hardest to get? (Check all that apply)

575 responses



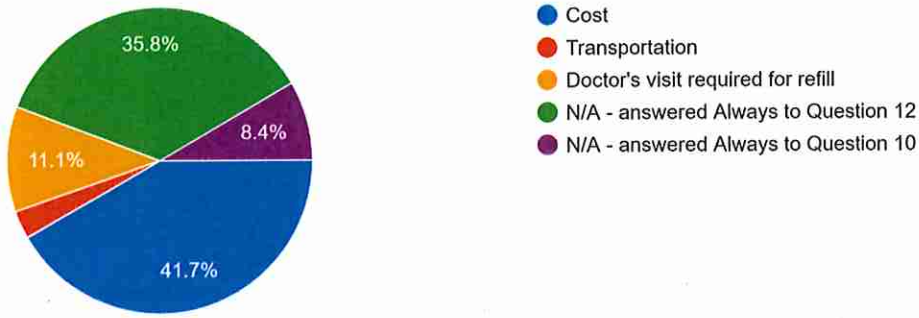
12. I am able to get my prescriptions filled

611 responses



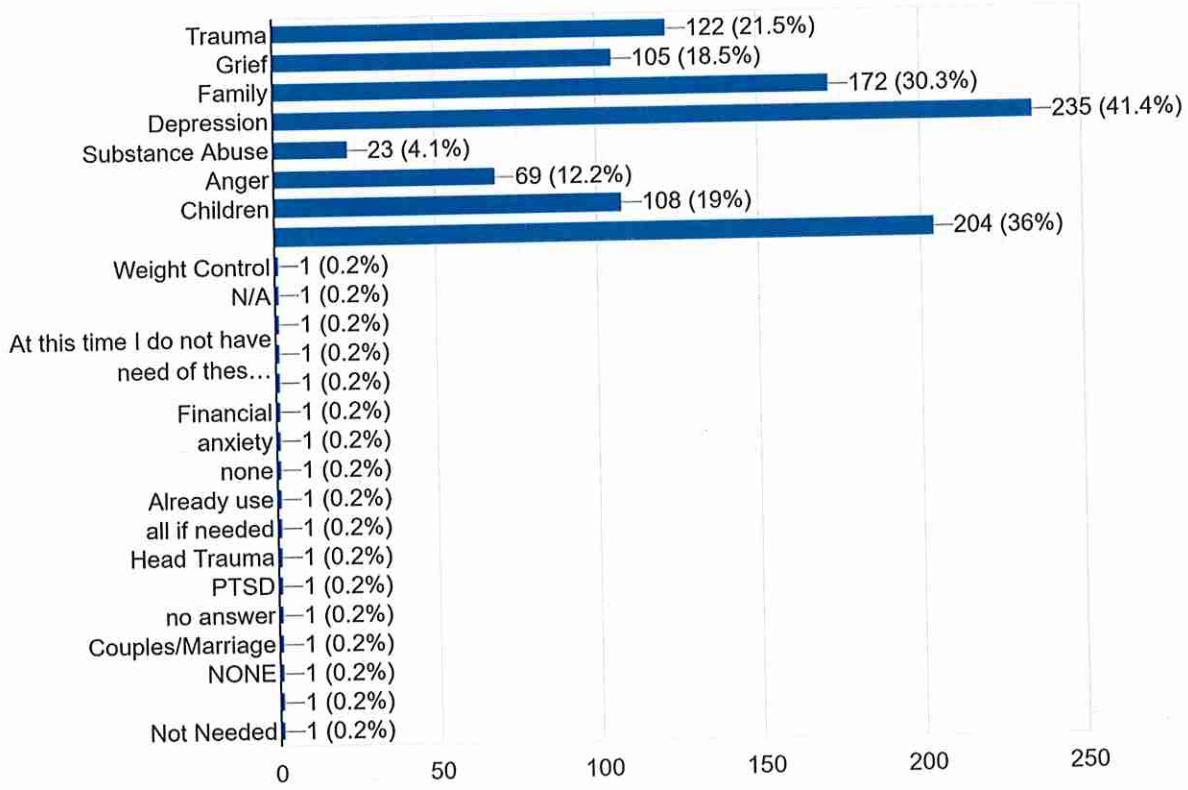
A. If prescriptions are sometimes or never filled, why?

405 responses



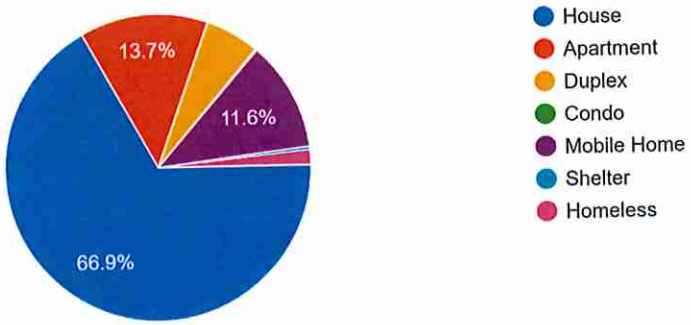
13. What counseling services would you use if available? (Check all that apply)

567 responses



14. In which type of housing do you currently live in?

622 responses

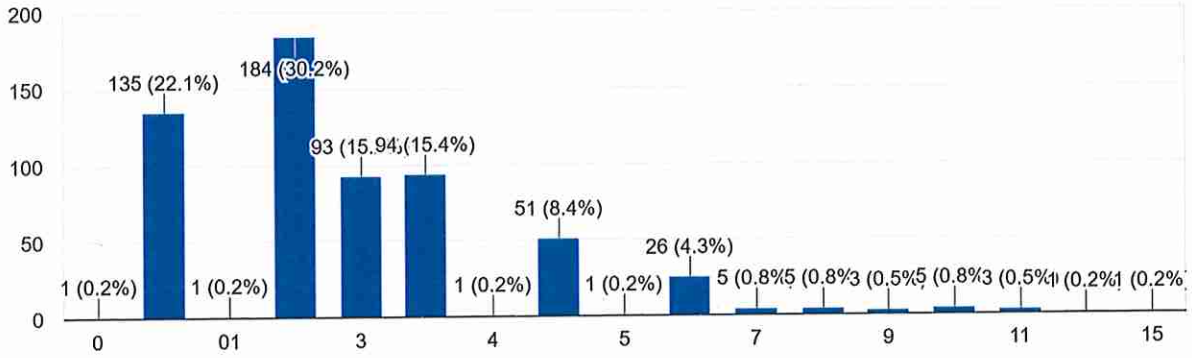


15. Which of these currently describes your housing situation?

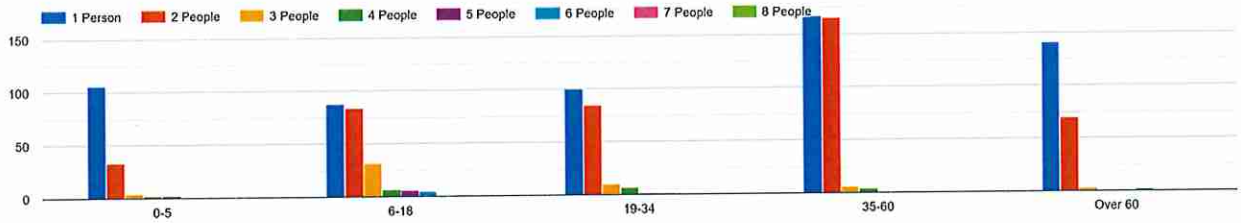
618 responses

16. How many people currently live in your residence?

610 responses

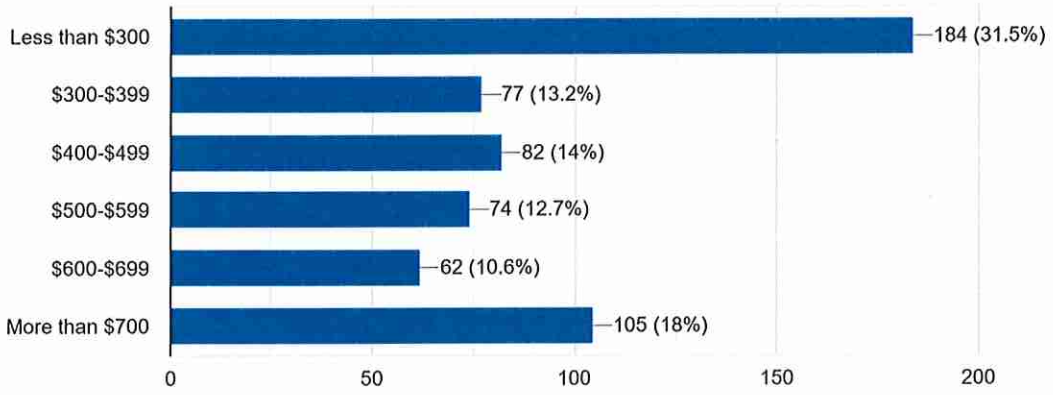


17. How many people from each age group live in your household



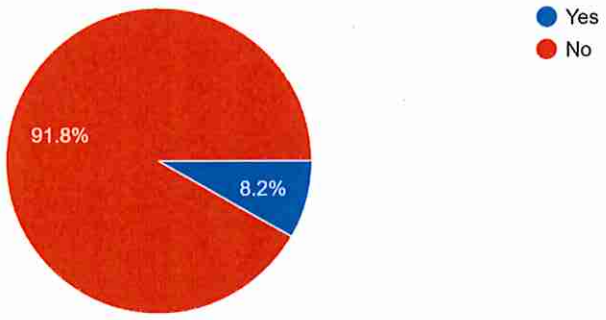
18. How much do you pay for monthly rent/mortgage?

584 responses



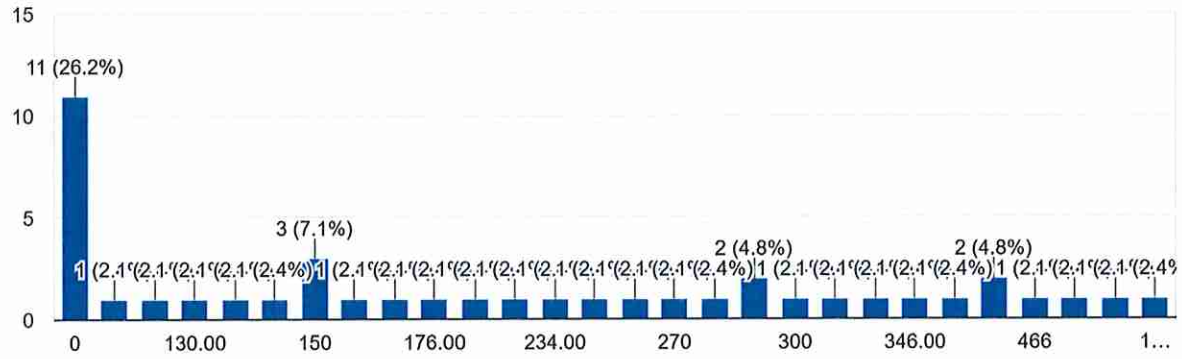
19. Do you receive any housing assistance?

619 responses



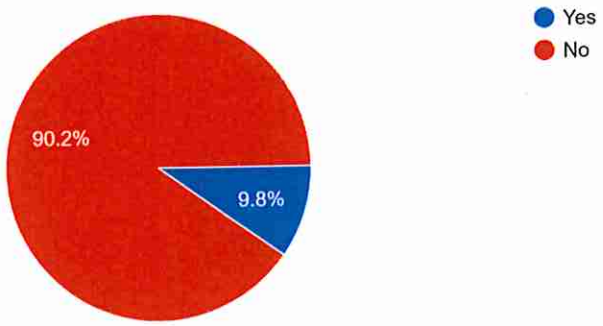
A. If you receive housing assistance, what is the amount of assistance you receive per month?

42 responses



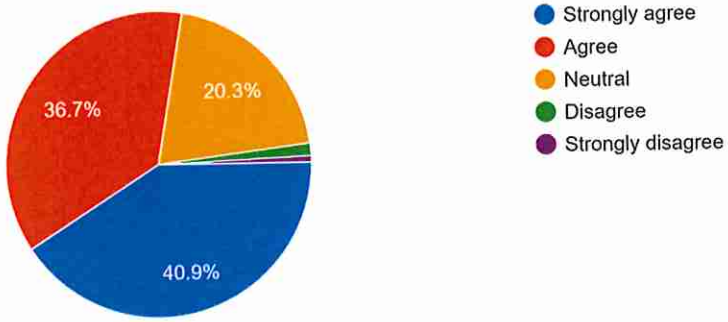
20. Have you ever had an application for rent denied?

612 responses



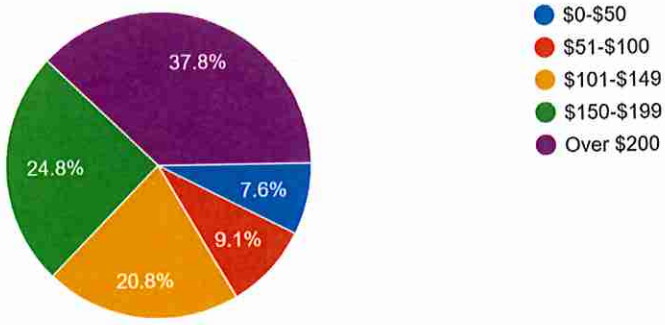
22. Do you agree or disagree that there is a lack of emergency/transitional housing?

596 responses



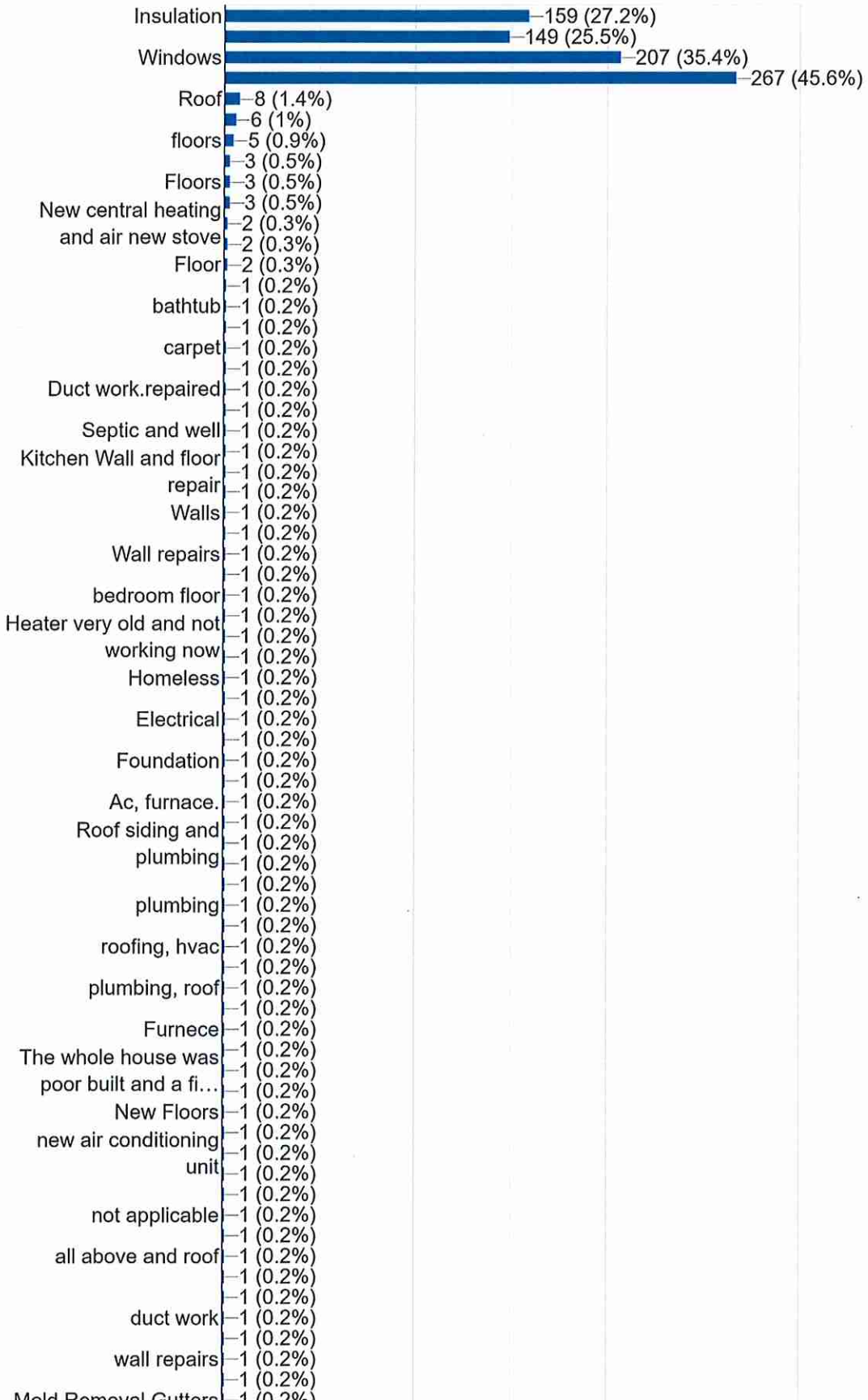
23. How much do you pay for monthly utilities (excluding water/sewer)?

606 responses



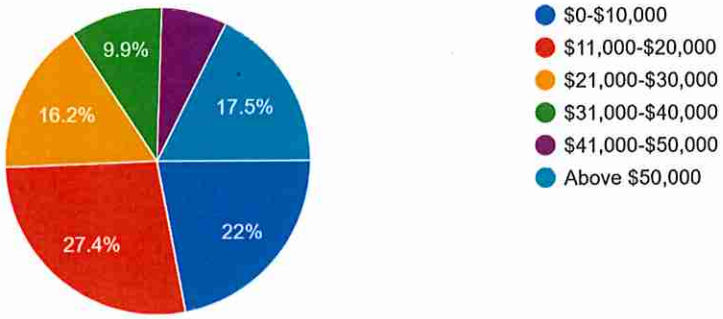
24. Does your residence need extensive repairs? If so, what type of repairs does your home need? (Check all that apply)

585 responses



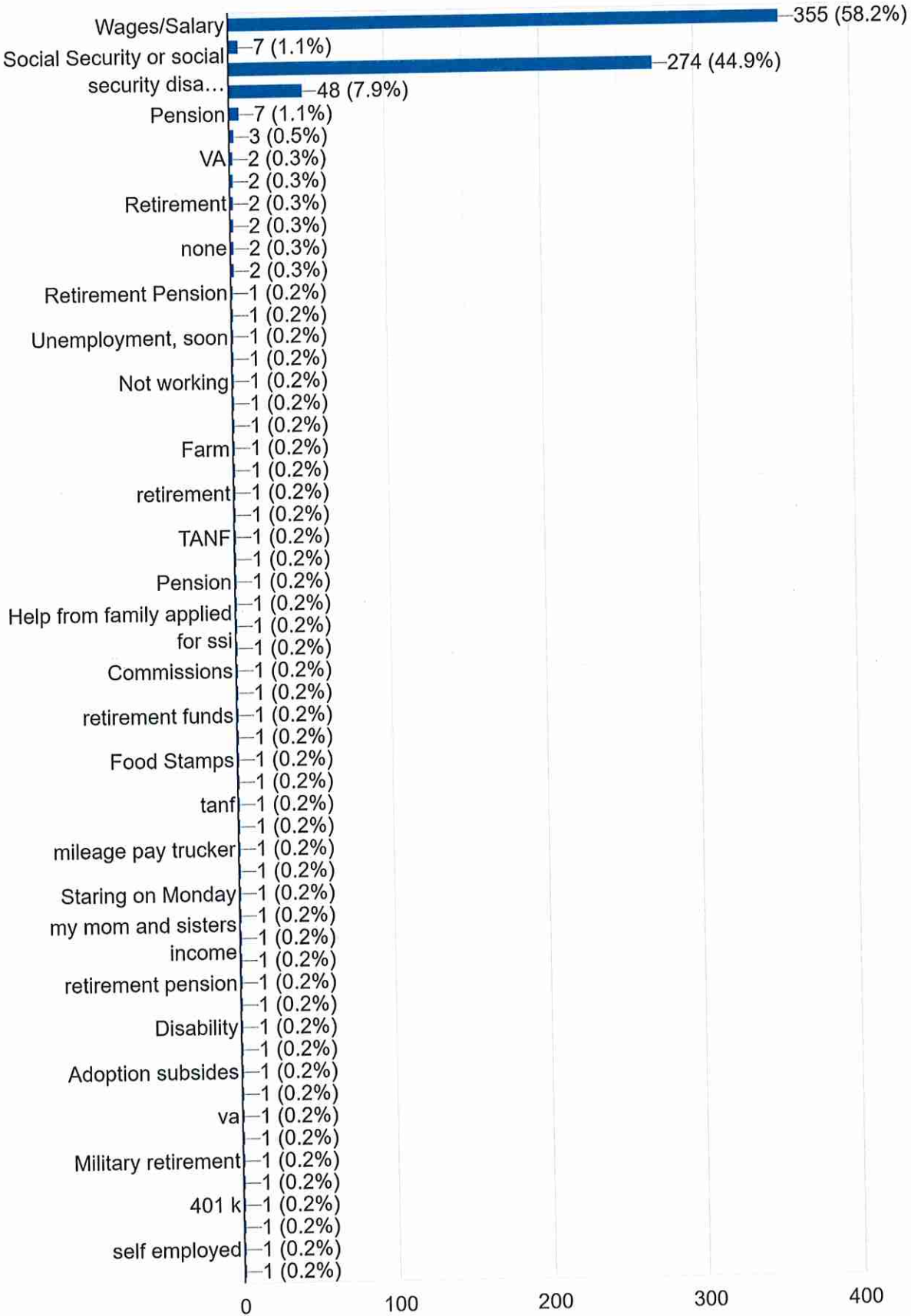
25. What is the yearly income range for your household?

605 responses

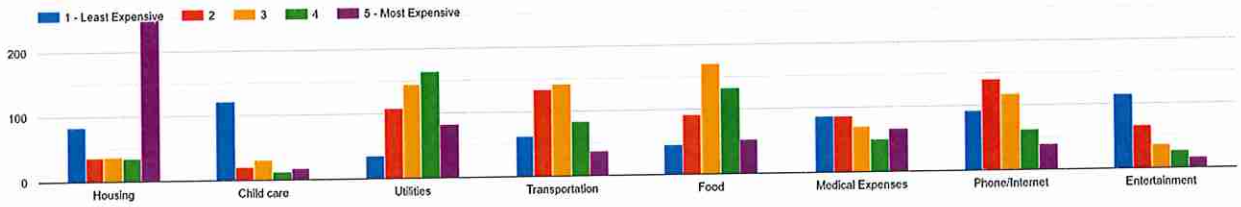


26. What are the household sources of income? (Check all that apply)

610 responses

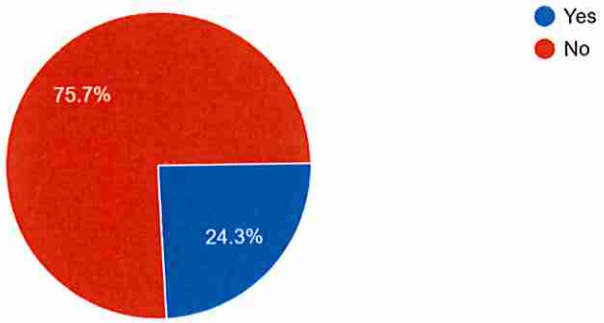


27. Rank your top household expenses from least to greatest (1 being least expensive and 5 being the most expensive)



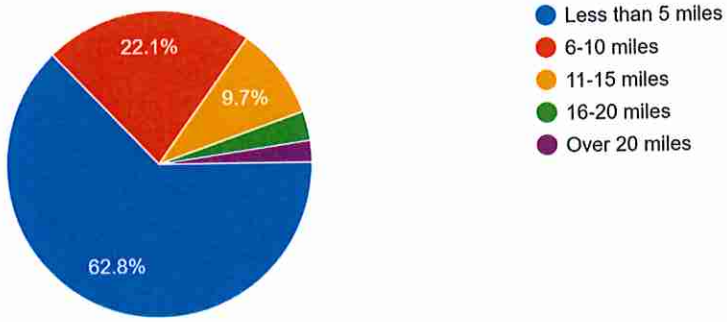
28. Do you have an emergency fund available for unexpected expenses?

618 responses



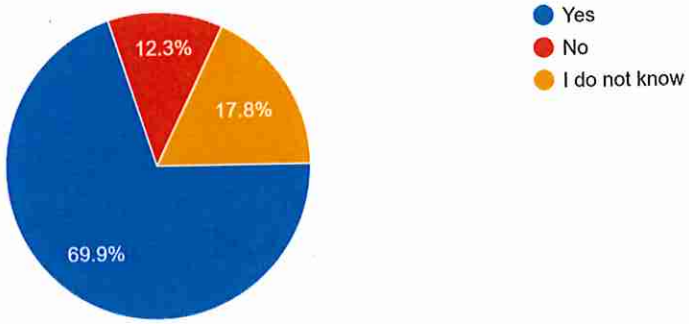
29. How far do you travel to the nearest food source?

616 responses



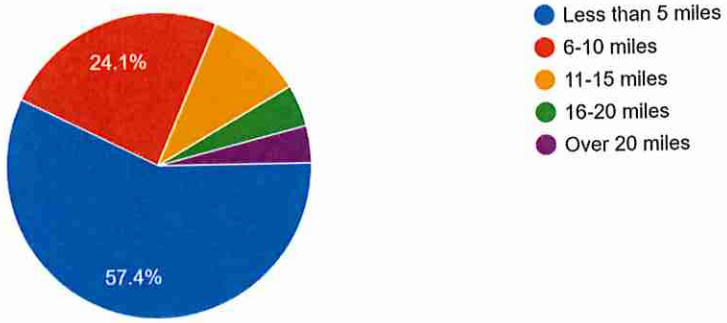
30. Is there a food bank or pantry available within 10 miles of your home?

612 responses



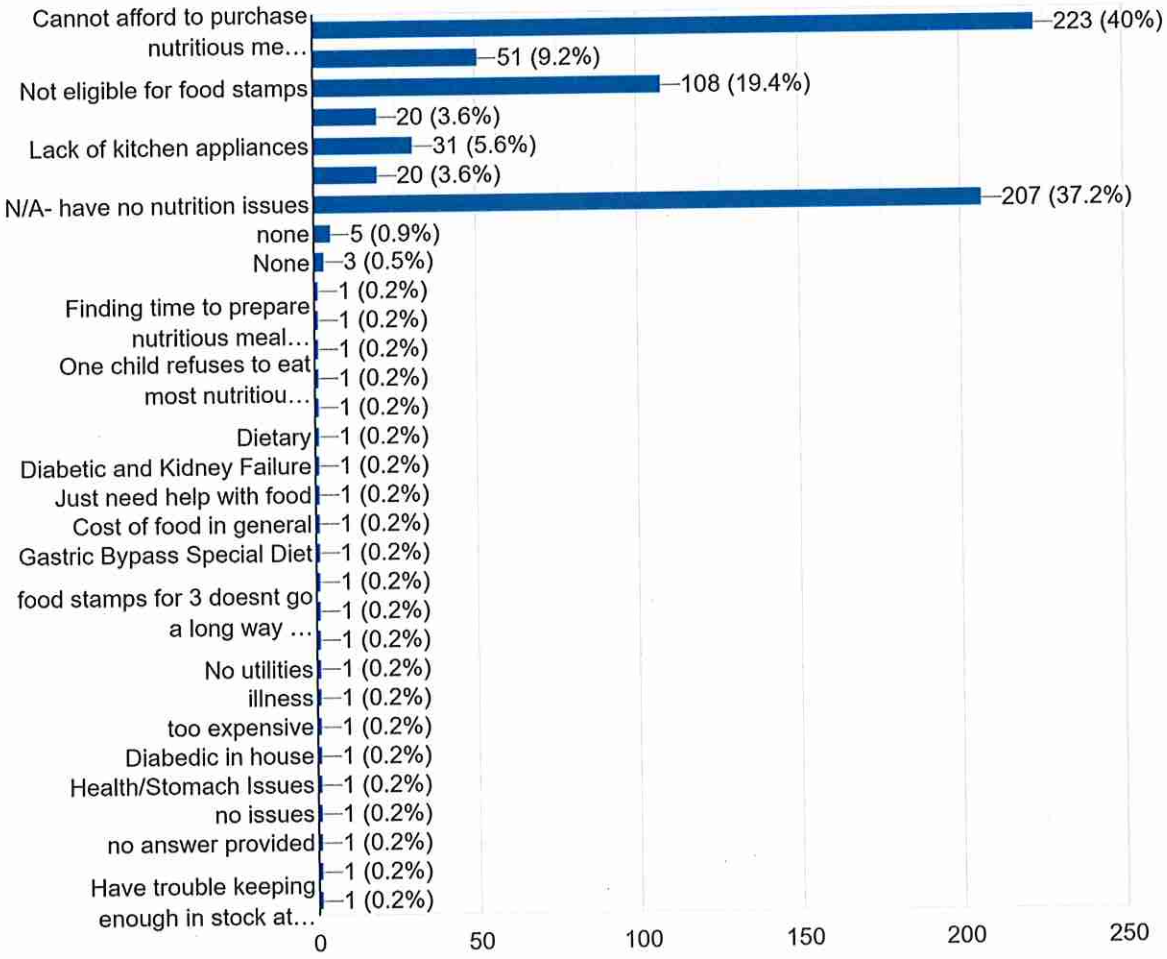
31. How far do you travel to access fresh fruits and vegetables?

610 responses



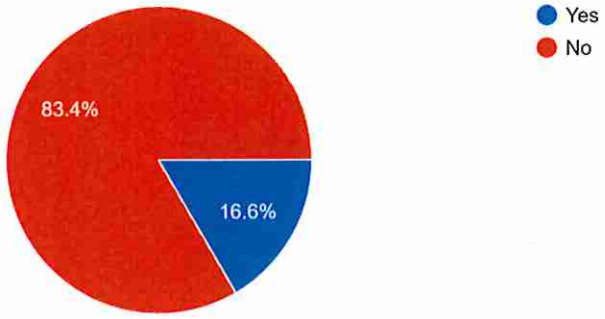
32. What are the nutrition issues that impact your family? (Check all that apply)

557 responses



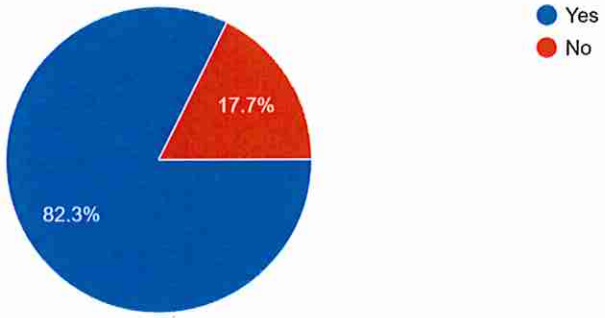
33. Is transportation a barrier to getting and/or keeping a job in your household?

608 responses



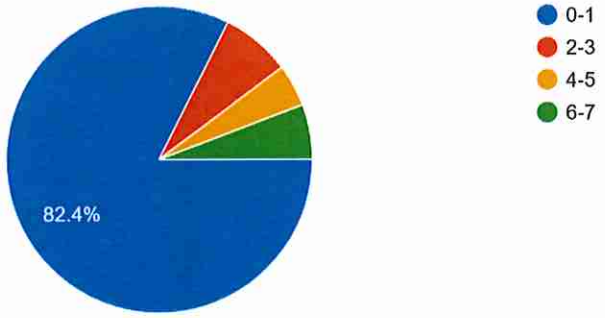
34. Do you have running and reliable personal transportation?

611 responses



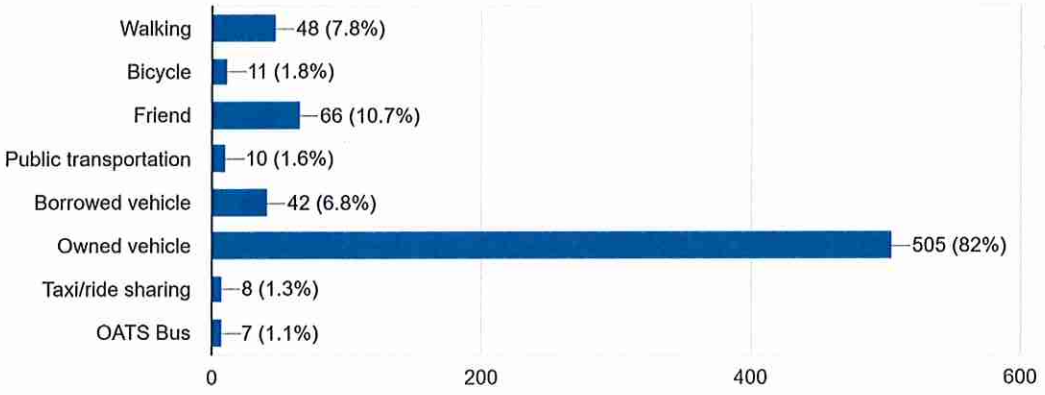
35. How many times a week do you rely on public or other (walking, bicycle, friend) transportation?

608 responses



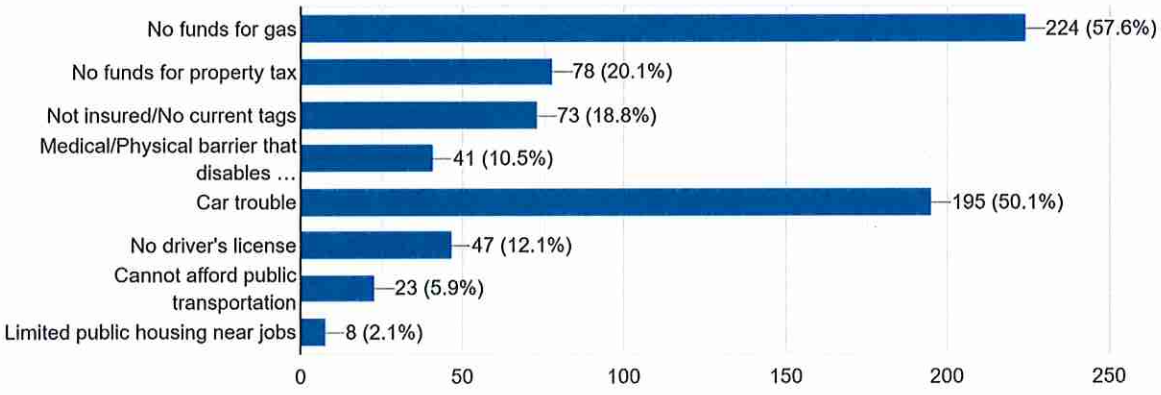
36. What type of transportation do you use most?

616 responses



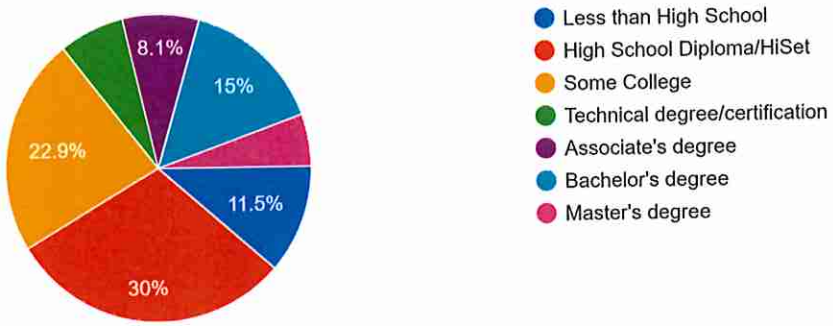
37. Have you experienced any of these barriers in the last 12 months regarding transportation? (Check all that apply)

389 responses



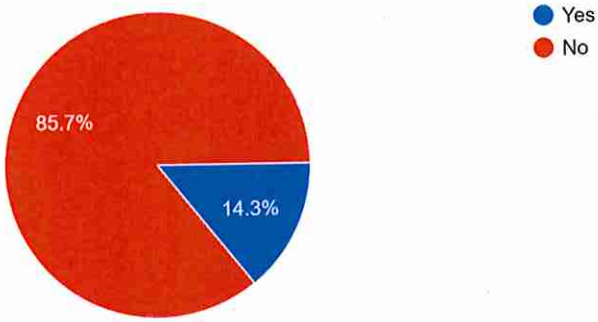
38. What is your education level?

619 responses



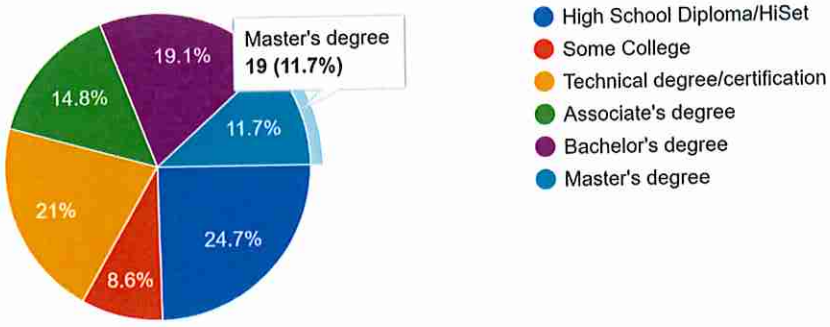
39. Is your education level a barrier to obtaining employment?

610 responses



A. If yes, what additional education would be helpful to obtain a job that covers your monthly expenses?

162 responses



Summary of Data

The following is a narrative of the data as presented above. It should be noted that a huge proportion of these responses were completed prior to the COVID-19 pandemic.

Demographics

Most survey results came from Dade County (28.9%), followed by Greene County (20.4%). Dallas (9.6%)and Barry (9.6%) counties tied for third place in survey submissions. Survey submissions were overwhelming submitted by individuals who identify as female (71.2%). 90.9% of survey submissions stated they were not of Hispanic, Latino, or Spanish origin. Regarding race, the majority of survey submissions were from individuals who described themselves as white (90.2%). Second to this was American Indian or Alaska Native (5.1%).

Employment

There was an even split of submissions of those who stated they are not working (36.4%) and those who stated they are working full-time (36.4%), while part-time work (10%) followed. When Respondents were asked if they could support their family with the monthly income, the majority said they could (51.2%), while those that said they could not was reported at 48.8. Respondents were asked if they were seeking employment if they were not working. Submissions showed the following in descending order: No (45.8%), Yes (40.6%), N/A-I am currently working (13.5%). Those that stated they were not seeking employment were asked to give a response as to why. Submissions showed the following in descending order: N/A-Answered Yes to Question 8 (32.5%), Disability (27.7%), and Retired (16.6%).

Health

Respondents were asked to report if they had health insurance. The majority (70.6%) reported having health insurance, while 29.4% reported being uninsured. When asked to describe their health insurance, 50.9% had Medicare/Medicaid; while 40.7% had employer provided health insurance. Those that did not have health insurance were asked to elaborate. Of the uninsured respondents, the majority (66.3%) stated they could not afford insurance; while 15.1% stated they were not eligible for Marketplace insurance and could not afford private insurance. Respondents were asked if their children had health insurance. 46.1% stated their children did have insurance; while 13.7% stated their children were uninsured. For 13.6% and 8.7% of the respondents, this question did not apply. Respondents were then asked to identify the insurance source for their child(ren). A majority (70.7%) stated their children had CHIP/Medicaid, followed by Employer Provided Care (20.1%) and Private Insurance (8.1%). Of the children who were reported as uninsured, a majority (63.8%) stated the could not afford coverage followed by Not Needed as they go to Public Health Center (10.3%). Respondents were asked which healthcare services are hardest to get. The top submissions were as follows: Dental (49.2%), Mental Health (30.6%), Vision (25.6%), None (21.4%), Ongoing Conditions (20.7%), Physical (19.5%), Behavioral (16%). Emergency Care (11.7%), and Substance Abuse (6.6%). Respondents were asked if they were able to get prescriptions filled. A majority (64.8%) stated they could always; while 30% stated they could sometimes. They were then asked to give reasoning if prescriptions were sometimes or never filled. The top submissions were as follows: Cost (41.7%), N/A-Answered Always to Question 12 (36.8%), Doctor's Visit Required for Refill (11.1%), N/A-Answered Always to Question 10 (8.4%). Respondents were then asked to submit all counseling services they would use. The top submissions

were as follows: Depression (41.4%), Family (30.3%), Trauma (21.5%), Children (19%), Grief (18.5%), Anger (12.2%), and Substance Abuse (4.1%).

Housing

Respondents were asked to identify their housing type. The top submissions were as follows: House (66.9%), Apartment (13.7%), Mobile Home (11.6%). They were then asked to described their housing situation. Half reported being homeowners (50%); while 38.8% reported renting. Respondents were asked to report the number of individuals living in their homes. The top submissions were as follows: Two (30.2%), One (22.1%), Three (15.94%), Four (15.4%), Five (8.4%), and Six (4.3%). They were then asked to report the age groups of individuals in their home. For one-person households, the age group most reported was 35-50. For two-person households, the most reported age group was 35-50. For three-six person households, the most reported group was 6-15. Respondents were asked to report their monthly rent/mortgage amount. The following were results in descending order: Less than $300 (31.5%), More than $700 (18%), $400-$499 (14%), $300-$399 (13.2%), $500-$599 (12.7%), $600-$699 (10.6%). Respondents were asked to report if they received housing assistance. A majority (91.8%) did not. They were then asked to report the dollar amount of the housing assistance received. The top submissions were as follows: $0 (26.2%), $150 (7.1%), $290 (4.8%), $426 (4.8%). Respondents were asked to report if they have had an application for rent denied. A majority stated they had not (90.2%). Respondents were asked if they agree or disagree that there is a lack of emergency/transitional housing. The top submissions were as follows: Strongly Agree (40.9%), Agree (36.7%), Neutral (20.3%). They were then asked for their utility amounts. The top submissions were as follows: Over $300 (37.8%), $100-$199 (24.9%), $101-$149 (20.8%), $51-$100 (9.1%), and $0-$50 (7.6%). Respondents were asked about home repairs. The top two concern areas were Windows (36.4%) and Insulation (27.2%).

Income

Respondents were asked to report their yearly income range for their household. The submissions in descending order were: $11000-$20000 (27.4%), $0-$10000 (22%), Above $50000 (17.5%), $21000-$30000 (16.2%), and $41000-$50000 (9.9%). When asked the source of their income, the majority reported working (58.2%); while Social Security was reported at 44.9% and SSDI was reported at 7.9%. Respondents were asked to rank their household expenses from most to least. *The overall ranking for all respondents was as follows: Housing, Utilities, Medical Expenses, Food, Transportation, Childcare, and Entertainment.* When asked if they had emergency funds available for unexpected expenses, the majority (75.7%) stated they did have funds.

Food

Respondents were asked to report how far they traveled to the nearest food source. Top submissions were as follows: Less than 5 miles (62.8%), 6-10 miles (22.1%), 11-15 miles (9.7%). They were then asked if there was a food bank or pantry available within ten miles of their home. A majority (69.9%) stated there was a food bank or pantry available. Top submissions were as follows: Less than 5 miles (57.4%) and 6-10 miles (24.1%). When asked to specify the nutrition issues that impact their family, respondents responded with: Cannot afford to purchase nutritious meals (40%), N/A-Have no nutrition issues (37.2%), Not eligible for food stamps (19.4%).

Transportation

Respondents were asked if transportation was a barrier to getting and/or keeping a job in their household. 83.4% reported that transportation was not a barrier for them. They were then asked if they had running and reliable personal transportation. 82.3% reported that they did. When asked how many times per week they rely on public or other (walking, bicycle, friend) to meet transportation needs, 82.4% reported 0-1 times per week. Respondents were asked to report the type of transportation they use the most. Top submissions were as follows: Owned Vehicle (82%), Friend (10.7%), Walking (7.8%), Borrowed Vehicle (6.8%), Bicycle (1.8%), Taxi/Rideshare (1.3%), OATS Bus (1.1%). Respondents were asked to list any barriers they have experienced in the past 12 months regarding transportation. Top submissions were as follows: No funds for gas (57.6%), Car trouble (50.1%), No funds for property tax (20.1%), Not insured/No current tags (18.8%), No driver's license (12.1%), Medical/physical barrier (10.5%), Cannot afford public transportation (6.9%), Limited public transportation near jobs (2.1%).

Education

Respondents were asked to report their highest education level. Top submissions are: HS Diploma/HiSet (30%), Some College (22.9%), Bachelor's Degree (15%), Less Than High School (15%), Associates Degree (8.1%). They were then asked if their education level was a barrier for obtaining employment. A majority (85.7%) stated it was not. Those that answered yes to this question were asked to report what additional education would be helpful to obtain a job that covers their monthly expenses. They answered with the following submissions: HS Diploma/HiSet (24.7%), Technical Degree/Certification (21%), Bachelor's Degree (19.1%), Associate's Degree (14.8%), Master's Degree (11.7%), and Some College (8.6%).

IX. Data by County

Barry County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
  - The top key words for this question include the following:
    - COVID
    - Living Wage
    - Pay
  - There are no secondary key words as all other key words were mentioned with the same frequency.

- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Family
        - Addiction
        - Counseling
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key words for this question include the following:
        - Availability
        - Therapy
        - Uninsured
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Affordable
        - Low-Income
    - Secondary key words for this question include the following:
        - Affordable
        - Stock
        - Rent
        - Quality
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Pantry
        - Education
        - Access
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Car Ownership
        - Public
        - Licensing
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key word for this question includes the following:
        - Internet Access
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key words for this question include the following:
        - Learning Loss

        - Affordable
        - HiSet
        - Parenting
    - There are no secondary key words as all other key words were mentioned with the same frequency.

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

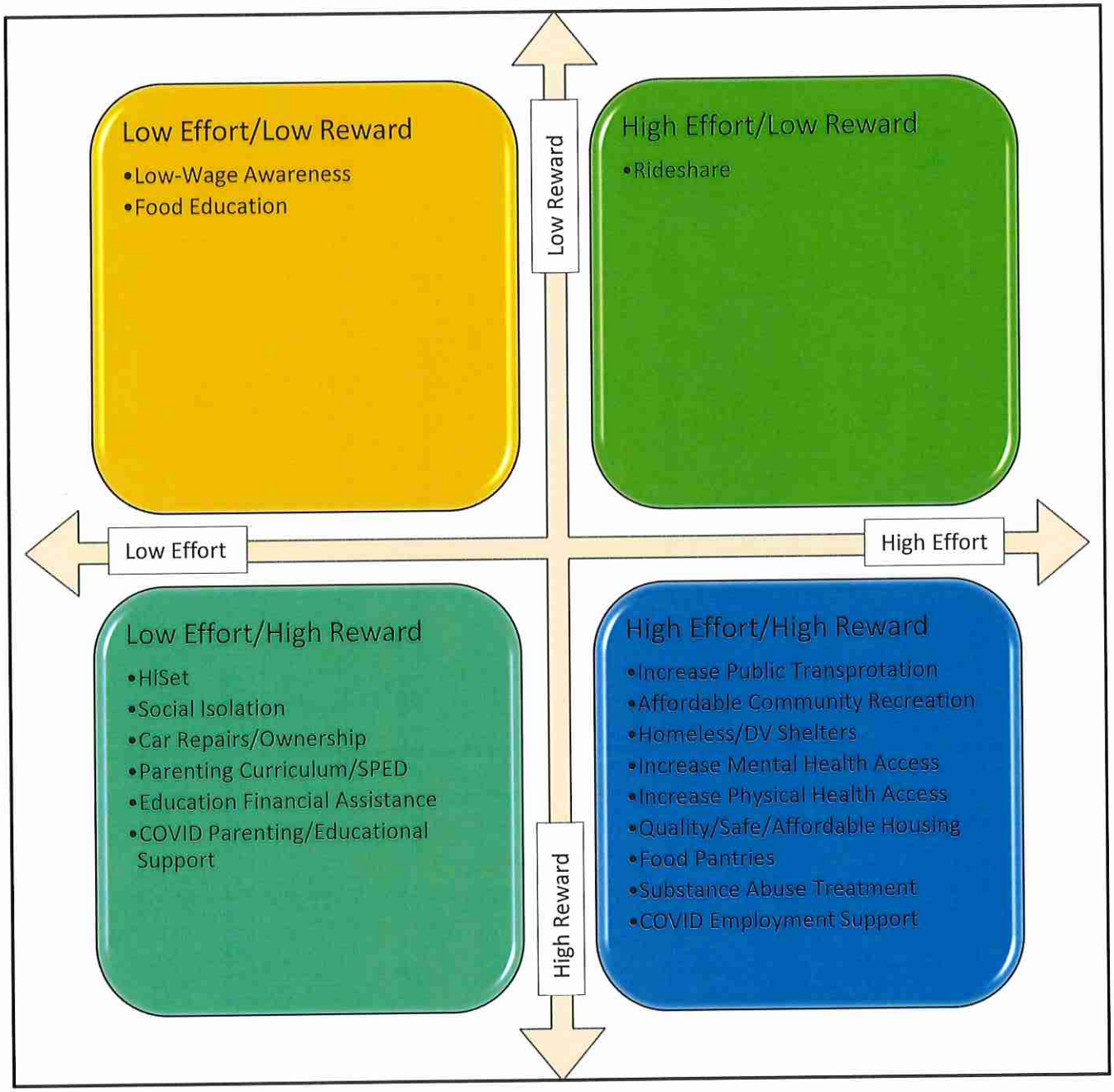
- **Cumulative including COVID-19 Question**
    - The top key words for cumulative answers include the following:
        - Businesses
        - Economy
    - Secondary key words include the following:
        - Quality
        - Stock
        - Counseling
        - Unemployment
        - COVID
        - Education
        - Rent
        - Learning Loss
        - Living Wage
        - Affordable
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Counseling
        - Quality
        - Living Wage
        - Rent
        - Family
        - Education
        - Affordable
        - Stock
        - Addiction
    - Secondary key words include the following:
        - Licensing
        - Availability
        - Pantry
        - Health
        - COVID
        - Local
        - Needs
        - Public
        - Access
        - Car Ownership
        - Transportation

Quadrant Analyzation Matrix Prioritization

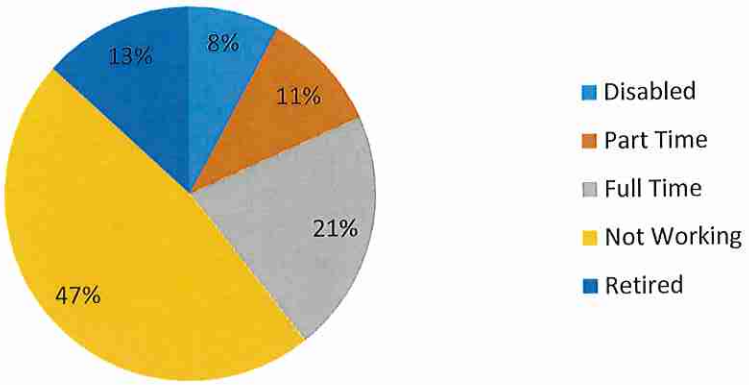
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Barry County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

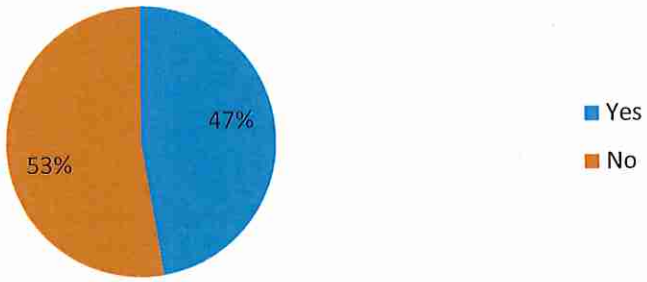
Barry County Quadrant Analysis Prioritization



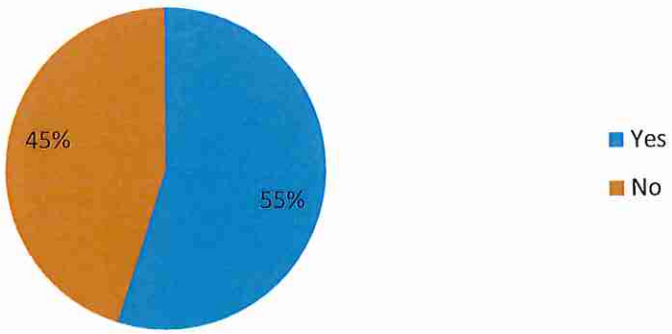
Are you currently working?



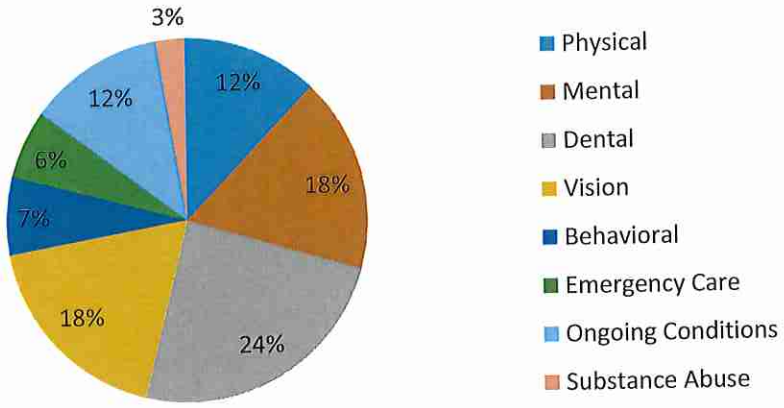
Are you able to support your family with the monthly income you receive?



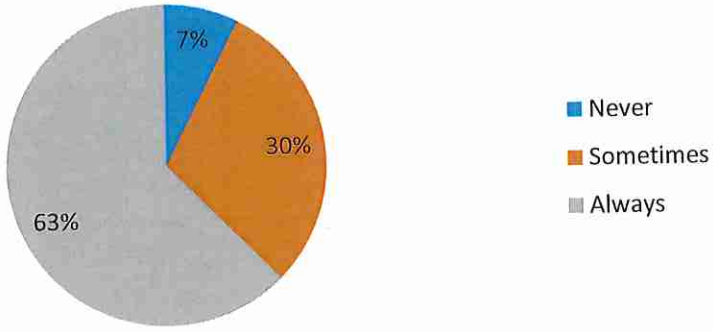
Does each adult member of your household have health insurance?



