



2018-2019

Hocking. Athens. Perry Community Action (HAPCAP) Needs Assessment

Purpose of Needs Assessment

The Ohio Community Service Block Grant program funds Community Action agencies throughout the state to create and implement projects at the local level that will help the counties that they serve. Every two years, as part of the grant application process, Community Action Agencies must provide a needs assessment to the state detailing the need for anti-poverty programs in their communities.

History and Mission of HAPCAP

Founded under the Economic Opportunity Act as part of President Johnson's "War on Poverty", Hocking. Athens. Perry Community Action (HAPCAP) was established on September 29th, 1965. The very first programs included a dental program for children, nutritious meals for senior citizens, Neighborhood Youth Corps, and Operation Mainstream, a program that gave local people work cleaning up their communities. While individual programs have come and gone, HAPCAP continues to strive to meet the mission of mobilizing resources to empower individuals and communities through advocacy and quality services that promote self-sufficiency and an improved quality of life. To do this, HAPCAP focuses on the development and operation of services that address such issues as: early education needs of children, employment and training needs for self-sufficiency, safe and affordable housing for low-income and moderate income residents, food and nutrition needs of residents of all ages, transportation programs, and community development activities that improve infrastructure.

Service Area

HAPCAP primarily serves Hocking, Athens, and Perry counties in Southeastern Ohio. These are mostly rural counties with the county seat of each being the largest city and the remainder of the county being comprised of rolling hills with small communities tucked throughout. According to the U.S. Census Bureau's population estimates as of July 1, 2016, the total population for the three counties is 130,453. Athens County is the largest with approximately 66,186, but over 18,000 of these are transient college students who attend Ohio University. Hocking County is the smallest of the three with approximately 28,340, while Perry County is home to roughly 35,927. In addition to serving Hocking, Athens and Perry Counties, HAPCAP's programming reaches beyond in areas served by both the GoBus intercity bus program and the Southeast Ohio Foodbank and Kitchen.

Employment

Hocking, Athens, and Perry Counties once had a high concentration of coal mining and related industry around which many small communities were started. With the demise of the coal mining industry, the once flourishing communities instead became pockets of poverty. There is

no industry within the three counties that can offer the wages comparable to the coal companies. Both Hocking College and Ohio University provide employment in Athens County but it is not enough to make up for the lack of other work. There are some small manufacturing units but they generally employ fewer than 50 workers. All three counties have experienced a decline in industry as companies continue to downsize or shutdown. Hocking County residents have the advantage of a burgeoning tourism industry in the Hocking Hills Region as Old Man's Cave and other related parks and caves in the area draw visitors from throughout the state. This in turn has meant an increase in jobs in the service industry. However, few of these jobs pay wages which can be considered adequate for a family.

Most inhabitants of Perry County must leave the county for employment. The same is true of most residents of Hocking County and many of those who live in Athens. The average commute time in minutes for Athens, Hocking, and Perry Counties are 20.4, 31.2, and 33.2 minutes, respectively. Although economic development efforts are underway in all three counties, the lack of manufacturing jobs has a significant impact on the ability of all counties to provide employment that would provide wages adequate to support a family. It is very challenging for families to stay in the county and raise their children without outside assistance.

Income

Two common measures of income are Median Household Income and Per Capita Income. Median household incomes are at \$33,872 in Athens County, \$42,017 in Perry, and \$42,170 in Hocking County. The average Per Capita income for the 3 county report area is \$19,843.

General Poverty and Related Demographics

Each of the three counties in HAPCAP's service area has a high percentage of its population living in poverty, especially when compared with that of the state of Ohio. Athens County is frequently cited as being the poorest county in Ohio, with a poverty rate of 31.5%. Hocking County is at 15.7% and Perry at 18.8%, all significantly higher than the U.S. rate of 12.7%.

Athens County has a child poverty rate of 33.57%. Hocking County has a rate of 26.23% and Perry County a rate of 26.06%. Child poverty has been increasing throughout the years, and we believe the numbers are actually higher due to reluctance on the part of many families to apply for TANF or Food Stamps and poor reporting during the census count. The working poor of these three counties are frequently too proud to apply for benefits that they may be eligible for because of the perception that they might be seen as unable to adequately care for their families. Most lower income wage earners have jobs which are part time or that do not pay a wage that would place them over the Federal Poverty Guidelines.

