



# Community Needs Assessment

-

# 2021

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# Executive Summary

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Hill Country Community Action Association, Inc (HCCAA) began the process of planning for the community needs assessment (CNA) in January 2021. The members of the team in charge of the project met with a graduate student from the University of Denver to develop a schedule for completing the community needs assessment. A resource that was utilized for this part of the process was the information provided by the Texas Department of Housing and Community Affairs in the sample CNA guide. This guide, in addition to the 2018 CNA that HCCAA had submitted, was utilized to develop the 2021 Community Needs Assessment.

The survey developed requested the opinions of the respondents on needs that they considered most important in various domains. The domains included Education, Employment, Income & Asset Building, Housing, Health & Social/Behavioral Development, Civic Engagement & Community Involvement, and Emergency Assistance. There was also a questionnaire that was developed for use during board interviews. Lastly, local organizations and officials were pulled together for focus groups.

Based on the population for the nine-county area, the sample size recommended by the Raosoft.com sample size calculator was 384. Unfortunately, due to COVID and the power outages that Texas experienced, there were only a total of 277 survey responses received. In addition, there were also 198 responses to the client satisfaction survey. Since HCCAA covers nine counties and over 8,400 square miles in the Community Services Block Grant (CSBG) area, the needs vary by county. The following top needs for each of the domains were determined for the entire service area, and later in the report are broken down by county to identify specific county needs.

<b>Need</b>	<b>Domain</b>
More jobs with better pay and benefits	Employment
Affordable housing	Housing
Health insurance/medical care	Emergency assistance
Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	Civic engagement & community involvement
Programs and activities to prevent criminal activities for youth and adults	Health & Social/Behavioral Development
Assistance to attend trade, technical school, or college	Education
Mental and Behavioral health counseling or classes	Health & Social/Behavioral Development
Assistance with financial goals and self-support	Income & Asset Building
More education on how to build assets/budget counseling	Income & Asset Building
Programs, activities and workshops on leadership skills	Civic engagement & community involvement

# Background

To increase accountability among Community Action Agencies in Federal Programs, the Office of Community Services released Information Memorandum 49 (IM 49) in 2001. IM 49 is about the Results Oriented Management and Accountability (ROMA). IM49 states that one of the core activities of Eligible Entities to successfully implement ROMA is:

“The entity and its board complete regular assessments of the entity’s overall mission, desired impact(s) and program structure, taking into account: 1) the needs of the community and its residents; 2) the relationship, or context, of the activities supported by the entity to other anti-poverty, community development services in the community; and 3) the extent to which the entity’s activities contribute to the accomplishment of one or more of the six ROMA national goals;”

This memorandum established the baseline identifying the needs of the community through a community assessment which is then translated into program development. This program development rolls back into the, then identified, six ROMA goals. Community Action Agencies can use this information to identify the needs of their specific communities and develop programs to meet those needs while focusing on community outcomes as a whole.

The Office of Community Services went a step further in ensuring needs assessments followed specific guidelines and focused on addressing poverty. In 2015 they released Information Memorandum 138 (IM 138) puts the Organizational Standards at the forefront of agency actions to strengthen and develop a framework that is consistent across the nation. The 58 Organizational Standards that Community Action Agencies (CAA) must adhere to are grouped into three themes. The first of those themes is Maximum Feasible Participation, including consumer input and involvement, community engagement, and community assessment.

Of these, community assessment is a major focus of the Organizational Standards. The findings from Community Action Agencies’ Community Needs Assessments are used to develop their Strategic Plan and their yearly Community Action Plan (CAP). This ensures that all CAAs are focused on issues that directly impact the communities that the agencies serve.

# Organizational Profile

Hill Country Community Action Association, Inc. is a private non-profit corporation chartered under the Texas Non-Profit Corporation Act. In July of 1965, an application was submitted to the Office of Economic Opportunity to form a Community Action Agency (CAA) comprised of San Saba, Mills, Llano and Mason Counties. The application was approved to establish the CAA on April 21, 1966.

In May of 1975, Hill Country Community Action was also granted recognition to serve the counties of Bell, Coryell, Hamilton, Lampasas, and Milam in addition to the original counties. Then, in 1997 Hill Country Community Action Agency submitted a proposal (which was granted) to expand the Head Start Program into Bosque, Limestone, Freestone and Hill Counties. Additionally, the Weatherization Program was also awarded additional funding to serve counties outside of the designated service area.

The Hill Country Community Action administrative office is located at 2905 W Wallace in San Saba, Texas. The counties that HCCAA officially serves as part of the Community Action service include Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills and San Saba. Including the other programs that Hill Country provides, the total area served includes 18 counties and spans approximately 18,000 square miles.

To continue on-going programs and expand operations the Board of Directors and administrative staff of Hill Country Community Action seek funding from local, state, regional and national levels. This multitude of resources enables Hill Country to provide services to low-income, elderly and marginalized within their service area.

Hill Country Community Action Agency is governed by a 36-member Board of Director. The Executive Director is directly responsible for the operation, direction and management of the Agency. The Board of Directors is comprised of members from three different categories that represent a cross-section of the population of the nine-county service area. Twelve of the members of the board are public officials or their designated representatives, twelve are representatives of low-income organizations and twelve are representatives of civic, social, professional, business, religious and fraternal organizations from within the counties. These members are democratically selected in each county by the Local Advisory Committees.

While Hill Country Community Action Agency provides a multitude of services and programs, the major programs include Community Service Block Grant (Case management), Head Start, Family Planning, and Nutrition and Aging Services. The services included in the Nutrition and Aging programs are Congregate Meals and Home Delivered Meals, and Retired and Senior Volunteer Program (RSVP)

The purpose of Hill Country Community Action Agency is to promote a reduction in poverty, revitalize low-income communities, and empower families and individuals in the services area to achieve economic self-sufficiency and maintain personal independence.

# Organizational Profile

<b>HILL COUNTRY COMMUNITY ACTION ASSOCIATION, INC</b>		
<b>Program</b>	<b>Funding Sources</b>	<b>Description</b>
Community Services Block Grant	Texas Department of Housing and Community Affairs	Core funding for Community Action Agencies used to support other Agency programs & to promote self-sufficiency through case management.
Head Start & Early Head Start	U.S. Department of Health and Human Services  Texas Department of Human Services	Comprehensive child development program which includes education, health and social services.  Designed for 0–5-year-old children from families below federal poverty guidelines.
Affordable Housing	Texas Department of Housing and Community Affairs  City of Killeen	Provide affordable, decent housing for low- and moderate-income families and individuals.
Aging Services	CTCOG, CAPCO, and Concho Valley Councils of Government  Texas Department of Human Services	Homemaker and Nutrition services for clients over 60 years old.  Home delivered meals for eligible participants.
Energy Assistance & Weatherization	Texas Department of Housing and Community Affairs  Area Utility Companies	Assistance with utility bills, weatherizing homes and additional energy conversion projects.
Retired and Senior Volunteer Program	Corporation for National Services	Provide opportunities for individuals over 55 years old to participate in volunteer opportunities for other individuals, non-profit/government organizations, and public agencies.
Child Care Services – Provider Payments	Central Texas Workforce Board	Makes payments to childcare providers for care of children enrolled in the CCS program.
Miscellaneous Grants	Federal, State, and Local Funds & Foundations	Programs for income eligible participants to improve quality of life.

# Community Profile

Hill Country Community Action Association, Inc serves a nine-county area in Central Texas. The counties served by Hill Country Community Action Association (HCCAA) include both rural and small urban communities. The variety in community settings makes a comprehensive community needs assessment challenging, as the needs can vary from county to county.

Two of the urban communities, Bell and Coryell counties have needs that often vary from those of the rural counties. These two counties experience things like gaps in health and social behavior programming and resources, which is less frequently experienced in the rural counties where needs tend to focus around housing and emergency service needs. An exception to this is Lampasas, which is rural by population definition but does have some of the same urban issues. Lampasas has experienced substantial growth over the last few years and is likely to continue to see increases in population. New houses continue to be built, job opportunities are still increasing and it is likely that Lampasas will begin to experience many of the same needs that Bell and Coryell experience in the coming years.

Milam county also has a relatively large population compared to some of the other counties, but is still considered a rural area. Agriculture here is expansive but in recent years setbacks and shutdowns have put large numbers of employees out of work and contributed to an increased unemployment rate that is currently the highest of all counties in the service area.

The remainder of the counties in the service area for HCCAA consist of very rural communities. These areas are most heavily impacted by lack of jobs – especially jobs that provide a living wage – and issues affecting aging populations. Retirees are moving into these rural areas and that has contributed to a reduced working age population that continues to grow smaller and smaller.

Since the needs for each county can vary greatly, reducing the entire service area to 5 main needs is complicated. There are some needs that are shared between all nine counties, such as affordable housing, health insurance, medical needs and transportation. However, there are other needs, are slightly different, such as the urban communities having jobs but individuals lacking the expertise and certification for these jobs, whereas rural communities lack jobs in general.

# County Profiles

## Bell County

Bell County has the highest population of all of the counties in HCCAA's service area, with a total population of 348,574 as of 2019 ACS data, making up roughly 68% of the total population for the service area (CARES, 2021). Bell County is also the only county in the service area to have higher growth than the state average, having grown 46.48% from 2000-2019 compared to the State growth rate of 35.53% during the same time frame (CARES, 2021). This is also the most racially and ethnically diverse county in the service area.

Bell county is also the most economically advantage county in the service area. There are opportunities to increase education, employment rates and wages, there are a number of jobs to sustain the workforce. There are also a multitude of jobs available for those with appropriate education and certification within the medical sector.

The uninsured rate of Bell County is 13.34% for those under 65, which is lower than the state percentage of 17.28% and lower than all but one of the counties in the service area (CARES, 2020). This is likely due to the number of job opportunities and benefits available. In Bell County there is an emphasis on higher education, with many banks in the area taking an active role in providing financial education to the public. Additionally, there are opportunities for civic engagement through community organizations.

The growth of Bell County has come with some concerns, such as increased rates of homelessness within the county. The Central Texas Homeless Coalition (which we are a part of) works to combat the problem of homelessness in Bell County. There is a need for services and affordable housing to combat homelessness. There is also a mental health aspect that needs to be addressed related to homelessness.

Another unique factor for Bell County is that there is a military base in Fort Hood, within the county. This creates additional needs for transition from military to civilian life, which the organization Bring Everyone in the Zone (a partner of HCCAA) targets through groups and case management. While there are resources available, funding limits the benefit they are able to provide. This gap in military specific resources is unique to Bell County.

Almost half of Bell County residents rent, and median rent is one of the highest in the service area, creating a housing concern for the county. Housing is another area of growth since almost half of the Bell County population. Bell County is expected to experience continued population growth, which will provide new opportunities but could exacerbate some of the current challenges.



# County Profiles

## **Coryell County**

Coryell County is the second largest county by population with 75,280 residents, three times more than the next most populated county (CARES, 2021). As a result, Coryell is also more diverse than the other counties. Like Bell County, most of the population in Coryell is between the age of 18 and 64, which means that there is a sizeable work force. However, the population has only grown by .4% from 2000-2019 (CARES, 2021).

Southern Coryell County has access to medical facilities, higher education, jobs and public education in the neighboring Bell County area. Gatesville in the north portion of Coryell County is a major source of employment since it has a multi-unit prison that provides jobs for over 2,500 people. Coryell County has the lowest uninsured rate of the counties in the service area, with a rate of 11.12% (CARES, 2021). This low uninsurance rate is likely due to the large percentage of working age individuals and access to employment that provides benefits within the county or in neighboring counties. Ford Hood is close to Coryell County, so some of the same military specific concerns for Bell County can be found here, and despite several resources available not all individuals are aware of the services that they can access. Additionally, nearly half of the Coryell County population are renters, and median rent is high for the service area and there are not many agencies providing rental assistance.

# County Profiles

## Hamilton County

Hamilton County is the first of the rural counties, with a population of 8,332 (CARES, 2021). It is significantly less diverse than Bell and Coryell county, with most residents identifying as white. From 2000-2019 there was limited growth in Hamilton County, with a small increase of 1.25% (CARES, 2021). Like the other counties, most of the population is between the ages of 18 and 64 (CARES, 2021). For its size, Hamilton does have a large population over 65, with more females than males in this age bracket.

Like other rural counties, there is a shortage of living wage job opportunities, which is combined with a relatively small work force. The unemployment rate for Hamilton County is lower than the state and national percentage but has higher rates of households in poverty compared to state and national percentages. Even though HCCAA offers Head Start services in this area, there are difficulties keeping the classrooms filled and staffed due to the small child population and work force numbers. SNAP participation is the second highest in Hamilton compared to the rest of the service area, which is likely due to the household poverty rates.

There is a medical hospital that serves Hamilton, but 17.27% of the county is uninsured, double the national uninsured rate (CARES, 2021). The education level is relatively low for the county, with a very small percentage of individuals holding any type of associate, bachelor, or graduate degree. Since 2000 Hamilton County has only increased in population by 103 people and is expected to stay relatively stagnant or even decrease (CARES, 2021). The population is aging out of the work force, and there are low numbers of people to fill the gaps that will create.

# County Profiles

## Lampasas County

Lampasas County has a population of 20,862 which is an increase of 17.45% since the 2000 Census (CARES, 2021). The county is more diverse than some of the rural counties, but 87% of the population identifies as white (CARES, 2021). The majority of the population is between the working ages of 18 and 64. While Lampasas County has retained a small-town feel, there are some urban amenities to be found in the area.

Since Lampasas County is between urban areas the needs of this county include those found in a lot of rural and urban communities. Lampasas County has an unemployment rate of 5.6 which is below the service, state, and national unemployment rate (CARES, 2021). However, despite this a lot of the workforce commutes to Austin or Killeen for work. The job market in Lampasas County has grown over the last few years due to new technology employers and employment rates are helped by a higher education center that offers vocational programs.

There is a gap in the accessibility of public transportation, and most people have commutes to school and work that can be challenging. In addition to this, median rent is relatively high for the service area and there are limited rental assistance resources in the area. Lampasas County is expected to experience continued growth over the upcoming years, along with increased housing options to support this growth. This could bring more job opportunities into the community as it continues to grow, but the need for transportation for work commutes will likely remain.

# County Profiles

## Llano County

Llano County has a population of 21,047 which is an increase of 23.49% from the 2000 census, the second largest growth for the counties in the service area (CARES, 2021). Llano is one of the least diverse counties in the service area with 92% of the population identifying as white (CARES, 2021). The majority of the population is of working age, but the population is aging with a low number of youth under 18. At least 50% of Llano adults have some college, an associate or other degree (CARES, 2021).

Llano County has the lowest percentage of individuals who identify as Hispanic/Latino out of the counties in the service area. Llano boasts the lowest rate of individuals living below federal poverty guidelines, and has become a retirement community. This has led to a reduced workforce since a large portion of the individuals moving into the area are of retirement age.

In Llano County there is a hospital system and several dental facilities that provide employment opportunities and health care to the area. Despite this, the hospital has limited resources so neighboring Marble Falls and Fredricksburg provide care for more severe health concerns. This presents challenges since Llano County does not have a great public transportation system in place. Additionally, there is not a Health and Human Services office within the county, and since the majority of the population is aging this presents a gap. The transportation aspect contributes to low participation in programs like SNAP because the benefits are sometimes not worth the hassle of commuting to apply for assistance.

Since Llano County is expected to continue the trend of being a retirement community with most individuals over the age of 65, there are quality housing resources established that cater to those receiving Social Security Retirement or Disability and live off of fixed incomes. One of these housing complexes is in Kingsland, where HCCAA has a nutrition site on the grounds to provide meals to residents.

