

Ozarks Area Community Action Corporation



Empowering People, Enriching Communities

Approved by the OACAC County Advisory Board on June 13, 2023

Community Needs Assessment 2023

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Executive Summary

Activities and Results

Activities

OACAC staff started planning for the 2023 Community Needs Assessment in December of 2022. Staff created a timeline for creating questions for the surveys, interviews, and focus groups; the collection of that qualitative data; research and collection of statistical data; data analysis; and writing of the community needs assessment. Questions were prepared for a public survey, a community partner survey, low-income focus groups, and interviews with community partners. Community partner interviews were collected from the following sectors: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

Staff broke into work groups in order to collect statistics for the quantitative data, as well as to come up with questions for the surveys, focus groups, and interviews. Questions for the focus groups were open ended and address all ROMA domains. Each of the 10 counties in the service area was asked to host at least one focus group. Focus group questions were finalized by the work group in January. These were also scheduled in January, and then conducted in the month of February. Counties were also asked to interview at least one partner from each of the identified sectors. In total, there were nine focus groups and 91 interviews done. Focus groups were conducted both in person and via zoom. These sessions were recorded in order to make transcribing them easier. Interview notes were taken and all transcriptions and notes were reviewed by the Leadership Team and used for further data analysis.

Survey questions were created to find out what services the community felt would be needed in the next three years, without being leading. Surveys were collected from community partners and the low-income public. Questions were finalized by the work group in early January. The surveys were open to responses for 3 weeks from mid-January to the beginning of February. Survey links were sent to community partners via email by county offices and sent to service area TANF recipients zip codes via Department of Social Services text blasts. Staff also put out paper copies at county Neighborhood Centers. After surveys closed, the results were viewed in Google drive and aggregated into charts.

Results

Data analysis was conducted in February and March. Further details can be found under the Data Analysis section of this report. The results that were formed from this data analysis can be found in the entirety of this report. This report is available on the OACAC website at oac.ac. When accessing the website, it is under the about section, under resources, and on the page under other additional resources- Community Needs Assessment.

Information Gathered and Analyzed

Methodology of Quantitative Data Analysis

Quantitative data was collected for each of the ten counties in the service area. Quantitative is defined by Cambridge Dictionary as “relating to an amount that can be measured”. Quantitative data is data with numerical properties that can be measured in a quantifiable way. OACAC staff worked together to collect this data from a variety of sources such as but not limited to: The National Community Action Partnership, US Census Bureau, Missouri Public Service Commission, US Department of Housing and Urban Development, American Community Survey, US Department of Agriculture, Missouri Hunger Atlas, Feeding America, Missouri Secretary of State, Movement Advancement Project, Best Neighborhood, Missouri Attorney General, and Department of Economic Development.

The type of data collected included statistics related to poverty/income; employment; education; housing; health and nutrition; civic engagement; environment; diversity, equity, inclusion, and belonging; and multiple domains such as transportation. After compiling these statistics and entering them into the data tables found on page 43, leadership staff went through descriptive statistical analysis. Staff discussed each data point to determine which points were out of the normal or average range in comparison to the state of Missouri. Data in the tables is listed by county, and also the average for the state of Missouri. This allowed staff to determine abnormalities and concerns in the service area. Staff noted where a county or counties were grossly under or over the average (depending on what was appropriate) in order to follow up and also later cross examine this with the qualitative data.

All quantitative results were further correlated and analyzed with the qualitative data tables to locate the issues and needs identified later in this report.

Methodology of Qualitative Data Analysis

The Cambridge Dictionary defines qualitative as “relating to the quality of an experience or situation rather than to facts that can be measured”. The qualitative data collected highlights the experiences of both low-income people in the community, and community partners. Qualitative data was collected in the form of public surveys, low-income focus groups, and interviews with community partners and low-income individuals. Data was collected from the following partners/groups/organizations: low-income service area individuals; board members; Elevate Branson; Cox Health and Ozarks Wellness Network; Cassville Pantry; Christian County Emergency Management; Lease of These, Inc.; SWMO Restore & Builds; Christian County Health Department; Stone County Health Department; Dallas County Health Department; ACCESS Family are Medical and Dental Clinics; GRO Marshfield; Farmers Market; Greene County Juvenile Office; Lawrence County Council on Aging; Friestatt Community Hall; Greene County Health Department; Niangua Food Pantry; Christian County Homeless Alliance; Freedom Seekers Ministry; Harvest Church; First Christian Church; Main Street Baptist Church; Destiny Church WheelFed; Niangua, Conway & Associate Marshfield United Methodist Church; Webster County Baptist Association; Council of Churches; Community Outreach Ministries; and several church members or pastors from other churches; Charis Group; White River Valley Electric; Webster County Senior Fund; the Buffalo Reflex Newspaper; Arvest Bank; BLRL; Ryal’s Insurance; Angie’s Floral and Gift; five county commissioners; several city employees; a member of a local juvenile office; and several appointees of elected officials; Springfield Public Schools; Care 2 Learn; Lockwood R-1 School District; Head Start; Dade County Schools; Ozark Public Schools; University of Missouri Extension; Buffalo Prairie Middle School; Bolivar Middle School; Crowder College; Mallory Elementary; Marshfield Schools; and Cassville High School.

Public surveys were done for low-income community members and community partners. Surveys were collected on paper and online. Low-income focus groups were done with eight people or less in order to maintain a casual and comfortable environment. Focus groups were made up of clients from the past program year. Interviews were done with low-income

individuals and partners from the key sectors of community-based organizations, faith-based organizations, private sector, public sector, and educational institutions. The questions asked for focus groups and interviews can be found in the index.

After conducting focus groups and interviews, transcripts and notes were assessed. Key phrases and words were pulled from both focus groups and interviews. These phrases and words were plotted onto large papers for each category that had been discussed. Categories were income; housing; education; employment; health and nutrition; environment; civic engagement; diversity, equity, inclusion, and belonging; and multiple domains. Phrases and words from responses in each category were then placed into a strengths, weaknesses, opportunities, and threats (SWOT) analysis and color coded to their sector. SWOT analysis involves assessing strengths, weaknesses, opportunities, and threats. This analysis helped to determine what the top responses were for each category and by each sector in those categories.

The key words and phrases discussed were also entered into word clouds. The Cambridge Dictionary defines word clouds as “an electronic image that shows words used in a particular piece of electronic text or series of texts. The words are different sizes according to how often they are used in the text.” The words were entered into a word cloud generator online. This provided a visual representation of what was most discussed across all low-income individuals and sectors. The word clouds can be found after this section of the report.

Survey results were aggregated into charts to show a statistical representation of each of the low-income and community partner surveys. These responses were then used in descriptive statistical analysis in comparison with the quantitative data tables. The questions and aggregated results can be found in the full data analysis section of this report.

All qualitative results were further correlated and analyzed with the quantitative data tables to locate the issues and needs identified later in this report.

Low-Income Summary of Survey Results

Key pieces of the survey results from the low-income public are broken out by category and are as follows:

Income

- In regards to monthly income, 35.1% said their monthly income was \$0-\$1,000; 39.8% said their monthly income was \$1,000-\$2,000; and 25.1% said their monthly income was \$2,000 or more
- 81.9% said they needed more monthly income to meet their basic needs
- Of those that responded, 49.7% said their income was from SSI or SSDI and 7.6% reported no income. Other sources included employment, retirement, TANF, and child support
- 58.5% reported they received Medicaid, 26.3% received Children's Medicaid, 52% reported they received SNAP, and 19.9% reported no assistance received. Other reported assistance received included Medicare, section 8, TANF, WIC, and VA benefits.

Housing

- In regards to living situation, 55.6% reported living in rental housing; 34.5% reported owning or purchasing housing; and 5.8% reported living with a friend
- 34.5% reported their housing needed minor repairs, 8.8% reported unsafe housing, 22.8% reported rentals were not affordable. Other responses to what issues they faced with housing included unsafe neighborhoods, criminal history, past evictions, difficult landlords, handicap access issues, no needs, and housing purchases not affordable.

Education

- When asked about education level, 36.9% reported having some college or higher; 30.4% reported having a high school diploma; and 12.9% reported having their GED
- When asked about educational needs, 13.5% stated child behavior concerns; 12.3% listed money for tuition, and 10.5% said GED or high school diploma. Other responses

included no needs, obtaining school supplies, english as a second language, adult education, adult and child reading, difficulties, and IEP/special education needs

Employment

- When asked about employment status, 25.7% said they were disabled; 20.5% retired; 34% working full or part time; and 12.9% unable to work due to anxiety or depression. Other responses included not working, or in college
- When asked why they might be unemployed, answers included domestic violence or sexual abuse; drug or alcohol abuse; lack of childcare; lack of proper clothing; lack of transportation; lack of skills; retired; disability; mental health problems; and other health issues

Health and Nutrition

- When asked if they had any unmet needs, there were the following: 34.5% needed dental care; 23.4% needed eye/vision care; 9.4% needed general medical care; 19.9% needed mental health care; and 14.9% needed transportation to appointments. Other responses included diabetes, hearing care, dermatology, no needs, heart/vascular, and prescription
- When asked about food security on a scale from 1-10 (1 being secure and 10 being most insecure), 22.8% felt food security in the community was 1-3; 43.9% felt 4-7; and 33.45 felt 8-10
- When asked about barriers to physical activity, 31.6% reported affordability; 16.4% reported distance; 22.8% reported transportation; and 17% reported availability

Environment

- When asked which issues were most concerning, it was reported that 36.7% felt traffic; 39.2% felt poor waste management; and 37.3% felt pollution of rivers and seas. Other answers included pollution overall, flooding, extinction of species, the hole in the ozone layer, and radioactive waste.

Civic Engagement

- When asked what needs to be addressed in the community, 70.8% reported affordable housing. Other responses included parks and recreation, farmer's market availability, senior housing, public transportation, food security, after school programs, secondary education access, broadband internet, mental health resources, shelters, grocery options, affordable retail options, and none.
- When asked how accessible community leaders are, 33.95 had no opinion; 40.9% said somewhat accessible or accessible; and 17% said not accessible

Diversity, Equity, Inclusion, and Belonging (DEIB)

- When asked if they felt their community is safe and welcoming for all races, cultures, religions, sexual orientations, or disabilities, 24.6% said no and 18.1% said unsure
- When asked if they had ever faced or witnessed discrimination, 31.6% said yes

Multiple Domains

- When asked about barriers to transportation, 35.1% said they could not afford gas. Other responses included no barriers, not owning a vehicle, no public transportation, no license, minor and major vehicle repairs, driving record, and access to trails

Community Summary of Survey Results

Key pieces of the 154 survey results collected from community partners are broken out by category and are as follows:

Income

- When asked to list barriers of income to the community some of the following answers were written in more than once: transportation, lack of livable wages, lack of skills, limited jobs, childcare issues, cost of living, seasonal tourism, and drug and alcohol abuse

Housing

- When asked what affects housing in the community, 42.2% responded minor repairs, 85.7% said rental housing was not available, 40.9% said difficult landlords, and 31.8% said the neighborhood wasn't safe. Other responses included home not safe, housing purchase not affordable, handicap modifications needed, criminal/legal history, and past evictions.

Education

- When asked what the school/educational needs are affecting the community, 64.4% responded with child behavior concerns, 34.4% said adult basic education, and 33.1% said GED/high school diploma. Other responses included IEP/special education services, money for tuition, adult or child reading difficulty, English as a second language, obtaining school supplies, computer skills, transportation, keeping kids in school, and access to mental health professionals.

Employment

- When asked about the biggest barriers to employment for the community, 74.7% responded with lack of childcare, 76.6% said lack of transportation, 66.25 said lack of skills/education, and 62.3% said drug/alcohol problem. Other responses included issues with domestic violence, lack of permanent address, lack of proper clothing, lack of documents, language barrier, layoff or downsizing, learning/developmental disabilities,

mental health problem, other health issues, physical disability, sexual orientation or gender, unaccompanied youth, and motivation problems.

Health and Nutrition

- When asked about unmet needs in the community, 64.3% responded with transportation to appointments, 56.5% said substance abuse treatment, 55.8% said mental health care, and 47.4% said dental care. Other responses included diabetes, eye/vision care, general medical care, hearing care, dermatology, heart care, prescription assistance, pulmonary disease, sexually transmitted diseases, insurance coverage, and emergency care.
- When asked how secure the community was with food on a scale of 1-10 (1 being lowest and 10 being highest), 12.9% said 1-3, 60.4% said 4-7, and 26.6% said 8-10.
- When asked about barriers to physical activity, 72.1% said affordability, and 59.75 said transportation. Other responses were distance, availability, motivation, childcare, weather, and bike paths needed.

Environment

- When asked about issues of most concern, 54.5% responded with poor waste management, 51.3% said pollution of rivers and seas, and 37% said air pollution. Other responses include flooding, traffic, extinction of species, overpopulation, the hole in the ozone layer, and radioactive waste.

Civic Engagement

- When asked what needs were needing to be addressed in the community, 86.4% responded with affordable housing, 74% said public transportation, and 59.1% said mental health resources. Other responses included parks and recreation, farmers market availability, senior citizen housing, food security/food pantry, after school programs, secondary education access, broadband internet, shelter, more grocery options, and more affordable retail options.
- When asked how accessible community leaders were, 13.6% said not accessible, 52.6% said somewhat accessible or accessible, and 16.25 said very accessible

Diversity, Equity, Inclusion, and Belonging (DEIB)

- When asked if the community was safe and welcoming to all races, cultures, religions, sexual orientation, or disabilities, 32.5% said no and 35.7% said yes
- When asked if they have ever personally experienced or witnessed discrimination, 37.7% said yes and 51.9% said no

Multiple Domains

- When asked about the largest barriers to transportation, 83.8% responded with no public transportation available, 74.7% said not owning a vehicle, and 74% said they cannot afford gas. Other responses included not having a license, vehicles needing minor or major repairs, previous driving record, no access to safe bike or pedestrian trails, and no barriers.

Low-Income SWOT Analysis



Community-Based Organization SWOT Analysis



Faith-Based Organization SWOT Analysis



Private Interest SWOT Analysis



Public Official SWOT Analysis



Educational Institution SWOT Analysis



Customer Satisfaction Data

Customer Satisfaction Data is gathered from surveys offered via Survey Monkey. Surveys are available for people at the time of intake and emailed out quarterly for active clients who have provided an email address. Surveys are also provided to clients once they finish any life skills classes and after a client is closed out of case management. This helps to provide the survey to more individuals on a more consistent basis and to see how satisfaction changes from service to service.

Data is entered by each county at the end of every month onto a local Office Forms document. Data is then broken down to translate how many responses have been collected and from which program. Each question is represented by a bar graph to quantify responses by question options. Data results can be read off the Office Forms document or translated into an Excel spreadsheet. Questions asked in the survey are listed below:

1. Date
2. Program
3. OACAC staff treated me with dignity and respect
4. OACAC staff actively listened to my needs
5. Office staff made me feel comfortable sharing my information
6. The services I received helped in my self-sufficiency goals
7. OACAC staff were knowledgeable about the resources given to me
8. I would recommend OACAC services to others in the community

Customer Satisfaction data is presented on a yearly basis to OACAC's Area Board of Directors. All data must be sent in 10 days before the Board meeting to allow time to review. During the meeting the Board will address any concerns they have about responses.

The previous program year's data showed the following:

- 65% of responses came after completion of an Intake/Assessment/Referral (IAR), 22% came after completion of life skills, and the remainder came from case management and unspecified
- 307 people agreed that OACAC staff treated them with dignity and respect, and 3 mostly agreed that OACAC staff treated them with dignity and respect
- 304 people agreed that OACAC staff actively listened to my needs, 5 mostly agreed, and 1 responded other
- 305 people agreed that office staff made them feel comfortable sharing their information, 4 mostly agreed, and 1 responded other
- 295 people agreed that the services they received helped them in their self-sufficiency goals, 8 mostly agreed, 6 were neutral, and 1 responded other
- 304 people agreed that OACAC staff was knowledgeable about resources given, 5 mostly agreed, and 1 responded other
- 305 people agreed they would recommend OACAC services to others in the community, and 5 mostly agreed

While working on the assessment, staff referenced this data in order to determine if any major agency changes needed to happen to better serve the community.

Poverty Data

The Poverty Rate for Missouri overall is 12.7%. All of our counties fall above this rate with the exception of Christian county with a poverty rate of 8.3%. The rest of the counties fall between 13.2-19%. The overall population of Missourians at or below 100% of the Federal Poverty Line is 12.77%. Again, all counties fall above this rate with the exception of Christian county with a rate of 9.35%. The other counties fall between 14.36-21.12%. The rate of poverty for men in Missouri is 11.57% and all counties but one is at a higher rate, between 12.26-18.07%. The rate of poverty for women in Missouri is 13.93% and all counties but one is at a higher rate, between 15.2-24%. Christian county falls well below the state rate of poverty for both men and women with men at 8.7% and women at 9.97%.

The overall the Hispanic population in poverty for the state is 18.28%. Four of our counties fall below this rate: Christian at 7.53%, Greene at 17.89%, Polk at 5.44% and Webster at 8.82%. All other counties have rates significantly higher than the state rate, with Dade being the highest

at 52.33%. The overall Not Hispanic population in poverty for the state is 12.51%. Christian county falls well below this rate at 9.41% and all other counties are significantly higher than the state rate with Dallas being the highest at 20.53%.

The poverty rate by race is broken down into seven different categories. The rate of the white population in poverty for the state is 10.89%. Christian county has the only rate below this at 9.53% and Dallas county has a rate nearly double this at 21.49%. The rate of the Black population in poverty for the state is 23.47%. Several counties fall far below this rate: Christian 6.48%, Dallas 10% and Webster 4.31%. Dade county, however, has a rate of 76.92%, over three times higher than the state rate. The rate of the Native American population in poverty for Missouri is 20.72%, several counties are well below this rate. The rate of the Asian population in poverty is 12.33%. Most counties are at or below this rate with the exception of Dallas at 38.17%, Greene at 20.49% and Taney at 23.29%. The rate of the Hawaiian or Pacific Islander population in poverty for Missouri is 23.37%. Most counties either had 0% or data was not able to be collected except Polk county at 8.33%. The rate of the Multi-Racial population in poverty in Missouri is 17.36%. Only two of our counties fell below this rate: Christian at 8.65% and Dallas at 6.85%. The rate of Other Races population in poverty is 13.38% and four of our counties are significantly above this rate. Barry 28.24%, Lawrence 46.18%, Stone 60.07% and Taney 40.27%.

The full table can be found on the following, page 23.

Poverty

Base Year:

2023

Characteristics	By County:										Overall Measure for Missouri
	<u>Barry</u>	<u>Christian</u>	<u>Dade</u>	<u>Dallas</u>	<u>Greene</u>	<u>Lawrence</u>	<u>Polk</u>	<u>Stone</u>	<u>Taney</u>	<u>Webster</u>	
Poverty Rate	19%	8.3%	15.2%	16.6%	13.2%	14.6%	15.3	14.6%	15.6%	15%	12.7%
Population at or below 100% FPL	17.93%	9.35%	17.45%	21.12%	14.91%	16.20%	15.87%	14.36%	14.64%	14.66%	12.77%
Rate of Men in Poverty	17.03%	8.7%	16.82%	18.07%	14.38%	12.74%	14.87%	13.5%	12.26%	13.68%	11.57%
Rate of Women in Poverty	18.83%	9.97%	18.3%	24%	15.42%	19.66%	16.85%	15.2%	16.87%	15.66%	13.93%
Population in Poverty by Ethnicity	Hispanic:	Hispanic:	Hispanic:	Hispanic:	Hispanic:	Hispanic:	Hispanic:	Hispanic:	Hispanic:	Hispanic:	Hispanic:
	27.21%	7.53%	52.33%	46.7%	17.89%	39.24%	5.44%	40.28%	28.5%	8.82%	18.28%
	Not:	Not:	Not:	Not:	Not:	Not:	Not:	Not:	Not:	Not:	Not:
	16.91%	9.41%	16.72%	20.53%	14.79%	14.19%	16.16%	13.75%	13.72%	14.78%	12.51%
White Population in Poverty	17.1%	9.53%	17.43%	21.49%	14.04%	14.65%	15.59%	13.6%	13.64%	14.195	10.89%
Black Population in Poverty	0%	6.48%	76.92%	10%	28.27%	36.36%	15.93%	20%	32.84%	4.31%	23.47%

Native American Population in Poverty	17.94%	3.77%	16.33%	0%	14.52%	7.69%	23.26%	0%	11.19%	12.5%	20.72%
Asian Population in Poverty	8.89%	5.69%	7.14%	38.17%	20.49%	6.67%	12.09%	8.27%	23.29%	0%	12.33%
Hawaiian or Pacific Islander Population in Poverty	N/A	0%	0%	N/A	0%	0%	8.33%	N/A	0%	N/A	23.37%
Multiple Race Population in Poverty	25.02%	8.65%	21.45%	6.85%	21.3%	32.46%	22.4%	29.25%	19.85%	33.9%	17.36%
Other Races population in Poverty	28.24%	0%	13.51%	6.9%	12.77%	46.18%	13.84%	60.07%	40.27%	0%	13.38%

Key Findings

Using the processes discussed in the quantitative and qualitative data analysis sections of this report, staff took all the analyzed data and compared it to find what causes and conditions of poverty, barriers, and needs related to poverty there were for income, housing, education, employment, health and nutrition, environment, civic engagement, diversity equity inclusion and belonging (DEIB) and multiple domains.

Causes and Conditions of Poverty

Each issue area presented with its own causes and conditions of poverty. For the issue area of **income**, the main causes identified were lack of livable wages, increase in cost of living, and generational poverty. These causes were found using data analysis of the collected qualitative and quantitative data. Conditions of poverty related to this area included a high number of children being on free or reduced lunch, and a high number of individuals receiving SNAP. Both conditions were shown to be evident in the statistical data collected for quantitative analysis.

For the issue area of **housing**, the main causes identified were lack of availability of housing, and lack of affordable housing. These were identified using data analysis of the collected quantitative and qualitative data. Conditions of poverty related to this area included high rate of substandard living conditions and high percentage of households using 30% or more of income on their home. These were shown to be evident in the statistical data collected for quantitative analysis.

For the issue area of **education**, the main causes identified were tuition cost and lack of transportation. These causes were identified using data analysis of collected quantitative and qualitative data. The conditions of poverty related to this area were high lack of completion of higher education, and low Head Start access. These were shown to be evident in the statistical data collected for quantitative analysis.

For the issue area of **employment**, the main causes identified were lack of transportation and lack of childcare. These were identified using data analysis of the collected quantitative and qualitative data. Conditions of poverty related to this area were lower working from home rate, and unemployment rate. These were shown to be evident in the statistical data collected for quantitative analysis.

For the issue area of **health and nutrition**, the main causes identified were cost of nutritious food, lack of providers, and untreated mental health issues. These causes were identified using data analysis of the collected quantitative and qualitative data. Conditions of poverty related to this area were high rate of food insecure households and high rate of deaths of despair. These were shown to be evident in the statistical data collected for quantitative analysis.

For the issue area of **environment**, the main cause identified was climate change. This was identified using data analysis of the collected quantitative and qualitative data. A condition of poverty related to this area was high utility cost. This was shown to be evident in the statistical data collected for quantitative analysis.

For the issue area of **civic engagement**, the main cause identified was lack of engagement with public officials. This was identified using data analysis of collected quantitative and qualitative data. A condition of poverty related to this area was lower voter registration rate. This was shown to be evident in the statistical data collected for quantitative analysis.

For the issue area of **diversity, equity, inclusion, and belonging (DEIB)**, the main causes identified were systemic and historical wealth inequality, and discrimination (related to race, sexual orientation, religion and ethnicity). These were identified using data analysis of the collected quantitative and qualitative data. Conditions of poverty related to this area included high rate of homelessness of LGBTQIA+, and low rates of small business ownership of marginalized racial groups. These were shown to be evident in the statistical data collected for quantitative analysis.

For the issue area of **multiple domains**, the main causes identified were systemic issues with transportation and slow progress of broadband expansion. These were identified using data analysis of collected quantitative and qualitative data. The conditions of poverty related to this area were high property crime rates, low use of broadband, and high average childcare costs. These were shown to be evident in the statistical data collected for quantitative analysis.

Barriers, Needs, and Linkages to be Created

Each issue area presented with its own barriers and needs, as well as ways that OACAC could work to support or create linkages addressing the causes and conditions of poverty. For the issue area of **income**, the main barriers identified were transportation, childcare, amount of minimum

wage, and the overall stigma of low-income individuals. The main needs related to these were affordable childcare access, increased pay in jobs, and advocacy for those living in poverty. OACAC will continue its support of both the low-income part of the community and the community as a whole. OACAC can assist with the view of poverty by continuing to provide poverty simulations, the Reality Enrichment and Life Lessons (REALL) program, and maintaining a presence at events and in the media. OACAC's budgeting classes were recognized as a strength in interviews, and CSBG staff will continue to offer budgeting support through life skills and case management as needed. Major changes to transportation are outside of the capacity of the agency, but CSBG staff will continue to leverage partnerships to promote advocacy. CSBG staff will also continue to explore funding to assist with personal costs of transportation. CSBG staff will continue to offer case management in regards to all self-sufficiency needs. CSBG staff will also leverage local partnerships to continue to explore opportunities to assist in advocacy and solutions for childcare availability.

For the issue area of **housing**, the main barriers were found to be utility costs, poor credit score, and criminal backgrounds/past evictions. The main needs related to these were more affordable housing, more available housing that is safe and livable, and assistance with repairs. CSBG staff will explore funding and partnership opportunities that will allow for financial assistance with repairs and rent. Current grants such as Emergency Food and Shelter Program will continue to be sought out for rental assistance. CSBG staff will explore ways to partner, as well as what community changes can help further the cause of safe and livable living spaces in its service area. OACAC's LIHEAP program will continue to operate to fill the gap of needed assistance for utility costs. CSBG staff will continue with case management that can lead to long term financial freedom that could improve credit scores. CSBG staff will maintain accurate lists of housing available when possible at each of the county offices. These lists could assist the public with finding available units, and also include information on places that assist with second chance and re-entry housing.