Figure 1 below reports the percentage households receiving public assistance income. Public assistance income includes general assistance and Temporary Assistance to Needy Families (TANF). Separate payments received for hospital or other medical care (vendor payments) are excluded. This does not include Supplemental Security Income (SSI) or noncash benefits such as Food Stamps. As you can see, just under 4% of families are receiving cash assistance, but that stands in stark contrast to the child poverty rate of 28.99% in our service area.

Table 1: Income: Public Assistance Income

Report Area	Total Households	Households with Public Assistance Income	Percent Households with Public Assistance Income
Report Area	47,653	1,881	3.95%
Athens County, OH	22,486	1,059	4.71%
Hocking County, OH	11,387	465	4.08%
Perry County, OH	13,780	357	2.59%
Ohio	4,585,084	148,709	3.24%
United States	116,926,305	3,223,786	2.76%

Percent Households with Public Assistance Income



- Report Area (3.95%)
- Ohio (3.24%)
- United States (2.76%)

Data Source: US Census Bureau, American Community Survey. 2011-15.
Source geography: Tract

Finally, according to the 2015 Feeding America Map the Meal Gap reports, Athens County has the highest food insecurity rate in the state at 20.4% followed by Perry at 15.4% and Hocking at 14.4%. These data underscore not only the income disparity and socioeconomic inequality that is prevalent in the region, but also points to the great need and demand for services.

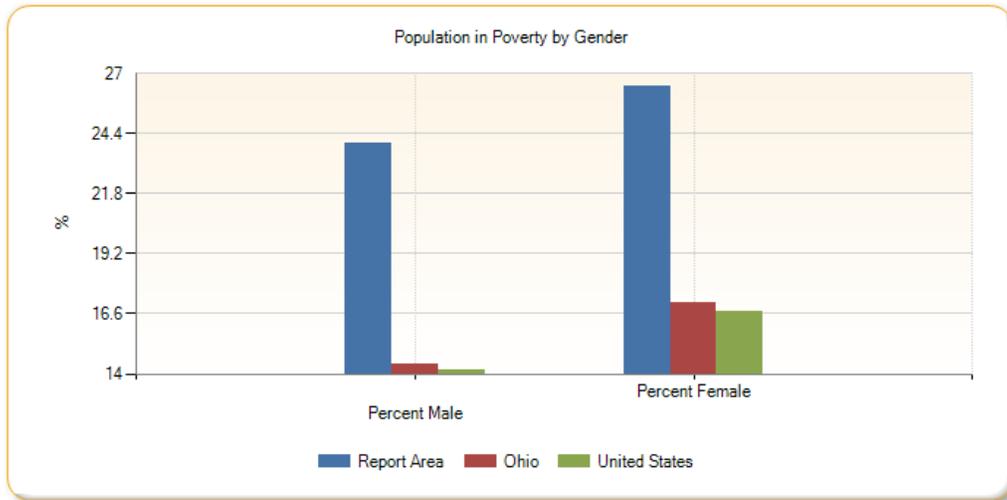
Within the report area 58.12% of students are eligible for free and reduced lunch. This indicator is relevant because it assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs. You can also see this rate rising over time.

Table 2: Income: Free and Reduced Lunch Statistics

Report Area	2010-11	2012-13	2013-14	2014-15
Report Area	51.55%	53.84%	55.07%	58.12%
Athens County, OH	47.14%	50.93%	51.84%	56.12%
Hocking County, OH	58.62%	63.24%	65.72%	67.06%
Perry County, OH	51.87%	50.63%	52.09%	54.31%
Ohio	42.63%	40.72%	44.59%	45.06%
United States	48.15%	51.32%	51.99%	51.8%

Figure 1 below shows the population in poverty by gender; interestingly, it shows a significantly larger percentage of males living in poverty than Ohio or the United States. The same is true for women, but the contrast with state and local figures is staggering.

