



COMMUNITY NEEDS ASSESSMENT

2016

CENTRAL OKLAHOMA COMMUNITY ACTION AGENCY (COCAA) |
429 N UNION, SHAWNEE, OK 74801

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INTRODUCTION

The Central Oklahoma Community Action Agency (COCAA) utilizes a wide range of tools to carry out the needs assessment that will guide program and policy development, maintenance and change. These include:

1. Annual surveys of program participants and community leaders in the counties we serve;
2. Annual focus group meetings in each of the counties, including County Community Boards and other groups;
3. Review of health status and demographic information collected by organizations, including Oklahoma State Health Department, Census Bureau, and Kids Count, and others;
4. Review of needs identified through our service delivery programs;
5. Review of input on gaps in services from Partner Organizations;
6. Review of previous needs assessments, and agency action to address needs.

Review and analyzing of this information drives Central Oklahoma Community Action Agency's programs and policy planning.

Local County Boards, Administration Board, and the Central Oklahoma Community Action Leadership Team play key roles in planning and implementing the strategies which grow out of this process. Finally, ongoing program evaluation and feedback from participants provide critical information to guide decisions on program maintenance and change.

MISSION STATEMENT

Helping People – Changing Lives – Building Communities

VISION STATEMENT

Our vision is to operate as a financially sustainable business, with a passion for excellence. It will have a vibrant board of directors, and engage top volunteer leaders in planning, decision making, and action. It will tackle seemingly intractable issues related to the root causes of poverty in communities. It will create public-private partnerships that invest in new social and economic opportunities, or redirect resources to address pressing local priorities if needed. It will test innovative approaches and investments with out-of-the-box, prevention-orientated strategies uniquely suited to the communities it serves. It will manage programs efficiently and transparently with measurable results. It will start up and spin off programs to other agencies or businesses when appropriate. It will recruit highly talented staff and provide them with first-rate facilities and technologies to do their work. And it will help this region become a bell tower of community action innovation in Oklahoma, and beyond.

CORE VALUES

- Attitude of Service
- Mutual Trust and Respect
- Partnerships / Teamwork
- Uncompromising Integrity
- Open and Honest Communication
- Excellence in Serving Communities

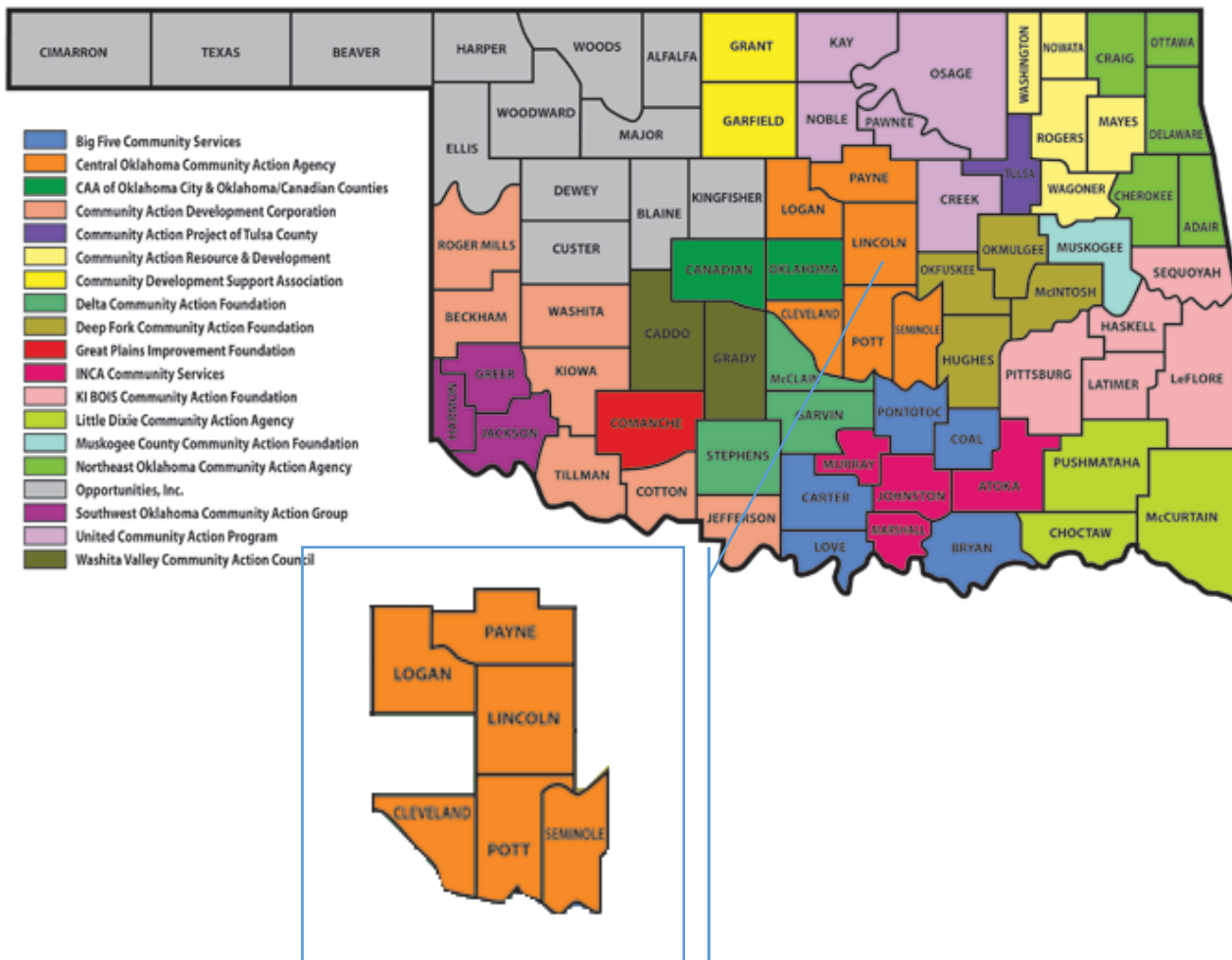
A Community Action Agency carries out its mission through a variety of means including:

- Community-wide needs assessment
- Comprehensive antipoverty plans and strategies
- Provision of a broad range of direct services
- Mobilization of financial and non-financial resources
- Advocacy on behalf of low-income people
- Partnerships with other community-based organizations to eliminate poverty

A Community Action Agency involves the low-income population it serves in the planning, administering, and evaluation of its programs. Community Action Agencies are unique, as we include low-income individuals in our operations, develop partnerships with other community organizations, offer a full range of coordinated services, and our programs are designed to have a measurable impact on poverty.

COCAA SERVICE AREA - LOCATIONS

Cleveland, Lincoln, Logan, Payne, Pottawatomie and Seminole. At this time, services may vary by county.



COCAA BOARD OF DIRECTORS

BOARD CHAIR

Lee Doolen (Sector: Public)
Lincoln County Commissioner
Term Start Date: 4/17/2012
County: Lincoln

SECRETARY

Dr. Tom Mills (Sector: Private)
Seminole State College
Term Start Date: 4/21/2015
County: Seminole

BOARD MEMBER (MEMBER AT LARGE)

Carol Clay-Levi (Sector: Private)
Citizen Potawatomi Nation
Term Start Date: 4/26/2011
County: Pottawatomie

BOARD MEMBER

Mike Pearson (Sector: Public)
Logan County Commissioner
Term Start Date: 4/17/2012
County: Logan

BOARD MEMBER

Gloria Wallace (Sector: Private)
Gordon Cooper
Term Start Date: 4/26/2011
County: Pottawatomie

BOARD MEMBER

Chris Redding (Sector: Public)
Payne County Commissioner
Term Date:
COUNTY: PAYNE

VICE CHAIR

Sheri Cooper (Sector: Low-Income)
BancFirst, Prague, OK
Term Start Date: 1/20/2015
County: Lincoln

TREASURER

Terri Madden (Sector: Low Income)
Silver Star Construction
Term Start Date: 1/20/2015
County: Cleveland

BOARD MEMBER

Gary Choate (Sector: Public)
Seminole County Commissioner
Term Date: 3/17/2015
County: Seminole

BOARD MEMBER

Magnus Scott (Sector: Private)
Pastor A.M.E. Church
Term Date: 4/26/2011
County: Logan

BOARD MEMBER

Christie Moore (Sector: Low-Income)
Community Service Building, Inc.
Term Start Date: 12/6/2016
County: Cleveland

BOARD MEMBER

Ed Long (Sector: Low-Income)
Retired State Senator
Term Date: 12/6/2016
COUNTY: PAYNE

COMMUNITY ACTION HISTORY

The community action movement dates back to 1964, as part of the Federal Economic Opportunity Act, to fight America’s War on Poverty. Presently, there are approximately 1,000 Community Action Agencies (CAA’s) nationwide, serving the poor in every state. “CAA’s are the primary source of direct support for more than 34.5 million people who live in poverty in the United States.” Each Community Action Agency is managed locally, by a volunteer board of directors consisting of one-third members of the low-income community, one-third public officials, and one-third members of the private sector. As each community is unique in their needs for assistance, services provided by each CAA varies, although the promise is the same.

Some of the programs created by the Economic Opportunity Act of 1964:

VISTA	Economic Development CDC’s
Job Corps	Foster Grandparents
Neighborhood Youth Corps	Legal Services
Head Start	RSVP
Adult Basic Education	Neighborhood Centers
Family Planning	Summer Youth Programs
Community Health Centers	Congregate Meal Preparation

1970 – THE MISSION AND THE MODEL (Richmond & Mooney, 2012)

The issuance of the Office of Economic Opportunity (OEO) Instruction 6320-1 established the mission and the model (family, community and agency) of Community Action:

FAMILY

“To stimulate a better focusing of all available, local, state, private, and Federal resources upon the goal of enabling low-income families, and low-income individuals of all ages in rural and urban areas, to attain the skills, knowledge, and motivations and secure the opportunities needed for them to become self-sufficient.”

COMMUNITY

“The Act thus gives the CAA a primarily catalytic mission: to make the entire community more responsive to the needs and interests of the poor by mobilizing resources and bringing about greater institutional sensitivity. A CAA’s effectiveness, therefore, is measured not only by the services which it directly provides but, more importantly, by the improvements and changes it achieves in the community’s attitudes and practices toward the poor and in the allocation and focusing of public and private resources for antipoverty purposes.”

AGENCY

“In developing its strategy and plans, the CAA shall take into account the area of greatest community need, the availability of resources, and its own strengths and limitations. It should establish realistic, attainable objectives, consistent with the basic mission established in this Instruction, and expressed in concrete terms which permit the measurement of results. Given the size of the poverty problem and its own limited resources, the CAA should concentrate its efforts on one or two major objectives where it can have the greatest impact.”