# County Profiles

## Mason County

Mason County has a population of 4,889 which is an increase of 11.99% from the 2000 census (CARES, 2021). In line with the other rural counties in the service area, Mason County is not very diversified, with most of the population identifying as white, however roughly 20% of the population identifies as Hispanic/Latino (CARES, 2021). Similar to Llano County, Mason County has a higher aging population than some of the other counties.

Mason County has the second lowest poverty rate for the service area, with 12.7% of the population below federal poverty income guidelines (CARES, 2021). This is lower than state and national average and has gone down from 2018. Mason County also has the highest percentage of individuals with a bachelor's degree out of all the counties in the service area, and a relatively low rate of individuals without a high school diploma. Most Mason County residents are of working age but is trending toward an aging population with the many of those in the work force between 55-64 years of age. There is not a large enough young population in Mason County to fill the gaps once those in the work force begin retiring. Despite Mason County not having a robust job market, unemployment is still low which may have to do with the aging population.

The majority of those retired in Mason County live off a fixed income through Social Security of retirement benefits. This creates some barriers because Mason has an expensive real estate market, and the cost of housing is high for the service area. A trend that has been seen in recent years is individuals moving into the area to retire, which drives up the housing market while not driving up the employment options since those moving into the area aren't in need of jobs. This creates a shortage of affordable housing for individuals in the work force.

Mason County unfortunately does not have a public transportation system that is sufficient for the population needs. Due to this there is limited participation in programs such as SNAP, but there are Senior Housing complexes that have helped remedy some of the housing and resource concerns for the county. Mason County lacks a hospital but does have a medical clinic, however has the highest percentage of individuals that are uninsured, at 20.14% compare to the state and national average, 17.28% and 8.61% respectively (CARES, 2021).

# County Profiles

## Milam County

Milam County has a total population of 24,770 which is only a 2.19% increase from the 2000 Census (CARES, 2021). As a result of being on the larger end population-wise for the service area, Milam is more diverse compared to the other counties and the second highest percentage of Hispanic/Latino individuals. The poverty rate in Milam County is 15.6% which is above the service area and state poverty rate and has only decreased 0.6% since 2000 (CARES, 2021).

Milam has one of the lowest percentage of individuals holding an associates, bachelors or graduate degree. Most of the population has a high school diploma, but Milam County also has the second highest percentage of individuals without a high school diploma in the service area (CARES, 2021). Milam County has a robust working age population, with a good portion of the population entering the workforce in the coming years, while simultaneously having a significant number of individuals over 65. Unfortunately, Milam has the highest unemployment rate for the service area, currently 7.3% of the labor force is unemployed, which is also higher than the state and national rate (CARES, 2021).

Milam has the second highest percentage of households receiving SNAP, above the state and national rate at 13.35% (CARES, 2021). Milam County has a few hospitals in the area, but 15.16% of the population is uninsured, which is still lower than the state rate of 17.28% (CARES, 2021). Milam has a relatively high business and residential vacancy rate due to the lack of employment opportunities and age breakdown of the population. There is potential for job opportunities in neighboring areas and Milam County is close to Austin which provides more employment options. Despite this, 15.6% of the population is currently in poverty, the second highest for the service area and a higher rate than the state and national poverty rate (CARES, 2021).

# County Profiles

## Mills County

Mills County is one of two counties in the service area that has experienced a decrease in population since the 2000 census. The current population is 4,889 which is down 5.09% from 2000 (CARES, 2021). 98% of the population in Mills County identifies as white, and like most of the rural counties has an aging population (CARES, 2021). Many Mills County residents are between the ages of 18-64, but the county has very low numbers of youth to fill employment gaps as the population ages out of the work force.

The overall poverty rate in Mills County is 14.6%, which is down 4% from the 2000 poverty rate for the county (CARES, 2021). However, Mills County has the highest rate of households in poverty, with 19.8% (CARES, 2021). Educational attainment is consistent with other counties in the area, and the unemployment rate of 5.3% is the third lowest in the service area, still below state and national rates (CARES, 2021). Unfortunately, Mills County does not have adequate job opportunities and provide a living wage, and housing costs have gone up in recent years due to an influx in retirees moving to the area.

Mills County has a high uninsured rate of 18.98%, the second highest in the service area and more than double the national rate of 8.61% (CARES, 2021). Despite multiple medical clinics, there are no hospitals or specialty clinics, so residents have to commute to other areas for most medical care. SNAP usage is low, with only 6.54% of households in Mills County utilizing these services, which may be a result of no Health and Human Service office within the county (CARES, 2021). Some of the things creating barriers for individuals in this community are a lack of services for the elderly, childcare resources and facilities, and employment opportunities.

# County Profiles

## San Saba County

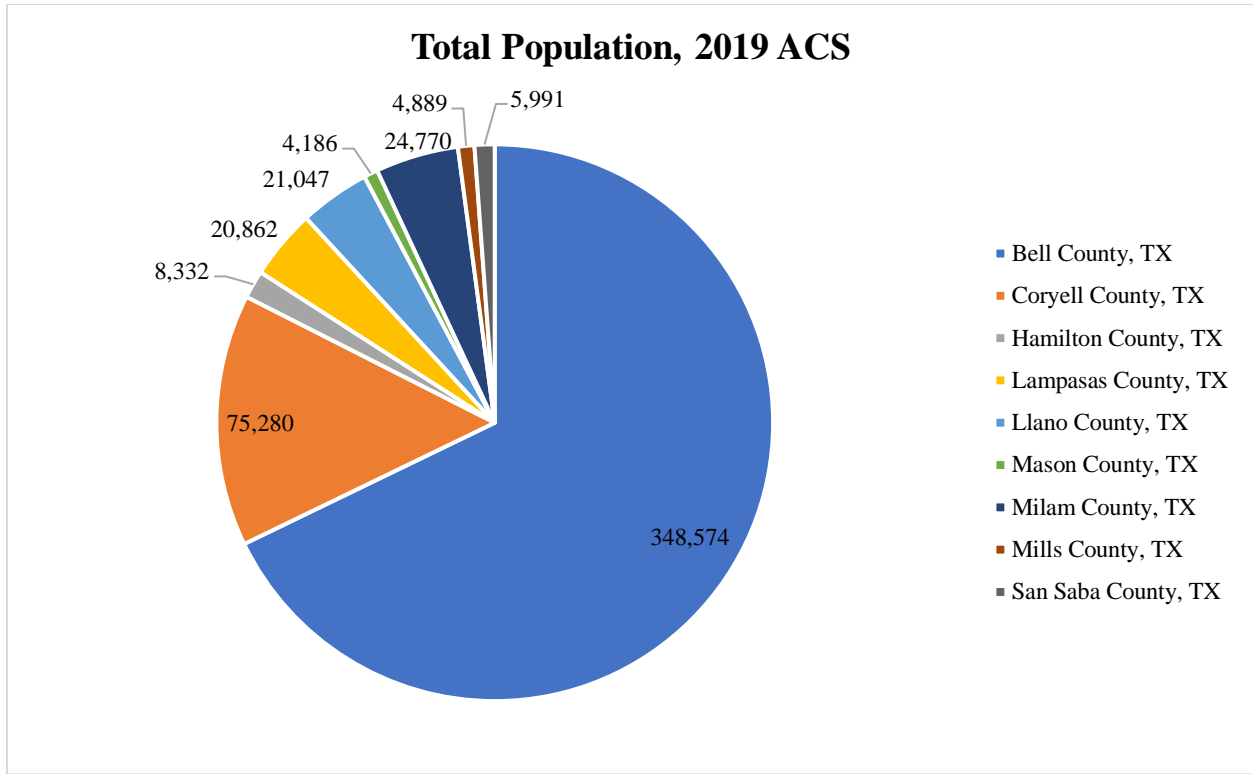
San Saba is another rural county in the service area, with a population of 5,991 which is a decrease of 3.15% from the 2000 census (CARES, 2021). Similar to the other smaller counties, San Saba is predominantly white, but approximately 30% of the population is Hispanic/Latino (CARES, 2021). Poverty rates for the county are the highest in the service area, with 16.8% of the population below federal poverty income guidelines. Despite this high rate of poverty, there has been a decrease of 3.7% since 2000 for San Saba County (CARES, 2021).

Most of the population of San Saba County is between 18 and 64, and there are more individuals over 64 than under 17 in the county (CARES, 2021). San Saba has the highest percentage of the population with no high school diploma or equivalent, and educational attainment all other degrees (associates, bachelors, graduate, etc.) is low compared to other counties in the service area.

San Saba has a shortage of jobs that provide a living wage for the area, and single parent households are common which further exacerbate the problem of living wages. There are two medical clinics in San Saba, but there is not a hospital, so residents must commute for most medical needs and specialty care. There is a shortage of public transportation options available, especially for out-of-town travel. Additionally, real estate prices are high for the service area and as a result housing is a gap facing San Saba County. The aging population will continue to rise in the county, and relocation of working age individuals and families will likely continue as they move for jobs and housing opportunities.



# Demographics

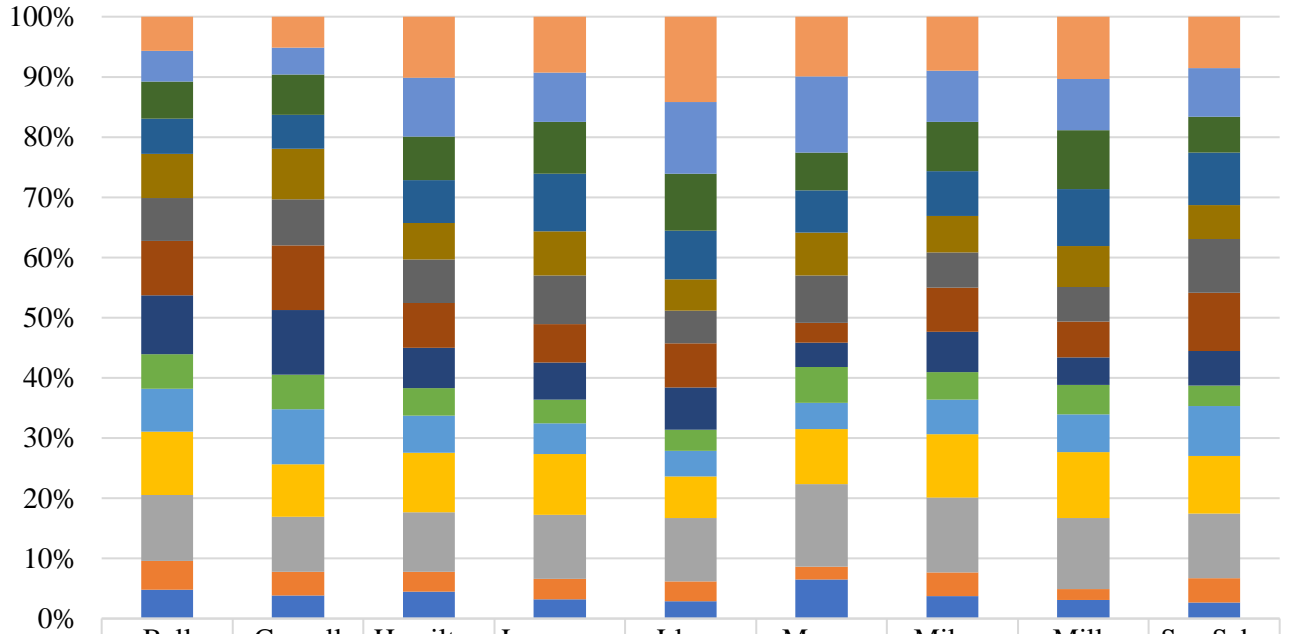


**Total Population, 2019 ACS**

Bell County, TX	348,574
Coryell County, TX	75,280
Hamilton County, TX	8,332
Lampasas County, TX	20,862
Llano County, TX	21,047
Mason County, TX	4,186
Milam County, TX	24,770
Mills County, TX	4,889
San Saba County, TX	5,991
<b>Total for Service Area</b>	<b>513,931</b>

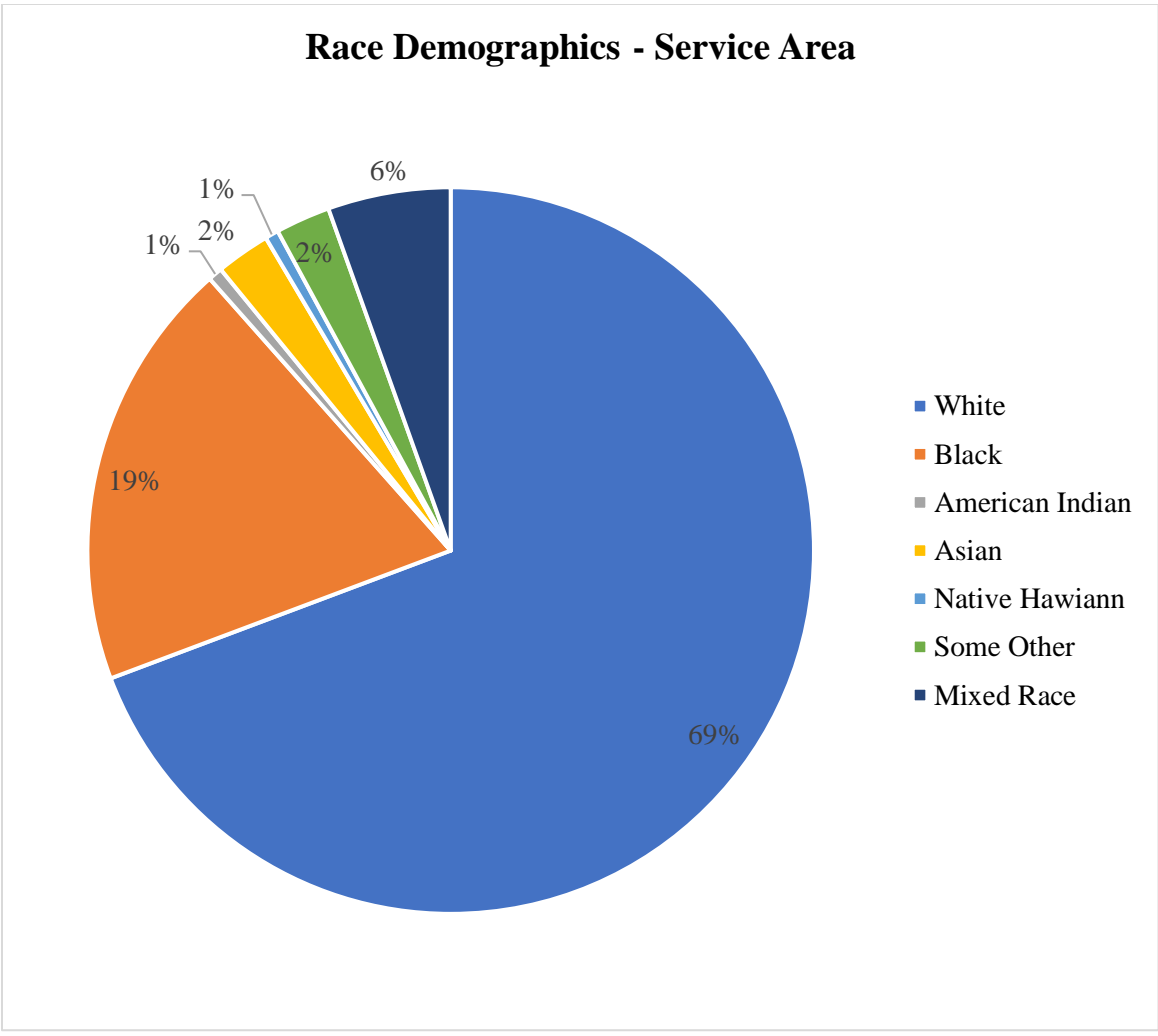
# Demographics

## Age & Gender by County



	Bell County, TX	Coryell County, TX	Hamilton County, TX	Lampasas County, TX	Llano County, TX	Mason County, TX	Milam County, TX	Mills County, TX	San Saba County, TX
55-64 Female	17,828	3,501	640	1,572	1,896	313	1,762	349	393
55-64 Male	15,728	2,983	616	1,386	1,597	400	1,682	289	373
45-54 Female	19,325	4,589	452	1,458	1,267	199	1,610	332	275
45-54 Male	18,041	3,851	450	1,621	1,086	223	1,476	321	401
35-44 Female	22,865	5,656	379	1,258	701	225	1,193	228	261
35-44 Male	22,211	5,204	458	1,361	720	249	1,164	195	409
25-34 Female	28,477	7,300	468	1,079	988	105	1,441	202	446
25-34 Male	30,251	7,288	418	1,051	930	128	1,315	155	267
18-24 Female	18,017	3,864	285	658	476	190	921	165	154
18-24 Male	22,280	6,211	393	872	570	137	1,117	212	386
5-17 Female	32,844	5,937	617	1,704	919	288	2,076	370	442
5-17 Male	34,194	6,221	622	1,808	1,420	436	2,456	400	492
0-4 Female	14,881	2,669	213	580	429	66	784	62	188
0-4 Male	14,839	2,602	279	540	392	206	735	105	122