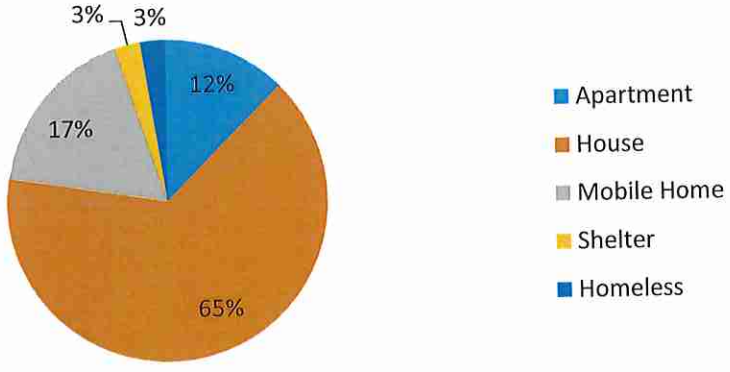
Which healthcare services are the hardest to get? (Check all that apply)



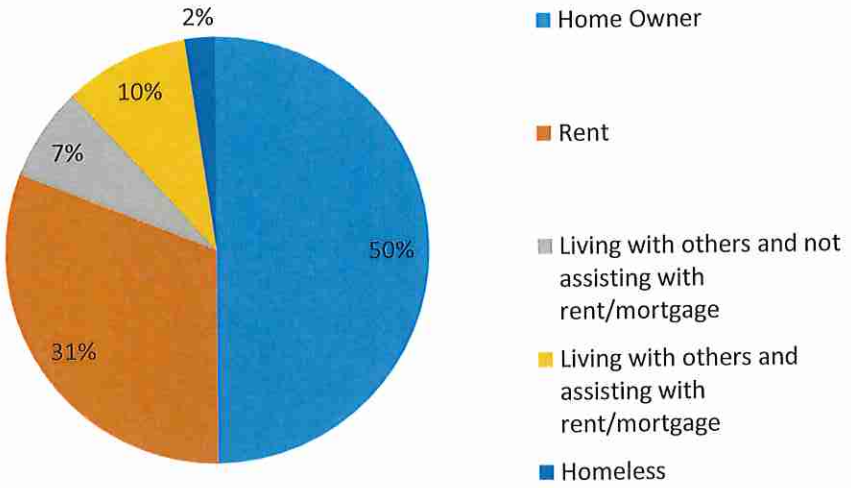
I am able to get my prescriptions filled



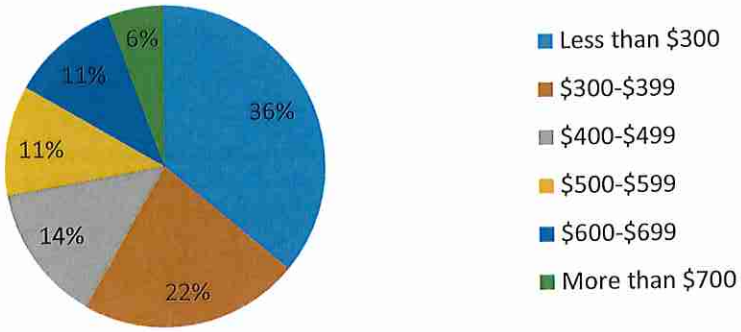
In which type of housing do you currently live in?



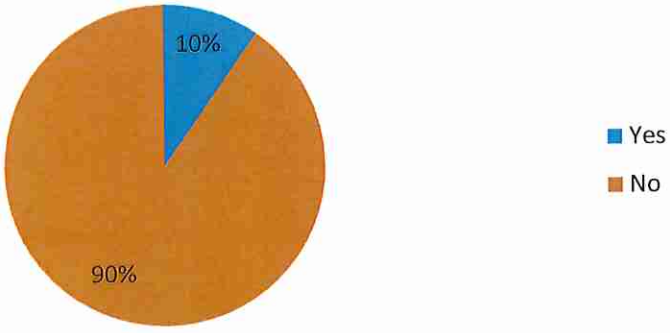
Which of these currently describes your housing situation?



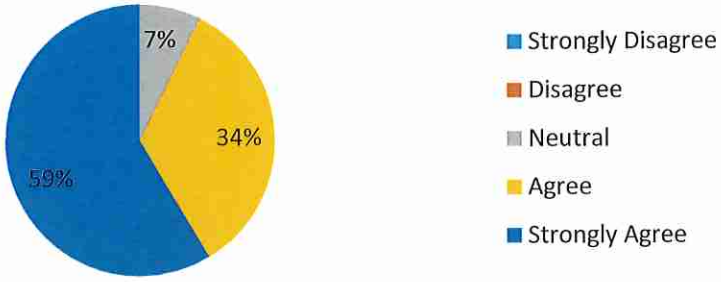
How much do you pay for monthly rent/mortgage?



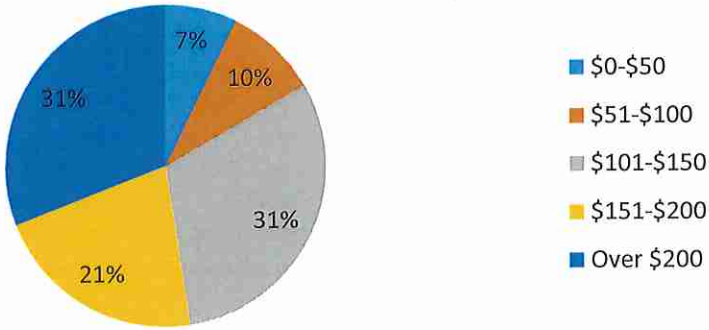
Have you ever had an application for rent denied?



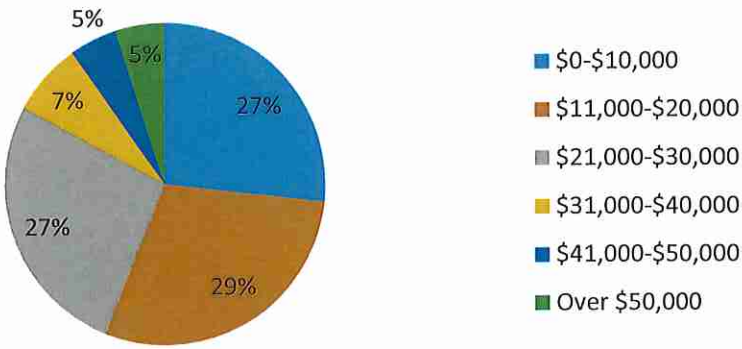
Do you agree or disagree that there is a lack of emergency/transitional housing?



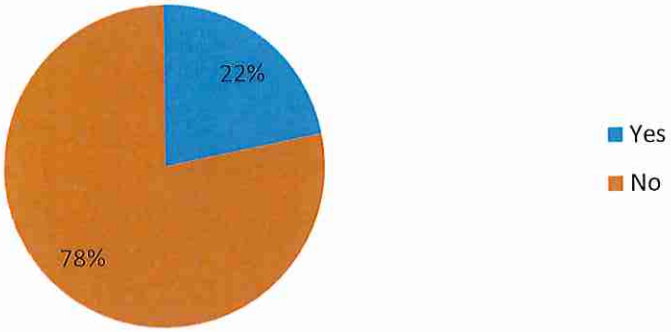
How much do you pay for monthly utilities (excluding water/sewer)?



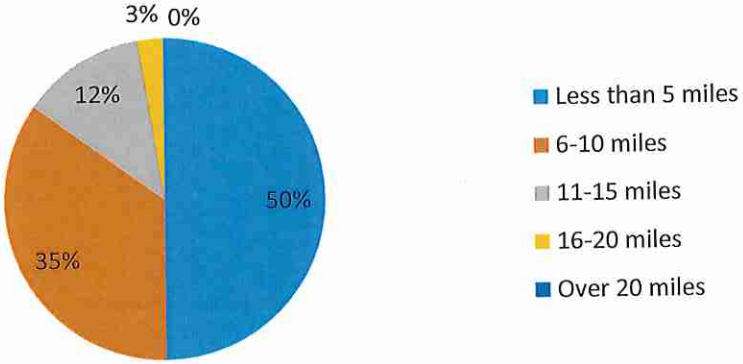
What is the yearly income range for your household?



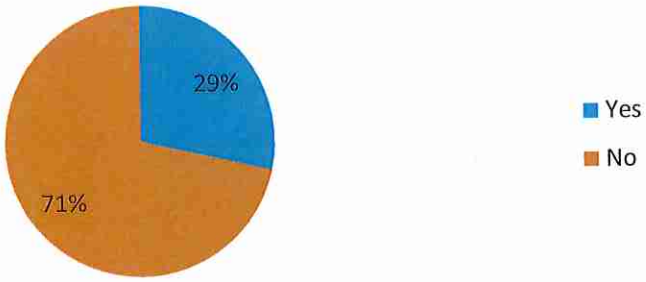
Do you have an emergency fund available for unexpected expenses?

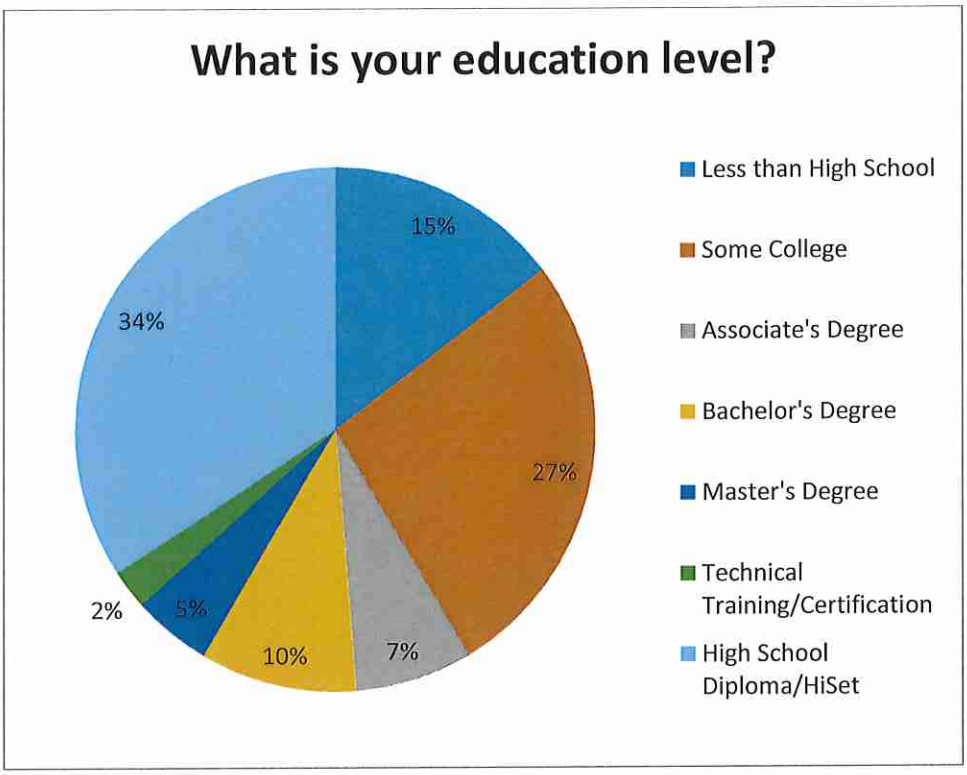


How far do you travel to access fresh fruits and vegetables?



Is transportation a barrier to getting and/or keeping a job in your household?

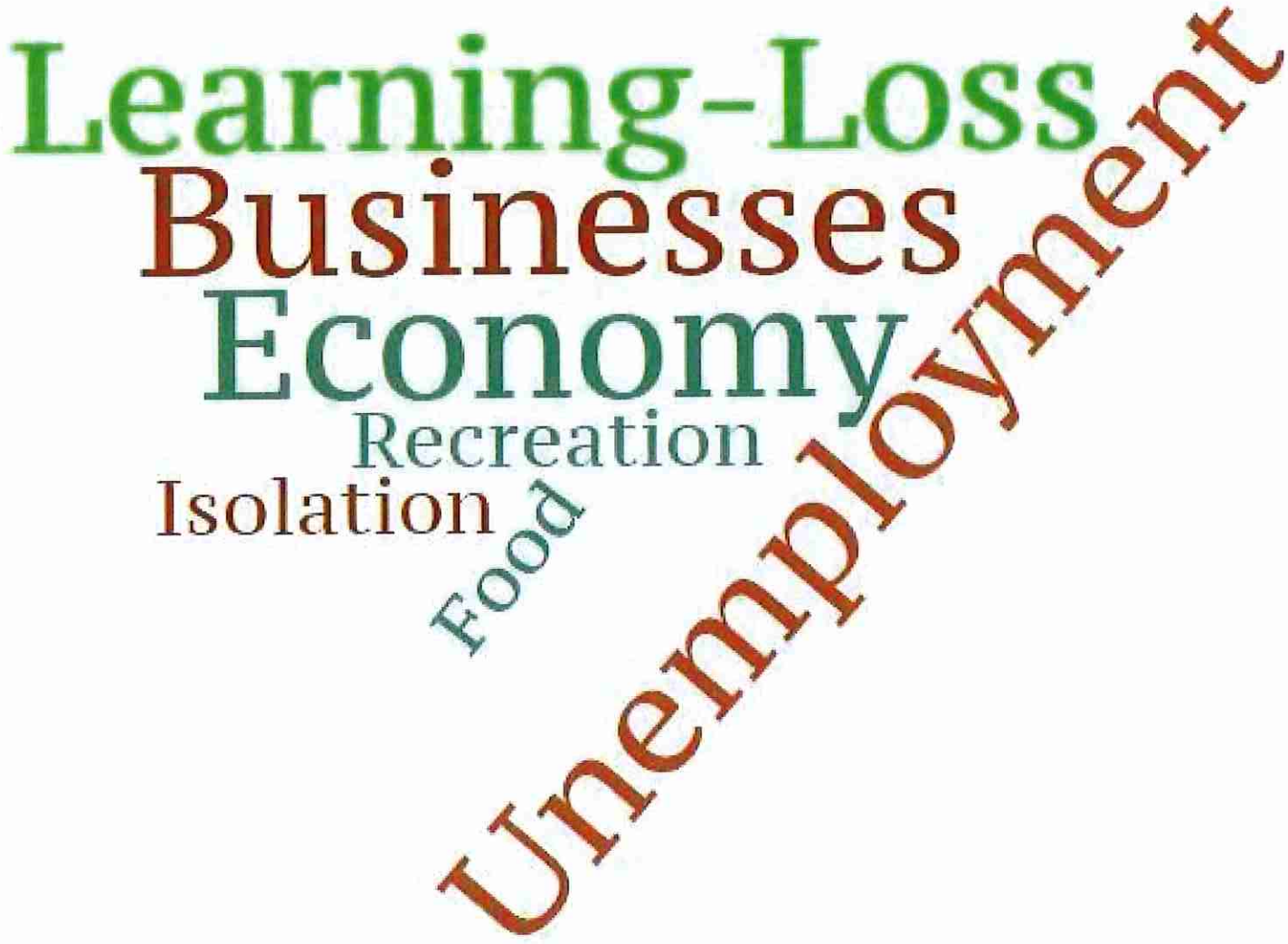



What is your education level?
15%
27%
7%
10%
5%
2%
34%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

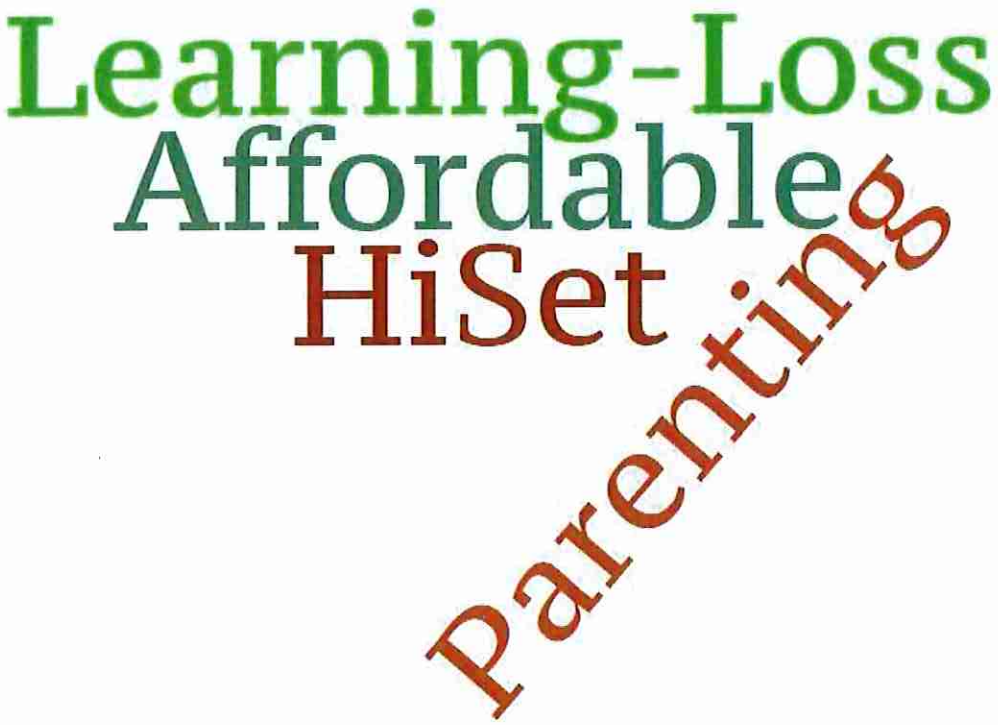
Barry County: All Categories Without COVID-19

Barry County: All Categories With COVID-19

Barry County: COVID-19

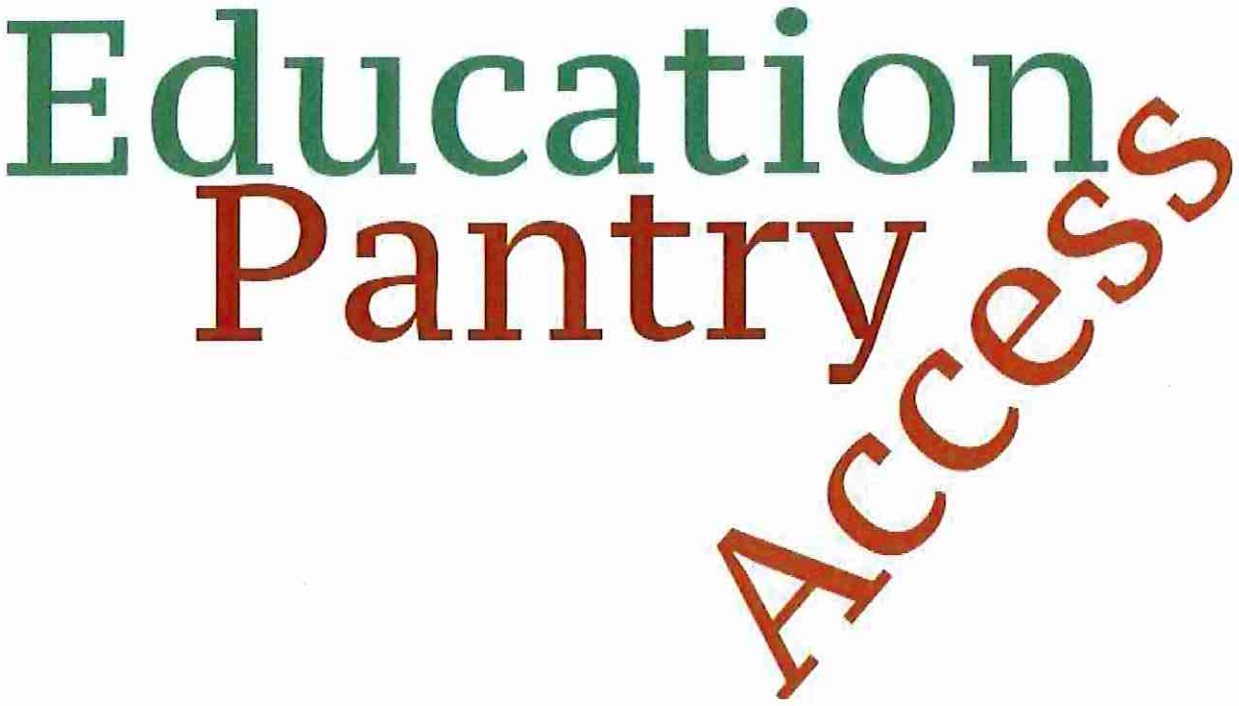


Barry County: Education



Barry County: Employment

Barry County: Food



Barry County: Housing

Barry County: Mental Health

Barry County: Physical Health

Barry County: Transportation

Christian County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Layoffs

        - Transportation

    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Education
        - Counseling
        - Groups
        - Homeless
        - Providers
        - Support
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key words for this question include the following:
        - Free
        - Medicaid Expansion
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Affordable
        - Low-Income
        - Ownership
        - Waiting Lists
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Pantry
        - Farmer's Market
        - Education
        - Expensive
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Reliable
        - Public

        - Bus
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Lifeskills
        - SPED
        - Apprenticeship
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key word for this question includes the following:
        - Unemployment
    - Secondary key words for this question include the following:
        - Income
        - Learning Loss
        - Businesses
        - Mental Health
        - Stress
        - Social Isolation

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

- **Cumulative including COVID-19 Question**
    - The top key word for cumulative answers includes the following:
        - Affordable
    - Secondary key words include the following:
        - Unemployment
        - Mental Health
        - Education
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Affordable
        - Education
    - Secondary key words include the following:
        - Transportation
        - Public
        - Lifeskills

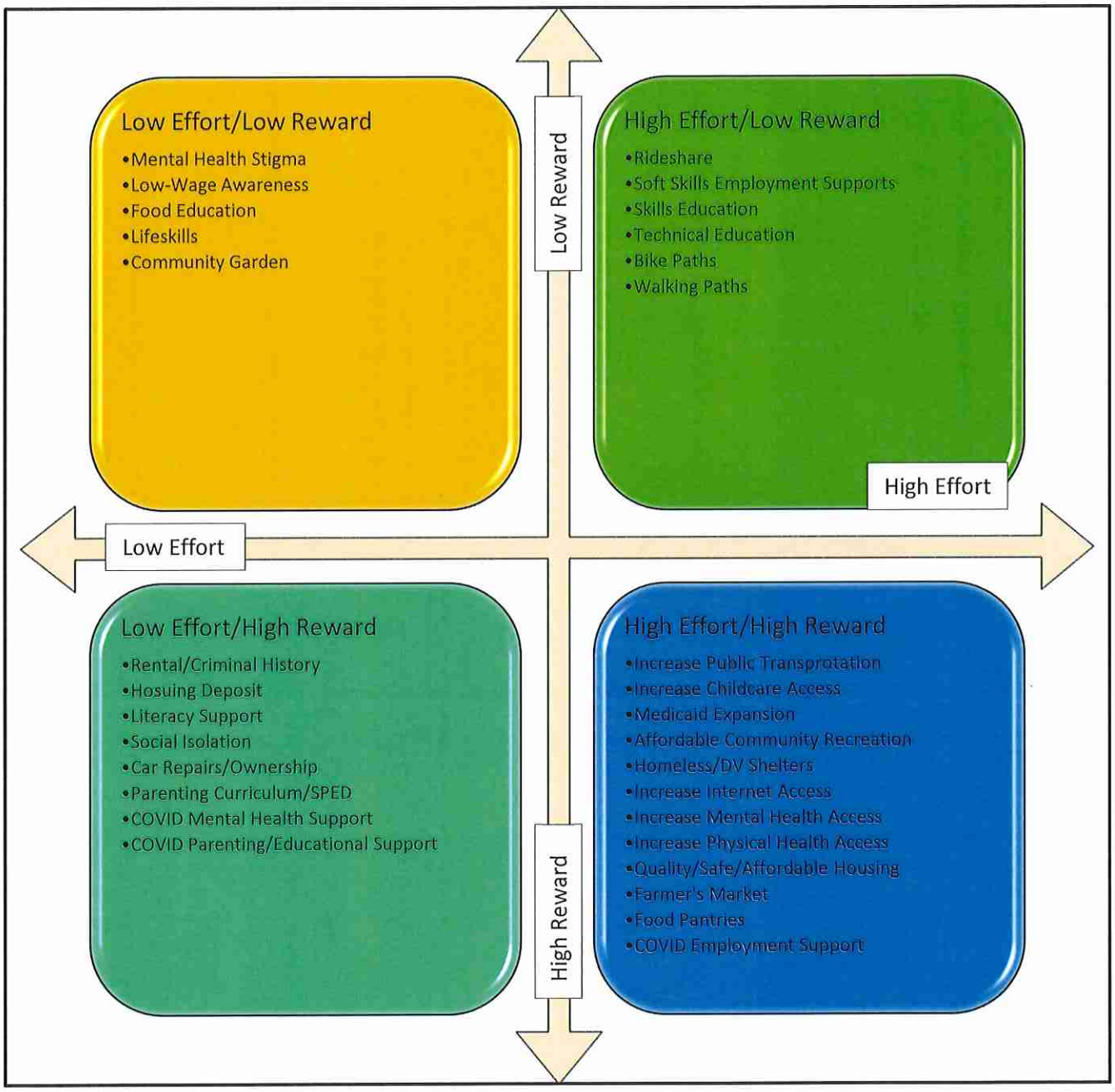
Quadrant Analyzation Matrix Prioritization

According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of

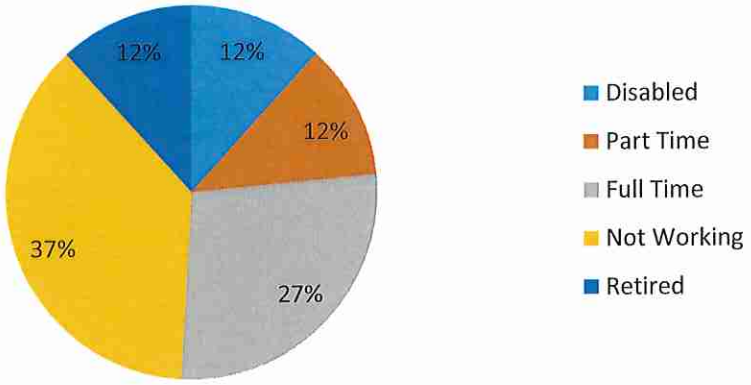
conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Christian County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

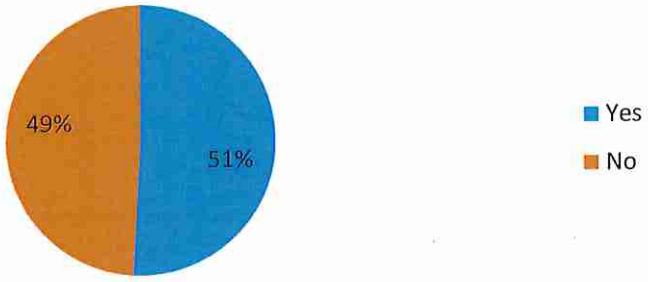
Christian County Quadrant Analysis Prioritization



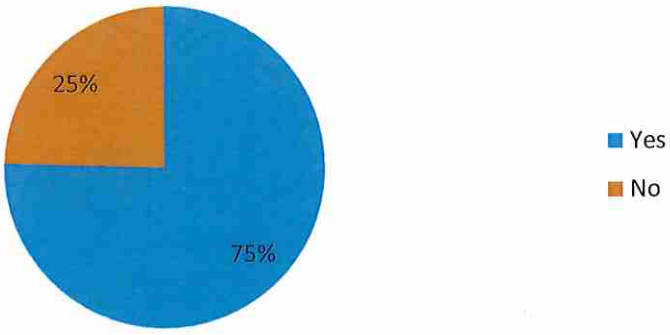
Are you currently working?



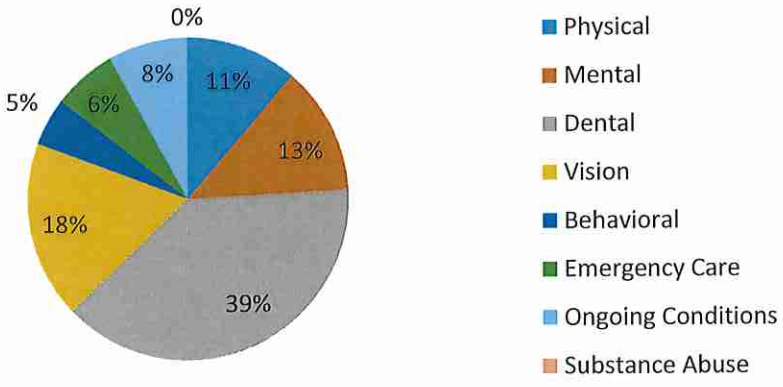
Are you able to support your family with the monthly income you receive?



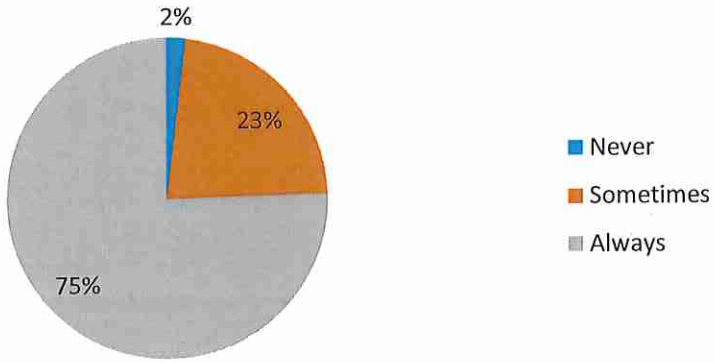
Does each adult member of your household have health insurance?



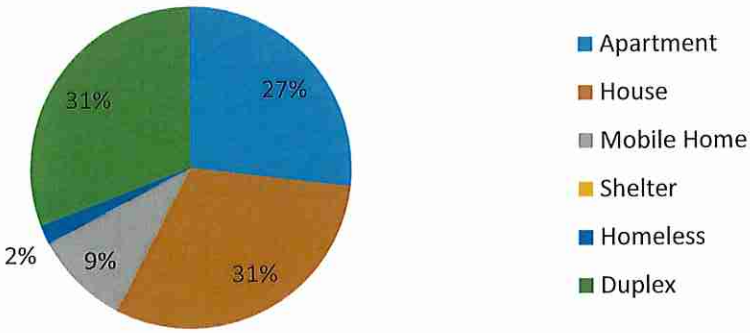
Which healthcare services are the hardest to get?



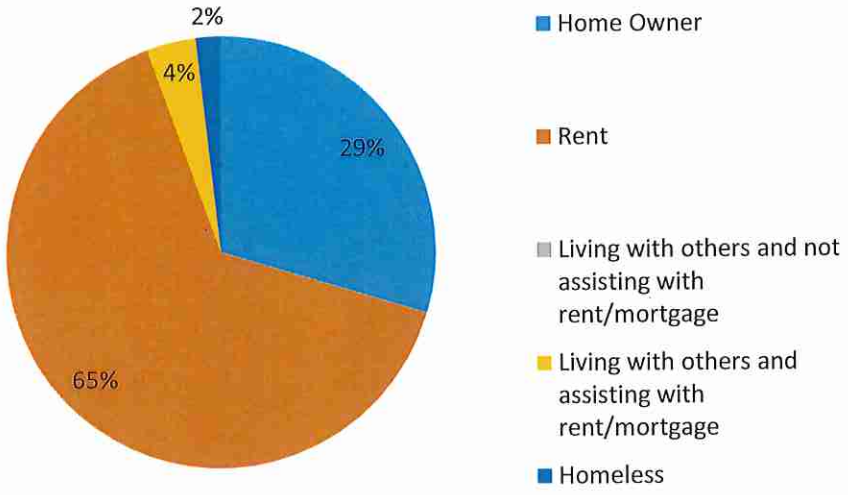
I am able to get my prescriptions filled:



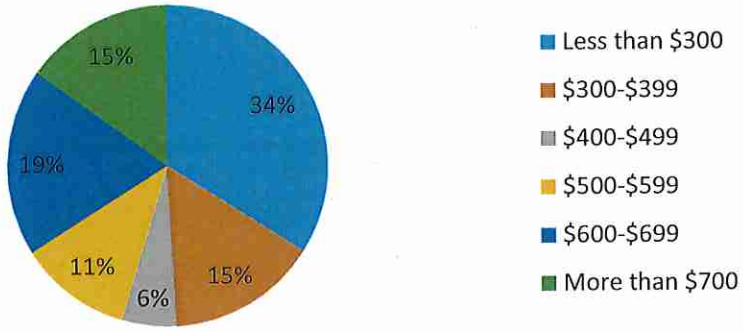
In which type of housing do you currently live in?



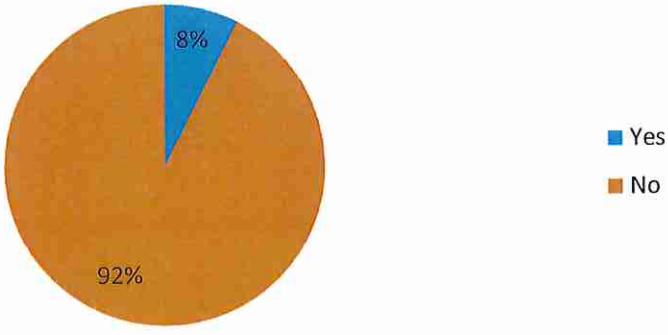
Which of these currently describes your housing situation?



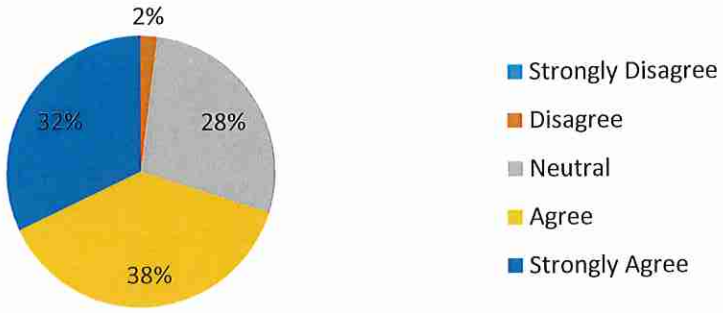
How much do you pay for monthly rent/mortgage?



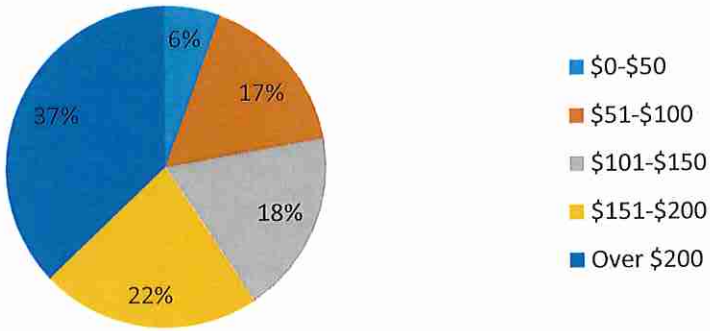
Have you ever had an application for rent denied?



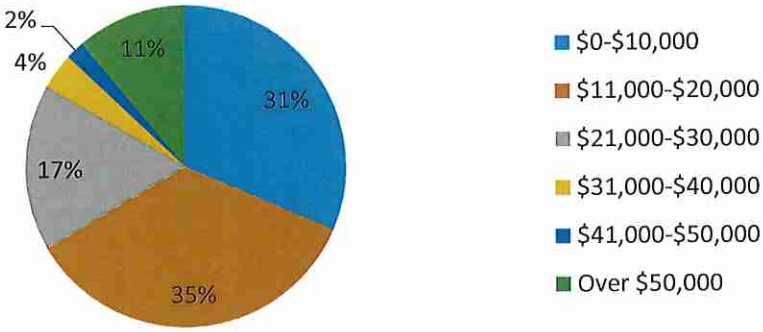
Do you agree or disagree that there is lack of emergency/transitional housing?



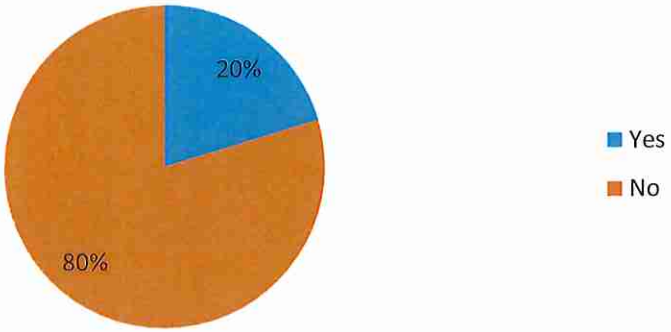
How much do you pay for monthly utilities (excluding water/sewer)?



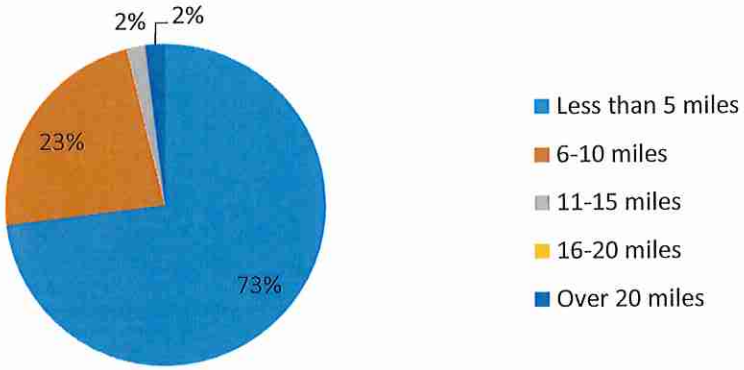
What is the yearly income range for your household?



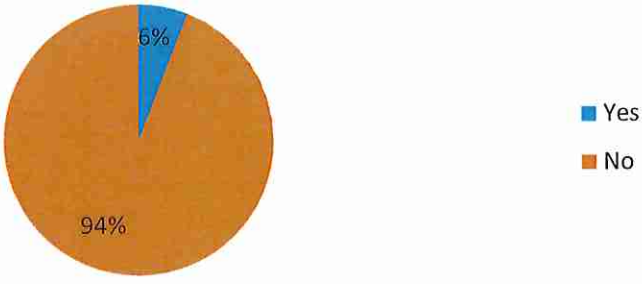
Do you have an emergency fund available for unexpected expenses?

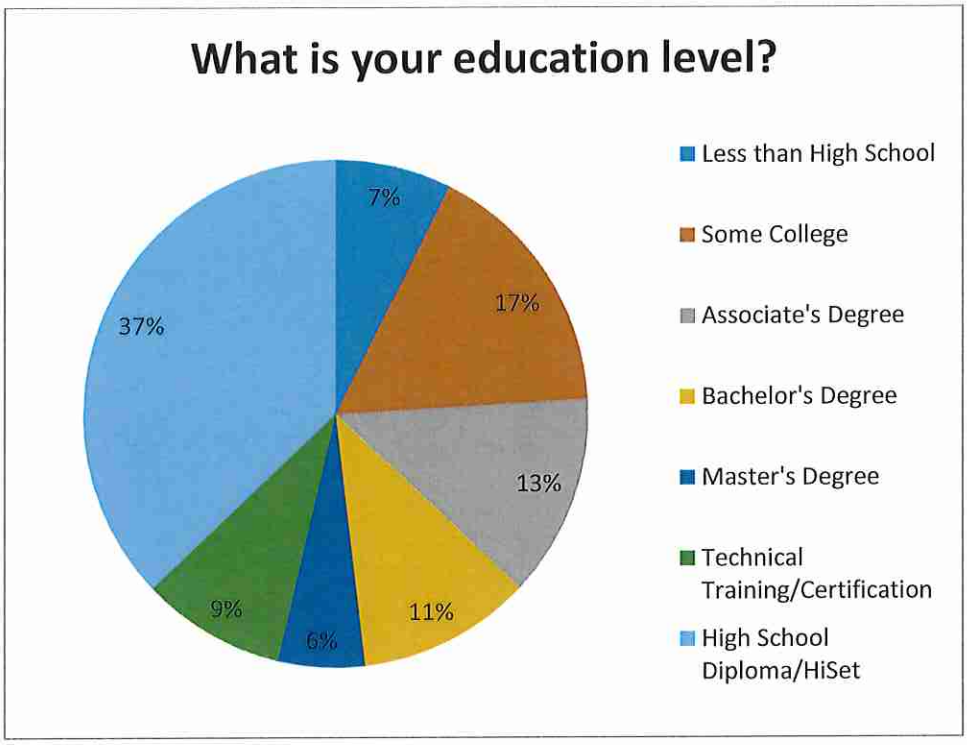


How far do you travel to access fresh fruits and vegetables?

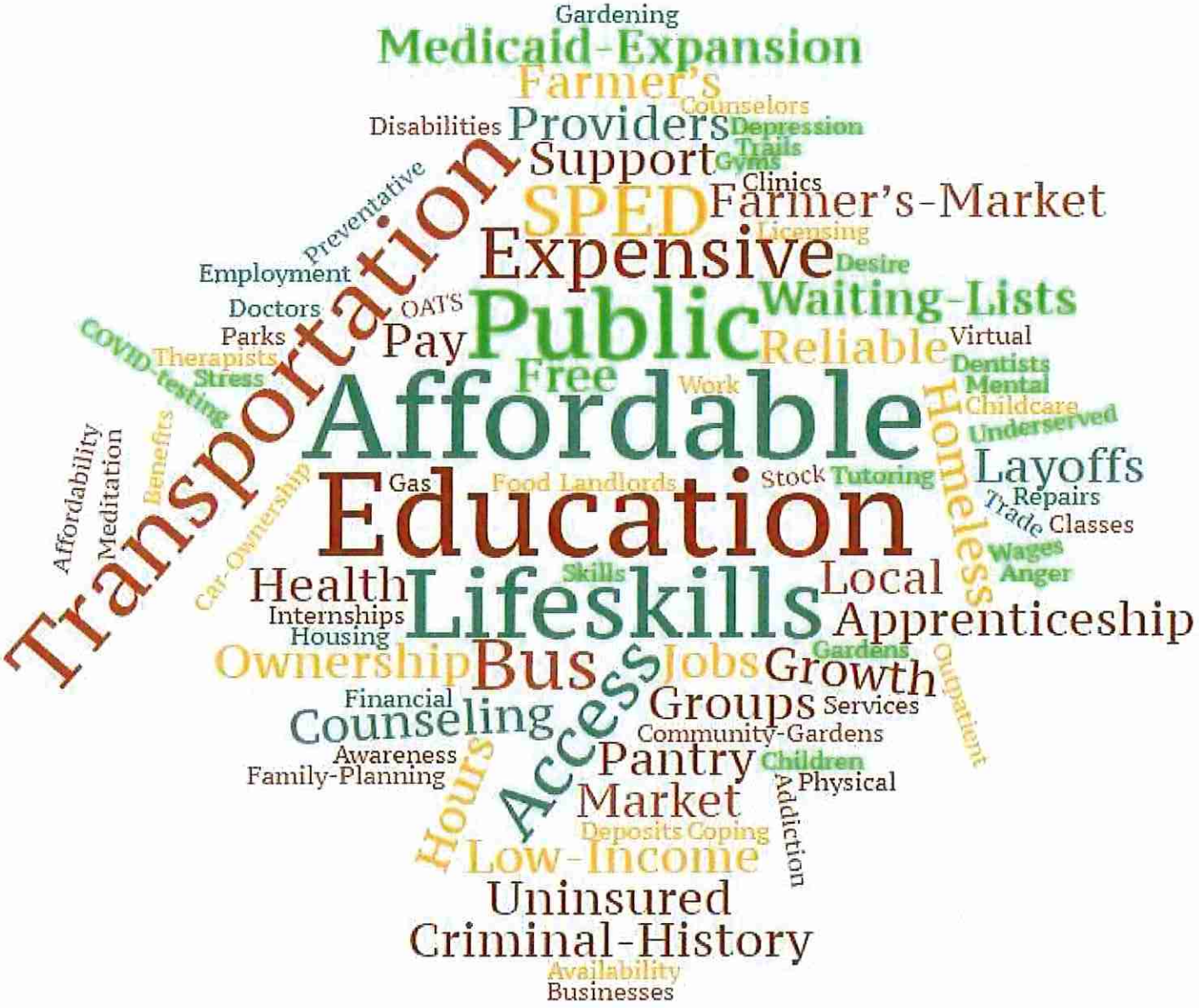


Is transportation a barrier to getting and/or keeping a job in your household?

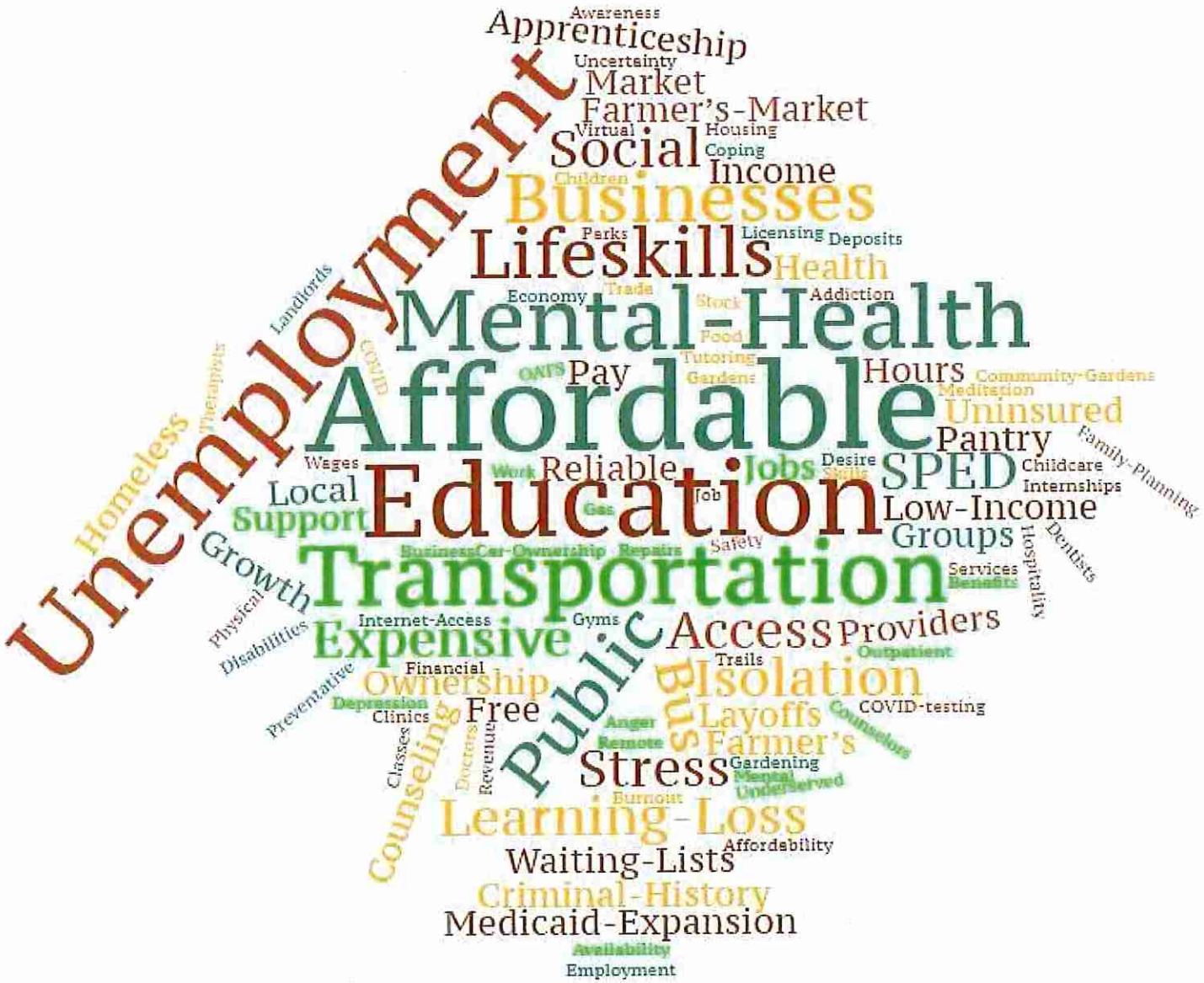



What is your education level?
7%
17%
13%
11%
6%
9%
37%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Christian County: All Categories Without COVID-19



Christian County: All Categories With COVID-19



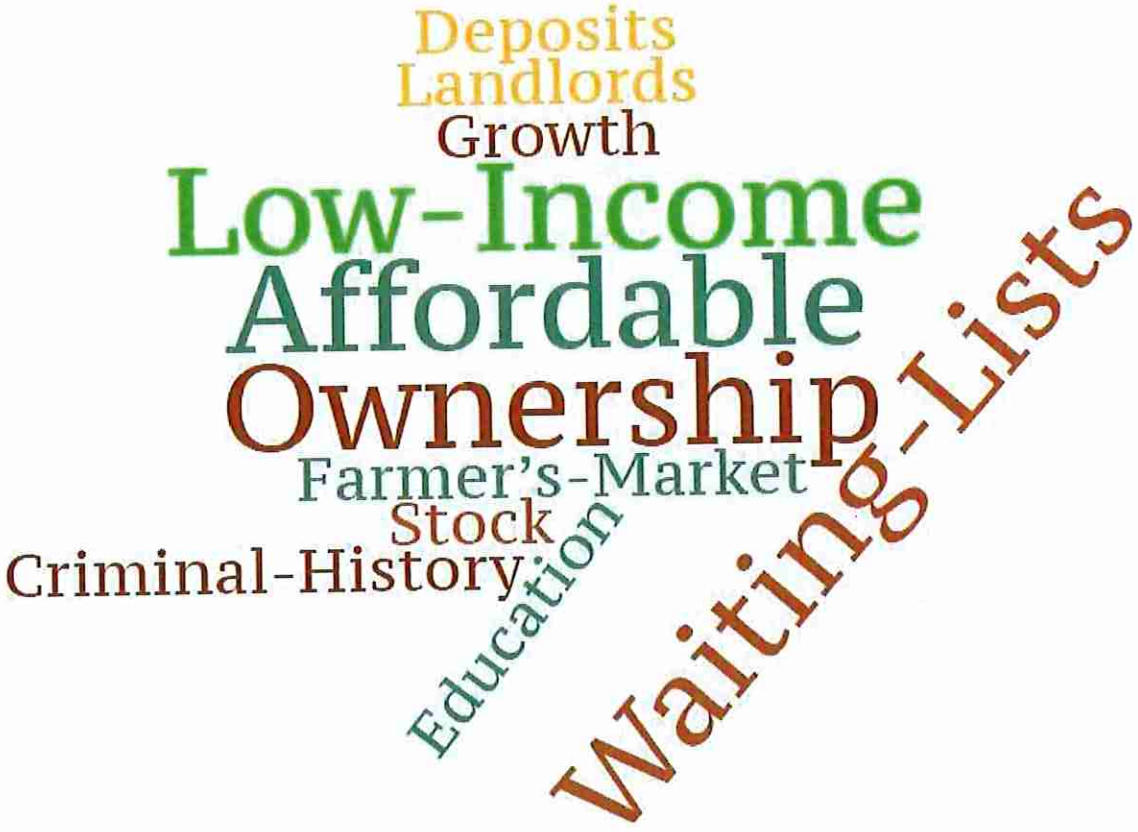
Christian County: COVID-19

Christian County: Education

Christian County: Employment

Christian County: Food

Christian County: Housing



Christian County: Mental Health

Christian County: Physical Health

Christian County: Transportation

Dade County-Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key word for this question includes the following:
        - Local

- There are no secondary key words as all other key words were mentioned with the same frequency.

- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
  - The top key word for this question includes the following:
    - Addiction
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
  - The top key word for this question includes the following:
    - Dental
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
  - The top key word for this question includes the following:
    - Quality
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
  - The top key words for this question include the following:
    - Pantry
    - Commodities
    - Food Mobile
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
  - The top key words for this question include the following:
    - Public
    - OATS
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
  - There were no top key words or secondary key words for this question. The key words that were reported include:
    - Internet Access
    - Lifeskills
    - Resources
    - Children
    - Literacy
    - HiSet
    - Upgrades

        - Parenting
- **How has the COVID-19 pandemic affected your household?**
    - There were no top key words or secondary key words for this question. The key words that were reported include:
        - Social Isolation
        - Services
        - Funding
        - Learning Loss

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

- **Cumulative including COVID-19 Question**
    - The top key words for cumulative answers include the following:
        - Local
        - Commodities
        - Addiction
        - OATS
    - Secondary key words include the following:
        - Food Mobile
        - Public
        - Children
        - Quality
        - Pantries
        - Dental
        - Health
        - Drugs
        - Transportation
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - OATS
        - Local
        - Addiction
        - Commodities
    - Secondary key words include the following:
        - Transportation
        - Pantries
        - Food Mobile
        - Dental
        - Children
        - Quality
        - Public

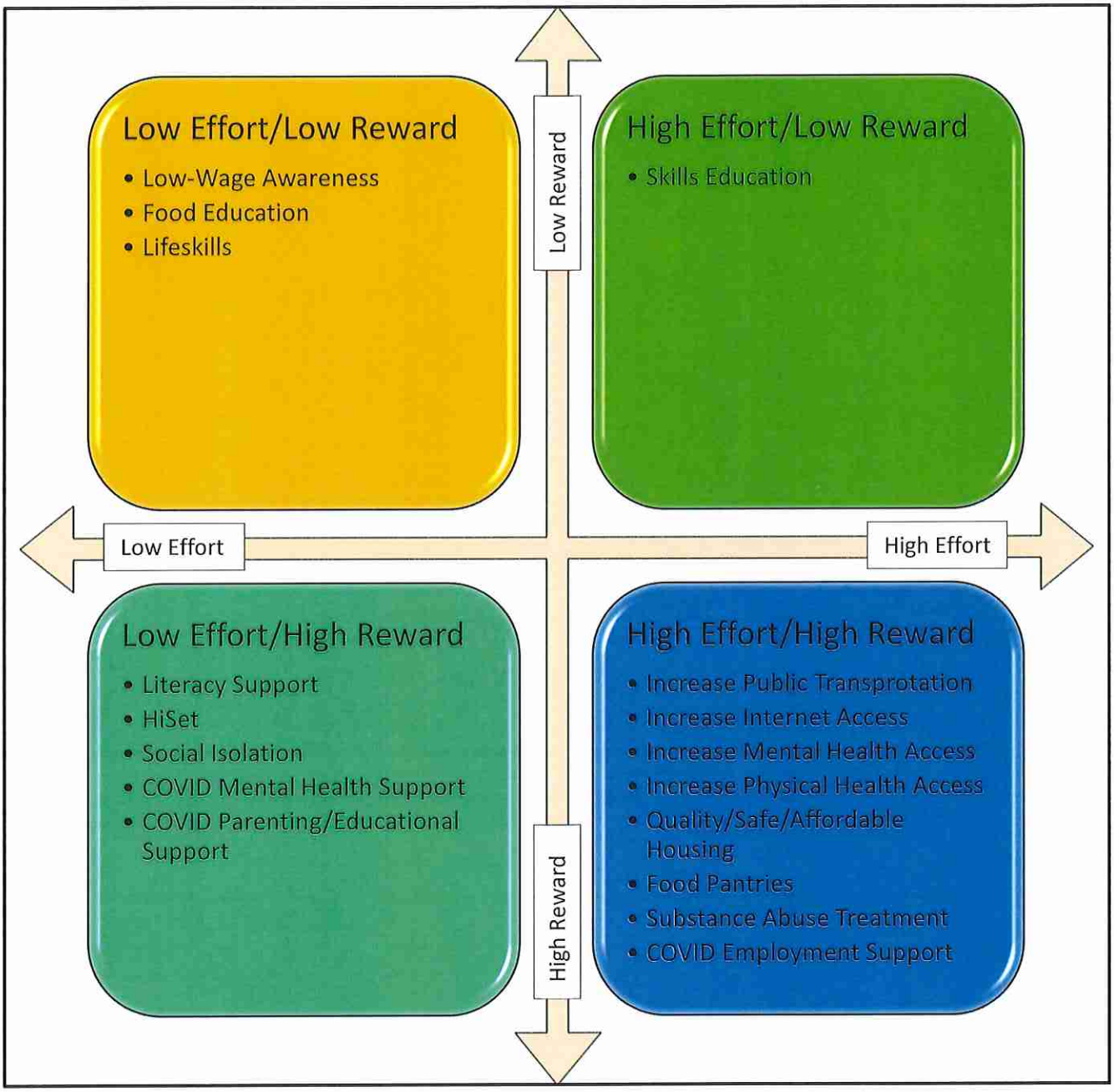
- Health

Quadrant Analyzation Matrix Prioritization

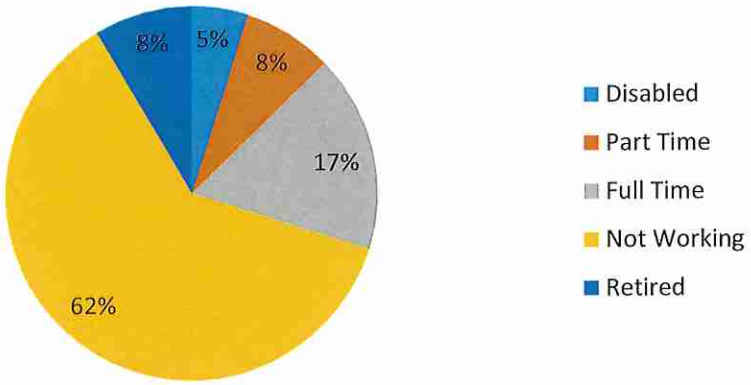
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Dade County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

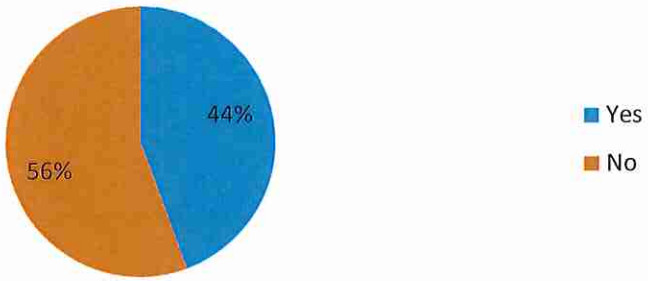
Dade County Quadrant Analysis Prioritization



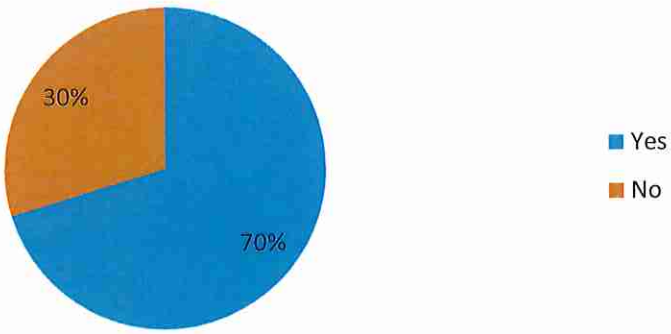
Are you currently working?