The following are examples of the types of services provided by CAA’s, not a comprehensive list of services provided by the Central Oklahoma Community Action Agency (COCAA) (* indicates areas in which COCAA participates. We are looking at expanding our current programs to encompass other areas.) (Oklahoma Association of Community Action Agencies, 2016):

***Community Coordination:** Citizen participation, neighborhood and community organization, information and referral

Economic Development: Loans and business planning assistance

Education: Head Start, youth mentoring, adult basic education

***Emergency Services:** Food pantries, energy assistance, homeless shelters, natural disaster assistance

Employment Training: Job training, placement, and creation

***Family Development:** Daycare, case management, counseling, employment support

***Food and Nutrition:** Meals on Wheels, congregate feeding, food banks

***Health Care:** Health Clinics, prescription services, transportation to health care appointments, treatment for substance abuse

Housing: Homebuyer counseling, self-help housing construction, rental assistance, and home weatherization

Income Management: Individual Development Accounts, budget counseling, tax counseling

Training / Employment: Job readiness, job training, job creation

Transportation: Bus service, transportation to jobs and school

CENTRAL OKLAHOMA COMMUNITY ACTION AGENCY HISTORY

In Oklahoma, there are 19 agencies that represent all 77 counties within the state. The Central Oklahoma Community Action Agency (COCAA) has 6 counties in our service area. Our goal is to assist low-income individuals and families avoid crisis situations in two ways: Meeting emergency needs first, then helping families gain self-sufficiency through supportive case management and partnerships with other social service providers. A list of COCAA programs will be listed below.

HOW WE ARE FUNDED

Community Action Agencies are non-profits, funded through private donations from the general public and program-specific restricted grants from private foundations and local, state, and federal government. Our primary federal funding is through the Community Service Block Grant, which provides funds to alleviate the causes and conditions of poverty in communities.

CURRENT CENTRAL OKLAHOMA COMMUNITY ACTION AGENCY PROGRAMS

JOURNEY TO SELF-SUFFICIENCY

This program works with clients to develop individualized short and long-term goals to become more self-sufficient. Through supportive case management and partnerships with other social service providers, we assist individuals and families attain the self-sufficiency they want and deserve.

HEALTHY STEPS

This program assists families by having a Healthy Steps Specialist in primary care offices, working with doctors and their patients to provide enhanced well-child visits, to focus on child development and parent support. This program centers around the family and provides parents with access to helpful information, helpful tools and services during the most important period in their child's development.

"Healthy Steps looks at the whole child, including his or her parents and environment. Specialists address the medical, emotional, and social determinants of health and well-being, leading to healthier, happier children and families. Regular developmental screening, parent protective and risk factor screening, appropriate referrals, and

parent education are all core components of Healthy Steps. Care coordination, phone or text support, and parent support groups are additional services often provided.”

PARENTS AS TEACHERS

Parents as Teachers educators empower parents to support the developmental needs of their children from birth to age three. The Parent as Teachers model is a nationally recognized, evidence-based program. This program is successful, as it couples personal visits, group connections, child screenings, and resource networks.

Parents as Teachers (PAT) is a nationally recognized home-visiting program for families with children. Parent Educators provide families with materials, activities, screenings, and other supports to foster positive child development. Parent Educators also provide families case management services to offer general support, information and referrals, and coordination of services to assist families in meeting personal and self-sufficiency goals.

HOUSING

Central Oklahoma Community Action Agency’s housing programs, located in Norman and Shawnee are income-based housing programs that give individuals and families the tools to pursue self-sufficiency.

Rx FOR OKLAHOMA

Rx for Oklahoma is a prescription program that assists eligible persons to access prescriptions from pharmaceutical manufactures. This program is offered free of charge.

COMMUNITY SERVICES – VOLUNTEERS IMPACTING PEOPLE (VIP)

The VIP program empowers individuals, ages 55 and over, to share their knowledge, skills and life experiences through volunteer services with many different community programs. The VIP programs offers such programs as “Volunteer Income Tax Assistance” (VITA), “Shoes That Fit”, “Valentines for Vets”, and hot meals delivered to homes. Their “Meals on Wheels” program in Shawnee was started in 1974 and it is the only one in the community to deliver special diet meals as well as regular meals.

COMMUNITY RESOURCE AND DEVELOPMENT

Client Services provides direct help for families to meet basic needs for food, clothing, utilities, and housing costs. Some counties refer to local food pantries and temporary housing. Personalized follow-up with each family ensures that needs are being met.

METHODS USED TO GATHER DATA FOR COMMUNITY NEEDS ASSESSMENT

The community needs assessment incorporated survey and community forum responses from various sectors, such as community-based and faith-based organizations, private and public sectors, educational institutions, and low-income representation from current and past Central Oklahoma Community Action Agency clients.

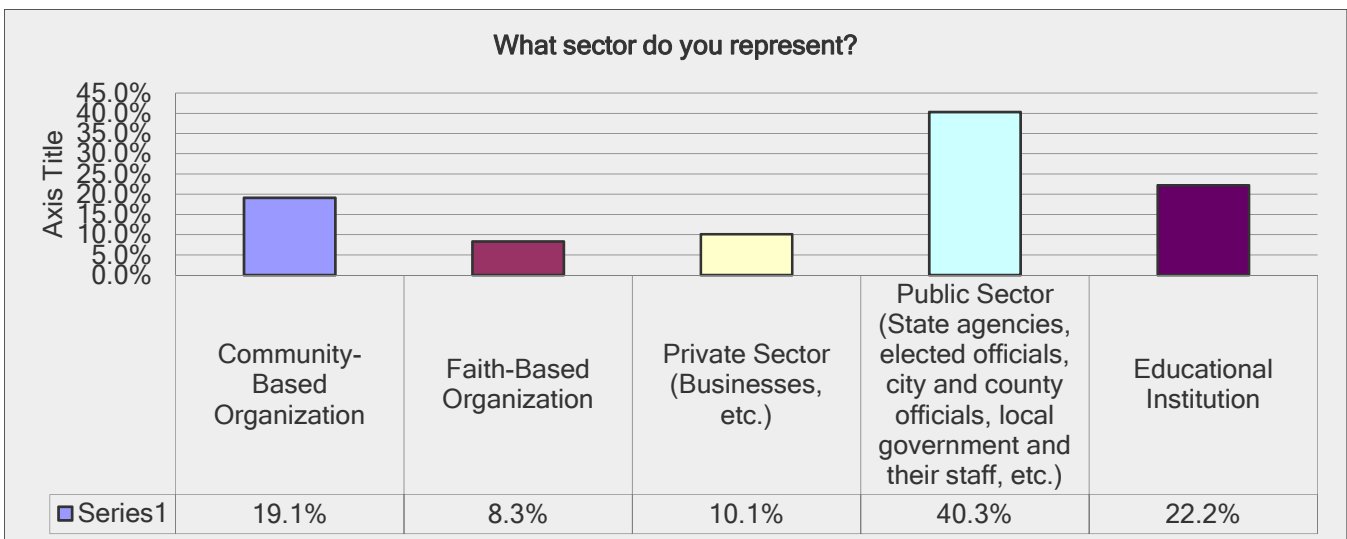
We partnered with a diverse base of agencies and organizations to assist with completing and distributing the community needs survey's. For example, entities included: Colleges and universities, non-profits, city, county and state staff, public schools, Chamber of Commerce, and churches.

Information was gathered by a community needs survey in electronic and paper format. This information was entered into Survey Monkey for survey distribution, data compilation, and analysis.

Approximately 1,500 community needs surveys were distributed electronically and in paper form, resulting in 494 responses. In the future, we will need to determine a more effective way to gather data, as collecting data by survey does not elicit a high response rate. The relationships that we have developed in the community assisted in a larger distribution rate, since our partners could complete the survey and forward to their contacts. The distribution and response rate should only increase in the future, as these relationships are strengthened and our presence in the community is increased/improved.

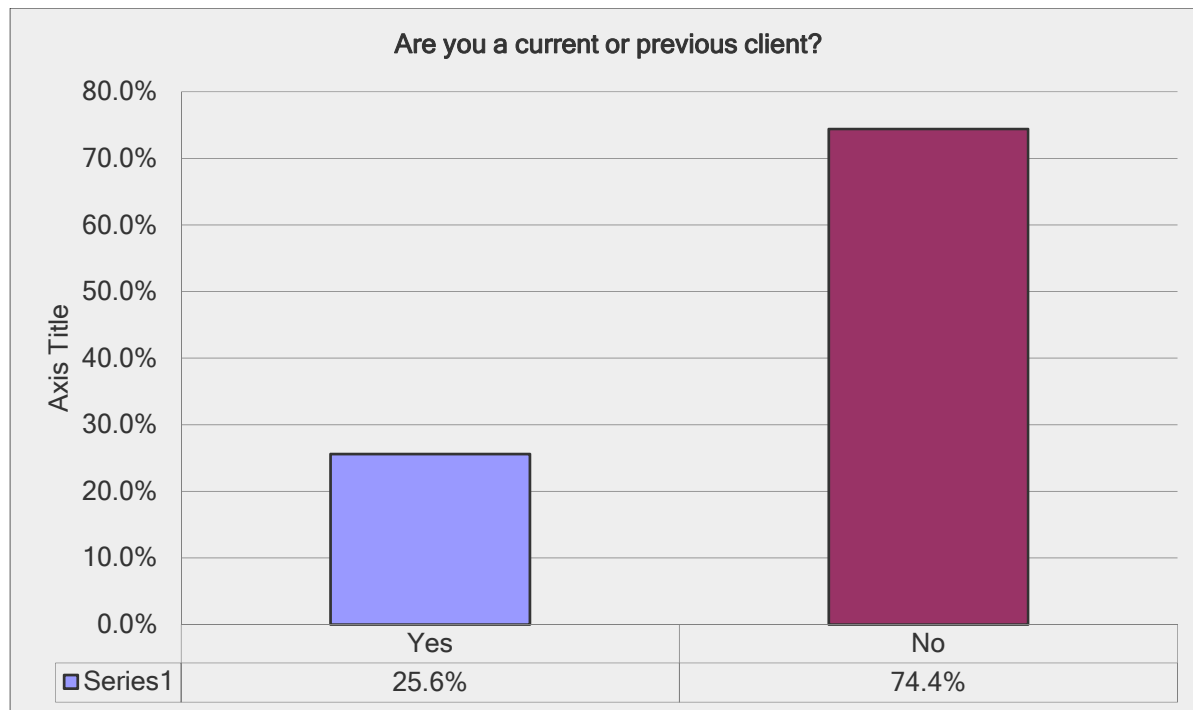
OVERVIEW OF COMMUNITY NEEDS ASSESSMENT SURVEY – COMPLETE SERVICE AREA

What sector do you represent?		
Answer Options	Response Percent	Response Count
Community-Based Organization	19.1%	74
Faith-Based Organization	8.3%	32
Private Sector (Businesses, etc.)	10.1%	39
Public Sector (State agencies, elected officials, city and county officials, local government and their staff, etc.)	40.3%	156
Educational Institution	22.2%	86
Other (please specify)		44
<i>answered question</i>		387
<i>skipped question</i>		107



We attempted to gather insight from previous and current clients. Those that came into the office seeking assistance were provided with a community needs assessment survey. A small portion agreed to participate in the survey, even when told how the survey will assist in determining needs and program development. We will need to determine a way to elicit higher participation rates with those that we serve. We had 110 clients/previous clients in our service area complete the community needs assessment survey.