# Demographics

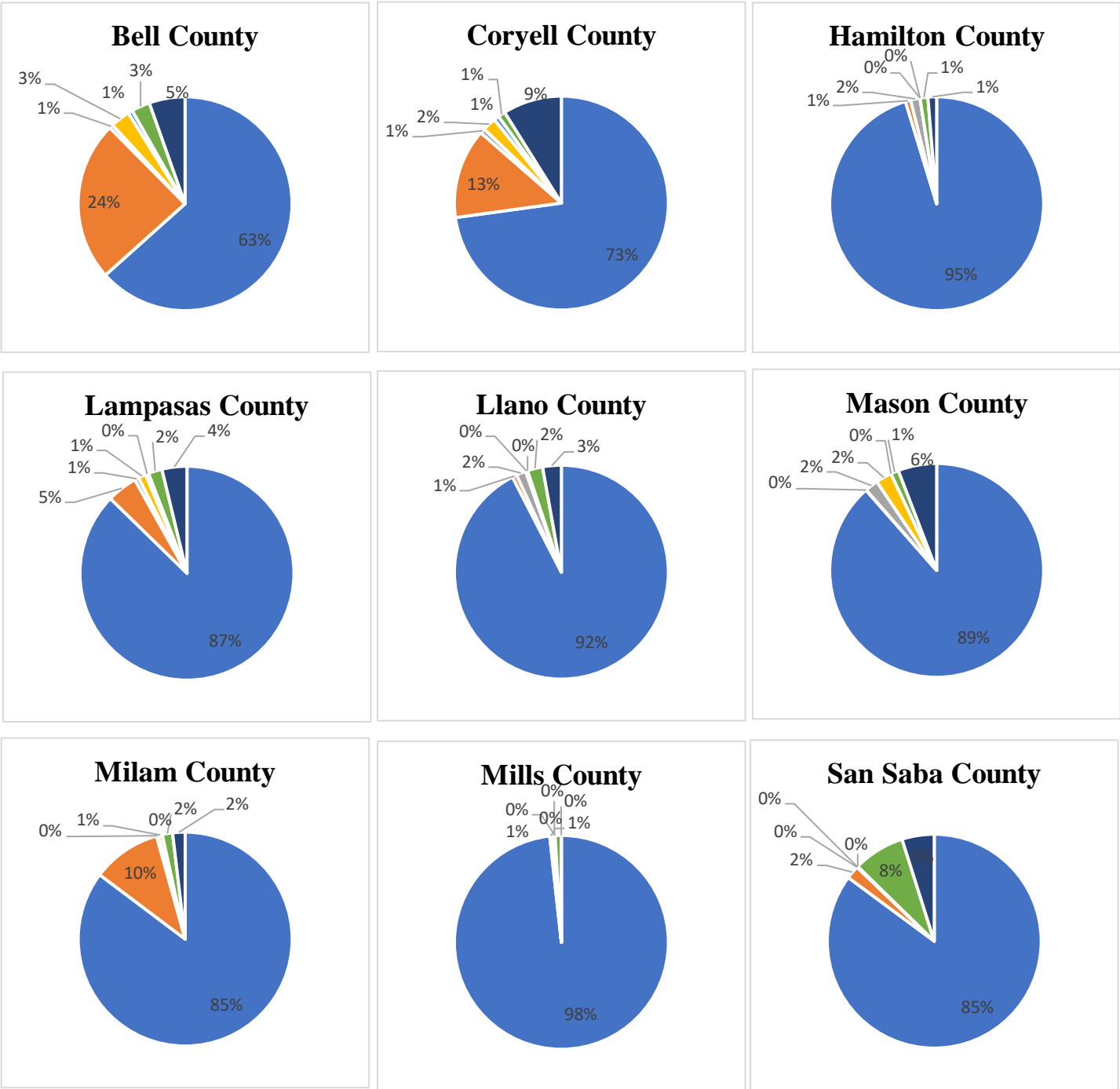


**Race Demographics – Service Area**

White	356,035
Black	98,563
American Indian	3,260
Asian	12,396
Native Hawaiian	3,082
Some Other	12,503
Mixed Race	28,092

# Demographics

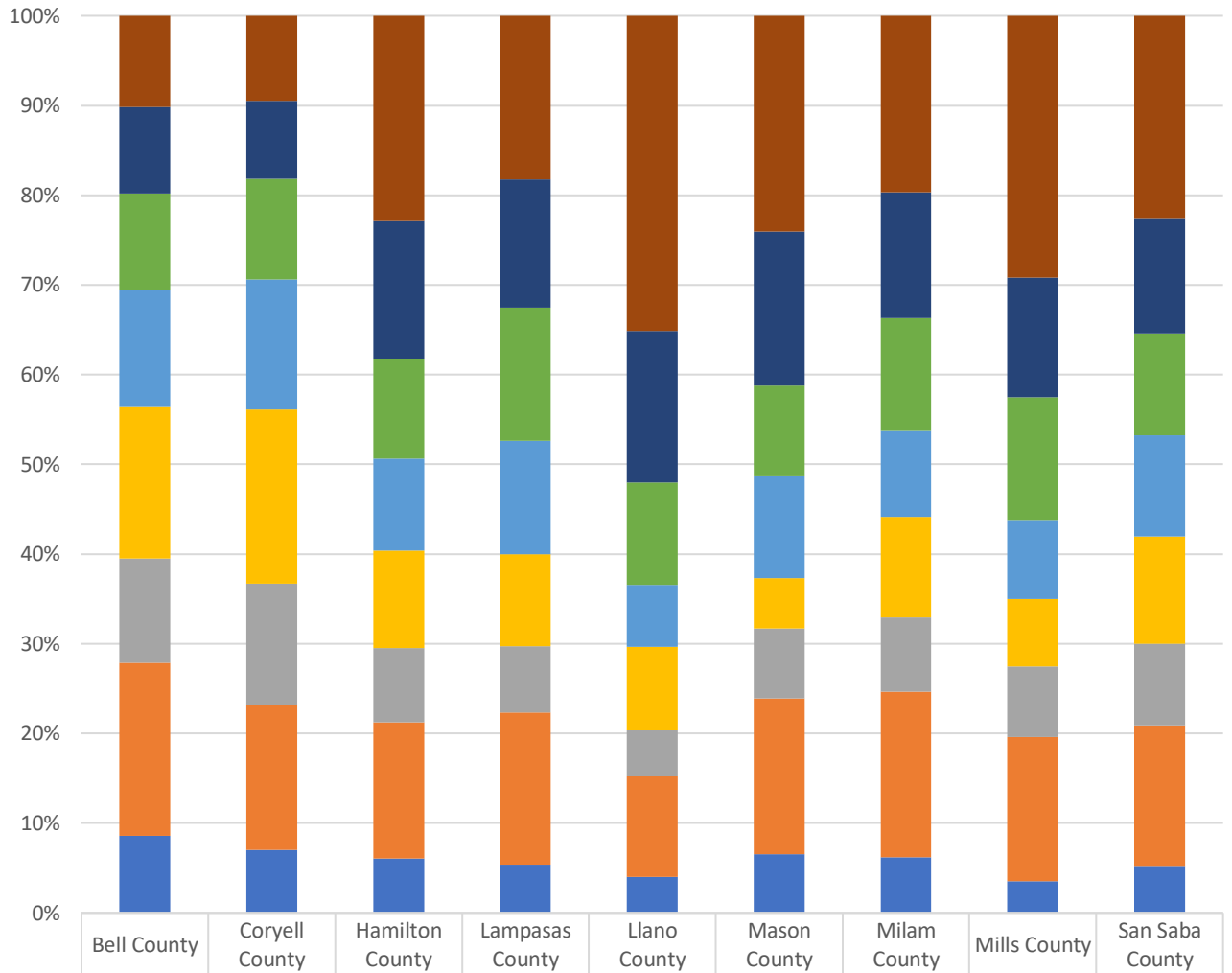
## Demographics – Race (By County)



■ White 
 ■ Black 
 ■ American Indian 
 ■ Asian 
 ■ Native Hawaiian 
 ■ Some Other 
 ■ Mixed Race

# Demographics

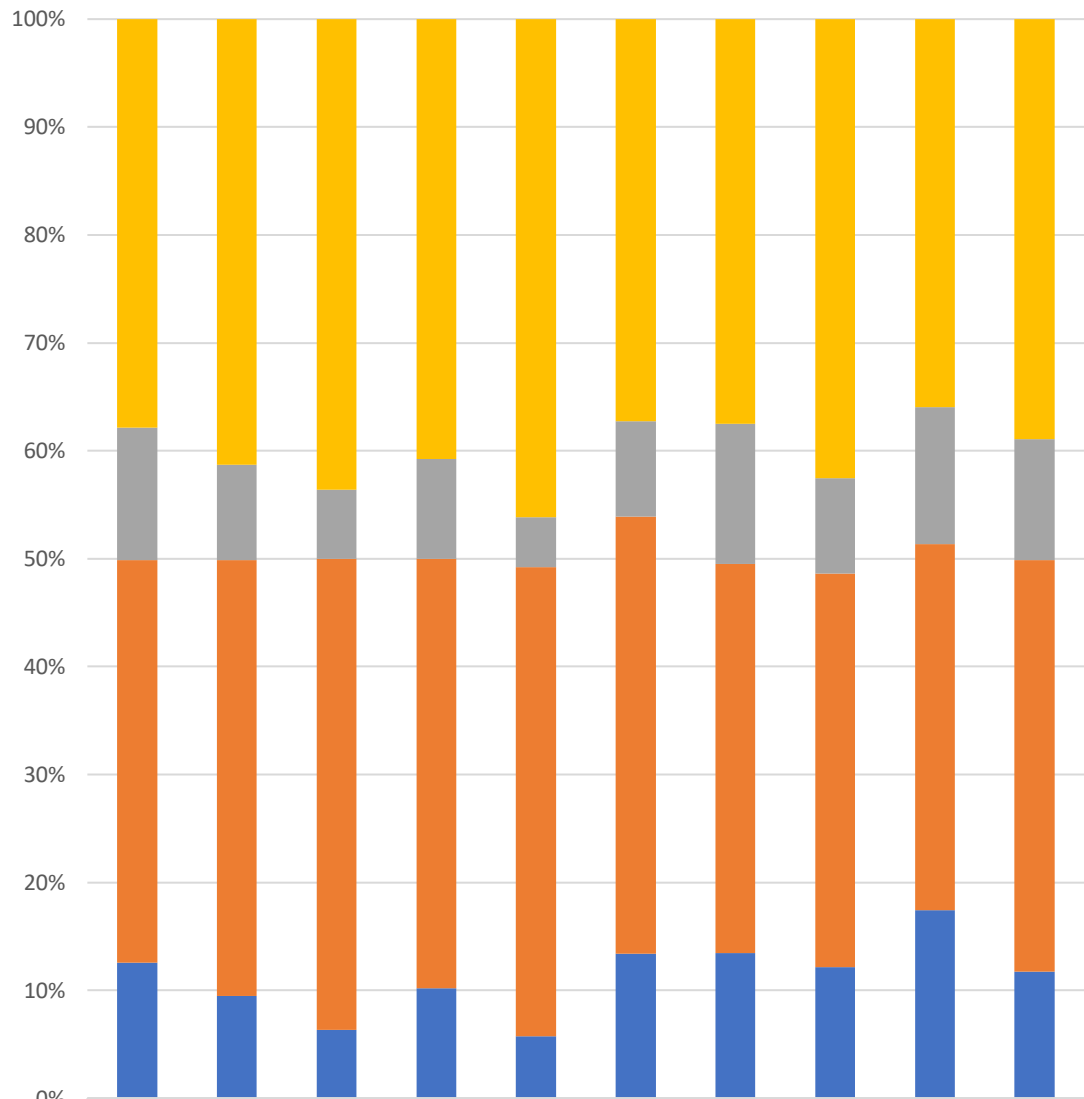
## Age Demographics by County



	Bell County	Coryell County	Hamilton County	Lampasas County	Llano County	Mason County	Milam County	Mills County	San Saba County
Over 64	35247	7139	1867	3779	7248	1004	4833	1394	1342
55-64 Years	33556	6484	1256	2958	3493	713	3444	638	766
45-54 Years	37366	8440	902	3079	2353	422	3086	653	676
35-44 Years	45076	10860	837	2619	1421	474	2357	423	670
25-34 Years	58728	14588	886	2130	1918	233	2756	357	713
18-24 Years	40297	10075	678	1530	1046	327	2038	377	540
5-17 Years	67038	12158	1239	3512	2339	724	4532	770	934
0-4 Years	29720	5271	492	1120	821	272	1519	167	310