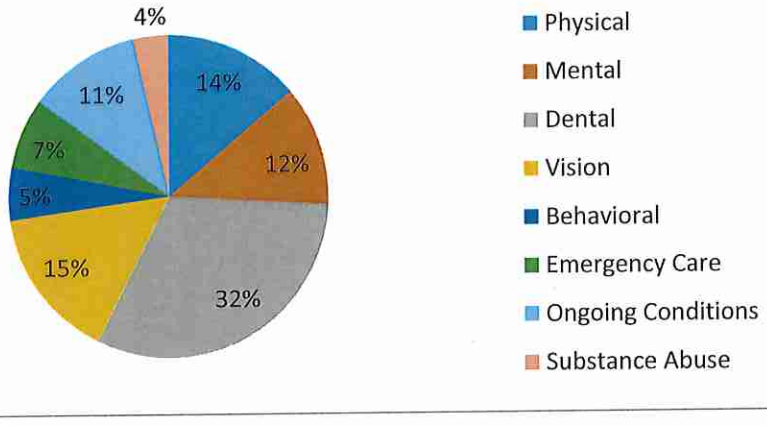
Are you able to support your family with the monthly income you receive?



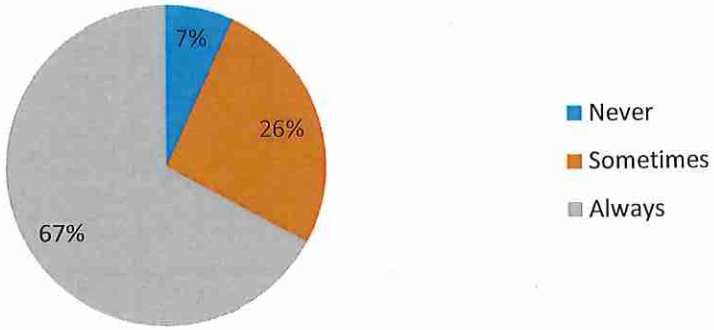
Does each adult member of your household have health insurance?



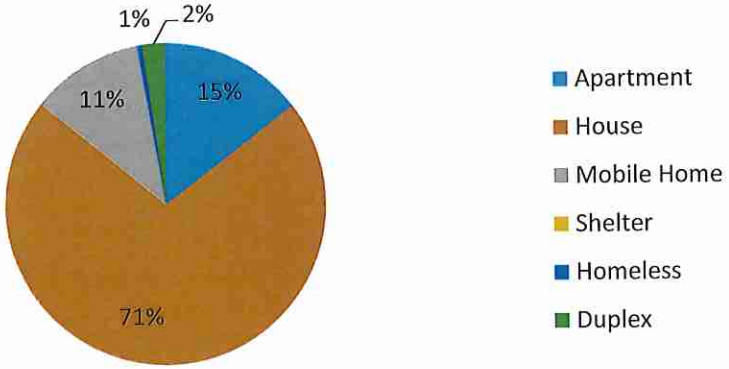
Which healthcare services are the hardest to get?



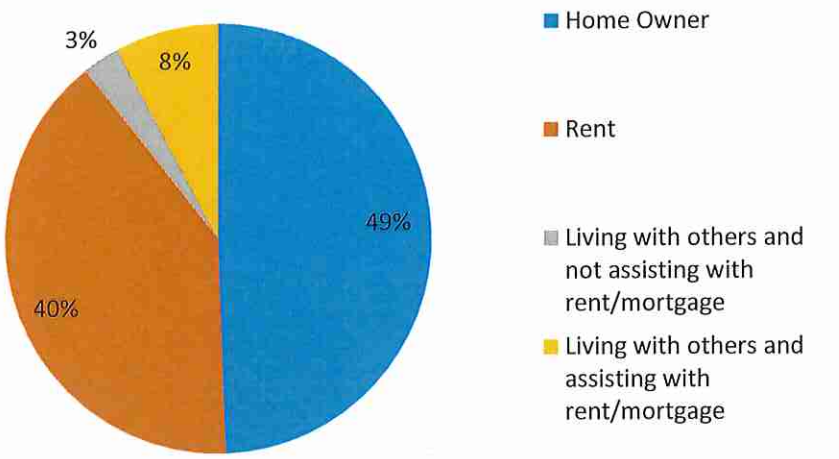
I am able to get my prescriptions filled:



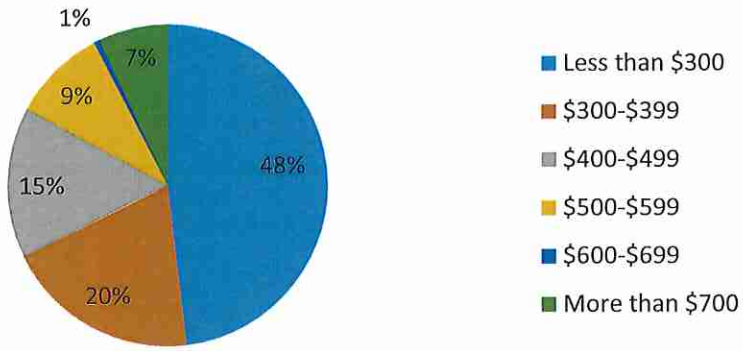
In which type of housing do you currently live in?



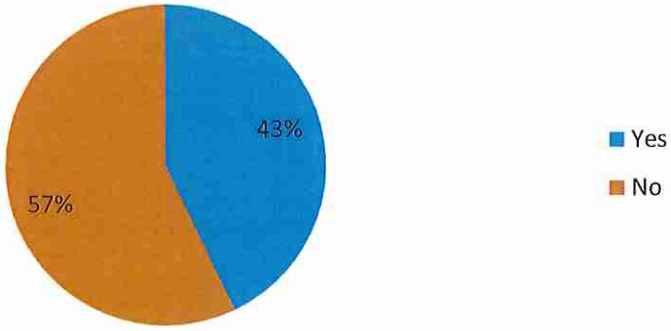
Which of these currently describes your housing situation?



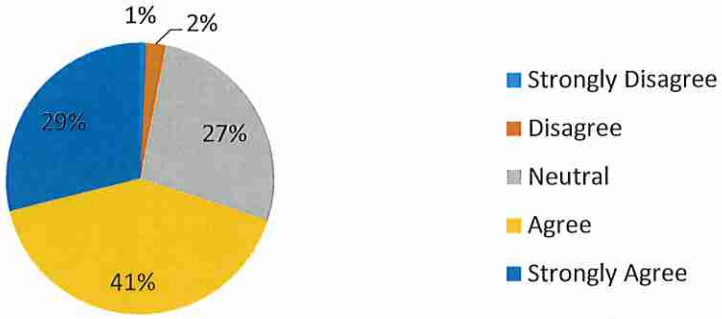
How much do you pay for monthly rent/mortgage?



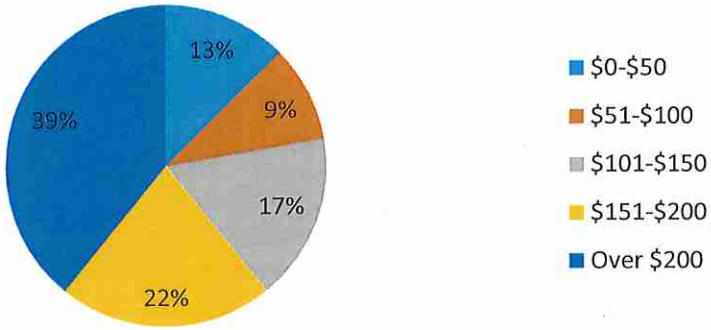
Have you ever had an application for rent denied?



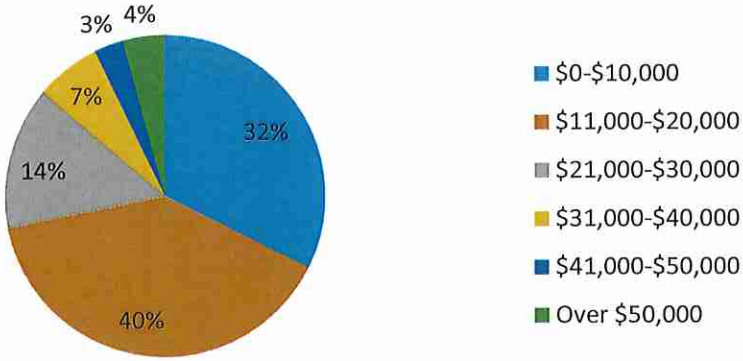
Do you agree or disagree that there is a lack of emergency/transitional housing?



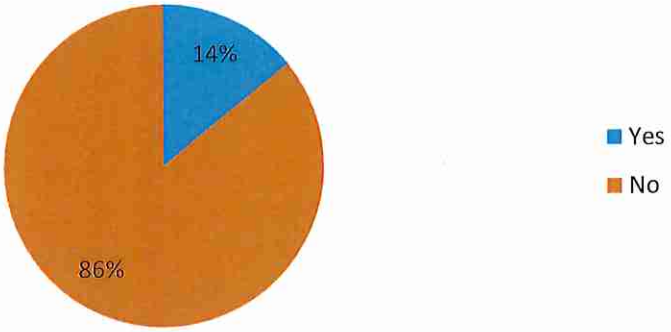
How much do you pay for monthly utilities (excluding water/sewer)?



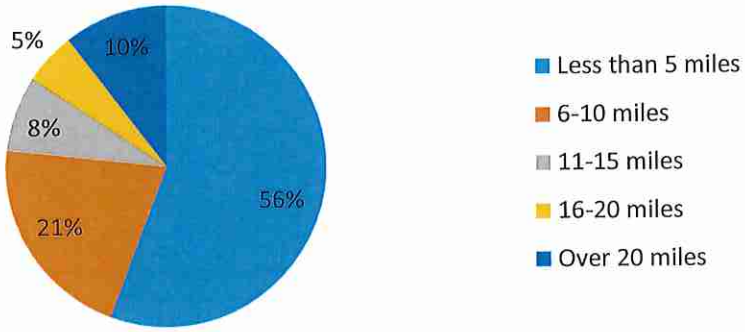
What is the yearly income range for your household?



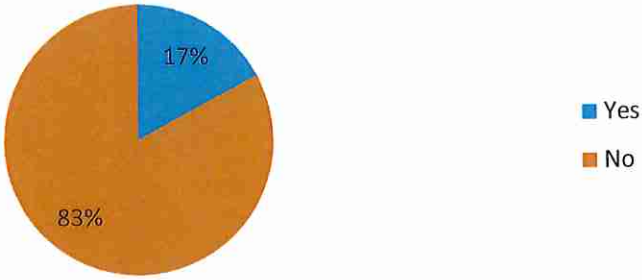
Do you have an emergency fund available for unexpected expenses?

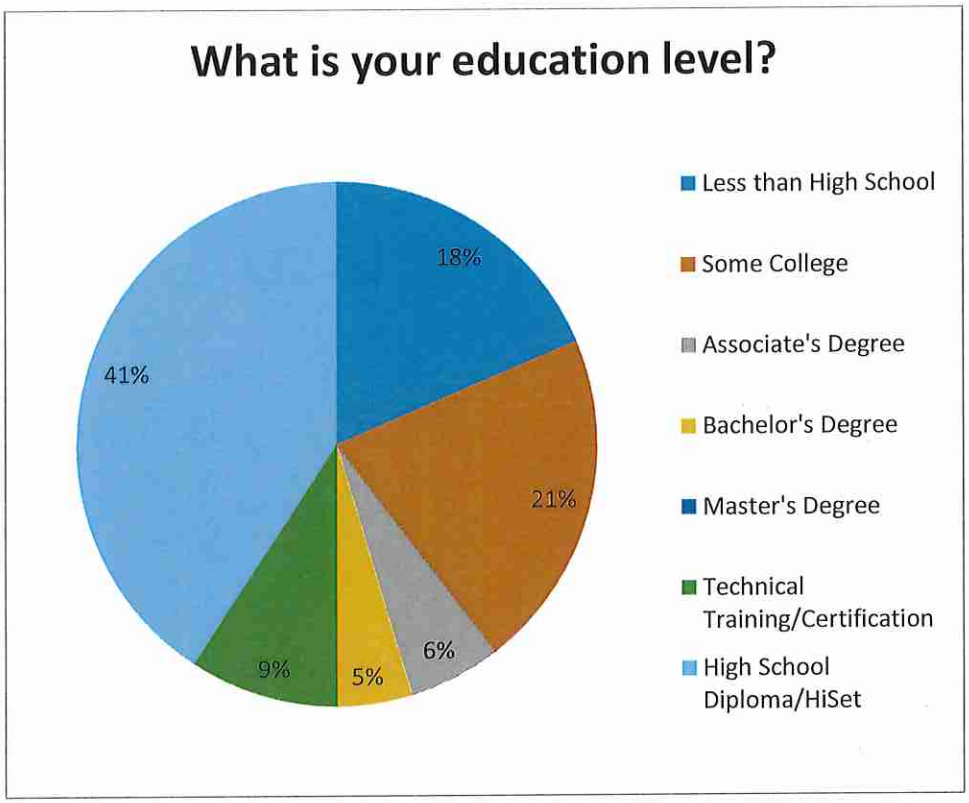


How far do you travel to access fresh fruits and vegetables?

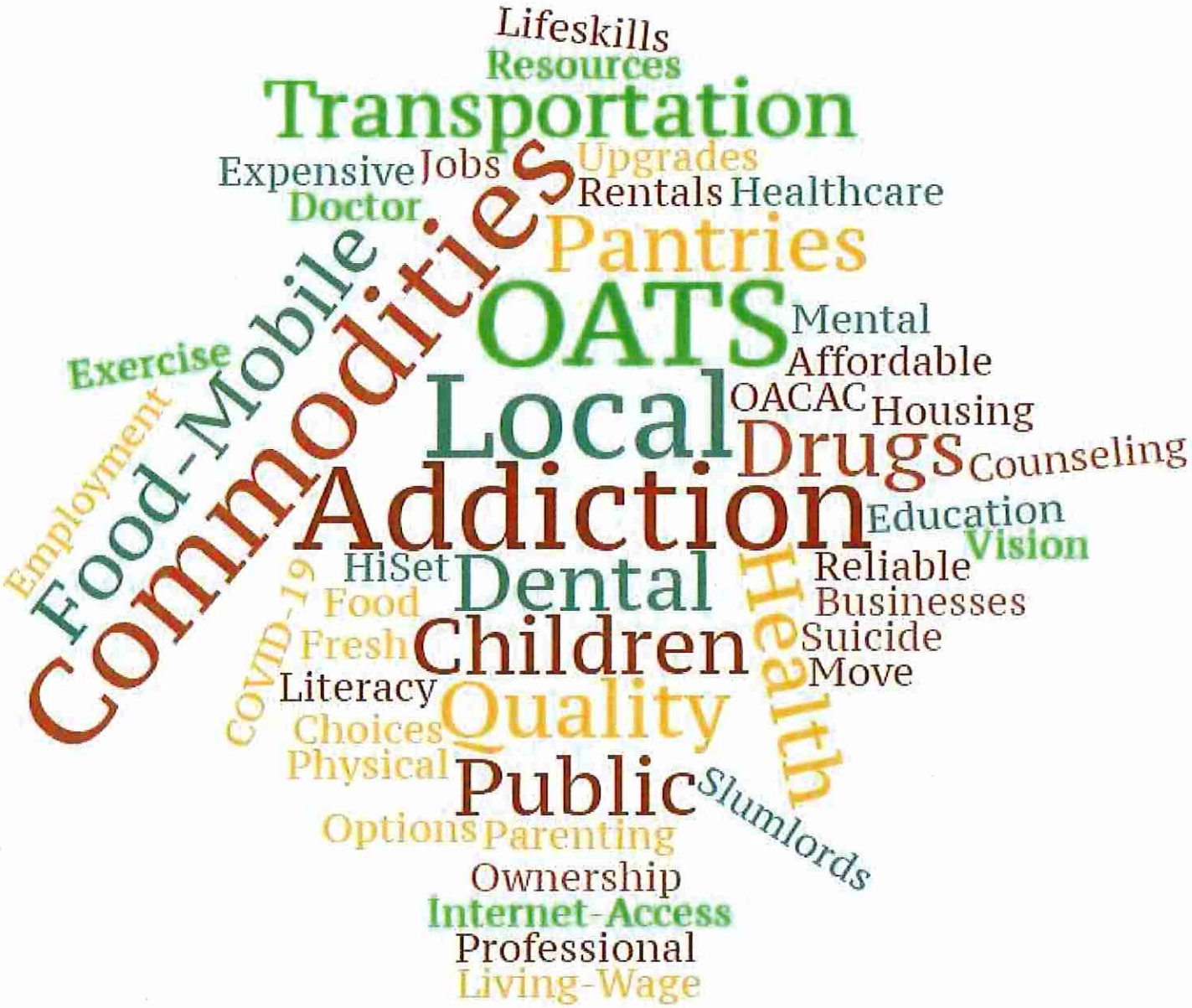


Is transportation a barrier to getting and/or keeping a job in your household?




What is your education level?
18%
21%
6%
5%
9%
41%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Dade County: All Categories Without COVID-19

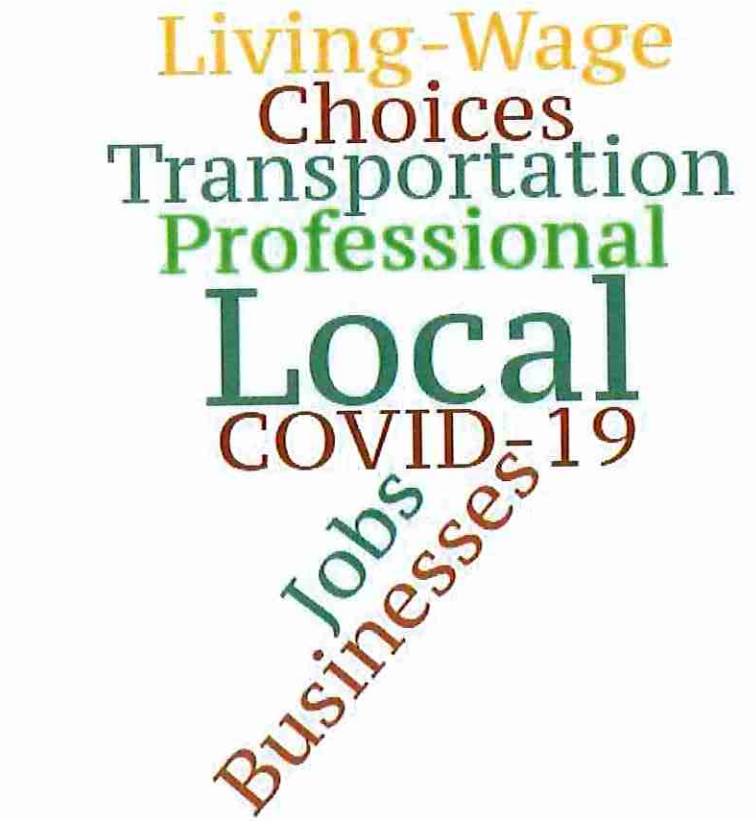


Dade County: All Categories With COVID-19

Dade County: COVID-19

Dade County: Education

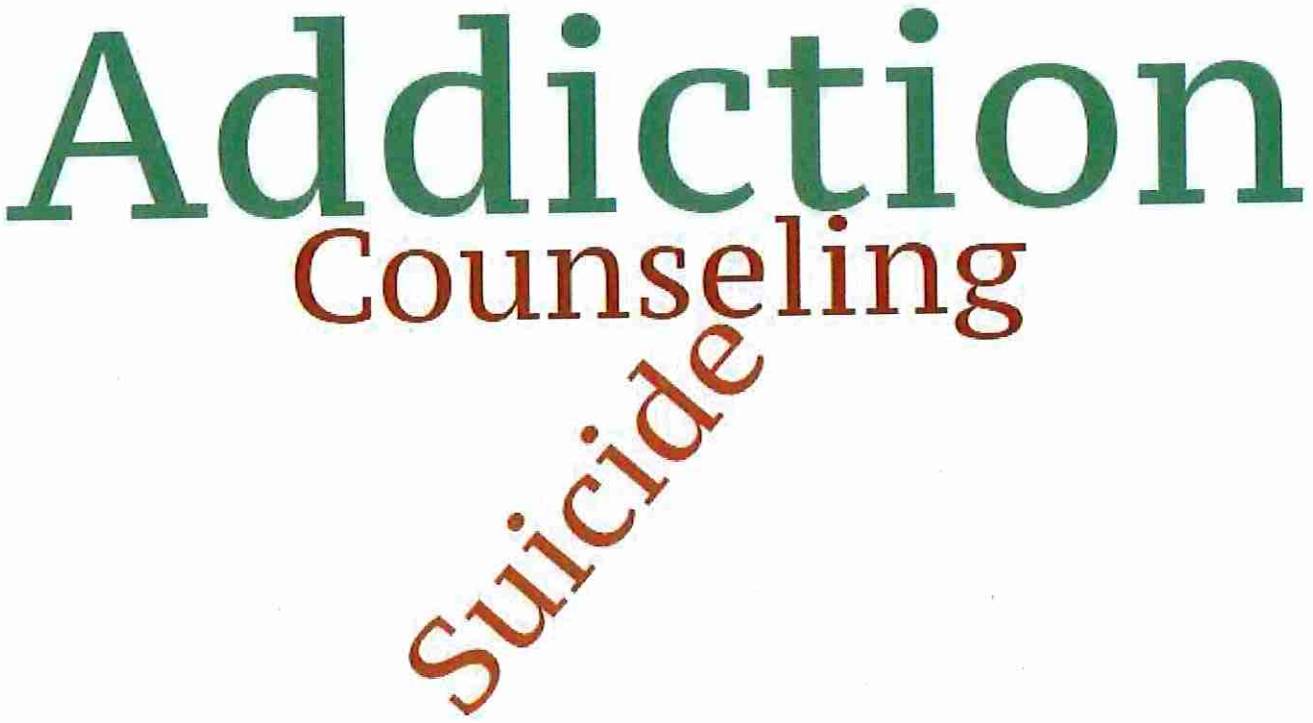
Dade County: Employment



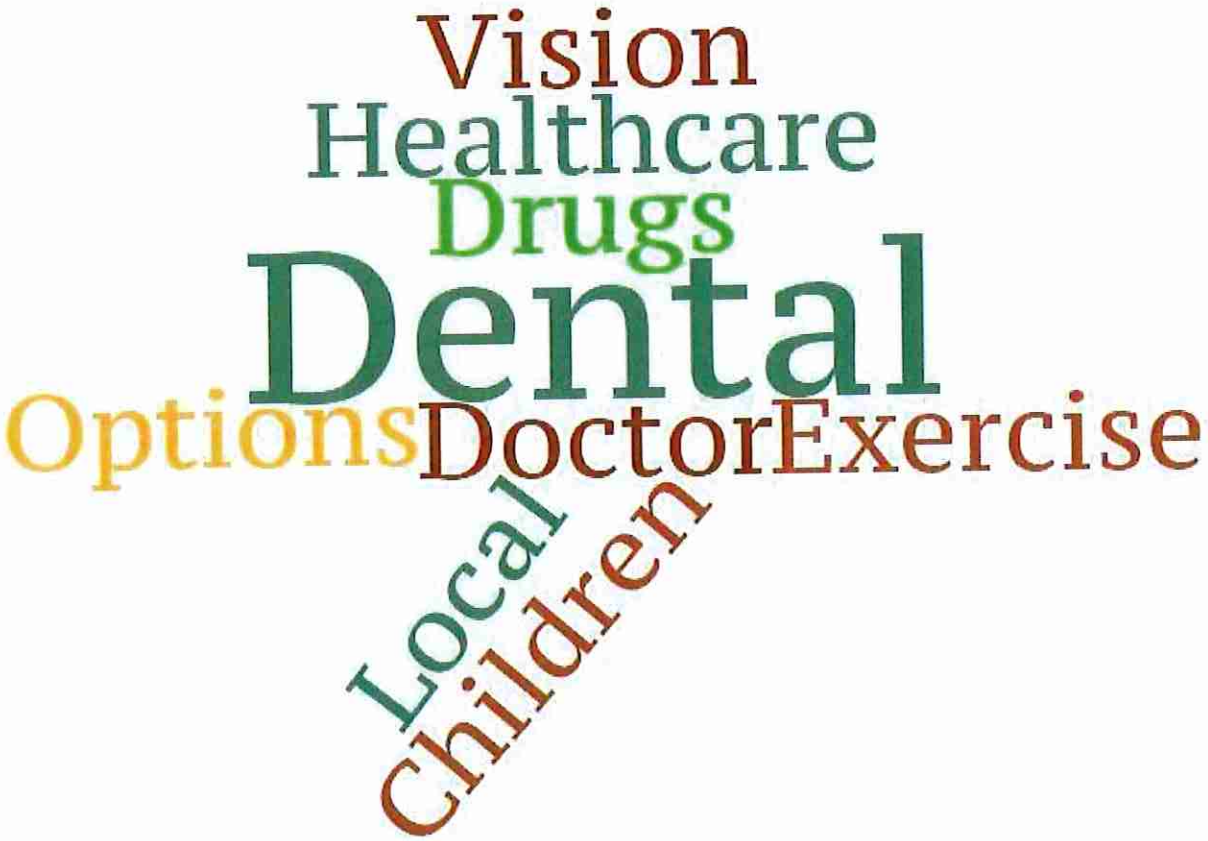
Dade County: Food

Dade County: Housing

Dade County: Mental Health



Dade County: Physical Health



Dade County: Transportation

Reliable OATS Public

Dallas County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - COVID

        - Jobs
        - Motivation
        - Transportation
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - NAMI
        - Suicide
        - Free
        - Depression
        - Uninsured
        - Group
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key words for this question include the following:
        - Clinic
        - Free
        - Preventative
        - Hospital
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Affordable
        - Safe
        - Quality
        - Rental
        - Landlords
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Pantries
        - Affordable
        - Commodities
        - Expensive
        - Education
    - There are no secondary key words as all other key words were mentioned with the same frequency.

- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Reliable
        - Public
        - Repairs
        - OATS
        - Ownership
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key word for this question includes the following:
        - Internet Access
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key word for this question includes the following:
        - Isolation
    - Secondary key words include the following:
        - Unemployment
        - Business
        - Income
        - Social
        - Healthcare
        - Hygiene
        - Mental Health

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

- **Cumulative including COVID-19 Question**
    - The top key words for cumulative answers include the following:
        - Affordable
        - Quality
    - Secondary key words include the following:
        - Addiction
        - Social
        - Isolation
        - Transportation
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Affordable

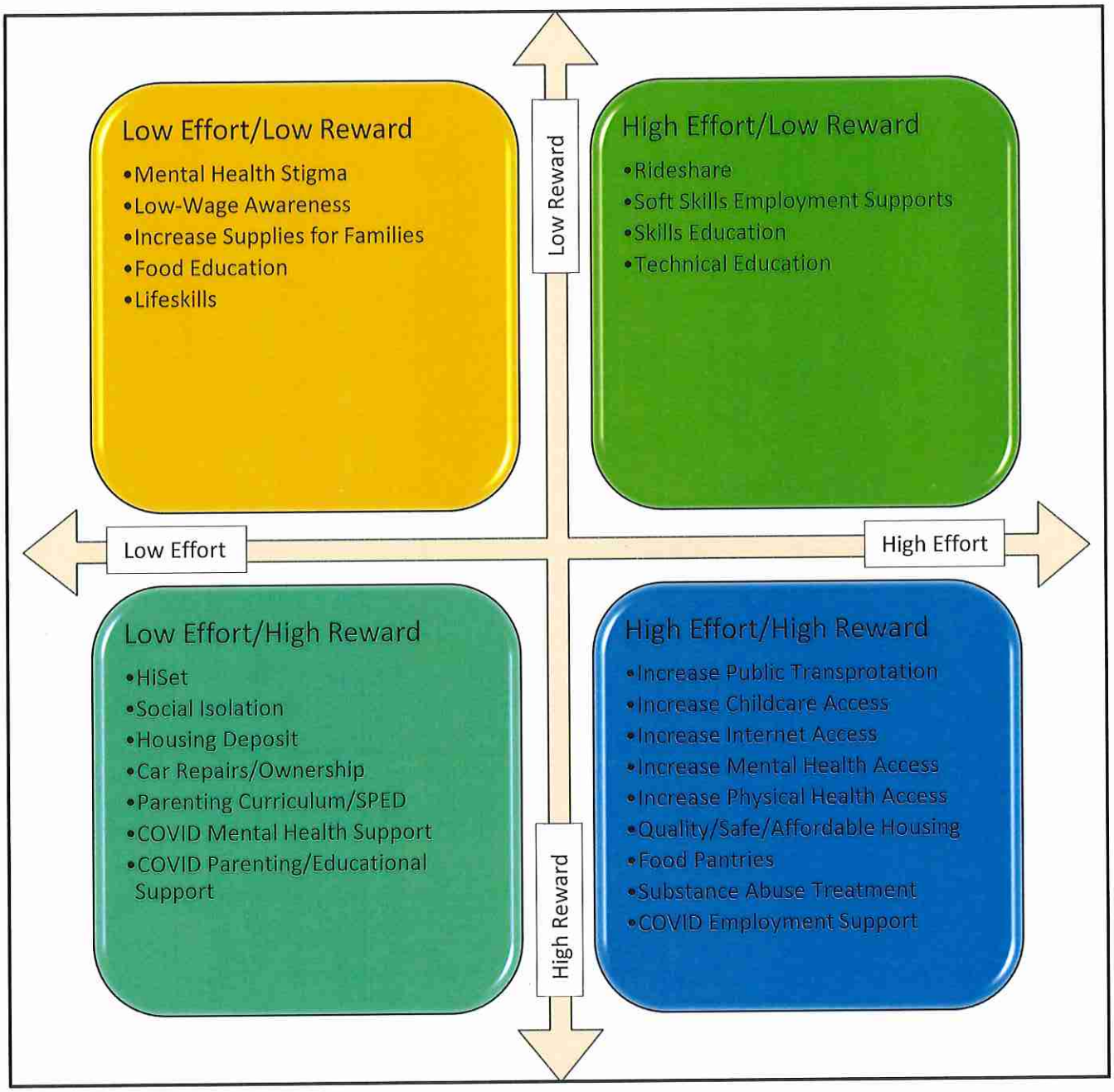
        - Quality
    - Secondary key words include the following:
        - Transportation
        - Addiction
        - Free

Quadrant Analyzation Matrix Prioritization

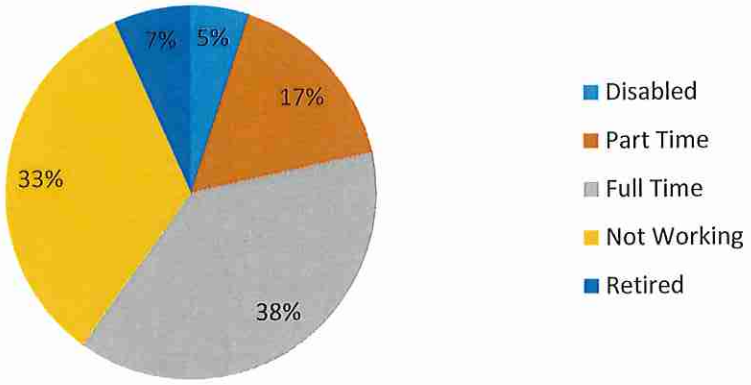
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Dallas County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

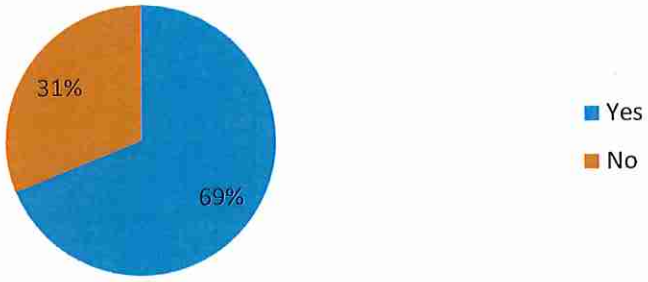
Dallas County Quadrant Analysis Prioritization



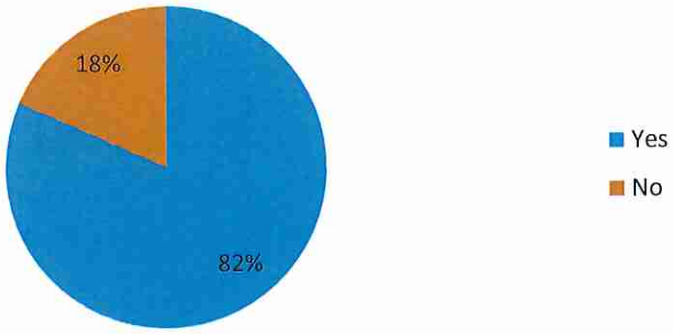
Are you currently working?



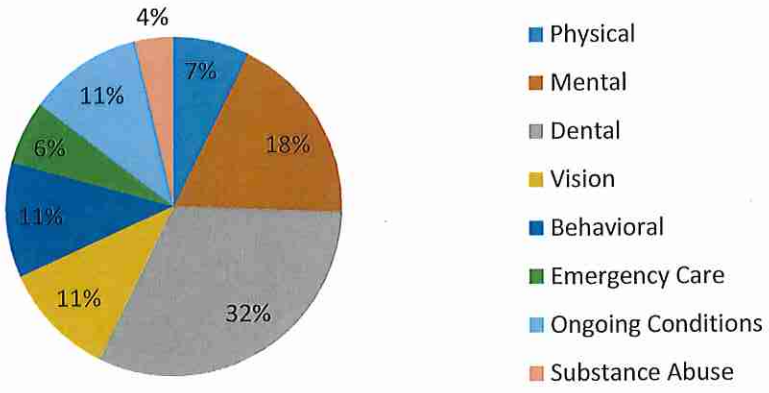
Are you able to support your family with the monthly income you receive?



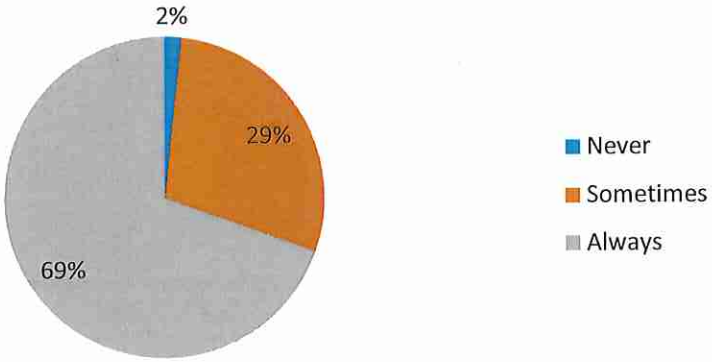
Does each adult member of your household have health insurance?



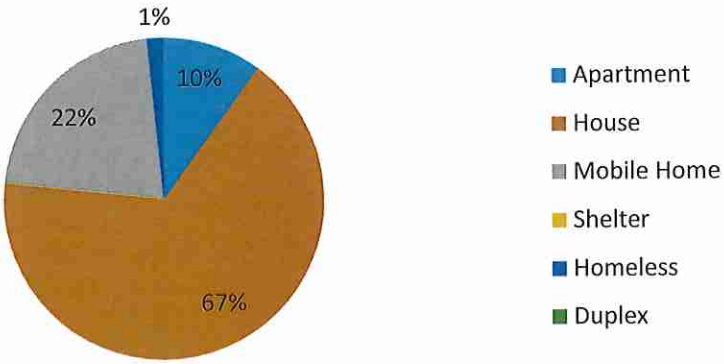
Which healthcare services are the hardest to get? (Check all that apply)



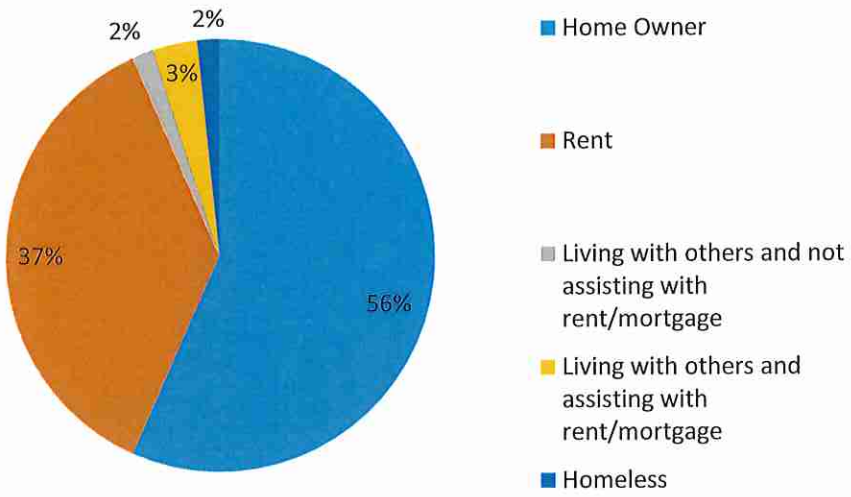
I am able to get my prescriptions filled:



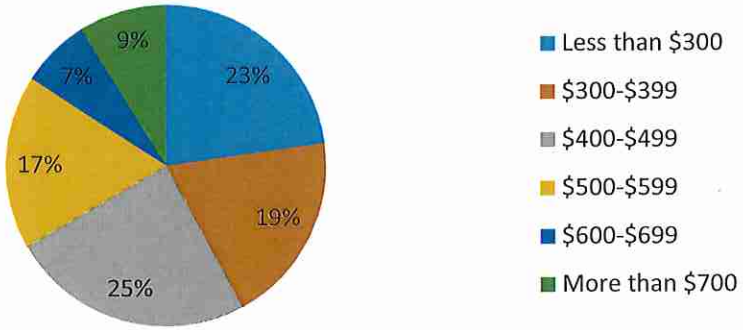
In which type of housing do you currently live in?



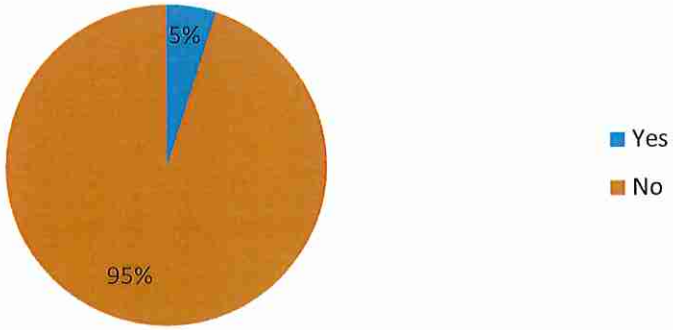
Which of these currently describes your housing situation?



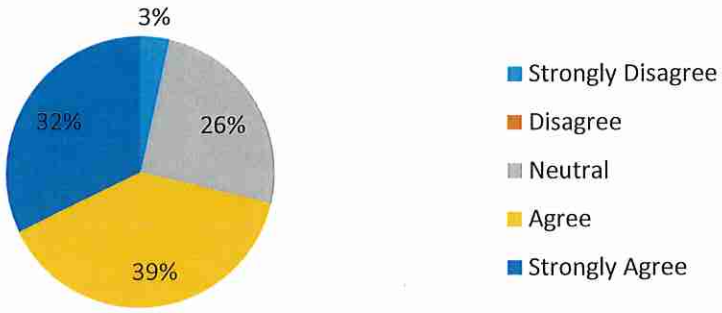
How much do you pay for monthly rent/mortgage?



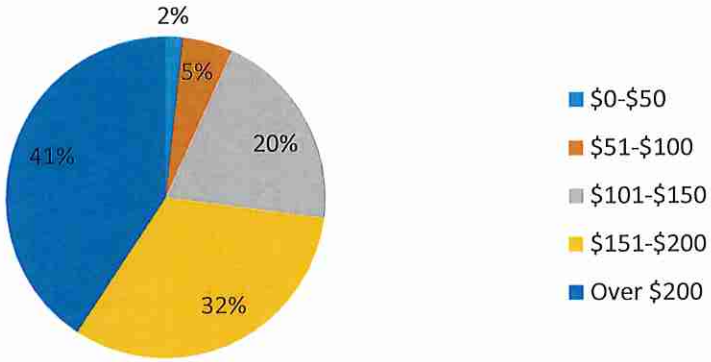
Have you ever had an application for rent denied?



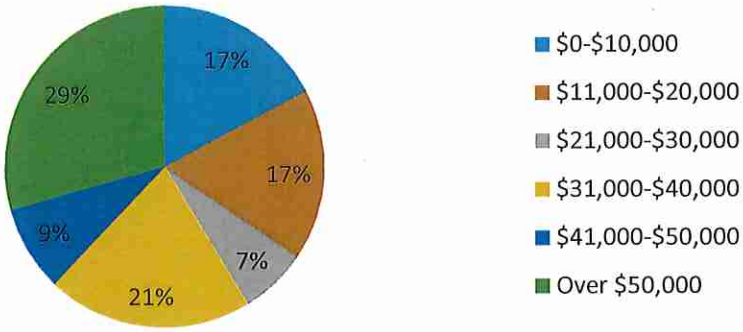
Do you agree or disagree that there is a lack of emergency/transitional housing?



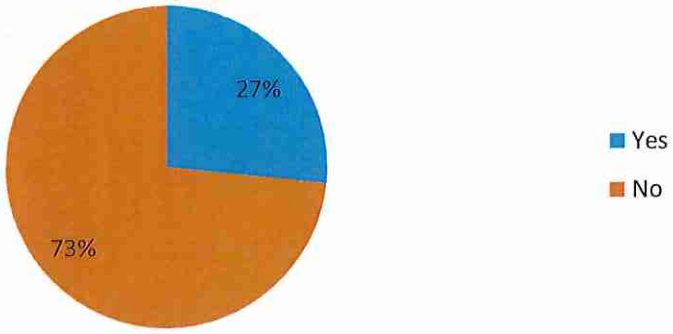
How much do you pay for monthly utilities (excluding water/sewer)?



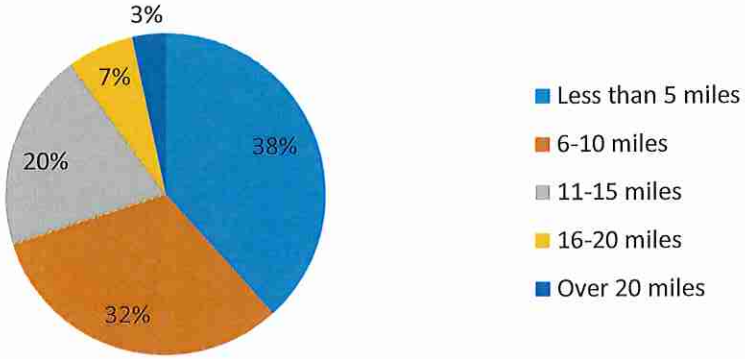
What is the yearly income range for your household?



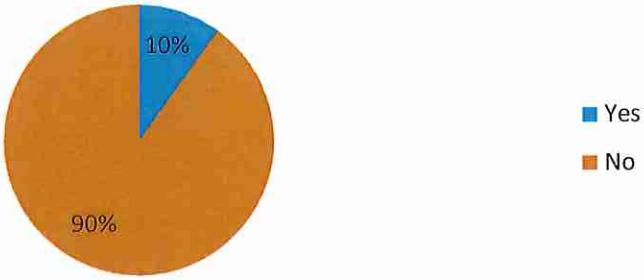
Do you have an emergency fund available for unexpected expenses?

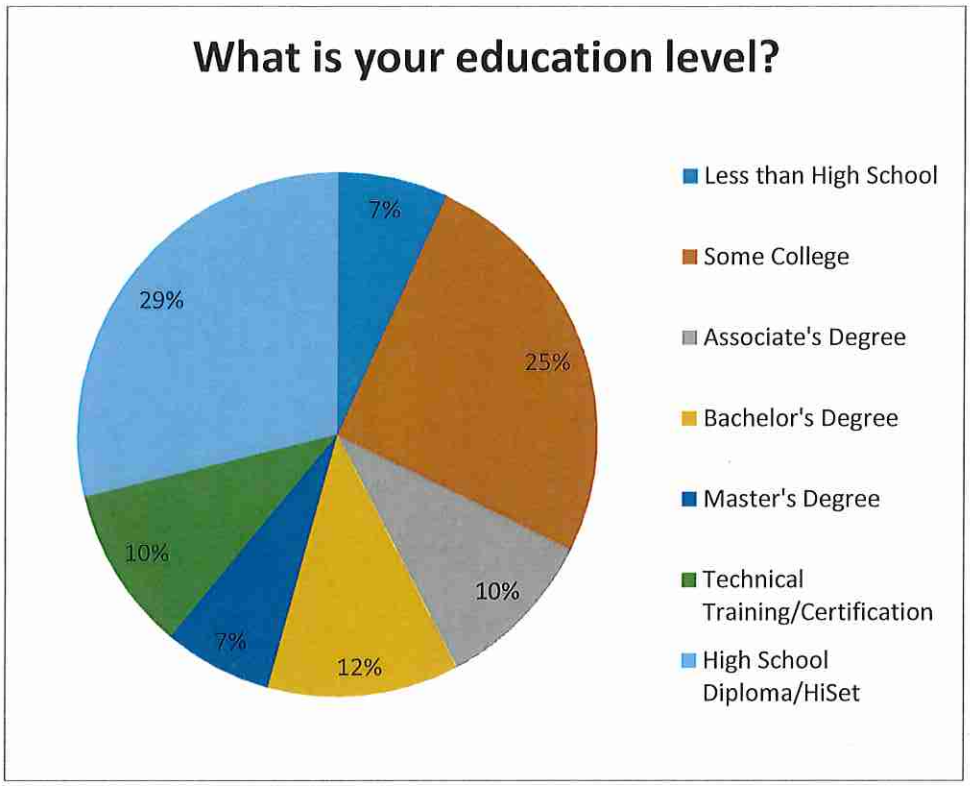


How far do you travel to access fresh fruits and vegetables?



Is transportation a barrier to getting and/or keeping a job in your household?




What is your education level?
7%
25%
10%
12%
7%
10%
29%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Dallas County: All Categories Without COVID-19

Dallas County: All Categories With COVID-19

Dallas County: COVID-19

Dallas County: Education

Dallas County: Employment

Dallas County: Food

Dallas County: Housing

Dallas County: Mental Health

Dallas County: Physical Health

Dallas County: Transportation

Greene County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Soft Skills

        - Transportation
        - Wages
        - Training
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Availability
        - Access
        - Awareness
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key words for this question include the following:
        - Access
        - Therapy
        - Preventative
        - Medicaid Expansion
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Landlords
        - Affordable
        - Evictions
        - Homelessness
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Pantry
        - Education
        - Gardens
        - Community
        - Deserts
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Repairs

        - Ownership
        - Accessible
        - Public
        - Bus Routes
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Lifeskills
        - SPED
        - Apprenticeship
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key words for this question include the following:
        - Unemployment
        - Food
        - Coordination
    - There are no secondary key words as all other key words were mentioned with the same frequency.