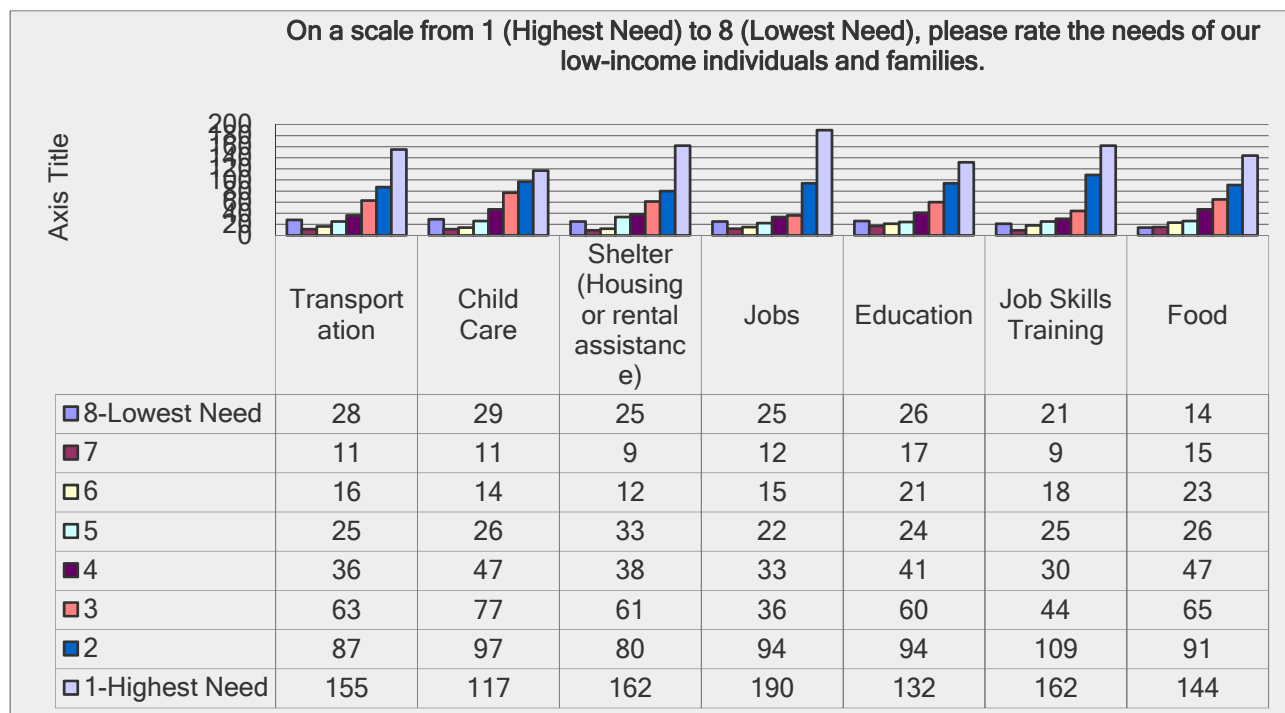
Are you a current or previous client?		
Answer Option	Response Percent	Response Count
Yes	25.6%	110
No	74.4%	319
<i>answered question</i>		429
<i>skipped question</i>		65



The areas of need were consistent across all of our service area. The highest areas ranked as 1-Highest Needs are jobs (190), job skills training (162), shelter/affordable housing (162), and transportation (155). Although, when looking at the “Response Count”, food is ranked second, therefore, we should not exclude that as an area of need. In many of our service areas, the food resources are increasing, although, transportation to those locations may be difficult to attain. Please see the appendix to review data specific to the counties in our service area.

On a scale from 1 (Highest Need) to 8 (Lowest Need), please rate the needs of our low-income individuals and families.

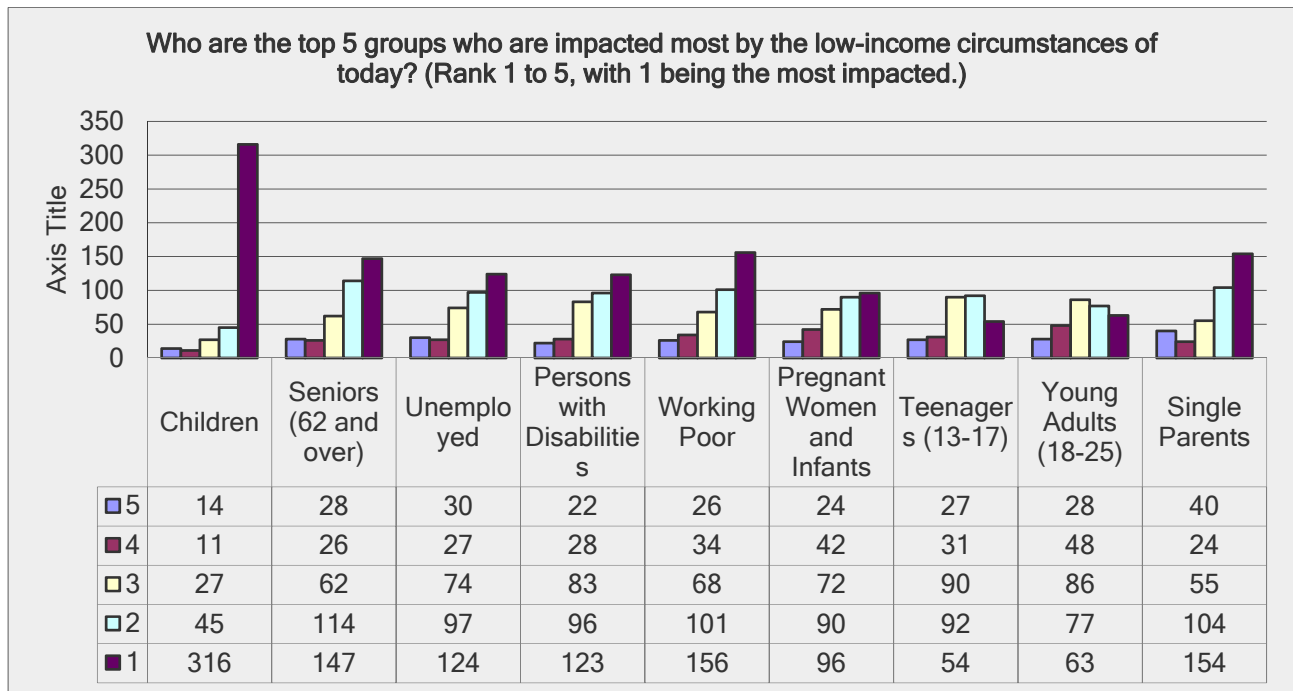
Answer Options	1-Highest Need	2	3	4	5	6	7	8-Lowest Need	Response Count
Transportation	155	87	63	36	25	16	11	28	421
Child Care	117	97	77	47	26	14	11	29	418
Shelter (Housing or rental assistance)	162	80	61	38	33	12	9	25	420
Jobs	190	94	36	33	22	15	12	25	427
Education	132	94	60	41	24	21	17	26	415
Job Skills Training	162	109	44	30	25	18	9	21	418
Food	144	91	65	47	26	23	15	14	425
Other (please specify)									50
<i>answered question</i>									440
<i>skipped question</i>									54



There was overwhelming recognition that children (316) are highly impacted by those living in lower-income circumstances, followed by working poor (156), single parents (154), and seniors (147).

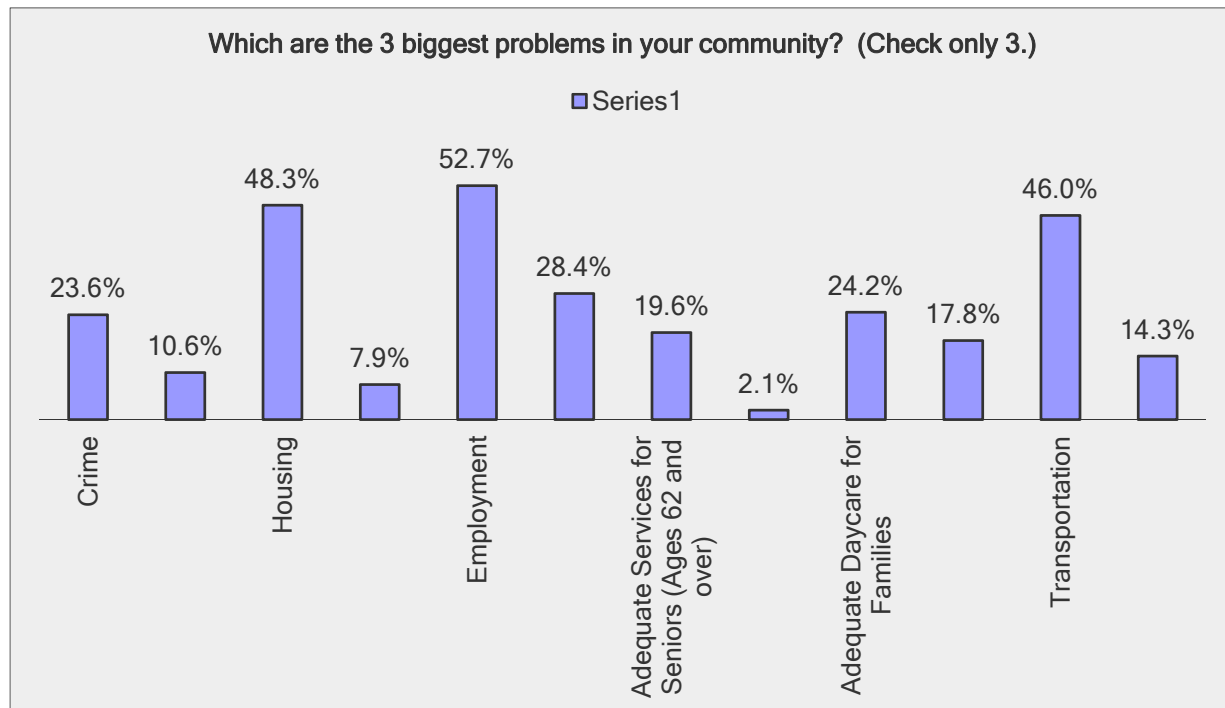
Who are the top 5 groups who are impacted most by the low-income circumstances of today? (Rank 1 to 5, with 1 being the most impacted.)