For the issue area of **education**, the main barriers were found to be lack of parental involvement, lack of childcare, school readiness, and cost of tuition. The main needs related to these were school supplies, affordable childcare, expanded adult basic education, and internet access. CSBG staff will continue to research and find ways to assist with parental

involvement. Staff will also do this by utilizing the Parental Outreach Program (POPs) to assist with increasing parent participation in schools and with their children in local events. CSBG staff will continue to offer Back to School Fairs as needed within the service area to better prepare children for school. OACAC will continue to operate Head Start and Early Head Start to assist with some of the gaps in childcare. CSBG staff will also leverage local partnerships to continue to explore opportunities to assist in advocacy and solutions for childcare availability. Staff will leverage local partnerships such as through local career centers to help clients with resources for higher education. CSBG staff will explore expanded life skills classes that address adult basic needs reported by the community.

For the issue area of **employment**, the main barriers reported were mental health challenges, lack of public transportation, low-income stigma, and lack of skills/training. The main needs related to these were transportation assistance, increased access to jobs that pay livable wages, increased opportunities to work from home jobs, and training/schooling opportunities. OACAC CSBG staff will continue their Mental Health Allies program that can offer mental health training and that uses mental health partnerships to further mental health solutions for the community. Although transportation changes are outside of agency capacity, CSBG staff will continue to leverage partnerships to promote advocacy. CSBG staff will also continue to explore funding to assist with personal costs of transportation. CSBG staff will continue case management to assist with finding employment that pays a living wage. Staff will assist clients in any way possible with being able to work from home such as internet or device assistance when possible. CSBG staff will leverage partnerships, such as local career centers in order to provide resources for training assistance. OACAC will continue to advocate for the rights and needs of low-income individuals to lower stigma in the workplace.

For the issue area of **health and nutrition**, the main barriers identified were the cost of medical services (physical, dental, mental), stigma of mental and physical health, lack of recreational activities, transportation, and availability of fresh food. The main needs associated with these were access to fresh food, more affordable providers, training for mental health, and increased affordable recreation. OACAC will continue to operate its Mental Health Allies program that can provide training and assistance for mental health resources in the community. This program also provides partnerships with providers and CSBG staff can use

these to advocate for increased access and affordability. Staff will also look into funding or partners that can assist with costs of all medical needs. OACAC will continue to work as an agency to lower stigma for all health issues by participating in community events and being vocal about these needs. CSBG staff will pursue resources and programs that can offer increased access to fresh foods. This includes looking into the idea proposed by many in the interviews of community gardens. CSBG offices have People's Pantries that could help get these produce out if gardens are started. CSBG staff will continue exploring the Pocket Parks and Recreation Program and if it can be expanded into other counties to provide free recreation. Although transportation changes are outside of agency capacity, CSBG staff will continue to leverage partnerships to promote advocacy. CSBG staff will also continue to explore funding to assist with personal costs of transportation.

For the issue area of **environment**, the main barriers identified were lack of recycling services, misinformation, utility costs and lack of acceptance of a problem with climate change. The main needs related to these were advocacy and education. OACAC will continue to operate its Weatherization to help address energy issues created by climate change. OACAC will also continue to operate its LIHEAP program to assist low-income individuals with utility costs as they increase. CSBG staff will explore what local partnerships can be made in order to promote advocacy and solutions to climate change. Staff recognize that these issues will only increase with time and it is important to provide education. Education will be explored for staff, clients, and the community to determine what this would look like.

For the issue area of **civic engagement**, the main barriers identified were lack of understanding of local officials and lack of accessibility to local officials. The main needs associated with these were advocacy, education, and more community involvement. OACAC will do its due diligence in recruiting board members that can assist in the needs of the community, and who will assist in advocacy efforts. Efforts will be made to further engage board members in these efforts. CSBG staff will leverage partnerships and explore ways to help educate the community on how to get involved to further the cause of poverty extinction. This could be done through more community engagement. OACAC as a whole will continue to participate in events and collaborate with partners.

For the issue area of **diversity, equity, inclusion, and belonging (DEIB)**, the main barriers identified were discrimination of sexual orientation, lack of translation services, and not feeling safe in the community. The main needs related to these were education and advocacy. OACAC will attend community events that serve a variety of people of all races, ages, sexual orientations, religions, and ethnicities. CSBG staff will explore partnerships that can assist in providing advocacy and reducing discrimination of people in the LGBTQIA+ community. CSBG staff will explore ways to make people of all kinds feel more welcome in communities within the service area. Staff will also leverage partnerships to find resources and ways to assist with building a list of translation resources for the service area.

For the issue area of **multiple domains**, the main barriers identified were internet access and transportation (repairs, public transportation, rideshare). The main needs associated with these were increased internet access and cost assistance, transportation assistance, and technology supplies. CSBG will continue to explore ways to assist the public in gaining internet access, both with costs, devices, and expansion of broadband. Staff have been assisting in signups and raising awareness for the Affordable Connectivity Program. This kind of future participation would help the community be further engaged with all domains. Although transportation changes are outside of agency capacity, CSBG staff will continue to leverage partnerships to promote advocacy. CSBG staff will also continue to explore funding to assist with personal costs of transportation.

Prioritization

To prioritize needs and solutions, staff entered all of the major needs identified through quantitative and qualitative data into a quadrant analysis matrix. This is a chart that plots things using two axes, representing a set of conflicting interests or aspects, forming a table with four cells. The labels depend on what is being analyzed. In the matrix used, 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, and high effort/high reward. When considering effort and reward, staff discussed the amount of time and resources that go into solutions, the amount of people affected by solutions,

and also the reach of the solution in order to determine where needs went on the matrix. The cumulative quadrant analysis can be found on page

Prioritization revealed the following regarding agency capacity and needs demonstrated through the Community Needs Assessment Data. OACAC's prioritization lies in the area of Health and Nutrition to include food access, and mental/physical health stigma; Housing to include addressing safe and unsanitary housing, and access to affordable housing; and Diversity, Equity, Inclusion, and Belonging to include advocacy and education. Other priorities that are difficult to address are both in the area of Multiple Domains. Transportation in regards to public transportation and systemic issues, and Childcare in regards to affordability and access. Details regarding these priorities lie in the full prioritization section of the report.

Introduction

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

OACAC envisions people living an optimal, empowered life, free from poverty.

Our Mission

To create lasting solutions to poverty for families and communities within Southwest Missouri.

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

- Diversity

- Inclusion
- Equity
- Collaboration
- Dignity
- Confidentiality



Data Analysis

Overall Quantitative Data Analysis and Methodology

Both qualitative and quantitative data were collected for each of the ten counties in the service area. Quantitative is defined by Cambridge Dictionary as “relating to an amount that can be measured”. Quantitative data is data with numerical properties that can be measured in a quantifiable way. OACAC staff worked together to collect this data from a variety of sources such as but not limited to: The National Community Action Partnership, US Census Bureau, Missouri Public Service Commission, US Department of Housing and Urban Development, American Community Survey, US Department of Agriculture, Missouri Hunger Atlas, Feeding America, Missouri Secretary of State, Movement Advancement Project, Best Neighborhood, Missouri Attorney General, and Department of Economic Development.

The type of data collected included statistics related to poverty/income; employment; education; housing; health and nutrition; civic engagement; environment; diversity, equity, inclusion, and belonging; and multiple domains such as transportation. After compiling these statistics and entering them into the data tables found on page 43. Then leadership staff went through descriptive statistical analysis. Staff discussed each data point to determine which points were out of the normal or average range in comparison to the state of Missouri. Data in the tables is listed by county, and also the average for the state of Missouri. This allowed staff to determine abnormalities and concerns in the service area. Staff noted where a county or counties were grossly under or over the average (depending on what was appropriate) in order to follow up and also later cross examine this with the qualitative data.

All quantitative results were further correlated and analyzed with the qualitative data tables to locate the issues and needs identified later in this report.

Quantitative Data Analysis Summary

Data was collected for OACAC's 10 counties located in Southwest Missouri. They are Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney and Webster counties. Data was collected in nine different areas of concern and is listed by category. Most of the data was able to be broken down to the county level, however some data at county levels was not available and will be presented at state level. The following data points were of specific interest as they helped to establish a picture of where things are out in the service area in comparison to the state of Missouri. The full collected data tables can be viewed following this section of the report.

Income

The overall poverty rate for the state of Missouri is 12.7%. Only one of our counties, Christian, falls below this rate with the rest quite a bit above. Barry with 19%, Dade 15.2%, Dallas 16.6%, Greene 13.2%, Lawrence 14.6%, Polk 15.3%, Stone 14.6%, Taney 15.6% and Webster 15%. The poverty rate change for Missouri overall is -3.0%. All counties had a decrease in poverty rate except Barry county which had an increase at 1.0%. The rate of overall folks in Missouri who use SNAP benefits is 11%. Christian county is below this rate at 10.3%. Several counties range from 15-17.3% including Barry, Lawrence, Polk, Taney and Webster. The rate of population on Disability for the state is 14.6%. A majority of our counties are over this rate, with ranges from 16.2-21.8%. The rate of children eligible for free or reduced lunches for the state is 44.2%. The majority of our counties are well above this rate with Barry at 58.6%, Dade at 65.2%, Dallas at 54.7%, Lawrence at 56.2%, Polk at 54.2%, Stone at 53.9% and Taney at 55.1%.

Housing

The foreclosure rate for the state of Missouri is 13.9%. All of our counties are at or below this rate except Webster county which has a foreclosure rate of 46.3%. The rate of housing units with one or more substandard condition is 25.51% for the state of Missouri. All OACAC counties are at or below this rate with the exception of Greene (29.89%), Lawrence (26.2%) and Taney (28.56%).

Education

The high school graduation rate for the state is 91.16% and while most of our counties are at or near this rate, there are two outliers. Dallas has a graduation rate of 99.0% while Polk has a rate of 89.6% and these counties boarder one another. The higher education completion rate for some college in Missouri is 21.6%. All of our counties fall very close to this rate except one, which falls way below. Taney county has a rate of 9.93%. Head Start access is measured by number of programs and programs per 10,000 children under the age of 5 and is 11.76% for Missouri. Several of our counties fall short of this rate with Christian at 3.47%, Greene at 7.61%, Stone at 7.06% and Webster at 3.71%.

Employment

In Missouri, the overall unemployment rate is 2.8%. Most counties are close to this with the exception of: Taney at 5.1%, Stone at 5.0%, Dallas at 4.5% and Polk at 3.4%. Overall, Missourians work at home at rate of 14.7%, however in Southwest Missouri this seems to be a very different case, specifically in our more rural areas. Work from home rates in OACAC counties are between 5-9% for all counties except Greene county which has a rate of 13%. The rate of folks who drive alone to work in all of our counties is higher than for the rest of the state which is at 73.9%.

Health/Nutrition

The food availability rate for Missouri can be broken down in several ways, for part of the data we measured low access, low income population at 1 mile for urban areas and 10 miles for rural areas for rural areas from the nearest super market. That rate for the state overall is 4.8%. A few of our counties are significantly above this rate: Barry 8.18%, Dallas 13.95% and Taney 19.93%. The ratio of mental health providers to population for the state is 1/491. Only one county falls below this ratio and most are significantly higher than this: Barry - 1/1376, Christian - 1/942, Dade - 1/1512, Dallas - 1/4220, Lawrence - 1/752, Polk - 1/527, Stone - 1/2458, Taney - 1/1301 and Webster - 1/1721. The rate of access to primary care providers per 100,000 is much lower in most of our counties than the state rate of 110.72. In Christian it is 48.4, Dallas 11.72, Stone 32.18 and Webster 46.05. The rate of dental health care providers per 100,000 people is 33.23 for the state. Most of our counties are about half this rate, the majority ranging from 11.58-

19.14. Deaths of despair per 100,000 for the state is 55.2 and while most of our counties fall under this rate, three stand out. Greene counties rate is 66.0, Polk 58.1 and Stone 65.5.

Environment

In the state of Missouri, heating sources of homes fall at around 50.3% for utility gas, 37.2% electric and 0.1% solar. Several of our counties use significantly more electric: Polk 62.9%, Stone 61.9% and Taney 77.9% electric. The percentage of outdoor/seasonal workers in the state is 1.7%. Half of our counties are over double this rate including Barry 5.4%, Dade 9.5%, Dallas 4.3%, Lawrence 4.1%, and Polk 4.4%. The average percent of weeks in drought for the state is 17.49%. Several of our counties are well above this rate with Barry at 26.6%, Christian at 22.39%, Lawrence at 20.95%, Stone at 25.24% and Taney at 19.37%. The percent of the population potentially exposed to unsafe drinking water for the state is 6.1%. Three of our counties are significantly above this rate with Christian at 23.65%, Lawrence at 25.7% and Webster at 20.8%.

Civic Engagement

The voter registration rate for the state is 70%. Two counties stand out from this: Barry county has a rate of 64% and Stone has a rate of 81%. The ratio of volunteer organization to population for the state is 1:118. Three of our counties are about half this ratio: Dade 1:90, Greene 1:99 and Taney 1:95. Christian county is far about this ratio at 1:162.

Diversity, Equity, Inclusion and Belonging

Demographics for race in Missouri are. Data on the LGBTQ population could not be narrowed down to the county level and is being presented on the state or national level. 3.8% of adults 18 or older are LGBTQ and they encompass 4% of the workforce for the state of Missouri. 29% of students experiencing homelessness identify as LGBTQ+ but only makeup 15% of the student population. In Missouri the poverty rate of individuals identifying as LGBTQ+ is 22.2% compared to 13.3% of straight, cisgender counterparts.

Multiple Domains

A majority of counties have seen a decrease in violent crime rate from 2021 to 2022. Dallas county however, has had a 342.86% increase in violent crime and Webster county has had a 133.85% increase from 2021 to 2022. Broadband usage rate for the state of Missouri is 85.1%. A few of our counties are below this rate with Dade at 77.7%, Dallas 76.6%, Polk 79.5% and Webster 77.5%. The percent of households with no computer for the state is 7.94% while several of our counties fall above this rate: Barry 10.81%, Dade 14.1%, Dallas 10.24%, Polk 10.78% and Webster 12.26%.

Poverty Data Analysis

The Poverty Rate for Missouri overall is 12.7%. All of our counties fall above this rate with the exception of Christian county with a poverty rate of 8.3%. The rest of the counties fall between 13.2-19%. The overall population of Missourians at or below 100% of the Federal Poverty Line is 12.77%. Again, all counties fall above this rate with the exception of Christian county with a rate of 9.35%. The other counties fall between 14.36-21.12%. The rate of poverty for men in Missouri is 11.57% and all counties but one are at a higher rate, between 12.26-18.07%. The rate of poverty for women in Missouri is 13.93% and all counties but one are at a higher rate, between 15.2-24%. Christian county falls well below the state rate of poverty for both men and women with men at 8.7% and women at 9.97%.

The overall the Hispanic population in poverty for the state is 18.28%. Four of our counties fall below this rate: Christian at 7.53%, Greene at 17.89%, Polk at 5.44% and Webster at 8.82%. All other counties have rates significantly higher than the state rate, with Dade being the highest at 52.33%. The overall Not Hispanic population in poverty for the state is 12.51%. Christian county falls well below this rate at 9.41% and all other counties are significantly higher than the state rate with Dallas being the highest at 20.53%.

The poverty rate by race is broken down into seven different categories. The rate of the white population in poverty for the state is 10.89%. Christian county has the only rate below this at 9.53% and Dallas county has a rate nearly double this at 21.49%. The rate of the Black population in poverty for the state is 23.47%. Several counties fall far below this rate: Christian 6.48%, Dallas 10% and Webster 4.31%. Dade county, however, has a rate of 76.92%, over three times higher than the state rate. The rate of the Native American population in poverty for

Missouri is 20.72%, several counties are well below this rate. The rate of the Asian population in poverty is 12.33%. Most counties are at or below this rate with the exception of Dallas at 38.17%, Greene at 20.49% and Taney at 23.29%. The rate of the Hawaiian or Pacific Islander population in poverty for Missouri is 23.37%. Most counties either had 0% or data was not able to be collected except Polk county at 8.33%. The rate of the Multi-Racial population in poverty in Missouri is 17.36%. Only two of our counties fell below this rate: Christian at 8.65% and Dallas at 6.85%. The rate of Other Races population in poverty is 13.38% and four of our counties are significantly above this rate. Barry 28.24%, Lawrence 46.18%, Stone 60.07% and Taney 40.27%. Data tables in full can be located following this section.

Income / Use of Income

Base Year:

2023

Characteristics	By County:										Overall Measure for Missouri
	<u>Barry</u>	<u>Christian</u>	<u>Dade</u>	<u>Dallas</u>	<u>Greene</u>	<u>Lawrence</u>	<u>Polk</u>	<u>Stone</u>	<u>Taney</u>	<u>Webster</u>	
Total Population	34,648	87,824	7,584	16,946	296,875	38,123	31,541	31,018	55,854	38,978	6,141,534
Total Non-Hispanic White population percent	81.95%	92.27%	93.3%	94.13%	86.47%	88.21%	92.66%	94.32%	87.92%	93.18%	78.17%
Total Hispanic population percent	9.74%	3.28%	2.27%	2.24%	3.97%	7.9%	2.66%	2.34%	6.3%	2.21%	4.42%
Total Black/African American population percent	0.32%	1.09%	0.44%	0.44%	2.96%	0.13%	1.28%	0.15%	1.88%	0.49%	11.33%
Poverty Rate	19%	8.3%	15.2%	16.6%	13.2%	14.6%	15.3%	14.6%	15.6%	15%	12.7%
Percent Change in poverty rate from last assessment	1.0%	-3.6%	-4.4%	-4.9%	-4.3%	-2.5%	-4.9%	-5.2%	-4.1%	-4.7%	-3.0%
Median Income	\$49,574	\$69,212	\$43,661	\$44,948	\$50,682	\$46,923	\$50,890	\$54,320	\$51,031	\$59,325	\$61,043

Required Living Wage for single adult	\$14.87	\$15.49	\$14.66	\$15.24	\$15.49	\$15.09	\$14.89	\$15.21	\$15.06	\$15.49	\$15.77
Required Living Wage for 2 adults (one working) and 2 children	\$36.01	\$36.68	\$36.01	\$36.01	\$36.68	\$36.01	\$36.02	\$36.01	\$36.71	\$36.68	\$37.40
Average hourly wage	\$19.43	\$18.26	\$17.51	\$13.26	\$24.42	\$19.66	\$17.90	\$16.20	\$17.67	\$19.04	\$27.61
Cost of Living	76.3	91.8	73.5	82.5	83.9	74.9	81.8	85	80	84.4	85.6
Number of Population on Fixed Income	948	1089	172	491	6402	813	866	531	1240	746	131,148
Rate of Population on Disability	18%	13.5%	18.5%	21.8%	14.8%	18.4%	16.2%	20.2%	17.7%	14.8%	14.6%
Population at or below 100% FPL	17.93%	9.35%	17.45%	21.12%	14.91%	16.20%	15.87%	14.36%	14.64%	14.66%	12.77%
Percent population receiving Temporary Assistance for Needy Families (TANF)	1.61%	1.30%	2.44%	3.93%	1.64%	2.69%	2.28%	1.04%	2.52%	2.83%	1.91%
Percentage of children receiving free/reduced lunch	58.6%	30.6%	65.2%	54.7%	40.5%	56.2%	54.2%	53.9%	55.1%	42.0%	44.2%
Percentage of residents receiving Medicaid	17.5%	11.3%	16.8%	19.7%	11.4%	18.8%	16.7%	12.2%	15.7%	16.5%	-
Percent of population receiving SNAP	15.1%	10.3%	-	-	11.3%	17%	17.3%	12.2%	16.1%	15.6%	11%
Seniors 65+ in poverty	9.3%	8.8%	9.7%	8.1%	9.0%	10.0%	9.9%	9.6%	9.3%	10.6%	8.9%
Number of population receiving Child-Care	53	255	235	35	1430	78	96	56	89	69	35,043

Housing

Base Year:

2023

Characteristics	By County:										Overall Measure for Missouri
	<u>Barry</u>	<u>Christian</u>	<u>Dade</u>	<u>Dallas</u>	<u>Greene</u>	<u>Lawrence</u>	<u>Polk</u>	<u>Stone</u>	<u>Taney</u>	<u>Webster</u>	
Homeownership Rates	72.4%	75.8%	76.3%	76.6%	56.7%	70.3%	71.1%	84.5%	67.8%	78.5%	67.6%
Average Household Size	2.53	2.68	2.48	2.57	2.21	2.6	2.58	2.5	2.55	2.79	2.46
Median Rental Cost	\$691	\$864	\$663	\$569	\$819	\$761	\$701	\$781	\$826	\$645	\$886
Foreclosure Rate*	13.2%	6.7%	0.0	6.7%	7.7%	14.7%	8.6%	1.1%	10.6%	46.3%	13.9%
Median Mortgage Cost	\$1079	\$1327	\$956	\$1046	\$1180	\$1003	\$1091	\$1218	\$1172	\$1107	\$1343
Number of Chronically Homeless Individuals	0	492	9	0	492	0	10	20	58	492	17.2%
Utility Cost	\$145.19	\$100.07	\$144.68	\$133.63	\$137.27	\$143.15	\$136.86	\$141.23	\$147.49	\$125.23	\$129.52
Low Income Housing Availability	31	158	7	24	1106	31	49	26	111	47	-

(number of Housing Choice Vouchers utilized)												
Housing units with one or more substandard conditions	25.5%	21.53%	21.89%	21.99%	29.89%	26.2%	25.49%	22.78%	28.56%	20.23%	25.51%	
Cost Burdened Households	22.04%	19.62%	22.03%	22.57%	28.61%	24.28%	23.64%	23.20%	26.44%	17.08%	24.99%	
Severely Cost Burdened Households	9.01%	7.55%	8.05%	8.55%	13.76%	9.09%	10.87%	9.69%	11.94%	5.2%	10.94%	

Education

Base Year 2023

Characteristics	By County:										Overall Measure for Missouri
	<u>Barry</u>	<u>Christian</u>	<u>Dade</u>	<u>Dallas</u>	<u>Greene</u>	<u>Lawrence</u>	<u>Polk</u>	<u>Stone</u>	<u>Taney</u>	<u>Webster</u>	
High School Graduation Rate	93.8%	95.9%	90.2%	99.0%	90.6%	90.6%	89.6%	94.5%	95.3%	91.3%	91.16%
Early Education Enrollment*	38.5%	56.7%	37.9%	32.9%	46.2%	44.2%	25.3%	28.3%	30.9%	37.4%	45.6%
Higher Education Enrollment number	320	981	76	132	3,896	446	257	238	369	396	340,415
Higher Education Completion Rate for Some College	20.6%	22.9%	24.1%	21.4%	25.0%	24.9%	23.4%	25.6%	9.93%	21.4%	21.6%
Higher Education Completion Rate for Associates Degree	8.2%	9.3%	7.6%	3.9%	8.0%	5.6%	6.8%	9.9%	8.3%	9.0%	8.2%
Higher Education Completion Rate for Bachelor's Degree	10.4%	19.5%	11.8%	7.0%	20.2%	11.2%	14.3%	13.8%	15.5%	12.1%	18.9%
Adult Literacy Rate	89%	94%	91%	90%	95%	90%	91%	91%	92%	92%	92.5%
HeadStart Access(rate per 10,000 children under age 5)	13.1%	3.47%	49.26%	17.47%	7.61%	14.95%	15.04%	7.06%	15.75%	3.71%	11.76%

Employment

Base Year:

2023

Characteristics	By County:											Overall Measure for Missouri
	<u>Barry</u>	<u>Christian</u>	<u>Dade</u>	<u>Dallas</u>	<u>Greene</u>	<u>Law.</u>	<u>Polk</u>	<u>Stone</u>	<u>Taney</u>	<u>Webster</u>	Regional	
Unemployment Rate	3.5%	2.7%	3.1%	4.5%	2.7%	3.5%	3.4%	5.0%	5.1%	3.6%	-	3.3%
Job Growth*	1.8%	2.0%	-5.8%	1.1%	0.3%	-1.2%	-0.9%	-0.8%	-0.1%	7.6%	OACAC has two regional areas (Ozark & SWMO) as reflected	2.8%
Small Business/ Entrepreneurship Growth Rate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	State data: 99.4% of all businesses in MO are small businesses encompassing 46.2% of all MO employees	1-4 employees 1.7% 5-9 employees 1.4% 10-19 employees 0.3%

Method of Commute	Drive alone 81% Work at home 7%	Drive alone 84% Work at home 6%	Drive alone 80% Work at home 8%	Drive alone 78% Work at home 5%	Drive alone 75% Work at home 13%	Drive alone 79% Work at home 7%	Drive alone 81% Work at home 6%	Drive alone 80% Work at home 9%	Drive alone 77% Work at home 9%	Drive alone 80% Work at home 5%	OACAC has two regional areas (SWMO & SGF Metro) as reflected	Drive alone 73.9% Work at home 14.7%
Area's Growth Rate by Industry Rated in Order Key: HC/SA = Health Care and Social Assistance AG/F/F/H = Agriculture, Forestry, Fishing and Hunting ES = Educational services AFS = Accommodation on Food Service	1.7% 1. Manu- facturing 2. Retail trade 3. HC/SA	4.8% 1. HC/SA 2. Retail trade 3. ES	2.4% 1. Manu- facturing 2. 3. AG/F/F/H	-1.66% 1. Management 2. Office admin support 3. Sales	0.94% 1. HC/SA 2. Retail trade 3. ES	-1.88% 1. Manu- facturing 2. Retail trade 3. N/A	0.4% 1.HC/SA 2. Retail trade 3. ES	0.32% 1. Retail trade 2. HC/SA 3. AFS	2.46% 1. Retail trade 2. AFS 3. HC/SA	3.06% 1. HC/SA 2. Const- ruction 3. Retail trade	-	4.6% 1. HC/SA 2. Retail trade 3. Manu- facturing 4. AFS 5. AG/F/F/H