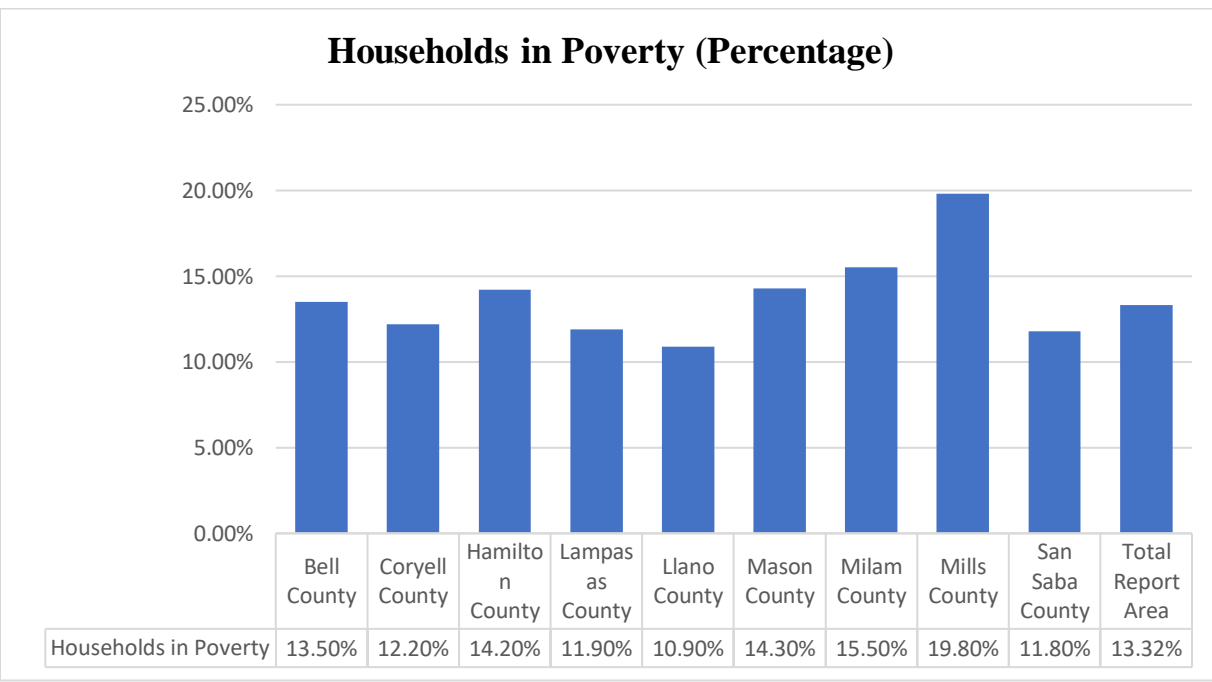
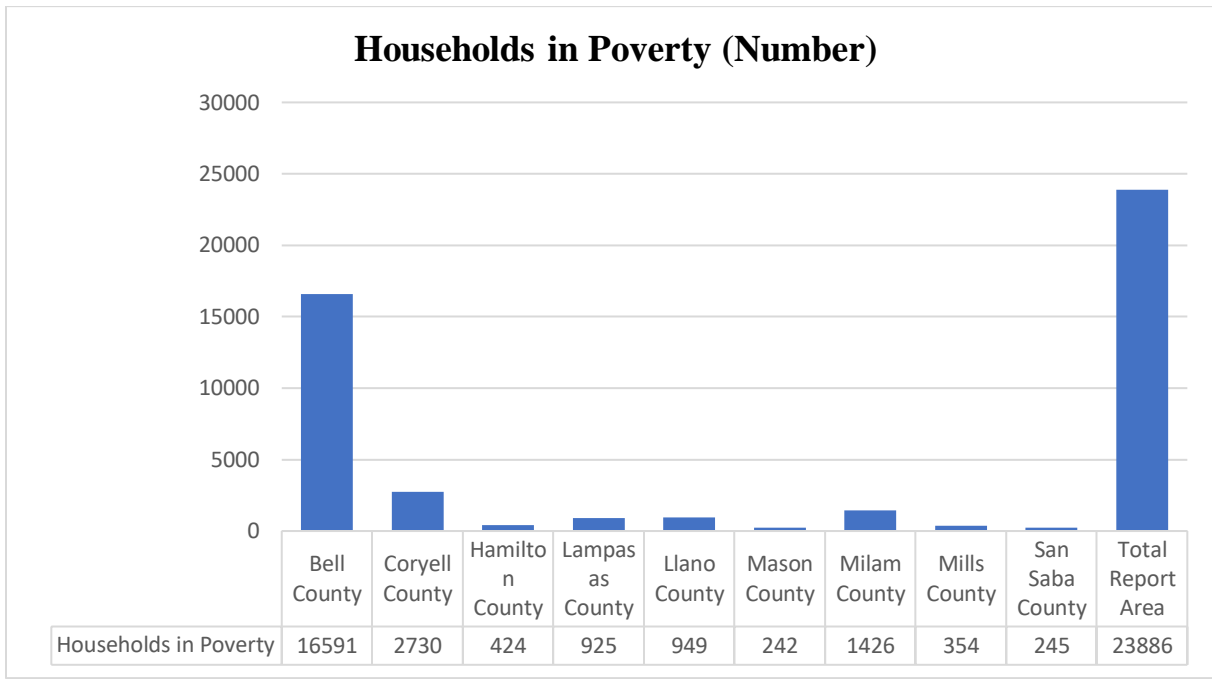
# Demographics

**Ethnicity Demographics by County**

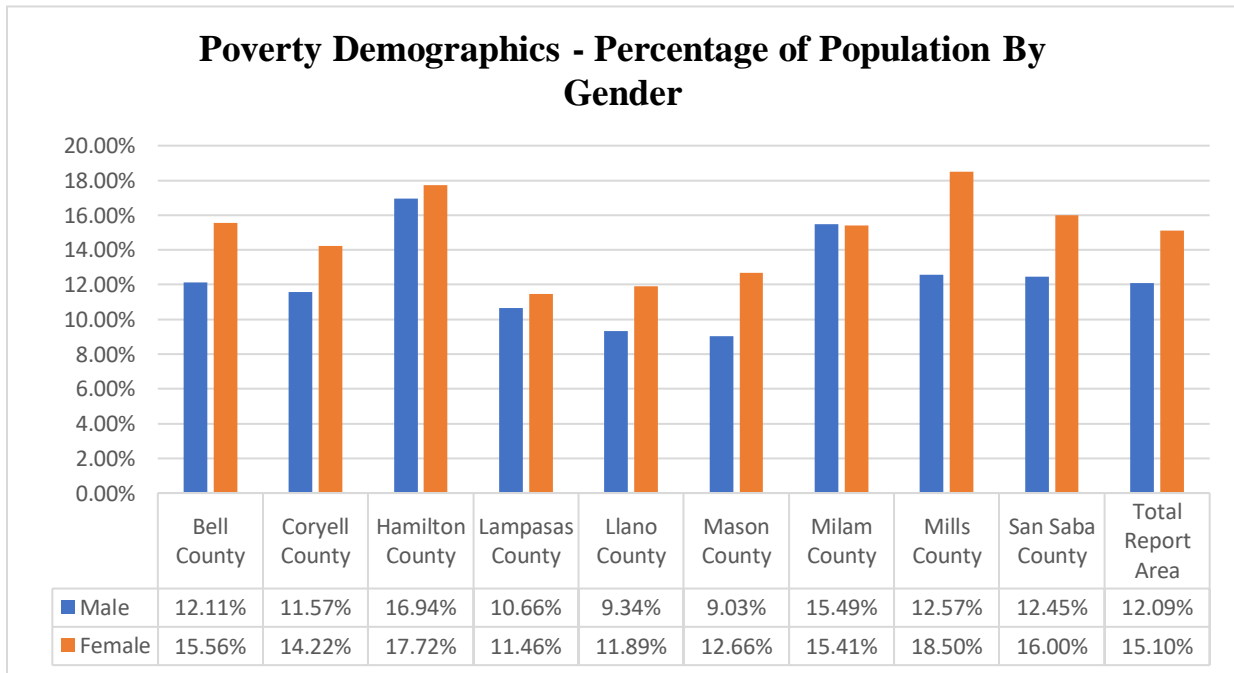
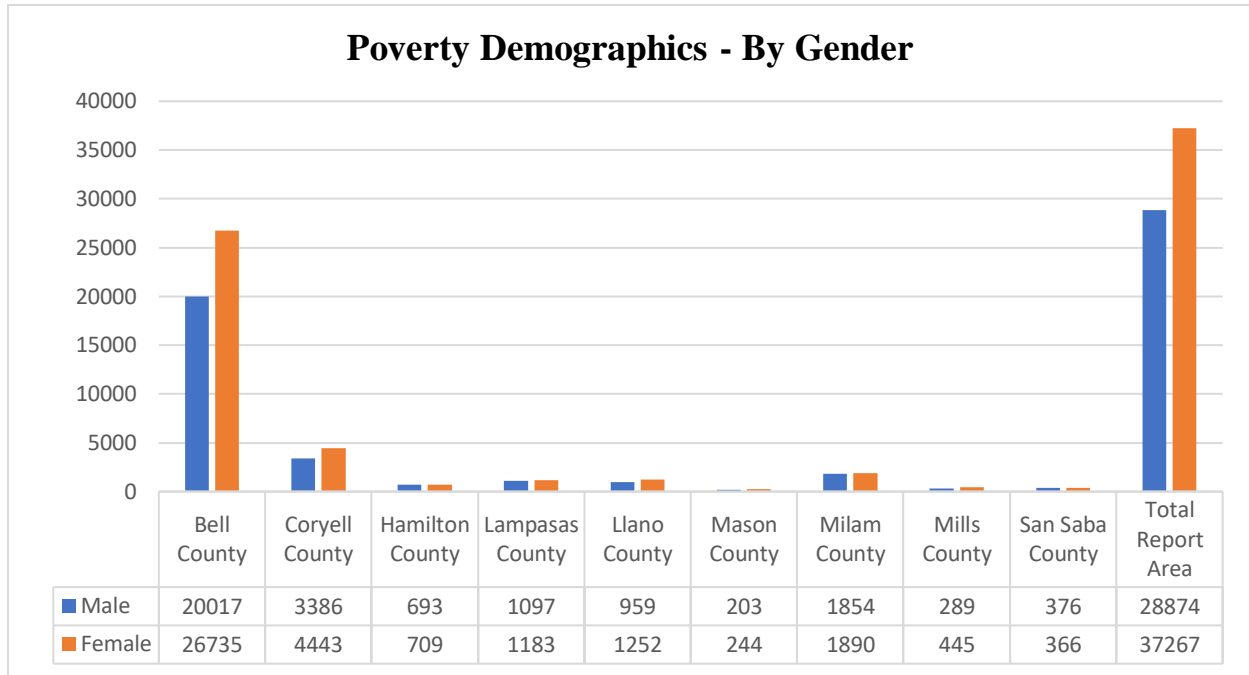


	Bell County	Coryell County	Hamilton County	Lampasas County	Llano County	Mason County	Milam County	Mills County	San Saba County	Total Report Area
Not Hispanic/Latino Female	131932	31086	3633	8507	9713	1560	9290	2080	2153	199954
Hispanic/Latino Female	42805	6638	535	1929	978	369	3210	433	761	57658
Not Hispanic/Latino Male	130109	30433	3637	8303	9147	1697	8934	1783	2035	196078
Hispanic/Latino Male	43728	7123	527	2123	1209	560	3336	593	1042	60241

# Poverty Demographics

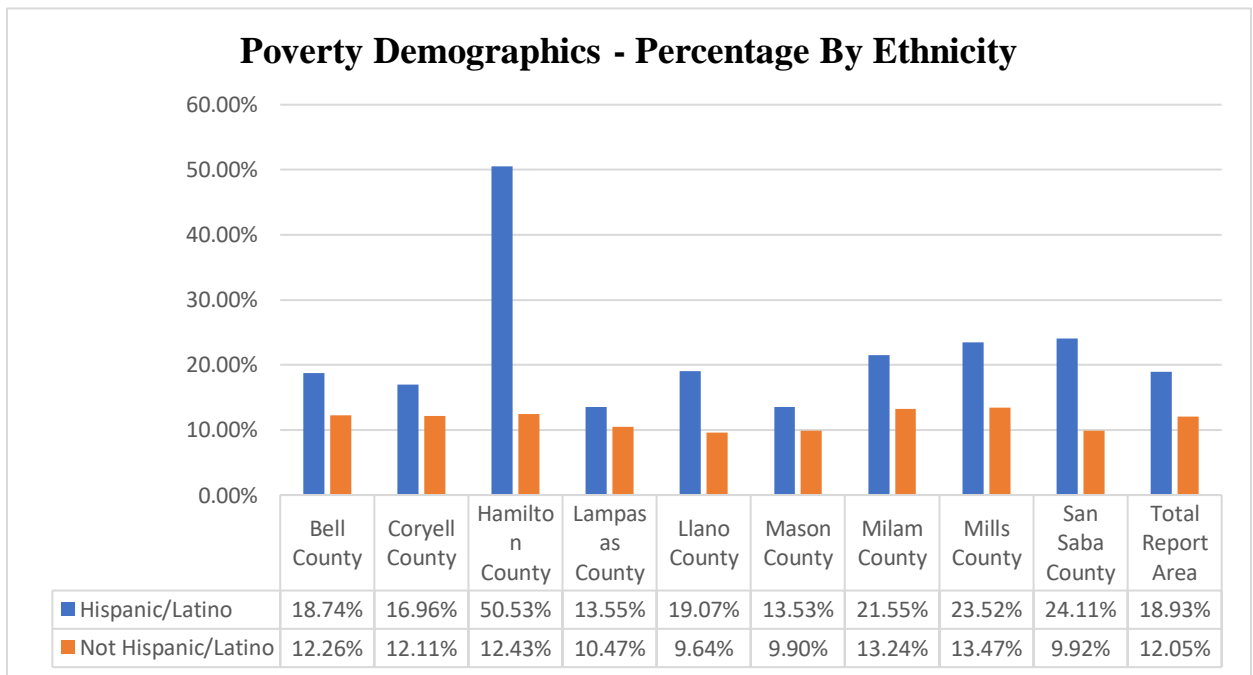
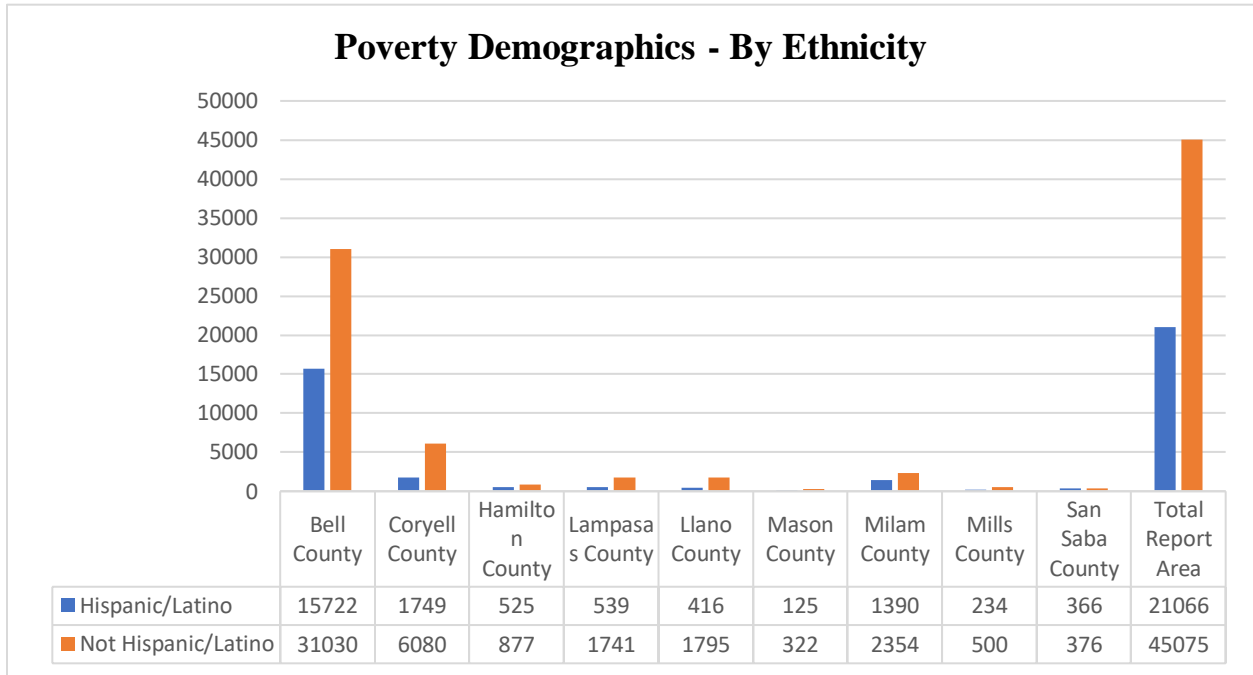