Answer Options	1	2	3	4	5	Response Count
Children	316	45	27	11	14	413
Seniors (62 and over)	147	114	62	26	28	377
Unemployed	124	97	74	27	30	352
Persons with Disabilities	123	96	83	28	22	352
Working Poor	156	101	68	34	26	385
Pregnant Women and Infants	96	90	72	42	24	324
Teenagers (13-17)	54	92	90	31	27	294
Young Adults (18-25)	63	77	86	48	28	302
Single Parents	154	104	55	24	40	377
Other (please specify)						8
<i>answered question</i>						433
<i>skipped question</i>						61



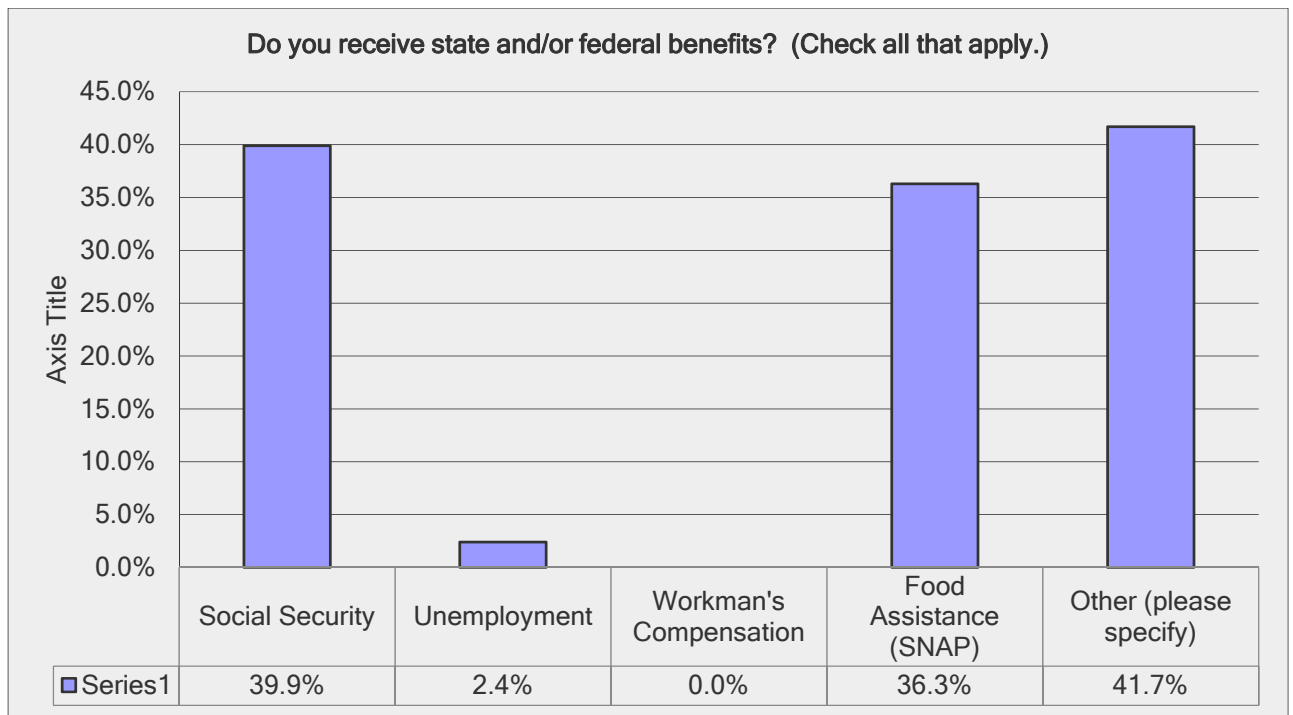
The three biggest problems in the community were employment (52.7%, 228), housing (48.3%, 209) and transportation (46.0%, 199).

Which are the 3 biggest problems in your community? (Check only 3.)		
Answer Options	Response Percent	Response Count
Employment	52.7%	228
Housing	48.3%	209
Transportation	46.0%	199
Child Welfare	28.4%	123
Adequate Daycare for Families	24.2%	105
Crime	23.6%	102
Adequate Services for Seniors (Ages 62 and over)	19.6%	85
Disability Services	17.8%	77
Other (please specify)	14.3%	62
Safety	10.6%	46
Lack of parks or recreation areas	7.9%	34
Environmental Pollution	2.1%	9
<i>answered question</i>		433
<i>skipped question</i>		61



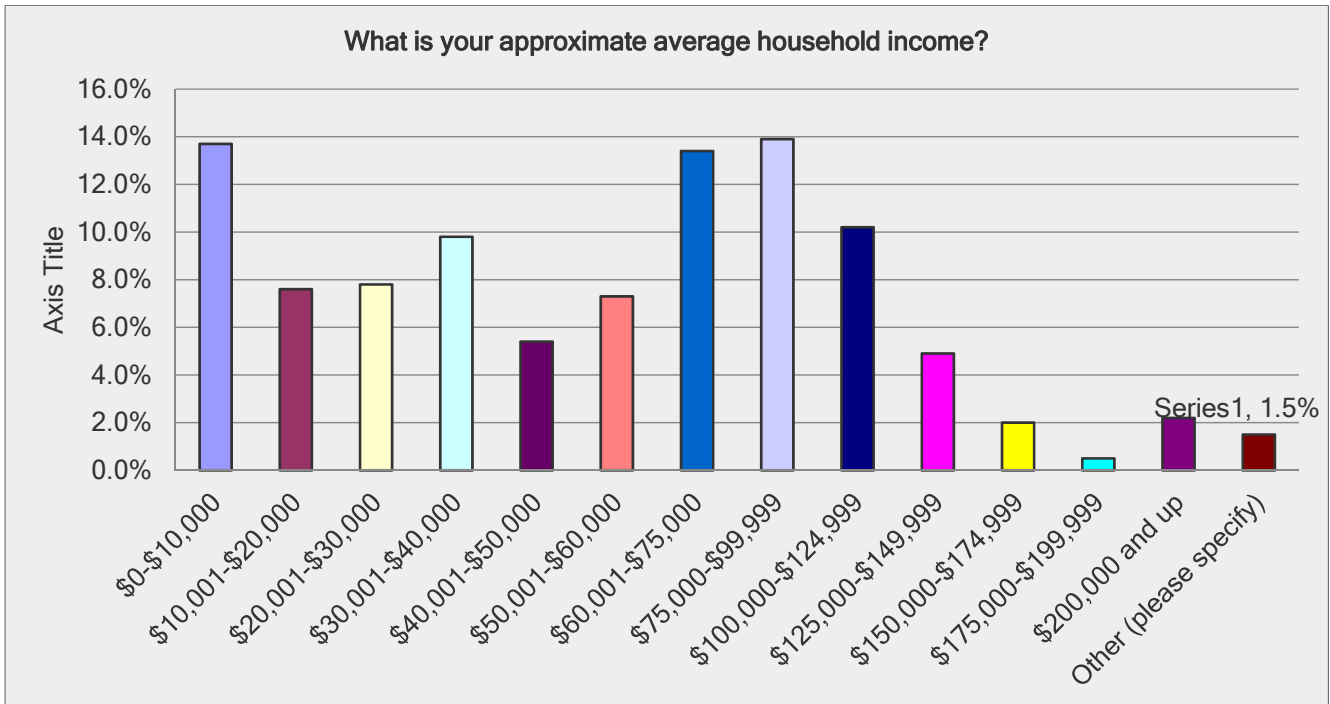
From the 494 surveys, 168 of the participants indicated that they receive some form of state and federal benefits, and 326 skipped the question.

Do you receive state and/or federal benefits? (Check all that apply.)		
Answer Options	Response Percent	Response Count
Social Security	39.9%	67
Unemployment	2.4%	4
Workman's Compensation	0.0%	0
Food Assistance (SNAP)	36.3%	61
Other (please specify)	41.7%	70
<i>answered question</i>		168
<i>skipped question</i>		326



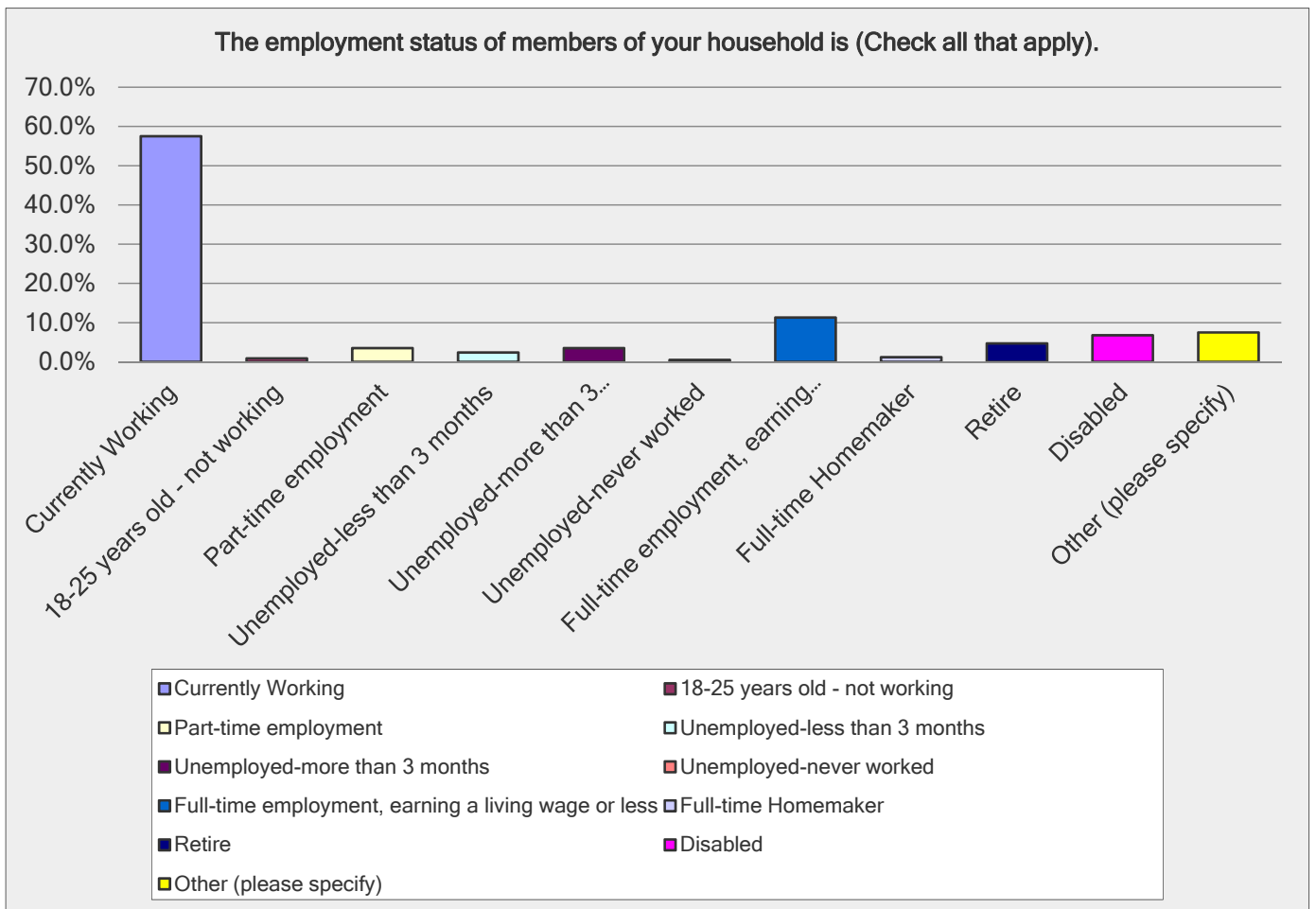
What is your approximate average household income?