Health and Nutrition

Base Year: 2023

Characteristics	By County:										Overall Measure for Missouri
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	
Food Availability Rate	26.06%	14.63%	N/A	N/A	14.72%	10.53%	9.52%	12.87%	17.84%	10.23%	16.41%
Rate of Households who are Food Insecure	18.79%	23.34%	8.25%	33.77%	20.01%	13.40%	2.48%	13.67%	43.05%	7.96%	22.03%
Number of Farmer's Markets and	0	0	0	0							15
Rate of Individuals who are Uninsured	A:20.1% C:9.84%	A:15.8% C:7.10%	A:17.82% C:9.52%	A:20.55% C:9.27%	A:16.41% C:8.00%	A:21.15% C:9.80%	A:17.2% C:8.32%	A:19% C:8.55%	A:22.1% C:7.56%	A:20.3% C:12.85%	A:14.3% C:6.7%
Infant Death Rate	0/1000	5.27/1000	8.3/1000	20/1000	6.46/1000	7.83/1000	6/1000	16/1000	7.92/1000	7.03/1000	5.5/1000
Access to primary care providers – rate per 100,000	63.71	48.4	66.06	11.72	125.45	81.58	82.49	32.18	85.61	46.05	110.72
Rate of dental health providers per 100,000	11.58	19.14	1321	17.57	37.8	18.42	25.38	9.65	26.75	15.35	33.23
Rate of mental health providers per 100,000	28.96	32.64	13.21	29.29	158.24	34.21	92.01	12.87	35.67	12.79	101.35
Deaths of despair per 100,000	46.4	46.8	N/A	50.0	66.0	51.1	58.1	65.5	53.6	49.7	55.2

Environment

Base Year: 2023

Characteristics	By County:										Overall Measure for Missouri
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	
Number of Electric Charging Stations Available	0	2	0	0	34	2	3	1	18	0	958
Heating Source of Homes	Gas: 20.8 Electric:38 Solar: 0.2	Gas:39.2 Electric: 36.5 Solar: 0.2	Gas:23.4 Electric:35.3 Solar: 0.00	Gas:5.3 Electric:48.10 Solar:0.1	Gas:48.5 Electric:43.3 Solar:0.1	Gas:37.9 Electric:34.3 Solar:0.1	Gas:2.6 Electric: 61.9 Solar:0.1	Gas:4.2 Electric: 62.9 Solar:0.1	Gas:5.9 Electric: 61.9 Solar:0.1	Gas:17.1 Electric: 39.7 Solar:0	Gas:50.3 Electric:37.2 Solar:0.1
Outdoor Workers	5.4%	1%	9.5%	4.3%	0.06%	4.1%	4.4%	2.4%	1.6%	2.8%	1.7%
Average Percent of Weeks in Drought	26.6%	22.39%	12.75%	9.43%	15.5%	20.95%	9.21%	25.24%	19.37%	17.44%	17.49%

Average Days Above 95 degrees F	37	36	48	42	35	37	44	43	51	27	48
Percent of Population Potentially Exposed to Unsafe Drinking Water	1.2%	23.65%	0.0%	0.0%	0.60%	25.7%	0.60%	5.6%	7.7%	20.8%	6.1%

Civic Engagement

Base Year:

2023

Characteristics	By County:										Overall Measure for Missouri
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	
Voter Registration Rate	64%	73%	76%	68%	69%	66%	66%	81%	71%	65%	70%
Ratio of Volunteer Organizations to Population	1:108	1:162	1:90	1:144	1:99	1:128	1:115	1:120	1:95	1:127	1:118

Diversity, Equity, Inclusion and Belonging

Base Year: 2023

Characteristics	By County:										Overall Measure for Missouri
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	
Median age of consumer	43.1	39.3	46.4	41.8	36.3	38.8	38.2	54.2	42.6	36.7	38.8
Ownership of homes/ Businesses by race and ethnicity	Hispanic: 52.7% White: 74.2% Black: 0% Indian: 23.5% Asian: 78.2%	Hispanic: 43.1% White: 74.5% Black: 66.7% Indian: 60.7% Asian: 71.0%	Hispanic: 49.1% White: 77.1% Black: 0% Indian: 30.4% Asian: 1%	Hispanic: 38.6% White: 76.3% Black: 0% Indian: 60.2% Asian: 0%	Hispanic: 36.3% White: 58% Black: 17.5% Indian: 50.5% Asian: 49.8%	Hispanic: 66.8% White: 72.4% Black: 1% Indian: 37.7% Asian: 0%	Hispanic: 11.4% White: 69.9% Black: 35.3% Indian: 33.9% Asian: 0%	Hispanic: 0% White: 77.1% Black: 0% Indian: 0% Asian: 0%	Hispanic: 35.8% White: 63.5% Black: 11.9% Indian: 55.5% Asian: 35.8%	Hispanic: 78.4% White: 74.8% Black: 1% Indian: 59.2% Asian: 1%	Hispanic: 51% White: 71.4% Black: 67.1% Indian: 47.3% Asian: 57.1%

Percent of Adults who are LGBTQ+	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	3.8%
Percent of Workforce that is LGBTQ+	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	4%
Percent students in homelessness who are LGBTQ+	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	29% of homeless students are LGBTQ but only make up 15% of student body
Poverty Rate of LGBTQ population	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	22.2% of LGBTQ compared to 13.3% straight, cisgender

Multiple Domains

Base Year: 2023

Characteristics	By County:										Overall Measure for Missouri
	Barry	Christian	Dade	Dallas	Greene	Lawrence	Polk	Stone	Taney	Webster	
Total Households	13,570	32,631	2,992	6,512	129,367	14,472	11,633	12,276	21,249	13,700	2,433,819
Number of Licensed Child Care Facilities	L-89	L-1574	L-35	L-198	L-6,382	L-220	L-321	L-130	L-132	L-482	L-129,887
L= Licensed A=Accredited	A-3	A-26	A-2	A-4	A-97	A-5	A-7	A-3	A-10	A-9	A-1,764
Average Child Care Cost Per Day	FTL/I-\$30	FTL/I-\$34	FTL/I-\$30	FTL/I-\$34	FTL/I-\$34	FTL/I-\$30	FTL/I-\$34	FTL/I-\$32	FTL/I-\$32	FTL/I-\$34	0-3 years: \$27.9
FTL/I=full time licensed infant	FTL/SA-\$18	FTL/SA-\$18	FTL/SA-\$18	FTL/SA-\$18	FTL/SA-\$18.28	FTL/SA-\$18	FTL/SA-\$18.84	FTL/SA-\$18.84	FTL/SA-\$18.84	FTL/SA-\$18	4 and up: \$19.4
Violent Crime Rate per 100,000 population	234.1	186.2	371.2	197.8	825.4	425.1	374.7	404.1	378.4	177	524.3
Property Crime Annual Averages	930	1,260	105	272	15,461	852	953	540	1,839	665	173,459
Percent of Population that are Veterans	10%	9%	9.2%	8.7%	6.9%	10.3%	7.3%	11.9%	10.5%	11.2%	9.76%

Gender of Veteran Population	M-2,662 F-220	M-4,377 F-456	M-530 F-24	M-1,108 F-128	M-17,343 F-1,051	M-2,791 F-134	M-1,548 F-219	M-3,077 F-188	M-4,143 F-461	M-2,851 F-318	M-381,018 F-37,068
Race of Veteran Population	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	White Non-Hispanic 357,480 All other races 60,606
College Completion Rate of Veteran population	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	21% attained Bachelor's Degree or Higher
Age of Veteran Population	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	N/A	N/A	N/A	Not available at county level	59,305 under 40 154,561 between 40-64 204,220 65+
Number of companies with Broadband Availability	15	20	8	10	10	17	12	11	12	12	278
Broadband Usage	82.3%	88.5%	77.7%	76.6%	81.0%	82.3%	79.5%	88.3%	85.1%	77.5%	85.1%
Percent of households with no computer	10.81%	5.25%	14.1%	10.24%	8.14%	9.78%	10.78%	6.88%	7.62%	12.26%	7.94%

Overall Qualitative Data Analysis and Methodology

The Cambridge Dictionary defines qualitative as “relating to the quality of an experience or situation rather than to facts that can be measured”. The qualitative data collected highlights the experiences of both low-income people in the community, and community partners. Qualitative data was collected in the form of public surveys, low-income focus groups, and interviews with community partners.

Public surveys were done for low-income community members and community partners. Surveys were collected on paper and online. Low-income focus groups were done with eight people or less in order to maintain a casual and comfortable environment. Focus groups were made up of clients from the past program year. Interviews were done with low-income individuals and partners from the key sectors of community-based organizations, faith-based organizations, private sector, public sector, and educational institutions. The questions asked for focus groups and interviews can be found in the index.

After conducting focus groups and interviews, transcripts and notes were assessed. Key phrases and words were pulled from both focus groups and interviews. These phrases and words were plotted onto large papers for each category that had been discussed. Categories were income; housing; education; employment; health and nutrition; environment; civic engagement; diversity, equity, inclusion, and belonging; and multiple domains. Phrases and words from responses in each category were then placed into a SWOT analysis and color coded to their sector. SWOT analysis involves assessing strengths, weaknesses, opportunities, and threats. This analysis helped to determine what the top responses were for each category and by each sector in those categories.

The key words and phrases discussed were also entered into word clouds. The Cambridge Dictionary defines word clouds as “an electronic image that shows words used in a particular piece of electronic text or series of texts. The words are different sizes according to how often they are used in the text.” The words were entered into a word cloud generator online. This pro

vided a visual representation of what was most discussed across all low-income individuals and sectors. The word clouds can be found after this section of the report.

Survey results were aggregated into charts to show a statistical representation of each of the low-income and community partner surveys. These responses were then used in descriptive statistical analysis in comparison with the quantitative data tables. The list of questions for the focus groups and interviews, and the aggregated survey results can be found after the qualitative data summaries of this report.

All qualitative results were further correlated and analyzed with the quantitative data tables to locate the issues and needs identified later in this report.

Low-Income and Sector Based Qualitative Summary

Low-income and sector specific qualitative results are broken down by category in the following pages. These include a summary of results from the surveys, interviews, and focus groups for the categories.

Low-Income Summary of Focus Groups and Interviews

Data for low-income individuals was collected with a survey, as well as through interviews and focus groups. There were 171 surveys collected for this group.

There were ten focus groups held during the month of February 2023. Focus groups were held in every county except for one. Greene County did not have any of the scheduled clients show up for their group, and were unable to schedule a second event. Focus groups consisted of no more than 8 individuals in order to maintain a comfortable atmosphere for people to share feedback.

In total there were eleven interviews done with low-income individuals in the ten counties. At least one interview was conducted in each county.

Low-income individuals provided the following as their top answers in each category from the focus groups and interviews:

Income:

Low-income individuals felt that the top strength within the area of income in the service area was OACAC offering input into the Community Needs Assessment. The top weaknesses of income for the service area were transportation and employment opportunities. The top opportunity for growth was job seeking skills. The top threat to income was stigma.

Housing

Low-income individuals felt that the top strength for housing was OACAC's housing department. The top weakness for housing in the service area was affordability. The top

opportunities for housing were homeless centers and services, and low-income housing. The top threats to the service area for housing was unsafe and unsanitary housing, and slumlords.

Education

Low-income individuals felt that the top strengths for education for the service area were OACAC's Reality Enrichment and Life Lessons (REALL) program and OACAC's Vocational Opportunities Inspiring Children in Elementary (VOICE) program. The top weakness was lack of parent involvement. The top opportunity for education in the service area was tutoring. The top threats to education in the service area were teacher salary and bullying.

Employment

Low-income individuals felt that the top strength of employment in the service area was OACAC's family support program. The top weaknesses were transportation and employee/employer relations. The top opportunity for employment in the service area was job seeking skills. The top threat to employment in the service area was lack of job opportunities.

Health and Nutrition

Low-income individuals felt that the top strengths of health and nutrition in the service area were OACAC's Show Me Healthy Relationship program, and OACAC's Mental Health First Aid work through the Mental Health Allies program. The top weakness for health and nutrition was food costs. The top opportunity for health in the service area was affordable community recreation. The top threat to health and nutrition was stigma.

Environment

Low-income individuals felt that the top strengths for the environment in the service area were OACAC's Low Income Home Energy Assistance Program (LIHEAP), and gardening. The top weakness mentioned was a lack of recycling. The top opportunities for the environment in the service area were education and planting more plants. The top threats to the environment were lack of acceptance of global warming and misinformation.

Civic Engagement

Low-income individuals felt that the top strength of civic engagement for the service area was OACAC leadership. The top identified weaknesses were elected officials not listening to the population they serve, and elected officials not being accessible. The top opportunities for civic engagement in the service area were advocacy and low-income voices. There were no top threats identified by this group.

Diversity, Equity, Inclusion, and Belonging (DEIB)

Low-income individuals felt that the top strength for DEIB in the service area was OACAC's diverse population. There was no top identified weakness. The top opportunity for DEIB in the service area was education on diversity, equity, inclusion, and belonging. The top threat identified was the community not feeling welcome or safe.

Multiple Domains

Low-income individuals felt that the top strengths of multiple domains in the community were library hotspots and library services. The top weaknesses identified were no public transportation and gas prices. The top opportunity in the service area was computer training. The top threat to the service area was lack of a solution to transportation issues.

Community-Based Organization Interview Results

There were nineteen community-based organization interviews conducted. Those interviewed were from Elevate Branson; Cox Health and Ozarks Wellness Network; Cassville Pantry; Christian County Emergency Management; Lease of These, Inc.; SWMO Restore & Builds; Christian County Health Department; Stone County Health Department; Dallas County Health Department; ACCESS Family are Medical and Dental Clinics; GRO Marshfield; Farmers Market; Greene County Juvenile Office; Lawrence County Council on Aging; Friestatt Community Hall; Greene County Health Department; Niangua Food Pantry; and several OACAC board members working in community engagement.

Community-based organizations provided the following as their top answers in each category of the following:

Income

The top strength for income in the service area was identified as OACAC's budgeting life skills. The top weakness regarding income was livable wages. The top opportunity for income in the service area was self-sufficiency skills. No top threat was discussed.

Housing

The top strength for housing for the service area was OACAC's Weatherization program. The top weakness discussed was affordability. The top opportunity for housing for the service area was more rental assistance. The top threat to housing was unsafe and unsanitary conditions.

Education

The top strengths for education in the service area were Head Start and Early Head Start, and good schools overall. The top weaknesses identified were high cost for education and high costs for childcare. The top opportunity for education was tutoring. The top threat to education in the service area was teacher's salaries.

Employment

No top strength was identified for this category. The top weakness discussed was criminal background. The top opportunity for employment in the service area was adult training. No top threat was identified.

Health and Nutrition

The top strength in health and nutrition for the service area was OACAC's mental health partnerships. The top weakness was not enough medical providers. The top opportunity identified for health and nutrition was affordable community recreation. The top threat to health and nutrition was food deserts.

Environment

The top strength for the environment in the service area was OACAC's Weatherization program. The top weakness discussed was lack of recycling. The top opportunity for the environment in the service area was education on climate change. The top threat discussed was weather not being equal to climate, and the confusion around that.

Civic Engagement

The top strength of civic engagement for the service area was accessible leaders. The top weakness identified was inaccessibility. The top opportunity for civic engagement was planning community involvement. The top threat to civic engagement for the service area was stigma.

Diversity, Equity, Inclusion, and Belonging (DEIB)

The top strength of DEIB for the service area was that OACAC safe and welcoming. No top weakness was identified. The top opportunity for DEIB for the service area was education. The top threat to the area was the community not being safe or welcoming.

Multiple Domains

The top strengths for multiple domains for the service area were OATS bus and libraries. The top weaknesses identified were no public transportation and gas prices. The top opportunities for

the service area were senior technology education and OACAC community collaboration. The top identified threat was low-income stigma.

Faith-Based Organizations Interview Summary

There were fourteen faith-based organization interviews conducted. Those interviewed were Christian County Homeless Alliance; Freedom Seekers Ministry; Harvest Church; First Christian Church; Main Street Baptist Church; Destiny Church WheelFed; Niangua, Conway & Associate Marshfield United Methodist Church; Webster County Baptist Association; Council of Churches; Community Outreach Ministries; and several church members or pastors from other churches.

Faith-based organizations provided the following as their top answers in each category of the following:

Income

No top strengths for income in the service area were identified by this group. The top weakness discussed was employment opportunities. The top opportunities for income in the service area were job seeking skills and community awareness. No top threat was identified by this group.

Housing

The top strengths for housing in the service area were OACAC's housing program, and life skills classes offered by OACAC. The top weakness for housing in the service area was affordability. The top opportunity discussed was senior housing. The top threat for housing in the service area was unsafe and unsanitary housing.

Education

The top strengths identified were OACAC's programs of REALL and VOICE. The top weakness for education in the service area was lack of parent involvement. The top opportunity discussed was tutoring. The top threat identified for education in the service area were teacher's salary and basic needs.

Employment

The top strength identified for employment in the service area was OACAC's REALL program in schools. The top weakness identified was transportation. The top opportunity for employment in the service area was job seeking skills. The top threat was childcare costs.

Health and Nutrition

The top strengths for health and nutrition in the service area were farmer's markets and local trails. The top weakness was food costs. The top opportunities for health and nutrition in the service area were creating social groups, and farmer's markets accepting food stamps. The top identified threats were mental health stigma and low-income nutrition stigma.

Environment

There was no top strength for the environment in the service area identified by this group. The top weakness was lack of recycling. The top opportunity for the environment in the service area was to incentivize being green. The top threat was lack of acceptance of climate change.

Civic Engagement

The top strength of civic engagement for the service area was accessibility of leadership. The top weakness identified was local leadership not listening to the people they serve. There was no top opportunity for civic engagement discussed in this group. The top threat was stigma.

Diversity, Equity, Inclusion, and Belonging (DEIB)

The top strength for DEIB for the service area was that OACAC is safe and welcoming. The top weakness was the treatment of homeless and low-income individuals. The top opportunities for DEIB for the service area were education and starting a community conversation. The top threat was communities not being welcoming or safe.

Multiple Domains

The top strength identified for multiple domains for the service area was library services. The top weaknesses discussed were no public transportation and broadband expansion. The top opportunity for multiple domains for the service area was transportation assistance funding. The top threat identified was stigma.

Private Interest Interview Summary

There were eighteen private interest interviews conducted. Those interviewed were Charis Group, White River Valley Electric, Webster County Senior Fund, the Buffalo Reflex Newspaper, Arvest Bank, BLRL, Ryan's Insurance, Angie's Floral and Gift, and several private interest members of the OACAC Board.

Private interest provided the following as their top answers in each category of the following:

Income

The top strength for income for the service area was Head Start. The top weakness identified was livable wages. The top opportunity for income for the service area was job seeking skills. The top threat discussed was stigma of low-income individuals.

Housing

The top strengths for income for the service area was OACAC's housing program, and OACAC tenant/landlord life skills classes. The top weakness identified was affordability. The top opportunity for housing for the service area was senior housing. The top threat discussed was unsafe and unsanitary housing.

Education

The top strength for education for the service area was good schools. The top weakness identified was transportation. The top opportunity for education for the service area was life skills classes. The top threats discussed were basic needs not being met, and teacher's salaries.

Employment

The top strengths for employment for the service area were the Let's Go to Work program, operated by OACAC and supportive services offered by OACAC. The top weaknesses identified were transportation and low wages. The top opportunities for employment for the

service area were community engagement and job seeking skills. The top threat discussed was lack of job opportunities.

Health and Nutrition

The top strength identified for health and nutrition for the service area was OACAC's mental health partnerships. The top weakness identified was food costs. The top opportunities for health and nutrition for the service area were affordable community recreation and community gardens. The top threats discussed were mental health stigma and physical health stigma.

Environment

The top strength for the environment for the service area was OACAC's Weatherization program. The top weakness was lack of recycling. The top opportunity for the environment for the service area was education. The top threats discussed were lack of acceptance of climate change, and flooding.

Civic Engagement

The top strength for civic engagement for the service area was accessible local leaders. The top weaknesses identified were local leadership being disengaged, and local leadership not listening to the population they serve. The top opportunities for civic engagement for the service area were town halls, and low-income voices. The top threat identified was stigma from public officials.

Diversity, Equity, Inclusion, and Belonging (DEIB)

The top strength discussed for DEIB for the service area was OACAC's diverse population. There was no top weakness identified by this group. The top opportunities for DEIB for the service area were education and including marginalized voices in places of power. The top threat discussed was discrimination.

Multiple Domains

The top strength for multiple domains for the service area was OATS. The top weakness discussed was no public transportation. The top opportunity for multiple domains for the service area was gas cards or vouchers. There was no top threat discussed by this group.

Public Official Interviews Summary

There were twelve public official interviews conducted. Those interviewed were five county commissioners, several city employees, a member of a local juvenile office, and several appointees of elected officials.

Public officials provided the following as their top answers in each category of the following:

Income

No top strength for income for the service area was identified by this group. Weaknesses discussed were childcare and transportation. Top opportunities for income for the service area were work from home education and entrepreneur education. The top threat discussed was the stigma of low-income individuals.

Housing

There was no top strength for housing for the area identified by this group. The top weakness identified was affordability. The top opportunities for housing for the service area were low income housing, and incentives for contractors. The top threat discussed was abandoned properties.

Education

The top strength for education for the service area was OACAC meeting basic needs. The top weakness identified was lack of parental involvement. The top opportunity identified for the service area was vocational opportunities. The top threats discussed were political hot topic interference and basic needs not being met.

Employment

The top strength for employment for the service area was OACAC supplemental services. The top weakness identified was transportation. The top opportunity for employment for the service area was job seeking skills. The top threat discussed was low-income stigma.

Health and Nutrition

The top strengths for health and nutrition for the service area were the warmline, and peer counselors. The top weakness identified was not enough medical providers. The top opportunities for health and nutrition for the service area were affordable community recreation and cooking classes. The top threat discussed was mental health stigma.

Environment

There was no top strength or weakness discussed by this group. The top opportunity for the environment in the service area was education on climate change. The top threat identified was lack of acceptance about climate change.

Civic Engagement

The top strength for civic engagement for the service area was accessible local leaders. This group had no thoughts on weaknesses, opportunities, or threats for this category.

Diversity, Equity, Inclusion, and Belonging (DEIB)

The top strength for DEIB for the service area was OACAC being safe and welcoming. No top weakness was identified. The top opportunity discussed was education on DEIB. The top threat identified for the service area was the community not being welcoming or safe.

Multiple Domains

The top strength for multiple domains for the service area was OACAC's computer access. The top weakness identified was no public transportation. The top opportunity for multiple domains for the service area was computer training. The top threat discussed was stigma.

Educational Institution Interview Summary

There were fifteen educational institution interviews. Those interviewed were from Springfield Public Schools, Care 2 Learn, Lockwood R-1 School District, Head Start, Dade County Schools, Ozark Public Schools, University of Missouri Extension, Buffalo Prairie Middle School, Bolivar Middle School, Crowder College, Mallory Elementary, Marshfield Schools, and Cassville High School.

Educational institutions provided the following as their top answers in each category of the following:

Income

The top strength for income for the service area was OACAC's budgeting classes. The top weakness identified was livable wages. The top opportunity for income for the service area was job seeking skills. The top threat discussed was the stigma of low-income individuals.

Housing

The top strength for housing for the service area was Drew Lewis Foundation's RISE program. The top weaknesses identified were affordability and availability. The top housing opportunities for the service area were re-entry and eviction assistance. The top threat discussed was unsafe and unsanitary housing.

Education

The top strengths for education for the service area were Head Start and Early Head Start, and OACAC meeting basic needs. The top weakness identified was lack of parental involvement. The top opportunity for education for the service area was teacher to student ratio. The top threat discussed was basic needs not being met.

Employment

The top strength for employment for the service area was OACAC positions. The top weakness identified was transportation. The top opportunity for employment for the service area

was Vocational tech and certifications. The top threats discussed were lack of childcare providers and lack of job opportunities.

Health and Nutrition

The top strengths for health and nutrition for the service area were OACAC's Show Me Healthy Relationships and Mental Health First Aid programs. The top identified weakness was food costs. The top opportunities for health and nutrition for the service area were affordable recreation and community gardens. The top threat discussed was mental health stigma.

Environment

The top strength for the environment for the service area was partnership with energy companies. There was no top weakness identified by this group. The top opportunity for the environment for the service area was education. The top threat discussed was lack of acceptance.

Civic Engagement

The top strength for civic engagement for the service area was OACAC leadership. The top weaknesses identified were local leadership not being accessible and the public not knowing about local leaders. The top opportunity for civic engagement for the service area was meet and greets with community leaders. The top threat discussed was political hateful rhetoric.

Diversity, Equity, Inclusion, and Belonging (DEIB)

The top strength for DEIB for the service area was the diverse population OACAC serves. The top weaknesses identified were lack of translation services and no disabled equipment. The top opportunity for DEIB for the service area was hiring of diverse staff. The top threat discussed was denial of racism.

Multiple Domains

The top strength for multiple domains for the service area was OATS. The top weaknesses identified were no public transportation, broadband expansion, and cost of internet. The top

opportunity of multiple domains for the service area was computer training. The top threat discussed was stigma.

Overall Cumulative Interview Summary

The following has the results for top items identified for all groups and sectors. The results were tallied up to find the most mentioned overall. The word clouds used for analysis are also included after the list of interview questions.

Income

The top strengths for income overall for the service area were OACAC's budgeting classes, and Head Start. The top weaknesses identified were transportation, childcare, employment opportunities, and livable wages. The top opportunities for income overall for the service area were job seeking skills, self-sufficiency skills, and entrepreneurship education. The top overall threat discussed was the stigma of low-income people working.

Housing

The top strengths for housing overall for the service area were OACAC's housing program, and landlord/tenant classes hosted by OACAC. The top overall identified weaknesses were availability, affordability, and low-income housing. The top opportunities for housing overall for the service area were senior housing and low-income housing. The top threats overall discussed were unsafe and unsanitary housing, and slumlords.