# Poverty Demographics



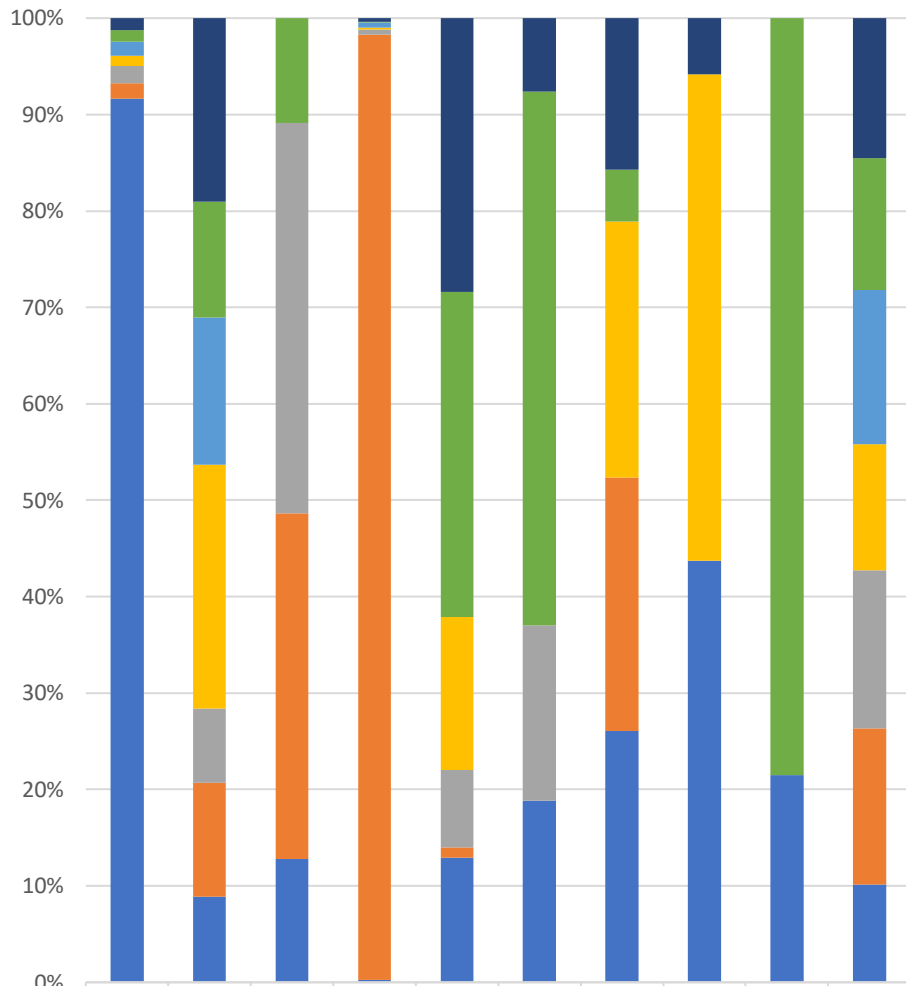


# Poverty Demographics



# Poverty Demographics

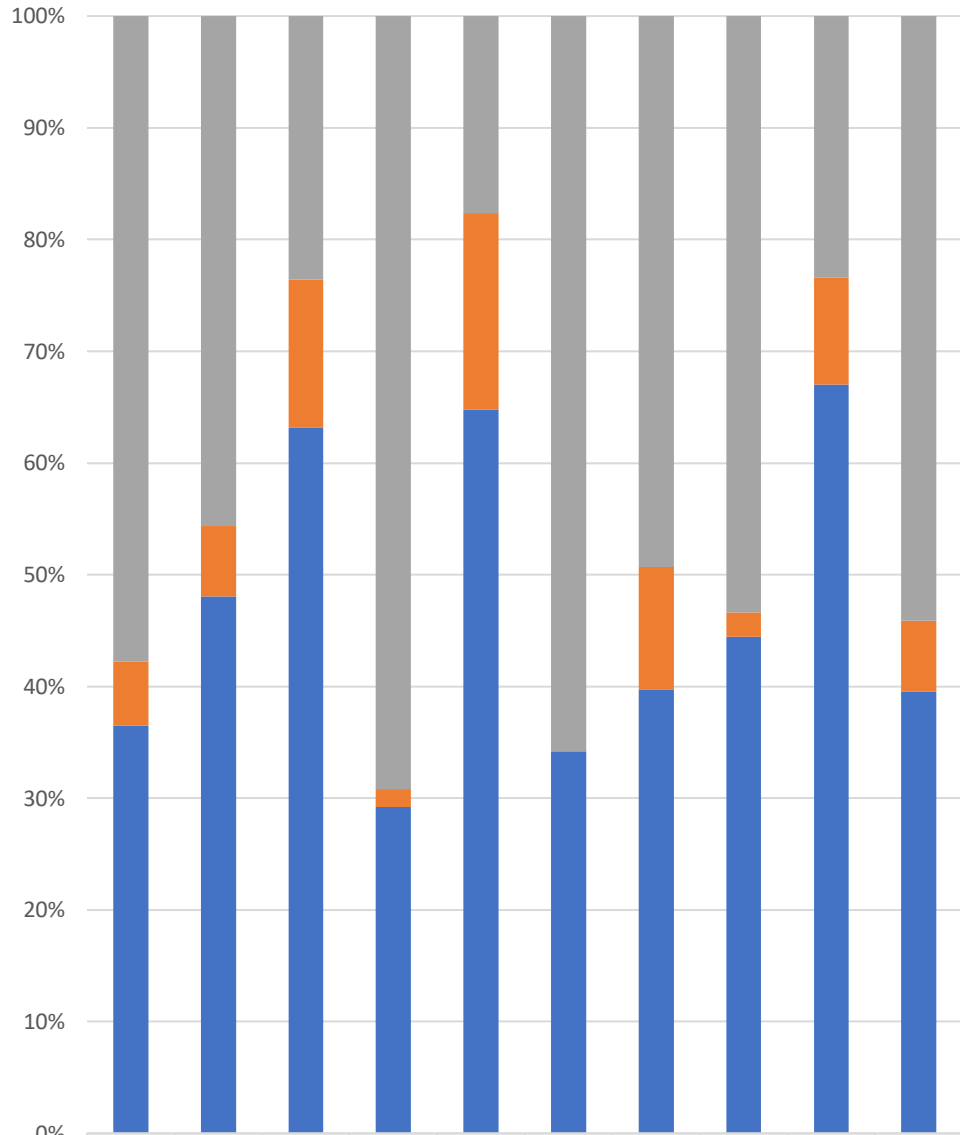
**Poverty Demographics - Race by County**



	Bell County	Coryell County	Hamilton County	Lampasas County	Llano County	Mason County	Milam County	Mills County	San Saba County	Total Report Area
■ Multiple Race	15.49%	23.63%	0%	17.96%	22.05%	4.51%	9.53%	2.10%		16.89%
■ Some Other Race	15.14%	14.88%	14.29%	2.15%	26.20%	32.65%	3.26%	0%	42.18%	15.80%
■ Native Hawaiian/Pacific Islander	18.45%	18.92%		22.92%						18.60%
■ Asian	13.27%	31.40%		8.51%	12.31%	0%	16.06%	18.18%	0%	15.15%
■ Native American/Alaska Native	22.44%	9.54%	53.33%	24.24%	6.21%	10.71%	0%	0%		19.04%
■ Black/African American	19.40%	14.67%	47.17%	43.40%	0.85%		15.92%			18.81%
■ White	1146.00%	11.01%	16.83%	11.23%	10.03%	11.11%	15.79%	15.77%	11.56%	11.75%

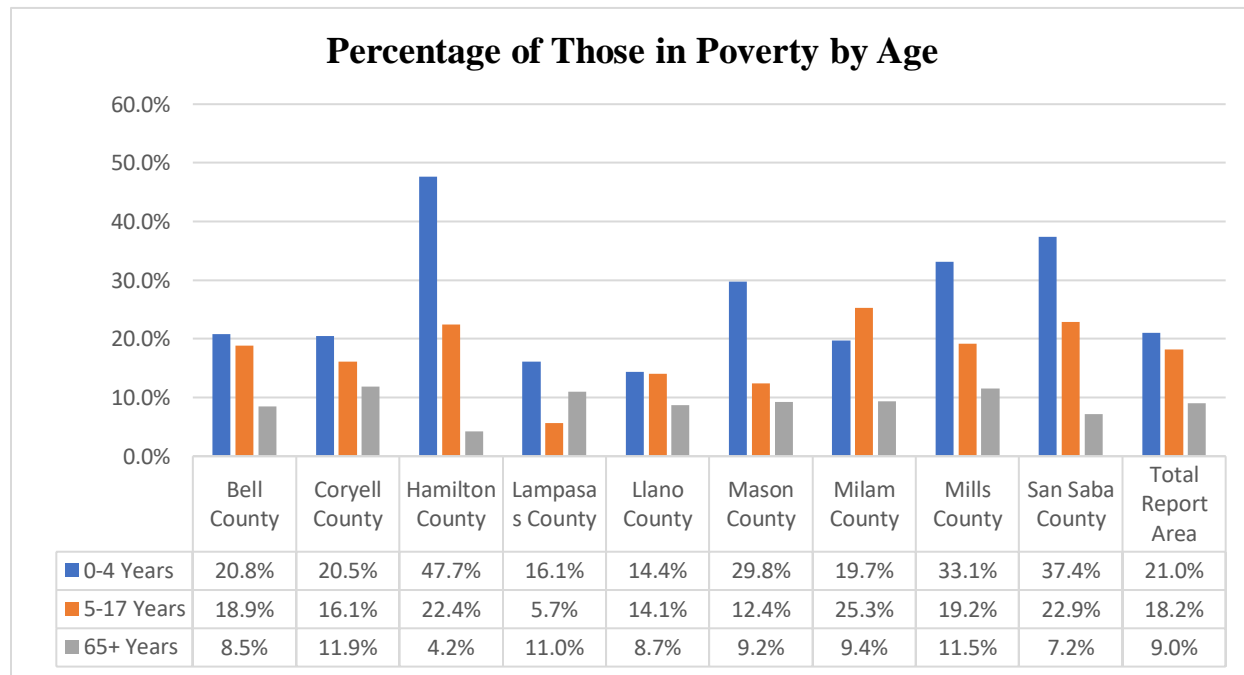
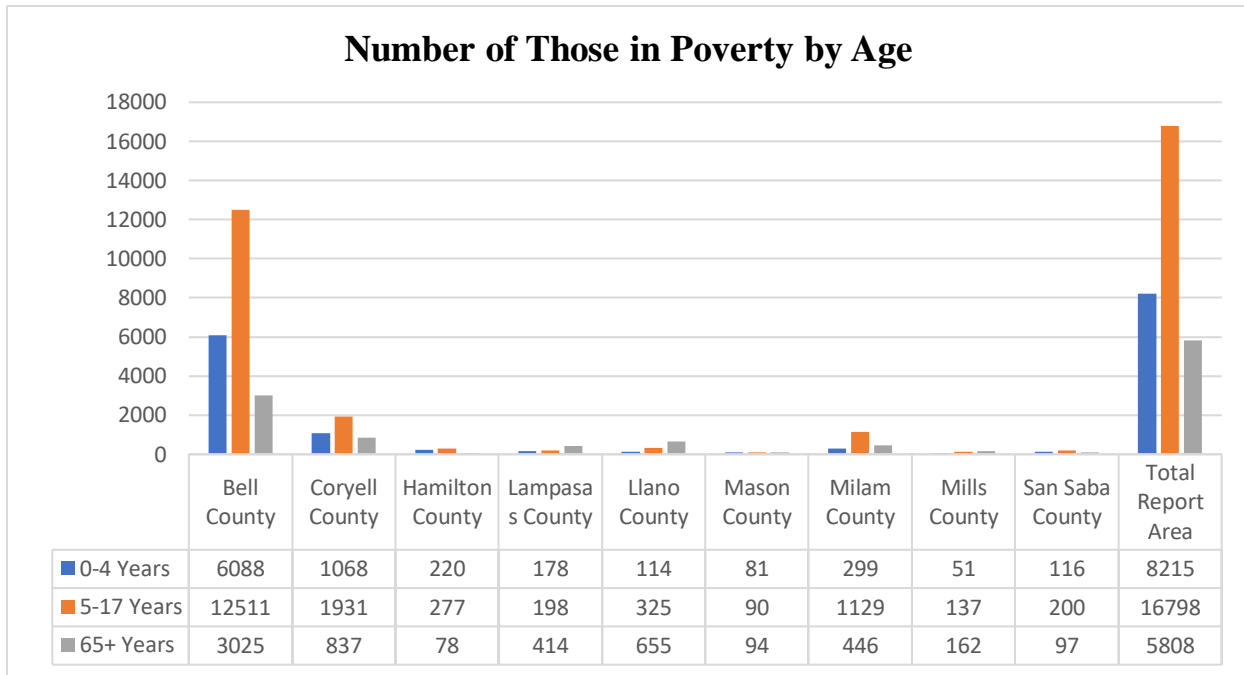
# Poverty Demographics

**Poverty Demographics - Household Type**



	Bell County	Coryell County	Hamilton County	Lampasas County	Llano County	Mason County	Milam County	Mills County	San Saba County	Total Report Area
Female Head of Household	57.8%	45.7%	23.6%	69.2%	17.6%	65.8%	49.3%	53.3%	23.4%	54.1%
Male Head of Household	5.7%	6.3%	13.2%	1.6%	17.6%	0.0%	11.0%	2.2%	9.6%	6.4%
Married Couples	36.5%	48.1%	63.2%	29.2%	64.7%	34.2%	39.7%	44.4%	67.0%	39.5%

# Poverty Demographics



# Timeline and Activities

Timeline	Dates	Activity
3 weeks	January 10-30	<u>Step 1: Getting Started</u> - Planning - Finalize Survey - Begin community research and continue utilizing tools to learn about process - Input survey into survey gizmo - Determine game-plan for survey distribution & start distributing - Establish focus group plan - Formulate plan for internal & external interviews - Community outreach - Determine domains to focus on
4 weeks	January 31- February 27	<u>Step 2: Collect Qualitative Data</u> - Continue distributing surveys- Begin focus groups - Conduct internal and external interviews - Begin collecting data from completed surveys, focus groups & interviews - Preliminary analysis & establish any gaps in information
3 weeks	February 28- March 20	<u>Step 3: Collect Quantitative Data</u> - Research for all 9 counties - Receive assistance from undergraduate class in collecting data - Collect graphs, charts, maps, data for previously established domains
3 weeks	March 21-April 10	<u>Step 4: Analyze Data</u> - Analyze Data from surveys, focus groups, interviews, etc. - Determine if there are any gaps - Acknowledge impact of COVID on results if possible - Begin looking into impact of programs, areas of improvement, gaps
4 weeks	April 11-May 8	<u>Step 5: Write CNA and Organizational Standards Requirements</u> - Preparing Report - Edit - Receive feedback and make adjustments as necessary - Pull additional information as needed - Finalize things for board approval - Decide how to distribute results internally & externally
	<b>May 25</b>	<b>Present Report to Board for approval</b>
	<b>Feb 10<sup>th</sup> – May 29<sup>th</sup></b>	<b>Due to TDHCA June 1<sup>st</sup></b>
	<b>June 1<sup>st</sup> -30<sup>th</sup></b>	<b>Publicize results of CNA</b>

# Data Collection Plan & Methodologies Collected

Survey questions were developed and posted on the website, physical copies were distributed to local organizations and facilities, the link to the survey was emailed to individuals and groups to disseminate throughout the service area. HCCAA also utilized a client satisfaction survey that was distributed in similar ways throughout the counties in the service area.

HCCAA’s central office staff was responsible for entering the completed paper surveys into Alchemer. Alchemer was selected due to the reasonable price and ability to export data in a flexible way that made analysis more succinct. Each paper form included the link and QR code that respondents could utilize instead of a paper form. Board members, local officials and partner organizations were emailed copies of the survey, the link, and followed up with via email and phone call. Copies were also distributed to clients, churches, food banks, libraries and other public facilities. Survey responses were accepted until May 11, 2021.

Survey respondents included the following categories.

Survey Respondent	# of Responses	% of Responses
Community member/low-income resident	115	41.5%
Faith organization representative (Church/faith-based groups, clubs, councils, etc.)	28	10.1%
Private sector/community member (for profit, small business, etc.)	27	9.7%
Community Organization/partner (local service provider and non-profits)	23	8.3%
Educational institution staff (local adult education, schools, college and universities)	20	7.2%
Board Member of Community Action Agency	5	1.8%
Staff or Volunteer of Community Action Agency	43	15.5%
Local politician/government representative (non-profit, government regulated, etc.)	16	5.8%

Survey respondents were asked the following questions categorized into specific domains.