Answer Options	Response Percent	Response Count
\$0-\$10,000	13.7%	56
\$10,001-\$20,000	7.6%	31
\$20,001-\$30,000	7.8%	32
\$30,001-\$40,000	9.8%	40
\$40,001-\$50,000	5.4%	22
\$50,001-\$60,000	7.3%	30
\$60,001-\$75,000	13.4%	55
\$75,000-\$99,999	13.9%	57
\$100,000-\$124,999	10.2%	42
\$125,000-\$149,999	4.9%	20
\$150,000-\$174,999	2.0%	8
\$175,000-\$199,999	0.5%	2
\$200,000 and up	2.2%	9
Other (please specify)	1.5%	6
answered question		410
skipped question		84



The employment status of members of your household is (Check all that apply).

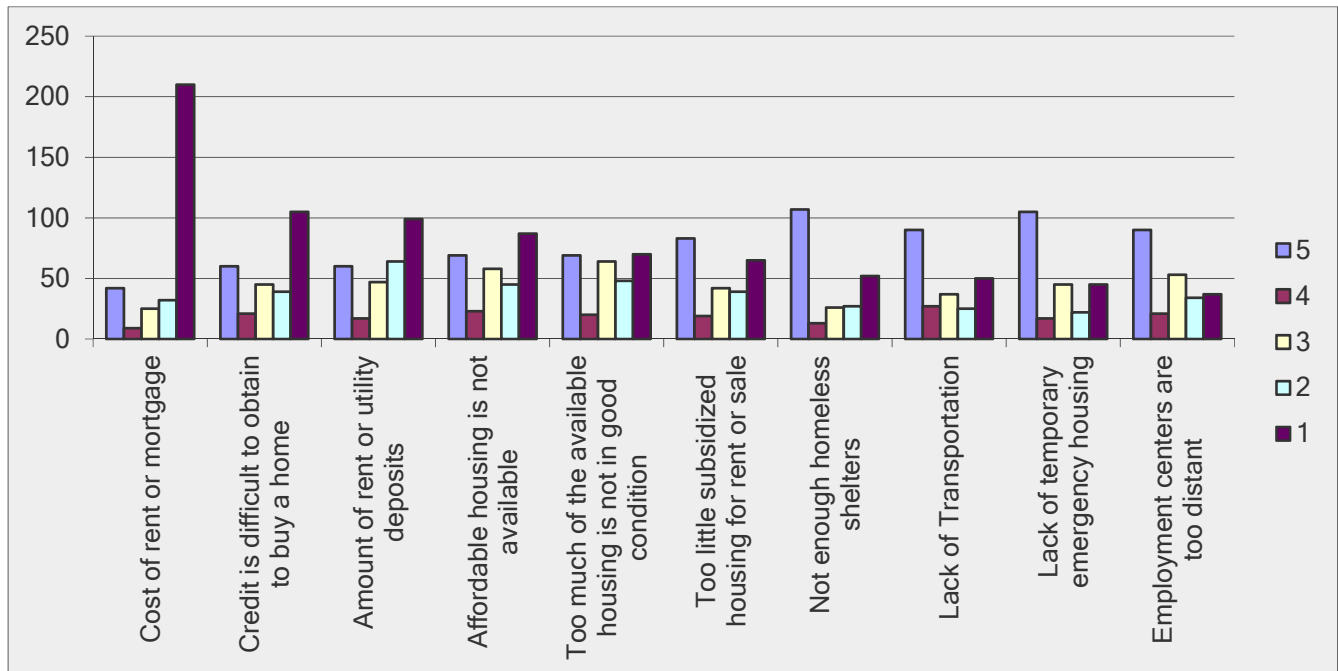
Answer Options	Response Percent	Response Count
Currently Working	57.5%	244
18-25 years old - not working	0.9%	4
Part-time employment	3.5%	15
Unemployed-less than 3 months	2.4%	10
Unemployed-more than 3 months	3.5%	15
Unemployed-never worked	0.5%	2
Full-time employment, earning a living wage or less	11.3%	48
Full-time Homemaker	1.2%	5
Retire	4.7%	20
Disabled	6.8%	29
Other (please specify)	7.5%	32
answered question		424
skipped question		70



According to the survey responses, some of the main deterrents that prevent people from improving their housing situation is cost of rent or mortgage (210), credit is difficult to obtain to buy a house (105), amount of rent or utility deposits (99), affordable housing is not available (87), and too much of the affordable housing is not in good condition (70).

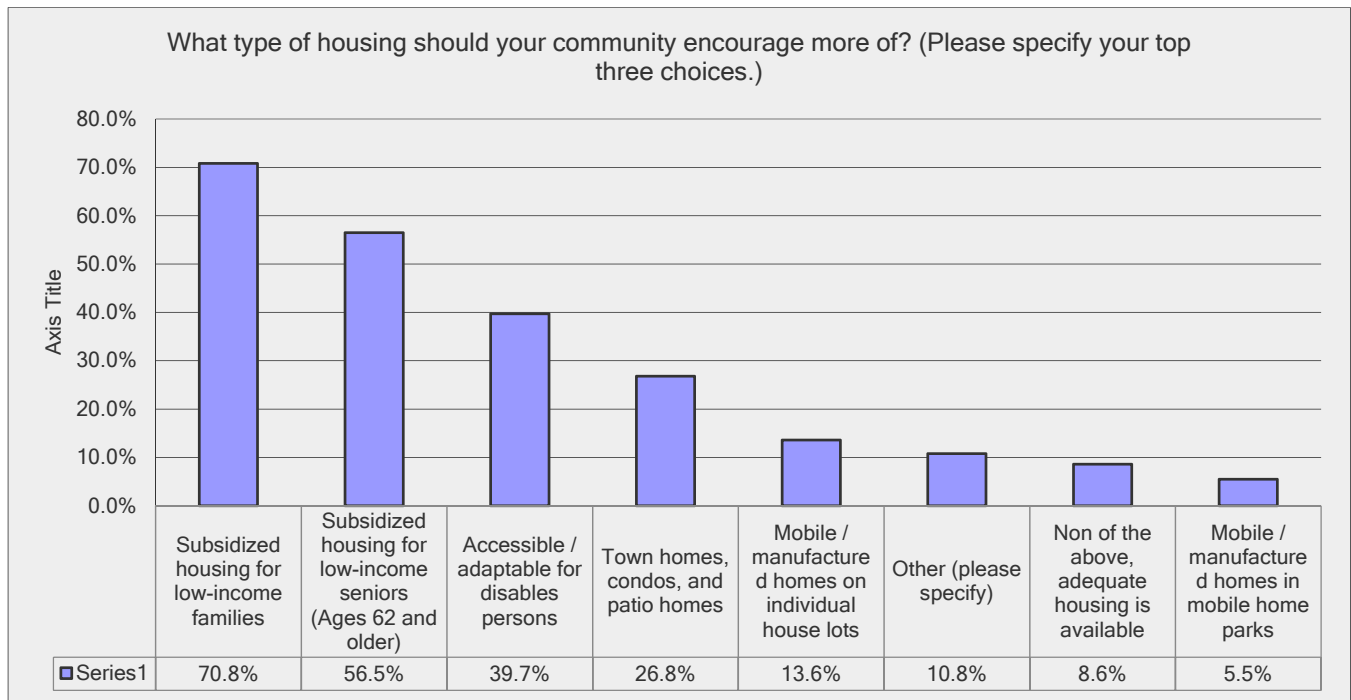
What circumstances prevent you from finding or improving your housing situation? (Please list the top 5 that impact your housing situation. 1 is the highest impact.)

Answer Options	1	2	3	4	5	Response Count
Cost of rent or mortgage	210	32	25	9	42	318
Credit is difficult to obtain to buy a home	105	39	45	21	60	270
Amount of rent or utility deposits	99	64	47	17	60	287
Affordable housing is not available	87	45	58	23	69	282
Too much of the available housing is not in good condition	70	48	64	20	69	271
Too little subsidized housing for rent or sale	65	39	42	19	83	248
Not enough homeless shelters	52	27	26	13	107	225
Lack of Transportation	50	25	37	27	90	229
Lack of temporary emergency housing	45	22	45	17	105	234
Employment centers are too distant	37	34	53	21	90	235
Other (please specify)						53
<i>answered question</i>						339
<i>skipped question</i>						155



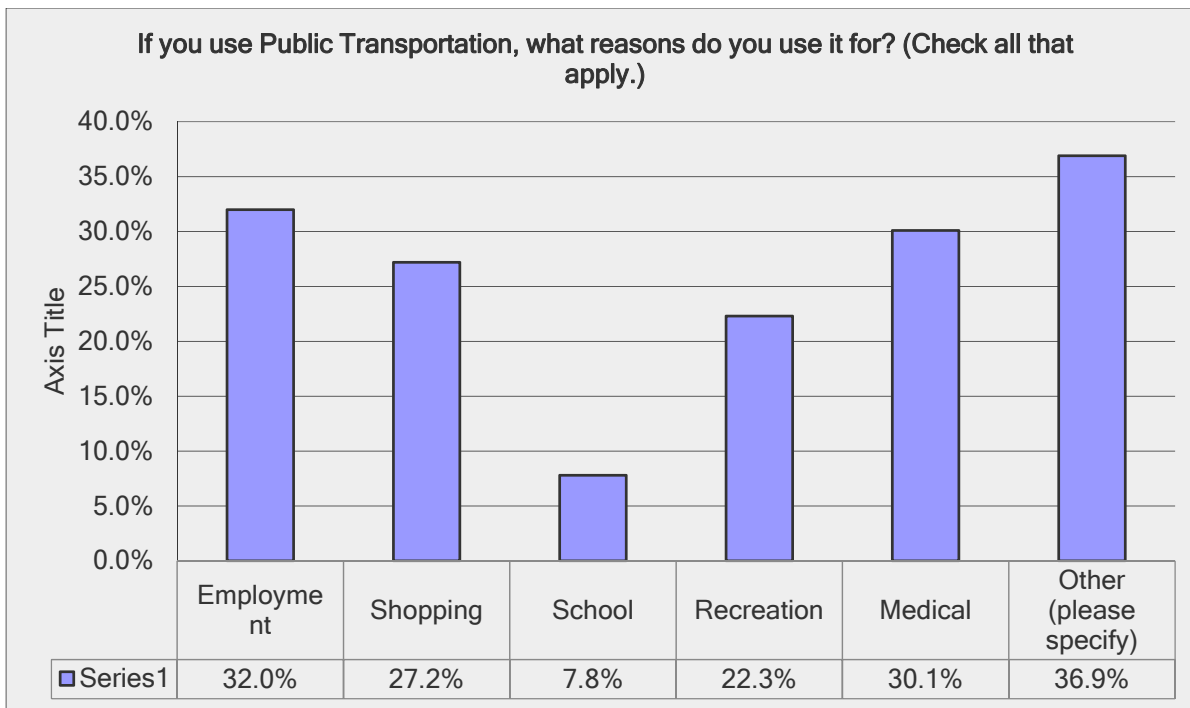
According to the survey responses, it was felt that the following housing options should be encouraged by the community: subsidized housing for low-income families (70.8%), subsidized housing for low-income seniors (56.5%), and accessibly/adaptable for disabled person (39.7%).