Figure 1: Population in Poverty by Gender



No High School Diploma

Athens: 10.2%
 Hocking: 12.1%
 Perry: 16.6%

Bachelor’s Degree or Higher

Athens: 29.1%
 Hocking: 15.1%
 Perry: 11.0%

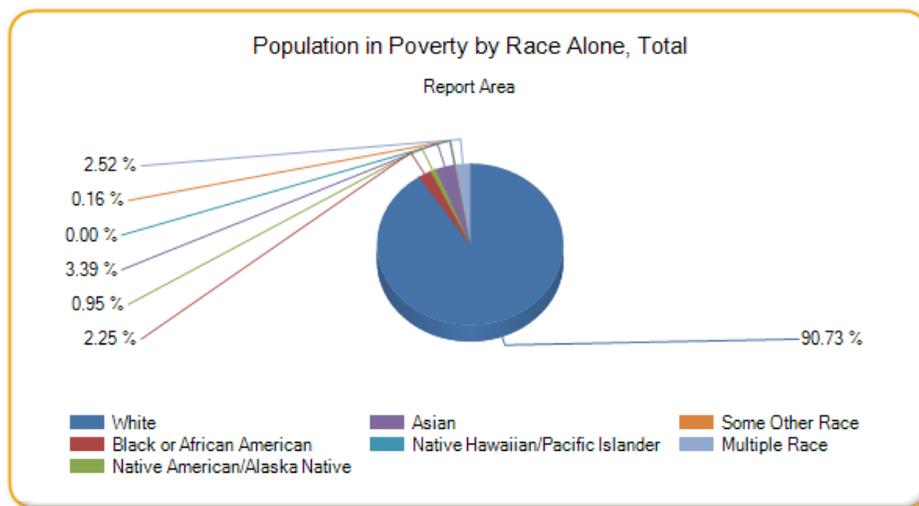
Educational attainment data are included above. For racial demographics as they relate to poverty and income disparities among minorities, see table 3 and Figure 2 below. Over 90% of those living in poverty in our service area are white; this mirrors the white population in Athens County of 90.9%, but the percentage of the population in Perry and Hocking Counties are 97.5% and 97.3%, respectively. This demonstrates that non-white populations are experiencing poverty at a higher rate than their white counterparts in Hocking, Athens, and Perry Counties. Because of this, minorities typically represent 2-5% of Head Start/Early Head Start enrollment.

Table 3: Population in Poverty by Ethnicity Alone

Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic / Latino
Report Area	623	29,410	43.26%	24.97%
Athens County, OH	453	17,810	47.19%	32.74%
Hocking County, OH	111	4,783	48.68%	17.1%
Perry County,	59	6,817	23.41%	19.24%

OH				
Ohio	106,544	1,669,292	28.12%	15.34%
United States	12,915,617	34,833,426	24.3%	13.63%

Figure 2: Population in Poverty by Race Alone



Median Age

This indicator reports population median age based on the 5-year American Community Survey estimate.

Table 4: Median Age of Service Area

Report Area	Total Population	Median Age
Report Area	129,913	no data
Athens County, OH	64,974	28
Hocking County, OH	28,914	42.6
Perry County, OH	36,025	40
Ohio	11,575,977	39.2
United States	316,515,021	37.6

Data Source: US Census Bureau, American Community Survey. 2011-15. Source geography: Tract

Needs

The barriers to self-sufficiency in our service area are extensive, causing high rates of poverty, the social ills of which affect everyone in the region. The need for services in this area is great; at our Glouster office alone, in calendar year 2016, we received 17,771 phone calls, a 20% increase from 2014. 68% of these incoming calls were related to the Home Energy Assistance Program including the Percentage of Income Payment Plan Plus Program, state HEAP, and the Winter and