Need	Domain
GED Classes	Education
Preschool activities for child(ren) to develop school readiness skills	Education
English as a second language classes	Education
Computer skills training	Education
Assistance to attend trade, technical school, or college	Education
More jobs with better pay and benefits	Employment
More training for the types of jobs available in the area	Employment

# Data Collection Plan & Methodologies Collected

Increasing the community's knowledge of available employment resources	Employment
Improve the workforce readiness skills of people who are able to work	Employment
Assistance with financial goals and self-support	Income & Asset Building
More education on how to build assets/budget counseling	Income & Asset Building
More information on how to access financial resources	Income & Asset Building
Help with applying for Social Security, Medicare, SSDI, WIC, TANF, etc.	Income & Asset Building
Assistance with safe temporary shelter for homeless persons	Housing
Affordable housing	Housing
Help paying rent or mortgage	Housing
Help with utility bills	Housing
Help to make my home more energy efficient -weatherization	Housing
More programs to provide free home repair	Housing
More income based rental housing for seniors	Housing
Nutrition education/healthy eating education workshops	Health & Social/Behavioral Development
Assistance with major health conditions in your area (i.e., diabetes)	Health & Social/Behavioral Development
Mental and Behavioral health counseling or classes	Health & Social/Behavioral Development
Programs and activities for seniors	Health & Social/Behavioral Development
Programs and activities for disabled/developmentally delayed	Health & Social/Behavioral Development
Programs and activities to prevent criminal activities for youth and adults	Health & Social/Behavioral Development
Programs, activities and workshops on leadership skills	Civic engagement & community involvement
Programs/activities for veterans	Civic engagement & community involvement
Programs/activities for LGBTQ (Lesbian, Gay, Bisexual, Transgender and Queer) youth and adults	Civic engagement & community involvement
Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	Civic engagement & community involvement
Prescription assistance	Emergency assistance
Health insurance/medical care	Emergency assistance
Food	Emergency assistance
Transportation	Emergency assistance
Coronavirus testing	Emergency assistance
Child care assistance	Emergency assistance

# Data Collection Plan & Methodologies Collected

Help finding resources in the community	Emergency assistance
Legal services	Emergency assistance
Substance abuse resources	Emergency assistance

After the results were totaled among all survey responses collected, top needs were uncovered. The needs after scores from surveys and board interviews were aggregated are shown below.

Rank	Surveys	Board Interviews	Total	Need	Domain
1	176	0	176	More jobs with better pay and benefits	Employment
2	162	8	170	Affordable housing	Housing
3	160	6	166	Health insurance/medical care	Emergency assistance
4	153	2	155	Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	Civic engagement & community involvement
5	150	0	150	Programs and activities to prevent criminal activities for youth and adults	Health & Social/Behavioral Development
6	146	0	146	Assistance to attend trade, technical school, or college	Education
7	143	3	146	Mental and Behavioral health counseling or classes	Health & Social/Behavioral Development
8	144	0	144	Assistance with financial goals and self-support	Income & Asset Building
9	140	0	140	More education on how to build assets/budget counseling	Income & Asset Building
10	138	0	138	Programs, activities and workshops on leadership skills	Civic engagement & community involvement
11	132	5	137	Child care assistance	Emergency assistance
12	135	1	136	Prescription assistance	Emergency assistance
13	135	0	135	Improve the workforce readiness skills of people who are able to work	Employment
14	127	5	133	Food	Emergency assistance
15	123	6	129	Help with utility bills	Housing
16	123	6	129	Transportation	Emergency assistance
17	128	0	128	More programs to provide free home repair	Housing



# Data Collection Plan & Methodologies Collected

18	124	2	126	Increasing the community's knowledge of available employment resources	Employment
19	121	0	121	Help finding resources in the community	Emergency assistance
20	120	0	120	More information on how to access financial resources	Income & Asset Building
21	120	0	120	More income based rental housing for seniors	Housing
22	118	0	118	Assistance with major health conditions in your area (i.e., diabetes)	Health & Social/Behavioral Development
23	117	0	117	Computer skills training	Education
24	117	0	117	Help with applying for Social Security, Medicare, SSDI, WIC, TANF, etc.	Income & Asset Building
25	116	0	116	Help paying rent or mortgage	Housing
26	113	1	114	Help to make my home more energy efficient -weatherization	Housing
27	111	0	111	Programs and activities for seniors	Health & Social/Behavioral Development
28	106	5	111	More training for the types of jobs available in the area	Employment
29	106	0	106	Nutrition education/healthy eating education workshops	Health & Social/Behavioral Development
30	105	0	105	Legal services	Emergency assistance
31	96	0	96	Substance abuse resources	Emergency assistance
32	93	0	93	Programs and activities for disabled/developmentally delayed	Health & Social/Behavioral Development
33	88	3	91	GED Classes	Education
34	85	0	85	Preschool activities for child(ren) to develop school readiness skills	Education
35	83	0	83	Programs/activities for veterans	Civic engagement & community involvement
36	83	0	83	Assistance with safe temporary shelter for homeless persons	Housing
37	77	2	79	English as a second language classes	Education
38	44	0	44	Coronavirus testing	Emergency assistance

# Data Collection Plan & Methodologies Collected

39	34	0	34	Programs/activities for LGBTQ (Lesbian, Gay, Bisexual, Transgender and Queer) youth and adults	Civic engagement & community involvement
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In addition to community and organizational surveys, board and internal HCCAA staff were interviewed. A total of 12 interviews were conducted where the following questions were asked.

What do you know about our Community Action Agency and the services we provide to help address the needs of low-income community members?
What do you think are the top 5 key needs of low-income people in the community?
Do you think that HCCAA is currently addressing the needs you identified? If yes, please specify which ones and how they are being addressed.
What suggestions can you provide to address any needs that are not being met?
Are there other organizations that would be valuable to partner with to address these needs?
What do you think are some key revitalization needs?
How do you think our community can address these community revitalization needs?
What are some of the gaps or barriers to services that you see, or suggestions related to the gaps/barriers?
Please provide any additional feedback?

Quantitative data for the service area and specific counties was collected from the CARES website, the U.S. Census Bureau, and the Texas Department of Health and Human Services.

# Description of Causes and Conditions of Poverty

As shown by the poverty demographic information included in this report, poverty rates are higher in 6 of the 9 counties in the service area than the national rate of 12.96%. The service area has a poverty rate of 13.18% which is lower than the state rate of 14.9% but is still above the rate for the United States as a whole. When comparing households in poverty, Mills County, Milam County, Mason County, and Hamilton County all have a higher percentage of households in poverty than the overall Texas percentage of households in poverty.

When looking at the demographic factors of those in poverty, there is a common theme. Households that are white, non-Hispanic and consist of two parents have an advantage. Historically marginalized populations or single parent households have higher rates of poverty. In three of the counties the Hispanic/Latino population in poverty is more than double that of non-Hispanic/Latino households in poverty. Additionally, female headed households are more likely to be in poverty than male headed households throughout all of the counties in the service area.

Due to the lack of living wage options in the rural counties of the service area, many people have multiple jobs in order to survive. People also typically work longer as retirement ages have gone up and few have adequate retirement savings or pension plans in place. Poverty is a multi-layered issue and it is difficult to distill down to just one root cause. However, there are multiple factors that contribute to the current poverty rates in the service area that HCCAA serves.

Some of the factors are wage gaps, low educational attainment, family type, and literacy rates. After conducting surveys and interviews in the area the main causes of poverty appear to be homelessness, a shortage of affordable housing options, limited educational opportunities, lack of adequate public transportation, and lack of medical care. These are root issues impacting individuals living in poverty and are often difficult to overcome. Conditions of poverty in the HCCAA service area include shortage of jobs that pay a living wage, generational poverty/lack of upward mobility, transitions from military to civilian life, and poor health with limited access to medical care.

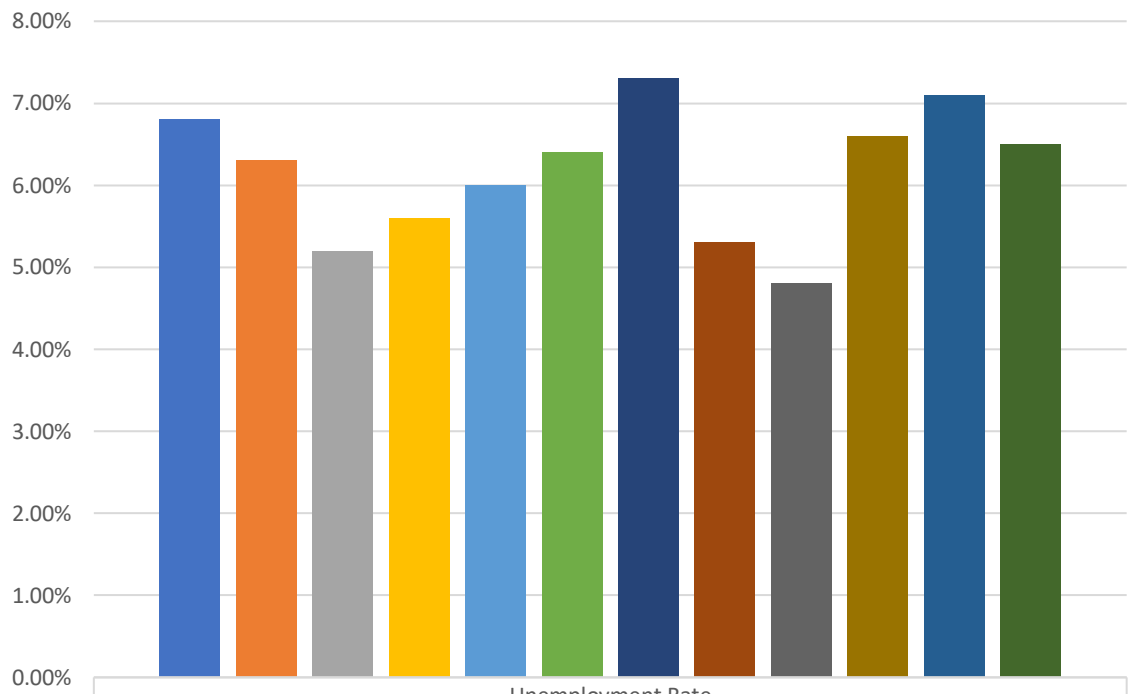
County	Causes	Conditions
<b>Bell</b>	Homelessness Lack of affordable housing	While the majority of people are employed, living wages are difficult to find, combined with generational poverty and transitions from military to civilian life.

# Description of Causes and Conditions of Poverty

<b>Coryell</b>	Low education rates Homelessness Lack of affordable housing	The majority of people are employed but do not have living wages, combined with generational poverty and transitions from military to civilian life.
<b>Hamilton</b>	Low education rates Lack of affordable housing Lack of transportation	There are limited employment options, and most do not pay adequate living wages. There is also a low rate of educational attainment, poor health, and generational poverty.
<b>Lampasas</b>	Lack of transportation Lack of affordable housing	Most employed workers do not make a living wage, combined with generational poverty.
<b>Llano</b>	Lack of basic needs Lack of transportation	Living wages are hard to find along with poor health, and a lack of savings/pensions for retirement.
<b>Mason</b>	Lack of transportation Lack of medical care Lack of affordable housing	Most employed workers do not make a living wage, combined with generational poverty.
<b>Milam</b>	Low education rates Lack of transportation	Living wages are difficult to come by, combined with a lack of employment options, poor health and generational poverty.
<b>Mills</b>	Lack of affordable housing Lack of medical care Lack of transportation	Many employed do not make living wages, combined with limited employment options, poor health, and generational poverty.
<b>San Saba</b>	Lack of affordable housing Lack of transportation Low education rates	Poor health, generational poverty, low educational attainment and single income households combined with non-living wages and limited employment options.

# Economic and Social Indicators

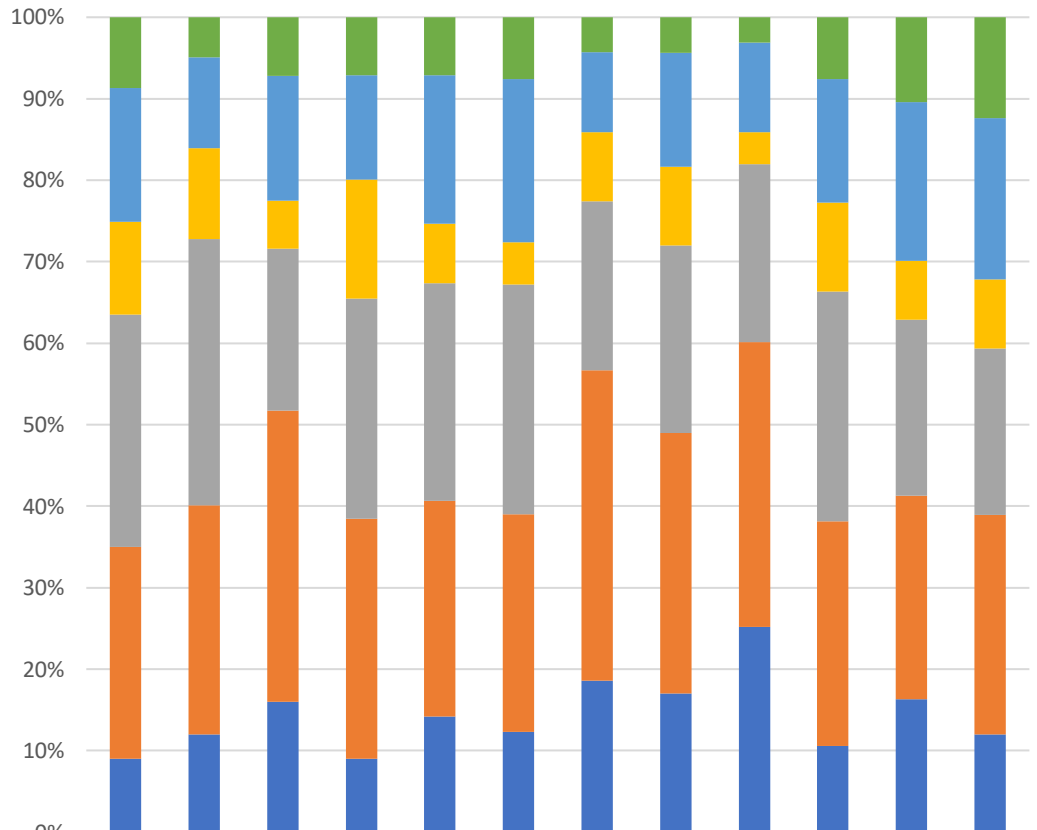
## Unemployment Rate by County, State & Country



	Unemployment Rate
■ Bell County	6.80%
■ Coryell County	6.30%
■ Hamilton County	5.20%
■ Lampasas County	5.60%
■ Llano County	6.00%
■ Mason County	6.40%
■ Milam County	7.30%
■ Mills County	5.30%
■ San Saba County	4.80%
■ Service Area	6.60%
■ Texas	7.10%
■ United States	6.50%