What type of housing should your community encourage more of? (Please specify your top three choices.)			
Answer Options	Answer Options	Response Percent	Response Count
	Subsidized housing for low-income families	70.8%	296
	Subsidized housing for low-income seniors (Ages 62 and older)	56.5%	236
	Accessible / adaptable for disables persons	39.7%	166
	Town homes, condos, and patio homes	26.8%	112
	Mobile / manufactured homes on individual house lots	13.6%	57
	Other (please specify)	10.8%	45
	Non of the above, adequate housing is available	8.6%	36
	Mobile / manufactured homes in mobile home parks	5.5%	23
answered question			418
skipped question			76



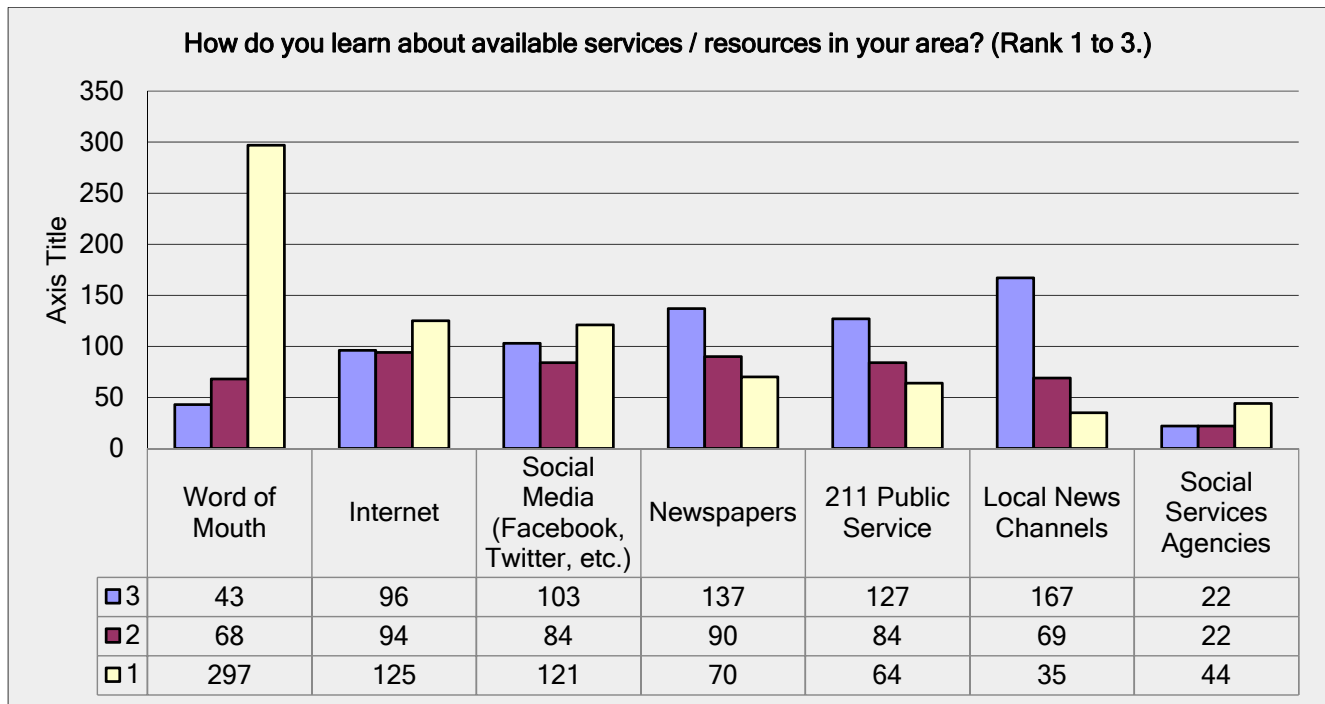
If you use Public Transportation, what reasons do you use it for? (Check all that apply.)

Answer Options	Response Percent	Response Count
Employment	32.0%	33
Shopping	27.2%	28
School	7.8%	8
Recreation	22.3%	23
Medical	30.1%	31
Other (please specify)	36.9%	38
<i>answered question</i>		103
<i>skipped question</i>		391



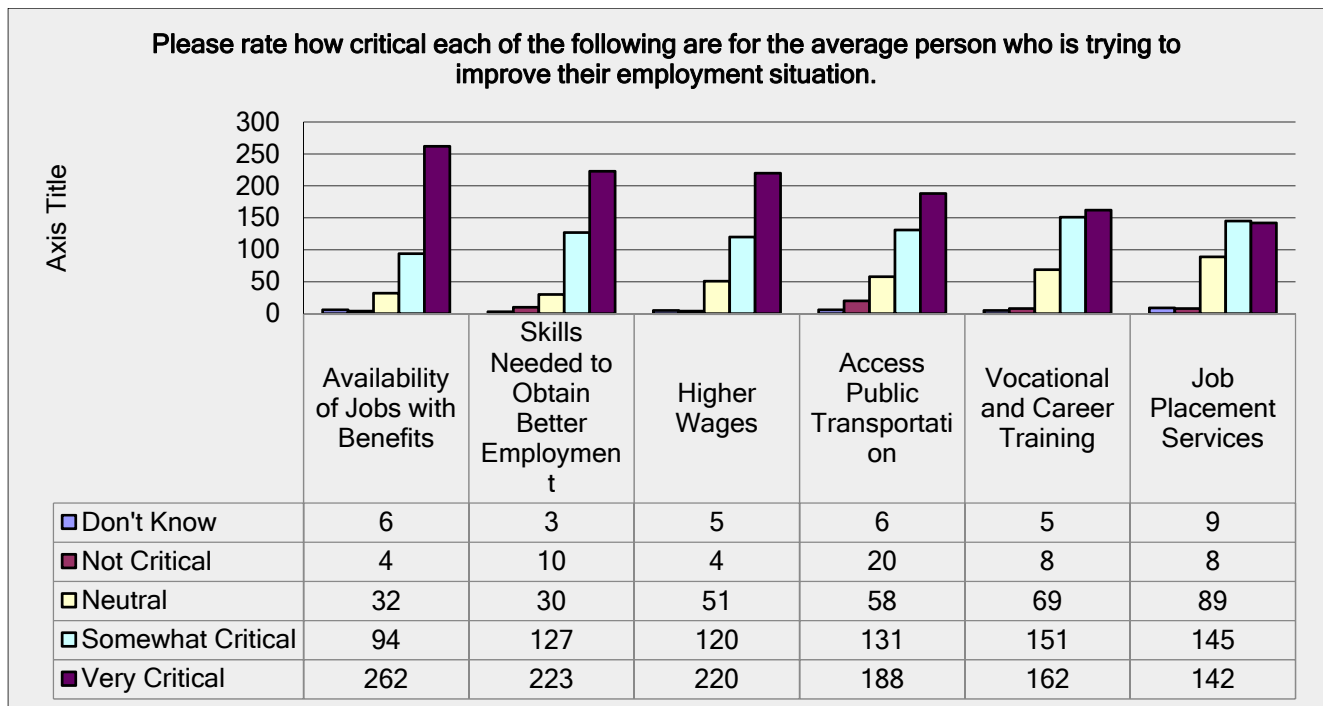
The three highest ranked sources for learning about available services are word of mouth, internet, and social media. This information will assist us in developing an agency communication plan. We currently have a Facebook page for each of our counties, and an agency Twitter account. In addition, we have an agency website, which will be redeveloped this year.

How do you learn about available services / resources in your area? (Rank 1 to 3.)				
Answer Options	1	2	3	Response Count
Word of Mouth	297	68	43	408
Internet	125	94	96	315
Social Media (Facebook, Twitter, etc.)	121	84	103	308
Newspapers	70	90	137	297
211 Public Service	64	84	127	275
Local News Channels	35	69	167	271
Social Services Agencies	44	22	22	88
Other (please specify)				34
<i>answered question</i>				424
<i>skipped question</i>				70



The three highest rated needs that are critical for allowing the average person who is trying to improve their employment situation is availability of jobs with benefits, skills needed to obtain better employment, and higher wages.

Please rate how critical each of the following are for the average person who is trying to improve their employment situation.						
Answer Options	Very Critical	Somewhat Critical	Neutral	Not Critical	Don't Know	Response Count
Availability of Jobs with Benefits	262	94	32	4	6	398
Skills Needed to Obtain Better Employment	223	127	30	10	3	393
Higher Wages	220	120	51	4	5	400
Access Public Transportation	188	131	58	20	6	403
Vocational and Career Training	162	151	69	8	5	395
Job Placement Services	142	145	89	8	9	393
Other (please specify)						8
<i>answered question</i>						408
<i>skipped question</i>						86



COMMUNITY FORUMS

Community forums were conducted in each of the six counties in our service area. The forums were well-received and we should continue to use this form of communication throughout the year, as it elicited good discussions of local issues, partners, possible solutions, and community involvement.

A summary is provided below, detailing the discussion from each of the community forums. The community forum is the initial phase in discussing community strengths, weaknesses, ideas for areas of improvement, and partners. This information will be utilized in future discussions to examine areas of need and in our response.

Cleveland County

Number of Community Forums	Number in Attendance	Dates
2	13	October 28 November 18

Summary of Discussion:

1. What strengths does this community have for supporting persons in achieving self-sufficiency?
 - a. CCM
 - b. NAIC
 - c. Health Department – work groups, mental health, substance abuse, obesity
 - d. Cleveland County Health Improvement Plan
2. What are the weaknesses in the opportunities and services that are available?
 - a. Child mental health and education
 - b. Youth mental health services
 - c. Transportation issues
 - d. Parents Helping Parents
 - e. NAIC
3. What specific improvements would you like to see made in services and opportunities in this community?
4. If the community is going to be successful in addressing local needs, who do we need to involve?
 - a. CCM
 - b. Coordinate Case Management
 - c. One Vision – One Voice
5. Are you willing to help?
 - a. All in attendance stated yes.

Lincoln County

Number of Community Forums	Number in Attendance	Dates
3	16	October 18, 2016 October 25, 2016 (Two)

Summary of Discussion:

1. What strengths does this community have for supporting persons in achieving self-sufficiency?
 - a. Strong faith-based community
 - b. Gordon Cooper Vo-Tech
 - c. Parents as Teachers Programs

2. What are the weaknesses in the opportunities and services that are available?
 - a. Lack of employment opportunities
 - b. Lack of parent education classes
3. What specific improvements would you like to see made in services and opportunities in this community?
 - a. Employers notify Chamber and Central Oklahoma Community Action Agency employment opportunities. Each will post the vacancies.
 - b. Resource list creation (distribute to churches, organizations)
4. If the community is going to be successful in addressing local needs, who do we need to involve?
 - a. Ministerial Alliance
 - b. Hospital
 - c. Low-income housing representation
 - d. Business leaders
5. Are you willing to help?
 - a. All in attendance stated they would help.