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

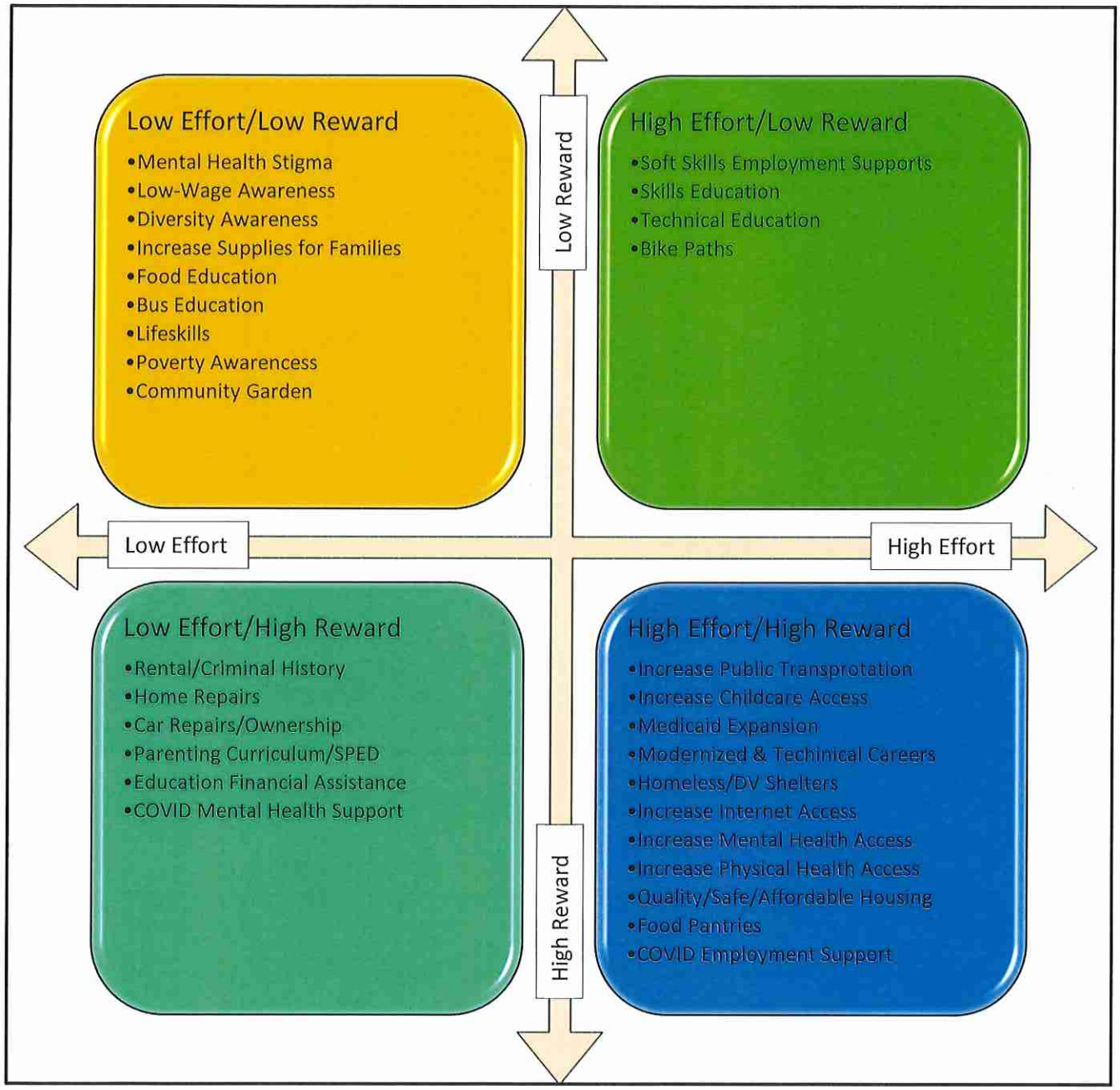
- **Cumulative including COVID-19 Question**
    - The top key words for cumulative answers include the following:
        - Affordable
        - Access
        - Routes
        - Medicaid Expansion
    - Secondary key words include the following:
        - Awareness
        - Bus
        - Availability
        - Transportation
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Affordable
        - Medicaid Expansion
        - Access
        - Routes
    - Secondary key words include the following:
        - Availability

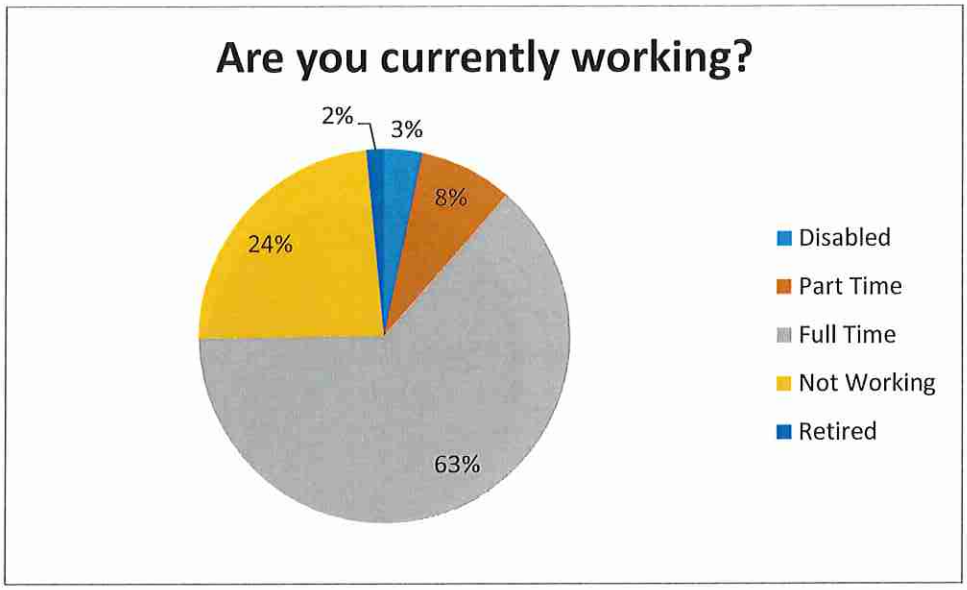
Quadrant Analyzation Matrix Prioritization

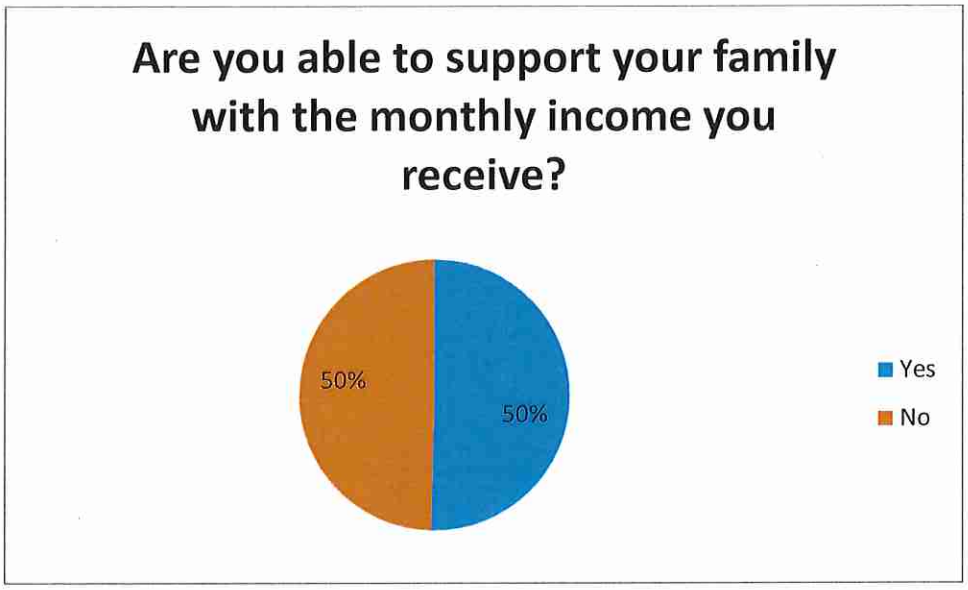
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

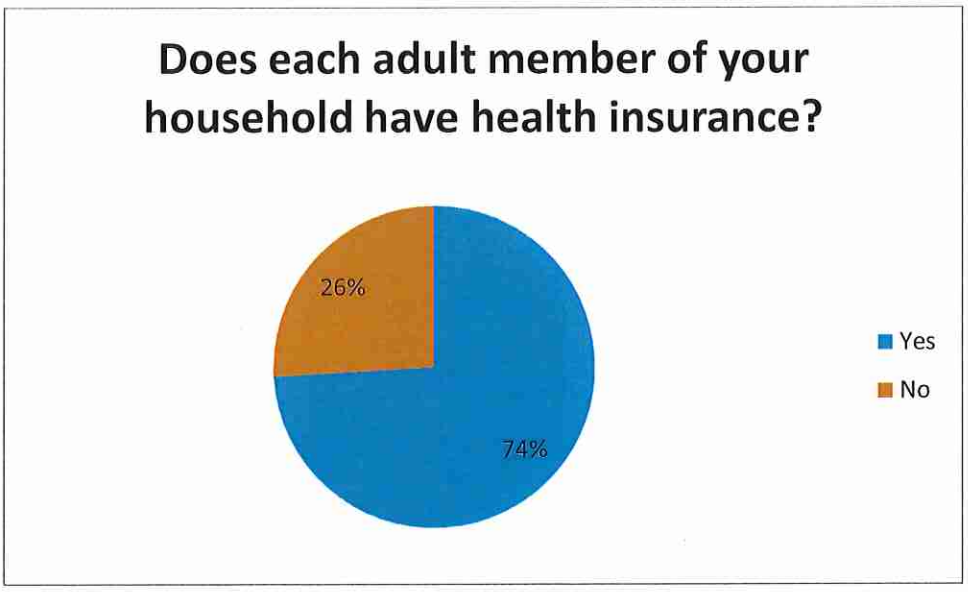
Information obtained from Greene County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

Greene Quadrant Analysis Prioritization

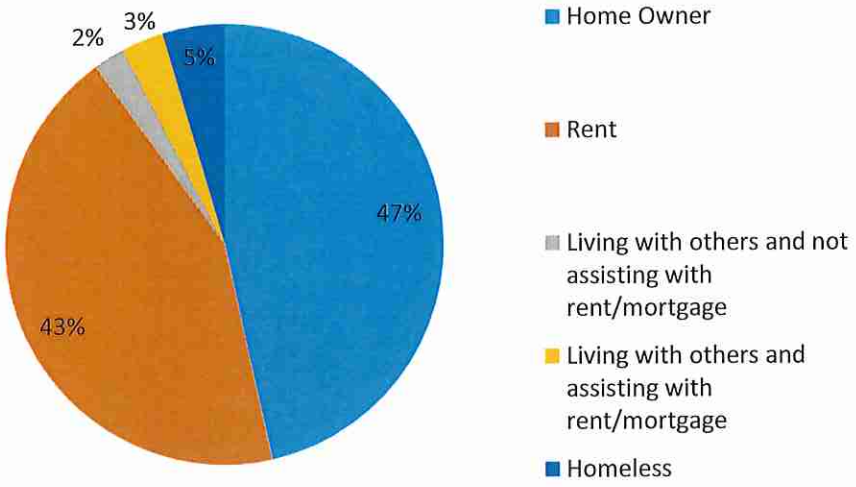



Are you currently working?
2%
3%
8%
24%
63%
Disabled
Part Time
Full Time
Not Working
Retired

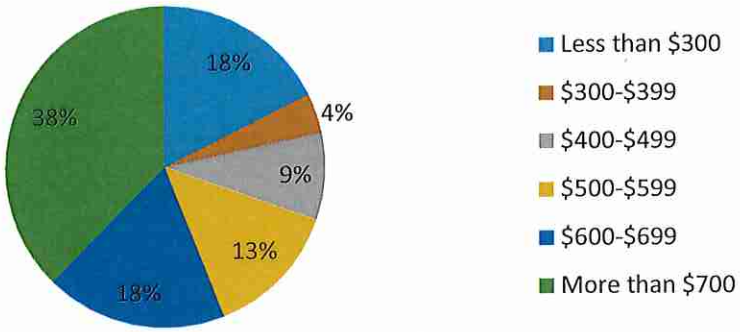

Are you able to support your family with the monthly income you receive?
50%
50%
Yes
No


Does each adult member of your household have health insurance?
26%
74%
Yes
No

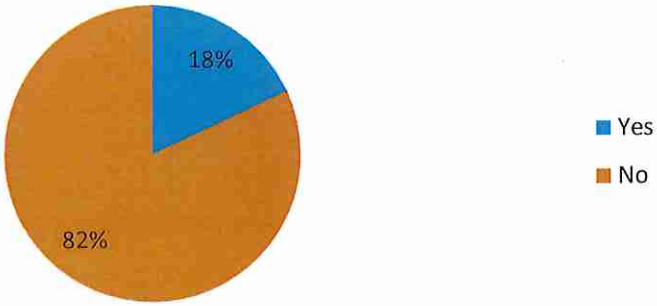
Which of these currently describes your housing situation?



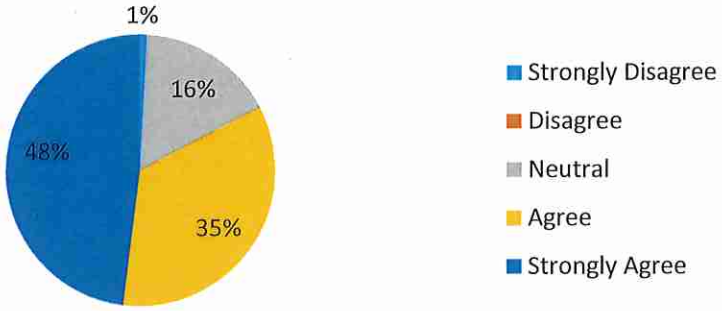
How much do you pay for monthly rent/mortgage?



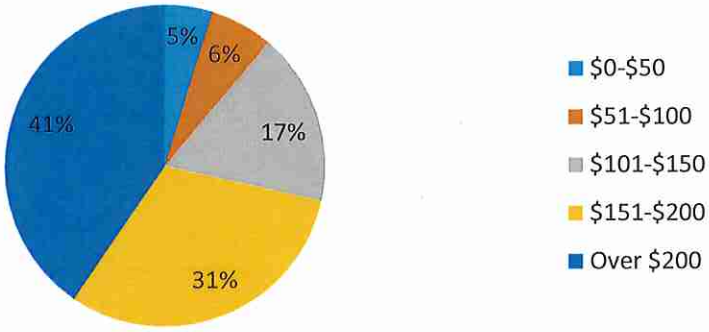
Have you ever had an application for rent denied?



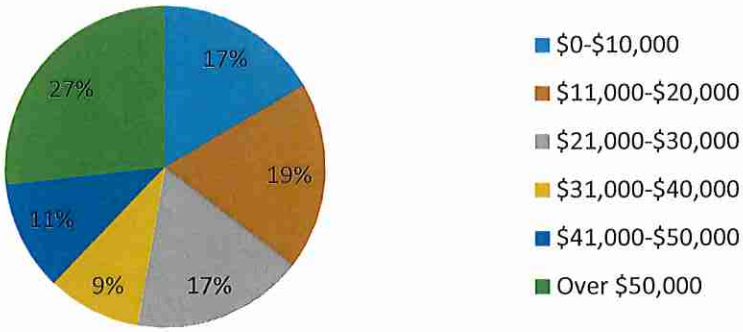
Do you agree or disagree that there is a lack of emergency/transitional housing?



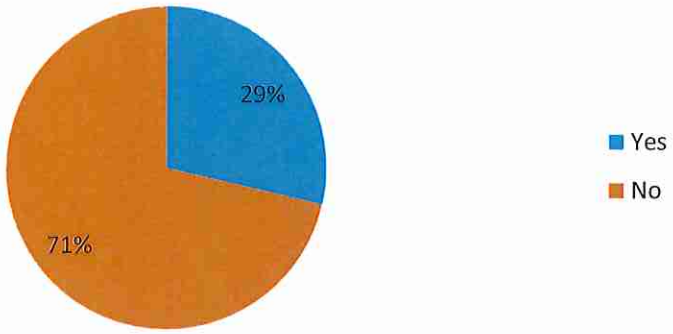
How much do you pay for monthly utilities (excluding water/sewer)?



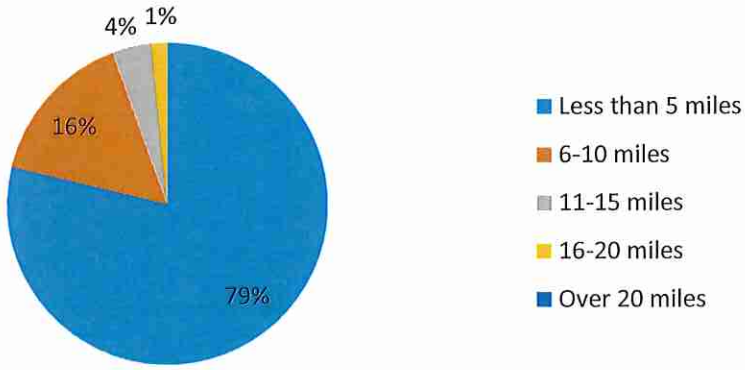
What is the yearly income range for your household?



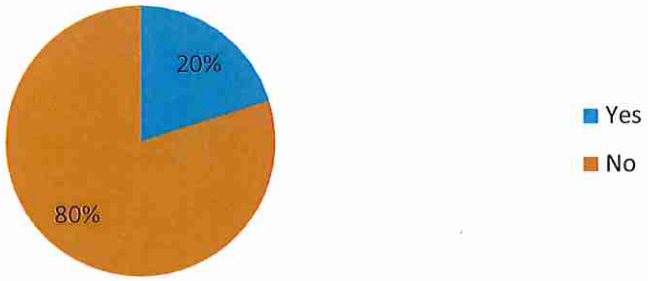
Do you have an emergency fund available for unexpected expenses?

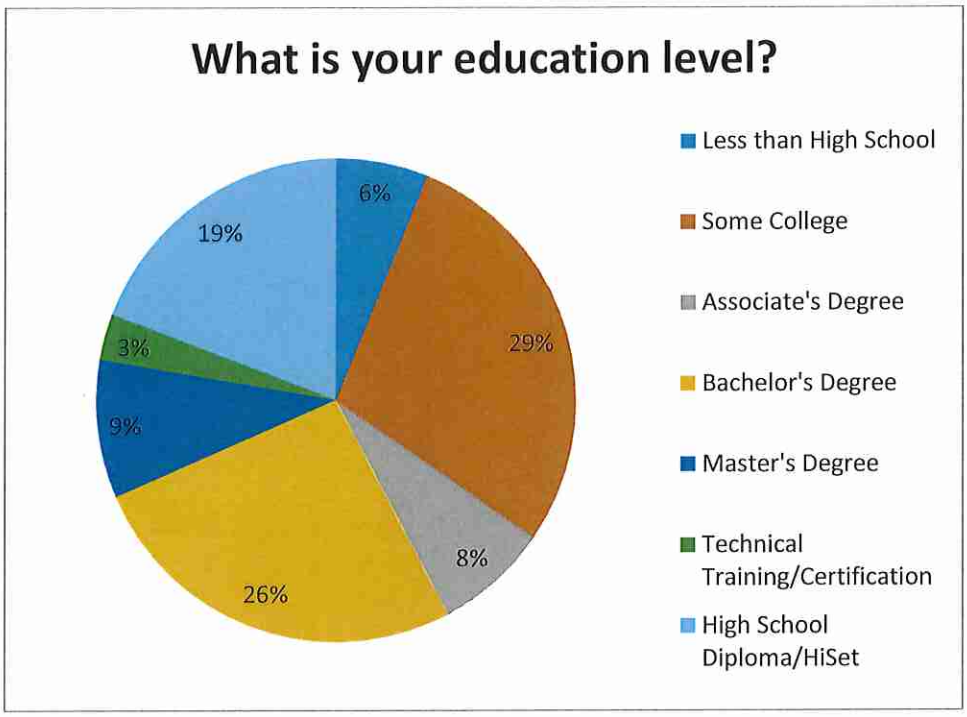


How far do you travel to access fresh fruits and vegetables?

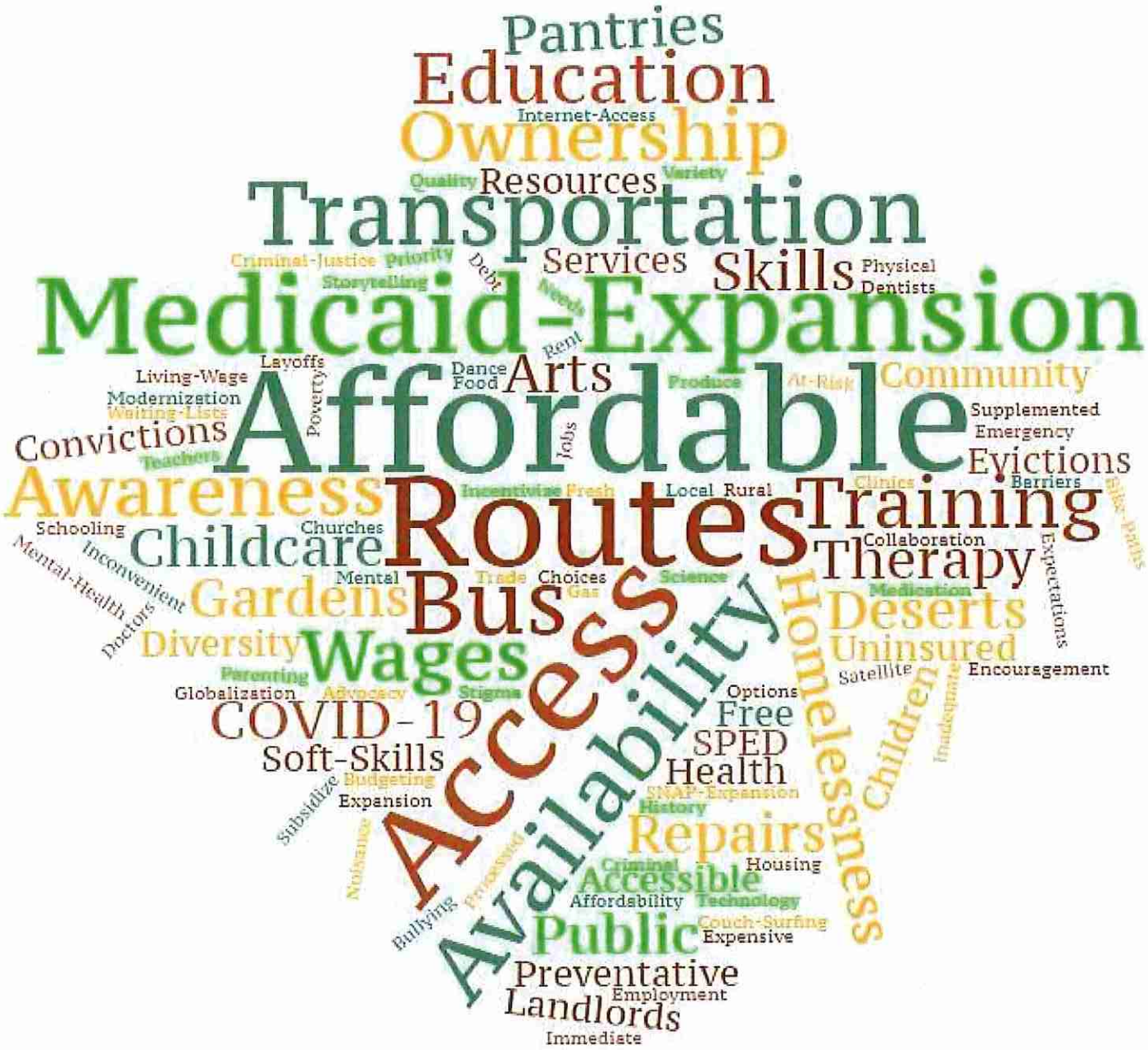


Is transportation a barrier to getting and/or keeping a job in your household?

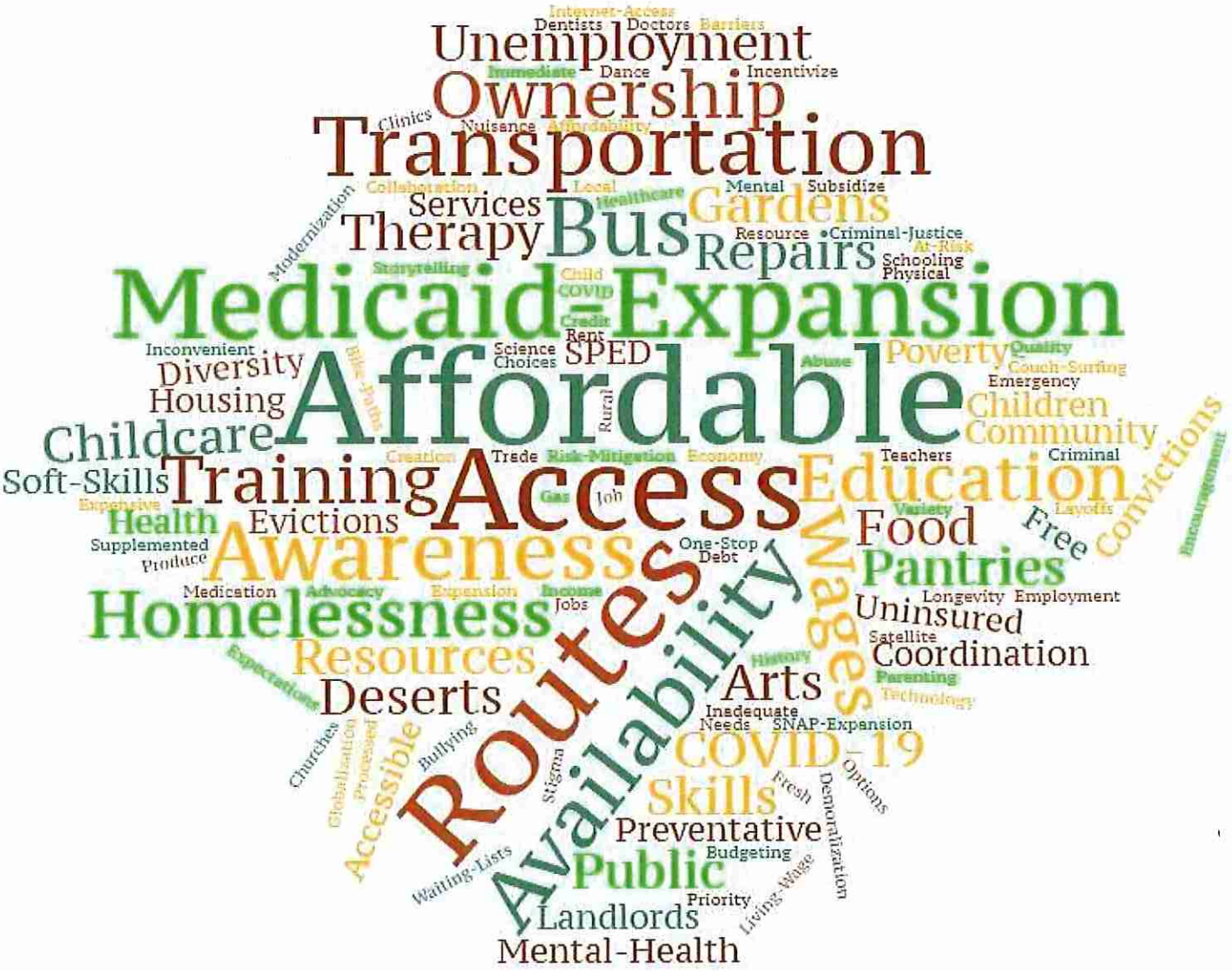



What is your education level?
6%
29%
8%
26%
9%
3%
19%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Greene County: All Categories Without COVID-19



Greene County: All Categories With COVID-19



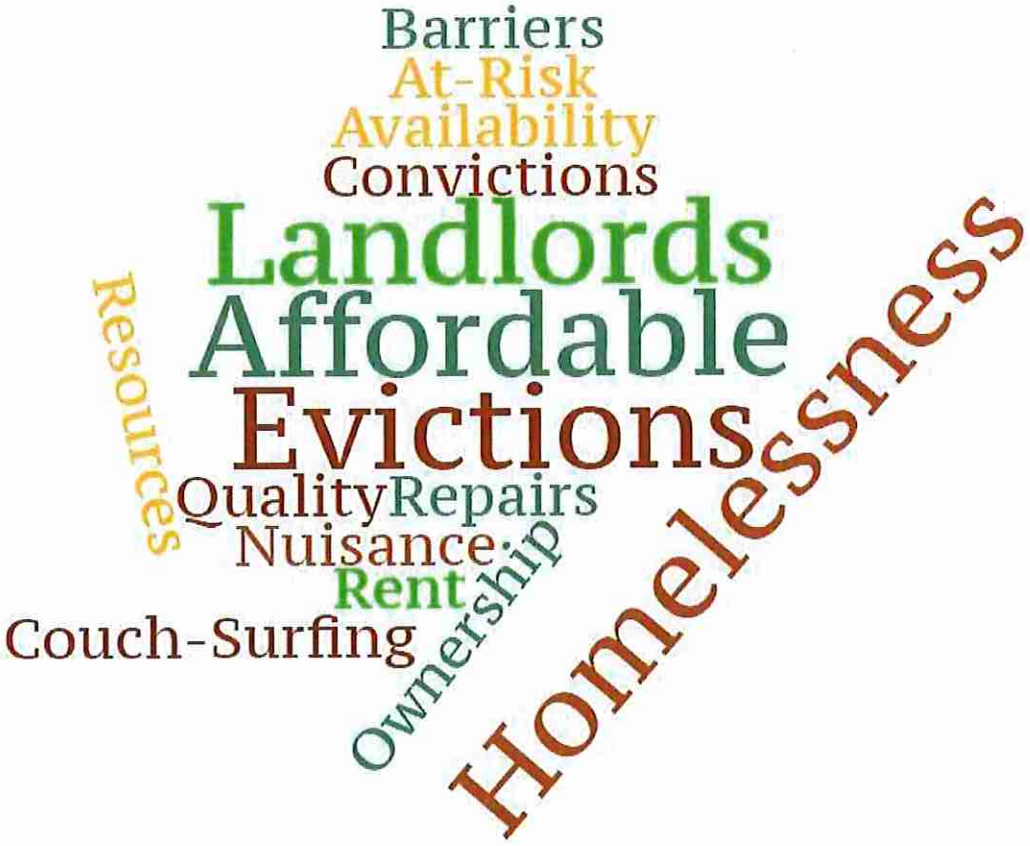
Greene County: COVID-19

Greene County: Education

Greene County: Employment

Greene County: Food

Greene County: Housing



Greene County: Mental Health

Greene County: Physical Health

Greene County: Transportation

Lawrence County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key word for this question includes the following:
        - Transportation

    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Providers
        - Local
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key words for this question include the following:
        - Free
        - Dentists
        - Preventative
        - Local
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Expensive
        - Affordable
        - Quality
        - Stock
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Education
        - Availability
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Taxi
        - OATS
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - All key words were mentioned at the same frequency and include:
        - Illiteracy
        - Teachers

        - Internet-Access
        - HiSet
- **How has the COVID-19 pandemic affected your household?**
    - The top key words for this question include the following:
        - Unemployment
        - Money
    - There are no secondary key words as all other key words were mentioned with the same frequency.

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

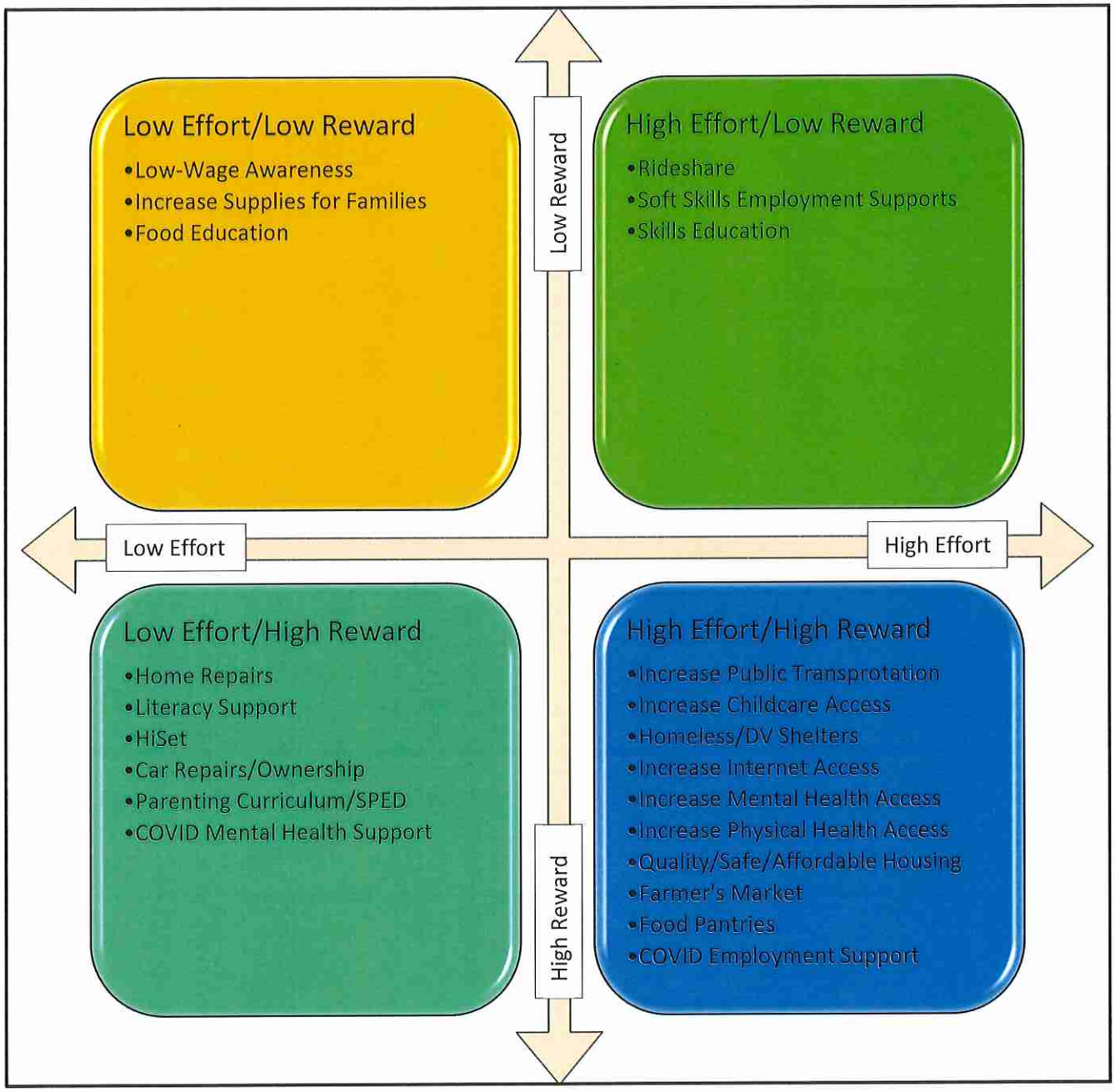
- **Cumulative including COVID-19 Question**
    - The top key word for cumulative answers includes the following:
        - Education
        - Local
    - Secondary key words include the following:
        - Providers
        - Transportation
        - Affordable
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Local
        - Transportation
    - Secondary key word includes the following:
        - Education
        - Affordable
        - Providers

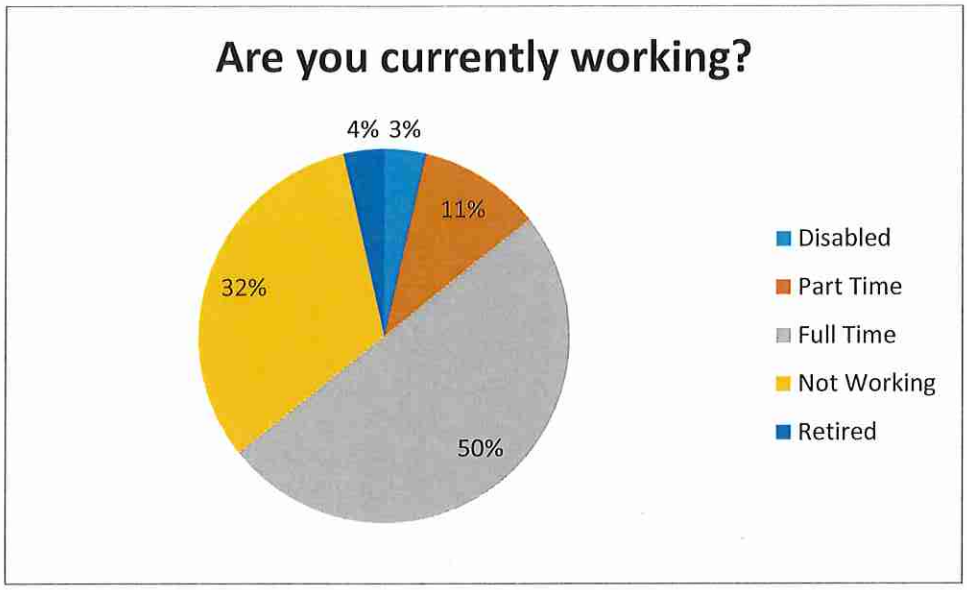
Quadrant Analyzation Matrix Prioritization

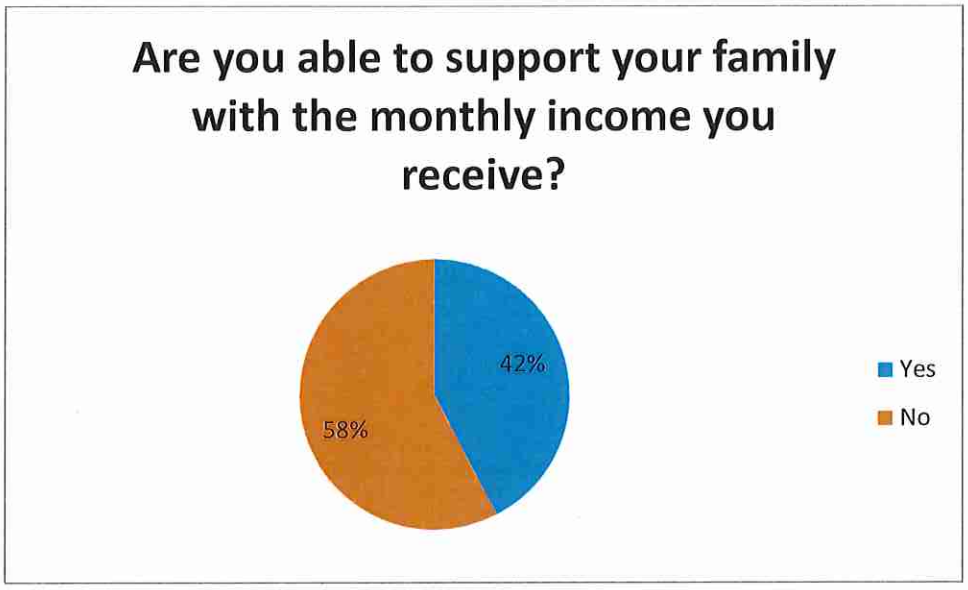
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

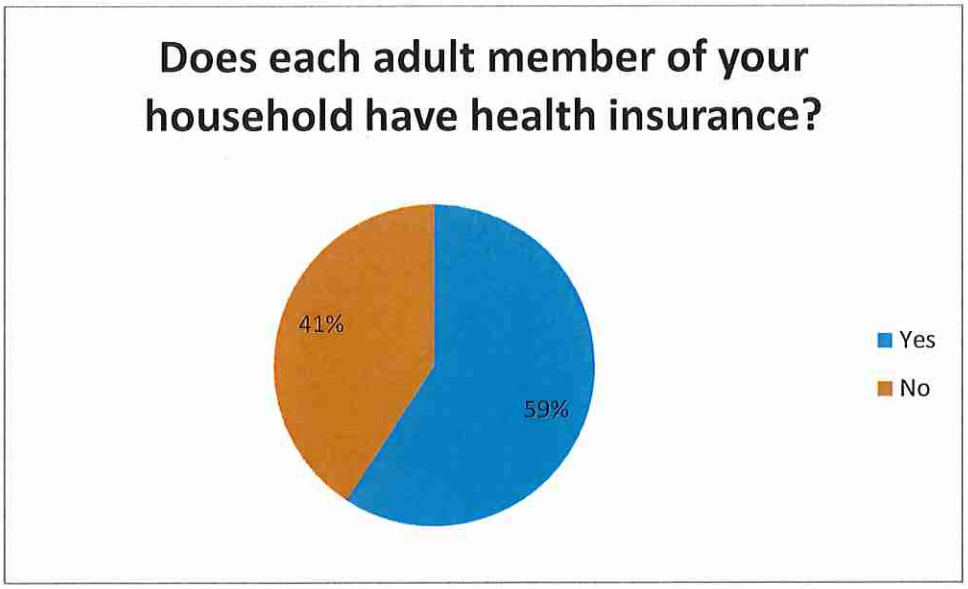
Information obtained from Lawrence County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

Lawrence County Quadrant Analysis Prioritization

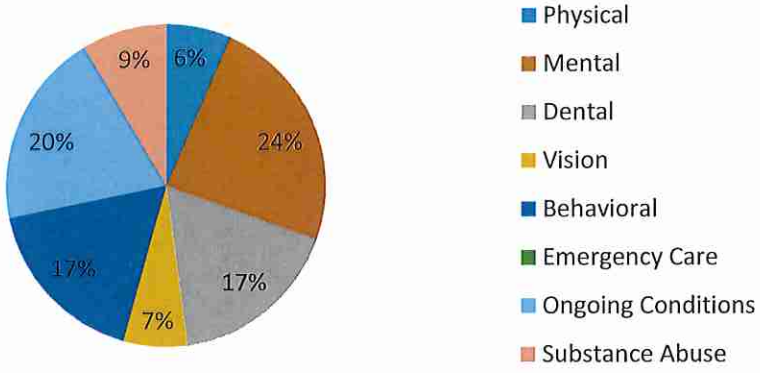



Are you currently working?
4%
3%
11%
32%
50%
Disabled
Part Time
Full Time
Not Working
Retired

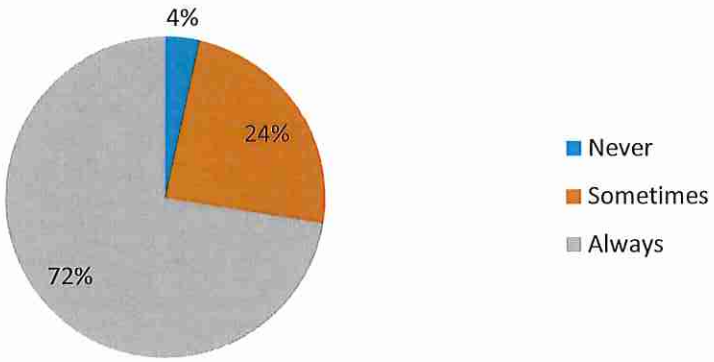

Are you able to support your family with the monthly income you receive?
42%
58%
Yes
No


Does each adult member of your household have health insurance?
41%
59%
Yes
No

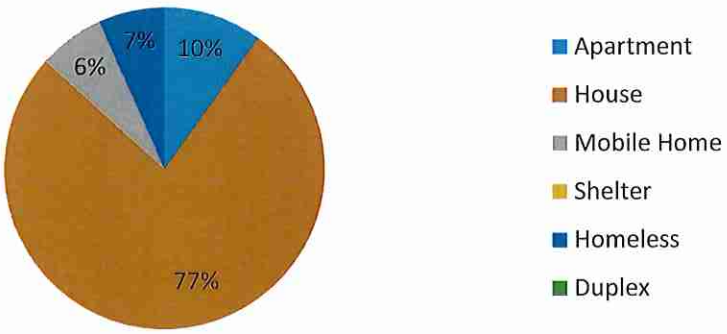
Which healthcare services are the hardest to get? (Check all that apply)



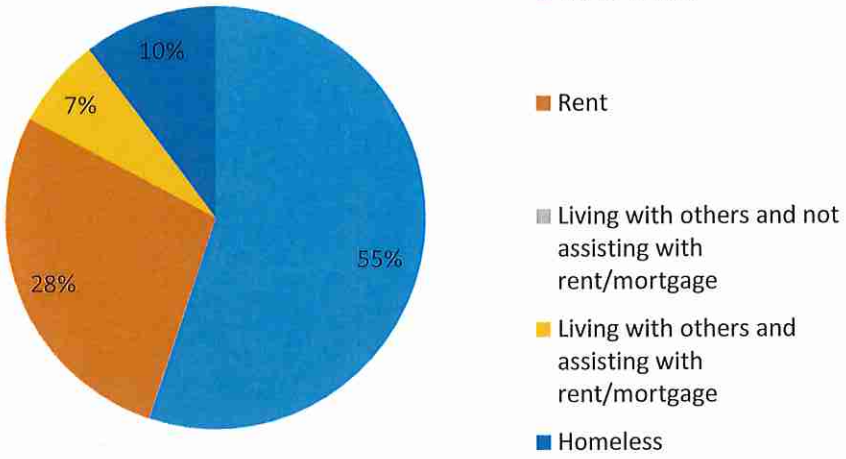
I am able to get my prescriptions filled:



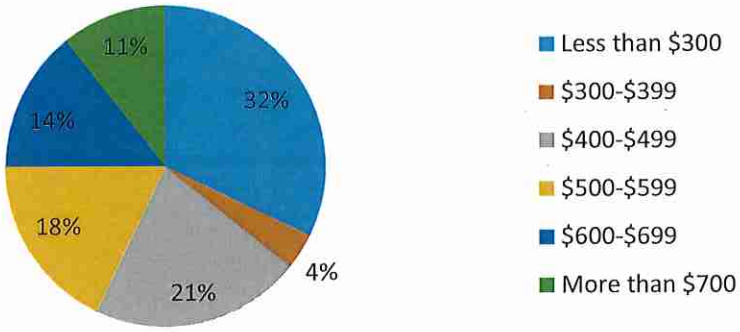
In which type of housing do you currently live in?



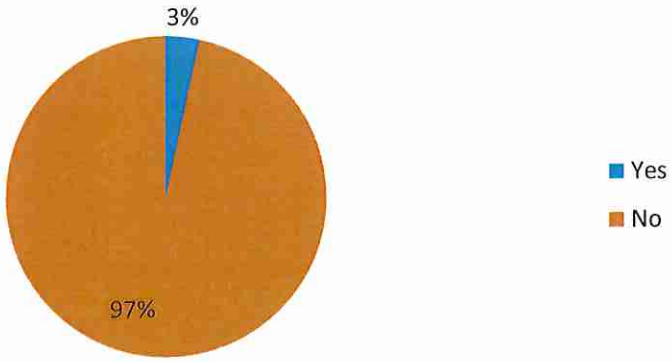
Which of these currently describes your housing situation?



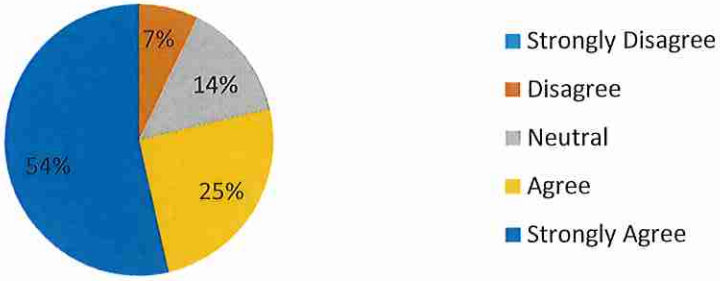
How much do you pay for monthly rent/mortgage?



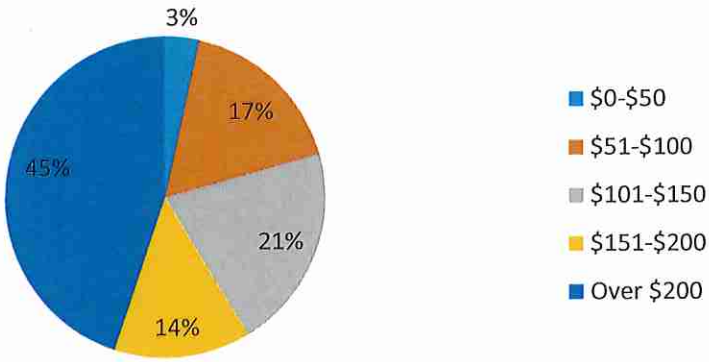
Have you ever had an application for rent denied?



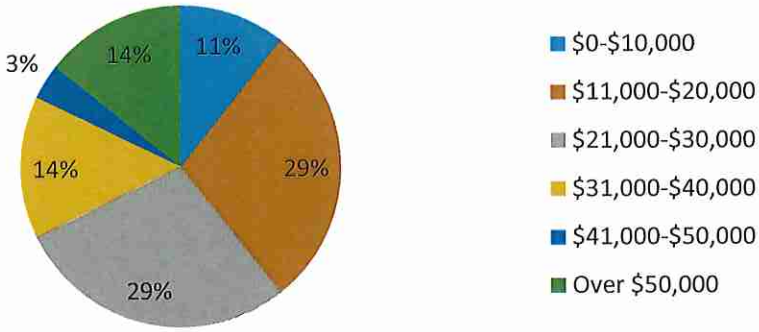
Do you agree or disagree that there is a lack of emergency/transitional housing?



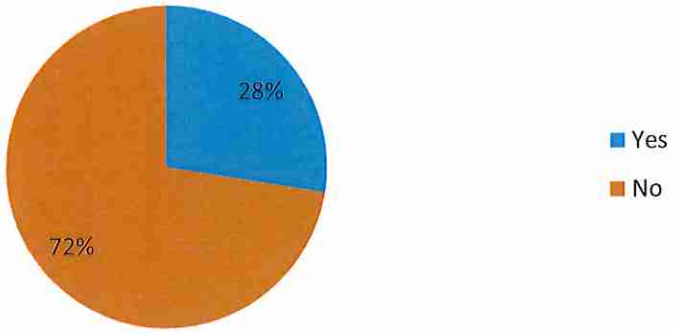
How much do you pay for monthly utilities (excluding water/sewer)?



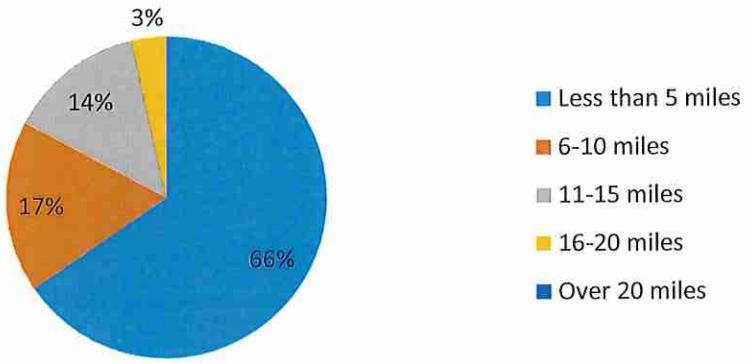
What is the yearly income range for your household?



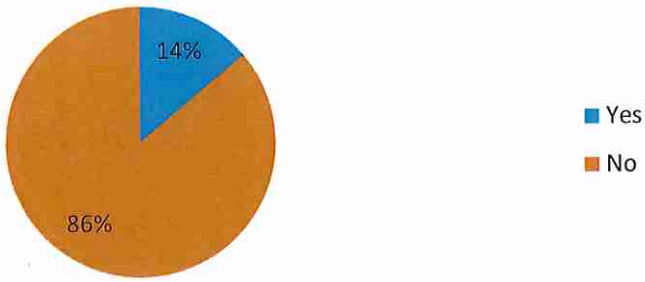
Do you have an emergency fund available for unexpected expenses?

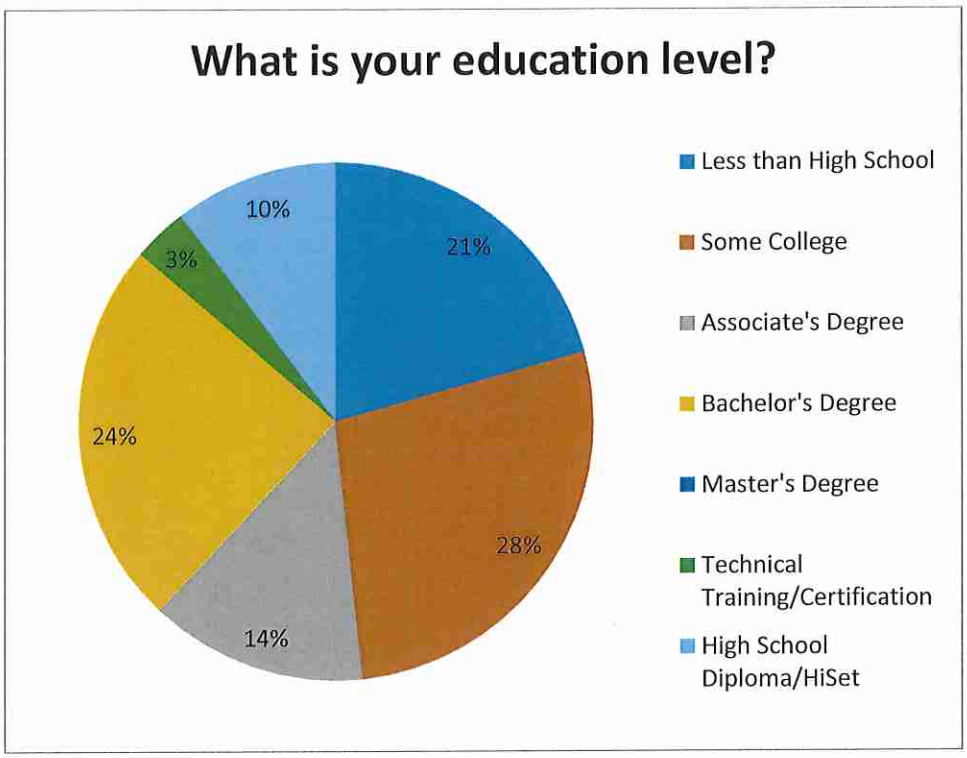


How far do you travel to access fresh fruits and vegetables?



Is transportation a barrier to getting and/or keeping a job in your household?



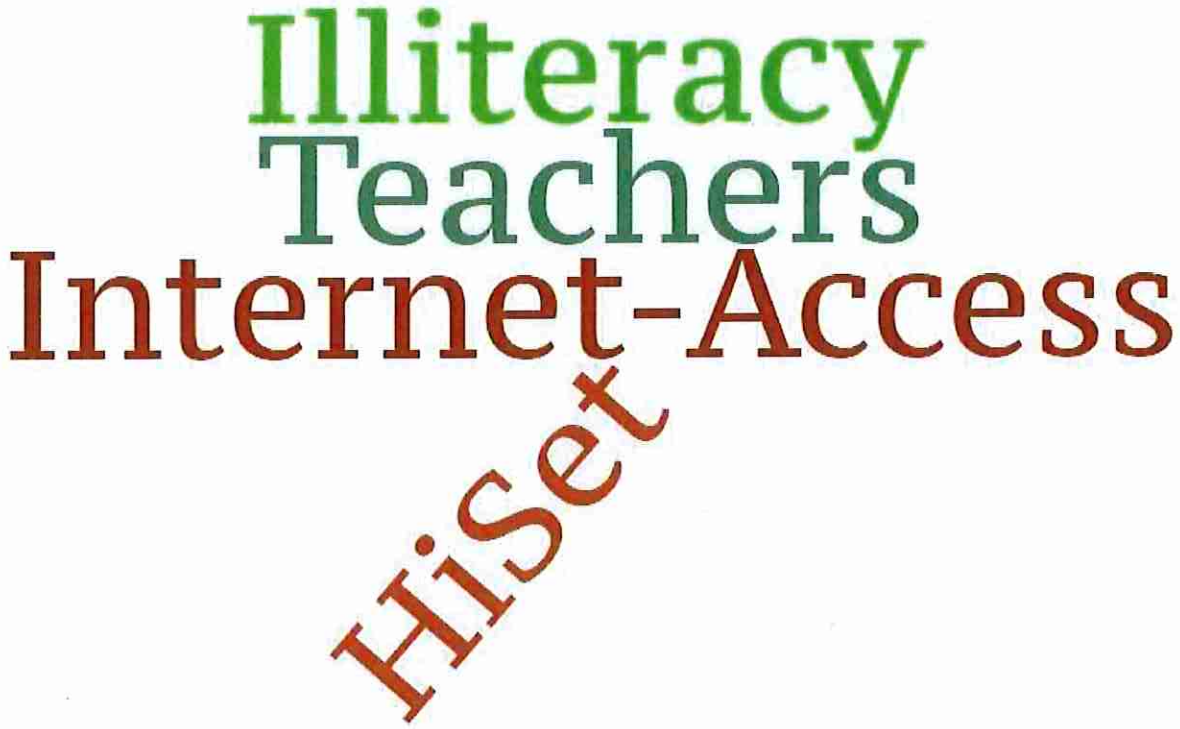

What is your education level?
10%
21%
3%
24%
28%
14%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Lawrence County: All Categories Without COVID-19

Lawrence County: All Categories With COVID-19

Lawrence County: COVID-19

Lawrence County: Education



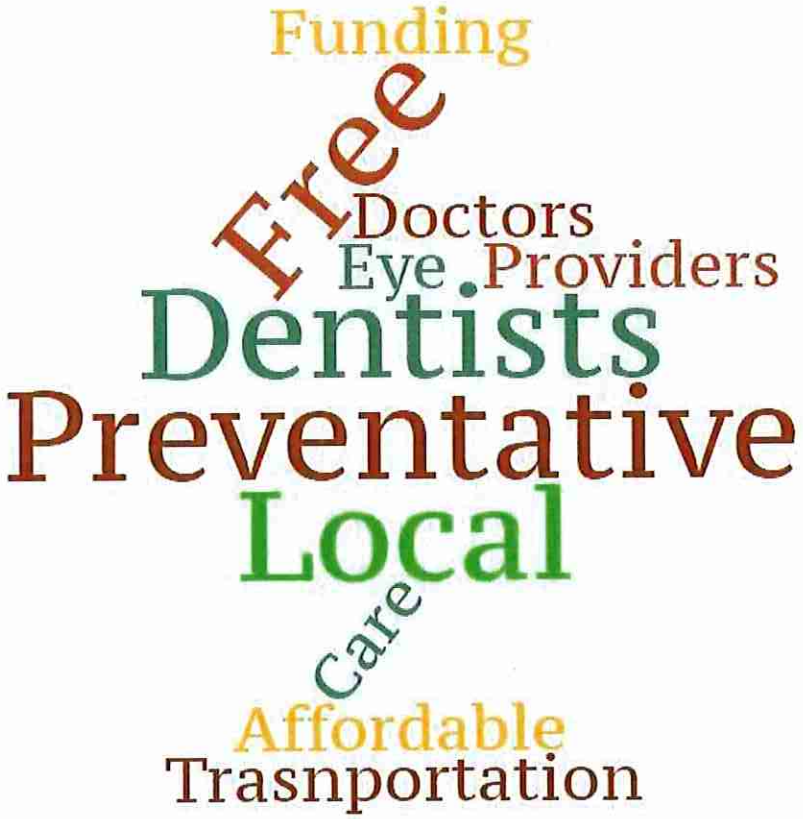
Lawrence County: Employment

Lawrence County: Food

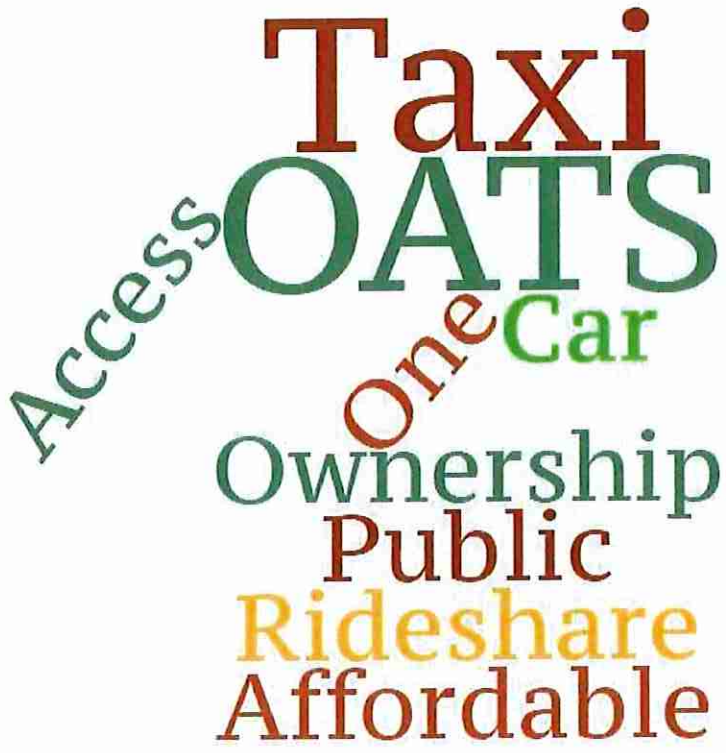
Lawrence County: Housing

Lawrence County: Mental Health

Lawrence County: Physical Health



Lawrence County: Transportation



Polk County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Jobs

        - Wages
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Affordable
        - Awareness
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key word for this question includes the following:
        - Met
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Affordable
        - Low-Income
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key word for this question includes the following:
        - Nutritious
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key words for this question include the following:
        - Taxi
        - Public
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key word for this question includes the following:
        - College
- **How has the COVID-19 pandemic affected your household?**
    - The top key words for this question include the following:
        - Food
    - There are no secondary key words as all other key words were mentioned with the same frequency.