Education

The top strengths for education overall for the service area were OACAC's REALL and VOICE programs, and Head Start and Early Head Start. The top weaknesses overall identified were lack of parent involvement, and transportation. The top opportunities overall for the service area were tutoring options, vocational opportunities, teacher to student ratio, and life skills to address things outside core curriculum. The top threats overall discussed were teacher's salaries and basic needs not being met for children.

Employment

The top strength overall for employment for the service area was OACAC's family support program. The top overall weaknesses identified were transportation and low wages. The top

opportunities for employment overall for the service area were job seeking skills, job fairs, and adult training. The top threats overall identified were lack of childcare providers, lack of job opportunities, and low-income stigma.

Health and Nutrition

The top strengths overall for health and nutrition for the service area were OACAC's Show Me Healthy Relationships and OACAC's Mental Health First Aid/mental health partnerships. The top overall weaknesses identified were lack of medical providers, long wait times to get in, and food costs. The top opportunities for health and nutrition overall for the service area were affordable community recreation, community gardens, and cooking classes. The top overall threats discussed were mental health stigma and physical health stigma.

Environment

The top strength overall for the environment for the service area was OACAC's Weatherization program. The top weakness overall identified was lack of recycling bins. The top opportunities overall for the environment for the service area were education on climate change and community involvement. The top threats overall discussed were weather not being equal to climate change, and lack of acceptance of a real problem.

Civic Engagement

The top strengths overall of civic engagement for the service area were OACAC having good leadership, and accessible local leaders. The top weaknesses overall identified were elected officials not listening to the population they serve, and local leaders not being accessible. The top opportunities overall for civic engagement for the service area were advocacy, and low-income voices. The top threats overall discussed were officials alienating locals, and stigma from local officials.

Diversity, Equity, Inclusion, and Belonging (DEIB)

The top strengths overall for DEIB for the service area were OACAC working well with all of the population, and OACAC being safe and welcoming. The top weaknesses overall identified were no translation services, no disabled playground equipment, and bad treatment. The top

opportunity for DEIB for the service area was education on DEIB. The top threats overall discussed were the community not being welcoming or safe, and denial of racism.

Multiple Domains

The top strengths overall for multiple domains for the service area were library services and OATS. The top weaknesses overall identified were no public transportation, gas prices, broadband expansion, and cost of internet. The top opportunities overall for multiple domains for the service area were gas cards, computer training, and transportation funding. The top threats overall identified were systemic issues about transportation, and low-income stigma.

Cumulative SWOT Analysis



Focus Group/Interview Questions

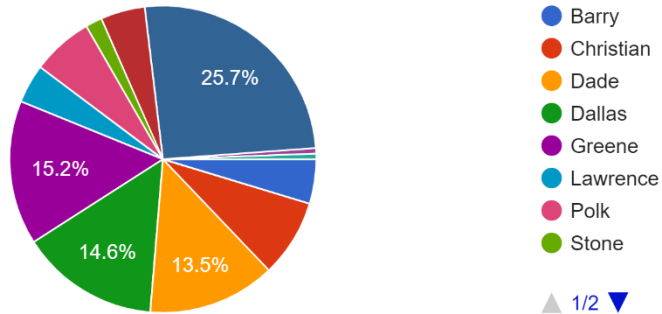
1. What do you think are the largest issues regarding employment for individuals in your community? What issues regarding employment does your community need to come together to address? What do you think needs to be done to address employment needs for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?
2. What do you think are the largest issues regarding education for individual children and adults in your community? What issues regarding education for children and adults does your community need to come together to address? What do you think needs to be done to address educational needs for children and adults in your community? In what ways do you see organizations like OACAC working to solve these issues?
3. What do you think are the largest issues regarding obtaining income for individuals in your community? What issues regarding income does your community need to come together to address? What do you think needs to be done to address obtaining income for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?
4. What do you think are the largest issues regarding housing for individuals in your community? What issues regarding housing does your community need to come together to address? What do you think needs to be done to address housing needs for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?
5. What do you think are the largest issues regarding mental health for individuals in your community? What issues regarding mental health does your community need to come together to address? What do you think needs to be done to address mental health needs for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?
6. What do you think are the largest issues regarding physical health and activity for individuals in your community? What issues regarding physical health does your community need to come together to address? What do you think needs to be done to address physical health needs for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?

7. What do you think are the largest issues regarding nutrition and fresh food options for individuals in your community? What issues regarding nutrition and fresh food options does your community need to come together to address? What do you think needs to be done to address nutrition and fresh food options for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?
8. What do you think are the largest issues regarding transportation for individuals in your community? What issues regarding transportation does your community need to come together to address? What do you think needs to be done to address transportation needs for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?
9. What do you think are the largest issues regarding technology for individuals in your community? What issues regarding technology does your community need to come together to address? What do you think needs to be done to address technology needs for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?
10. What do you think are the largest issues regarding climate change for individuals in your community? What issues regarding climate change does your community need to come together to address? What do you think needs to be done to address climate change needs for individuals and your community as a whole? In what ways do you see organizations like OACAC working to solve these issues?
11. Do you feel like your community leaders are accessible? Do you feel your community leaders listen to the needs/requests of the community? In what ways do you see organizations like OACAC facilitating any needs regarding community leadership?
12. Do you feel your community is safe and welcoming of individuals regardless of their race, gender, culture, religion, sexual orientation or disability? What issues regarding diversity, equity, and inclusion does your community need to come together to address? In what ways do you see organizations like OACAC working to solve these issues?

Low-Income Survey Results

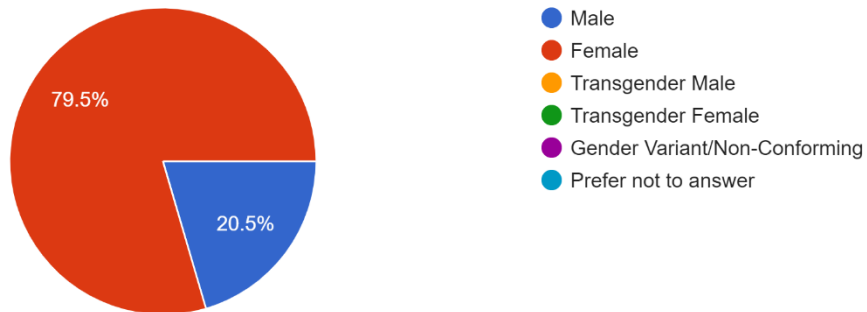
What County do you live in?

171 responses



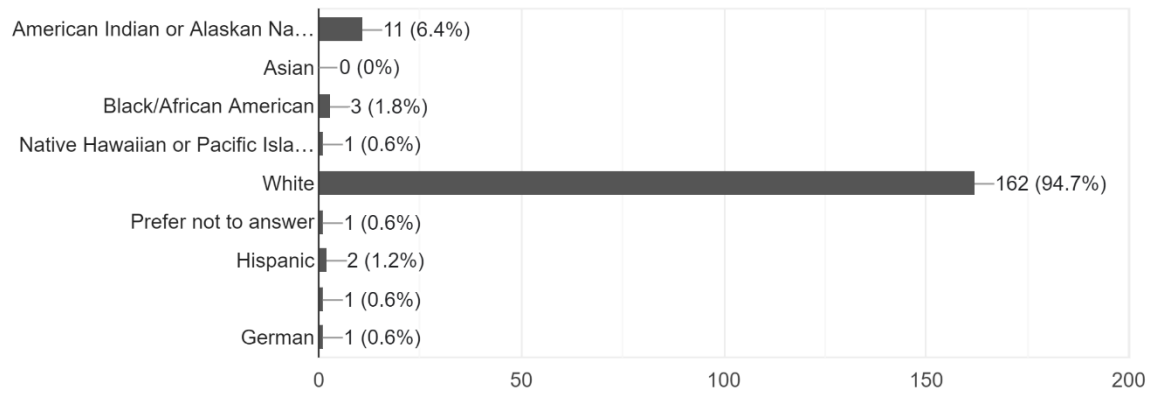
What gender do you identify as?

171 responses



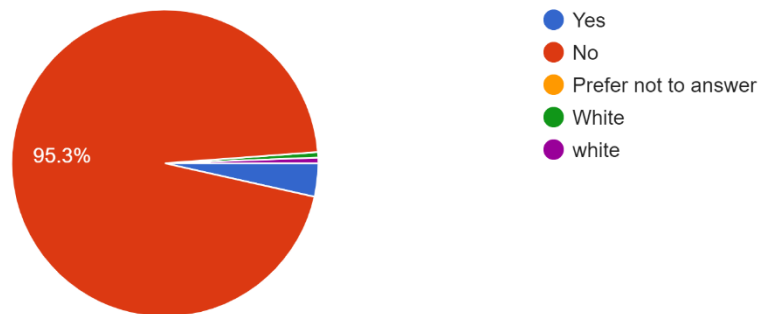
What race(s) do you identify as? (select all that apply)

171 responses



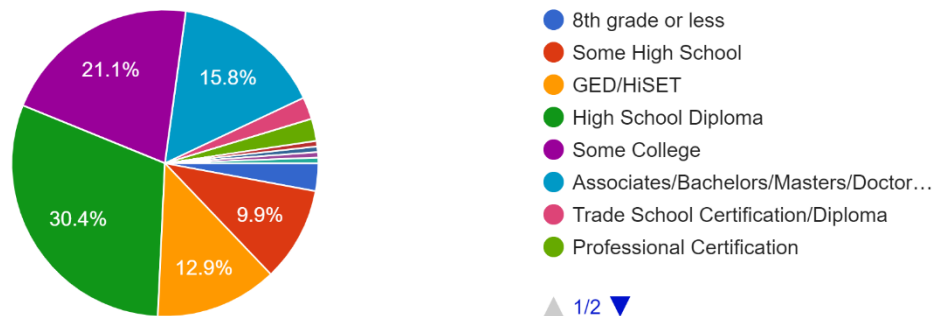
Are you of Hispanic, Latino or Spanish origin?

171 responses



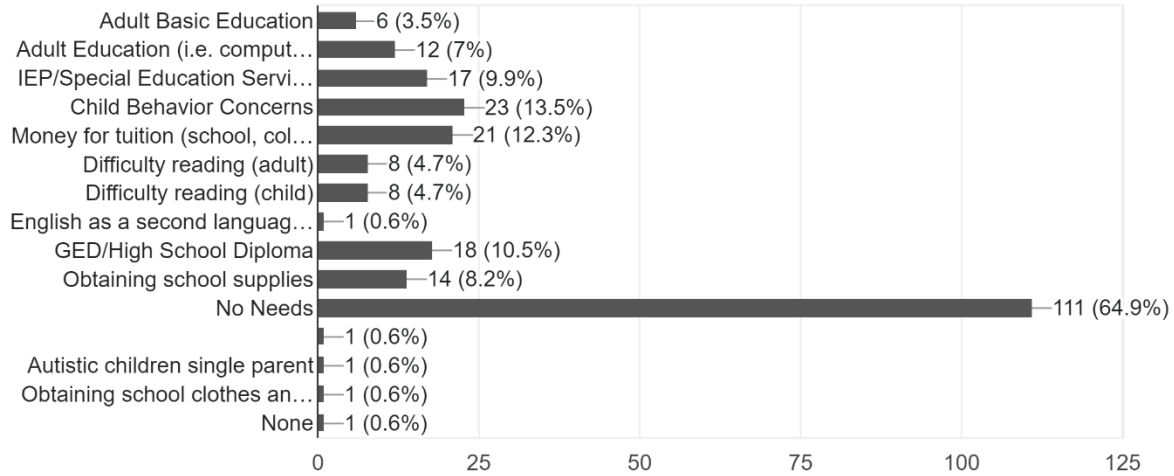
What is your highest level of education?

171 responses



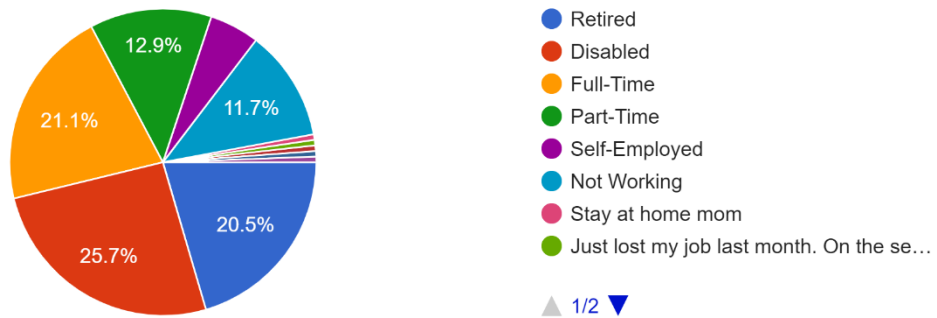
Do you, or anyone in your household, have any of these School/Educational related needs? (Check all that apply)

171 responses



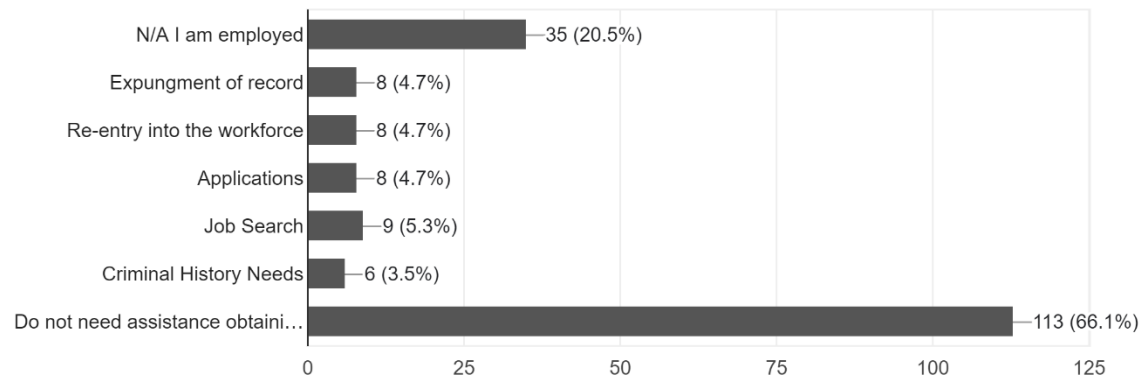
What is your current employment status?

171 responses



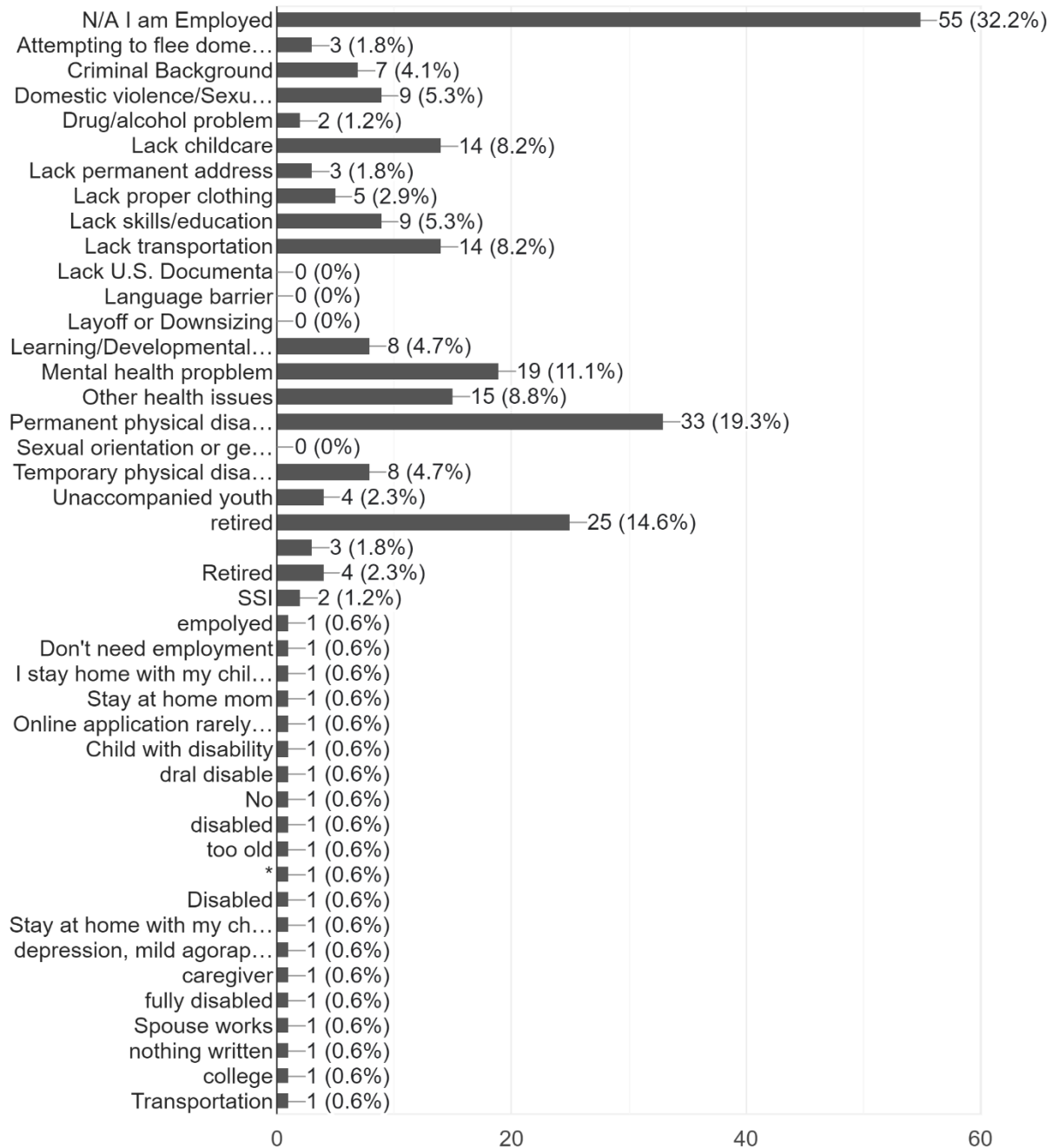
Do you need assistance with any of the following to obtain employment?

171 responses



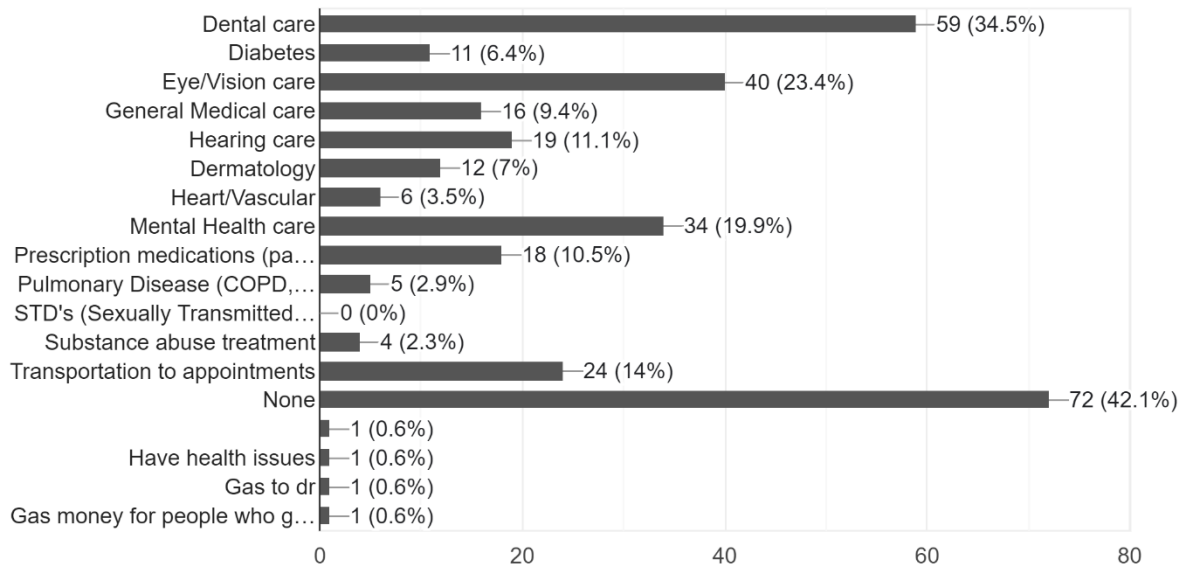
If you are unemployed, please select the reason(s) why below:

171 responses



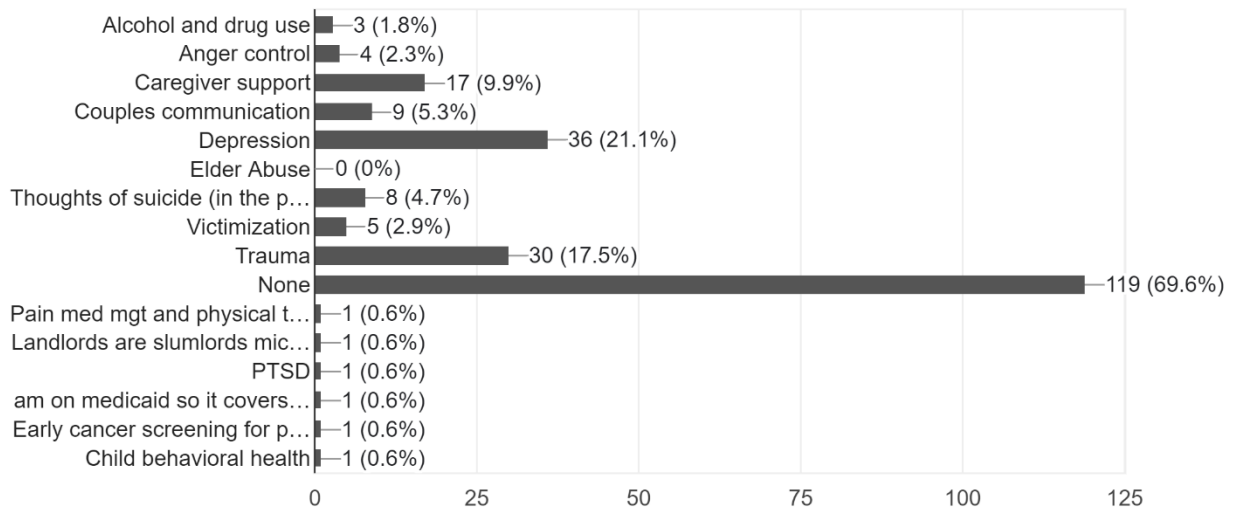
Do you have any unmet needs with any of the following? (check all that apply)

171 responses



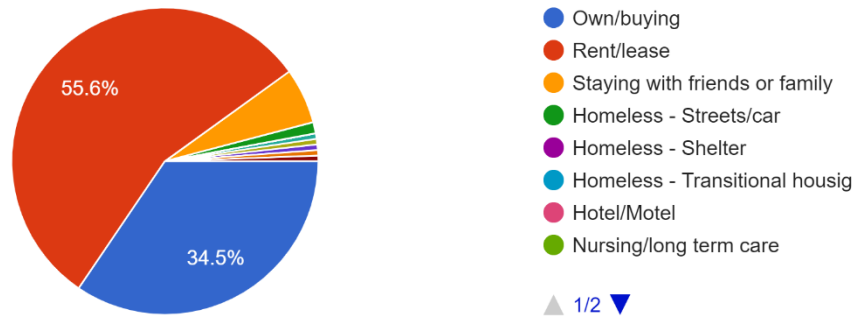
Are you in need of any of these resources: (Check all that apply)

171 responses



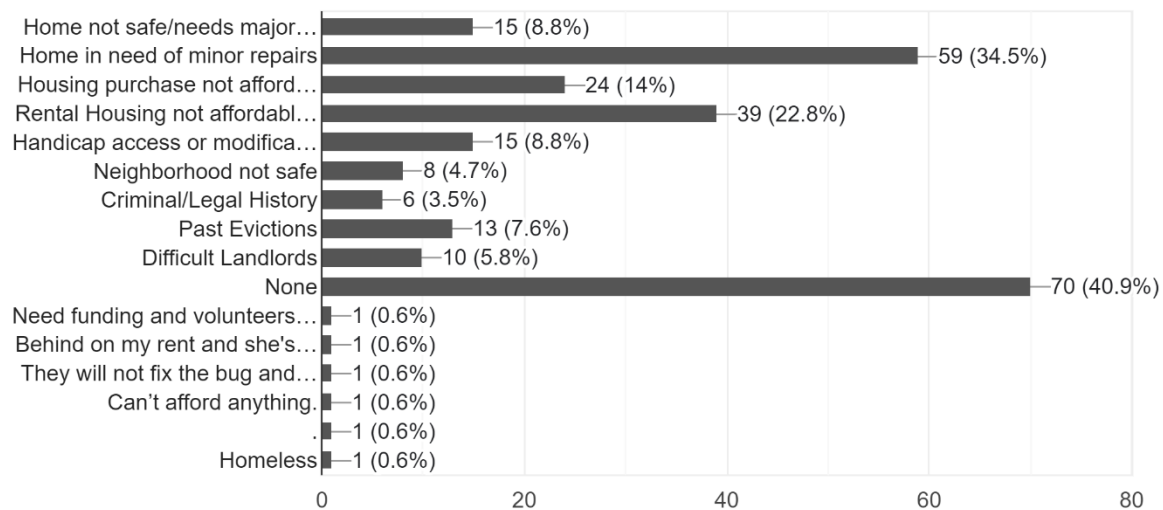
What is your housing status?