# Economic and Social Indicators

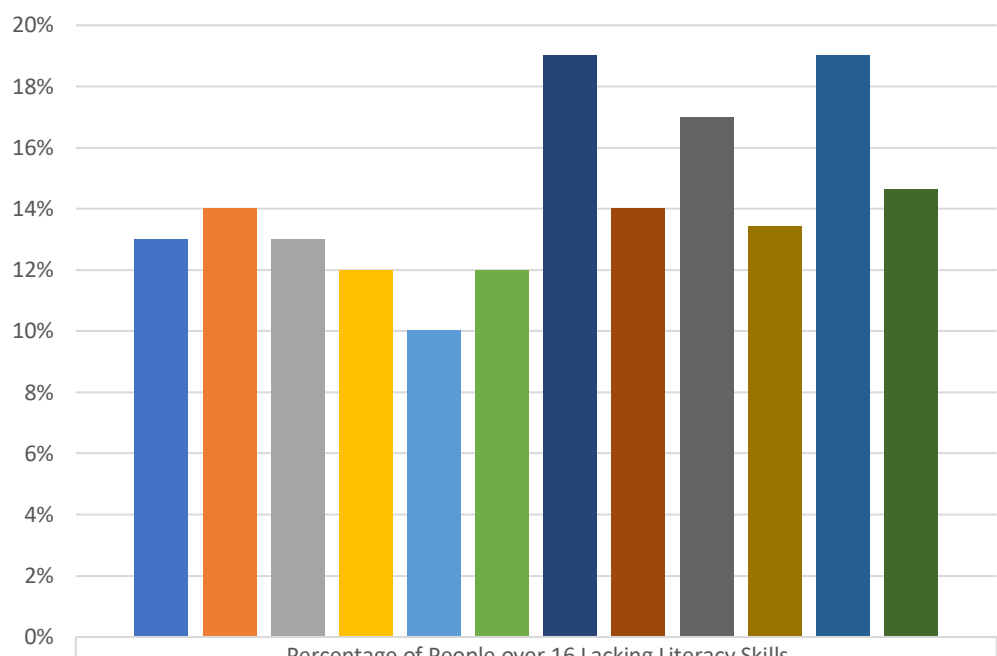
## Educational Attainment



	Bell County	Coryell County	Hamilton County	Lampasas County	Llano County	Mason County	Milam County	Mills County	San Saba County	Service Area	Texas	United States
Graduate or Professional Degree	8.7	4.9	7.2	7.1	7.1	7.6	4.3	4.4	3.1	7.6	10.4	12.4
Bachelors Degree	16.4	11.2	15.3	12.8	18.2	20	9.8	13.9	11	15.1	19.5	19.8
Associate's Degree	11.4	11.1	5.9	14.6	7.3	5.2	8.5	9.7	3.9	10.9	7.2	8.5
Some College	28.5	32.7	19.9	27	26.7	28.2	20.7	23	21.9	28.2	21.6	20.4
High School Only	26	28.1	35.8	29.4	26.5	26.7	38.1	31.9	34.9	27.5	25	27
No High School Diploma	8.97	12.03	15.97	9.01	14.18	12.29	18.6	17.03	25.22	10.6	16.31	12

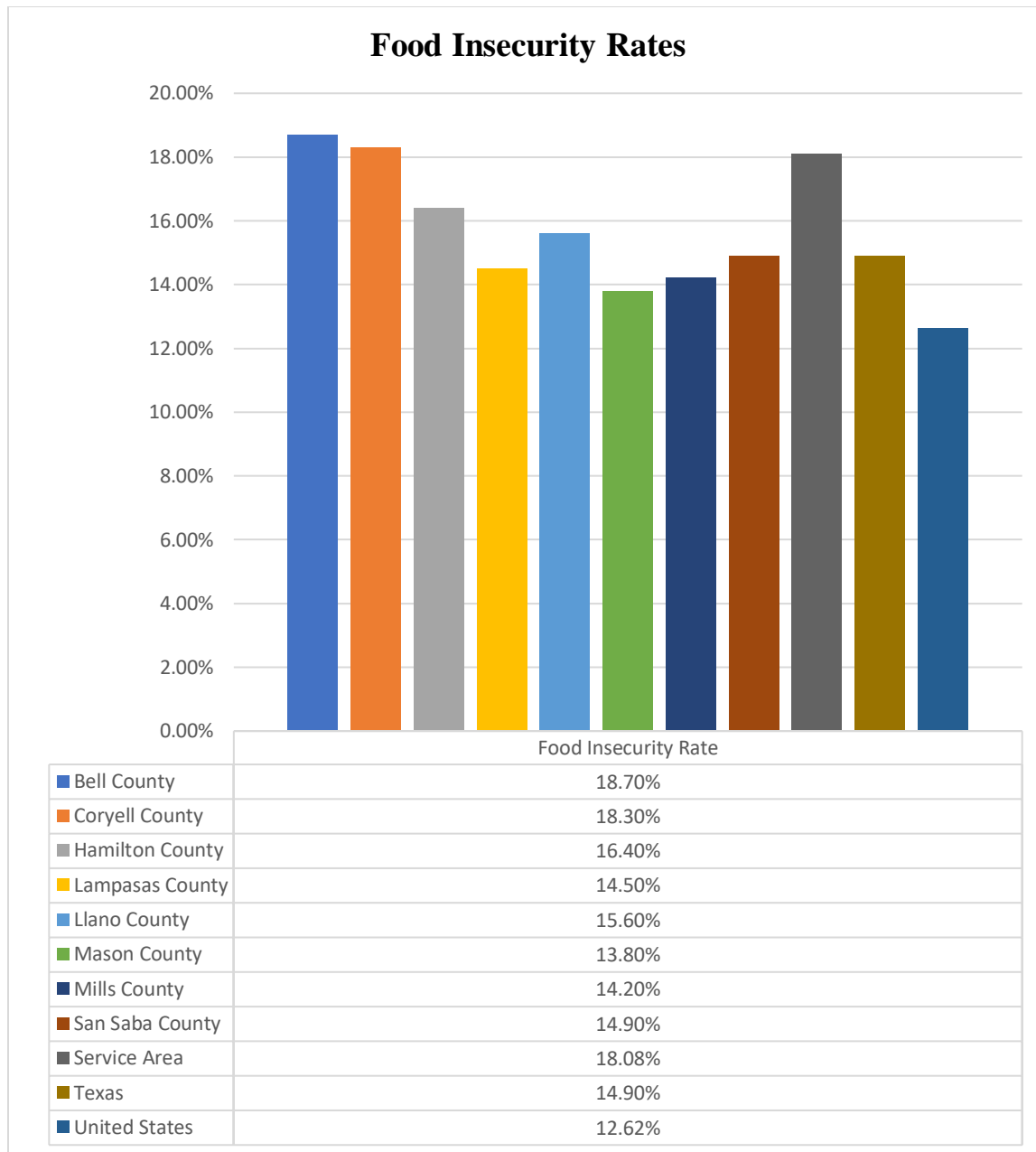
# Economic and Social Indicators

## Literacy Skills



Percentage of People over 16 Lacking Literacy Skills	
■ Bell County	13%
■ Coryell County	14%
■ Hamilton County	13%
■ Lampasas County	12%
■ Llano County	10%
■ Mason County	12%
■ Milam County	19%
■ Mills County	14%
■ San Saba County	17%
■ Service Area	13.41%
■ Texas	19%
■ United States	14.64%

# Economic and Social Indicators





# Economic and Social Indicators

Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Report Location	105	14	35	6	12	0
Bell County, TX	58	9	16	5	0	0
Coryell County, TX	9	1	4	0	1	0
Hamilton County, TX	7	1	3	0	2	0
Lampasas County, TX	7	1	3	0	2	0
Llano County, TX	6	1	2	0	3	0
Mason County, TX	3	0	0	1	0	0
Milam County, TX	6	1	3	0	0	0
Mills County, TX	5	0	2	0	2	0
San Saba County, TX	4	0	2	0	2	0
Texas	7,812	675	1,223	517	299	9
United States	74,721	7,072	15,491	9,215	4,455	125

Report Area	Insurance Population (2019 Estimate)	Number Insured	Number Uninsured	Percent Uninsured
Report Location	513,931	361,499	68,972	13.42%
Bell County, TX	348,574	261,441	46,490	13.34%
Coryell County, TX	75,280	46,861	8,373	11.12%
Hamilton County, TX	8,332	4,883	1,439	17.27%
Lampasas County, TX	20,862	13,798	3,182	15.25%
Llano County, TX	21,047	10,929	2,849	13.54%
Mason County, TX	4,186	2,216	843	20.14%
Milam County, TX	24,770	15,982	3,755	15.16%
Mills County, TX	4,889	2,521	928	18.98%
San Saba County, TX	5,991	2,868	1,113	18.58%
Texas	28,260,856	19,635,342	4,883,741	17.28%
United States	324,697,795	240,092,386	27,954,329	8.61%

# Community Strengths by County

## **Bell County**

Bell County has significant strengths as a community. For starters, Bell County is the most densely populated county in the service area, which means that they have more resources and options available to them due to their urban status. They are also the most economically advantaged, combined with a robust number of jobs and educational opportunities. Bell County also has a multitude of resources specifically for veterans, along with organizations that aide families living in poverty.

## **Coryell County**

Coryell County has some of the same strengths as Bell County due to the size and population. Along with this Coryell County is diverse, which brings a variety of views, strengths and assets. The majority of the county is within working ages, which contributes to a robust work force, despite their minimal population growth. Like Bell, Coryell County residents have access to medical facilities, public education and jobs. Specifically, Copperas Cove showed remarkable initiative by stepping up to care for the senior population throughout the COVID-19 pandemic. Gatesville also has community members that generously donate to support the senior center. These two instances demonstrate the importance placed on community care and taking care of elderly populations, a value of many Coryell County residents.

## **Hamilton County**

Hamilton County is a tight knit community, where individuals are engaged and passionate about their county. Hamilton County has an unemployment rate that is lower than state and national percentages as well. Despite some difficulties with staffing and enrollment, Hamilton has Head Start services provided by HCCAA, which are a resource for families and an asset to the community. Additionally, community members are heavily enrolled in SNAP, demonstrating the ability to utilize available resources for support. Hamilton County also has a great meals on wheels program in their community.

## **Lampasas**

. Lampasas County has several strengths as well. Despite the commutes that many individuals have for school and work, Lampasas County does have multiple higher education opportunity for residents, including vocational programming. Lampasas County has also experienced population growth in recent years, which will lead to more resources, expansion, and opportunities to support this growth. Most residents are between the age of 18 and 64, lending to a healthy work force, and there are a number of resources and amenities in the area.

## **Llano**

Llano County has also experienced significant growth in recent years, and while this brings challenges for any community, it also expands the work force and amenities and resources typically follow. At least 50% of Llano residents have some college education, which is a

# Community Strengths by County

strength that impacts job attainment and upward mobility. Llano County also has medical and dental facilities that not only provide employment options but also provide health care services to the area, both of which are extremely valuable. Llano additionally has resources available through the Community Resource Centers of Texas, Inc for their residents.

## **Mason**

One of the major strengths of Mason County is the Ministerial Alliance which is a valuable resource to the community that helps promote unity, service, and care. Mason County has also experienced growth in recent years, and a growing community is an asset in most cases. Mason County has a low rate of poverty compared to the service area, state, and national numbers. Additionally, there are a significant number of residents in the county that have a high school diploma, and the highest percentage of individuals holding a bachelor's degree. There is also a medical clinic, which provides some health care services to members of the community.

## **Milam**

Milam County has a relatively diverse population, despite minimal growth in recent years. Despite few residents holding a higher education degree, most Milam residents have completed high school. Milam County also has a robust working age population, along with enough individuals set to enter the workforce in the coming years. Residents also utilize SNAP, demonstrating the ability to seek out resources within the community to combat poverty. There are also numerous organizations that provide programs, food, and health care to low-income families. Additionally, other organizations exist that provide clothing and furniture to those impacted by natural disasters or fires.

## **Mills**

Mills County has experienced a decrease in poverty rate over the last few years, showing a positive trend for the community. Unemployment rates for the county are also low compared to most counties in the service area, the state, and the nation. Mills County also has a senior center that has a significant positive impact on the seniors in this community. This is especially important since the population is aging, and having this senior center is a huge strength and support.

## **San Saba**

In San Saba County, despite the high rates of poverty there has been a decrease in the percentage of the population below federal poverty income guidelines, which is a trend in the right direction for this county. San Saba also has medical clinics, which are a valuable asset providing medical care services in the area. San Saba residents and organizations also demonstrate a high value on charity, with regular social events to raise money for local families in need, along with providing meals as well.

# CAA Organizational Strengths, Assets and Challenges

Hill Country Community Action Association has been a major player in the service area providing resources and programs to relieve and eradicate the causes and conditions of poverty. The agency has developed partnerships in every sector to approach poverty from all angles. Unfortunately, often the programs provided are recognized by the community, but little attention is given to the CAA behind those programs. This is a challenge for all Community Action Agencies and can make support and interaction during the CNA process and other times difficult.

One of the main assets that HCCAA has is the frontline staff that provide great service and care to the individuals that seek out services from HCCAA. The central office staff is also an asset that allow the staff to feel supported in their work. Partners throughout the community work with HCCAA to ensure a systems based approach to challenges that face individuals in the service area. Lastly, the board of HCCAA always serves as a champion for the efforts of the association and reinforces the credibility within the communities served.

Over the years HCCAA has had to weather funding limitations and cut backs, which is always a concern for an organization providing community services. Continuing to provide services that members of the community rely on despite changing funding programs and requirements is difficult to navigate. Regulations also change, which impacts how these programs are maintained and prioritized. Navigating all of these situations is challenging, but HCCAA has managed to persevere and remain an agency that the community depends on for a variety of programs and services.

Lastly, HCCAA is filled with people who are residents of the service area. This means that the individuals who work at HCCAA are invested in the programs and betterment of their communities. This contributes to a depth of knowledge from tenured staff members and those with lived experiences in the service area. Hill County Community Action Association recognizes these challenges, assets and strengths and uses this knowledge to better the approach taken with the community served.

# Gaps in Services

When addressing the gaps in services, board interviews were utilized to identify areas where services may not fill all needs. One of the gaps identified through the data collection process is the lack of information readily available to individuals about services that HCCAA and other organizations provide. Additionally, education for employment along with transportation expansion was identified as another gap that could be addressed. A large gap that was identified is the issue of limited transportation in regard to accessing necessary medical care. Since not all of the counties have adequate medical care facilities, the lack of public transportation makes receiving care difficult. Additionally, it is hard to create more transportation options for some of the rural areas where populations are too low to warrant expansion to those areas.

Another gap identified was the shortage of affordable rental and housing options available throughout the service area, combined with utility assistance to make rent and mortgage payments more easily affordable.

A large barrier to services, specifically for HCCAA, is the shortage of employees and volunteers that speak Spanish or any other language other than English. This is a barrier to receiving services in a community that has a high population of Hispanic/Latino individuals. The federal guidelines for poverty were identified as a barrier to services because not all families and individuals that could benefit from services qualify for assistance.

For the past year, a barrier that has surfaced is the inability for face-to-face communication, which was brought up in the interviews. This has reduced the accessibility of services for individuals. Additionally, it has caused a decrease in volunteerism not only for HCCAA but for other outreach organizations that provide services to the area. Another gap that was pointed out is the wide service area can sometimes make it difficult to ensure services are being used in all counties and areas, not just around the office locations and close proximity.

# Trends by County

## **Bell County**

Bell county continues to have high rental and housing costs which will likely continue to cause housing concerns for the county since population growth is expected to continue. A lot of similar needs were identified for this CNA as in 2018, with health insurance and medical care ranking high, along with affordable housing or help paying rent/mortgage. Given the population growth expected, these concerns will likely remain areas of opportunity for services in upcoming years.

## **Coryell**

Coryell has experienced minimal population growth in recent years, and limited growth is expected in the next few years. There is also a trend of high rent and limited rental assistance available, along with continued concerns specific to military individuals and those re-entering civilian life. Compared to the needs identified in 2018 there has been an overall shift from the domain of emergency assistance to that of health & social/behavioral development. Previous needs included health insurance/medical care and child care assistance, and now the needs identified consist of mental and behavioral health counseling, education on building assets, and programs/activities to prevent criminal activity.