Logan County Community Forum

Number of Community Forums	Number in Attendance	Dates
1	10	November 7, 2016

Summary of Discussion:

1. What strengths does this community have for supporting persons in achieving self-sufficiency?
 - a. Local food pantries
 - b. Eagle Ridge Treatment Center
 - c. Churches and Ministerial Alliance
 - d. Head Start
 - e. Transportation (Trolley)-\$3.00/Guthrie (\$1.00/seniors), \$30.00/OKC, 24 hours a day, does not transport on Sundays, Sooner ride, free if Sooner Care.
 - f. First Baptist and First Southern Baptist have a facility that could is utilities for programs/after school.
 - g. Community is ready for change and ready to work together to make change. They know the changes that they would like to see made.
2. What are the weaknesses in the opportunities and services that are available?
 - a. Transportation
 - i. Need better management and advertisement, consistent routes and available applications.
 - ii. Develop a voucher system for the trolley
 - b. Utility assistance
 - c. Structured recreation for children and young adults
 - i. There are no after school programs for kids. Many kids go home to an empty home, as their parent’s work. The community needs a program to provide a positive environment for kids in the community.
 - d. Sober center – No one to help with the cost and no facility
 - e. Lack of health insurance to assist with substance abuse treatment
 - f. Lack of structure for young people (I heard this as well when distributing CNA survey to businesses.)
 - g. Grandparents and great grandparents raising children. There are currently no programs to assist them.
 - h. Lack of a resource list – Need a one-stop center/agency to get all current and accurate resources

- i. Clothing assistance
 - j. Life skills program – Resume creation, interviewing skills, budgeting, etc.
3. What specific improvements would you like to see made in services and opportunities in this community?
 - a. Voucher system for transportation system
 - b. Community Center
 - c. Clothing assistance – Dress for success for adults and students
 - d. Resource list – Include of Facebook page, website, City of Guthrie and Chamber of Commerce websites.
 - e. Resource center
 - f. Career development
 - g. Financial preparedness
 - h. Parenting classes
 - i. Internships with businesses in local community (Work with Chamber of Commerce to assist with developing program)
 4. If the community is going to be successful in addressing local needs, who do we need to involve?
 - a. City of Guthrie officials
 - b. Chamber of Commerce
 - c. Ministerial Alliance
 - d. County Commissioners
 - e. Coalition
 5. Are you willing to help?
 - a. All in attendance stated yes.

Payne County Community Forum

Number of Community Forums	Number in Attendance	Dates
1	8	October 27, 2016

Summary of Discussion:

1. What strengths does this community have for supporting persons in achieving self-sufficiency?
 - a. Workforce, Experienced Works
 - b. Veterans Center
 - c. County Live Well
 - d. Goodwill-Helping with clothing and job connections, job training
 - e. Salvation Army – Feeding people, providing food pantry
 - f. OSU-Senior aging with help providing small jobs or daily jobs like yardwork
 - g. Meals on Wheels-Providing food for older adults that cannot get out
2. What are the weaknesses in the opportunities and services that are available?
 - a. Jobs – A lot of jobs are leaving the community, changing job opportunities
 - b. Transportation – Stillwater has transportation, but it is not very user friendly. Limited service area.
 - c. Elderly needs – No one to help them with daily living, minor house repairs
 - d. OSU Transit – Has 11 page application, which is difficult for some to complete.
 - e. Diaper Bank – Stillwater needs a place for those who are in need of diapers, baby formula, food, cloths, etc. (Like the OKC Infant Crisis Center)
3. What specific improvements would you like to see made in services and opportunities in this community?
 - a. Roundtable and more community forums

- b. Hiring initiatives
 - c. Resource Book
 - d. Collaboratives – Stillwater needs to try and work together to determine who is providing services, what services, areas of need, and how we can work together to assist with areas of need together.
4. If the community is going to be successful in addressing local needs, who do we need to involve?
- a. Social Services
 - b. Churches
 - c. Oklahoma State University
5. Are you willing to help?
- a. All members of the meeting said yes.

Pottawatomie County Community Forum

Number of Community Forums	Number in Attendance	Dates
2	25	November 8, 2016 Both were held on same day

Summary of Discussion:

1. What strengths does this community have for supporting persons in achieving self-sufficiency?
- a. Avedis
 - b. Community Market
 - c. Central Oklahoma Community Action Agency – Rx Program and emergency assistance
 - d. Collaborative relationships (For example, Child Welfare Collaborative)
 - e. Drug Court
 - f. Gordon Cooper (Eagle program)
 - g. Tribes
 - h. Salvation Army – Bridges Out Of Poverty
 - i. Volunteer Health Clinic
 - j. Salvation Army – Neighboring 101
 - k. Family Promise
 - l. Community Renewal
 - m. Parents as Teachers
 - n. Getting Ahead
 - o. Department of Human Services – TANF program
 - p. Relationships Plus Achievement
 - q. We enable maintaining, accessing and sustaining good health.
2. What are the weaknesses in the opportunities and services that are available?
- a. 211
 - b. Lack of parent education classes
 - c. Transportation
 - d. Southern Pottawatomie County (Need basic assistance)
 - e. Services are not well promoted
 - f. Lack of involvement of those that may utilize services
 - g. Lack of services for the elderly
 - h. Homelessness
 - i. Lack of affordable childcare

- j. Lack of financial literacy classes
 - k. Resource directory out of date
 - l. Hours of operation are not always convenient for clients
 - m. Lack of employment opportunities
 - n. Lack of emergency utility assistance
3. What specific improvements would you like to see made in services and opportunities in this community?
- a. More collaboration with faith based community and Community Market.
 - b. Employers notify Chamber of Commerce and Central Oklahoma Community Action Agency of employment opportunities.
 - c. Develop a resource guide
 - d. Job training and jobs
 - e. Retraining for technical skills in the workplace
 - f. Poverty: Lack of hope to see the future
 - g. Drug abuse: Lack of transportation to access services
 - h. Lack of drug/mental health services
 - i. Transportation
 - j. Need to improve service times. For example, increase service hours one day a week.
4. If the community is going to be successful in addressing local needs, who do we need to involve?
- a. Avedis
 - b. Family Promise
 - c. Community Market
 - d. Tribes
 - e. Must include those that are most impacted. (Target population)
 - f. Gateway
 - g. Salvation Army
 - h. Shawnee Economic Development Foundation
 - i. Pottawatomie Alliance Toward Community Health (PATCH)
 - j. Shawnee News Start and Shawnee Outlook
 - k. Department of Human Services
 - l. Ministerial Alliance
 - m. Hospital
 - n. Business leaders
5. Are you willing to help?
- a. Yes, all that attended are willing to help.

[Seminole County Community Forum](#)

Number of Community Forums	Number in Attendance	Dates
1	9	October 12, 2016

Summary of Discussion:

1. What strengths does this community have for supporting persons in achieving self-sufficiency?
 - a. Food - Interfaith
 - b. Workforce office is strong
 - c. Strong partnerships within the community
2. What are the weaknesses in the opportunities and services that are available?

- a. Early childhood programs are needed
 - b. Homelessness
 - c. Lack of programs for veterans
 - d. Drug Court
 - i. With the strict requirements of drug court, it is very difficult for an individual to work, or integrate back into home life as they are always on call.
 - ii. The office is located in Wewoka.
 - iii. Difficult to find employment
3. What specific improvements would you like to see made in services and opportunities in this community?
- a. Work with drug court requirement improvements
 - b. Work with local businesses that will individuals with felony convictions and the homeless
 - c. Improve transportation, and increase hours of operation of service providers
 - d. Homeless shelter
 - e. Point in time count to get a better understanding of homelessness in Seminole
 - f. Work with American Legion, who is working on getting benefits for veterans
 - g. Job readiness programs
4. If the community is going to be successful in addressing local needs, who do we need to involve?
- a. City leaders
 - b. Schools
 - c. Businesses
 - d. Workforce
 - e. Chamber of Commerce
5. Are you willing to help?
- a. All in attendance stated yes.

KEY FINDINGS

Findings from our needs assessment indicate broad needs for services which support family health and school readiness; a continuum of services for school success; opportunities for training and employment at a living wage; affordable safe housing; transportation, and other socially relevant services. When families and individuals are seeking self-sufficiency, a gap in any of these many areas can have far-reaching negative consequences. There are many agencies and programs which address a portion of these needs. However, counties and areas within counties vary greatly in availability and quality of services available to families and individuals. In some instances, there are no providers of critical services. In many areas, coordination and integration of services is seriously insufficient and community feedback to providers is lacking.

Addressing these needs and gaps will require effective advocacy by local leaders and the Central Oklahoma Community Action Agency Administrative Board, coupled with responsive public/private partnership and increased services.

The following information is a summary of some the Central Oklahoma Community Action Agencies goals and objectives for programs, based from analysis of the Community Needs Assessment process. More detailed information may be found in the Central Oklahoma Community Action Agency Strategic Plan.

1. Provide leadership to insure that all families in the county, with children 0 to 6 years old, have access to high quality early childhood home visitations, parent and coaching services which support healthy development and school readiness.

2. Provide leadership to insure that a continuum of services which support school readiness and success are available and accessible throughout the region. Assist in the development and support of effective partnerships between school, community, non-profits, public agencies, advocacy, and assistance securing and maintaining financial support for these initiatives.
3. Increase job readiness and employment of underemployed residents, by ensuring that high quality employment and training services are available and accessible.
4. To provide leadership in insuring that residents of the six county area have access to safe and affordable housing.
5. To provide leadership for insuring that residents have access to affordable transportation to use in securing employment and training, education, health services to carry out family support roles. Currently, the Central Oklahoma Community Action Agency is doing this by operating the Central Oklahoma Transit System (COTS). This system has 11 vehicles which serve primarily Pottawatomie and Seminole counties.
6. Provide the management and infrastructure to assist communities to develop and deliver other programs which support health and self-sufficiency, and which fill specific needs identified in those communities.

The Central Oklahoma Community Action Agency will utilize a variety of strategies and responses to these needs, to meet goals of preventing and reducing poverty in the six county area. This will include:

1. Engaging local leaders in identifying priority needs and Advocacy to secure appropriate responses from providers and funders.
2. Providing direct service programs, including the “Journey to Self-Sufficiency” program, which coordinates services around the needs of specific families and individuals.
3. Support, participate in and expand public/private partnerships.
4. Filling critical gaps in the service delivery infrastructure.
5. Advocacy by the Administrative Board and Community Development staff to redirect and expand financial services to meet priority needs in an effective and efficient manner.
6. Help partner agencies secure additional funding for vital programs through the Non-Profit Grant program, funded by Avedis.
7. Carrying out an annual wide fundraiser to help fund vital programs.
8. Taking a “total population” approach in service delivery, which not only emphasizes prevention of poverty, but also helps bring total county and area support to Community Action initiatives.

COMMUNITY NEEDS ASSESSMENT AND STRATEGIC PLANNING

STRENGTHS AND LIMITATIONS OF COMMUNITY NEEDS ASSESSMENT

When the next community needs assessment is completed, we should have the survey reviewed prior to distribution to ensure the integrity of the tool. For example, are the questions leading, clear and asked in a way to achieve the information that we are looking for? In addition, we should determine why some questions were skipped, and how to elicit a higher distribution and response rate.

We need to find an alternative way of gathering data, in addition, possibly getting assistance in reaching as many of the population as possible. We could work with local schools, colleges, technology schools, etc. to have students assist in gathering data and developing the survey tool.