171 responses



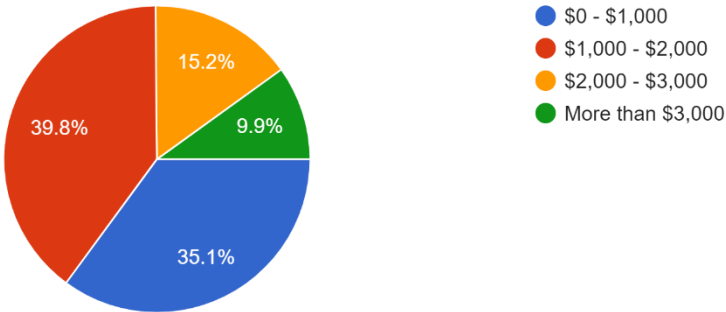
Do any of the following effect your housing situation? (Check all that apply)

171 responses



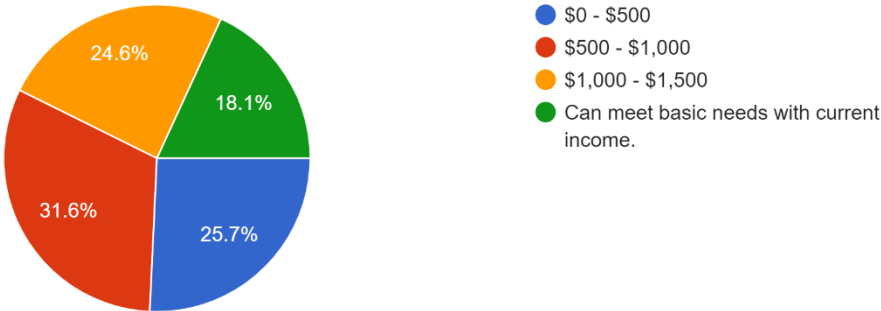
What is your current monthly household income?

171 responses



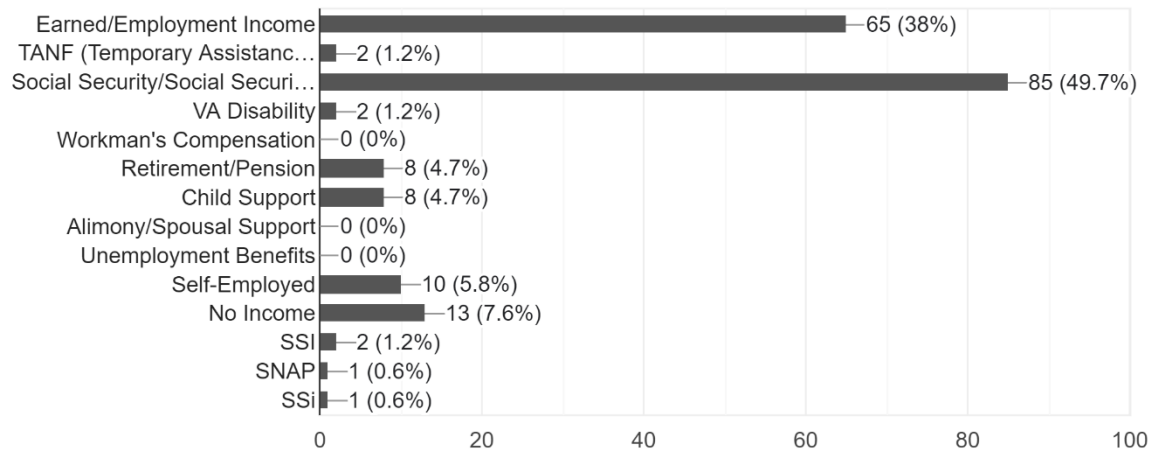
How much more income per month would help you meet the basic needs of your household?

171 responses



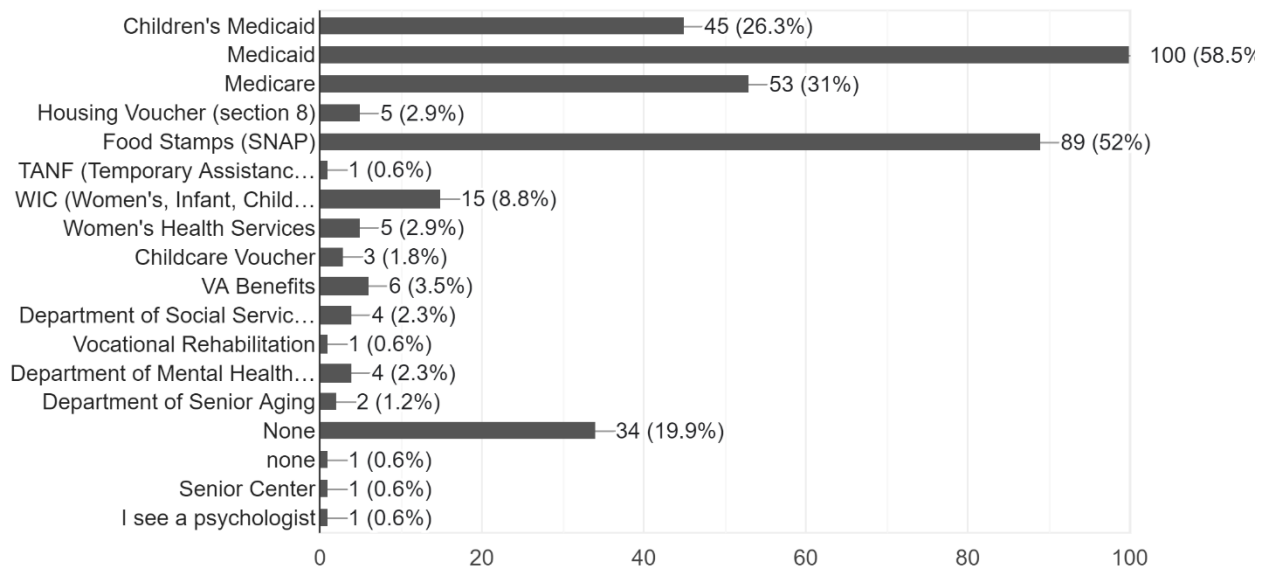
What types of income does your household receive? (check all that apply)

171 responses



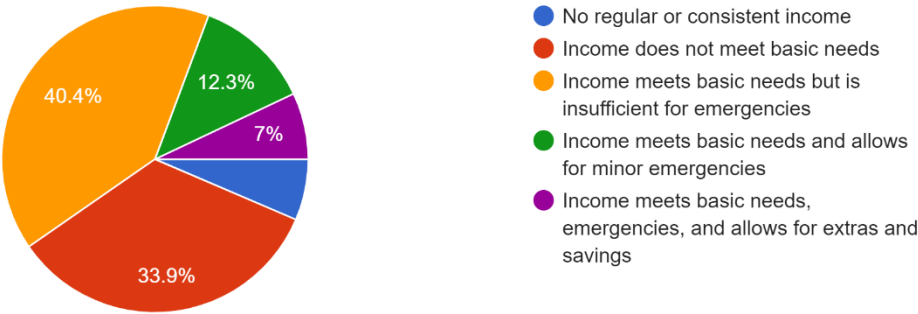
Do you or a household member receive any of these types of assistance? (Check all that apply)

171 responses



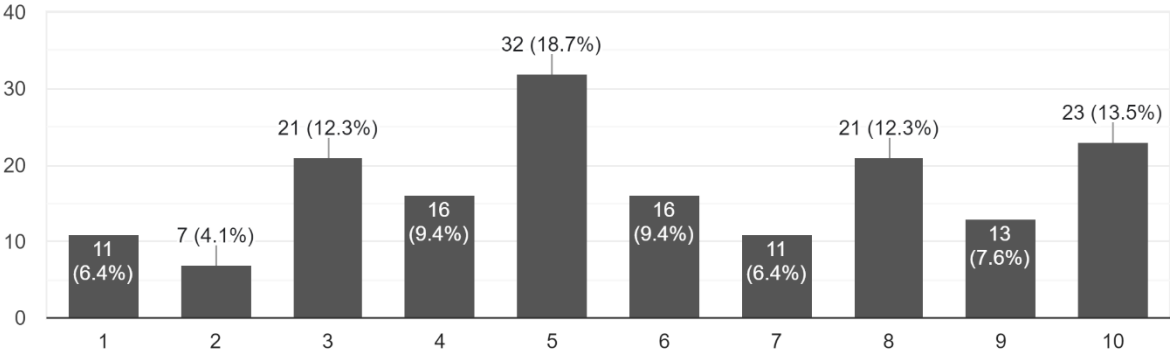
Please select which of the following best describes your family's current situation:

171 responses



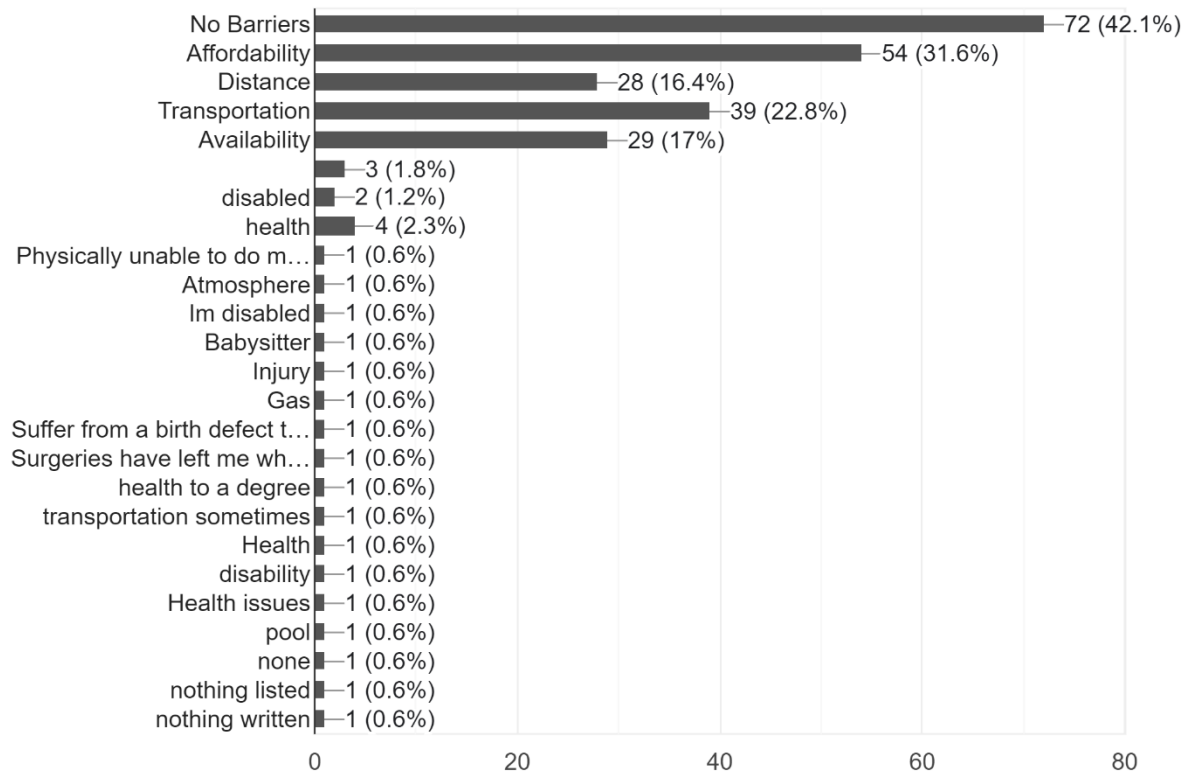
On a scale from 1 to 10 (1 being lowest, 10 being highest), how secure do you feel your community is with fresh produce/healthy food options?

171 responses



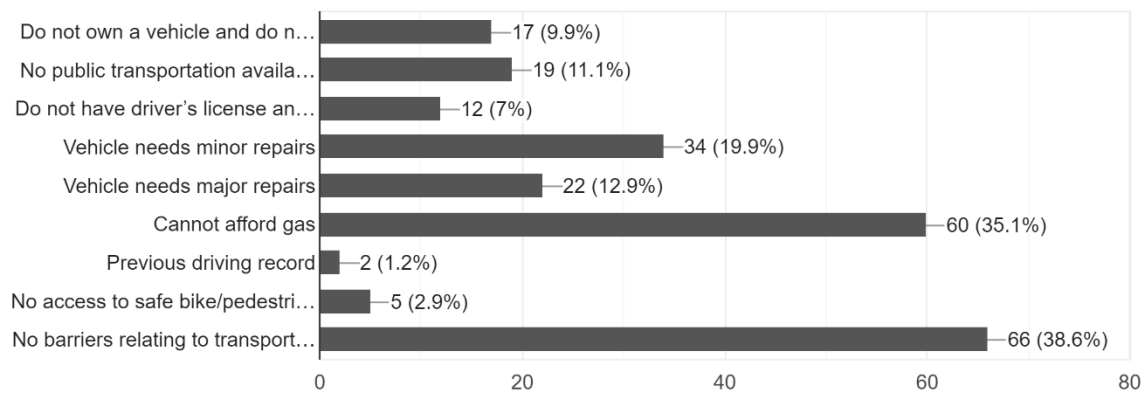
What barriers do you have for physical activity? (Check all that apply)

171 responses



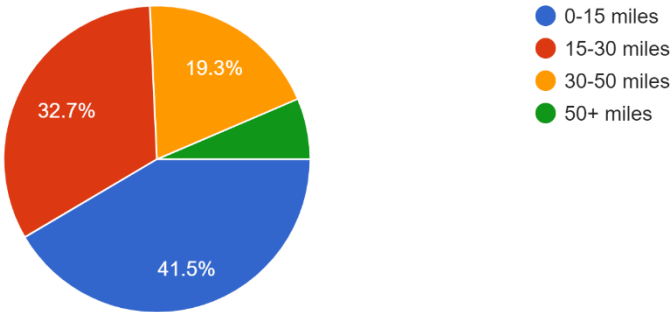
What barriers do you have relating to transportation? (Check all that apply)

171 responses



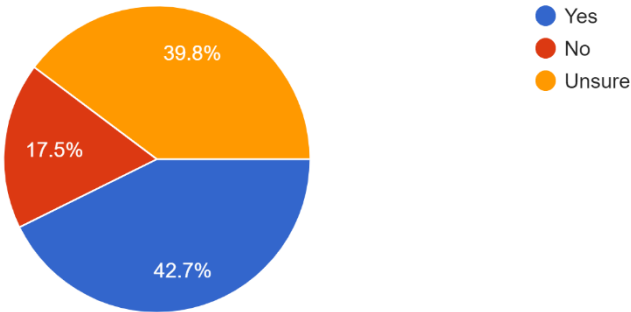
On average, how far do you need to travel in order to go to work, appointments, shopping?

171 responses



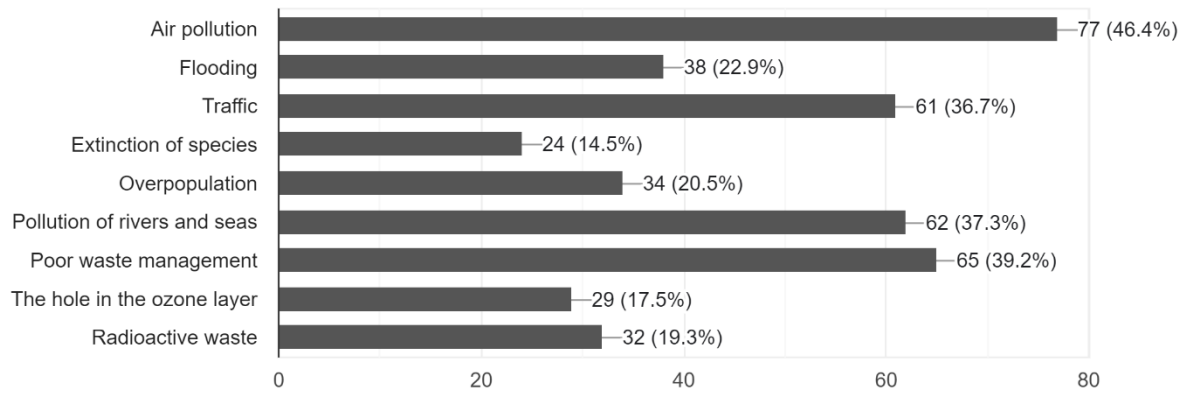
Do you know if there are resources available in your area for assistance with social security cards, birth certificates, help applying for assistance with replacement legal documentation, etc?

171 responses



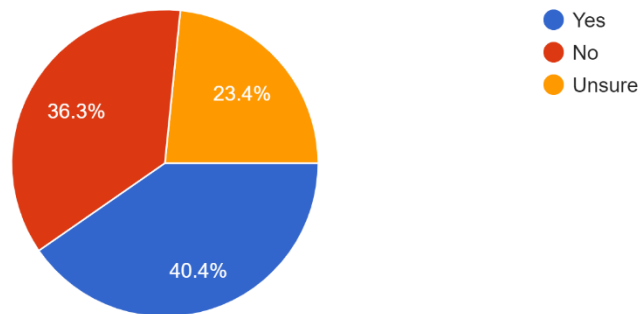
Which of the following environmental issues concern you the most? (check all that apply)

166 responses



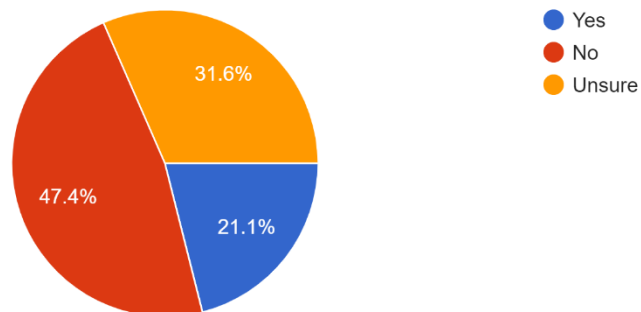
Do you think your health is affected as a consequence of any of the above environmental issues?

171 responses



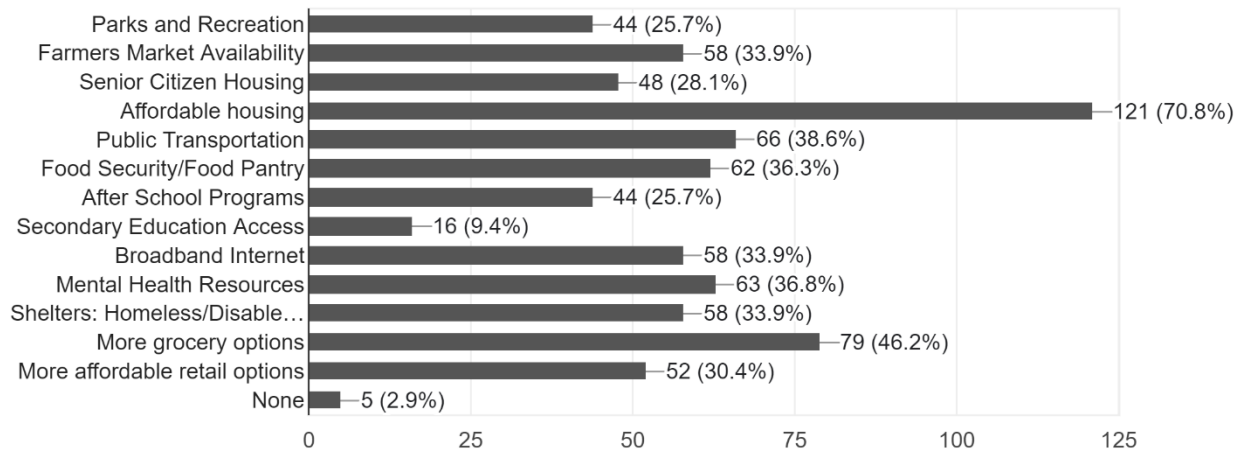
Beside your health, do you know any other results of the above environmental issues?

171 responses



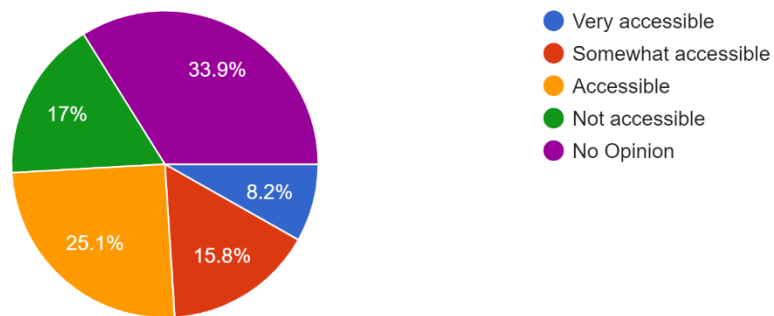
What needs to be addressed in your community? (Check all that apply)

171 responses



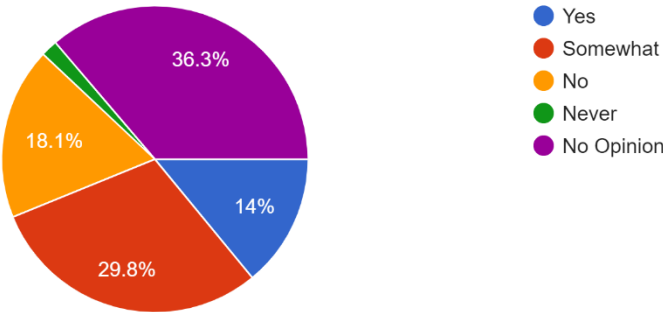
How accessible are your community leaders?

171 responses



Do you feel your community leaders listen to the needs/requests of the community?

171 responses



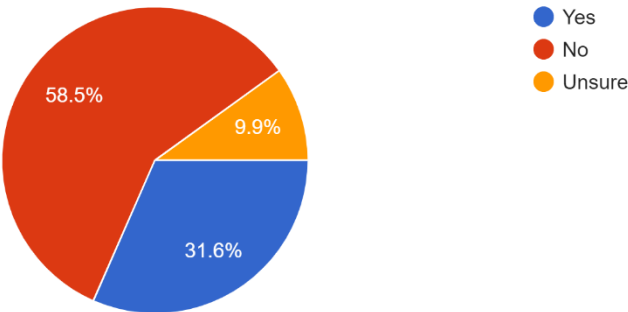
Do you feel your community is safe and welcoming of individuals regardless of their race, culture, religion, sexual orientation or disability?

171 responses

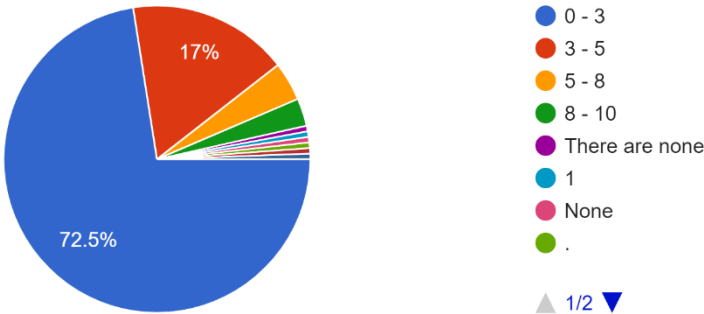


Have you ever personally experienced or witnessed another face discrimination in your community because of your race, culture, religion, sexual orientation or disability?

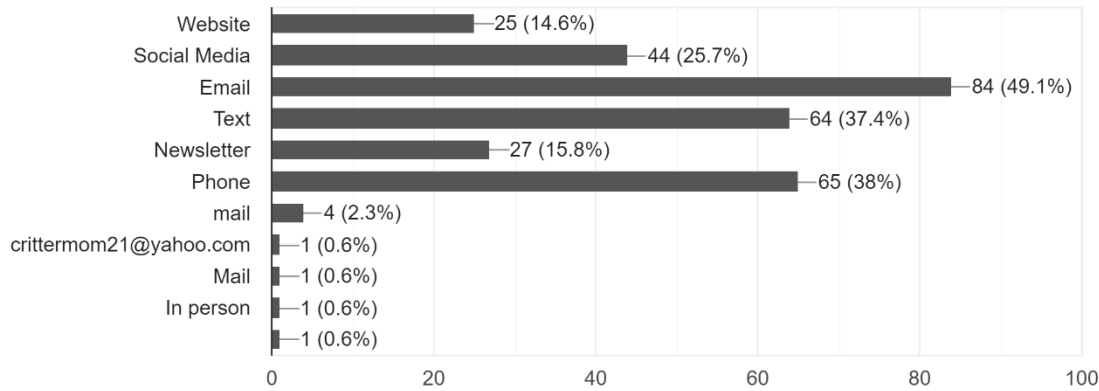
171 responses



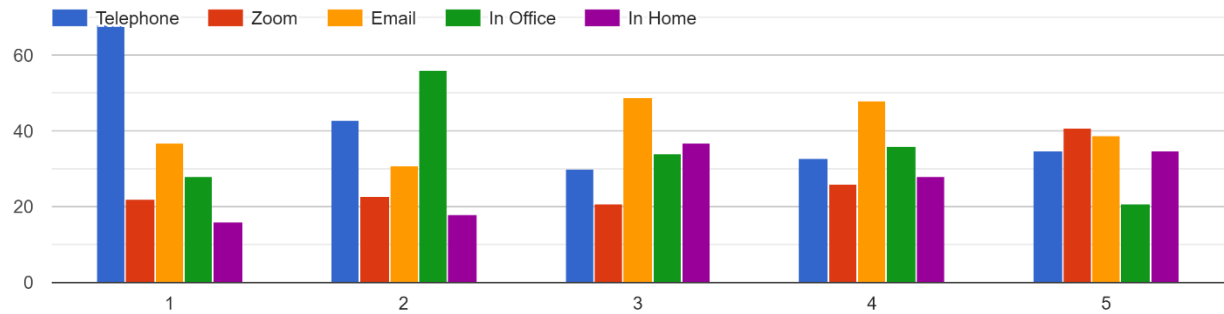
Other than OACAC, I am aware of _____ local resources in my County to help in times of crisis?
 171 responses



How do you prefer to receive updates and communications from OACAC (select all that apply)?
 171 responses

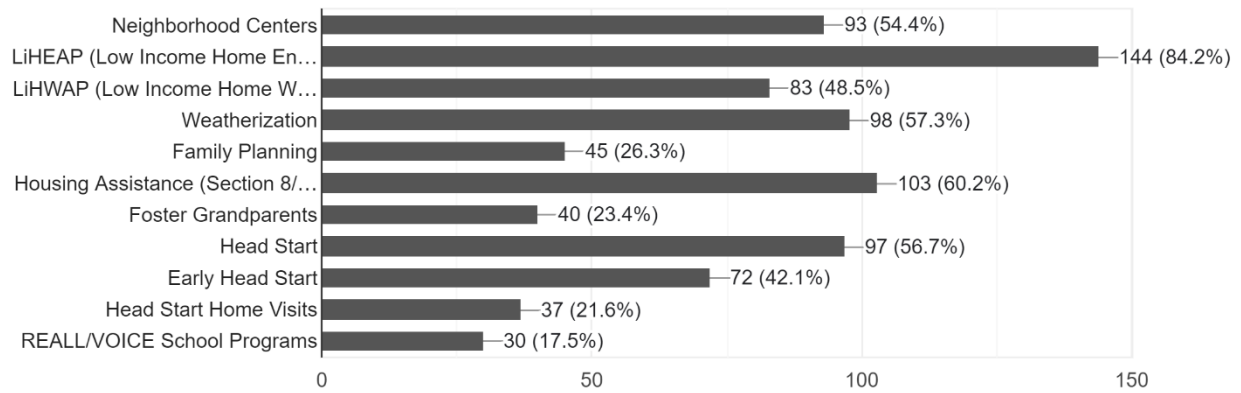


Please rank the way in which you prefer to receive services from most (5) to least (1) preferred?