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

- **Cumulative including COVID-19 Question**
  - The top key words for cumulative answers include the following:
    - Nutritious
    - Low-Income
    - Affordable
    - Children
  - Secondary key words include the following:
    - Availability
    - Education
    - Food
    - Met
    - Health
    - Wages
    - Transportation
    - Awareness
    - Childcare
- **Cumulative without COVID19 Question**
  - The top key words for the cumulative answers include the following:
    - Nutritious
    - Low-Income
    - Affordable
  - Secondary key words include the following:
    - Awareness
    - Met
    - Health
    - Jobs
    - Children
    - Transportation
    - Wages
    - Education
    - Availability

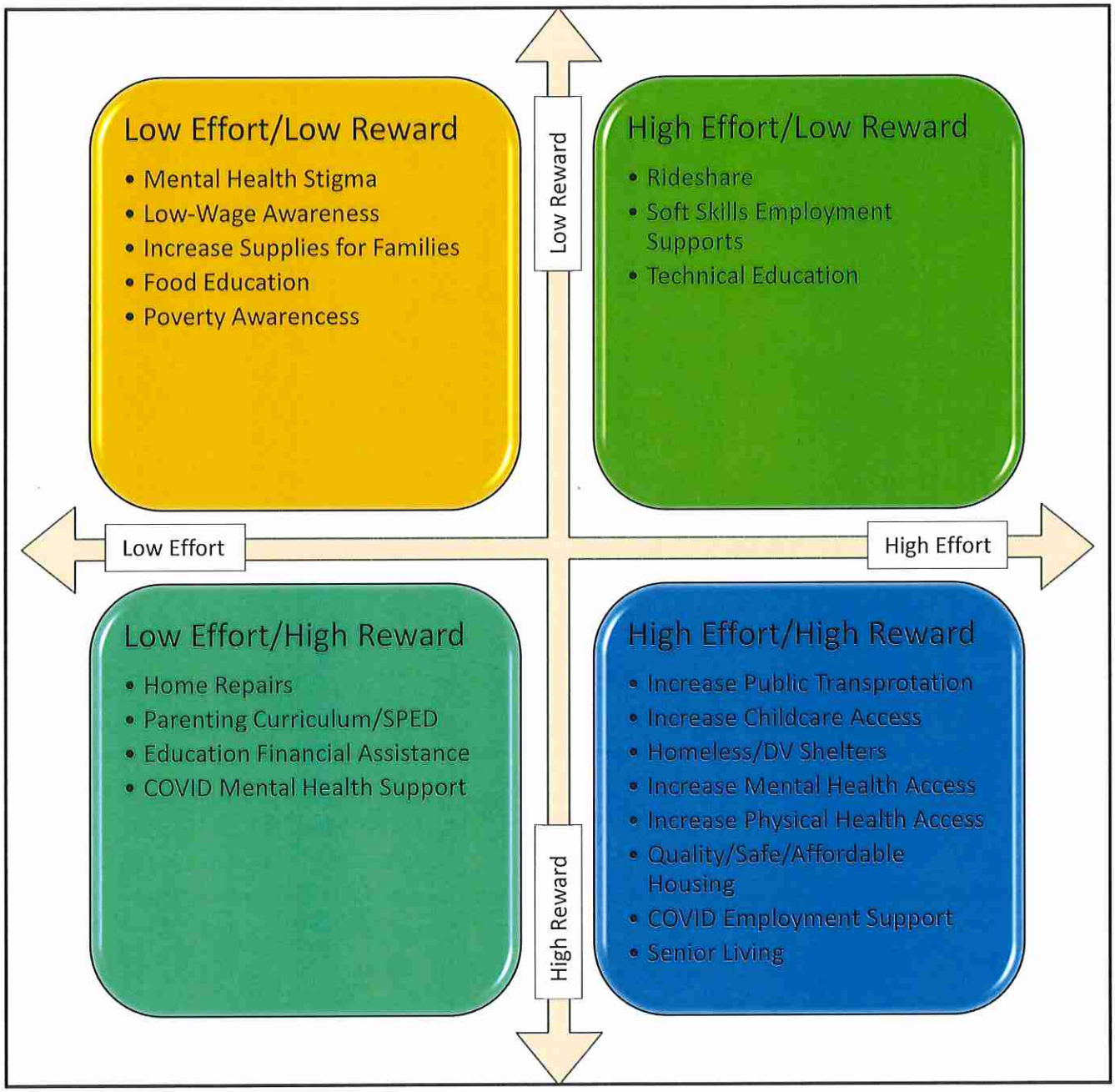
Quadrant Analyzation Matrix Prioritization

According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

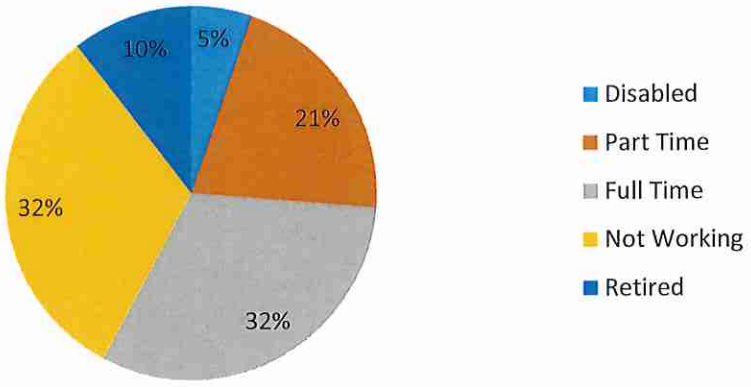
Information obtained from Polk County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis

represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

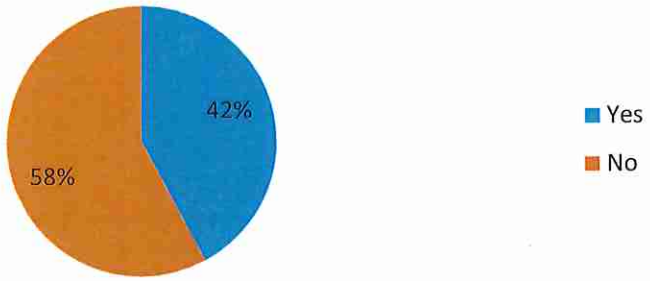
Polk County Quadrant Analysis Prioritization



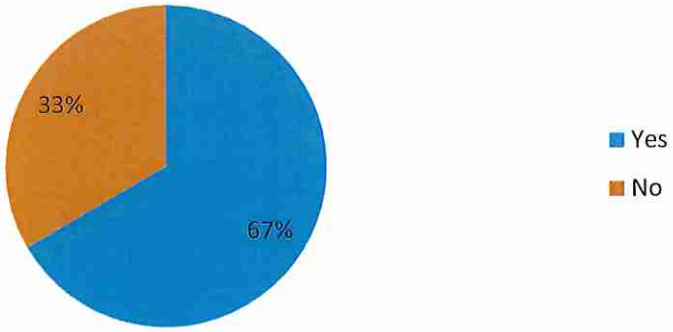
Are you currently working?



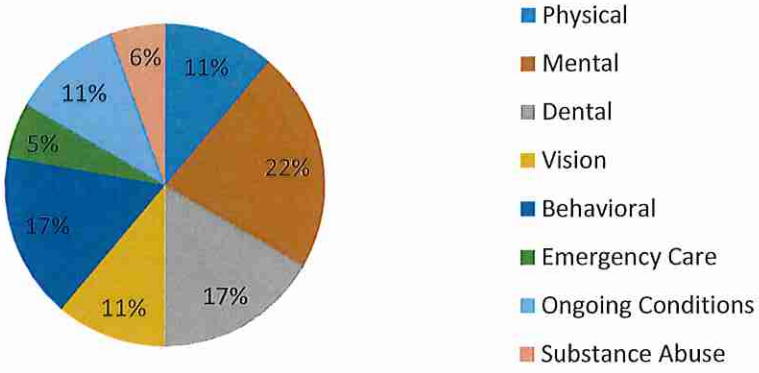
Are you able to support your family with the monthly income you receive?



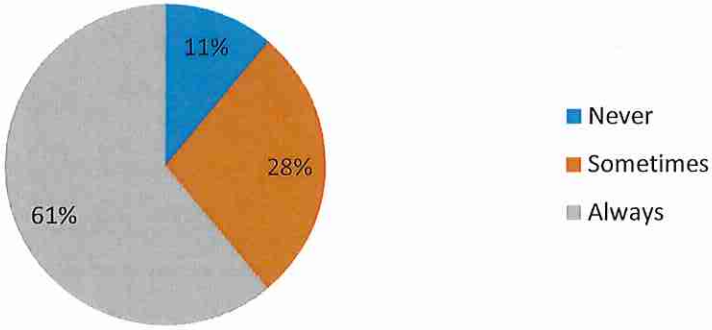
Does each adult member of your household have health insurance?



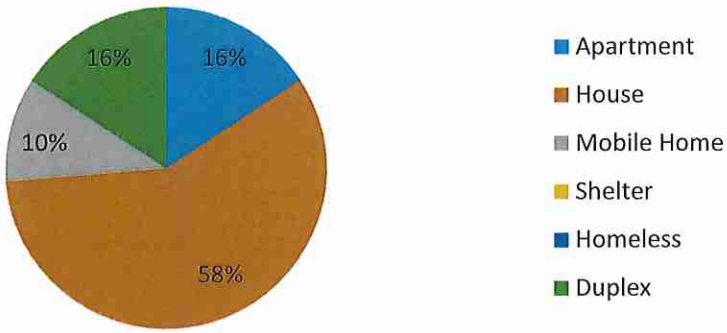
Which healthcare services are the hardest to get? (Check all that apply)



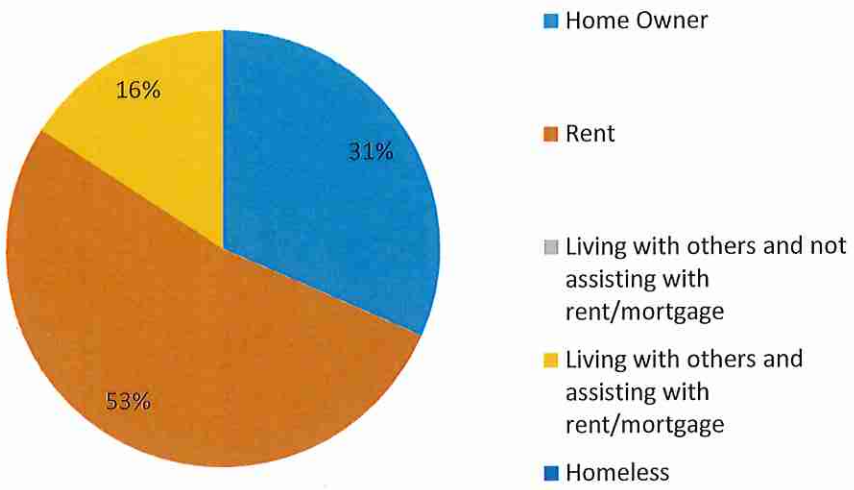
I am able to get my prescriptions filled:



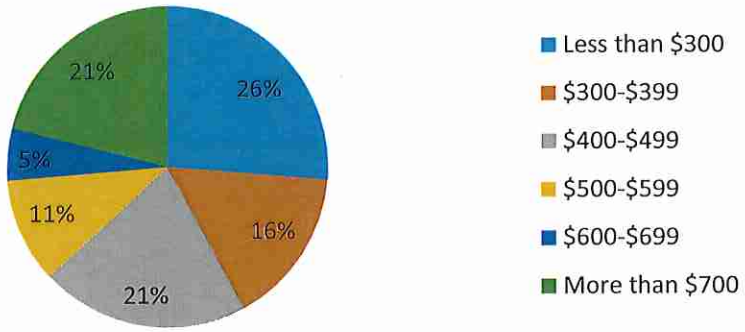
In which type of housing do you currently live in?



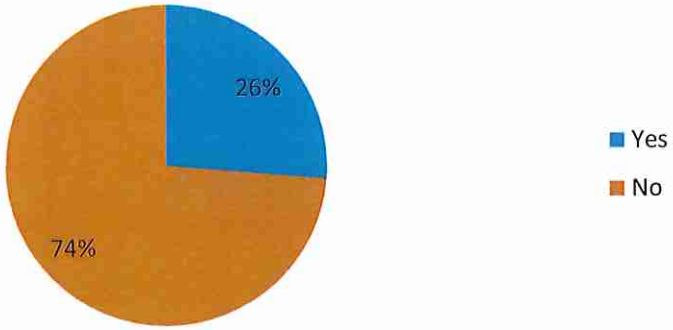
Which of these currently describes your housing situation?



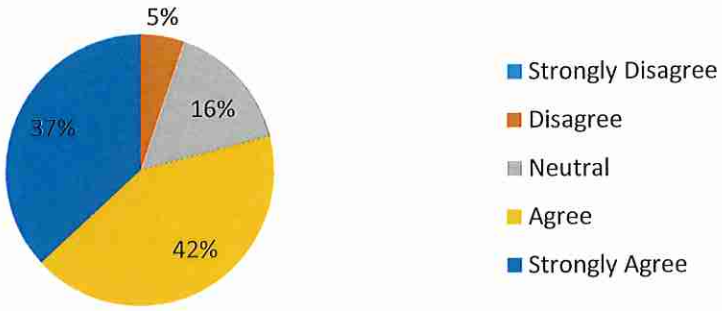
How much do you pay for monthly rent/mortgage?



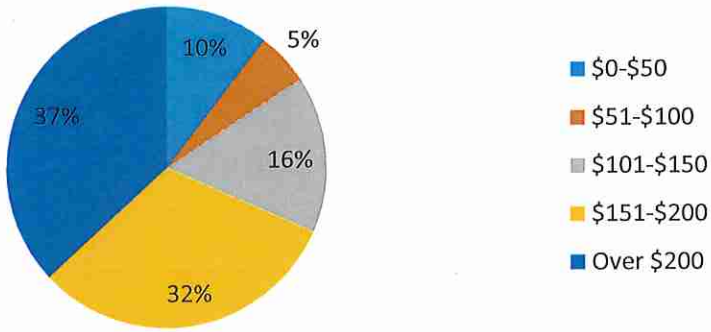
Have you ever had an application for rent denied?



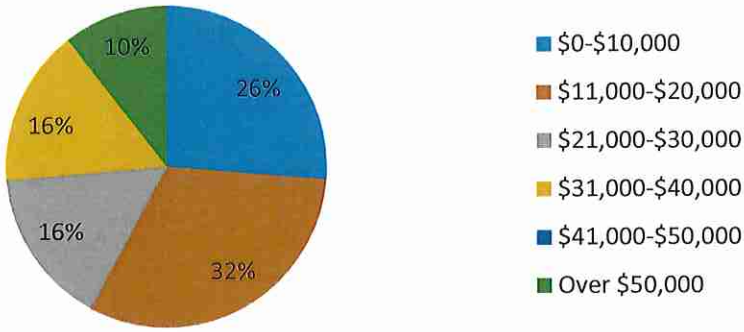
Do you agree or disagree that there is a lack of emergency/transitional housing?



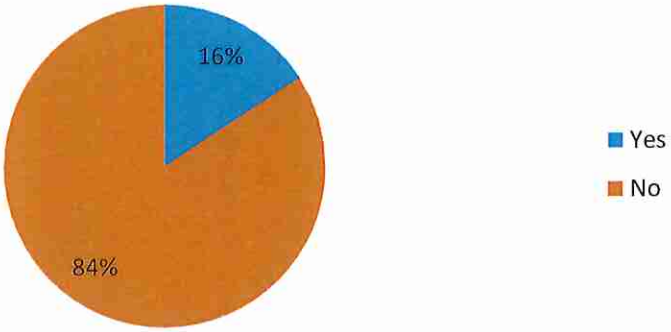
How much do you pay for monthly utilities (excluding water/sewer)?



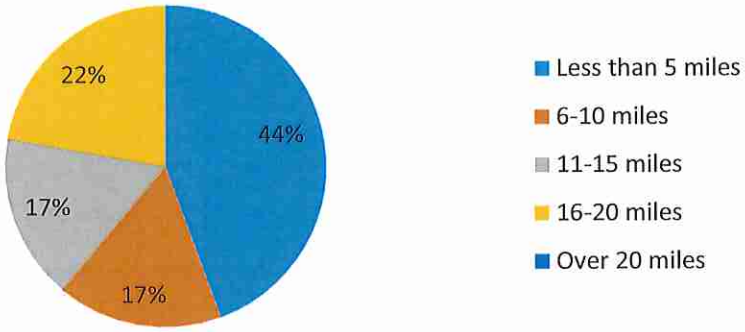
What is the yearly income range for your household?



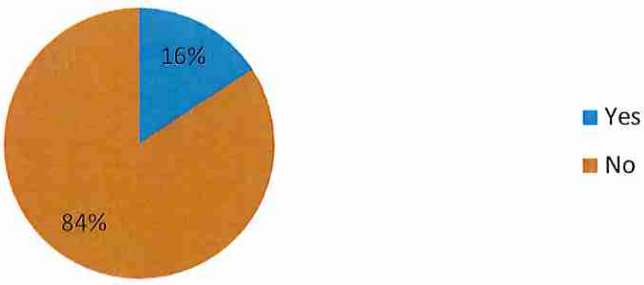
Do you have an emergency fund available for unexpected expenses?

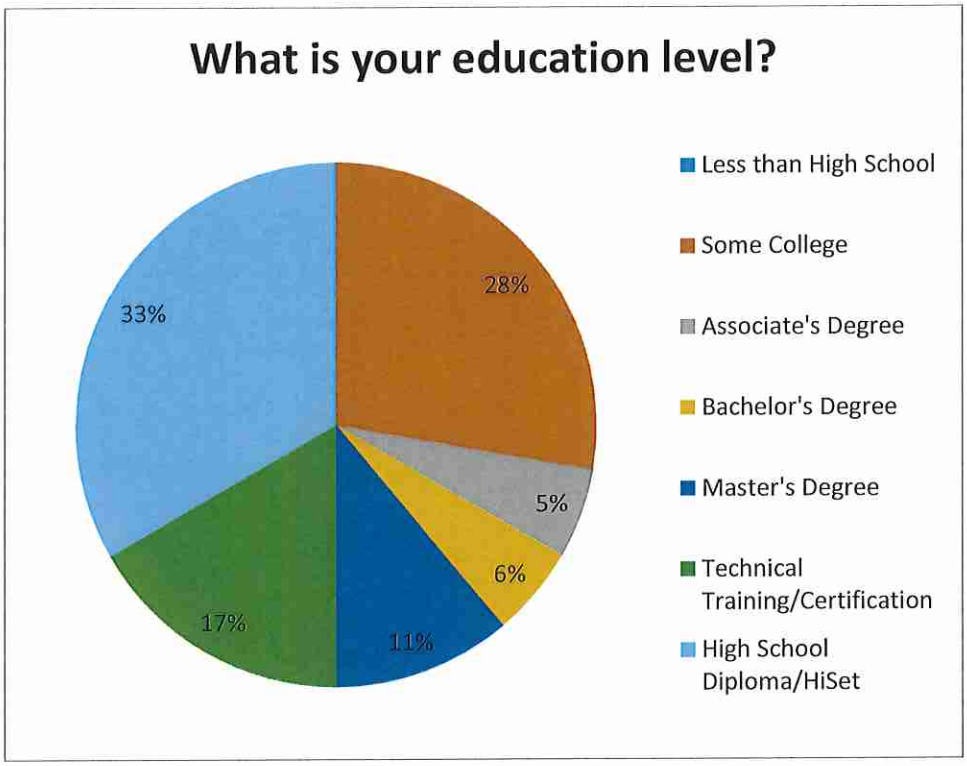


How far do you travel to access fresh fruits and vegetables?



Is transportation a barrier to getting and/or keeping a job in your household?




What is your education level?
28%
5%
6%
11%
17%
33%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Polk County: All Categories Without COVID-19

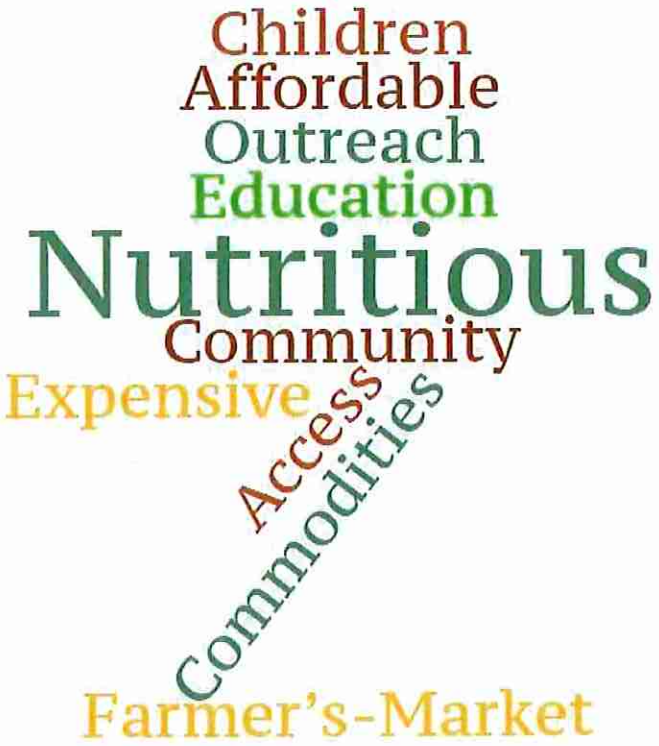
Polk County: All Categories With COVID-19

Polk County: COVID-19

Polk County: Education

Polk County: Employment

Polk County: Food

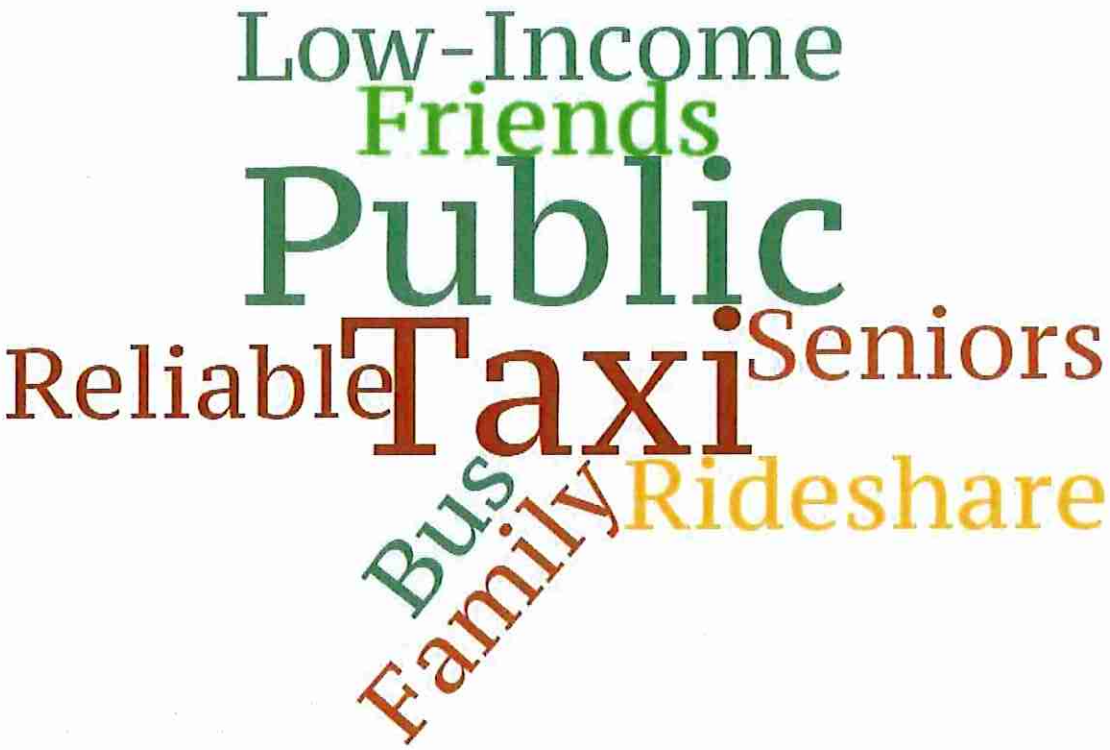


Polk County: Housing

Polk County: Mental Health

Polk County: Physical Health

Polk County: Transportation



Stone County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - There were no top key words as all appeared with the same frequency. They include the following:

        - Transportation
        - Seasonal Jobs
        - Living-Wage
        - Availability
        - Education
        - Experience
        - Mentoring
        - Tutoring
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key word for this question includes the following:
        - Services
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key word for this question includes the following:
        - Services
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key word for this question includes the following:
        - Expensive
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key word for this question includes the following:
        - Pantries
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key word for this question includes the following:
        - None
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key word for this question includes the following:
        - Childcare
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key word for this question includes the following:

        - Normal
    - There are no secondary key words as all other key words were mentioned with the same frequency.

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

- **Cumulative including COVID-19 Question**
    - The top key word for cumulative answers includes the following:
        - Services
    - Secondary key words include the following:
        - Dependency
        - Families
        - Crime
        - Physical
        - Health
        - Expensive
        - Education
        - Normal
        - Abuse
        - None
        - Rehabilitation
        - Food
        - Drug
        - Evaluation
        - Childcare
        - Availability
        - Transportation
- **Cumulative without COVID19 Question**
    - The top key word for the cumulative answers includes the following:
        - Services
    - Secondary key words include the following:
        - Physical
        - Drug
        - Childcare
        - Rehabilitation
        - Transportation
        - Evaluation
        - Abuse
        - None
        - Families
        - Pantries
        - Education

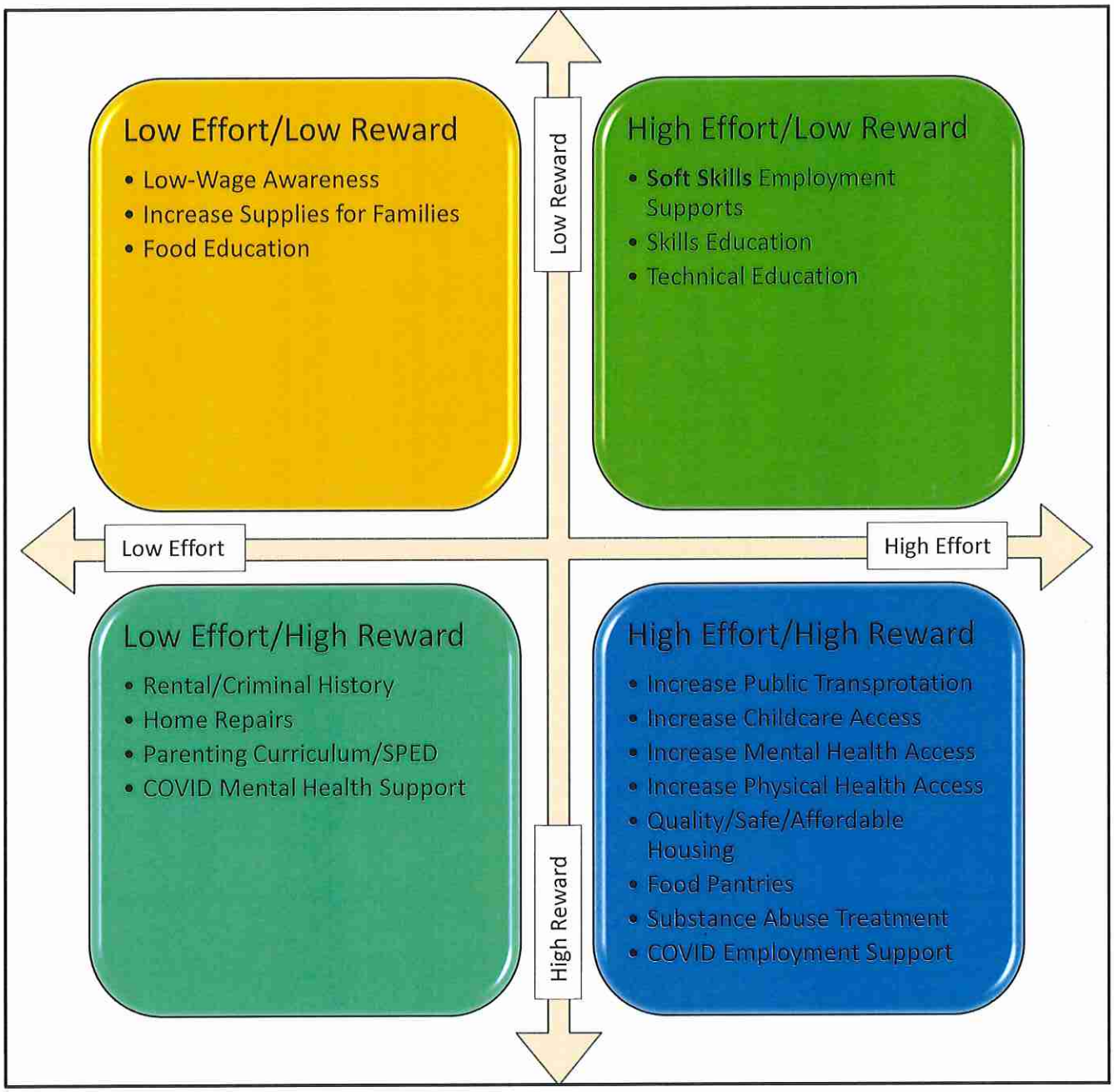
- Expensive
- Health
- Dependency
- Availability
- Crime

Quadrant Analyzation Matrix Prioritization

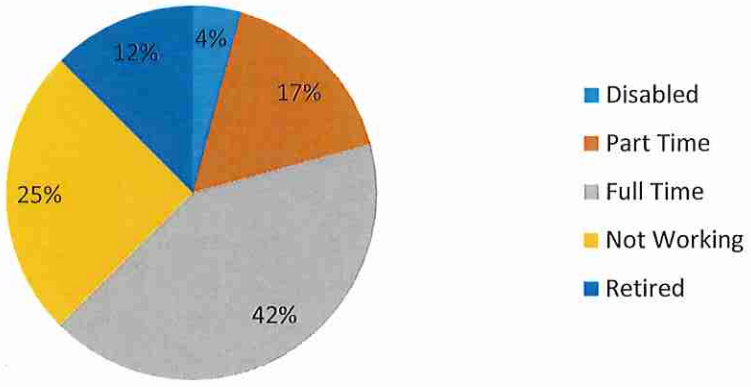
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Stone County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

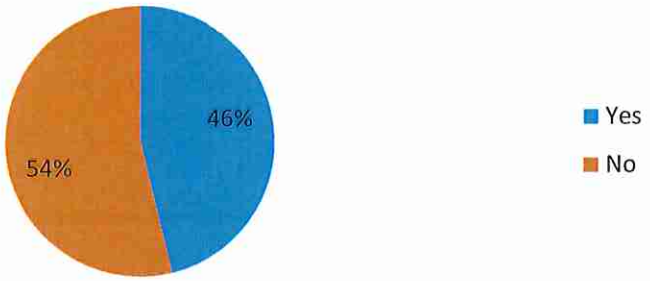
Stone County Quadrant Analysis Prioritization



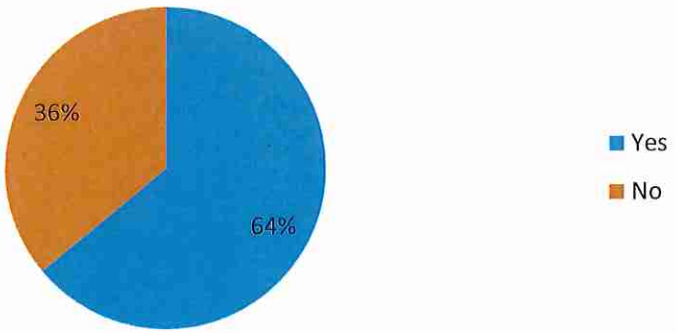
Are you currently working?



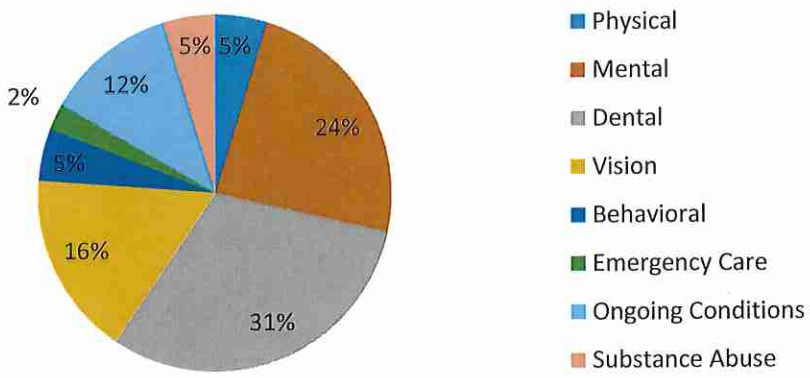
Are you able to support your family with the monthly income you receive?



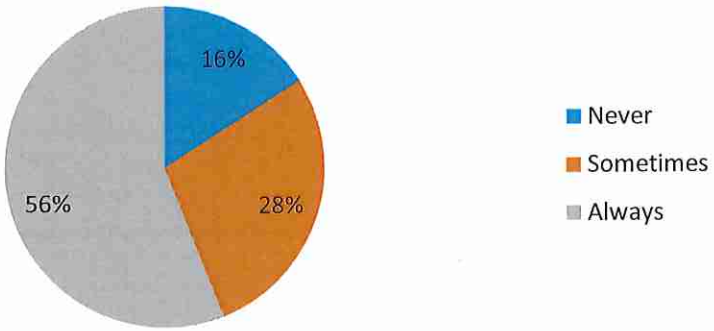
Does each adult member of your household have health insurance?



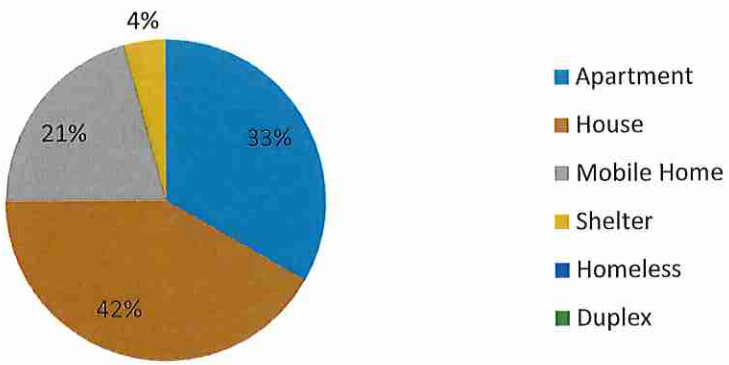
Which healthcare services are the hardest to get? (Check all that apply)



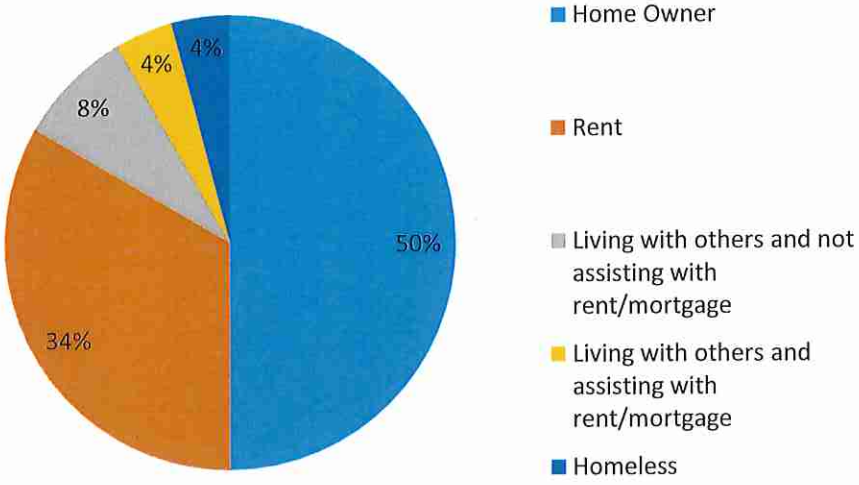
I am able to get my prescriptions filled:



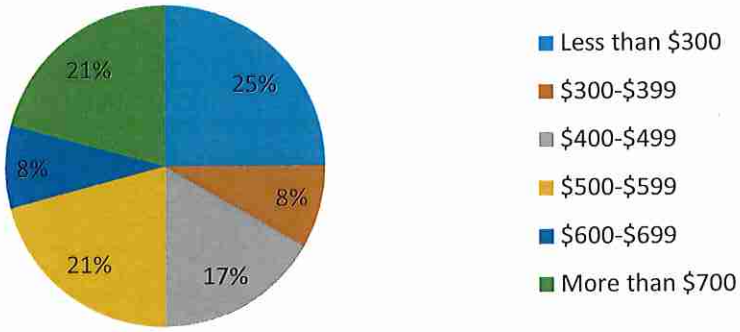
In which type of housing do you currently live in?



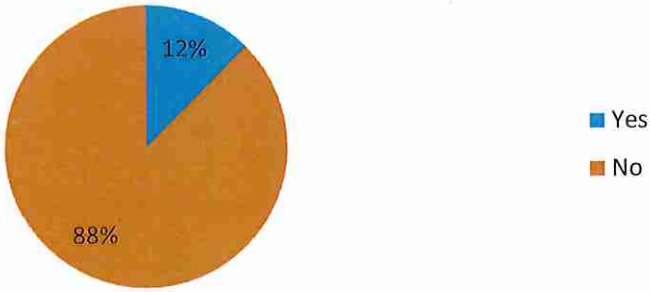
Which of these currently describes your housing situation?



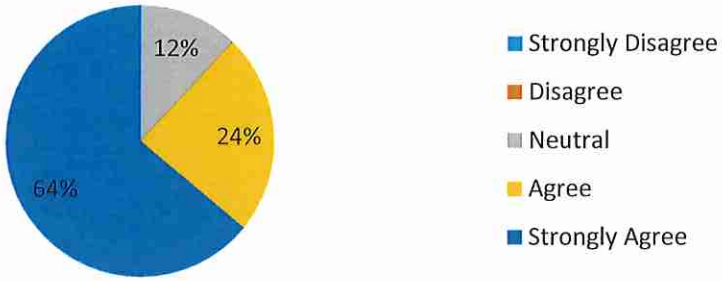
How much do you pay for monthly rent/mortgage?



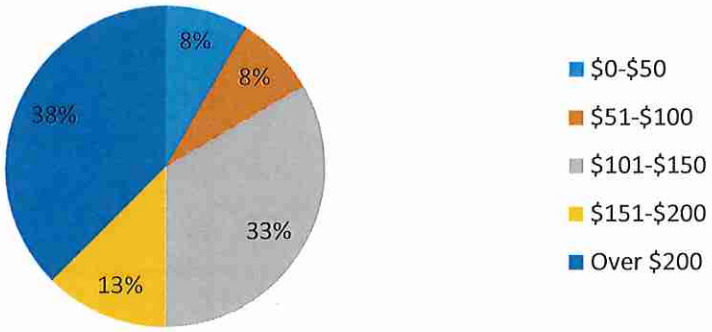
Have you ever had an application for rent denied?



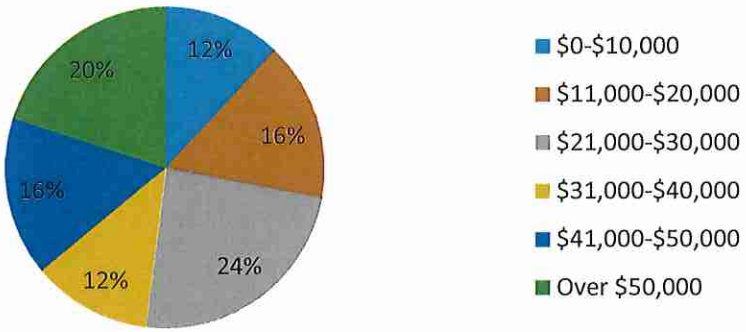
Do you agree or disagree that there is a lack of emergency/transitional housing?



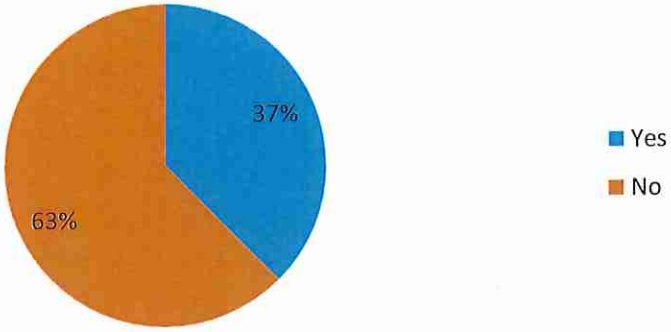
How much do you pay for monthly utilities (excluding water/sewer)?



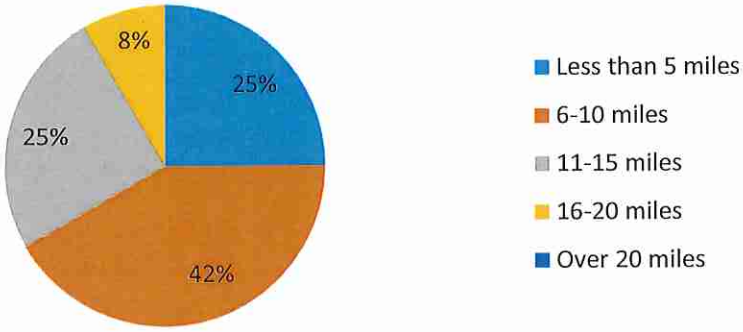
What is the yearly income range for your household?



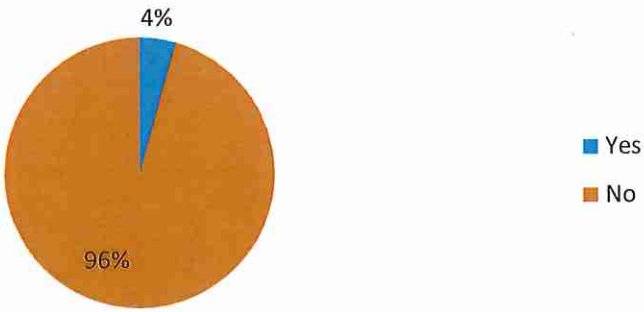
Do you have an emergency fund available for unexpected expenses?

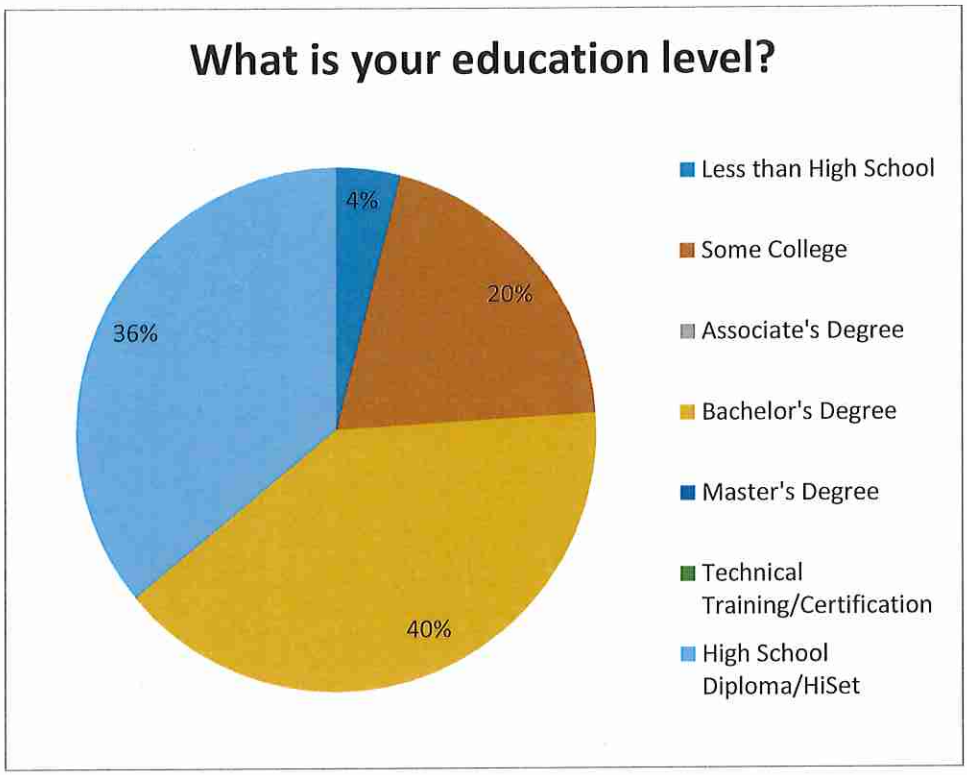


How far do you travel to access fresh fruits and vegetables?



Is transportation a barrier to getting and/or keeping a job in your household?




What is your education level?
4%
20%
36%
40%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Stone County: All Categories Without COVID-19

Stone County: All Categories With COVID-19

Stone County: COVID-19

Stone County: Education

Stone County: Employment

Stone County: Food

Stone County: Housing

Stone County: Mental Health

Stone County: Physical Health

Stone County: Transportation

None

Help

Taney County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Transportation

- Secondary key words include the following:
  - Availability
  - Hours
  - Education
  - Sustainable
  - Wages
  - Manufacturing

- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
  - The top key words for this question include the following:
    - Addiction
    - Suicide
    - Access
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What physical health services do you feel are needed in the community? What would be the impact?**
  - The top key words for this question include the following:
    - Services
    - Uninsured
    - Affordable
    - Preventative
    - Dental
    - Healthcare
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
  - The top key words for this question include the following:
    - Affordable
    - Extended Stays
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
  - The top key words for this question include the following:
    - Availability
    - Expensive
  - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
  - The top key words for this question include the following:
    - Taxi
    - Expensive

        - Public
        - Bus
        - Rural
        - Terrain
        - Rideshare
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Lifeskills
        - OTC
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key words for this question include the following:
        - Income
        - Unemployment
        - Paycheck
        - Families
        - Businesses
    - There are no secondary key words as all other key words were mentioned with the same frequency.

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

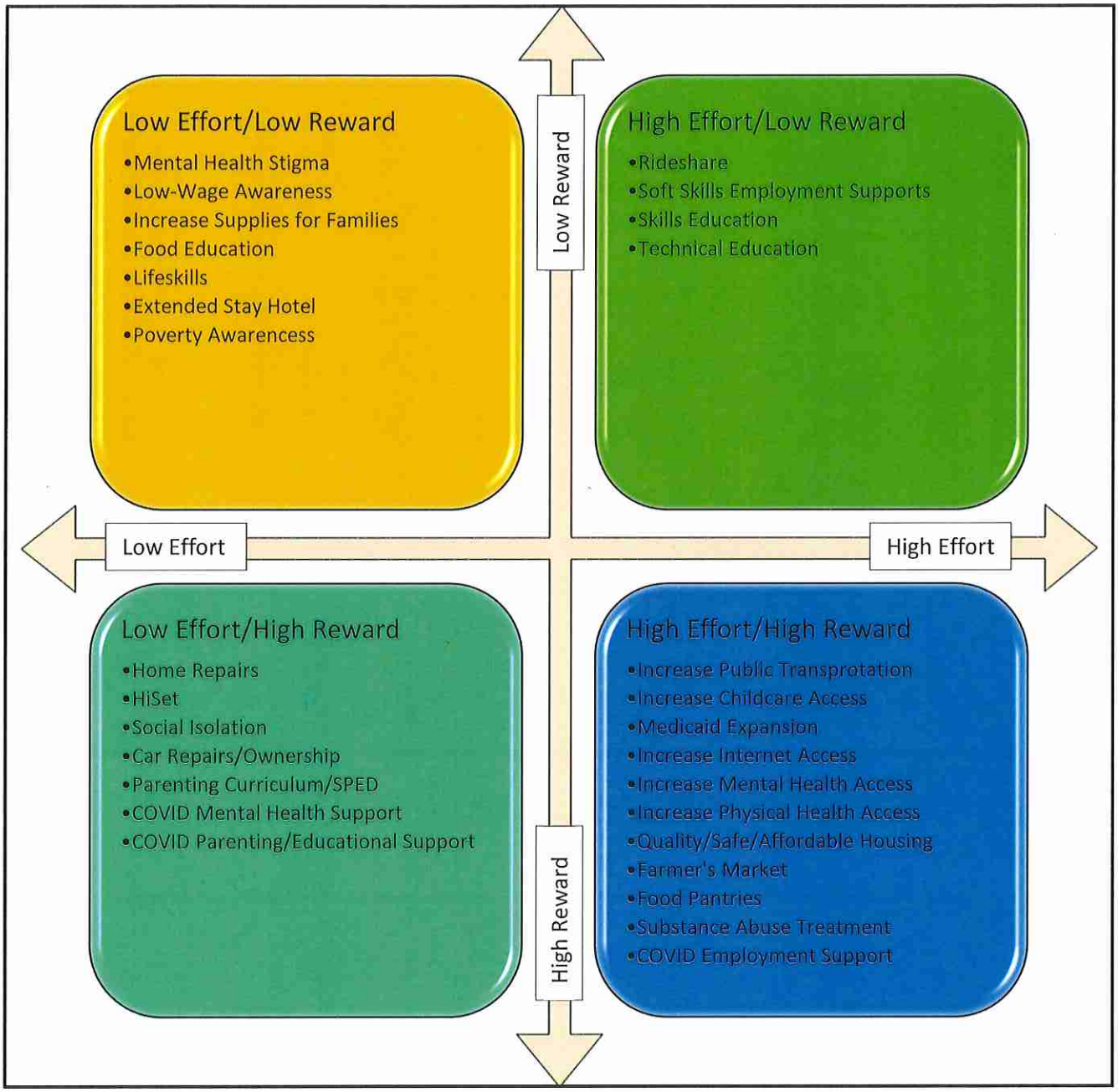
- **Cumulative including COVID-19 Question**
    - The top key words for cumulative answers include the following:
        - Affordable
        - Expensive
        - Transportation
    - Secondary key words include the following:
        - Education
        - Addiction
        - Rural
- **Cumulative without COVID19 Question**
    - The top key words for the cumulative answers include the following:
        - Affordable
        - Transportation
    - Secondary key words include the following:
        - Expensive
        - Addiction
        - Education

Quadrant Analyzation Matrix Prioritization

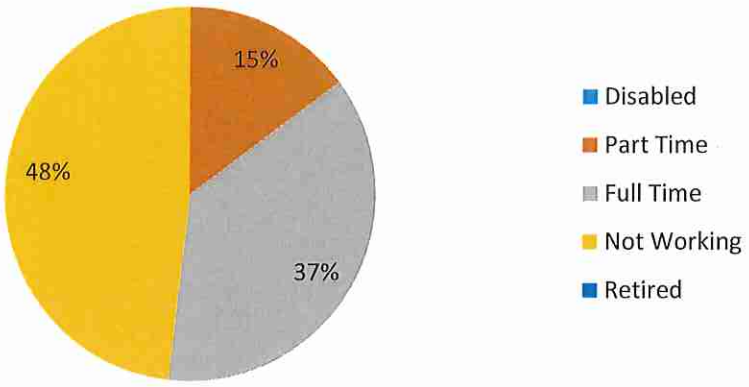
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Taney County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

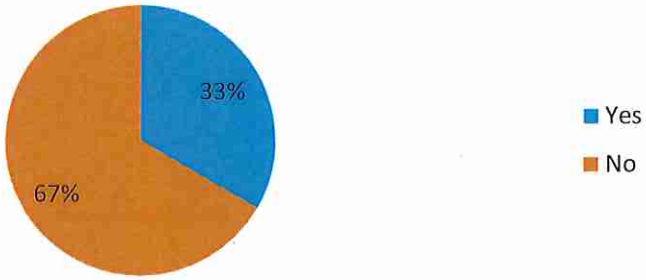
Taney County Quadrant Analysis Prioritization



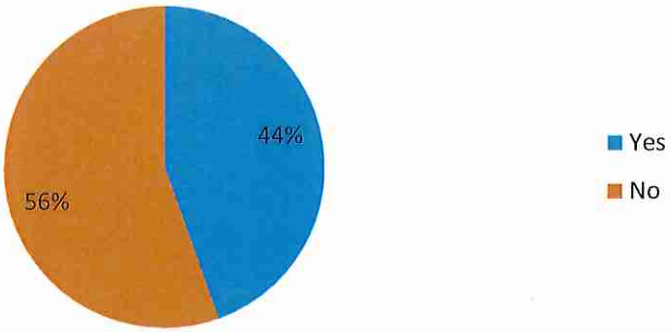
Are you currently working?



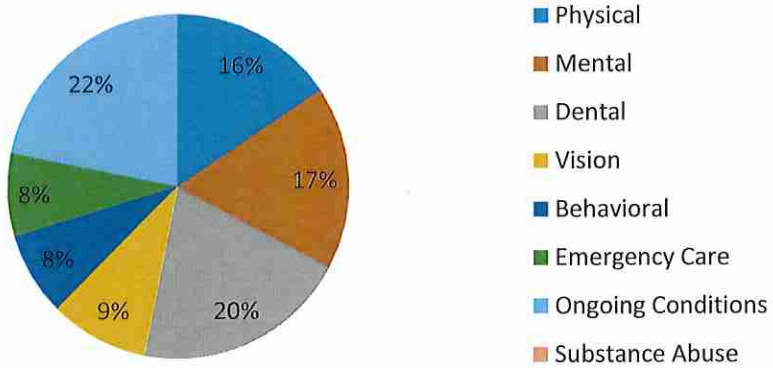
Are you able to support your family with the monthly income you receive?