## **Hamilton**

Hamilton county continues to have low educational attainment and a high rate of individuals uninsured. The population is expected to remain the same or decrease, and with the current population aging out of the work force there will likely be a gap in the workforce due to low numbers of individuals aging into the work force. Since 2018 the domains with the most identified needs have shifted here as well, moving from predominantly emergency assistance to housing needs. However, many of the same needs have remained, such as assistance with utility bills and prescription assistance, combined with services for seniors.

## **Lampasas**

Lampasas County has experienced a growth in population over recent years, combined with job market growth. This is a good combination, but there is still the continued lack of accessible public transportation and high rental costs. The increase in population could continue to bring job opportunities, but this need for transportation services will likely continue. The majority of the needs identified in 2018 were in the housing domain, such as affordable housing, help paying rent, and assistance for elderly & disabled persons, many of which are needs still identified based on surveys. However, a change is the need for jobs and better pay being higher on the list of needs for this county.

## **Llano**

Llano continues to be a retirement community with the majority of individuals over the age of 65. Housing complexes for senior individuals will provide work opportunities, but there is

# Trends by County

a work force gap being created due to the aging population. Transportation continues to be a barrier and contributes to low participation in assistance programs and services. Llano's identified needs have shifted from predominantly emergency assistance such as food and transportation to assistance attending trade, technical school or college, and social activities and programs. Help with utility bills and assistance with health care have remained high on the list of needs for the county over the years and likely will continue to be areas of concern.

## **Mason**

Similar to Llano, Mason county had predominantly emergency assistance needs identified in 2018, and now the domains most selected are mixed. Mason county continues to have an aging population with the majority of those in the workforce between 55-64 years old and a small population of individuals aging into the work force to fill the gaps. Mason still has an expensive real estate market with high housing costs, which creates some concerns as individuals move into the area to retire and reduce the amount of affordable options for those working, further creating a workforce pinch, which is expected to continue. Needs continue to include health insurance and medical care due to the high uninsured rate, along with affordable housing. A newer need that is now a high priority according to surveys is jobs with better pay and benefits, a reflection of the continue changes in age demographics of the county.

## **Milam**

Milam county has seen low population growth in recent years and is not expected to experience a boom in the coming years. There continues to be low educational attainment, however there is a robust working age population. Unfortunately, this continues to create areas of concern since uninsured rates are high and housing costs continue to increase, and despite the healthy work force there are inadequate job opportunities. Needs since 2018 have shifted from housing to more mixed domains. However, affordable housing continues to be an identified need for the county. Other needs now include social activities and programs, more jobs with better pay and benefits, preschool activities and assistance with financial goals.

## **Mills**

Mills county has experienced a decrease in population in recent years and is not expected to change this trajectory in coming years. Mills has an aging population and limited numbers of youth entering the work force in coming years. There continues to be high rates of poverty, inadequate job opportunities and high uninsured rates which are expected to continue due to the shortage of employment options and services for elderly and children. Needs have shifted from employment to emergency services, with current needs including child care assistance, educational assistance, help finding resources, and senior services.

## **San Saba**

San Saba county has also experienced a decrease in population over recent years and continues to have low educational attainment, a shortage of jobs and public transportation, combined with high real estate costs and an aging population. These trends are expected to

# Trends by County

continue as people move for jobs and housing opportunities. The domains have remained mixed, as they were in 2018. Affordable housing, health insurance/medical care, and jobs with good pay and benefits continue to be high priorities for individuals within this county, but there is now added interest in assistance with pursuing education and programs to prevent criminal activities.



# Top Needs by County

County	Need	Domain
<b>Bell</b>	More jobs with better pay and benefits	Employment
	Affordable housing	Housing
	Mental and Behavioral health counseling or classes	Health & Social/Behavioral Development
	Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	Civic engagement & community involvement
	Health insurance/medical care	Emergency assistance
<b>Coryell</b>	Mental and Behavioral health counseling or classes	Health & Social/Behavioral Development
	Assistance with major health conditions in your area (i.e., diabetes)	Health & Social/Behavioral Development
	Programs and activities to prevent criminal activities for youth and adults	Health & Social/Behavioral Development
	More education on how to build assets/budget counseling	Income & Asset Building
	Food	Emergency assistance
<b>Hamilton</b>	Help with applying for Social Security, Medicare, SSDI, WIC, TANF, etc.	Income & Asset Building
	More income based rental housing for seniors	Housing
	Affordable housing	Housing
	Help with utility bills	Housing
	Prescription assistance	Emergency assistance
<b>Lampasas</b>	More jobs with better pay and benefits	Employment
	Help paying rent or mortgage	Housing
	Affordable housing	Housing
	Programs and activities for seniors	Health & Social/Behavioral Development
	Help with applying for Social Security, Medicare, SSDI, WIC, TANF, etc.	Income & Asset Building
<b>Llano</b>	Help with utility bills	Housing
	Assistance to attend trade, technical school, or college	Education
	Assistance with financial goals and self-support	Income & Asset Building
	Assistance with major health conditions in your area (i.e., diabetes)	Health & Social/Behavioral Development
	Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	Civic engagement & community involvement
<b>Mason</b>	Health insurance/medical care	Emergency assistance
	More jobs with better pay and benefits	Employment
	Assistance with financial goals and self-support	Income & Asset Building
	Affordable housing	Housing
	Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	Civic engagement & community involvement

# Top Needs by County

<b>Milam</b>	More jobs with better pay and benefits	Employment
	Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	Civic engagement & community involvement
	Preschool activities for child(ren) to develop school readiness skills	Education
	Assistance with financial goals and self-support	Income & Asset Building
	Affordable housing	Housing
<b>Mills</b>	Child care assistance	Emergency assistance
	Help finding resources in the community	Emergency assistance
	Assistance to attend trade, technical school, or college	Education
	Help with applying for Social Security, Medicare, SSDI, WIC, TANF, etc.	Income & Asset Building
	More income based rental housing for seniors	Housing
<b>San Saba</b>	More jobs with better pay and benefits	Employment
	Health insurance/medical care	Emergency assistance
	Assistance to attend trade, technical school or college	Education
	Programs and activities to prevent criminal activities for youth and adults	Health & Social/Behavioral Development
	Affordable housing	Housing

# Top 5 Needs

Rank	Total responses	Need	Domain
1	176	More jobs with better pay and benefits	Employment
2	170	Affordable housing	Housing
3	166	Health insurance/medical care	Emergency assistance
4	155	Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	Civic engagement & community involvement
5	150	Programs and activities to prevent criminal activities for youth and adults	Health & Social/Behavioral Development
6	146	Assistance to attend trade, technical school, or college	Education
7	146	Mental and Behavioral health counseling or classes	Health & Social/Behavioral Development

The top five needs for the service area are reflective of the individual county needs and priorities. The main need is more jobs with better pay and benefits. This makes sense since the service area has high rates of poverty along with high rates of uninsured people, and this creates a need for jobs that provide both a living wage and insurance benefits. The next need of affordable housing is also reflective of the entire service area and each county, which goes hand in hand with the first need. Housing is too expensive for the current jobs and wages that many individuals have.

Given the shortage of jobs with adequate pay and benefits, it is not surprising that another of the top five needs is health insurance/medical care. There are limited medical care facilities and hospitals throughout the service area, and these are not evenly distributed among the counties. This creates a gap in accessibility of medical care. Combined with many people not receiving adequate benefits and insurance due to working multiple part time jobs or jobs without benefits, this is a major area of concern for many of the counties.

The next two needs are in the domains of civic engagement and community involvement, and health & social/behavioral development. These go hand in hand in some ways, with individuals indicating that they would like more programs for voter education, citizenship classes, volunteer training, and other activities. It is likely that increasing accessibility of these programs would lead to people being more capable and confident in voting and advocating for the needs and resources lacking in their communities. Additionally, with high unemployment rates, uninsurance rates, low wages and high costs of housing, it is not surprising that programs to prevent criminal activities would be a high priority. Many crimes are due to lacking money, health care, and housing, so these services and programs are beneficial to creating a better functioning community.

Due to the scope of HCCAA and the services provided by the organization, needs 4 and 5 are replaced by needs 6 and 7, both of which can be addressed by HCCAA programs and resources. The need for assistance to attend trade, technical school, or college is high on the list

# Top 5 Needs

of priorities for the service area. This makes sense since the education rates are relatively low for all of the counties. This is a factor that typically results in higher wages being earned, making it important in regard to securing jobs with better pay and benefits along with making housing more affordable. Educational attainment is an important factor impacting all of the other needs, and one that often can improve situations for many individuals.

Mental and behavioral health counseling or classes is ranked number 7 for the service area. Given the barriers that many individuals face in the service area regarding employment, housing, transportation, etc. it is not surprising that counseling and classes would be a priority. Counseling and classes can help with depths of despair, motivation, behavior modification, and many other areas and can improve the overall well-being of an individual and a community. With many of the counties being rural and lacking adequate medical and health facilities, mental and behavioral services are often even more difficult to resources to access.

## Top 5 Needs - ROMA

Need	Domain	National Goal	Goal Type	NPI's	Current Services Addressing Needs	Future Services Addressing Needs
Individuals lack the skills to obtain jobs with better pay and benefits	Employment	1	Family	FNPI 2h, FNPI 1e, FNPI 1h	Provide employment and education supports through multiple funding sources, assist individuals in obtaining supplies and certifications required to obtain living wage jobs with benefits, Case Management	Reach out to other agencies and increase awareness of services provided, Increase partnerships and establish MOU's, research and apply for additional funding to provide more services, continue to support with current efforts.
Families lack affordable housing	Housing	1	Family	FNPI 4a, FNPI 4b, FNPI 4c, FNPI 4d, FNPI 4e	Rental assistance provided as funding allows. Assistance with applications for low-income and subsidized housing in addition to referrals to HUD or Section 8. Partnerships with other organizations that work in these areas as well.	Partner with local government officials and partners to increase housing development in service area, specifically low income housing options. Increase partnerships that provide assistance for housing needs along with continuing current efforts.
Individuals lack affordable health insurance/medical care	Emergency assistance	1	Family	FNPI 5b	Assistance filling out health care application along with guidance for navigating federal insurance programs. Referrals to free clinics in the areas in addition	Continue researching and advocating for affordable healthcare and insurance options along with maintaining current efforts.

# Top 5 Needs

					to prescription discount vouchers and cards.	
Individuals lack the resources for Social Activities/Programs (ex. Voter education, citizenship classes, volunteer training)	Civic engagement & Community involvement	1	Family	FNPI 6a.3	Provide the individuals with support and resources needed. Refer to other to agencies and organizations providing the service.	Research community and engagement programs, expand resources and referrals, increase partnerships and establish MOU's to obtain outcomes, continue with current efforts.
Individuals lack the resources to enroll in crime prevention programs for youth and adults.	Health & Social/Behavioral Development	1	Family	FNPI 5c	Provide individuals with the resources needed to enroll in crime prevention programs, referrals to other agencies in the service area, provide individuals with services to help remove any burdens.	Research crime prevention programs, expand resources and referrals, increase partnerships and establish MOU's and obtain outcomes, continue with current efforts.
Individuals lack financial assistance to obtain certificate/diploma for vocation school or college.	Education	1	Family	FNPI 2h, FNPI 2i, FNPI 2j	Provide individuals with educational financial support, assist individuals with supplies, books, and tuition to obtain certification, and diploma, Case Management.	Present to other agencies, increase partnerships and publicize in our service areas of the services provided, research and apply for funding for continuation of services, and continue with current efforts.
Individuals lack the resources to obtain mental and behavioral health counseling or classes	Health & Social/Behavioral Development	1	Family	FNPI 5c	Provide individuals with the resources needed to enroll in classes, referrals to other agencies in the service area, provide individuals with services to help remove any burdens.	Research mental and behavioral classes and expand resources and referrals and continue with current efforts.

# Appendices

2021 CNA Survey Results									
Need	Bell	Coryell	Hamilton	Lampasas	Llano	Mason	Milam	Mills	San Saba
GED Classes	12	6	5	2	3	10	1	2	37
Preschool activities for child(ren) to develop school readiness skills	22	6	3	3	5	8	3	3	22
English as a second language classes	15	7	3	2	2	13	1	2	27
Computer skills training	26	7	5	2	7	12	2	5	41
Assistance to attend trade, technical school, or college	26	8	5	4	9	13	2	6	60
More jobs with better pay and benefits	33	10	6	7	5	19	4	5	69
More training for the types of jobs available in the area	21	9	4	2	8	5	2	3	34
Increasing the community's knowledge of available employment resources	27	9	3	5	4	8	3	4	48
Improve the workforce readiness skills of people who are able to work	26	10	5	4	8	12	2	4	48
Assistance with financial goals and self-support	27	9	6	5	9	16	3	3	49
More education on how to build assets/budget counseling	28	12	5	3	5	15	2	5	51
More information on how to access financial resources	22	8	3	5	5	13	1	5	45
Help with applying for Social Security, Medicare, SSDI, WIC, TANF, etc.	22	7	8	6	3	13	1	6	38
Assistance with safe temporary shelter for homeless persons	22	8	3	6	7	2	1	1	24
Affordable housing	35	9	7	7	8	16	3	5	54
Help paying rent or mortgage	28	9	4	7	7	6	2	4	39
Help with utility bills	24	8	7	5	11	7	2	3	43
Help to make my home more energy efficient - weatherization	17	8	3	4	3	10	2	6	48
More programs to provide free home repair	25	7	7	5	7	12	3	3	44
More income based rental housing for seniors	20	9	8	4	7	10	1	6	41
Nutrition education/healthy eating education workshops	22	11	6	4	5	15	0	1	32

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Assistance with major health conditions in your area (i.e., diabetes)	20	12	4	5	9	10	2	3	43
Mental and Behavioral health counseling or classes	33	14	4	5	9	15	3	3	43
Programs and activities for seniors	18	7	7	7	4	11	2	4	39
Programs and activities for disabled/developmentally delayed	19	10	5	6	6	7	3	3	23
Programs and activities to prevent criminal activities for youth and adults	27	12	5	4	7	12	3	4	59
Programs, activities and workshops on leadership skills	26	8	4	5	5	13	3	6	49
Programs/activities for veterans	19	7	3	3	5	7	2	1	25
Programs/activities for LGBTQ (Lesbian, Gay, Bisexual, Transgender and Queer) youth and adults	11	6	1	1	1	1	1	0	8
Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)	29	10	7	4	9	16	4	5	51
Prescription assistance	22	9	7	4	9	13	1	6	47
Health insurance/medical care	29	11	6	4	7	19	1	5	61
Food	23	12	6	4	7	11	2	2	44
Transportation	24	10	7	2	8	11	2	2	37
Coronavirus testing	8	7	2	1	1	2	0	0	18
Child care assistance	26	10	6	4	5	9	3	6	44
Help finding resources in the community	24	11	4	2	8	9	2	6	41
Legal services	20	10	4	2	5	12	0	2	37
Substance abuse resources	20	5	2	3	8	8	2	0	36

Board and Agency Member Interview Responses for Top Five Needs (Open Ended)		Matched to Survey Need
Shelter/Housing	8	Affordable housing
Jobs/Job Training	5	More training for types of jobs available in the area
Food/Meals	5	Food

# Appendices

English as a second language	2	English as a second language classes
Social interaction with the community	1	Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)
Health care/Medical Assistance	6	Health insurance/medical care
Transportation	6	Transportation
Education/GED classes	3	GED classes
Utilities/Utilities assistance	4	Help with utility bills
Wifi/Internet access	2	Help with utility bills
Childcare	4	Child care assistance
Finding Employment	2	Increasing the community's knowledge of available employment resources
Home energy education	1	Help to make my home more energy efficient - weatherization
Individual counseling/Case management	3	Mental and Behavioral health counseling and classes
Parenting classes	1	Child care assistance
Sleep	1	Health insurance/medical care
Community centers	1	Social Activities/programs (ex: voter education, citizenship classes, volunteer training, etc.)
Home repairs/renovations	1	More programs to provide free home repair
Prescriptions	1	Prescription assistance



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