Please select all of the OACAC Services/Programs you are aware of (select all that apply):

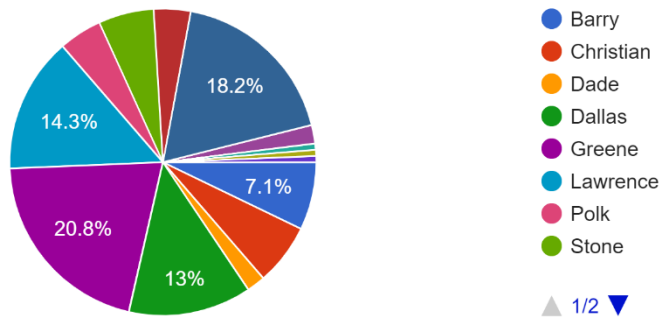
171 responses



Community Survey Results

What County do you reside in?

154 responses



What organization, agency, or business are you employed/volunteer with?

154 responses

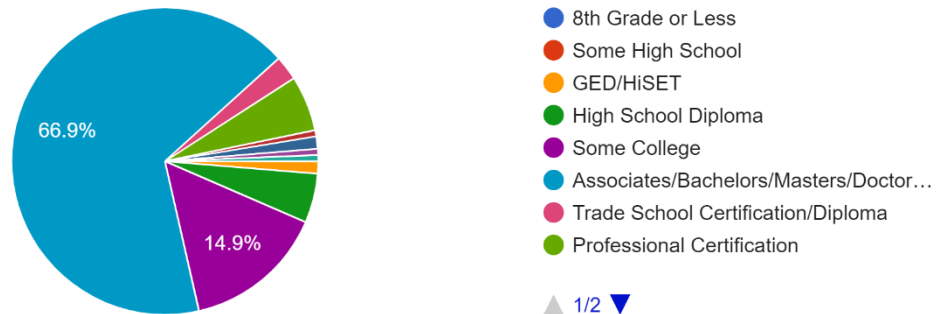
OACAC
 Webster County Health Unit
 OACAC Head Start
 Aurora R-8 School District
 Aurora R-VIII School District
 Aurora R8
 Citizens Memorial Hospital
 OACAC
 OACAC Head Start
 Head Start
 oacac
 Robinson school
 Neighborhood Center
 OACAC/Leadership Buffalo/Business Owner
 Stone county recovery center/ kcmc
 Parents as Teachers, volunteer Unite Table Rock Lake
 Stone County Health Department
 Ignite Church
 City of Buffalo
 Dallas County Public Administrator
 Dallas County Health Department
 Empower: Abilities

Dallas County R-1 School District
Dallas County Health Dept
White River Valley Electric Trust
Dallas County Schools
Dallas County Family Medical Center
Ozarks Community Health Center
Dallas County Schools Parents as Teachers program
CoxHealth
Community Action
OACAC Webster CO.
University of Missouri, Extension
Alpha House Pregnancy Resource Center
Preferred Family Healthcare
SeniorAge Area Agency on Aging
PCHOH dba Hope's Safe Haven
OACAC, Salvation Army, Niangua Community Food Pantry, Vivian Stuber Library
Marshfield United Methodist Church
Retired
Polymath Educational Cafe
Buffalo High School
1st Kids
University of Missouri CHEO
Safe Harbor
Strafford Senior Center
Buffalo Reflex - DC Community Foundation
NextGen Diagnostic Services
The Forgotten Initiative
Webster County Public Health
OACAC
Isaiah 58:7
Ozark Community Health Center
Dallas County Economic Development Group
Reeds Spring High School Student Council
Marshfield R-1
Non-profit
Safe Harbor Victim Assistance Program, Marshfield Clinic Pharmacy
Center for Human Services
Freedom Dream Center
The Haven of Rest Ministries
Bright Futures Aurora
Shook Elementary
Webster County tax board
Webster County Sr Citizen's Service Fund Board

Webster County Senior Tax Board
Ozarks Area Community Action Corporation
Neighbors in Need
OACAC Head Start EHS
OACAC teacher
HeadStart
OACAC Aurora
Head start
OACAC/Greene co cold weather crisis shelter
OACAC Headstart
OACAC - Head Start
OACAC Head Start
Higher Ground Recovery Center
Knights of Columbus
OACAC HeadStart
University of Missouri Dallas County Extension
Christian County
OACAC, Victory Baptist Church
Health Department
Christian County Government
City of Nixa
The Council of Churches of the Ozarks
First Baptist Church Ozark
Cadence Bank / OACAC
OACAC Head Start Home based
ACCESS Family Care Medical and Dental Clinics
Pierce City Schools
Project RISE and The Aurora United Methodist Church
Access Family Care
Aurora R8 Schools
Access Family Care
Clark Mental Health
PRESBYTERIAN CHILDRENS HOME AND SERVICE
Community Support Services of SW MO
Southwest R5 school

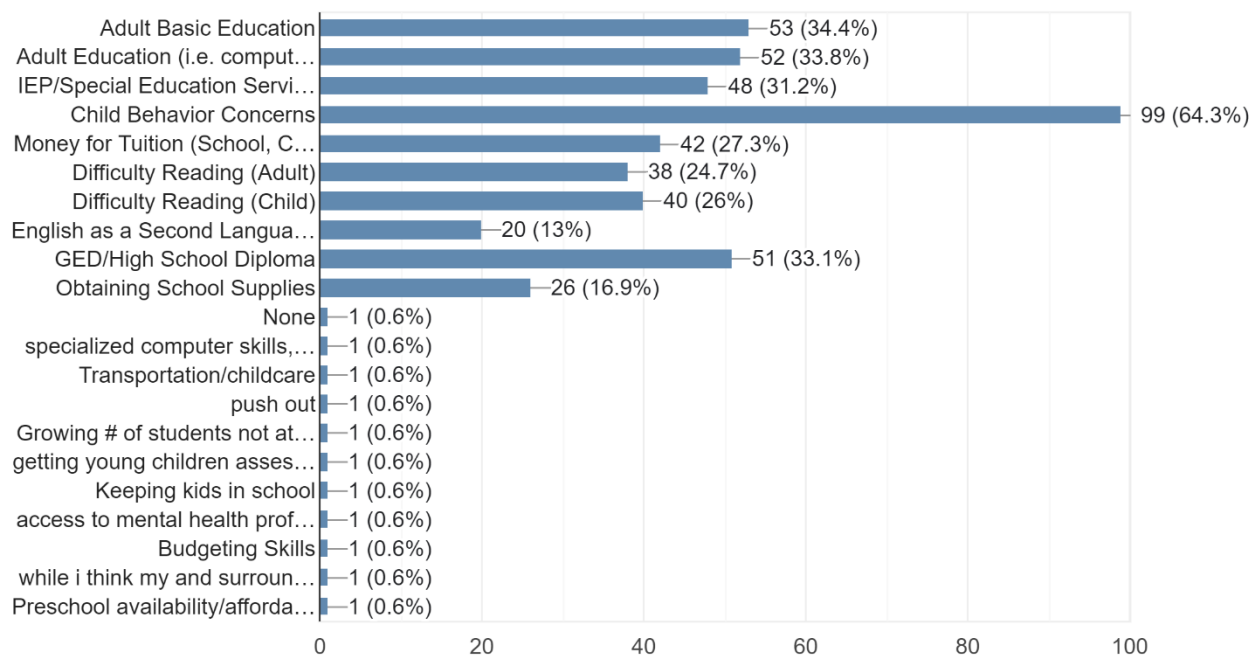
What is your highest level of education

154 responses



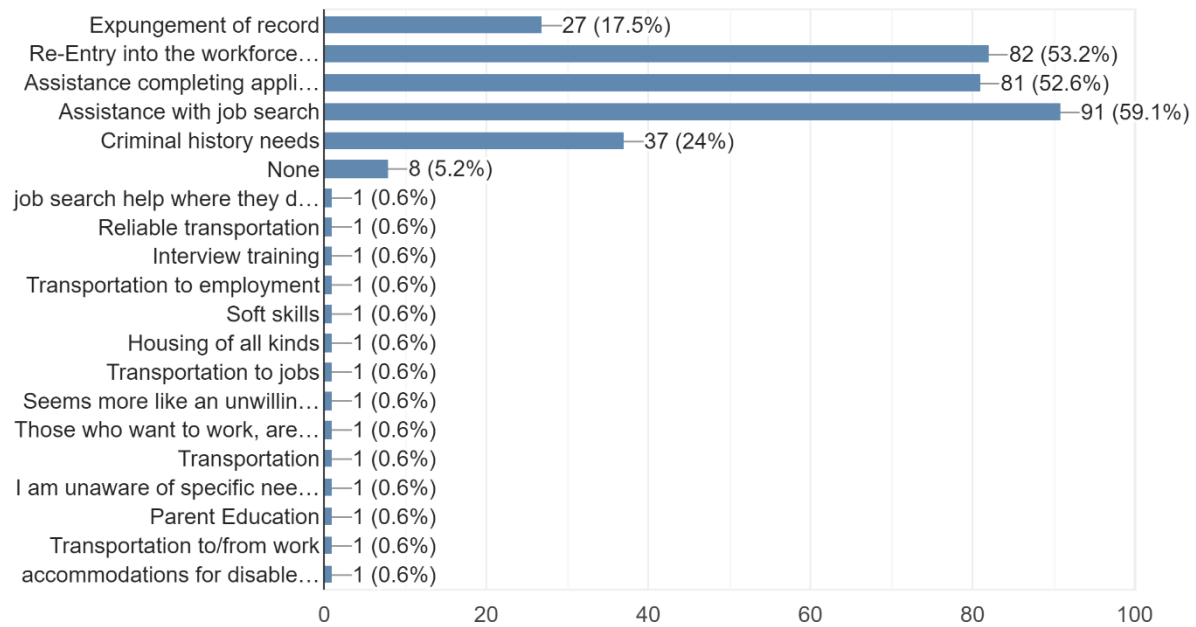
What do you feel are the School/Educational related needs most affecting your community?

154 responses



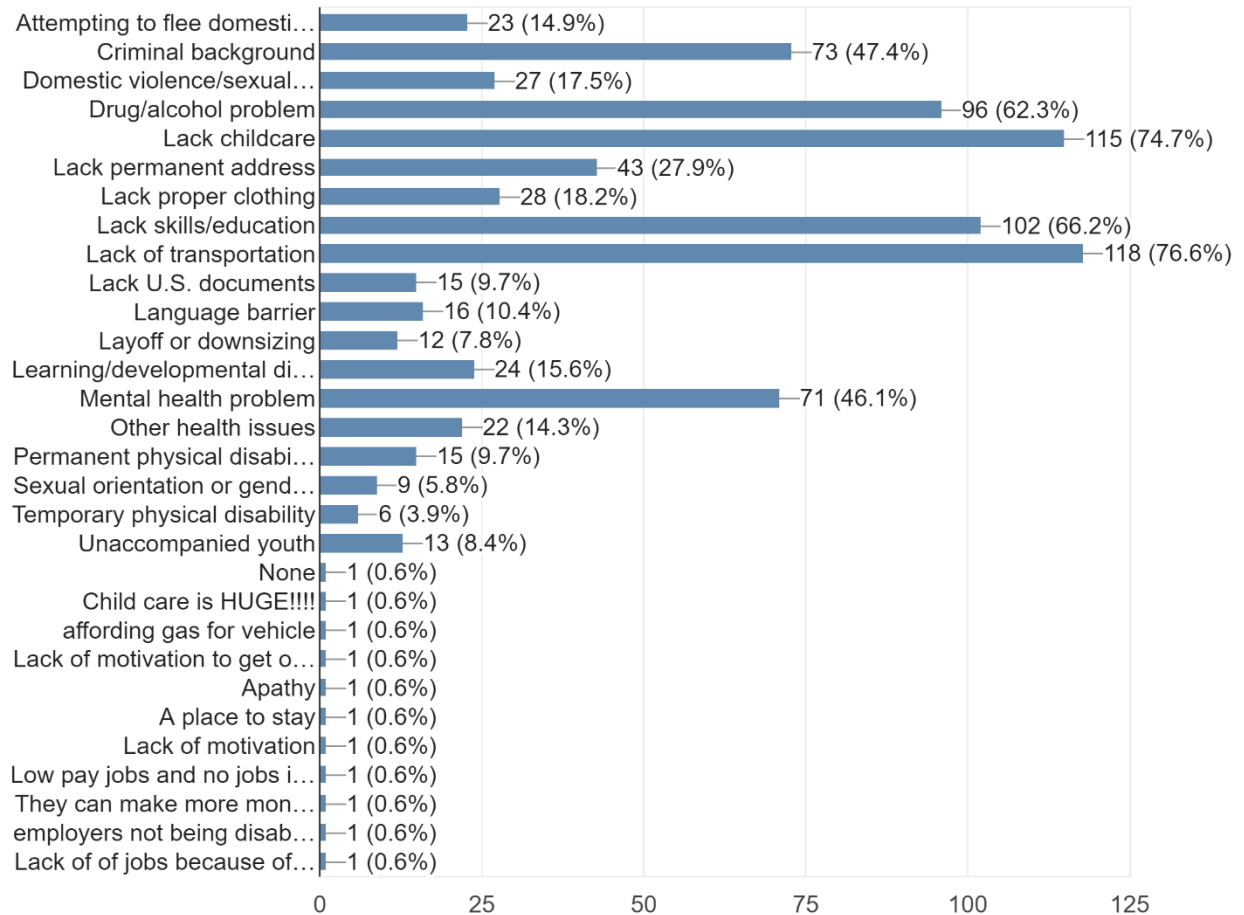
Do you see a need in your community with any of the following to assist with employment?

154 responses



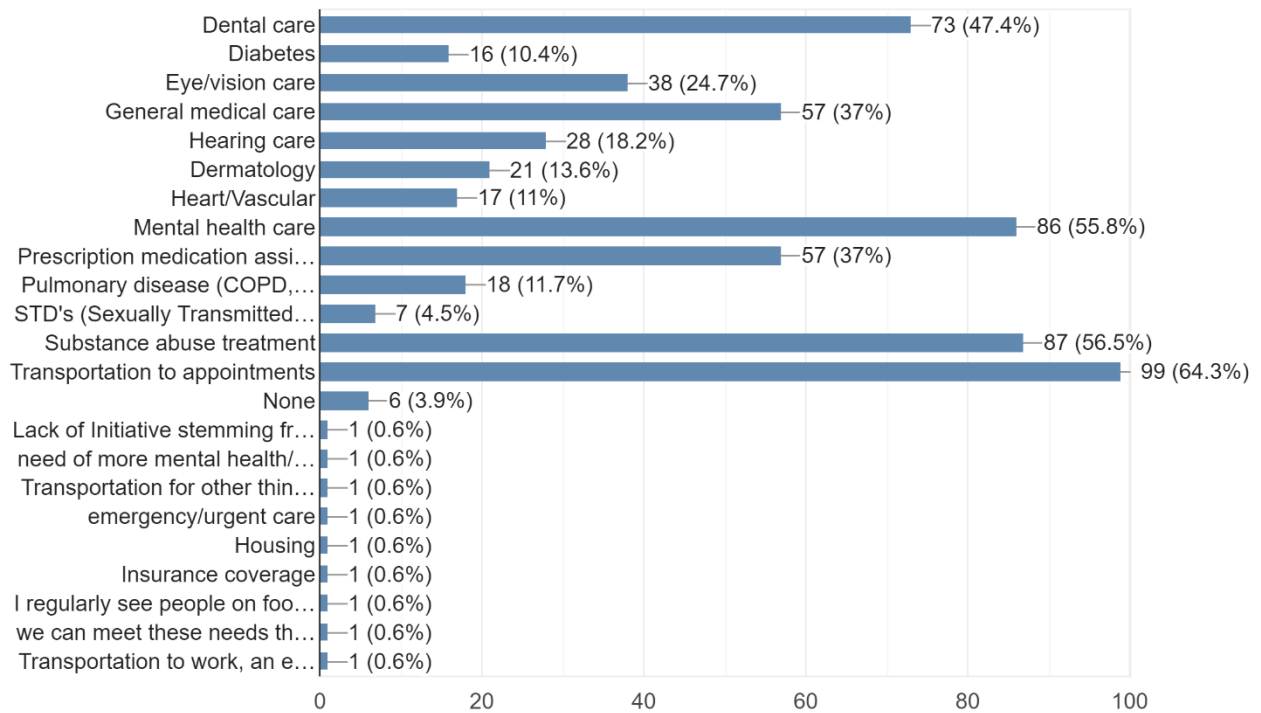
What do you feel are the biggest barriers to individuals gaining employment in your community?
(Check all that apply):

154 responses



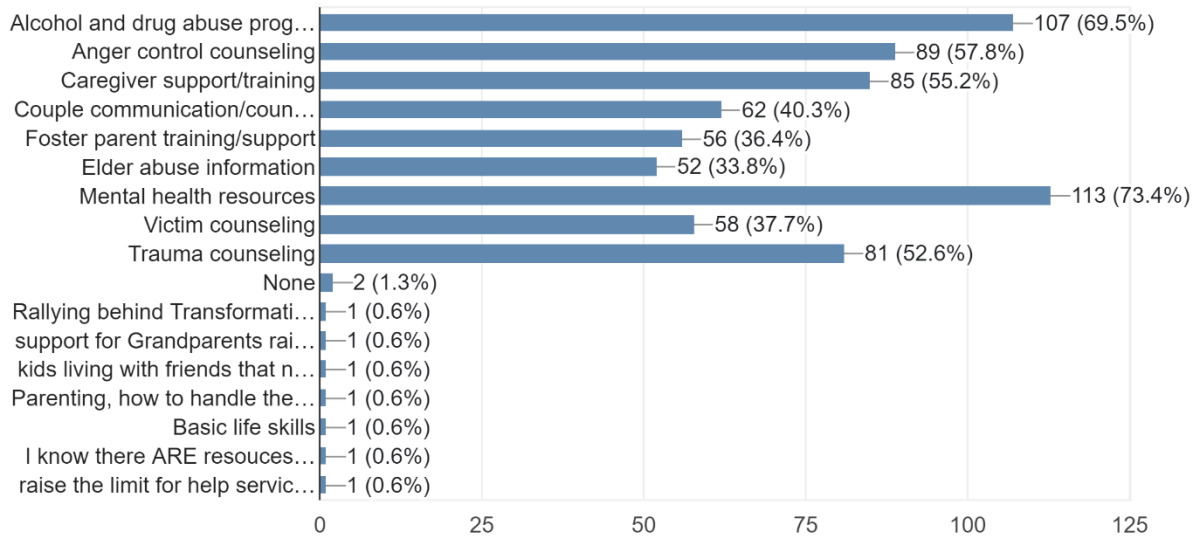
Which of the following are unmet needs in your community? (Check all that apply)

154 responses



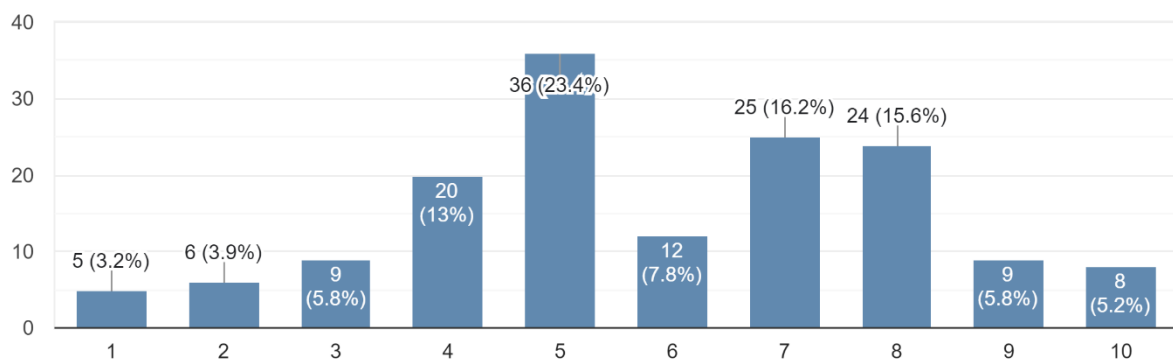
Do you feel there needs to be any, or more, of the following resources available in your community?
(Check all that apply)

154 responses



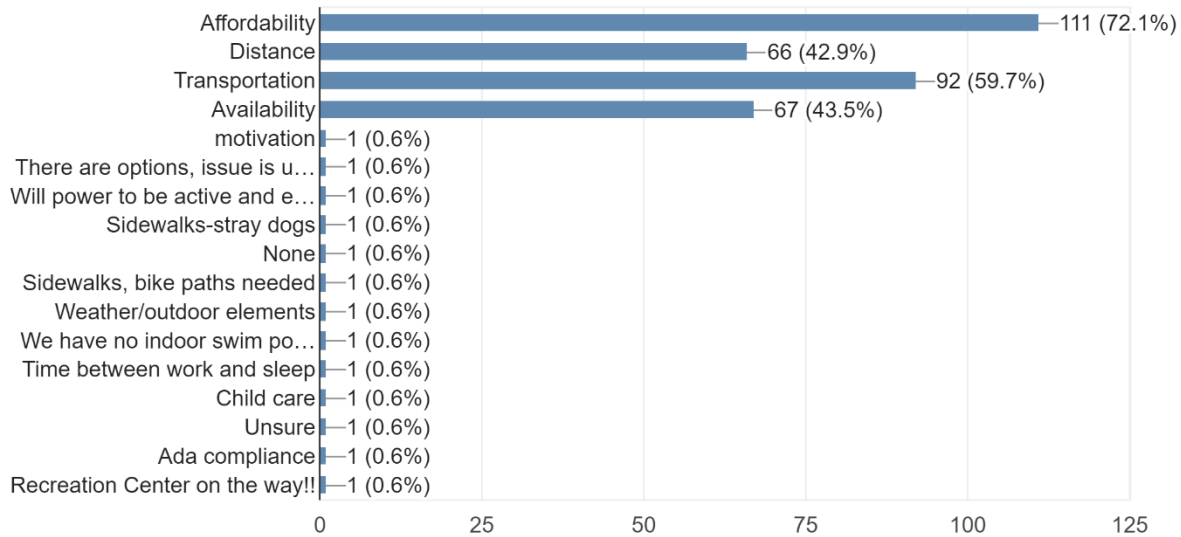
On a scale of 1 to 10 (1 being lowest, 10 being highest) , how secure do you feel your community is with fresh produce/healthy food options?

154 responses



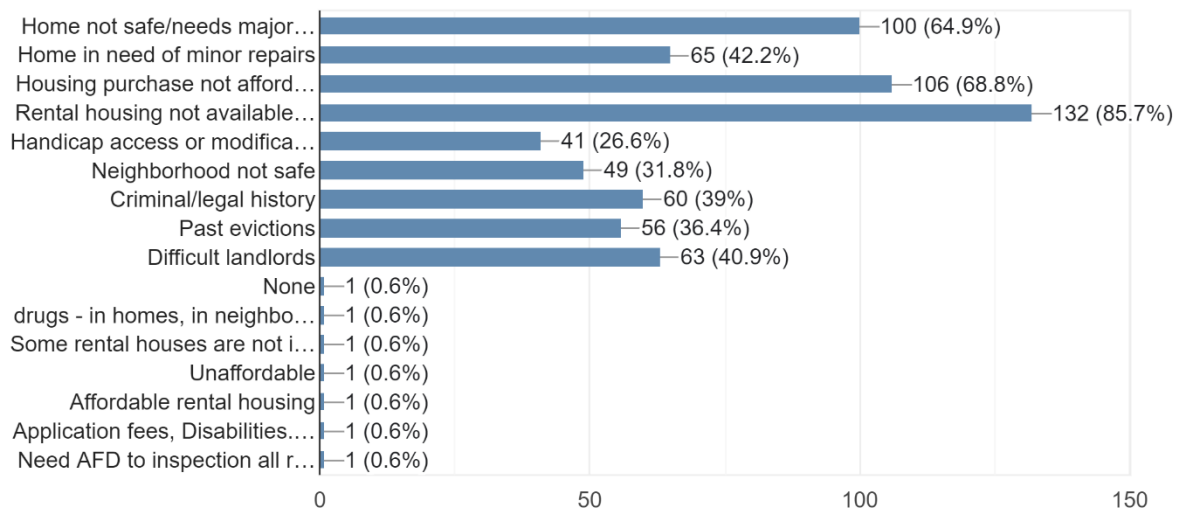
What barriers does your community have regarding options for physical activity for health? (check all that apply)

154 responses



Do you feel any of the following effect the housing situation in your community? (check all that apply)

154 responses



What are barriers to income in your community?