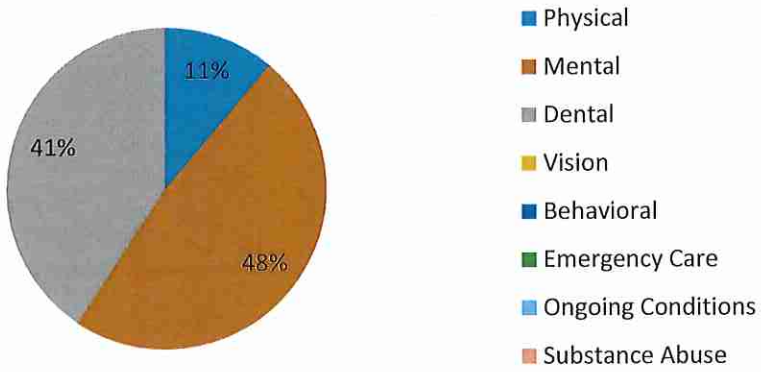
Does each adult member of your household have health insurance?



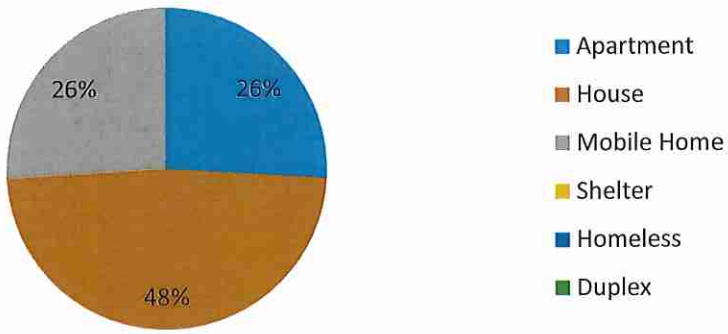
Which healthcare services are the hardest to get? (Check all that apply)



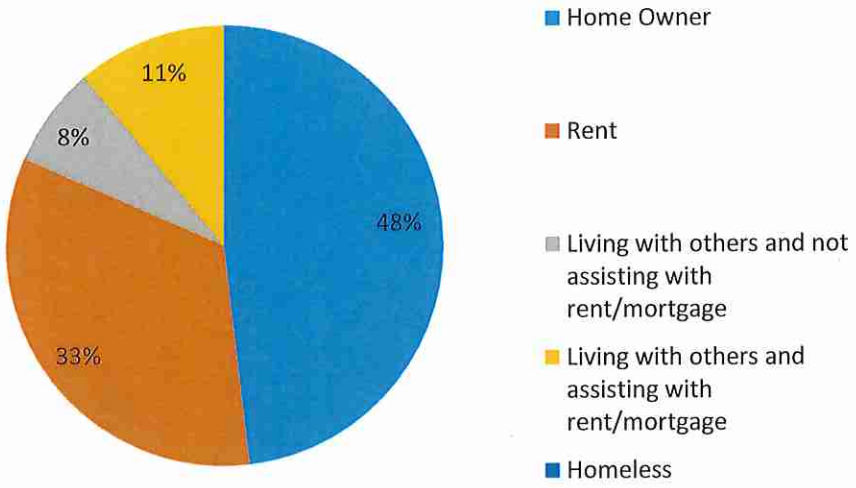
I am able to get my prescriptions filled



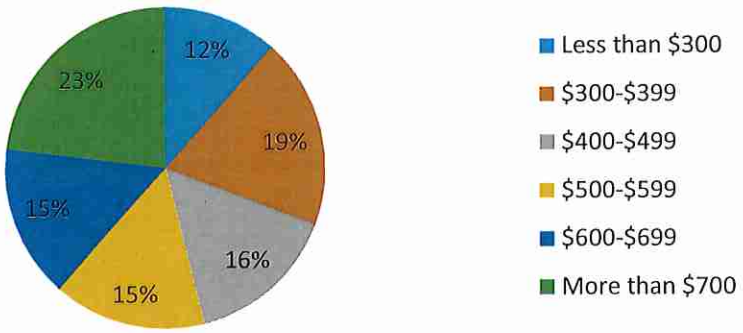
In which type of housing do you currently live in?



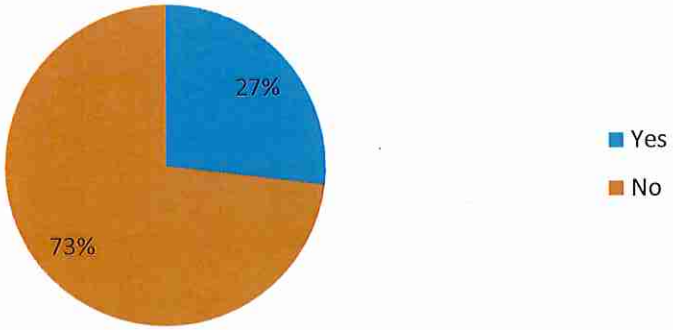
Which of these currently describes your housing situation?



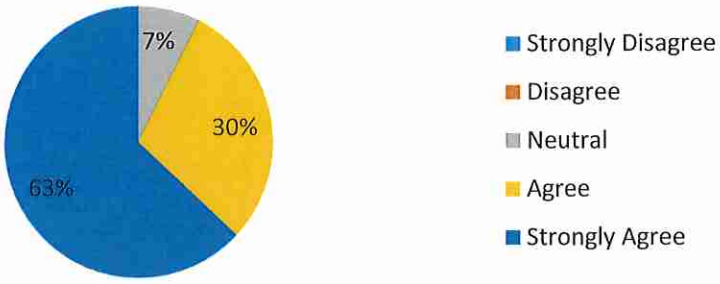
How much do you pay for monthly rent/mortgage?



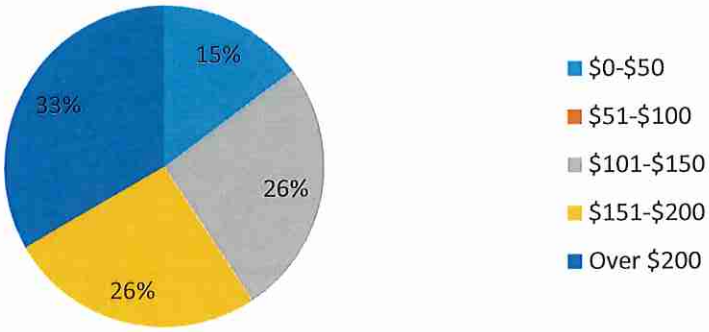
Have you ever had an application for rent denied?



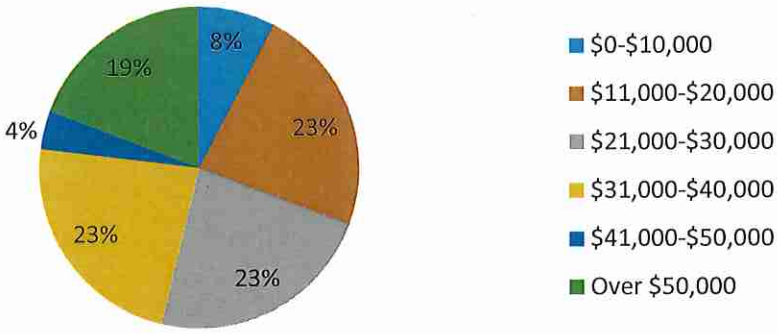
Do you agree or disagree that there is a lack of emergency/transitional housing?



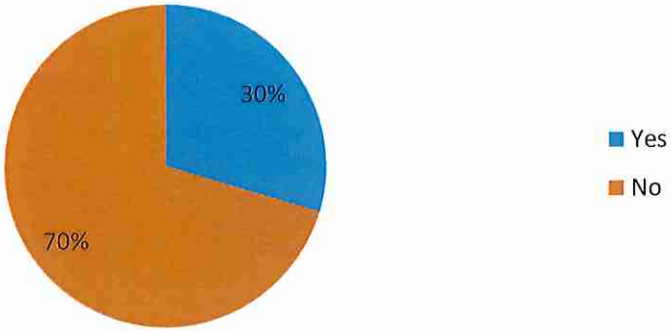
How much do you pay for monthly utilities (excluding water/sewer)?



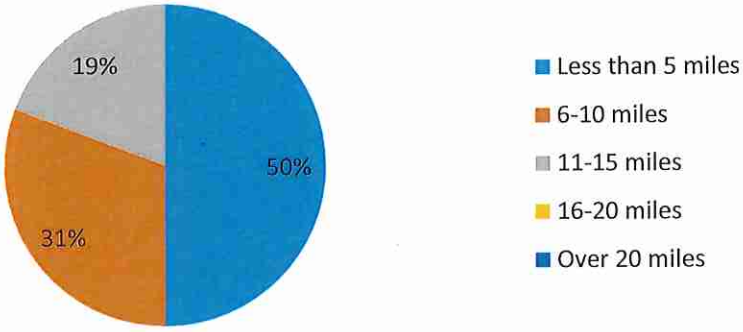
What is the yearly income range for your household?



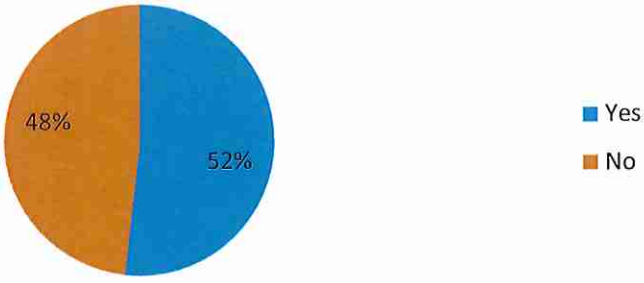
Do you have an emergency fund available for unexpected expenses?

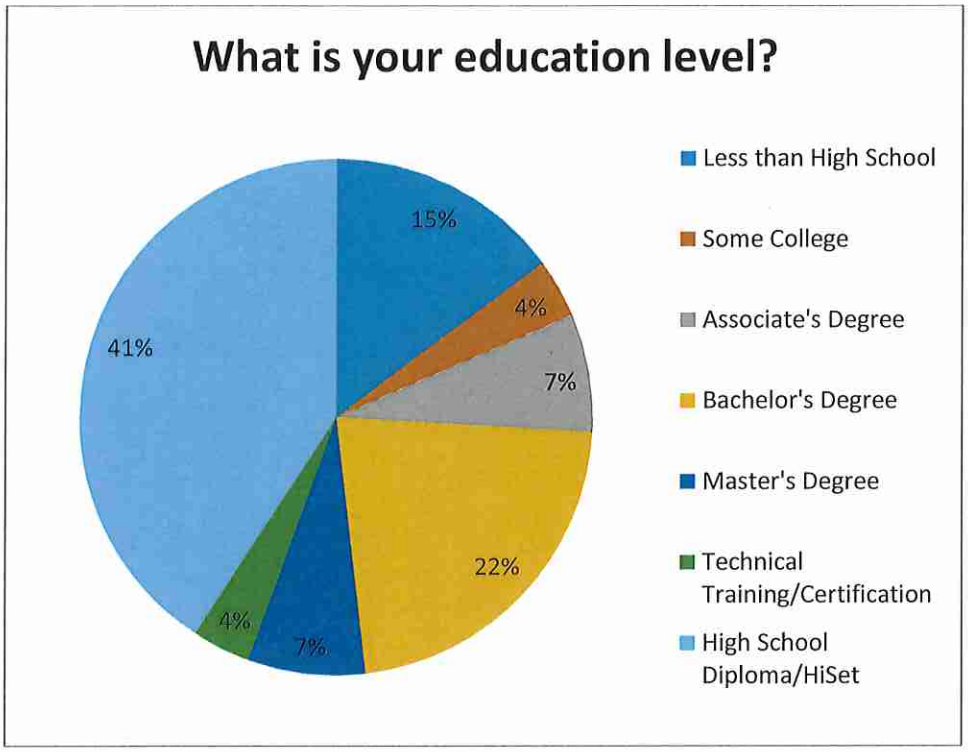


How far do you travel to access fresh fruits and vegetables?



Is transportation a barrier to getting and/or keeping a job in your household?

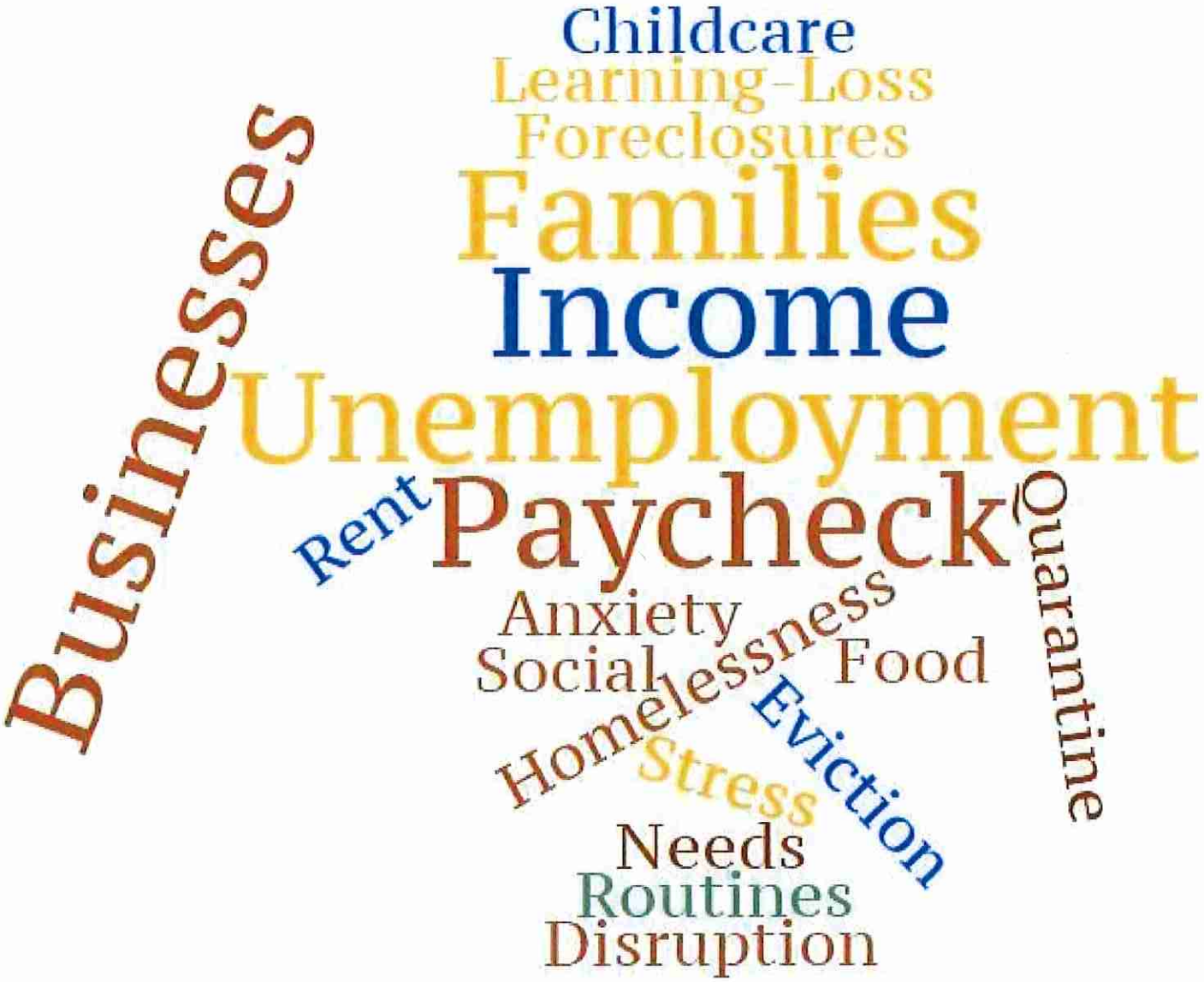



What is your education level?
15%
4%
7%
22%
7%
4%
41%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Taney County: All Categories Without COVID-19

Taney County: All Categories With COVID-19

Taney County: COVID-19



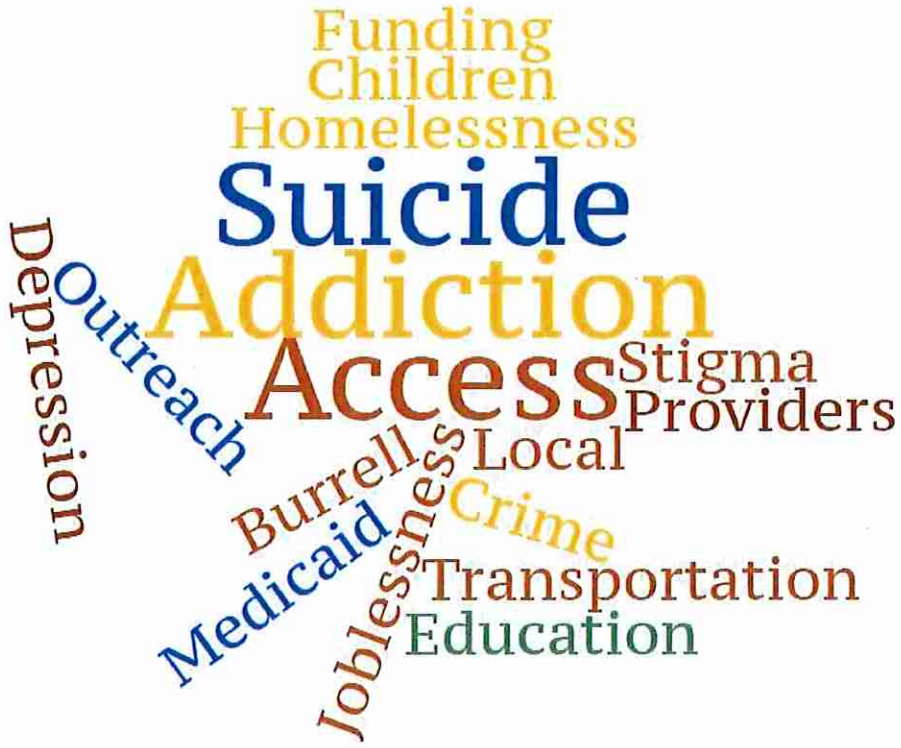
Taney County: Education

Taney County: Employment

Taney County: Food

Taney County: Housing

Taney County: Mental Health



Taney County: Physical Health

Taney County: Transportation

Webster County -Qualitative Data

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged local citizens during the time period of February 2020 – April 2020 to complete one-on-one interviews and to participate in focus groups. Data groups included private partners, community partners, faith-based partners, educational partners, and low-income participant partners. These activities were held in every county within the service area. The following questions were asked in either one of these formats. At the onset of the COVID-19 pandemic, a question was added to collect information on who the pandemic was impacting local communities. Each counties' interview and focus group data was then analyzed to determine needs, gaps, and resources. In the county analyzation, the questions underlined below were not included in the reported data. Those questions were analyzed in each targeted group's analyzation.

- **What does poverty mean to you?**
- **If you had to pick the biggest issue facing employment, what would it be? Why?**
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
- **What physical health services do you feel are needed in the community? What would be the impact?**
- **What is the biggest housing issue in your community?**
- **How do you deal with a financial emergency?**
- **If not getting basic needs met, what do people in this community do to supplement?**
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
- **What educational needs do you see in your area?**
- **In regards to finances, transportation, education housing, health etc., what structural change do you feel the community needs?**
- **How has the COVID-19 pandemic affected your household?**

Word Cloud Analyzation

According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from the low-income focus groups were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. The visual representation of this analyzation follows this narrative. The following summarizes that representation.

- **If you had to pick the biggest issue facing employment, what would it be? Why?**
    - The top key words for this question include the following:
        - Industry

        - Transportation
        - Jobs
    - Secondary key words include the following:
        - Manufacturing
        - Part-Time
        - Pay
        - Paths
        - Childcare
        - Paycheck
        - Wages
        - Living Wage
        - Technology
- **What mental health services do you feel are needed in the community? What do you feel the impact on the community would be if these services were provided?**
    - The top key words for this question include the following:
        - Addiction
        - Counseling
        - Local
    - Secondary key words include the following:
        - Suicide
        - Affordable
        - Providers
        - Free
        - Stigma
        - Accessible
        - Groups
- **What physical health services do you feel are needed in the community? What would be the impact?**
    - The top key words for this question include the following:
        - Transportation
        - Clinics
        - Urgent Care
        - Affordable
        - Preventative
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What is the biggest housing issue in your community?**
    - The top key words for this question include the following:
        - Affordable
        - Quality
        - Stock
    - Secondary key words include the following:
        - Low-Income
        - Cost

        - Rental
        - Shelters
        - Safe
        - Availability
        - Developments
- **What do you consider a nutritious meal? Do you believe it is difficult to obtain nutritious food? How would you make nutritious food more available to the community?**
    - The top key words for this question include the following:
        - Cost
        - Expensive
        - Community
        - Local
        - Pantries
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **What do you feel the issues with transportation are in your community? What would you do to change it?**
    - The top key word for this question includes the following:
        - Public
    - Secondary key words include the following:
        - Bike
        - Taxi
        - Paths
        - Commute
        - Bus
        - Rideshare
        - OATS
- **What educational needs do you see in your area?**
    - The top key words for this question include the following:
        - Early-Childhood
        - Vocational
        - Parenting
        - Lifeskills
        - Continuing
    - There are no secondary key words as all other key words were mentioned with the same frequency.
- **How has the COVID-19 pandemic affected your household?**
    - The top key word for this question includes the following:
        - Unemployment
    - Secondary key words include the following:
        - Learning Loss
        - Economy
        - Social
        - Anxiety

All responses for all questions were then submitted to the word cloud generator to develop a cumulative response for this group. These responses were then subdivided into one grouping that included COVID-19 responses and one that did not. These are the cumulative results for the low-income submissions.

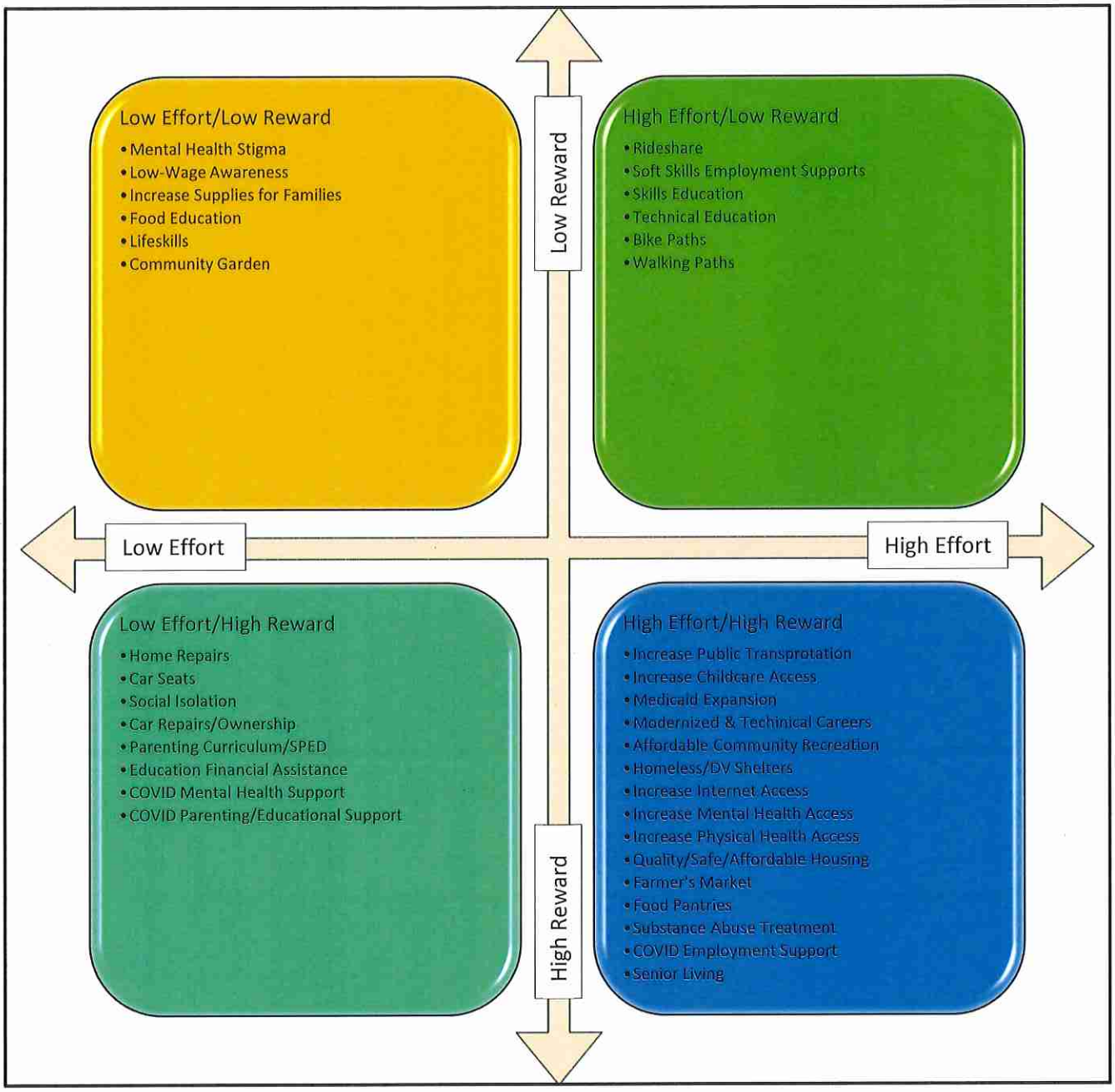
- **Cumulative including COVID-19 Question**
  - The top key word for cumulative answers includes the following:
    - Affordable
  - Secondary key words include the following:
    - Education
    - Transportation
    - Local
- **Cumulative without COVID19 Question**
  - The top key word for the cumulative answers includes the following:
    - Affordable
  - Secondary key words include the following:
    - Transportation
    - Education
    - Local

Quadrant Analyzation Matrix Prioritization

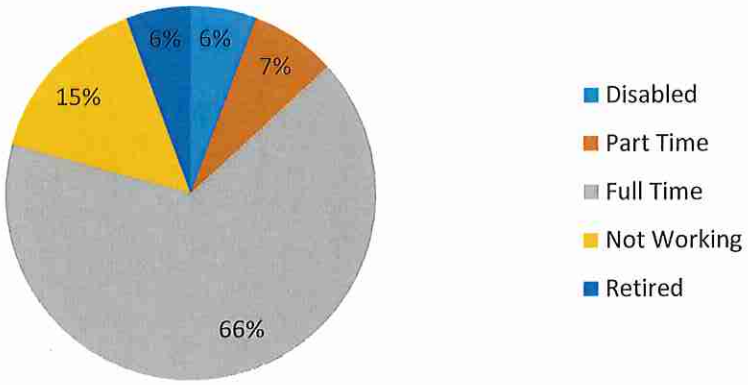
According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

Information obtained from Webster County was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data the X-axis represents the effort required, or input, for each area of data point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort, high reward, high effort/high reward. This visualization is shown in the graphic that follows.

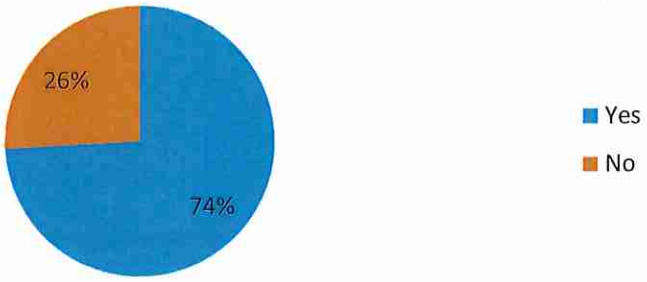
Webster County Quadrant Analysis Prioritization



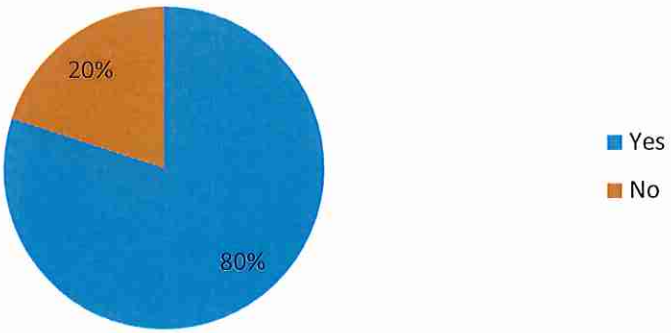
Are you currently working?



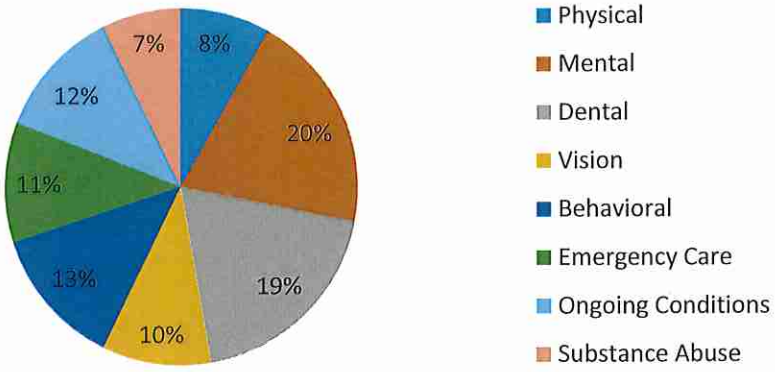
Are you able to support your family with the monthly income you receive?



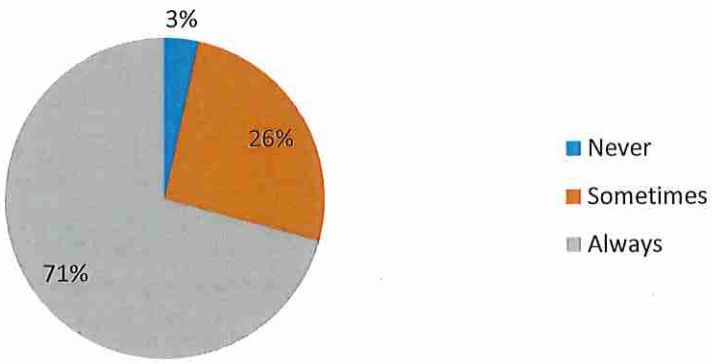
Does each adult member of your household have health insurance?



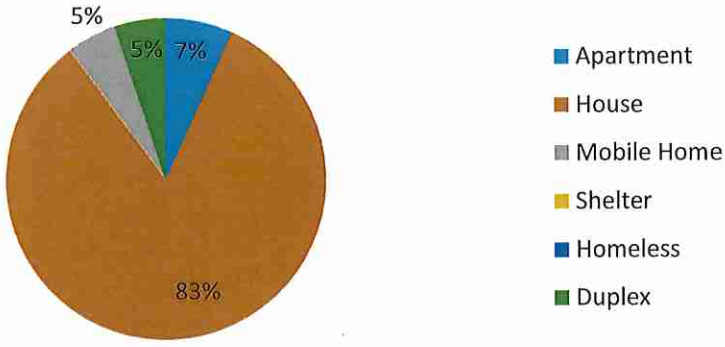
Which healthcare services are the hardest to get? (Check all that apply)



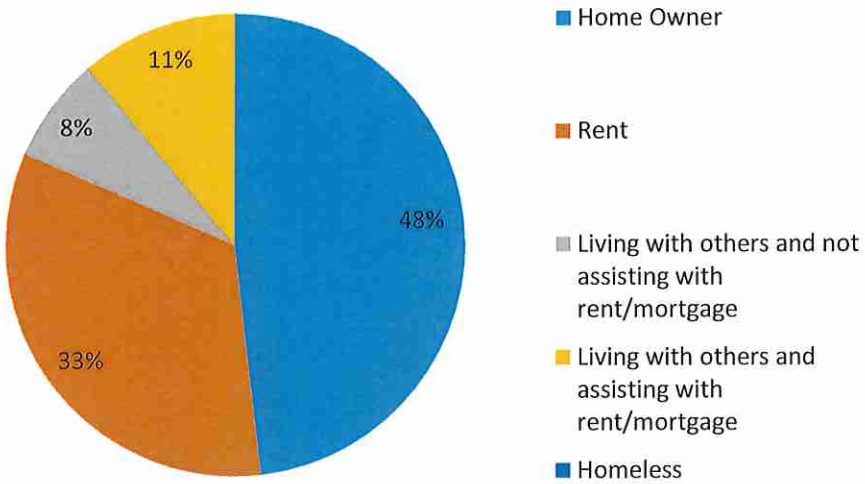
I am able to get my prescriptions filled:



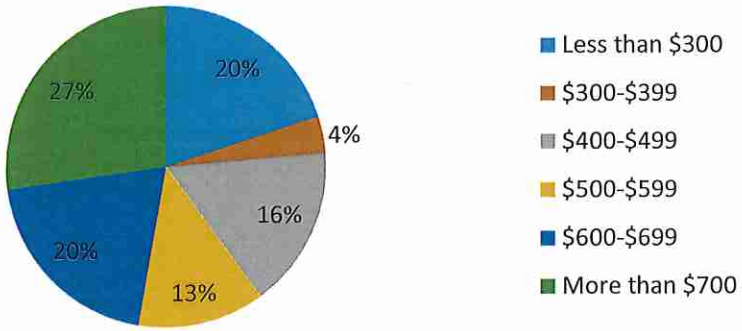
In which type of housing do you currently live in?



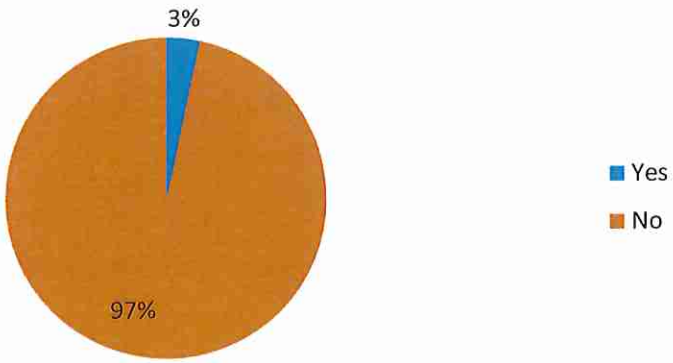
Which of these currently describes your housing situation?



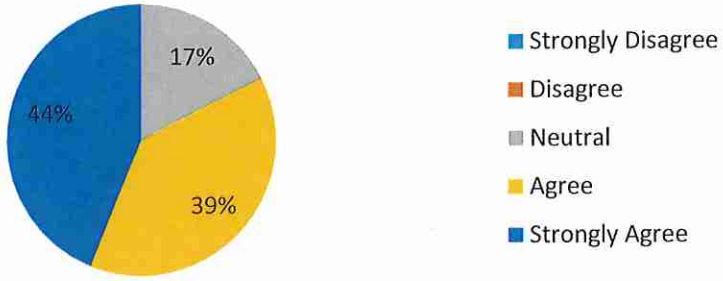
How much do you pay for monthly rent/mortgage?



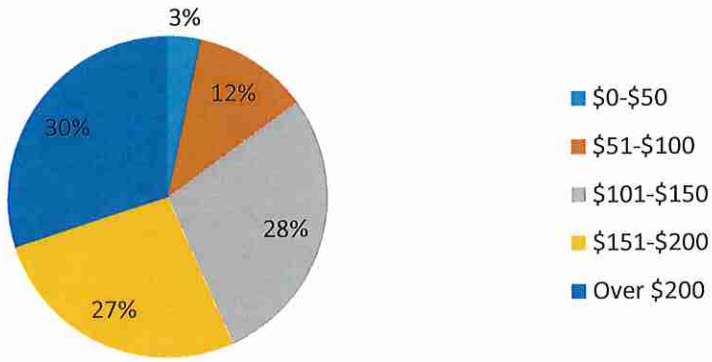
Have you ever had an application for rent denied?



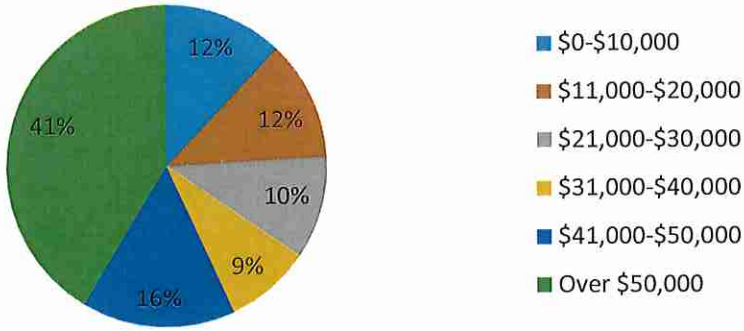
Do you agree or disagree that there is a lack of emergency/transitional housing?



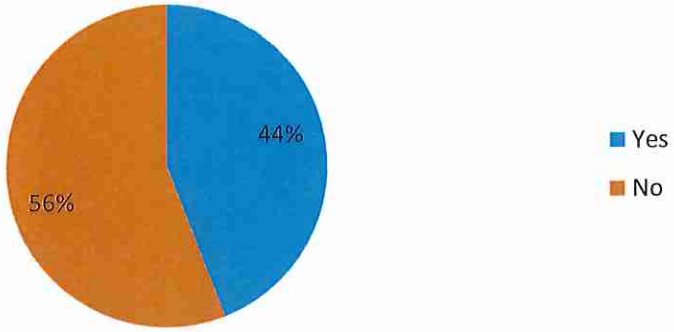
How much do you pay for monthly utilities (excluding water/sewer)?



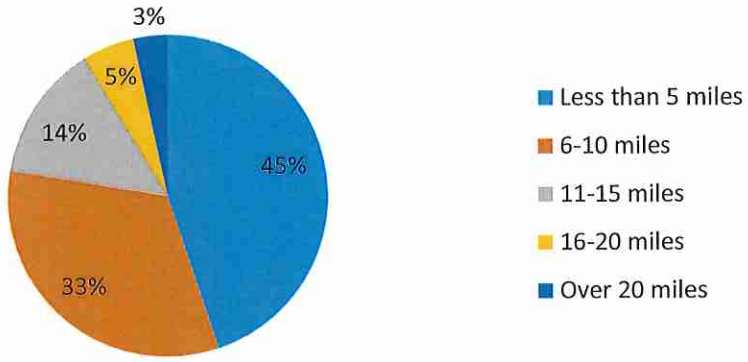
What is the yearly income range for your household?



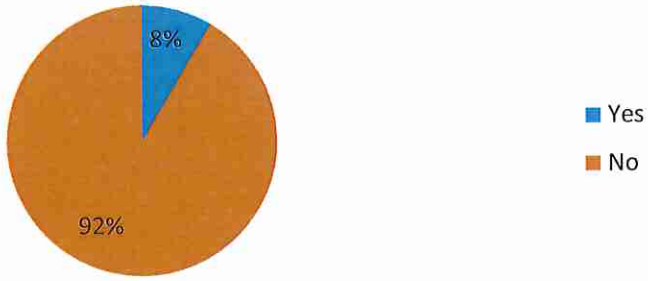
Do you have an emergency fund available for unexpected expenses?

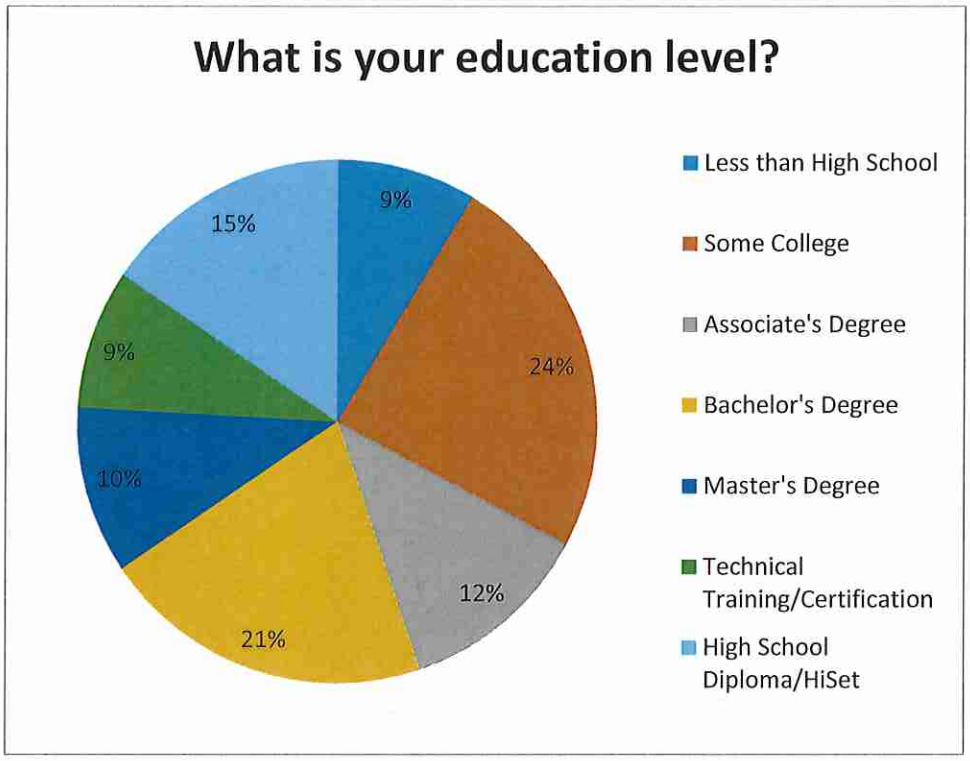


How far do you travel to access fresh fruits and vegetables?

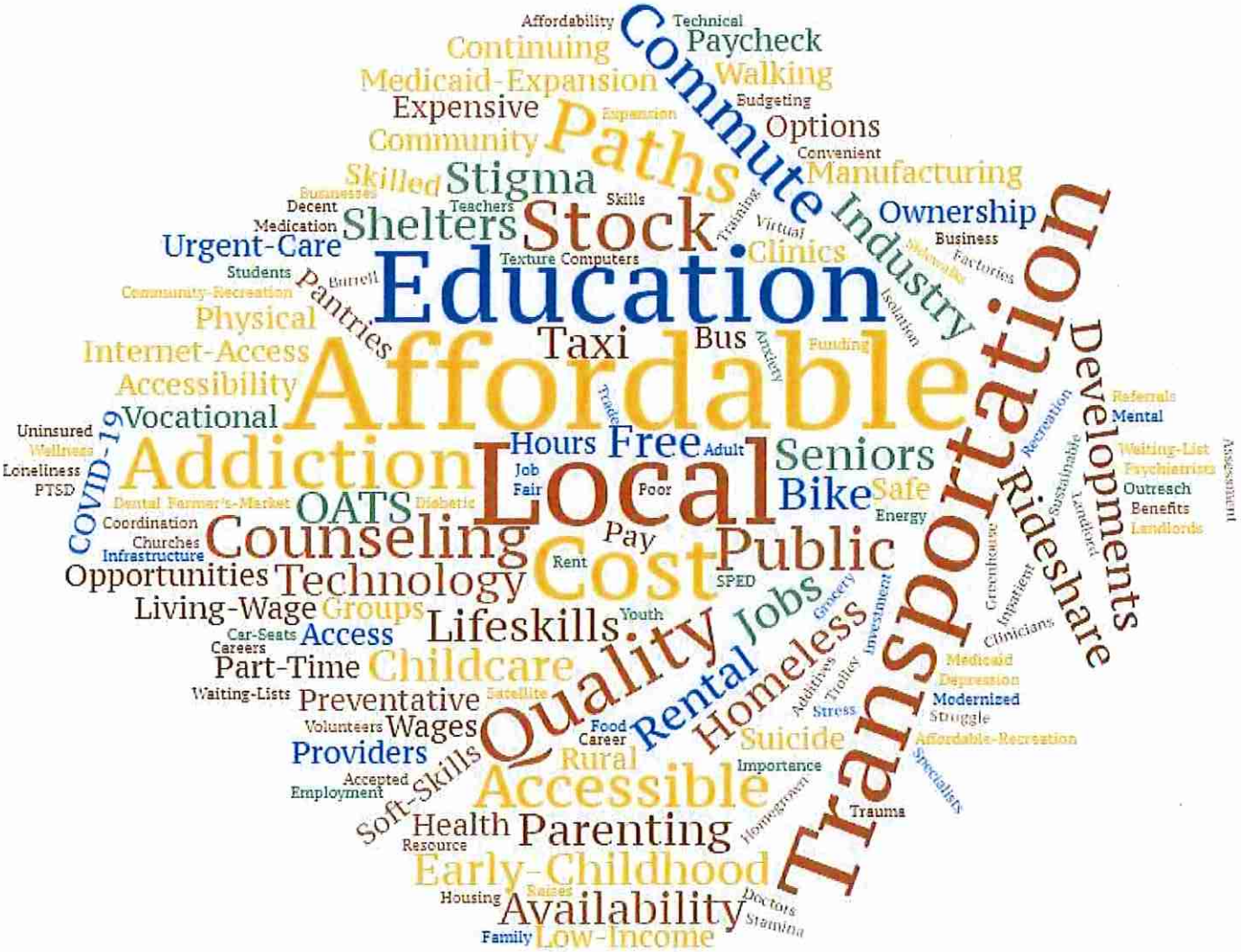


Is transportation a barrier to getting and/or keeping a job in your household?




What is your education level?
9%
24%
12%
21%
10%
9%
15%
Less than High School
Some College
Associate's Degree
Bachelor's Degree
Master's Degree
Technical Training/Certification
High School Diploma/HiSet

Webster County: All Categories Without COVID-19

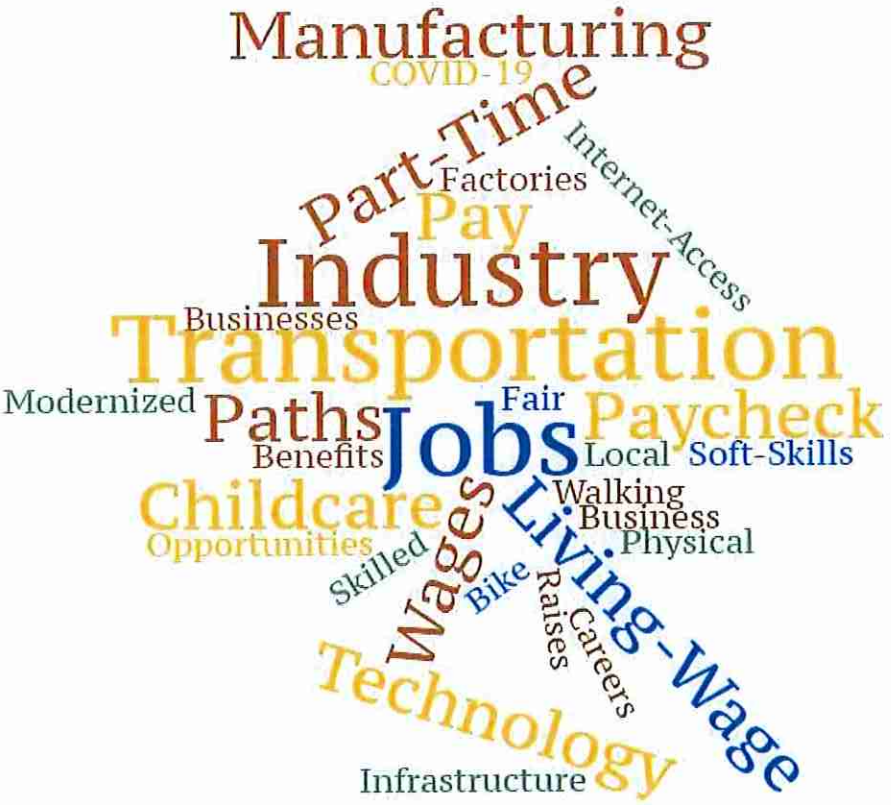


Webster County: All Categories With COVID-19

Webster County: COVID-19

Webster County: Education

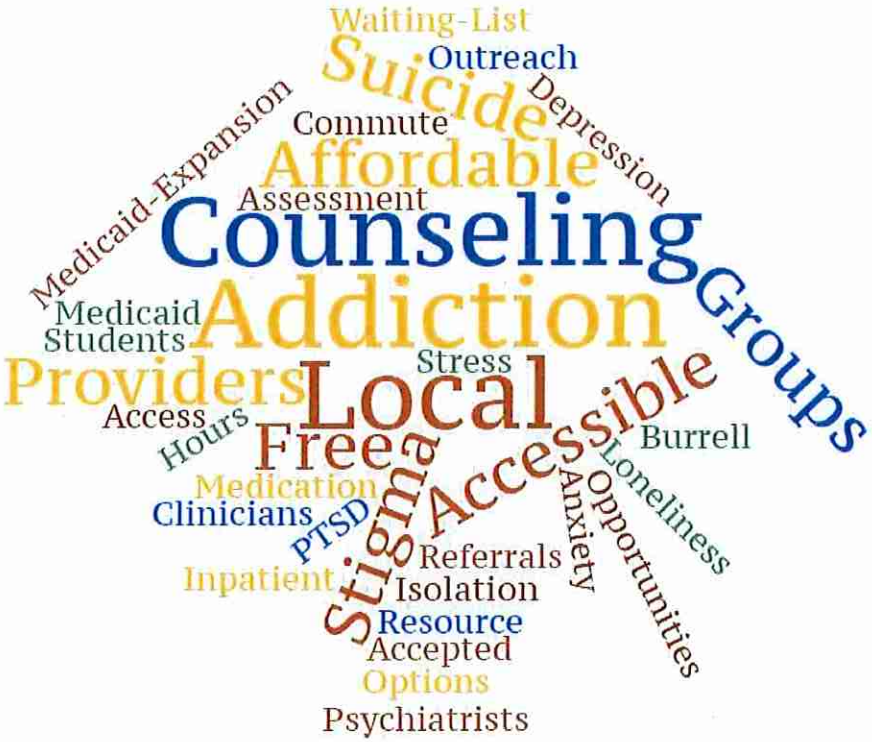
Webster County: Employment



Webster County: Food

Webster County: Housing

Webster County: Mental Health



Webster County: Physical Health

Webster County: Transportation

X. COVID-19 Supplemental

COVID-19 Community Assessment Update

April 2020

OACAC

Empowering People, Enriching Communities

This update to the Ozarks Area Community Action Corporation Community Assessment was completed in April 2020 in response to the COVID-19 global pandemic.

I. Background

This Community Assessment Update is in response to a global health pandemic that has not only affected every community in the United States but has also led to the most significant economic disruption since the Great Depression. This assessment is an initial effort to capture some of the emerging needs in the community as well as to forecast how those needs may evolve over the coming weeks and months.

In December 2019, the novel coronavirus disease of 2019 (COVID-19) was discovered to be the causative agent for acute respiratory and flu-like symptoms and began infecting increasing numbers of people in the Wuhan Province of China. The first case in the United States was confirmed by the Centers for Disease Control and Prevention on January 22, 2020. Despite efforts to contain the virus, by March 11, 2020, the World Health Organization declared COVID-19 a global pandemic. By March 17, 2020, all 50 US States had confirmed cases of the virus.

Because of the highly contagious nature of COVID-19, the alarmingly high rate of fatalities associated with it and the lack of a vaccine or treatment, the only effective way to prevent mass illness is through restricted travel, physical distancing, frequent hand washing, coughing in elbows, not touching the face, and staying at home. By mid-March 2020, with the virus clearly past the stage of effective isolation and contact tracing, local, state and federal public health officials recommend extreme measures to minimize a public health catastrophe: mass quarantine, physical distancing, and a virtual lockdown of all public gatherings and economic activity.

While all types of people are getting sick from the disease, older adults and people of any age who experience serious underlying medical conditions, many which are more prevalent in African American communities, and, to some extent, Latinx and Native American communities, are at increased risk for severe symptoms from COVID-19. Persons of color, immigrants, and women are also disproportionately impacted by underlying health conditions linked to poverty, face discrimination in medical care, and are more likely to work jobs that require them to leave their homes. Also, persons with disabilities or chronic conditions are more vulnerable to COVID-19 due to their inability to thoroughly isolate themselves (need for hands-on care), physical impairments, environmental barriers, or interrupted services. The following additional populations experience differential exposure and extensive corresponding implications as a result of the pandemic: frontline workers, persons experiencing homelessness, gig-economy workers, low-income communities under quarantine, especially in urban settings, rural communities, tribal communities, incarcerated persons and returning citizens.

Children, families, individuals, and Community Action Agency staff may experience heightened stress, anxiety, and trauma as a result of the COVID-19 crisis. Loss of income, growing childcare needs, heightened food insecurity, housing and energy instability, lack of access to transportation, lack of basic supplies, and increased domestic violence are growing factors as the crisis unfolds.

Because of the urgent and widespread needs affecting all sectors of the community, this Community Assessment update is intended to provide some initial information to describe the scope of this crisis on our community and to support the many different responses that will be required to address emerging, evolving needs. It is likely that as needs evolve, some of those needs will not be captured in this update and therefore some necessary community responses may not connect to the needs identified in this document.

The *community* assessed in this document, related to the below information, is defined as the following: Counties served by Ozarks Area Community Action Corporation, located in Southwest Missouri, include: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, Webster.

The needs assessed will inform services to those affected by the crisis. It is significant to note that Congressional action will permit FY20 and special supplemental CSBG funding to serve families at or below 200% of the federal poverty level (as defined by the US Census Bureau). Specific programs or strategies will target the demographic groups most affected. Given persons of color are being disproportionately affected by both the health crisis and by the resulting economic disruption, an equity lens must be used to view current and emergent needs related to this crisis.

II. Local public health response

As a result of this unprecedented public health crisis, Ozarks Area Community Action Corporation is updating its Community Assessment because there is currently a significant impact on the community, and a number of short-, intermediate- and longer-term impacts are expected.

As of the end date of this assessment, COVID-19 has been reported in every county in the service area. State and local requirements regarding social distancing and closures are ever evolving. As of the end date of this assessment, the state of Missouri has officially opened back up, although local entities can place additional restrictions on activities.

III. Immediate impacts on the community

The immediate impacts of COVID-19 have been felt across all sectors of society. In particular, some of the greatest impacts relevant to the Community Action Network have been in the areas of health, education, employment, human services provision, and community resources. In this community, vulnerability is highest in the following areas:

The Engagement Network's Vulnerability Footprint tool demonstrates the following vulnerability by county https://engagementnetwork.org/covid-19/]. Please see the included vulnerability maps by county to determine vulnerability within the service area.