We need to continue to build relationships with local agencies, organizations, etc. in our service area. We could have them assist with data collection, obtain statistics from their surveys, and coordinate efforts in achieving program goals.

2012 AND 2014 COMMUNITY NEEDS ASSESSMENT RESULTS

The findings of the Community Needs Assessments indicated that employment, housing, transportation and food were the biggest issues that were impacting our service area. Public transportation was a major obstacle for persons finding housing, jobs and employment. There was a desire to find adequate employment, which also provided health benefits. It was also indicated that affordable housing was an area that communities are having a difficult time overcoming.

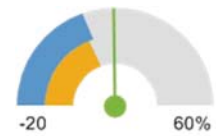
POPULATION PROFILE

COUNTY POPULATION AND POPULATION CHANGE

Population change within the report area from 2000-2014 is shown below. During the fourteen-year period, total population estimates for the report area grew by 19.71 percent, increasing from 432,625 persons in 2000 to 517,883 persons in 2014.

Report Area	Total Population, 2014 ACS	Total Population, 2000 Census	Population Change from 2000-2014 Census/ACS	Percent Change from 2000-2014 Census/ACS
Report Area	517,883	432,625	85,258	19.71%
Cleveland County, OK	264,934	208,016	56,918	27.36%
Lincoln County, OK	34,366	32,080	2,286	7.13%
Logan County, OK	43,700	33,924	9,776	28.82%
Payne County, OK	78,723	68,190	10,533	15.45%
Pottawatomie County, OK	70,700	65,521	5,179	7.9%
Seminole County, OK	25,460	24,894	566	2.27%
Oklahoma	3,818,851	3,450,654	368,197	10.67%
United States	314,107,083	281,421,906	32,685,177	11.61%

Percent Change in Population



- Report Area (19.71%)
- Oklahoma (10.67%)
- United States (11.61%)

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, [American Community Survey](#). US Census Bureau, [Decennial Census](#), 2010-14.

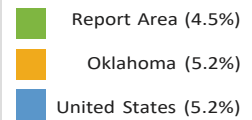
Source geography: County

EMPLOYMENT

Labor force, employment, and unemployment data for each county in the report area is provided in the table below. Overall, the report area experienced an average 4.5% percent unemployment rate in July 2016.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Area	256,769	245,123	11,646	4.5%
Cleveland County, OK	139,343	133,524	5,819	4.2%
Lincoln County, OK	16,111	15,213	898	5.6%
Logan County, OK	21,658	20,688	970	4.5%
Payne County, OK	38,142	36,545	1,597	4.2%
Pottawatomie County, OK	32,257	30,605	1,652	5.1%
Seminole County, OK	9,258	8,548	710	7.7%
Oklahoma	1,826,361	1,731,353	95,008	5.2%
United States	161,840,590	153,430,373	8,410,217	5.2%

Unemployment Rate



Note: This indicator is compared with the state average.

Data Source: US Department of Labor, [Bureau of Labor Statistics](#), 2016 - July. Source geography: County

EDUCATION ATTAINMENT

Educational Attainment shows the distribution of educational attainment levels in the report area. Educational attainment is calculated for persons over 25, and is an average for the period from 2010 to 2014.

Report Area	Percent No High School Diploma	Percent High School Only	Percent Some College	Percent Associates Degree	Percent Bachelors Degree	Percent Graduate or Professional Degree
Report Area	10.38%	30.28%	24.82%	7.26%	16.95%	10.32%
Cleveland County, OK	8.72%	27%	25.4%	7.8%	19%	12.1%
Lincoln County, OK	15.43%	39.6%	24.3%	7.5%	9.1%	4.1%
Logan County, OK	8.98%	33.3%	24.6%	6.7%	18.6%	7.9%
Payne County, OK	9.17%	26.8%	22%	5.6%	20.6%	15.9%
Pottawatomie County, OK	13.03%	36.2%	25.8%	7%	12.4%	5.6%
Seminole County, OK	17.89%	36.9%	24.6%	7.3%	8.3%	5.1%
Oklahoma	13.31%	31.7%	24%	7.1%	15.9%	7.9%
United States	13.67%	28%	21.2%	7.9%	18.3%	11%

Percent Population with No High School Diploma



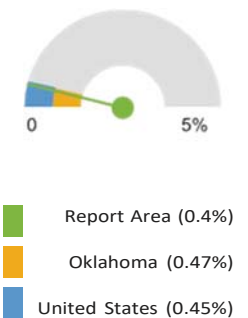
HOUSING

NUMBER OF UNSAFE, UNSANITARY HOMES

The number and percentage of occupied housing units without plumbing are shown for the report area. U.S. Census data shows 804 housing units in the report area were without plumbing in 2000 and ACS five year estimates show 777 housing units in the report area were without plumbing in 2014.

Report Area	Occupied Housing Units 2000	Housing Units without Plumbing 2000	Percent without Plumbing 2000	Occupied Housing Units 2014	Housing Units without Plumbing 2014	Percent without Plumbing 2014
Report Area	164,548	804	0.49%	192,143	777	0.4%
Cleveland County, OK	79,186	288	0.34%	98,174	200	0.2%
Lincoln County, OK	12,178	81	0.59%	13,342	91	0.68%
Logan County, OK	12,389	75	0.54%	15,146	109	0.72%
Payne County, OK	26,680	150	0.51%	30,182	165	0.55%
Pottawatomie County, OK	24,540	146	0.53%	26,033	140	0.54%
Seminole County, OK	9,575	64	0.57%	9,266	72	0.78%
Oklahoma	1,342,293	7,546	0.5%	1,450,117	6,829	0.47%
United States	106,741,426	736,626	0.69%	116,201,093	527,460	0.45%

Percentage of Housing Units Without Complete Plumbing Facilities

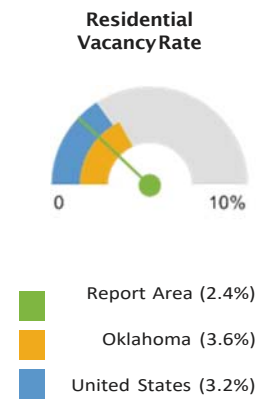


VACANCY RATES

The U.S. Postal Service provided information quarterly to the U.S. Department of Housing and Urban Development on addresses identified as vacant in the previous quarter. Residential and business vacancy rates for the report area in the first quarter of 2015 are reported.

For this reporting period, a total of 5,834 residential addresses were identified as vacant in the report area, a vacancy rate of 2.4%, and 1,855 business addresses were also reported as vacant, a rate of 9.3% .

Report Area	Residential Addresses	Vacant Residential Addresses	Residential Vacancy Rate	Business Addresses	Vacant Business Addresses	Business Vacancy Rate
Report Area	245,849	5,834	2.4%	19,861	1,855	9.3%
Cleveland County, OK	123,166	2,071	1.7%	10,393	651	6.3%
Lincoln County, OK	18,621	450	2.4%	821	116	14.1%
Logan County, OK	20,291	388	1.9%	1,041	109	10.5%
Payne County, OK	39,544	903	2.3%	3,929	317	8.1%
Pottawatomie County, OK	33,440	1,172	3.5%	2,510	344	13.7%
Seminole County, OK	10,787	850	7.9%	1,167	318	27.2%
Oklahoma	1,835,659	65,422	3.6%	181,801	18,605	10.2%
United States	142,865,596	4,520,991	3.2%	13,410,665	1,334,421	10%



Note: This indicator is compared with the state average.

Data Source: [US Department of Housing and Urban Development](#), 2015-Q1. Source geography: County

INCOME LEVELS

Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. Both measures are shown for the report area below. The average Per Capita income for the report area is \$24882.73, compared to a national average of \$28,155.

Report Area	Median Household Income	Per Capita Income
Report Area	no data	\$24,882.73
Cleveland County, OK	\$55,626	\$27,386
Lincoln County, OK	\$43,746	\$22,752
Logan County, OK	\$54,303	\$26,284
Payne County, OK	\$37,637	\$21,452
Pottawatomie County, OK	\$44,250	\$21,682
Seminole County, OK	\$35,607	\$18,797
Oklahoma	\$46,235	\$24,695
United States	\$53,482	\$28,555

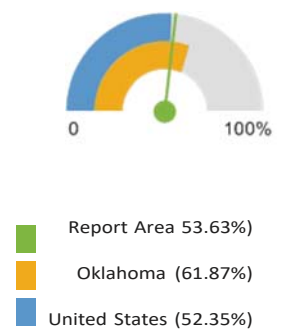
Data Source: US Census Bureau, [American Community Survey](#), 2010-14. Source geography: County

Free and Reduced Lunch Program

The following report shows that 44,867 students (or 53.63 percent) were eligible for free or reduced price lunches during the 2013 - 2014 school year, which is more than the national average of 52.35 percent.

Report Area	Total Students	Number Free/Reduced Price Lunch Eligible	Percent Free/Reduced Price Lunch Eligible
Report Area	83,662	44,867	53.63%
Cleveland County, OK	43,802	20,588	47%
Lincoln County, OK	5,623	3,310	58.87%
Logan County, OK	4,749	3,066	64.56%
Payne County, OK	10,829	5,652	52.19%
Pottawatomie County, OK	13,350	8,453	63.32%
Seminole County, OK	5,309	3,798	71.54%
Oklahoma	680,989	417,589	61.87%
United States	50,195,195	26,012,902	52.35%

Percent Students Eligible for Free or Reduced Price Lunch



Note: This indicator is compared with the state average.

Data Source: National Center for Education Statistics, [NCES - Common Core of Data](#), 2013-14. Source geography: Address

Resource Documentation

The COE Developed CSBG Organizational Standards – Category 3 Community Assessment - Technical Assistance Guide recommended a useful tool to gather demographic and geographical data. This was an extremely useful tool, that provided maps and statistics based on our service area. The tool gathers information from sources, such as, US Census Bureau, US Department of Labor, National Center for Education Statistics, and the Department of Health and Human Services. (Partnership, 2016)

Community Focus Group Question Form

Community Needs Assessment Survey Form

Client Satisfaction Survey Data-August through December

Community Needs Survey – Service Area

Community Needs Survey – Cleveland

Community Needs Survey – Lincoln

Community Needs Survey – Logan

Community Needs Survey – Payne

Community Needs Survey – Pottawatomie

Community Needs Survey – Seminole

Community Needs Assessment Survey Tool-Population Profile

Community Needs Assessment Survey Tool- Employment

Community Needs Assessment Survey Tool-Education

Community Needs Assessment Survey Tool-Housing

Community Needs Assessment Survey Tool-Income

Community Needs Assessment Survey Tool- Nutrition

Community Needs Assessment Survey Tool- Health Care

KIDS Count Data-Child Food Insecurity

KIDS Count Data-Child Population Annual Estimates

KIDS Count Data-Child Population by Race Under Age 18

KIDS Count Data-Child Poverty

KIDS Count Data-Children Living in Poverty by Race

KIDS Count Data-Temporary Assistance for Needy Families (TANF)

KIDS Count Data-Women, Infants and Children (WIC)

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