154 responses

transportation

Education

Don't want to work

Transportation, Skills, Education, Employment Opportunity

transportation, not many entry level jobs, unskilled for higher paying jobs, poor working conditions at higher paying jobs

Available jobs and willing applicants

low minimum wage, lack of high paying jobs, jobs asking high qualifications for jobs that never get filled

Do not have the skills necessary, not able to afford child care, transportation, unwilling to do physical labor

accessibility to jobs because of lack of transportation, childcare

Job options are limited

Lack of transportation and access to job specific training programs for adults.

lack of jobs

Transportation to Employment

People not wanting to work full time or for less than \$15

Transportation, drug issues

Lack of affordable childcare and good jobs with benefits

Lack of year-round employment

the desire to be gainfully employed, the economy - high costs of everything-rural area

no industry here with benefits or insurance.

not enough jobs in area, transportation to job

lack of higher paying jobs; have to travel outside the community

seasonal, tourism based

Economic development to entice businesses.

low income

Manufacturing

lack of living wage full time employment

lack of jobs and transportation

mostly part-time employment only available based of qualifications

state taking half for child support

Low pay to unskilled workers

cost of living increase

Drugs and alcohol abuse.

People expect to get paid top dollar without experience. Also, some don't realize when you pay their insurance and clothing allowance and paid vacation that all factors to their pay.

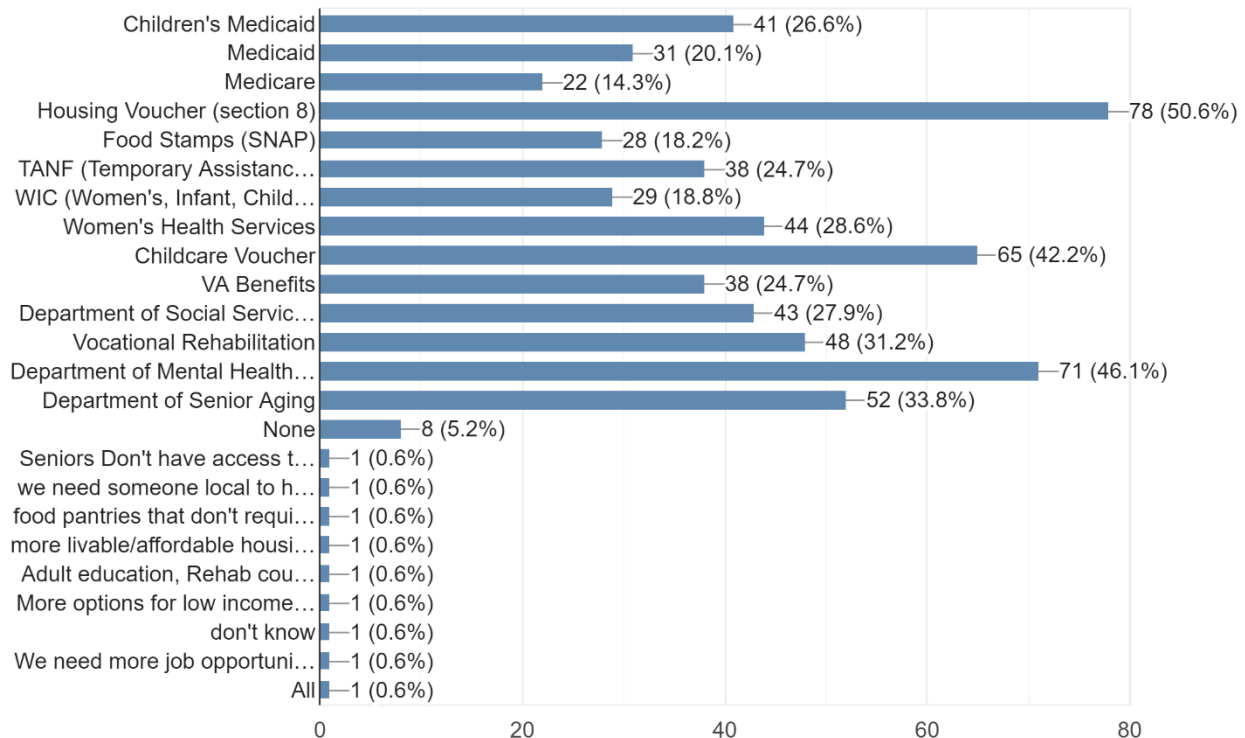
Lack of ambition, drugs/alcohol, generations having learned or been taught to live on welfare programs.

High paying jobs
Many living on disability only, government assistance only, living with another family while trying to gain employment
Transportation to and from employment
Lack of education
entry level jobs
Non-livable wages
Availability of adequate wage positions
Childcare, job training, transportation
Most are already on Medicare and they do not work.
Wages not keeping up with inflation.
low wages compared to rising costs
Available jobs that pay well
HIGH PAYING JOBS
Low skill levels
Lack of industry.
Having access to jobs.
Lack of meaningful workplace skills; education; transportation
Transportation, motivational efforts, affordable childcare
Non-working members, transportation
Regionally our wages are depressed.
transportation & access to affordable childcare
Employment opportunities, competitive wages, transportation, living condition
Job availability
Pay is not what it is in other areas. Low wages
Low paying jobs
places to work
willingness to work for various reasons
Cost of food
Lack of jobs, transportation to those jobs and childcare so parents can go to jobs
Not a lot of job opportunities
Transportation/Only part-time
A lot of people commute to work elsewhere and gas is expensive.
Limited # of employers, applicants not qualified, inflated living expenses
motivation --- too many government handouts
Willingness of clients to get/take a job.
jobs
low wages
Not competitive pay
Pay is too low for rising costs
Low paying jobs locally
Willing to work
Adequate paying jobs with hours to work

Cost of childcare for working parents
Full time work availability
Transportation to job search and employment.
Don't know
Na
Need to travel for employment
Part-Time Jobs & Minimum Wage Jobs
Cost of living has significantly risen but the wages have not gone high enough for families to get their heads above water
Limited employment
unknown
People receive handouts with no requirement to give back or earn their way.
Lack of education/ childcare/ transportation. Low inflation raises, high cost of living
Employment availability
Transportation, livable wages, childcare
Individuals not wanting to go back to work
More jobs in local communities
No employment opportunities closer than 40-minute commute
transportation/ skills
lack of mentoring
lack of high-paying manufacturing opportunity
Unemployment
Low paying jobs, lack of skilled train.
People not wanting to work and better themselves

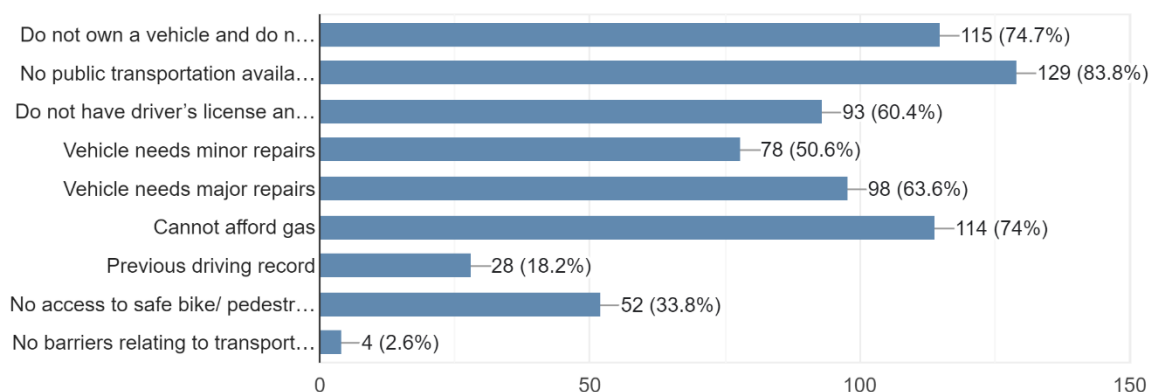
Does your community need more resources for any of these types of assistance? (check all that apply)

154 responses



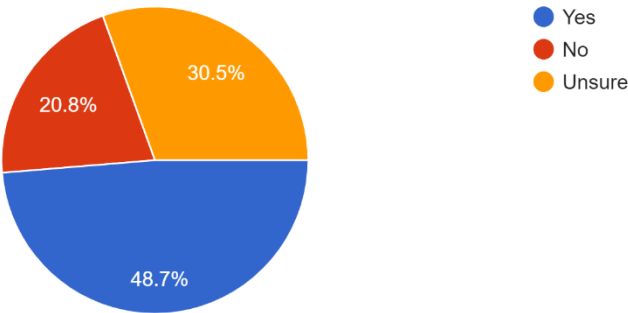
What are the largest barriers your community has relating to transportation? (Check all that apply)

154 responses



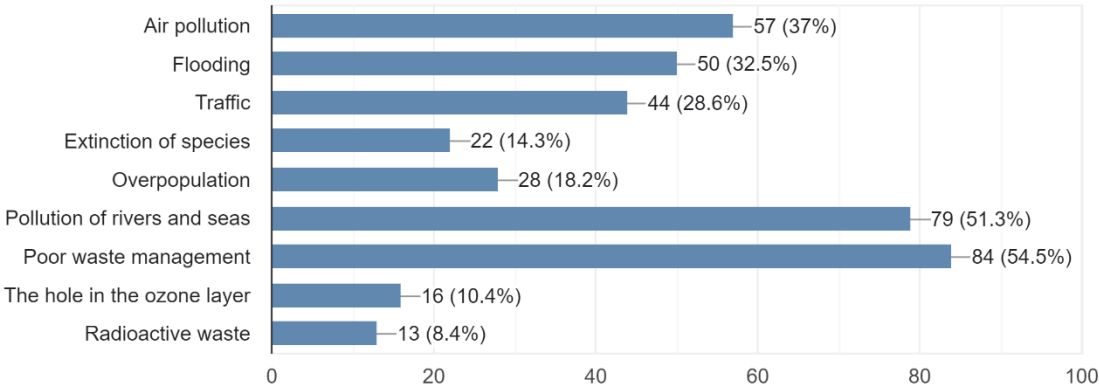
Do you know if there are resources available in your area for assistance with Social Security Cards, Birth Certificates, help applying for assistance with replacement legal documentation, etc?

154 responses



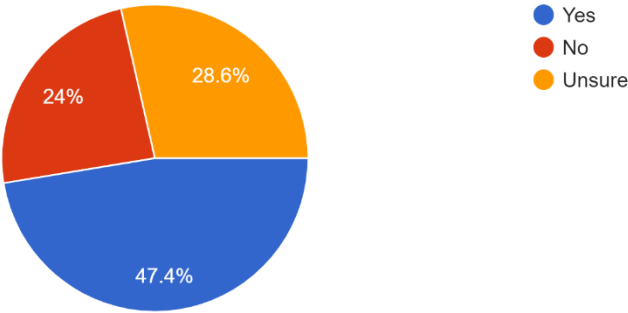
Which of the following environmental issues concern you the most? (check all that apply)

154 responses



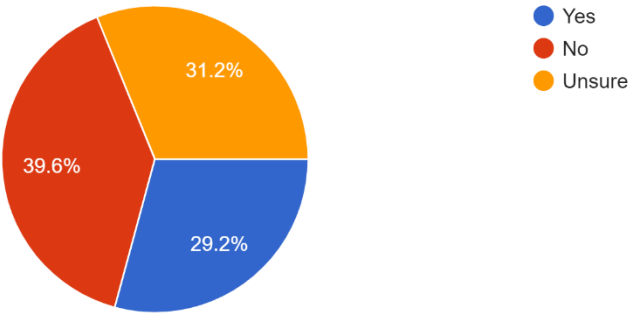
Do you think your or your community's health is affected as a consequence of any of the above environmental issues?

154 responses



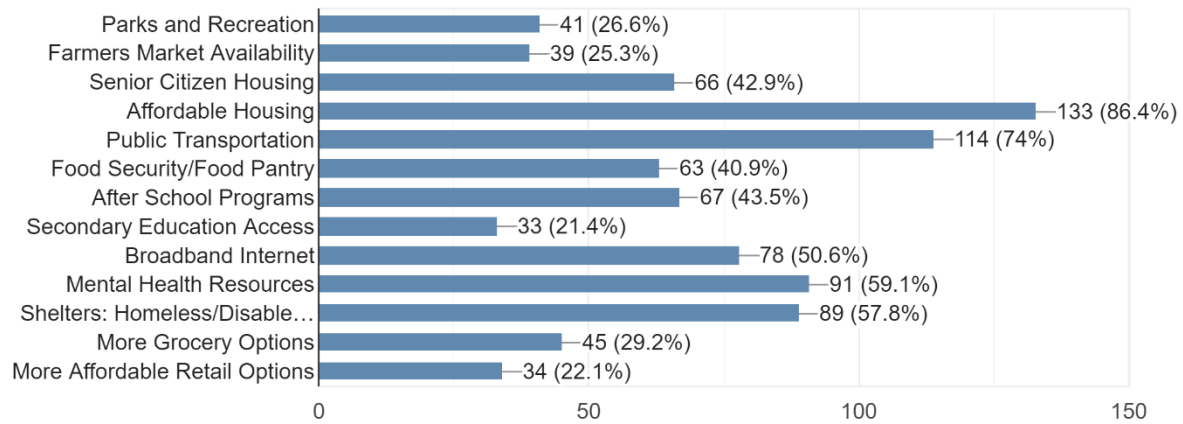
Beside health, do you know any other results of the above environmental issues?

154 responses



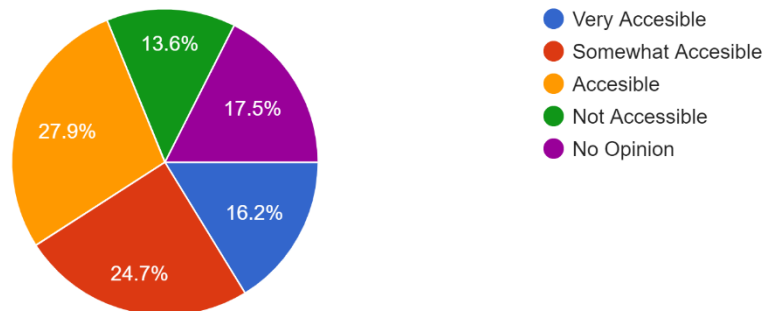
What needs to be addressed in your community? (check all that apply)

154 responses



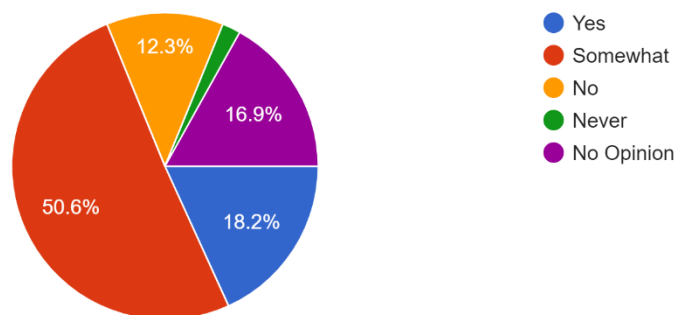
How accessible are your community leaders?

154 responses



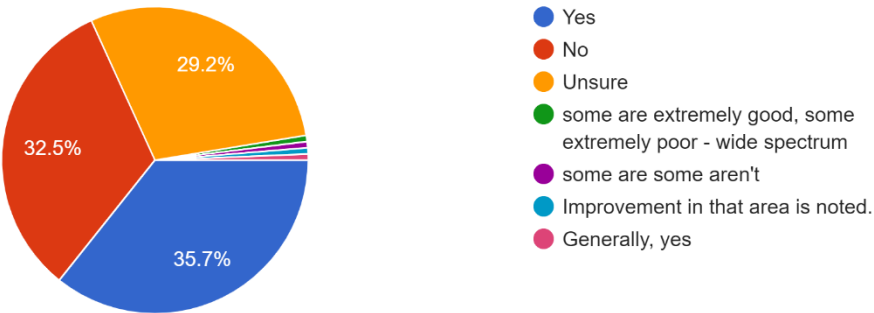
Do you feel your community leaders listen to the needs/requests of the community?

154 responses



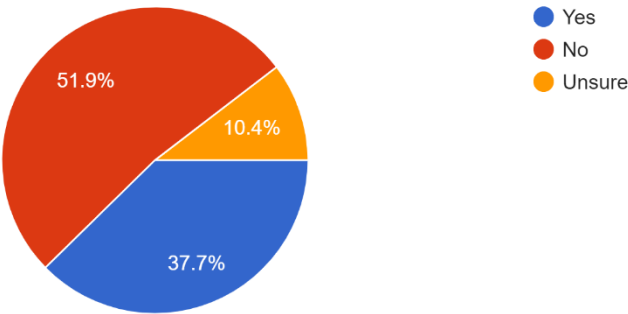
Do you feel your community is safe and welcoming of individuals regardless of their race, culture, religion, sexual orientation or disability?

154 responses



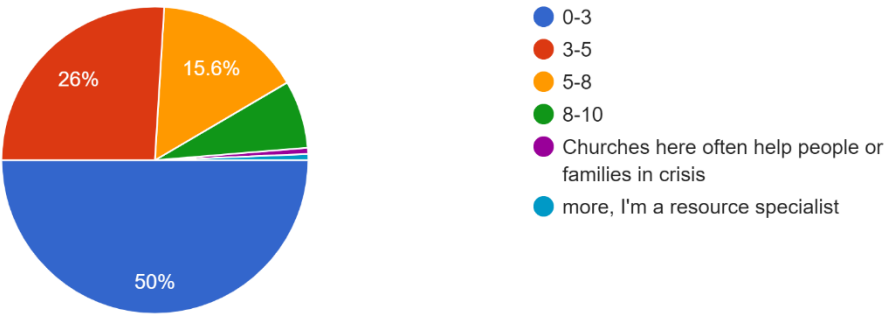
Have you ever personally experienced or witnessed another face discrimination in your community because of your race, culture, religion, sexual orientation or disability?

154 responses



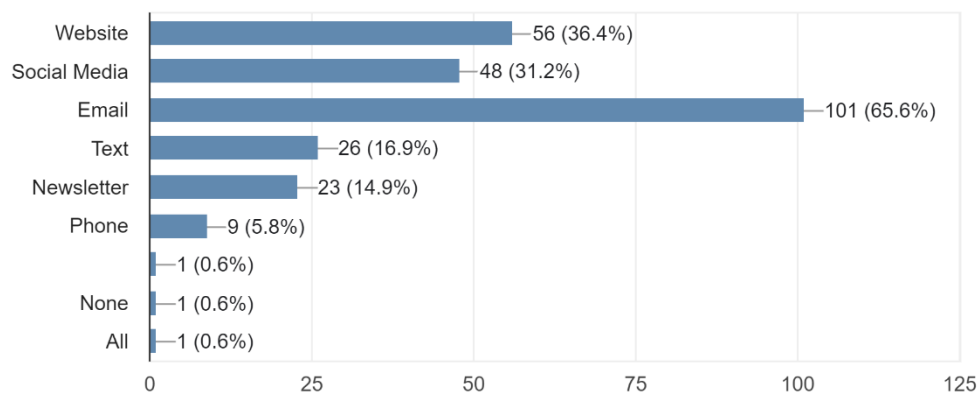
Other than OACAC, I am aware of _____ local resources in my County to help in times of crisis?

154 responses

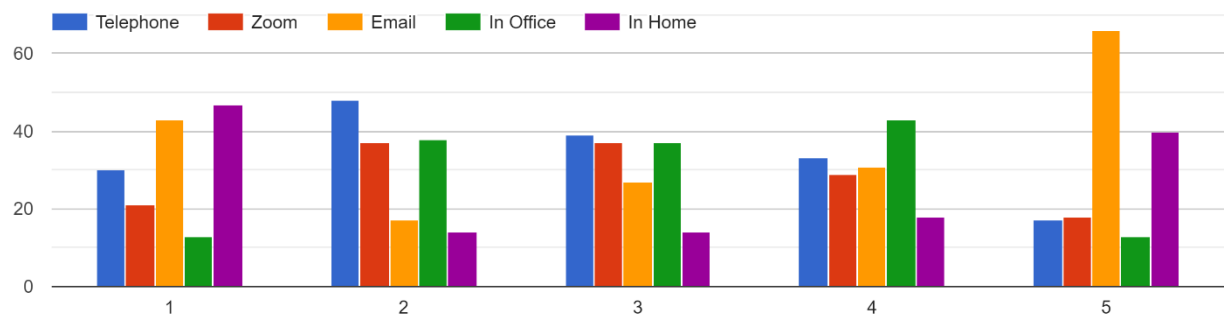


How do you prefer to receive updates and communications from OACAC (select all that apply)?

154 responses

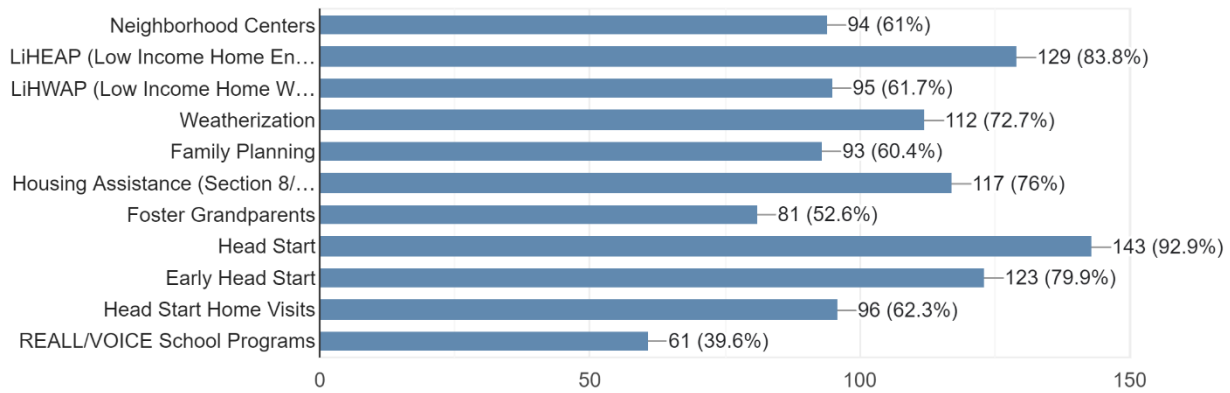


Please rank the following methods of service delivery from most (5) to least (1) preferred?



Please select all of the OACAC Services/Programs you are aware of (select all that apply):

154 responses



Please share any feedback you feel is relevant

154 responses

None
 N/A
 N/A
 none
 NA
 n/a
 Thank you
 none at this time
 None
 n
 none
 Na
 None at this time
 Behavior concerns at school
 ranking delivery methods question is unclear
 The office in Branson west most definitely puts the client and community first
 Addiction is the number 1 problem in our community and surrounding states!
 Very pleased with our local OACAC community involvement. They are the go to for answers and assistance to many of our community's needs.
 OACAC has been very helpful in our community.
 OACAC in our Community does a wonderful job of meeting needs
 Mental health and addiction are desperately needed in our area

The community has a lot of great solutions for the symptoms of poverty but virtually no plan to combat the systemic root of the issue. There needs to be a collaborative effort made to bring hope to all the citizens. Hope will be what transforms all the negative statistics in the community. we have so many people coming in to the county with needs and the current families that can't seem to get above the point of needs, I am concerned that our resources will not expand enough to provide assistance for the needs.

We need more industry jobs in our community and transportation for elderly without transportation

OACAC is a wonderful resource, but often understaffed. I send a lot of people there, but service delays are common due to that issue.

cohesiveness

seniors

People in need have to be aware of the services available and be willing to participate in the manner required.

I think efforts are being made to improve services, but the need is great.

Lack of transportation

thankful for OACAC!

They do a good job

The need for a warming center in Dallas County would be beneficial to the community

Help is needed in Niangua

Zero!

I think shelters and public transportation is the most important improvements we could do for our community.

nothing

OACAC is great

People are still unaware of what OACAC can do to help them, and people are unaware of other resources that are available to them in our community.

Dallas County OACAC has a stellar team of servants for the community.

Thank you for this opportunity to share.

Love to learn more of what our area offers

At the Health Unit, OACAC is our first go to resource when helping people get their needs met.

Affordable housing and day care big concern

Warming shelter/homeless situations

Keep up the great work!

We appreciate all that OACAC is involved in within our community - connecting people and resources when able. Collaboration in our community is really important.

We're trying, but it's not easy with our transportation and childcare difficulties

Love working with our local OACAC!

Strive to deal with people who are physically dangerous & abusive to allow others to have a safe environment free from physical/sexual/mental abuse. More protection for children in their own family situation when abuse is detected.

Thank you for all you do.

People need to go back to work

thank you

Cost of living makes it so hard for people to make ends meet and making minimum wage means you can't get help a family of both parents working just isn't enough anymore to get bills paid and prepare for our kids future and take care of basic wear and tear on cars and homes

Hard to find someone in this community who isn't struggling to make ends meet. No one can afford to fix these things individually. The jobs in this area rest at minimum wage, the parents can't afford clothes and care. They can't afford a car, the insurance or the repairs. They can't afford medical and mental Healthcare for themselves. They can't afford medications. They can't afford to live.

No other feedback at this time. Thank you

None

Nothing at this time

:)

Section 8 housing: families get approved, but cannot find a house to accept the money.

We need to help people learn the value of supporting themselves rather than helping them find another hand out.

I have nothing at this time

OACAC is a great resource

OACAC offers many services to help low income families in our community.

n/o

Can't think of any

nothing else

None at this time

COVID-19 has put a damper on a great deal of the programs in the community!!!

Affordable Housing, transportation and drug/alcohol rehab are lacking in our county

One of the most important categories is having available work.

OACAC is a great resource, I just wish that there were more resources so that we did not have to tell anyone there is a 2 year wait list.

I believe that OCACA is doing an Amazing job for our community.

No additional feedback

n/a

Keep up the good work

Your survey covered my responses

Members of a Community need to want to help themselves as well. To utilize the resources offered to lift themselves up and break the cycle of poverty. Know they have value!

Thank you for all you do!

Nothing

Thank you for what you are doing

Low income areas struggle. It's an unfortunate way of the world.

money

more retention programs

it's great to work with the community

nothing at this time

I am not familiar with many resources available in our community. I would like to know more about the resources available and how to help families access the resources.

Transportation, Education

Very impressed with OACAC

Employee Assistance Programs

N/a

nothing

yes

The entire area needs to come into ADA compliance. There are grants for communities that need it and they should use it.

identification card and lack of transportation

A

Meals for Elderly/Come and Dine in some sort of fashion all year long

None at this time.