Nationwide, early data suggest that the following groups have experienced disproportionately higher rates of infection and/or complications/death as a result the COVID-19 pandemic:

- Males
- Individuals 60+ years old
- People of color, particularly African Americans
- People with underlying health conditions (especially, lung disease, asthma, diabetes, cardiovascular disease, kidney disease, liver disease, severe obesity, and individuals with immunocompromised conditions)

The following outlines the variety of impacts to the local community thus far:

- Health impacts:
    - Individuals over 60, especially those with underlying health conditions have been shown to be at particular risk for severe health implications from COVID-19
        - Based on data from the U.S. Census Bureau American Community Survey 2014-18 5-year estimates through the CARES Engagement Network, the percentage of the population 65 years or older was as follows for the following counties:
            - Barry: 19.89%, Christian: 14.95%, Dade: 22.66%, Dallas: 19.88%, Greene: 15.83%, Lawrence: 17.56%, Polk: 17.67%, Stone: 29.70%, Taney: 20.75%, Webster: 15.23%. These are all above or equal to the overall percentage for the United States, which was 15.23%.
    - Community health resources will be stretched thin as resources devoted to those sick with COVID-19 will limit resources available to others.
        - The number of licensed hospital beds and ICU beds (based on data from Definitive Healthcare) compared to the number of cumulative confirmed cases of COVID-19 (based on 2020 data from John Hopkins) is as follows for the following counties:
            - Barry: 43 licensed beds, 7 ICU beds, 9 cases; Christian: 0 licensed beds, 0 ICU beds, 21 cases; Dade: 0 licensed beds, 0 ICU beds, 0 cases; Dallas: 0 licensed beds, 0 ICU beds, 3 cases; Greene: 1,748 licensed beds, 203 ICU beds, 139 cases; Lawrence: 53 licensed beds, 4 ICU beds, 8 case; Polk: 86 licensed beds, 8 ICU beds, 3 cases; Stone: 0 licensed beds, 0 ICU beds, 4 cases; Taney: 157 licensed beds, 18 ICU beds, 14 cases; Webster: 0 licensed beds, 0 ICU beds, 17 cases
    - Mental health resources will need to be available in new and increased ways to deal with the many different stressors/traumas caused by the pandemic, especially its impact over an extended time period.

- The Mental Health Care Provider Rate per 1,000 population (based on 2019 data from the University of Wisconsin Population Health Institute, County Health Rankings, through the CARES Engagement Network) was as follows for the following counties:
    - Barry: 66.9, Christian: 109.2, Dade: 66.1, Dallas: 29.8, Greene: 355.9, Lawrence: 130.3, Polk: 180.1, Stone: 37.8, Taney: 78.8, Webster: 58.8. This places all counties but Greene below the state of Missouri's rate of 194.9 and the United States' rate of 202.80.
    - Among the 10 counties in the Community Assessment Area, 4 of them have mental health care facilities designated as "Health Professional Shortage Areas" (based on data from the US Department of Health & Human Services, Health Resources and Services Administration, Health Resources and Services Administration, through the CARES Engagement Network), with Christian County having 2 Mental Health Professional Shortage Areas, Greene County having 2 Mental Health Professional Shortage Areas, Taney County having 1 Mental Health Professional Shortage Areas, and Webster County having 2 Mental Health Professional Shortage Areas. This indicates that 4 counties in the Community Assessment Area have already had a need for mental health care providers identified prior to the COVID-19 pandemic.
    - According to KY3, as of May 07, 2020, Burrell Behavioral Health Center, which provides mental health services to multiple counties in the Community Assessment Area, has reported a 15% increase in calls since the start of the COVID-19 pandemic, which could indicate an increased need for mental health services in the Community Assessment Area.
    - Shannon Scott at the Lawrence County Neighborhood Center reports that many of the center's community partners have expressed concern about the community's mental health and the lack of resources, especially for elderly low-income residents, particularly those who have lost loved ones during (though not necessarily due to) the pandemic. The lack of mental health services in the rural areas is anticipated to be an ongoing need in this county.
- Nutrition for school-aged children previously accessing free/reduced breakfast, lunch, and snacks is impacted as many are now removed from that food source due to school closures.
    - Based on the 2017-2018 data from County Health Rankings and Roadmaps, the percentage of students eligible for free or reduced lunch for each of the following counties was: Barry: 64%, Christian: 35%, Dade: 68%, Dallas: 63%, Greene: 51%, Lawrence: 60%, Polk: 61% , Stone: 63%, Taney: 64%, Webster: 52%. Therefore, in all of the 10 counties except Christian County, over half of the students were directly nutritionally impacted by the closure of schools and the lack of availability of free/reduced lunches; however, some schools, such as those in Monett, Verona, Miller, Mt. Vernon and Pierce City according to the Lawrence County Record, were continuing to provide meals to students as of March 19.

- Employment impacts:
    - Individuals in the health care field are at high-risk of exposure to COVID-19 and are under tremendous stress due to additional work hours and challenging work conditions. In particular many of those workers with close, frequent contact with vulnerable individuals are lower-wage individuals.
        - Access to affordable childcare continues to be a problem across the service area.
        - Barry: The Barry County Health Department reports that while working conditions have not worsened for healthcare workers, there has been more opportunities for work with contact tracing.
        - Dade: An employee at the Dade County Health Department reported an increased workload and stress on their workers due to extra measures being taken related to COVID-19. She also reported a loss of revenue and that some workers have been unable to work due to being tested.
        - Lawrence: According to an employee at Mercy Hospital Aurora, working hours have not increased for healthcare workers in the county, but work conditions have changed, most dramatically by masking.
        - Greene: Mercy Healthy Systems has reported layoffs at the height of community closure.
    - Individuals in the educational field – especially teachers and assistants in Head Start and Early Head Start as well as other early childhood care settings – are working remotely due to school shutdowns. Lower-wage workers in these fields are more vulnerable to layoffs and/or may lack the technology resources in their home to work remotely.
        - There have been no lay-offs among Head Start employees in any of the 10 counties in the Community Assessment Area, according to Diane Bauer with Head Start.
        - Barry: In Barry County, according to a Head Start employee in the county, some employees struggled with internet services while working remotely, especially due to service problems caused by living in rural areas, but all were able to work through the problems, some by using the internet services of the main center.
        - In Greene County, teachers, paraprofessionals, and support services staff have sought employment in related fields during closure.
    - Individuals in many sectors of the economy – but particularly the service sector, the retail sectors, gig economy, and others most affected by quarantine policies – are currently experiencing sudden and unexpected unemployment. Some are unaware of resources available to them and their families as they are experiencing unemployment for the first time.
        - In Stone County, the attraction Silver Dollar City delayed its start date, which led to 257 employees being furloughed from their jobs, as of April 15, 2020, according to Joplin News Now.
        - Mercy, a health care system with locations in all ten counties in the Community Assessment area, announced that all areas it serves will be affected by employee pay cuts and furloughs, as of May 08, 2020, according to an article from KY3. They also announced that some positions would be lost. As of May 8, 2020, Mercy had announced

that furloughs would affect thousands of employees across "its four state system," and job cuts would occur as well, though furloughed employees would be provided with health insurance and Mercy would make "80 hours of pay available through its crisis fund of paid time off" according to an article from the St. Louis Post-Dispatch. In Greene County, as of May 8, 2020, this had resulted in 696 employees being impacted by "a current round of layoffs and furloughs," according to an article in the Springfield Business Journal.

- Educational impacts:
    - Closings of public schools in the Community Assessment area are having an immediate impact on children's education. Children with less access to resources (broadband internet, computers/tablets, technology expertise, language barriers, etc.) are most at-risk for suffering learning loss during a potentially protracted period of school closure.
    - Caregivers of school-age children must secure day care arrangements for their children or sacrifice employment to care for their children. These same caregivers are also expected to be primary teachers for their children during the period of the closure. Parents with limited resources face numerous challenges as a result of this situation.
    - All schools in Missouri closed for the rest of the school year. Most closed during or after their spring break period.
- Impacts on human services provision:
    - Services to vulnerable populations are being curtailed or drastically changed. Some service providers are not operating, for example, SeniorAge Area Agency on Aging, which has locations in each of the 10 counties in the Community Assessment Area that each meet needs of the seniors in their respective communities, is currently keeping all of their centers closed due to COVID-19 (according to their website); in Dallas county, according to Judy Hargis with the Dallas County Neighborhood Center, some churches that previously provided meals are no longer doing so, though the community has rallied to meet this need in other ways; and in Webster County, according to Debi Reece at the Webster County Neighborhood Center, a lack of childcare has created hardship related to employment for families, leaving gaps in services to the community. Other service providers have had to alter their service provision in significant ways, leaving some family needs unmet.
    - Mental health and physical health services have transitioned to an online model which requires a device and regular, reliable internet service, which is barrier to many low-income families and individuals.
    - Case Management services through many service providers have transitioned to an online or remote model which doesn't allow for the one-on-one interaction and relationship-building that is an integral part of case management success.
    - Funding resources have been diverted from traditional services to COVID-related needs which results in unmet needs in the community.
    - Community members anxious to leave their own home and without reliable internet service and/or a device are unable to access services available.

- Dade: In Dade County, according to Betty Reno at the Dade County Neighborhood Center, the State Offices have not been as readily available over the phone. Clients have also had difficulty in contacting the Social Security Office.
- Dallas: In Dallas County, according to Judy Hargis at the Dallas County Neighborhood Center, the only emergency food bank stopped operating the day schools closed, but it has now reopened one day a week (with reduced hours) due to community pressure. The food bank does not currently plan to resume full functioning until June 1, but there is concern that the reduction in operations may continue. The local Department of Social Services is also limiting services with its door being locked, applications no longer being available in the foyer, and not being reachable by phone. Though services are available online, this option is less accessible for residents who cannot afford internet services, for residents in areas that cannot get internet services, and for residents who are not comfortable with the online process.
- Greene: In Greene County, according to Cassie Melvin at the Greene County Neighborhood Center, One Stop for Early Childhood is still operational but employees are working remotely and only coming into the office when necessary to meet clients, while wearing protective wear. The Springfield Dream Center's food pantry is currently drive-through only, and the Springfield Dream Center is considering moving their June academy online or partially outdoors. The Veterans Coming Home Day Shelter in Springfield is opening but limiting numbers to 100 people in the building and will stop most services.
- Lawrence: In Lawrence County, according to Shannon Scott at the LAwrence County Neighborhood Center, though many things have reopened, the food banks continue to be drive-through only. Changes in Walmart's operations have also caused problems. Changes to operating hours and limits on the number of people allowed inside have made shopping more difficult for people working in manufacturing and for the elderly.
- Polk: In Polk County, according to Susan Peden with the Polk County Neighborhood Center, service providers have altered hours, but are still providing services. According to the Polk County Neighborhood Center, the changes have not apparently resulted in needs going unmet.
- Stone:
- Taney: In Taney County, according to Susan Flores at the Taney County Neighborhood Center, changes have made access to services an issue for families, and more planning and research ahead of time may be needed to access services. The rate of accessing services due to service providers and businesses limiting the numbers of people in their establishments is also an issue. Those with transportation issues and senior citizens are likely to have experienced unmet needs due to having difficulty accessing services. Additionally, mental health services have been altered in the county, likely causing difficulty if those whose anxiety and depression has been contributed to by COVID-19 are unable to get in-person services.

        - Webster: In Webster County, according to Debi Reece at the Webster County Neighborhood Center, most essential service providers have remained open and continued to meet needs overall, despite operating under altered parameters.
    - The changed circumstances have required significant, immediate adaptations that will require additional resources to support over a longer period of time. Many nonprofits report an increased need for technological supplies to modify services and programs. Many staff of these nonprofits report a need for training in online platforms to support their work. Nonprofits report a lack of access to cleaning supplies and PPE necessary to engage in one-on-one services. Some agencies have reported making physical building modifications to serve their clients.
- Community resource impacts:
    - The impacts of COVID-19 on community resources are numerous and include a reduction in the availability of resources (access to group activities, commercial services), a scarcity of some resources (health care, food and emergency supplies) and/or needs for resources that have not previously been required in this community in any significant capacity.
        - Access to libraries in all the counties has been affected, which may mean a decrease in all the services physical attendance at a library may provide, including group activities and internet access. The Barry-Lawrence Regional Library has been closed and is reopening on June 1st with limited services (according to the library's website). The Christian County Library opened on May 26, but only with drive-thru services and the book drop (according to the library's website). The Dade County library has reopened but is limiting patron visits to thirty minutes (according to the library's Facebook page). The Dallas County library has reopened but with limited services and is limiting the numbers of people in the library at a time (according to the library's website). The Springfield-Greene County Library District reopened with limited services on May 26 and is limiting patron visits to two hours, but while of its branches are only offering curbside service. The Polk County Library reopened on May 11 with limited services (according to the library's Facebook page). The Stone County Library reopened 2 of it's branches on June 1 with limited services and is offering curbside pickup at their other branch according to the library's website). The Taneyhills Community Library in Taney County is open with limited hours and services until the end of May (according to the library's website). The Webster County Library reopened on May 18th with limited services and is limiting patron visits to thirty minutes (according to the library's website).
    - The broad impacts of COVID-19 on this community have created an even more urgent need for coordination and collaboration of resources among the public sector, the public health sector, first responders, educators, the business community, the faith community and many others. OACAC plays an important role in convening organizations, people and resources to support families.
        - Barry: In Barry County, according to Gail Reed at the Barry County Neighborhood Center, OACAC has been in constant contact with the Emergency Manager, Health Department, the schools, and the business community. Additionally, the County Commissioners are on her County Advisory Board.

- Dade: In Dade County, according to Betty Reno at the Dade County Neighborhood Center, OACAC has continued operating two food pantries through coordinating with local faith organizations, the Greenfield Police, Dade County Health Department, Ozarks Food Harvest, and local volunteers.
- Dallas: In Dallas County, according to Judy Hargis at the Dallas County Neighborhood Center, though OACAC has kept in constant contact with groups in the community (by email or phone), the Dallas County Health Department has been the leader regarding COVID-19 in the area.
- Greene: In Greene County, according to Cassie Melvin at the Greene County Neighborhood Center, toward the beginning of the pandemic, OACAC worked to serve in a convening role by using a Google document to track which resources are open. OACAC has also been more involved in community meetings since the pandemic began, such as through its involvement with weekly Springfield Homeless Task Force meetings.
- Lawrence: Though OACAC does not serve a centralized convening role in Lawrence County, according to Shannon Scott at the Lawrence County Neighborhood Center, it takes part in the convening efforts of the broader community, which is very interconnected. OACAC takes part in the community's social media efforts and posts daily about any service changes in the community, which has been very successful.
- Polk: In Polk County, according to Susan Peden at the Polk County Neighborhood Center, OACAC has alerted outside agencies that it is there to help, though no agencies have reached out for assistance, and has advertised its food pantry on social media.
- Taney: In Taney County, according to Susan Flores at the Taney County Neighborhood Center, OACAC has coordinated with multiple other agencies, including by working with the Salvation Army to provide rental/mortgage assistance through EFSP funding. OACAC also refers people seeking assistance to multiple other non-profits, government agencies, healthcare providers, childcare providers, mental health providers, businesses and various other employment outlets and education opportunities. In Taney County, OACAC is also a part of the Poverty Initiative and heads the group's housing portion, which has about 30 volunteers representing multiple sectors of the community.
- Webster: In Webster County, according to Debi Reece at the Webster County Neighborhood Center, OACAC is a part of a group called Webster County CommUNITY Partnership that brings the above sectors together and has been communicating through Zoom, e-mail, and phone. There is opportunity for this group to grow and to see all sectors become more cohesive.

IV. Anticipated near- and long-term impacts

The needs above are already established through initial data and anecdotal reports from customers, staff, board members and community stakeholders. Based on these already-observed events, it is likely that there will be near-term (1-3 months) and longer-term (greater than 3 months) impacts that that require immediate planning. A partial, <u>but not complete</u>, list of the anticipated impacts include:

- *Prolonged service disruptions*

The disruptions in service delivery to customers are expected to continue for a substantial time. This is likely to lead to ancillary challenges for customers that may become long-term issues.

- Barry: In Barry County, according to Gail Reed at the Barry County Neighborhood Center, many families have likely been affected by the closure of Head Start.
- Dade: In Dade County, according to Betty Reno at the Dade County Neighborhood Center, the OACAC Neighborhood Center has had to cancel their VOICE and REALL events as well as their normal Life Skills classes.
- Dallas: In Dallas County, according to Judy Hargis at the Dallas County Neighborhood Center, there have been disruptions to Head Start. Weatherization services in the county have ceased. Other services such as housing have continued but in an adjusted manner.
- Greene: In Greene County, according to Cassie Melvin at the Greene County Neighborhood Center, OACAC community projects VOICE and REAL can no longer happen normally, and GOAL mentoring had to be stopped completely. Normal Life Skills classes were also disrupted. The Greene County Neighborhood Center is also unable to do as many intakes per day as before COVID-19, with the number having been reduced from at least twelve to four per day.
- Lawrence: In Lawrence County, according to Shannon Scott at the Lawrence County Neighborhood Center, the Neighborhood Center is currently operating by appointment only.
- Polk: In Polk County, according to Susan Peden at the Polk County Neighborhood Center, because of Head Start closing, there has been a strain on working families who are
- Taney: In Taney County, according to Susan Flores at the Taney County Neighborhood Center, the Neighborhood Center is operating by appointment only, and due to a prolonged waiting period for funding, the office was not able to assist many households with direct services, other than with LIHEAP (Low Income Home Energy Assistance Program). Head Start was also forced to close. There was a period of time between when COVID-19 first shut many things down and when stimulus checks and extra unemployment began that the county experienced a significant lack of help for meeting basic needs.
- Webster: Debi Reece at the Webster County Neighborhood Center mentioned that "Bridges, the only free community after school program doesn't operate in the summer, so although several schools are looking at holding summer school, it will disrupt the educational needs of children and employment challenges perhaps for some families." This may be needs OACAC could fill.

- *Prolonged employment issues*

  Sudden layoffs and other employment disruptions are being addressed by emergency response measures; however, it is anticipated that long-term recovery efforts will be required to help customers reconnect to the workforce, particularly those for whom employment assistance has not previously been required.
    - It is anticipated that OACAC's Family Support one-on-one case management programming will be required to assist families and individuals in exploring employment assistance options, identifying new employment opportunities, or budgeting for expenses during employment closures. In addition, Life Skills classes can offer this education in a group setting.
- *Prolonged agency capacity issues*

Policies limiting in-person staff/customer interactions may be in place for an extended period of time and agencies will need to maintain remote work and remote customer-interaction infrastructure to be responsive to these needs in a more sustainable capacity.

- OACAC will need to obtain and maintain the technological infrastructure to provide services in an electronic or remote manner. Neighborhood Centers and other departments will need to secure an adequate supply of cleaning supplies and PPE for staff. New policies regarding travel, reporting to work when sick, and remote work guidelines may need to be implemented. Agency program policies and procedures may need to be updated to reflect a modification of services.

- *Prolonged community resource/coordination issues*

The short-term community coordination needs cited in this Assessment are presumed to continue into the long-term. Current conditions may persist for an extended period; recovery efforts will require coordination; ongoing community preparedness to guard against a future outbreak will also require ongoing convening and new community readiness strategies based on what is shown to be effective during the current crisis.

- OACAC must continue participation in county-based and statewide COAD coalitions. In addition, each county must maintain communication with other service providers to determine changing needs and additional community coordination needs.

  - Barry: Though Barry County, according to Gail Reed at the Barry County Neighborhood Center, does not have an official VOAD or COAD (Community Organizations Active in Disaster), in times of disaster OACAC coordinates with the Emergency Manager and other agencies to deal with the situation. OACAC participates with the Emergency Manager every week in the state COAD calls to report on Barry County.
  - Dade: In Dade County, Betty Reno at the Dade County Neighborhood Center is not aware of any COADs.
  - Dallas: According to Judy Hargis at the Dallas County Neighborhood Center, Dallas County does not have a formal group working on this.
  - Greene: In Greene County, according to Cassie Melvin at the Greene County Neighborhood Center, OACAC has become more active in the local COAD since the pandemic began, now participating in weekly phone calls.
  - Lawrence: There is no COAD in Lawrence County, according to Shannon Scott as the Lawrence County Neighborhood Center, as Barry and Lawrence County share a COAD, but OACAC has been participating in the phone calls for this COAD, though no requests related to the COAD have come in.
  - Polk: In Polk County, according to Susan Peden at the Polk County Neighborhood Center, OACAC has been trying to communicate its availability and that its services are available by appointment only.
  - Taney: In Taney County, according to Susan Flores at the Taney County Neighborhood Center, there is no COAD in place, though steps are being taken to create one and OACAC has been working on coordinating that effort. The EFSP board has met and agencies awarded funds will continue to work together to coordinate rent and food assistance. The Poverty Initiative, which OACAC is a part of, will continue to meet and coordinate services and resources, as well.

- Webster: In Webster County, according to Debi Reece at the Webster County Neighborhood Center, the Neighborhood Center is involved in a COAD and has been in phone contact with the group. The center is also partners with a representative of the Red Cross and the Health Unit Administrator is on the center's board.

V. Addressing Equity Implications

Though immediate data may not yet be easily obtained regarding the demographics of those most impacted by the COVID-19 epidemic, previous Community Assessments, as well as countless government and academic studies have established that structural racism, xenophobia, sexism, stigmatization and othering persist – and are often exacerbated – in times of crisis. Community Action recognizes the obligation to ensure that the barriers of structural race, gender, and other inequities are addressed during this time of crisis and beyond. Therefore, it is with this lens that communities are invited to use the equity lens and the question, "why", to understand the specific needs of the diverse populations served.

- Barry: Gail Reed from the Barry County Neighborhood Center did not identify any groups that had been especially affected by COVID-19, although the Latinx population is becoming an emerging impacted population group in Northwest Arkansas where many Barry County residents commute
- Dade: In Dade County, according to Betty Reno at the Dade County Neighborhood Center, senior citizens and the mentally disabled have likely been especially affected by COVID-19 due to having problems with being able to see doctors, counselors, and psychologists and understanding why things have changed.
- Dallas: Judy Hargis from the Dallas County Neighborhood Center reports that low-wage service workers at places that cut staff and low-wage staff at restaurants that had completely closed had likely been especially affected by COVID-19, as well as people living paycheck to paycheck and possibly the low-income disabled members of the community.
- Greene: Cassie Melvin at the Greene County Neighborhood Center identified the following existing community groups in Greene County: NAACP, GLO, PFLAG, Southwest Missouri Indian Center, and Groupo Latinoamericano. The groups represented by these organizations may be at-risk in times of crisis.
- Lawrence: Shannon Scott at the Lawrence County Neighborhood Center did not identify any groups likely to be specifically affected by COVID-19.
- Polk: Susan Peden at the Polk CountyNeighborhood Center did not identify any groups likely to be especially affected by COVID-19, but noted that the county's population is very rural.
- Taney: In Taney County, according to Susan Flores at the Taney County Neighborhood Center, the many illegal immigrants working in the Branson area have been negatively affected by COVID-19 due to not receiving unemployment, government checks, or help from non-profits while also not working.
- Webster: Debi Reece at the Webster County Neighborhood Center did not identify any groups that had been especially affected by COVID-19.

VI. Conclusion

In the Ozarks Area Community Action Corporation (OACAC) Service Area which includes the counties of: Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster, Community Services Block Grant (CSBG) staff engaged citizens during the time period of February 2020 – April 2020 to obtain qualitative data in support of the Community Needs Assessment. However, in March 2020, Community

Needs Assessment data was modified to ask COVID-19 related questions. Low-income citizens completed focus groups in which they were asked to answer a question regarding COVID-19 impact. Community partners, faith-based partners, and educational partners completed one-on-one-interviews with county staff. Each county collected data from at least one participant in each of these identified groups. Private partners were originally scheduled to participate in focus groups. However, with the onset of COVID-19, data collection was modified to include one-on-one interviews. In addition to this a COVID-19 public survey was issued and shared via social media across the service area. This survey was also made available to low-income participants who sought services at each Neighborhood Center and emailed to community partners. These activities were held in every county within the service area. In addition to the qualitative data, quantitative data was researched and is noted in the included Issue Area Characteristics template.

All qualitative data underwent analysis via Word Cloud Analyzation. According to the Cambridge Dictionary, word clouds are "an electronic image that shows words used in a particular piece of electronic text or serious of texts. The words are different sizes according to how often they are used in the text." Responses obtained from partners were analyzed for key words. These key words were then submitted to the word cloud generator located at https://www.wordclouds.com/. A visual representation of the data was then generated and summarized. Quantitative data from the Issue Area

The question that was added to qualitative data collections was:

- **How has the COVID-19 pandemic affected your household**

Cumulative responses showed the following key words as important to partners that offered information.

Primary Key Word:

- Unemployment

Secondary Key Words:

- Small Businesses
- Mental Health
- Learning Loss
- Isolation
- Healthcare
- Businesses
- Income
- Fear

The Issue Area Characteristics template was then used to correlate qualitative responses.

The Community Needs Assessment Workgroup then prioritized causes, gaps, needs, and barriers once the data analysis portion of the Community Needs Assessment was completed. Causes of poverty in relation to COVID-19 included job loss and budget cuts. Gaps included access to PPE, internet access, technology supplies, parenting support/learning loss, food for children, COVID-19 resources, and access to affordable childcare. COVID-19 barriers include safety in public, quarantine status related to COVID-19, and assistance with policies and procedures. COVID-19 needs include access to PPE and cleaning supplies, mental health services, facilitation to increase social interactions, increased need for domestic violence and child abuse support, hygiene supplies, access to affordable childcare, and rental/mortgage and utility assistance. Some support for these causes, needs, gaps, and barriers do exist in the community. Local career centers are offering employment support to

those impacted by COVID-19 job loss. OACAC's Life Skills and Family Support program can offer support in obtaining and maintaining employment to interested community members. Families for Home Education-Missouri can offer support to parents transitioning to a homeschool or digital curriculum to decrease learning loss. OACAC can offer parenting support via life skills or Family Support programming. To assist with feeding children, many local school districts have offered food pickup since the beginning of COVID-19. Many are continuing this through the summer, as well. OACAC's Family Support and Life Skills programming is available to community members to help navigate existing or changing programs, policies, and government resources. These services can also provide support in the area of mental health or cleaning. OACAC has modified services to operate programming under an emergency context that allows most services to be completed remotely or electronically. The Victim Center, Children's Division, and Harmony House offer services to child victims of abuse and domestic violence victims. OACAC's People's Pantries located throughout the OACAC service area offer 24/7 access to food and hygiene items for community members. All 10 OACAC Neighborhood Centers operate Emergency Food and Shelters programming that can assist with rent and mortgage needs. The OACAC LIHEAP department can assist with utility assistance. Some counties operate Senior Tax Funds that can assist seniors with rent and mortgage needs. These causes, barriers, gaps, and needs may benefit from the development of linkages in the community. It has been forecast that budget cuts within the state may be coming, and community members are concerned. If this should occur CSBG staff could explore advocacy efforts. CSBG staff could explore funding for providing non-medical grade face masks to low income individuals and families for protection as well as helping provide cleaning products. CSBG staff could explore sources of funding to help supplement the cost of internet for households in poverty. CSBG staff could explore funding to obtaining technological devices for individuals and families to help support education and work from home. In addition, CSBG staff could connect with community members interested in starting their own childcare business, and support them in this endeavor, improving the member's personal income while creating new childcare slots. CSBG staff could explore the idea of opening a Mobile Food Market. This idea would achieve several things. Food would be sold at a low cost which would reduce the price for consumers. This would help bring food to those in areas with few stores and/or pantries. Ideally it would be able to let people utilize EBT cards. Food would be sourced from as many local farmers as possible to support them, and provide fresh produce. This can help with safety so people don't have to go into large stores. Lastly, OACAC staff could strengthen relationships with minority advocacy groups and advocate as needed, including developing any programmatic expansions needed. Resources for the issue area of other include EFSP grants to assist with rent and mortgage costs, Kindles that OACAC already owns to provide for technological access, a Convoy of Hope partnership to assist with food distribution, a Walmart Foundation grant to assist with the Dade County Food Mobile, Community Foundation of the Ozarks grants to assist with transportation costs, PPE, technological supplies, wellness/physical recreation initiatives, and physical/mental health copays, and a Child Care Provider initiative by OACAC.

To complete prioritization, the Community Needs Assessment workgroup employed quadrant matrix analyzation prioritization. According to MeetingSift.com, quadrant analyzation matrixes, "... are very versatile as they can be designed with different goals and situations in mind. They consist of two axis, representing a set of conflicting interests or aspects, forming a table with four cells. The labels of the axis and the cells depends on the purpose of the quadrant analysis."

- Information obtained from all qualitative sources, in conjunction with quantitative data was analyzed to determine commonalities among data points by the CSBG Community Needs Assessment workgroup. In the prioritization of the data, the X-axis represents the effort required, or input, for each area of data

point. The Y-axis represents the reward, or output, for each data point. This information is then plotted in the matrix to provide a visual to represent the data in one of four categories: low effort/low reward, high effort/low reward, low effort/, high reward, high effort/high reward.

- Low Effort/Low Reward

Increase supplies to families

- Low Effort/High Reward

COVID Parenting/Educational Support

Social Isolation

- High Effort/High Reward

COVID Employment Support

Increase Mental Health Access

Increase Internet Access

Increase Childcare Access

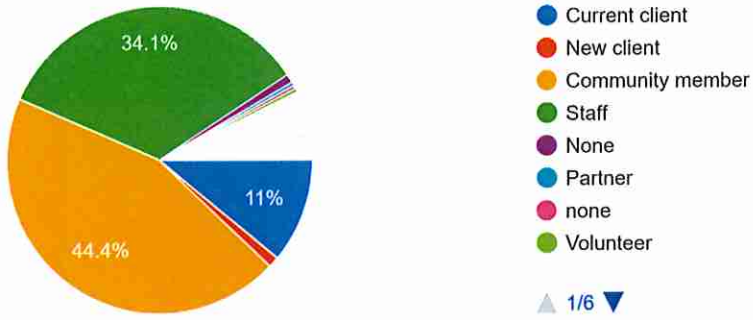
Farmer's Market

Prioritization revealed the following regarding agency capacity and needs demonstrated through the Community Needs Assessment data. OACAC's prioritization lies in the area of **Education** to include educational attainment, internet access, access to technological devices, and access to affordable childcare, **Health** to include access to physical & mental resources and affordable, physical community recreation which will also assist with social isolation, **Nutrition** to include food access and affordability as well as Farmer's Market/fresh produce, **Employment** to be supported through Family Support and Life Skills programming, as well as access to technological devices, internet access and other resources to meet employment needs, and **Housing** to support options to explore mortgage, rental, and utility assistance. It was determined that OACAC does currently have the capacity to assist in the priority areas.

COVID-19 Survey

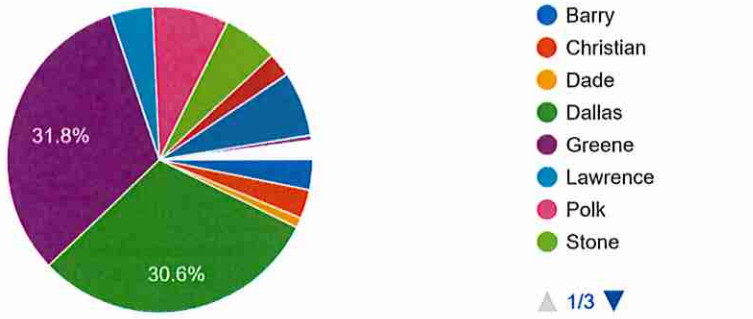
What is your current relationship with Ozarks Area Community Action Corporation (OACAC)?

536 responses



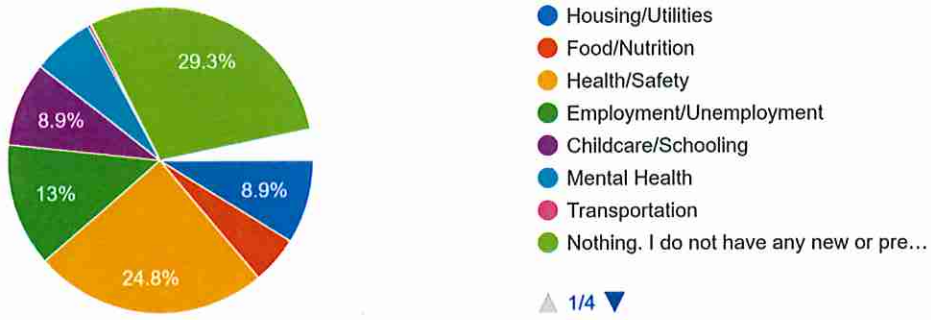
Which of the following counties do you reside?

556 responses



What is your primary concern AT THIS TIME?

553 responses



What is your primary concern, personally, once this pandemic ends for YOU and/or YOUR FAMILY?

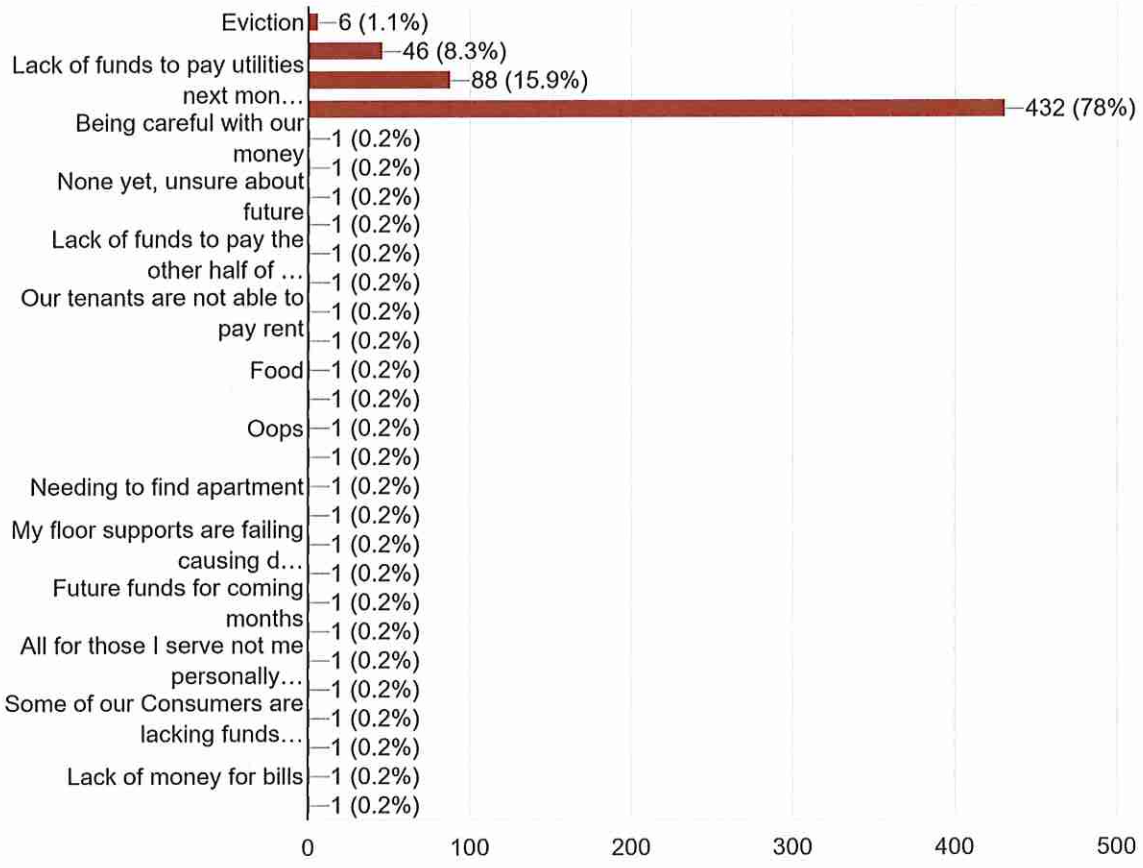
555 responses

What is your primary concern once this pandemic ends for your COMMUNITY?

556 responses

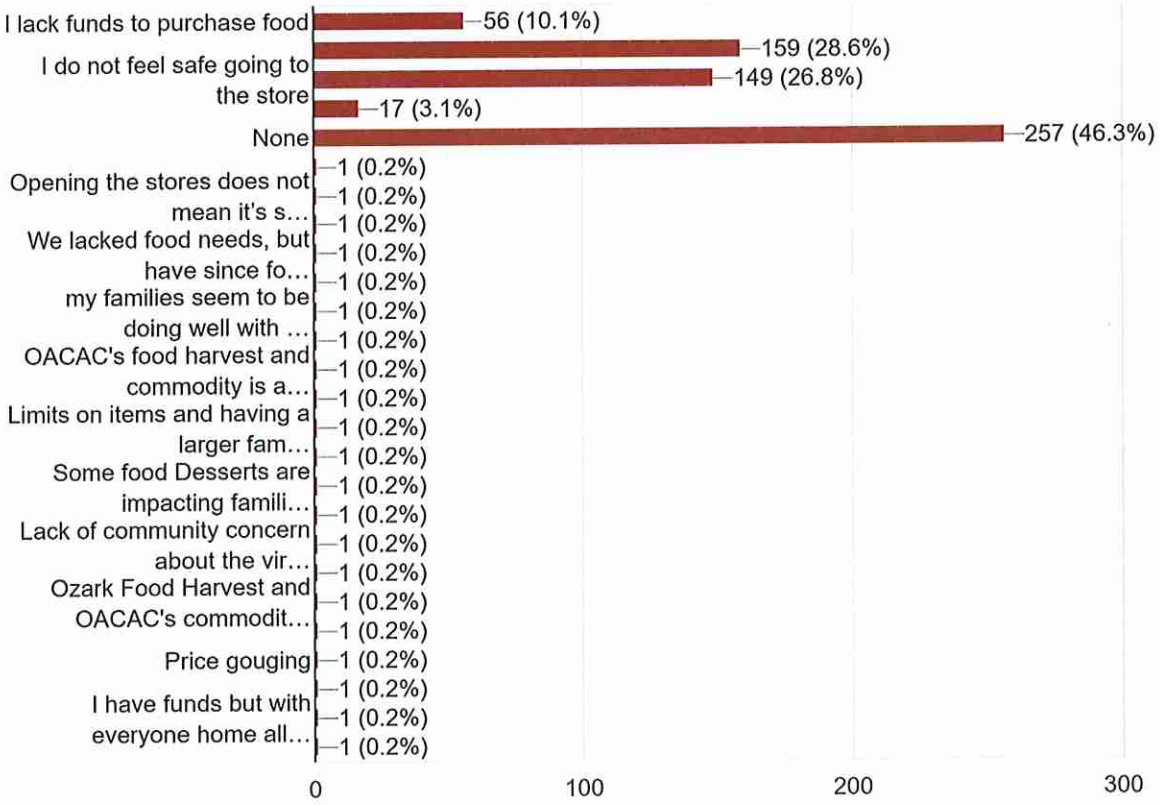
Which of the following housing/utilities issues are you facing at this time? (Check all that apply)

554 responses



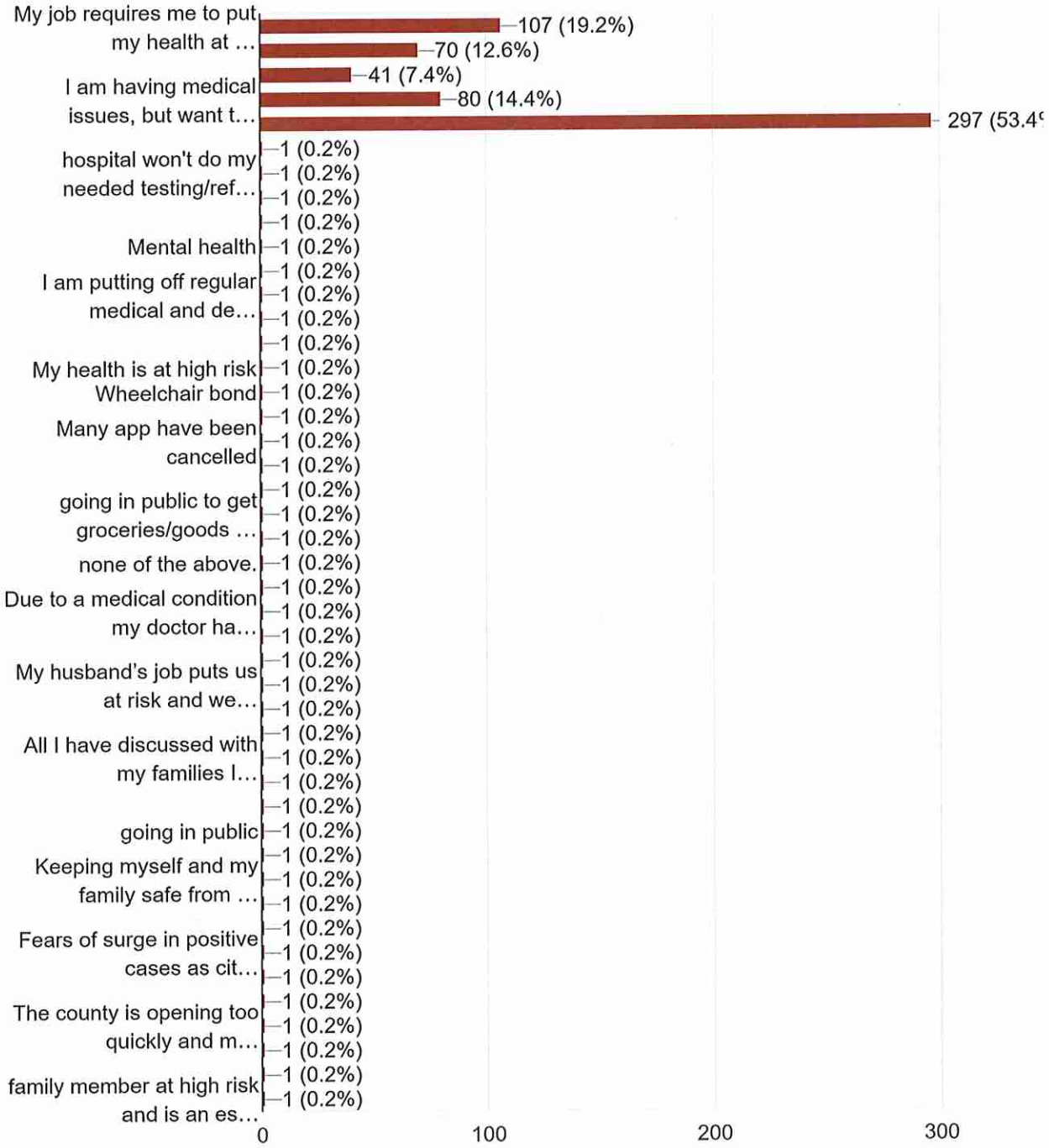
Which of the following food/nutrition issues are you facing at this time? (Check all that apply)

555 responses



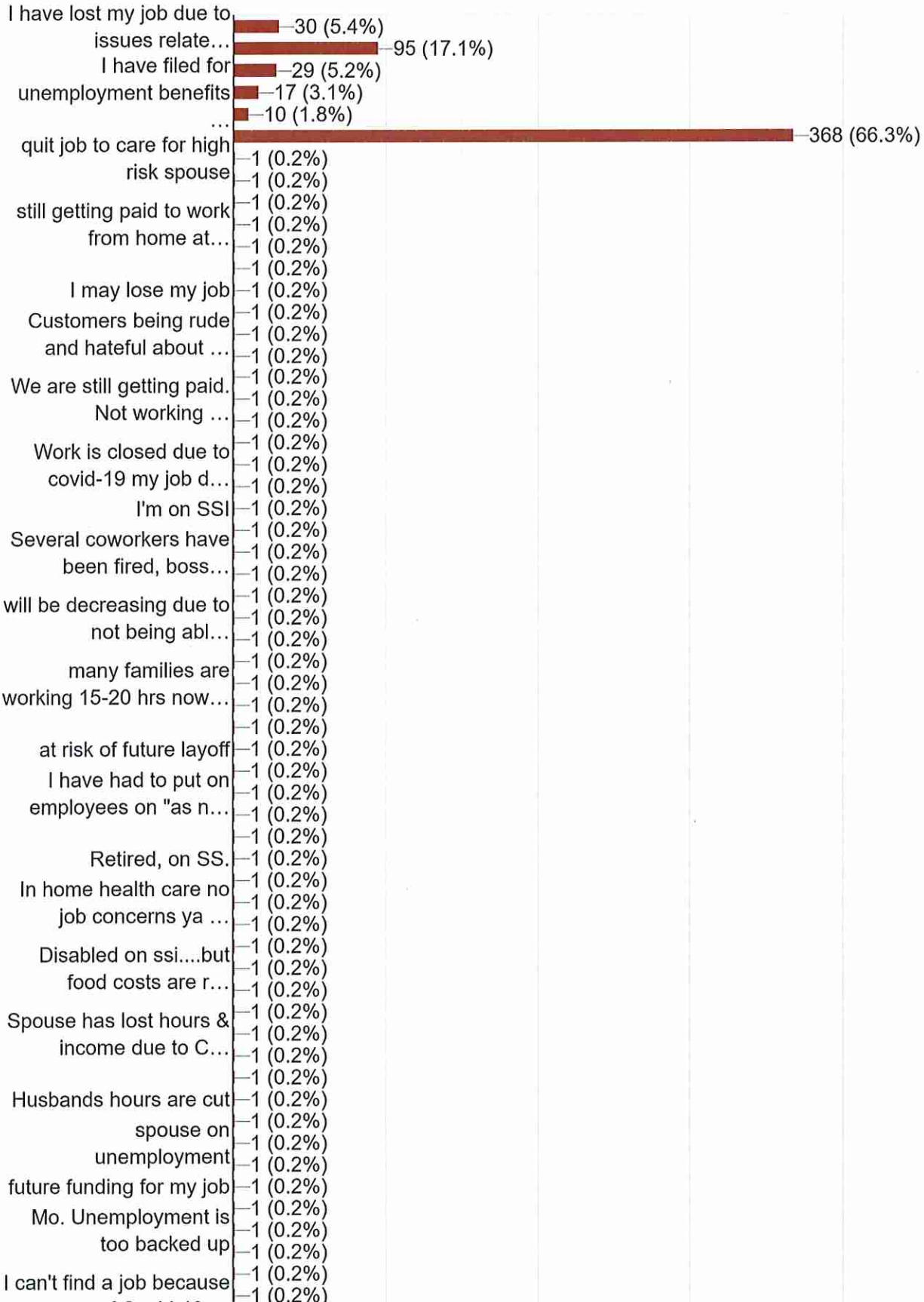
Which of the following health/safety issues are you facing at this time? (Check all that apply)

556 responses



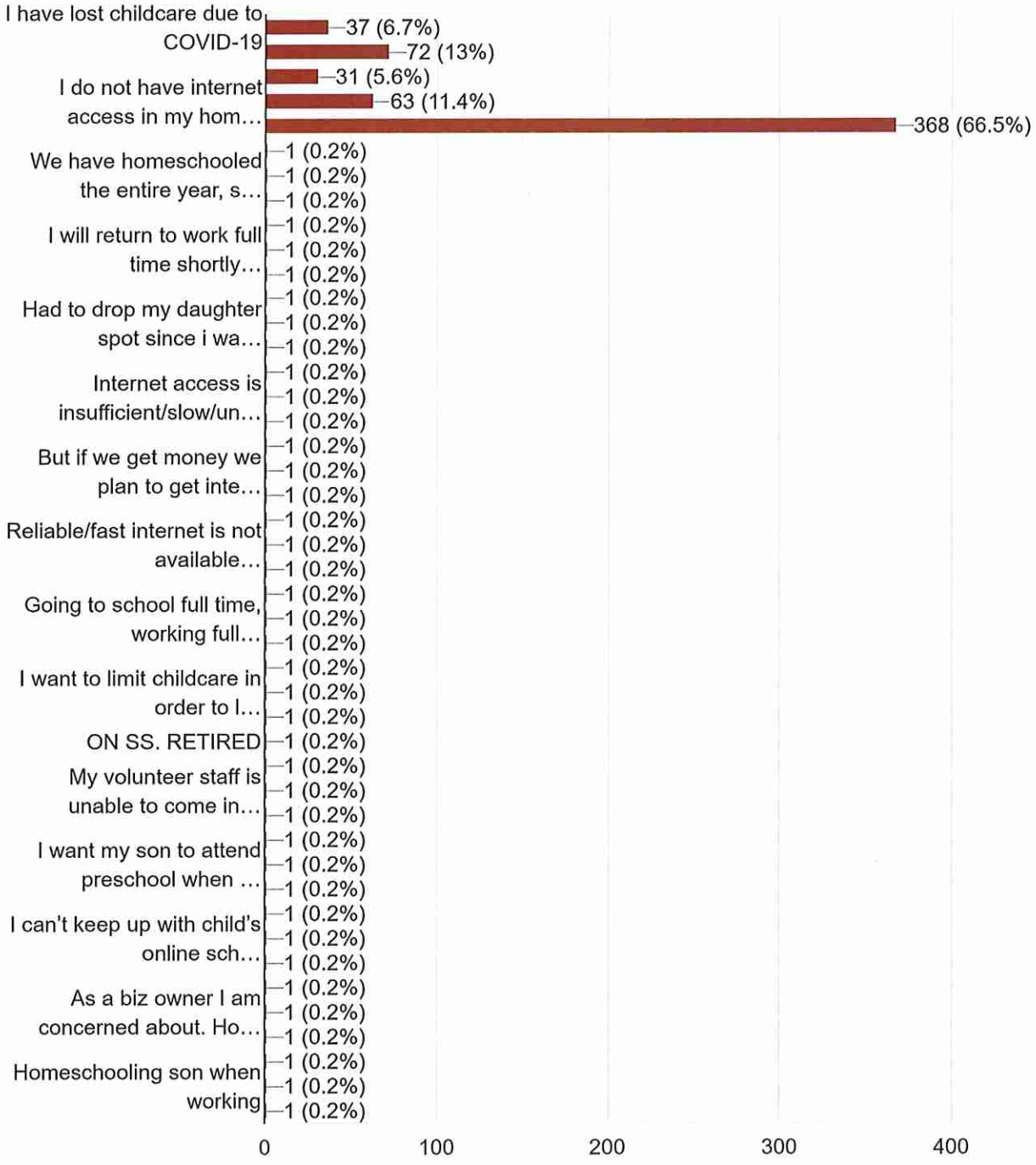
Which of the following employment/unemployment issues are you facing at this time? (Check all that apply)

555 responses



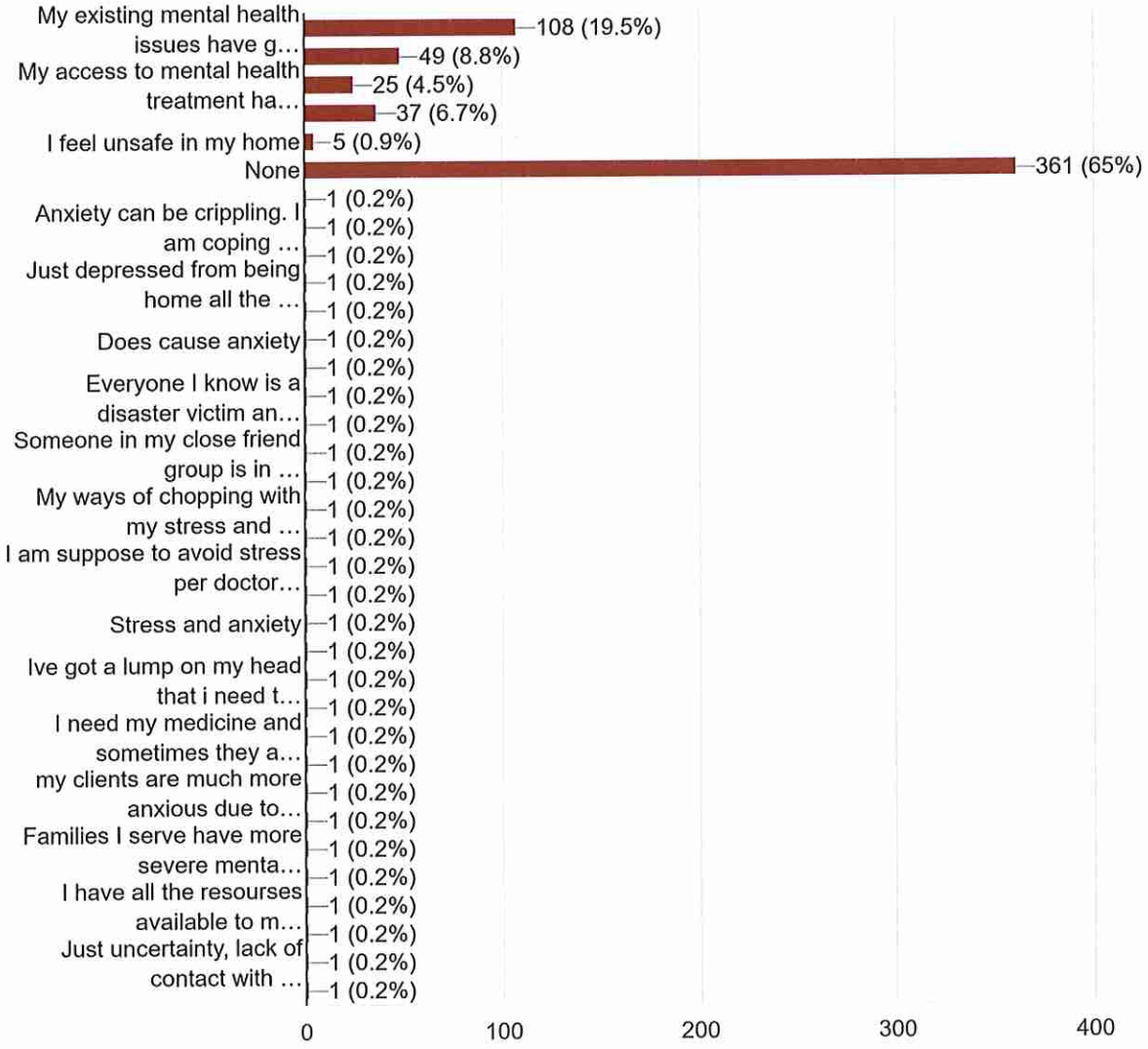
Which of the following childcare/schooling issues are you facing at this time? (Check all that apply)

553 responses



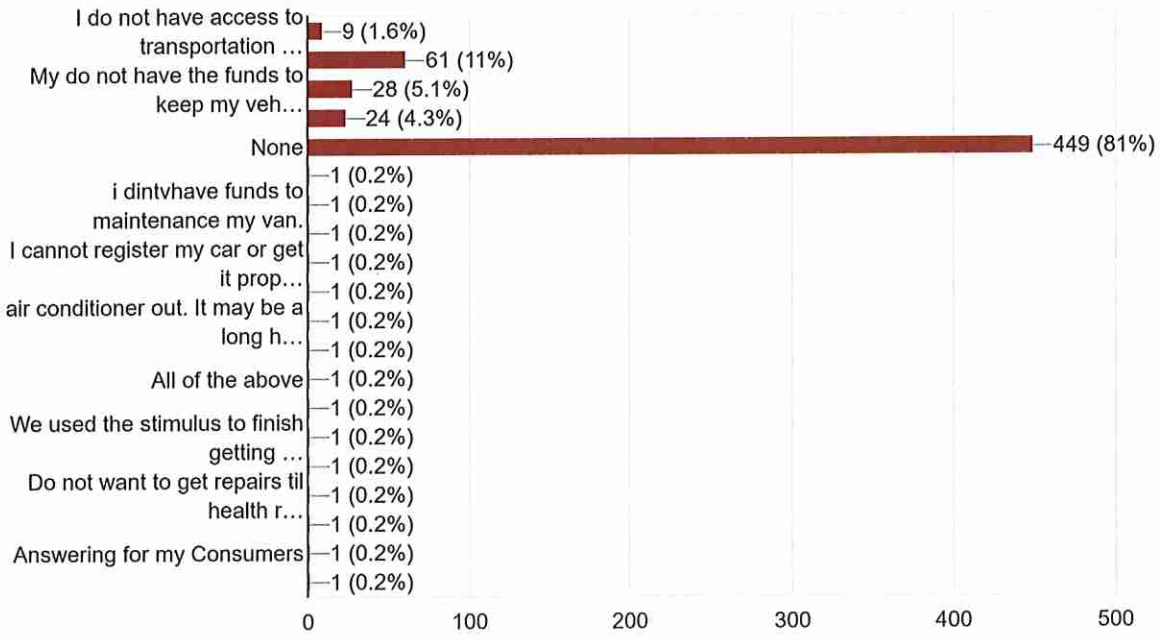
Which of the following mental health issues are you facing at this time? (Check all that apply)

555 responses



Which of the following transportation issues are you facing at this time? (Check all that apply)

554 responses



What supports or services do feel small businesses need as a result of the impacts of COVID-19?345 responses

- Financial
- Funds
- Money
- Our support to them, by the people around them
- Cash flow
- Money to keep employees
- Financial assistance to stay open
- Low interest loans
- Financial
- Unknown
- More support from the community
- Open back up and have a good steady business
- Customers
- Cash
- I think business will need some type of funding to get them back up and running. Also to pay employees how do we expect business owners to fund all this on there own. It's such a devastating situation I'm sure everyone is worried about how they are gonna make it.
- rent and mortgage moratorium, medicaid expansion
- They need money help
- They need to have options that would continue to allow them to operate just like the big stores.
- I dont even know.
- gift certs to encourage shopping
- Not sure
- Help with how to social distance and crowd control.
- Access to PPE
- Money to get back on track and rehire their employees
- They need our business.
- money to keep there businesses going from not being open all this time
- Money to pay their employees, rent, electric, ect.
- Only to be back open....once it is safe to do so, so they are able to continue functioning.
- They need everyone in our community to shop local.
- Ways to keep their businesses going in the middle of shut down or $ to stay afloat
- The longer they are required to remain closed, the harder it's going to be to recover financially. Most do not want government help. They just want to conduct business as usual.
- Sanitizer and cleaning supplies
- financial
- Support until they can open again.
- Community support even if we are paying higher

- Money to. Allow there employs the amount of hours they had pryer to this starting and hazard pay
- Small business need to be able to open backup before the have to close for good.
- -
- For the SBA to actually pay out the loan that they had businesses apply for.
- Help with wages lost
- Money to reopen for loss of income and for employees
- I think that they should get a supplement check to cover rent and electric/utilities until they get back to normal
- Would like to community support of lical businesses. They may need funding to keep their business afloat.
- financial support
- Money to keep businesses open
- Financial. How can small business survive and pay employees when they have been closed or nearly closed for a month. When or if they come back likely business will be slower than normal. Their income will be down for likely 2 or more months.
- An increase in the buying power of a dollar
- Overhead cost coverage. No income for weeks has had to hurt them.
- N/A
- Actual funding from our government.
- They need support to be open safely. New occupancy plans. Guidelines for safety.
- online shopping and delivery.
- Financial support
- help with lost revenue
- Federal loan assistance, extensions on existing loans/debts, employee assistance
- I hope they can reopen and remain open.
- Wipes and mask provided
- Financial resources
- Everything they can get.
- Funding to keep employee paid
- I'm not needing at this time but if this continues I would need help with bills being as I'm getting no income but still having to pay monthly bills (phone, electric, internet, etc). I'm sure other businesses could use help with also.
- PPE, testing, testing, testing
- Access to assistance for keeping/paying their employees
- More funds to sustain themselves
- Monetary support
- Financial support
- keeping customers safe
- We need to buy local to support our local business owners as we reopen the economy.
- Help with their bills
- As a whole they need to be able to pay their bills or to not be under stress with paying their bills

- they need income
- I think they should get small business loan to help reopen and help them get back on there feet. We should shop at these smaller business to help them.
- Time to start opening business, with spacing respected. The closings are doing more damage than the disease, with the exception of NY and a few.
- Funding to keep employees working and safe.
- Assistance with: Rent, Utilities, Business and Medical Ins Premiums, etc.
- Buying local. Being able to access funds from the CARES stimulus
- The ability to curb-side sell, even before they can open up again.
- Community support, loans that don't need to be paid back.
- They need us to be supportive. If we have the means, we need to give them our business to stay afloat. If we don't have the means we need to share their information incase someone can help.
- most are not wheelchair accessible, and i know they are having problems financially.
- Business cannot prosper unless and until we know it is safe to do so. I personally won't see my customers nor visit any business until I feel safe.
- More funds
- Loans/grants to pay the bills until they can reopen.
- Money(grants/loans) to Help keeping current employees on and their doors open
- Allowed to be open
- I answered these questions based on the community I serve, I work as a partner with OACAC. The biggest need is assistance with rent and utilities, assistance getting food to the home as people are not able to get to and from the store due to lack of transportation or the ability to pay for it. Homeless are living in temporary housing, and need funding to stay. The pandemic has been extending the stay at home orders. Stores need to accept food stamps with online shopping, and payment for parking lot pick up.
- Masks, gloves, sanitizer, and money to keep them afloat
- i dont they taking into consideration the ones that had to stay open even people were not paying their bills.
- Operating capital, due to lost income.
- Funding to keep paying their employees. Sanitization supplies. Masks/gloves.
- They need more income to be able to pay their employees and maintain their small business. They could also use more advertising capabilities so they can get the word out about their business and encourage the community to continue to shop with them online
- money to pay employees
- They need to be able to be open to do business and loans to help them get back on their feet.
- I'm not sure
- We all need to help the small businesses by shopping at their stores. To help them.
- To be able to sell curbside like restaurants
- loans or grants that MUST be earmarked for payroll
- Funds for employees and employers Guidance through COVID - 19

- If we can shop at big stores, let us shop at small stores if we feel comfortable to. Taking same precautions with masks and gloves we they should be allowed to be open and we should be all helping by shopping there.
- Get back as usual. This would require a lot of cleaning, etc. Social distancing is a problem for a lot of them (theaters, some restaurants etc.) But that must be done for a long while.

- OTHER (226)

hanks for your feedback. If you have any additional thoughts or concerns that you feel may be useful in helping us plan to better serve our clients and community, please express them in the space below.82 responses

none

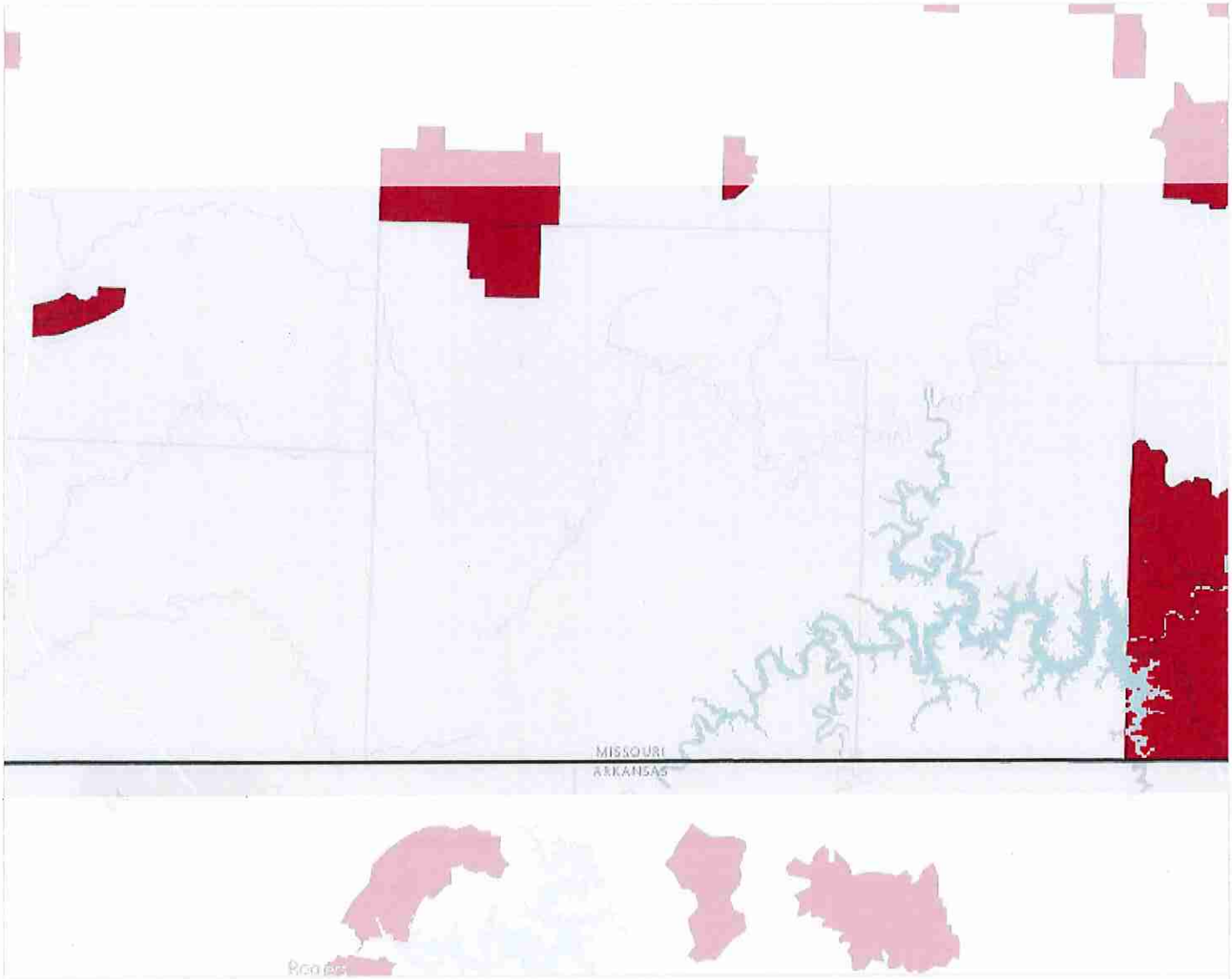
- None at this time
- None
- When MO was declared state of emergency, Gov Parson received 10's of millions of dollars to address the problem. He stated he will be sure to extend that money over the next 10 years to best utilize the funds. He is using emergency money for self preservation. He is not an elected Governor. He needs to use that money for what it was intended.
- need help cleaning house
- I think that people that still receive government funding should not get additional income before people who have lost their jobs or total income due to Covid
- I am still staying home. My husband is a collector and is meticulous in his hygene habits. We are perfectly suited for this type of emergency but will have issues in June unless something changes.
- Food available for middle aged adults without kids.That group seems to have been over looked. where free food is being given out. I know a lady who was layed off due to covid 19 and her husband is in the middle of a disability decision. They have no money coming, as her unemployment still hasn't started coming 5 weeks in and their stimulas check will have to come by paper form. So, no money for morgage, electric or food.
- Food, diapers, cleaning supplies, and hygiene supplies for families I think would be a helpful focus right now
- many need to learn not to go stupid over anything like this
- -
- Some clients need rent waiver because unemployed
- Would like to see more food banks, or more than once a month at the food bank in Dallas County. Not enough supply of food to help feed a family of 7, (6 under 14).
- My patients are out of work, worried about eviction, can't get resources such as food because there is not enough publicity about how to get food from different pantries. My patients have lost jobs and really need help getting back into the work force as soon as possible.

- Children's education is going to be about 4 months behind when/if they go back to school. Some children do not have support or supervision at home to continue their lessons.
- Delivery from food pantries or more affordable grocery delivery for elderly/high risk people
- I anticipate that access to safe, decent, affordable housing and case management will be a need post-COVID
- I have expressed my thoughts and concerns several times to parties who could make changes, but no changes have occurred.
- Jobs jobs Jobs for people that are handycap but won't to work.
- I fear we are simply too spoiled and lacking in resolve to do the difficult and disciplined things needed to defeat this virus and, as a result, we may yet suffer unimaginably.
- Appreciate all you do!
- I keep getting paperwork about continuing health care for myself and grandchildren and it's confusing and I can't reach anyone to help and it seems like the questions and answers are misleading I stay very stressed about it
- Another stimulus check would have helped people pay bills and buy food
- Education about COVID-19. SO many people in my community still think it is a hoax.
- Pray Stay strong Help everyone Have faith in our President Donald J Trump Stay safe May God bless you in Jesus name AMEN
- Social distancing should be done until this disease is over and they have a proven cure.
- Quit giving to the ones that want to only suck the system and not try
- I would love to know what kind of a data pool these types of surveys give for you. Is there a place where this will be published?
- I'm worried that if we open before childcare or summer school programs open that I will not have childcare for my children and therefore will not be able to go back to work.
- None
- It is terrible that they are permanently closing the Cassville head start! That community needs it so bad and they are letting them down!!!
- My husband and I still work yet you closed our daycare several weeks ago. I have to leave him alone with 7&9 year old for an hour or two till our schedules allows us to be home.Thanks
- Thank you for providing the food harvest food and the commodities because without them me and my family would not have food.
- Need unrestricted funds to help those who need to get caught up on rent and utilities. Need eyes on kids in high risk environments to address safety and well-being.
- n!a
- Can you save us from the insane, criminal potus and destruction of America's representative republic???
- I am sure many of our Head Start families have been effected due to lack of financial support due to being shut down, or job loss
- Housing for thre homeless!
- Very thankful for the supports received from OACAC admin, co-workers and the ability to have flexible schedules if needed, I haven't, but know of co-workers who have. Another time to be thankful to work for our agency.

- Stone County is rural and the funds are not enough for all the families in need. The ladies are great at the office.
- Keep up the good work & stay safe.
- Express the facts and try to get community to believe and take precautions for health & safety
- Thank you for all you are doing for our community.
- Need more programs that can get people out of poverty permanently and less programs that allow people to remain in poverty but live comfortably because others will provide their basic needs... Too many stimulus checks paying for frivolous items. People need to downgrade heavily on their living standards and this should be approached with CAAs.
- Food stamps and food pantries do not give enough help to those on SSA/SSI. We have to use both and I am still only able to eat one meal a day so my husband and son can eat 2 meals a day.
- Unemployment may be more of a problem than in the past. Some individuals who were formerly employed might benefit from training in new fields to ready them for other jobs.
- I yet to receive my stimulus check or the one my ex husband won't get because of non payment of child support that he owes and havnt received my taxes either. Everyone else I know has though. Can't call and check either no one is available
- The only thing that concerns me how our head start children are going to get food in their house if they need it.
- THANK YOU OACAC FOR GIVING ME FOOD EVERY MONTH FROM THE FOOD BANK I DONT KNOW HOW I'D EAT WITHOUT IT.
- Dallas County excels at providing for members of the community who need help.
- I anticipate a large jump in unemployment again this summer once the governor drastically cuts the budget which will put many of us who work for the state, or programs funded by the state, out of work.
- Concerned about returning to normal too quickly and seeing a sharp rise in new cases.
- Keep up the great work.
- My work hours have been cut, pay decreased, and I am in danger of losing my job. OACAC has given me emergency food and the free food distribution has been a God send! Please continue to support these critical programs for free food distribution so I can utilize what little money I have for other bills.
- Please remind clients of the importance to continue practicing social distancing, as well as all other suggestions for staying healthy.
- None i feel the funds will be put to good use
- Good news on the TV not so much confusion and mis-truths...
- I personally have not been affected. But, I know many who have been and are struggling in.all areas of need...food, rent, jobs, all of it....
- I am most worried how long this is going to last, and if school will start in the fall like usual, or be delayed. If by chance it gets delayed, but my job opens back up, I may have trouble with child care for my own children.
- Thank you for supporting the community.

- I think all community actions need to worry more about peoples need then the company's needs.
- I feel we get conflicting information about how to protect ourselves and families.
- I'm concerned about returning to work and having to miss a lot due to missed appointments and other needed tasks that I can't do because of COVID-19
- The financial and mental effects of the pandemic will be felt for years. Hopefully, experts will be looking that far ahead.
- I think all these shut downs was unnecessary, it's hurt more people than it helped. I'm mad as hell, we should fully open up NOW!!!!
- I worry about those who suffer from abuse and or addictions and how this quarantine will effect them now and in the future.
- The media is not accurately reporting the seriousness of this virus but instead are airing pieces about people who are disgruntled by the orders. Very irresponsible!
- 1/4 of Springfield is in poverty and MANY of us cannot afford safe, stable housing. People sleep on the streets every single night. Lots of people are doubled up and couch surfing. Lots of people living in unsafe conditions. Something needs to be done to prevent rent increases, to prevent evictions and foreclosures, and to increase the availability of safe and affordable housing in this city.
- City utilities shutting people's water off for no payment, then charging a 50.00 reconnect fee. Galena Mo people need help with this bill.
- CONGRESS..... FIX THIS S%*T
- The school wants our kids to do online work and we don't have internet
- Try to keep the public aware of wearing masks and gloves and taking extra precautions!
- none at this time
- Na
- The release of low level criminals from prisons is poorly designed and thought out. Leaving more unsupervised and I fear homeless.
- Make the food pantry lists more available for people.
- Homeless population and housing
- I worry that the children from my class may be facing issues at home that are not being noticed or addressed.

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	65,672
Total Area in Square Miles	204.35
Persons Per Square Mile	321

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	55,444	84.43
Black or African American	781	1.19
Asian	618	0.94
Native American / Alaska Native	344	0.52
Native Hawaiian / Pacific Islander	183	0.28
Some Other Race	62	0.09
Multiple Race	1,456	2.22
Hispanic or Latino	6,784	10.33

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	32,080	48.85
Female	33,592	51.15

Population by Age Groups	Total	Percent
Age 0 to 17	15,493	23.59
Age 18 to 64	37,978	57.83
Age 65 and Up	12,201	18.58

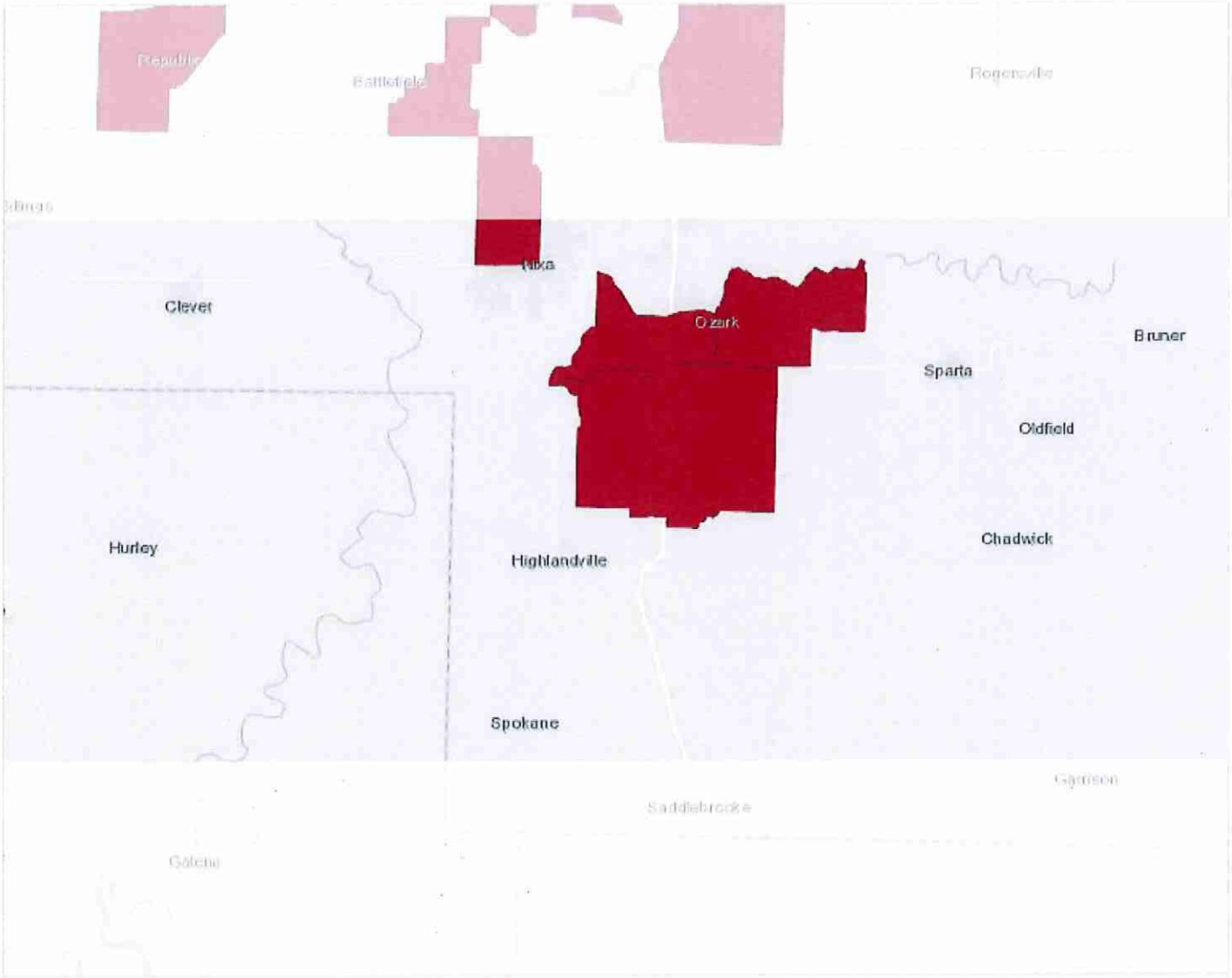
Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	11,161	17.42
Adults Age 65+ in Poverty	1,075	9.06

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	1,027	1.67

Uninsured Population	Total	Percent
Uninsured Population	10,438	15.99

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	22,448
Total Area in Square Miles	43.64
Persons Per Square Mile	514

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	20,625	91.88
Black or African American	395	1.76
Asian	76	0.34
Native American / Alaska Native	101	0.45
Native Hawaiian / Pacific Islander	0	0
Some Other Race	0	0
Multiple Race	817	3.64
Hispanic or Latino	434	1.93

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	10,889	48.51
Female	11,559	51.49

Population by Age Groups	Total	Percent
Age 0 to 17	5,729	25.52
Age 18 to 64	13,022	58.01
Age 65 and Up	3,697	16.47

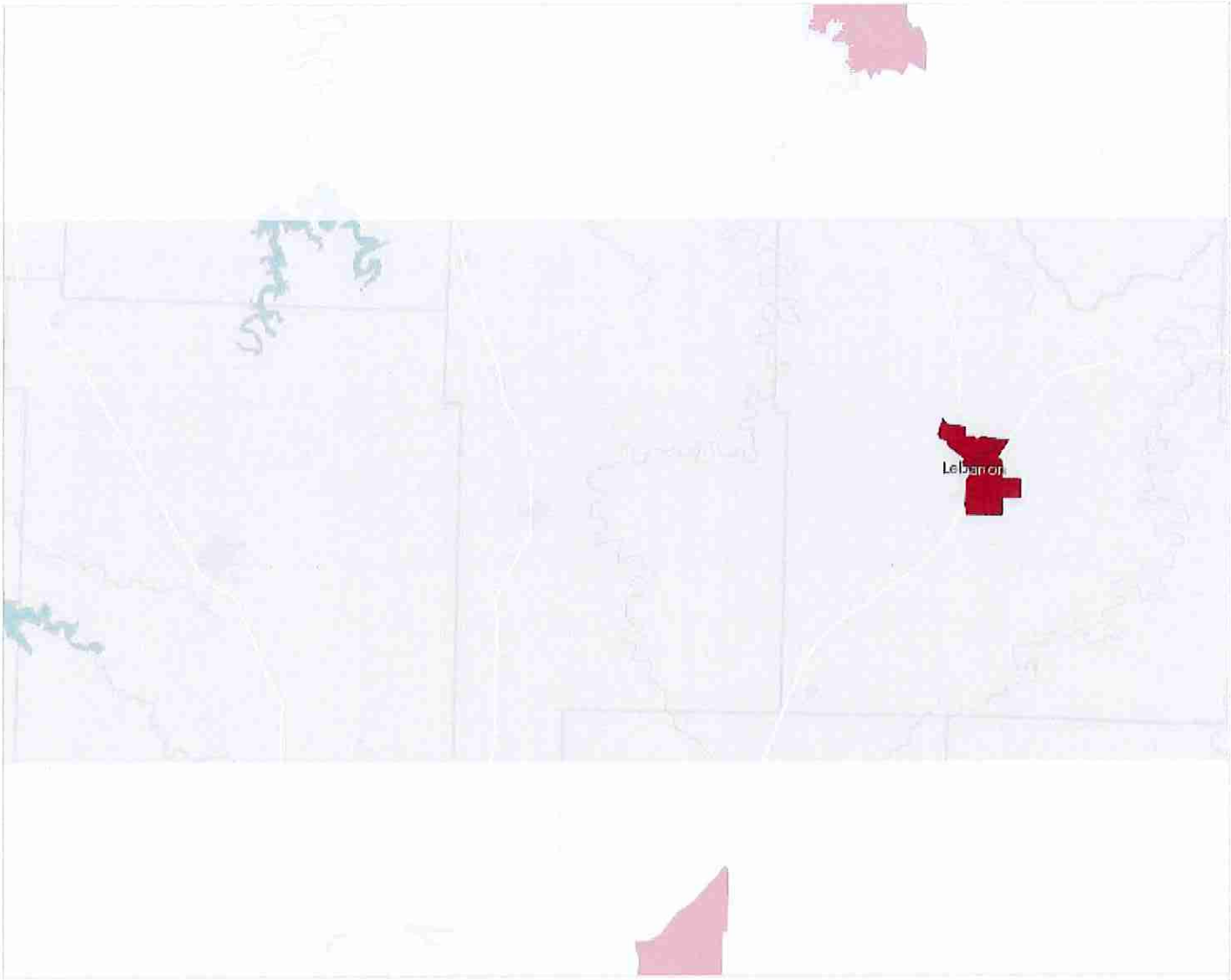
Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	2,578	11.79
Adults Age 65+ in Poverty	330	9.24

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	47	0.22

Uninsured Population	Total	Percent
Uninsured Population	2,288	10.31

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	9,109
Total Area in Square Miles	11.09
Persons Per Square Mile	822

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	8,348	91.65
Black or African American	69	0.76
Asian	8	0.09
Native American / Alaska Native	14	0.15
Native Hawaiian / Pacific Islander	6	0.07
Some Other Race	0	0
Multiple Race	266	2.92
Hispanic or Latino	398	4.37

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	4,474	49.12
Female	4,635	50.88

Population by Age Groups	Total	Percent
Age 0 to 17	2,231	24.49
Age 18 to 64	5,195	57.03
Age 65 and Up	1,683	18.48

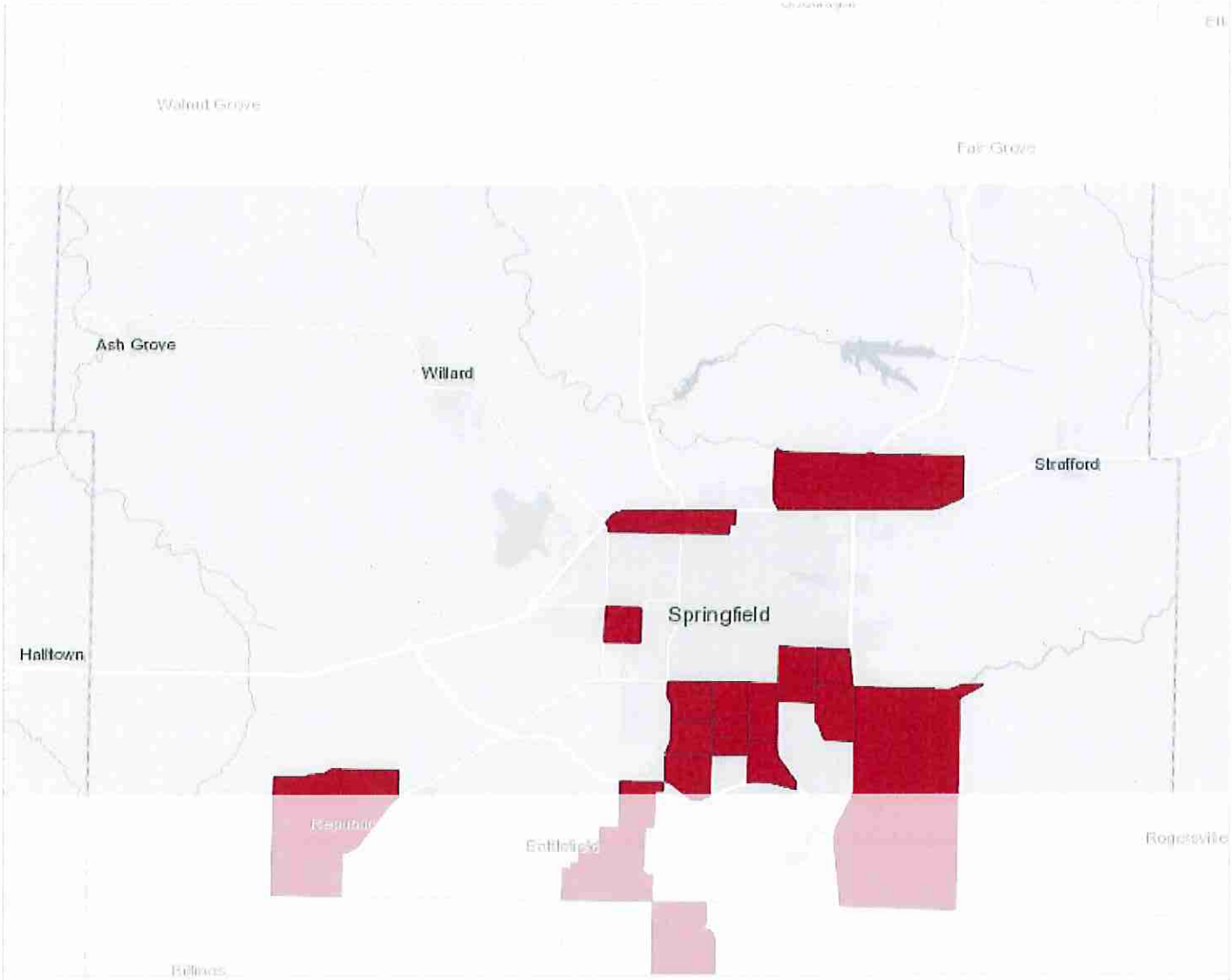
Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	1,684	18.97
Adults Age 65+ in Poverty	218	13.37

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	11	0.13

Uninsured Population	Total	Percent
Uninsured Population	913	10.23

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	71,367
Total Area in Square Miles	57.02
Persons Per Square Mile	1,252

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	62,008	86.89
Black or African American	2,110	2.96
Asian	1,478	2.07
Native American / Alaska Native	357	0.5
Native Hawaiian / Pacific Islander	79	0.11
Some Other Race	73	0.1
Multiple Race	2,549	3.57
Hispanic or Latino	2,713	3.8

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	34,483	48.32
Female	36,884	51.68

Population by Age Groups	Total	Percent
Age 0 to 17	13,799	19.34
Age 18 to 64	43,699	61.23
Age 65 and Up	13,869	19.43

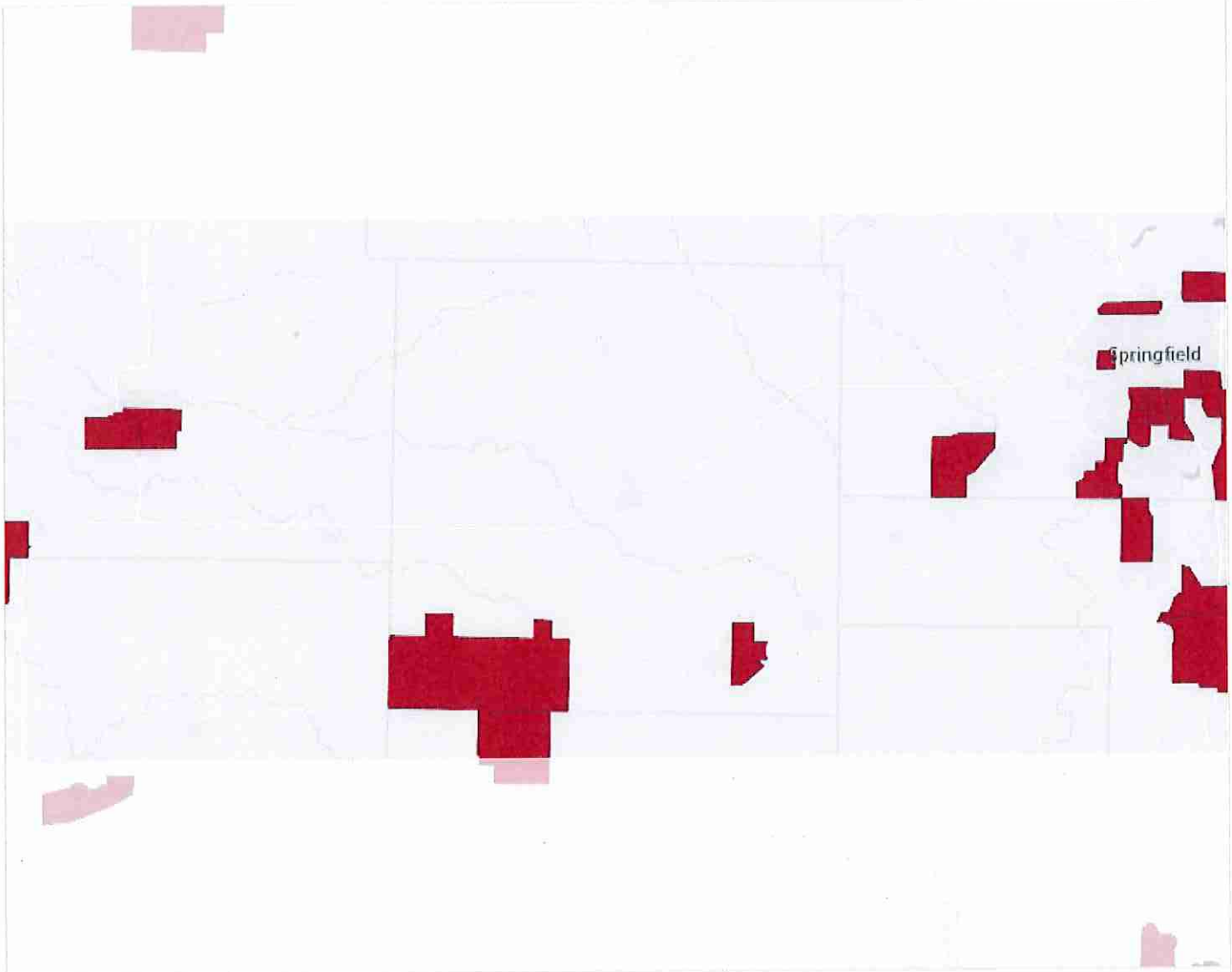
Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	11,489	16.41
Adults Age 65+ in Poverty	871	6.64

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	791	1.17

Uninsured Population	Total	Percent
Uninsured Population	8,533	12.12

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	125,245
Total Area in Square Miles	180.39
Persons Per Square Mile	694

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	105,493	84.23
Black or African American	2,653	2.12
Asian	1,886	1.51
Native American / Alaska Native	915	0.73
Native Hawaiian / Pacific Islander	79	0.06
Some Other Race	170	0.14
Multiple Race	4,535	3.62
Hispanic or Latino	9,514	7.6

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	61,229	48.89
Female	64,016	51.11

Population by Age Groups	Total	Percent
Age 0 to 17	27,612	22.05
Age 18 to 64	74,545	59.52
Age 65 and Up	23,088	18.43

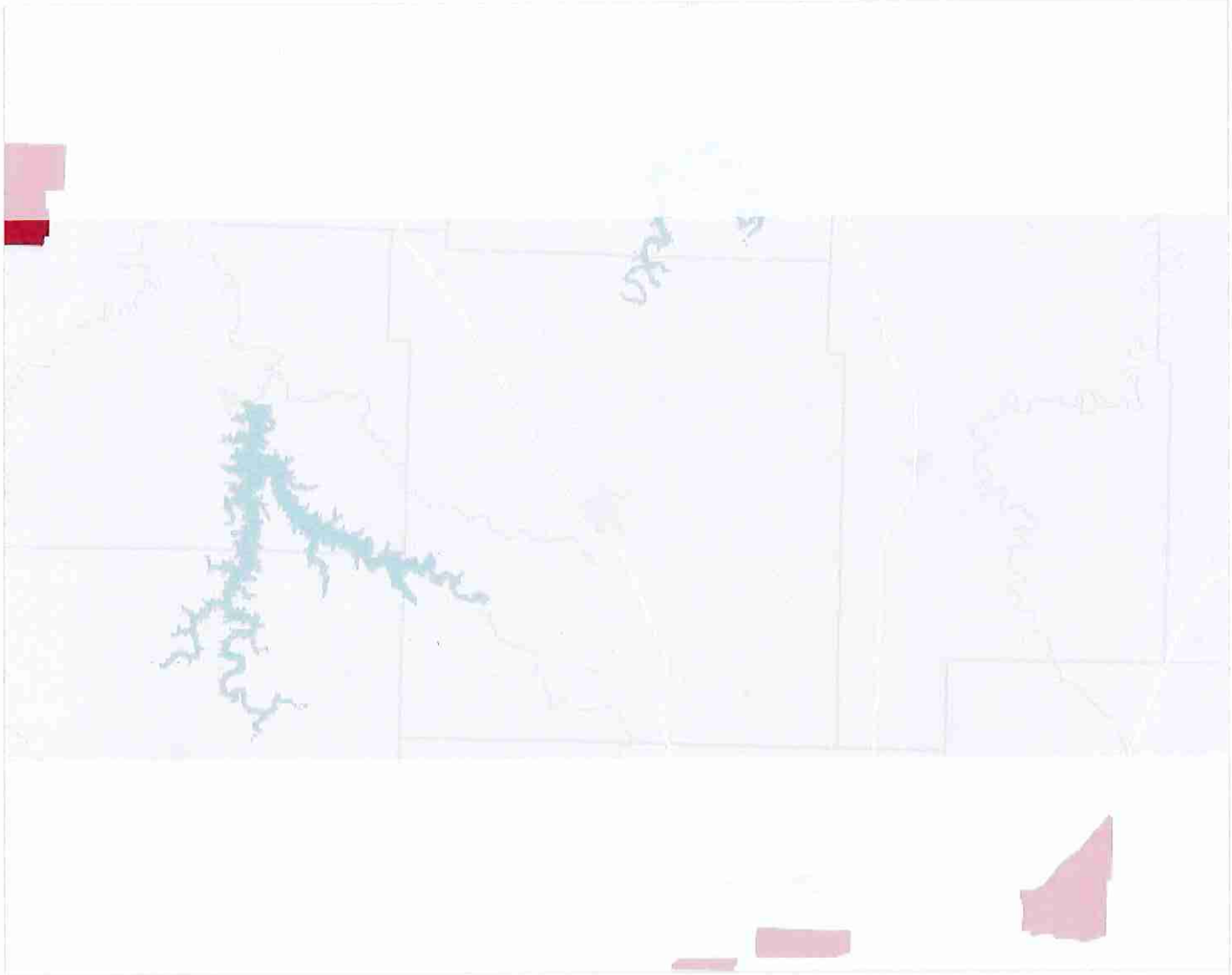
Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	21,229	17.26
Adults Age 65+ in Poverty	1,759	8.07

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	1,509	1.28

Uninsured Population	Total	Percent
Uninsured Population	16,236	13.13

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	5,178
Total Area in Square Miles	29.74
Persons Per Square Mile	174

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	4,849	93.65
Black or African American	3	0.06
Asian	0	0
Native American / Alaska Native	0	0
Native Hawaiian / Pacific Islander	31	0.6
Some Other Race	0	0
Multiple Race	269	5.2
Hispanic or Latino	26	0.5

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	2,413	46.6
Female	2,765	53.4

Population by Age Groups	Total	Percent
Age 0 to 17	1,276	24.64
Age 18 to 64	2,786	53.8
Age 65 and Up	1,116	21.55

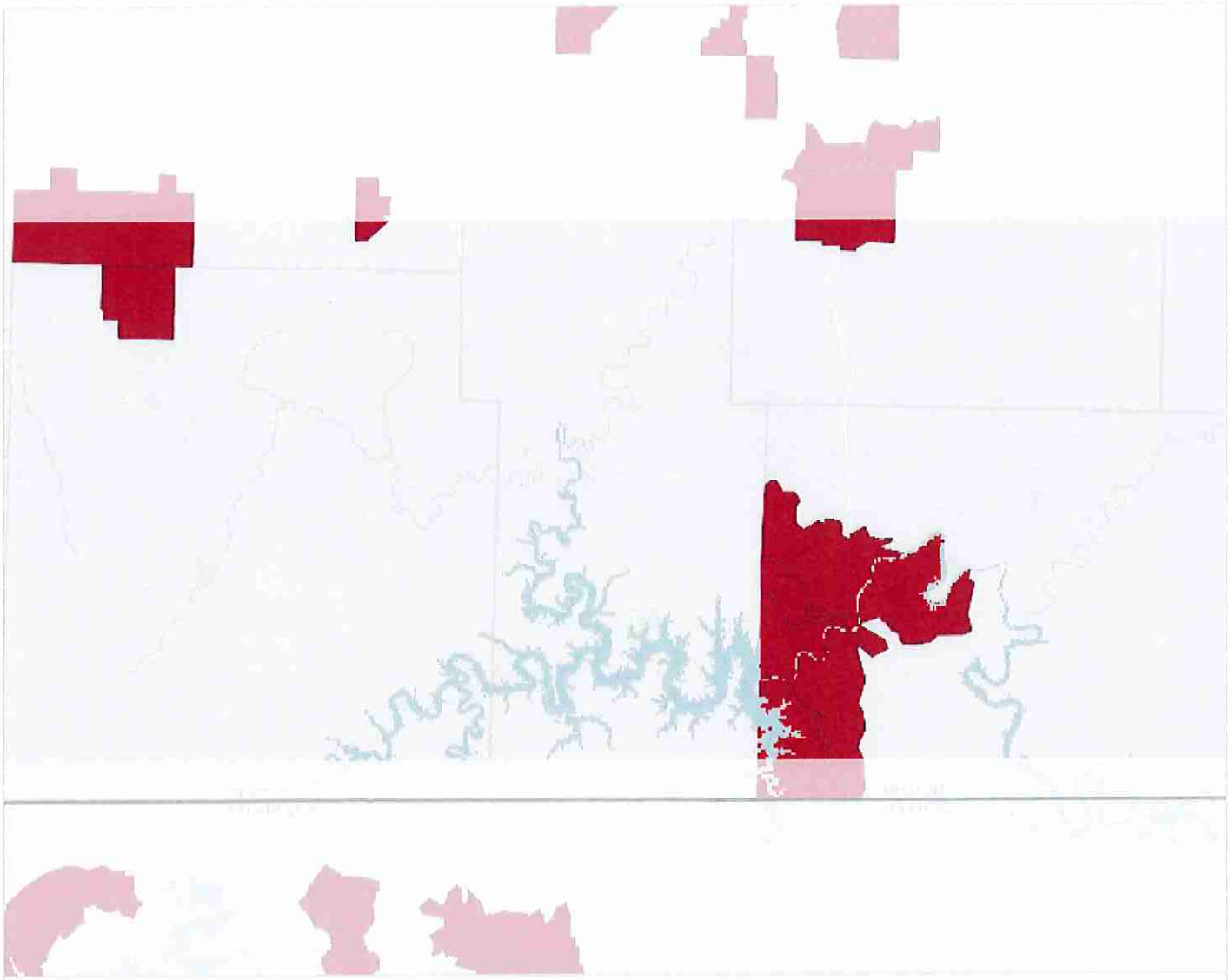
Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	1,094	21.67
Adults Age 65+ in Poverty	127	12.29

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	0	0

Uninsured Population	Total	Percent
Uninsured Population	725	14.23

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	56,852
Total Area in Square Miles	196.14
Persons Per Square Mile	290

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	48,611	85.5
Black or African American	655	1.15
Asian	546	0.96
Native American / Alaska Native	304	0.53
Native Hawaiian / Pacific Islander	4	0.01
Some Other Race	62	0.11
Multiple Race	1,194	2.1
Hispanic or Latino	5,476	9.63

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	27,788	48.88
Female	29,064	51.12

Population by Age Groups	Total	Percent
Age 0 to 17	12,954	22.79
Age 18 to 64	33,165	58.34
Age 65 and Up	10,733	18.88

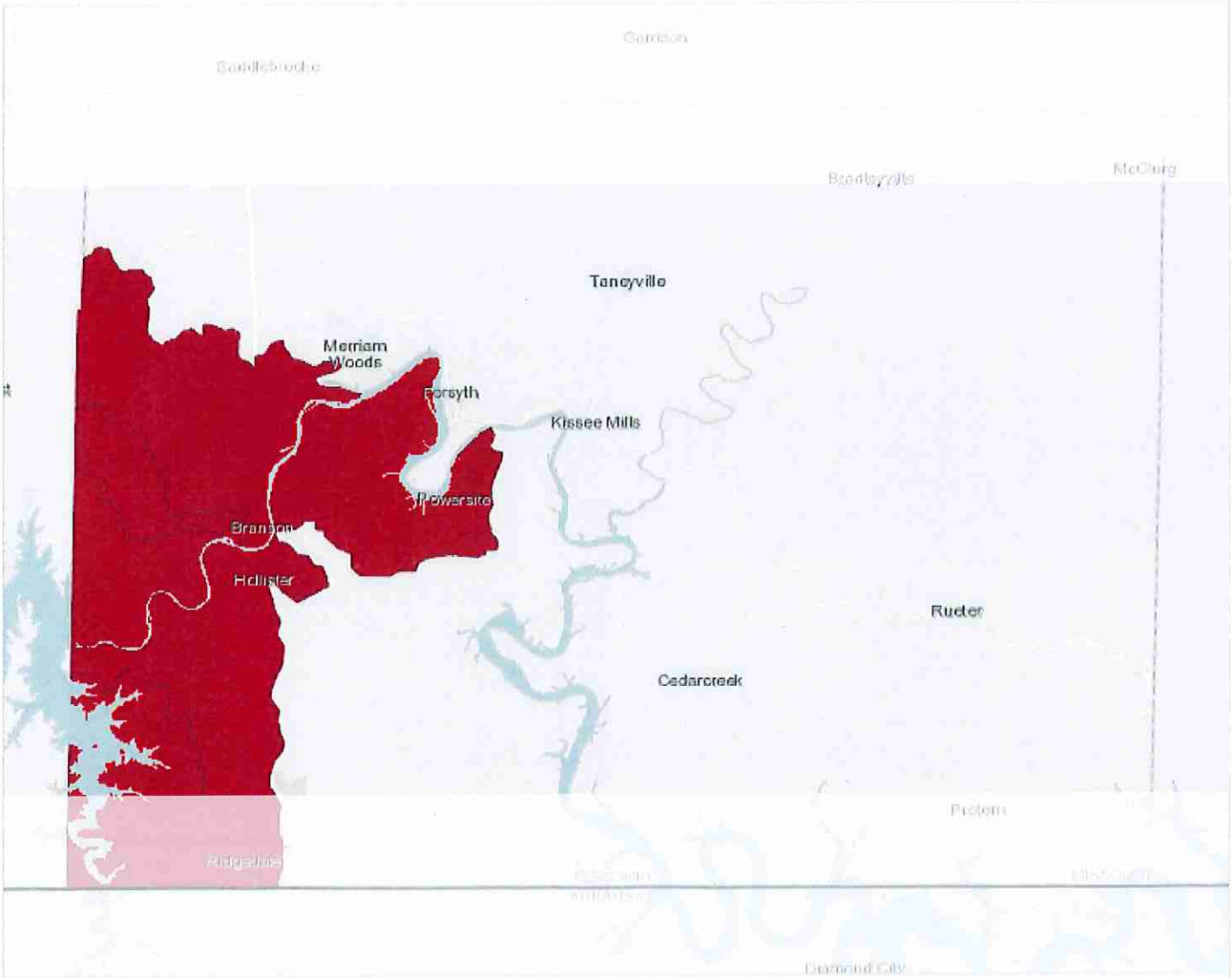
Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	9,240	16.71
Adults Age 65+ in Poverty	915	8.78

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	821	1.54

Uninsured Population	Total	Percent
Uninsured Population	9,107	16.13

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	35,362
Total Area in Square Miles	110.99
Persons Per Square Mile	319

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	31,152	88.09
Black or African American	586	1.66
Asian	335	0.95
Native American / Alaska Native	240	0.68
Native Hawaiian / Pacific Islander	4	0.01
Some Other Race	62	0.18
Multiple Race	572	1.62
Hispanic or Latino	2,411	6.82

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	16,912	47.83
Female	18,450	52.17

Population by Age Groups	Total	Percent
Age 0 to 17	7,441	21.04
Age 18 to 64	20,643	58.38
Age 65 and Up	7,278	20.58

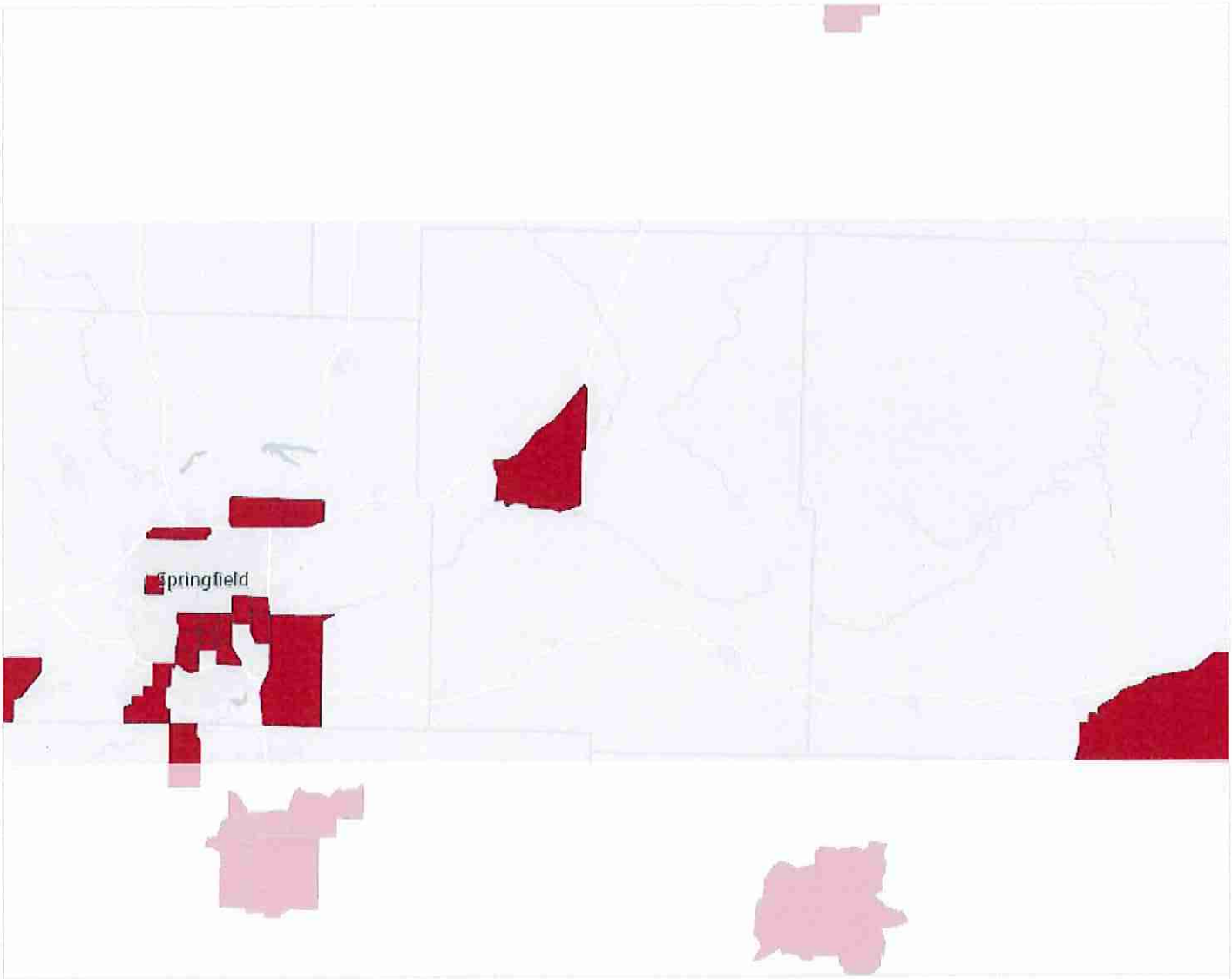
Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	5,393	15.85
Adults Age 65+ in Poverty	587	8.22

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	457	1.38

Uninsured Population	Total	Percent
Uninsured Population	5,935	16.88

COVID-19 Vulnerability Report



Map Legend

COVID-19 Vulnerability Footprint, ACS 2014-2018; 2019

Footprint Definition

- Population Density (Persons per Sq. Mi.): >= 100
- Uninsured Population: >= 8%
- Population Age 65 and Older: >= 15%

Data Sources

- American Community Survey: 2014-2018; 2019

Basic Demographics in the Shaded Footprint Area

Total Population	87,994
Total Area in Square Miles	123.89
Persons Per Square Mile	710

Population by Race/Ethnicity	Total	Percent
Non-Hispanic White	77,368	87.92
Black or African American	2,307	2.62
Asian	1,502	1.71
Native American / Alaska Native	471	0.54
Native Hawaiian / Pacific Islander	79	0.09
Some Other Race	73	0.08
Multiple Race	3,261	3.71
Hispanic or Latino	2,933	3.33

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates.

Population by Gender	Total	Percent
Male	42,927	48.78
Female	45,067	51.22

Population by Age Groups	Total	Percent
Age 0 to 17	17,752	20.17
Age 18 to 64	53,042	60.28
Age 65 and Up	17,200	19.55

Vulnerable Populations

Below 100% of Federal Poverty Level	Total	Percent*
Total Population in Poverty	14,642	16.96
Adults Age 65+ in Poverty	1,360	8.36

Linguistic Isolation	Total	Percent
Linguistically Isolated Population	791	0.95

Uninsured Population	Total	Percent
Uninsured Population	10,378	11.96