We need people willing to educate the public on the actual state of our community and the needs we have.

Cumulative Income Weaknesses and Threats

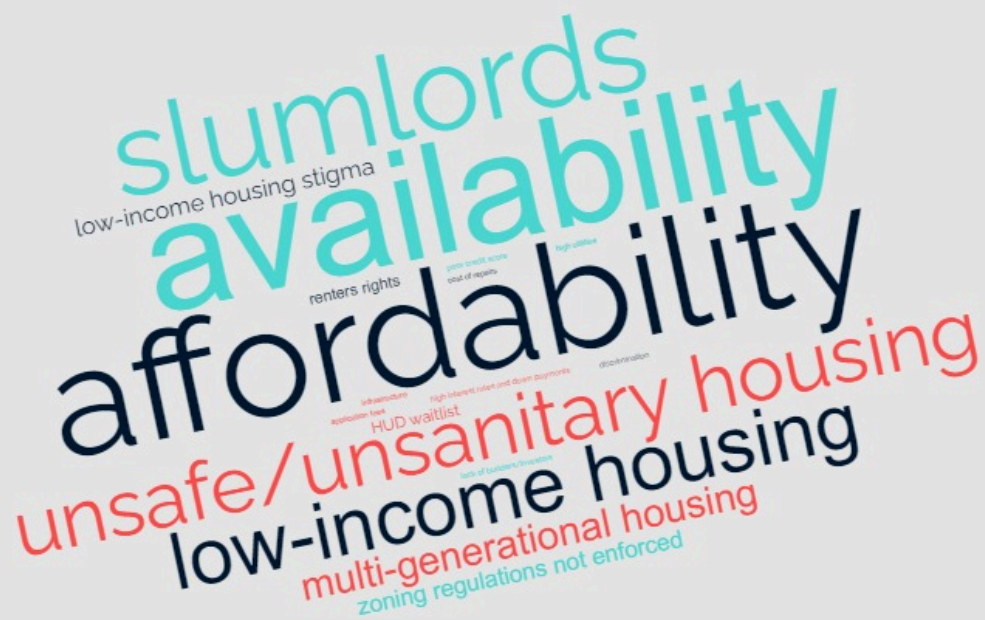
lack of opportunity
childcare
employment opportunities
stigma of low income people
transportation
wages

no incentive for developments
increased cost of living
work history
generational poverty
criminal background
lack of chamber of commerce involvement
lack of mental and physical health support
lack of education
seasonal employment
difficult application processes

Cumulative Income Opportunities

advocacy
lifeskills offered after hours
food access
community awareness campaign
carpooling
skills to be self-sufficient
increase education
employer education
job seeking skills
financial management skills
OACAC collaborate with the community
entrepreneurship education
work from home education
hands on job training

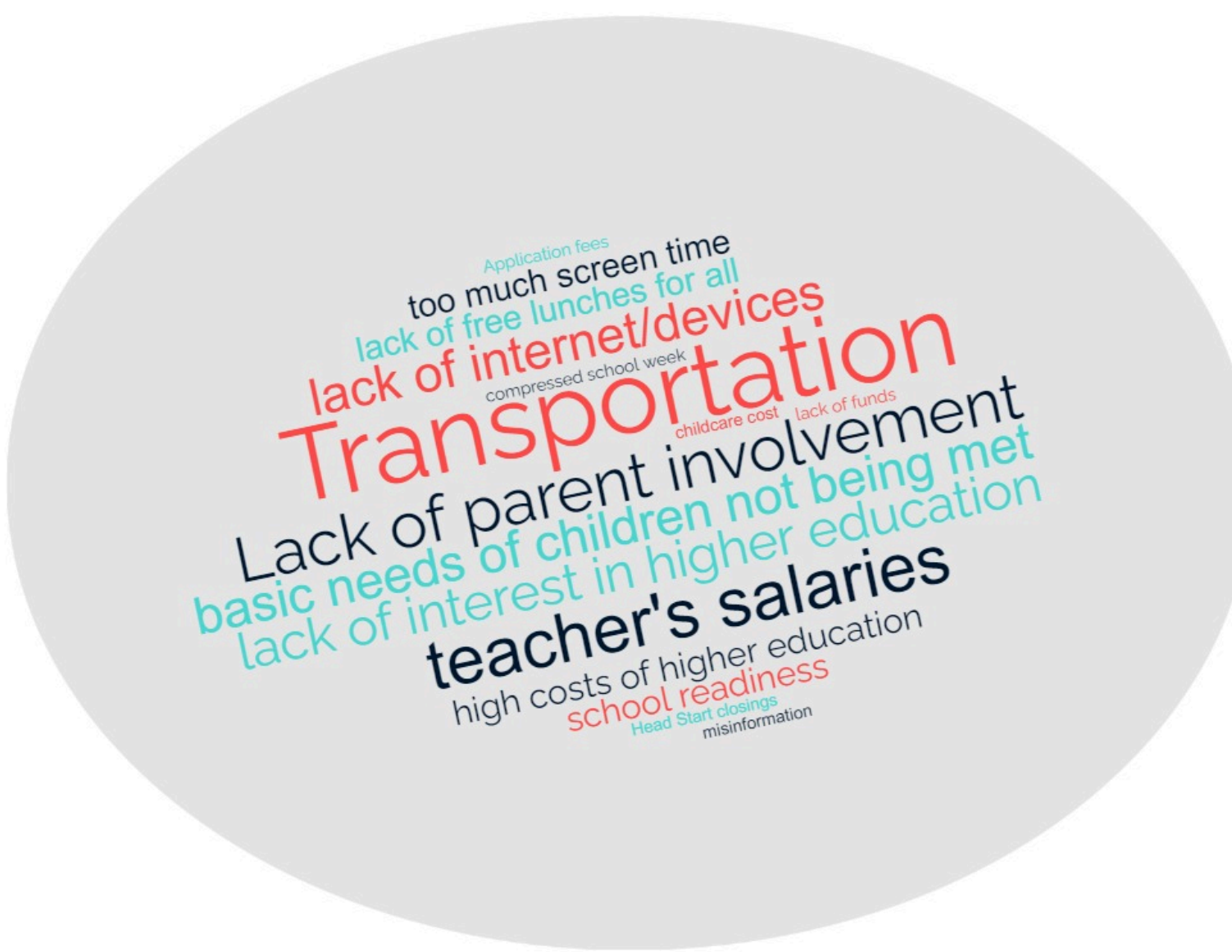
Cumulative Housing Weaknesses and Threats



Cumulative Housing Opportunities

advocacy with city leaders
re-entry and eviction opportunities
marketing/discussing issues with community
landlord classes mortgage buyers instructions
senior housing
low-income housing
incentives for contractors
homeless center and services
renters maintenance education
more rental assistance
education on services available
assistance for solar panels
low-income voices
tiny homes
disabled housing
partner with landlords

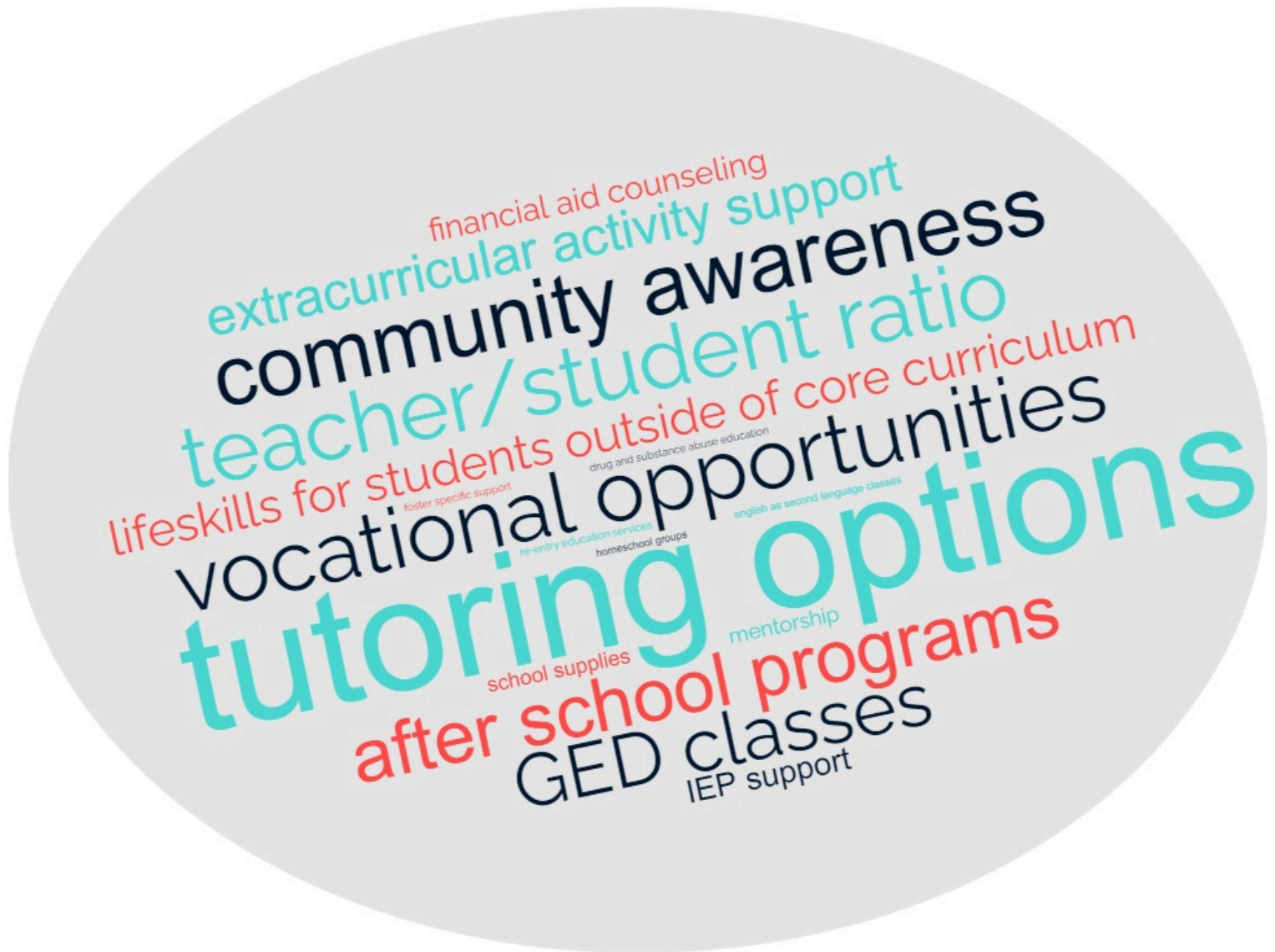
Cumulative Education Weaknesses and Threats



A word cloud on a light gray oval background. The words are arranged in a circular pattern, with the largest word, "Transportation", in the center. Other words include "Lack of parent involvement", "teacher's salaries", "lack of interest in higher education", "basic needs of children not being met", "lack of free lunches for all", "too much screen time", "Application fees", "lack of internet/devices", "compressed school week", "childcare cost", "lack of funds", "high costs of higher education", "school readiness", "Head Start closings", and "misinformation". The words are in various colors (red, teal, black) and sizes, indicating their relative frequency or importance.

Application fees
too much screen time
lack of free lunches for all
lack of internet/devices
compressed school week
Transportation
childcare cost lack of funds
Lack of parent involvement
basic needs of children not being met
lack of interest in higher education
teacher's salaries
high costs of higher education
school readiness
Head Start closings
misinformation

Cumulative Education Opportunities



Cumulative Employment Weaknesses and Threats

low wages
transportation
low income
stigma
childcare costs
housing
employer/employee relations
lack of jobs for seniors and people with disabilities
lack of year round opportunities
discrimination
criminal background
business closings
not enough hours
lack of job security
mental health services needed
worker shortage

Cumulative Employment Opportunities



A word cloud on a light gray oval background. The words are arranged in a circular pattern, with the largest words in the center and smaller words towards the edges. The colors of the words are primarily red, teal, and black. The words include:

- literacy
- partnering with local chambers
- increased education
- adult trainings
- VOTECH/certifications
- evening/weekend hours
- school/workforce-career guidance
- job seeking skills
- education on work and family balance
- local job center services
- childcare subsidy
- carpooling
- community engagement
- gas cards/vouchers
- re-entry services
- assisting with obtaining documentation
- job fairs
- technical/computer literacy

Cumulative Health and Nutrition Weaknesses and Threats

lack of affordable healthcare
mental health affordability
counselor to student ratio
lack of insurance coverage
physical health stigma
long wait times for providers
not enough providers
providers not accepting Medicaid
local police have no mental health training
mental health stigma
food costs
low-income nutrition stigma
transportation
lack of parental support
food deserts
substance abuse
rural pharmacy providers
safety issues with recreation
no follow through on nutritional projects
public officials not prioritizing health and wellness
no follow through on nutritional projects
overfunding children's services
lack of fresh food sources
overfunding children's services
no emergency mental health services
food stamp gap
developed family connections
overfunding food stamps

Cumulative Health and Nutrition Opportunities

advocacy
marketing of activities
creating social groups
knowledge of current resources
farmers market
accepting food stamps
exercise life skills
affordable community recreation
community gardens
cooking classes
scholarships and recreation funding
community partnerships

Cumulative Environment Weaknesses and Threats

misinformation
lack of acceptance of real problem
lack of recycling bins/centers
political hot topic
flooding
electric vehicles not supported
deforestation and loss of farmland
pollution
drainage
industrialized farming community

Cumulative Environment Opportunities

OACAC earth day education and projects
energy education
use solar panels
community involvement
education about climate change
community clean up days
marketing education
planting more plants
awareness of community programs
community preparedness
incentivize being green
sustainable energy sources
increase bike and scooter share options

Cumulative Civic Engagement Weaknesses and Threats



officials punish people for being low-income
lack of knowledge about local leaders
elected officials don't listen to the population they serve
disengaged leadership
not accessible

Cumulative Civic Engagement Opportunities

townhall meetings
more social media from leaders
plan community involvement with the public
OACAC help be a voice for the marginalized
meet and greet with community leaders
education of specific community issues
advocacy

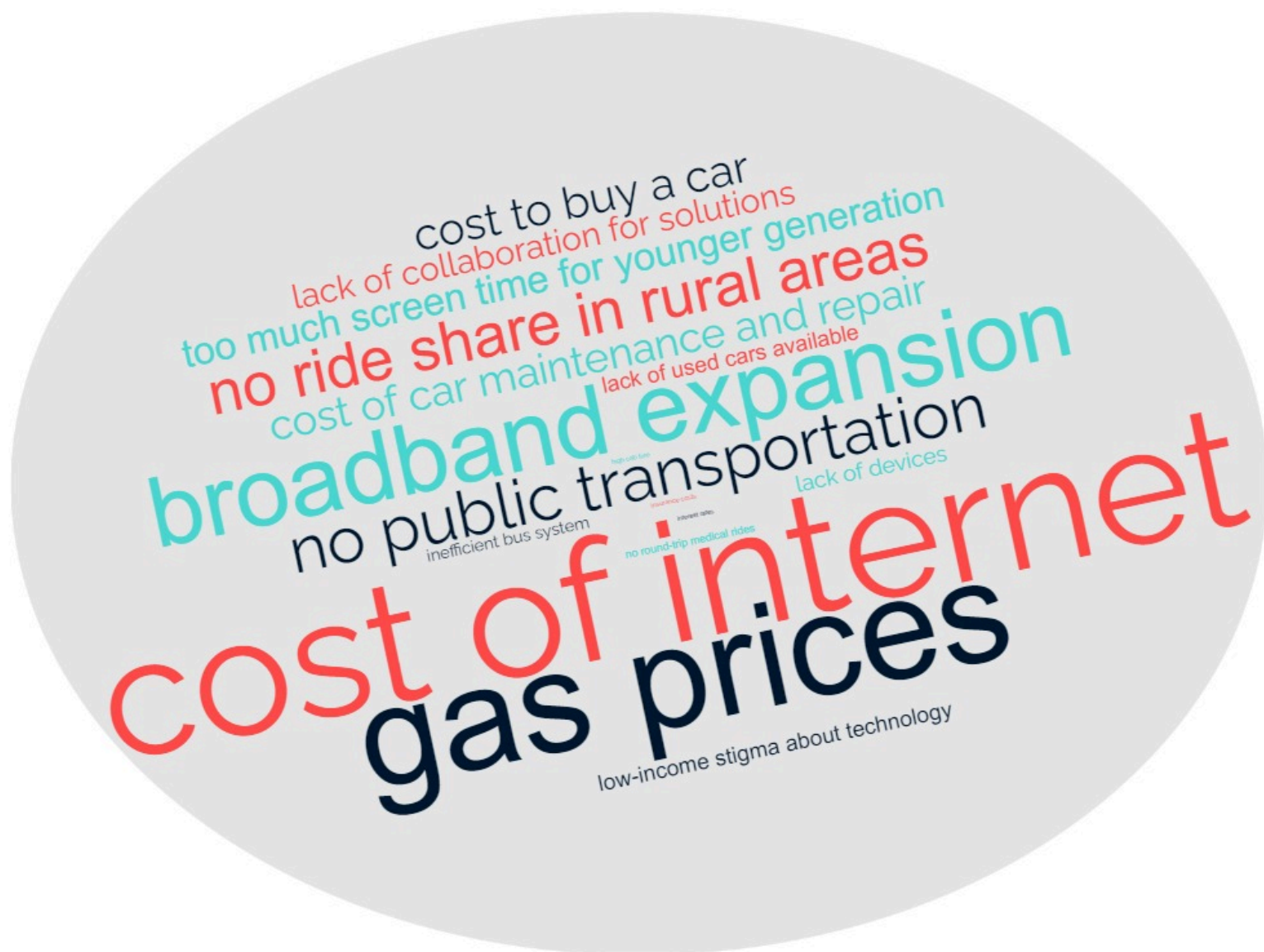
Cumulative DEIB Weaknesses and Threats

unsafe community
unwelcoming community
denying racism exists
racism in schools
socioeconomic discrimination
criminal profiling
religious weaponization
discriminatory public officials
toxicity via income people receive poor treatment
outdated playground equipment

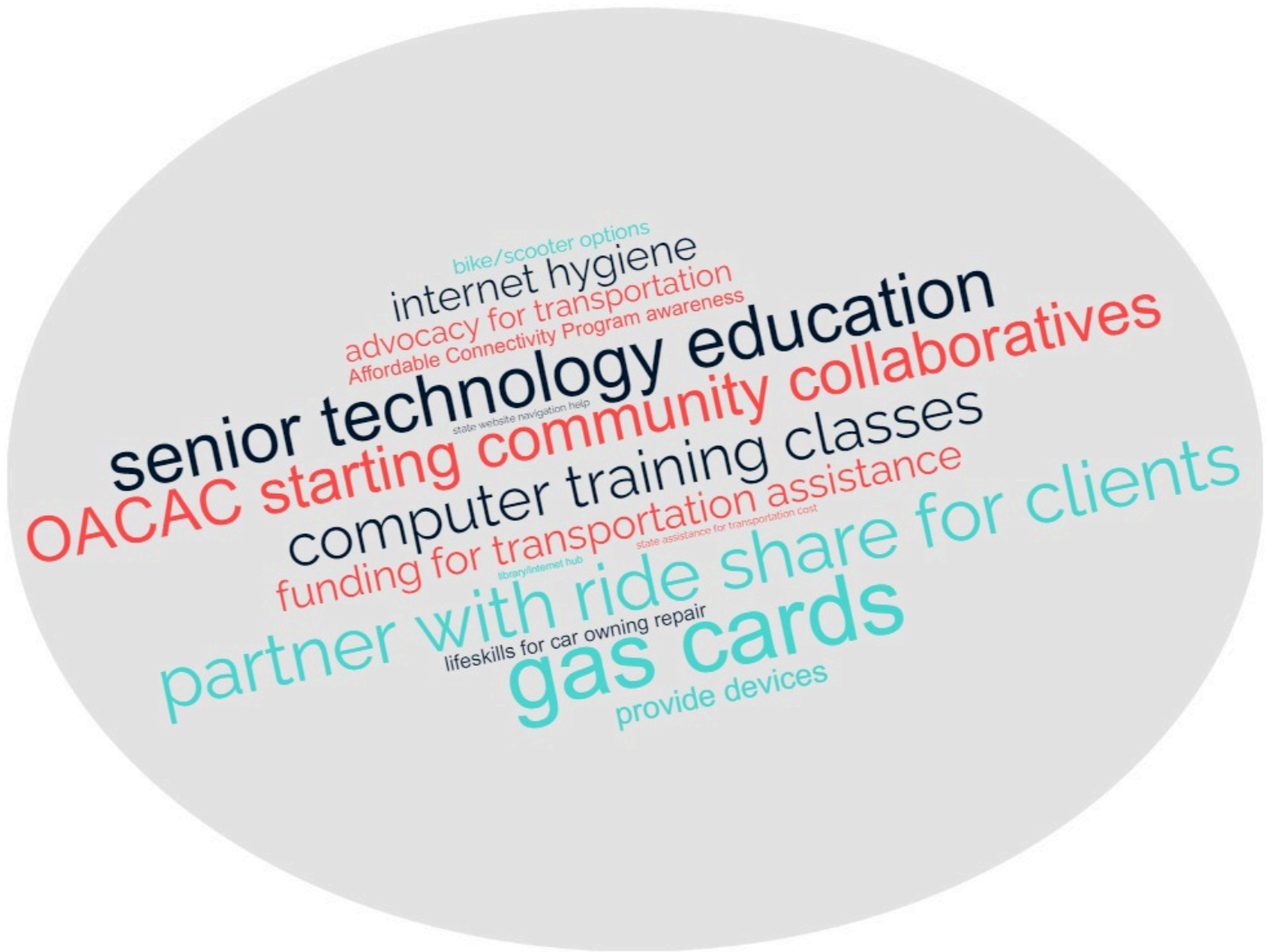
Cumulative DEIB Opportunities



Cumulative Multiple Domain Weaknesses and Threats



Cumulative Multiple Domain Opportunities



Prioritization

Prioritization

To prioritize needs and solutions, staff entered all of the major needs identified through quantitative and qualitative data into a quadrant analysis matrix. This is a chart that plots things using two axes, representing a set of conflicting interests or aspects, forming a table with four cells. The labels depend on what is being analyzed. In the matrix used, 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, and high effort/high reward. When considering effort and reward, staff discussed the amount of time and resources that go into solutions, the amount of people affected by solutions, and also the reach of the solution in order to determine where needs went on the matrix. The matrix used can be found on the following page.

Prioritization revealed the following regarding agency capacity and needs demonstrated through the Community Needs Assessment Data. OACAC's prioritization lies in the area of Health and Nutrition to include food access, and mental/physical health stigma; Housing to include addressing safe and unsanitary housing, and access to affordable housing; and Diversity, Equity, Inclusion, and Belonging to include advocacy and education. Other priorities that are difficult to address are both in the area of Multiple Domains. Transportation in regards to public transportation and systemic issues, and Childcare in regards to affordability and access. Details regarding these priorities lie in the following pages.

Priority #1: Health and Nutrition: Food Access, and Mental and Physical Health Stigma

Health and Nutrition was determined to be a priority to the agency as a result of the Community Needs Assessment process. Qualitative data was obtained from low-income individuals, community-based organizations, faith-based organizations, private interest, public officials, and educational institutions. This information was then analyzed using word clouds to determine key words put into a word cloud generator to form an overall picture from all qualitative partners. This qualitative data was then compared with quantitative data as seen in the data tables. Analyzing the two sources of information helped the Community Needs Assessment team to begin the prioritization process. This process used the matrix analyzation

prioritization method. Food access was determined to be low effort/high reward and within agency capacity. Addressing mental and physical health stigma was determined to be low effort/low reward and within agency capacity.

Priority #2: Housing: Safe and Sanitary Housing, and Access

Housing was determined to be a priority to the agency as a result of the Community Needs Assessment process. Qualitative data was obtained from low-income individuals, community-based organizations, faith-based organizations, private interest, public officials, and educational institutions. This information was then analyzed using word clouds to determine key words put into a word cloud generator to form an overall picture from all qualitative partners. This qualitative data was then compared with quantitative data as seen in the data tables. Analyzing the two sources of information helped the Community Needs Assessment team to begin the prioritization process. This process used the matrix analyzation prioritization method. Addressing safe and unsanitary housing was found to be high effort/high reward and within agency capacity. Access to housing was found to be high effort/high reward and within agency capacity.

Priority #3: Diversity, Equity, Inclusion, and Belonging: Advocacy and Education

Diversity, Equity, Inclusion, and Belonging was found to be a priority to the agency as a result of the Community Needs Assessment process. Qualitative data was obtained from low-income individuals, community-based organizations, faith-based organizations, private interest, public officials, and educational institutions. This information was then analyzed using word clouds to determine key words put into a word cloud generator to form an overall picture from all qualitative partners. This qualitative data was then compared with quantitative data as seen in the data tables. Analyzing the two sources of information helped the Community Needs Assessment team to begin the prioritization process. This process used the matrix analyzation prioritization method. Advocacy and education were both found to be low effort/high reward and within agency capacity.

Others for consideration

Transportation was a major need that showed to be a priority for the service area and affecting multiple domains. At this time, OACAC does not have the capacity to make changes to public transportation or the systemic issue of transportation. CSBG staff will support the issues by continuing to work with community partners to advocate for solutions in the service area. Funding has been used previously for personal transportation costs from the Community Foundation of the Ozarks. Staff will explore the continuance of that, as well as searching for other funding available. Major changes to transportation in the service area would affect income, education, employment, and health and nutrition.

Childcare was another major need that showed to be a priority for the service area affecting multiple domains. Increasing both access and affordability are currently outside of agency capacity. OACAC will continue to leverage the Head Start program to assist with childcare and build partnerships. CSBG staff will explore solutions and advocacy to assist the service area with expansion. Staff will also explore funding opportunities that could assist individuals with the cost of childcare. Major impacts to childcare in the area could improve income, education, and employment.