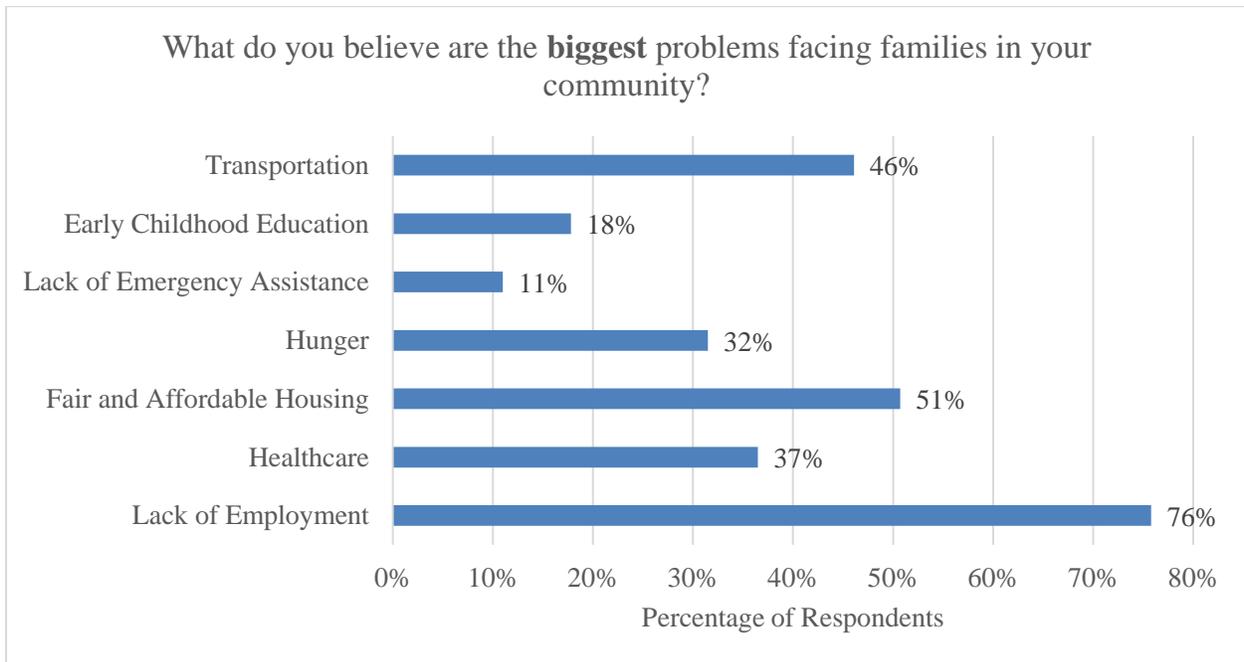
Summer Crisis Programs. The majority of the remaining calls were related to the following areas: Community Development Projects, Weatherization, Head Start/Child Care, Transportation, Food Assistance, the Summer Youth Employment Program, and Employment in general.

While economic conditions of the region have been poor for some time, starting in 2007, the Great Recession further exacerbated the challenges faced by area residents. This is especially true for more vulnerable populations such as the young, the elderly and young families just starting out. We distributed Needs Assessment Surveys to low-income customers and residents as well as a variety of organizations to solicit feedback on the needs of the communities we serve. We received over 220 responses including responses from many HAPCAP staff from all levels of the organization serving all of the communities in which we operate. Organizations surveyed by type include:

<i>Community-Based Organizations</i>
Rural Action
Re-Use
Goodwill
ALL HAPCAP Staff
<i>Faith-Based Organizations</i>
Anchor Church Crooksville
Members of Central Avenue Church
Salvation Army
<i>Private Sector</i>
Air Claws
Ridenour Auto
Genesis Health Care System
Private Landlords (2)
Smoke Rise Ranch
Salt Creek Village (Apartments)
Hopewell Health
Self-Employed Childcare Provider
<i>Public Sector</i>
Mayor of Amesville
Perry County Transit (operated by Perry County DJFS)
Perry County Sheriff's Office
South Central Ohio Job & Family Services
Multi-County Major Crimes Task Force
<i>Educational Institutions</i>
Federal Hocking High School
Crooksville High School
New Lexington High School
Hocking College Trio Program

Figure 3 below shows the results of our Needs Assessment Survey. Responses show that there are a number of problems facing families in our service territory. Each of these problems are focus areas of CSBG-funded programs as part of our 2018-2019 plan: Home Repair; Transportation; the Learn & Work Program and the Comprehensive Case Management and Employment Programs; Head Start Summer Camp; and the Commodity Supplemental Food Program.

Figure 3: Needs Assessment Responses



32.2% of respondents reported that they have problems paying monthly bills (rent, mortgage, utilities, food, etc.). Of those, 44.4% cut back on food during those difficult times, and over 23% cut back on utilities. Our food and utility programs are critical emergency programs that help to fill this gap. CSBG funding provides critical support to our Home Energy Assistance Program which enables us to serve more families. Similarly, CSFP helps improve food security for income eligible seniors 60+. Additionally, over 55% of individuals responding indicated that they are not able to save money for the future. This points to the need for better paying jobs in the region.

Much of the qualitative data collected focused on employment—when asked what the respondent felt would help decrease the level of poverty in their community, responses included: “Jobs”, “More jobs”, “Good paying jobs”, “Better paying jobs”, “Jobs with good pay and childcare”, “a living wage”, “Case Management”, “Job Training”, etc. Additionally, many of the comments included the identification of addiction and the opiate epidemic/substance abuse in some form as being a significant problem here in this area. While we do not currently have programming specific to address this issue, we are exploring options on how we can work to combat this crucial issue. At present, our role is to provide appropriate referrals for treatment when it is identified as an issue with an individual customer. In 2017, we also partnered with the Athens

County Health Department to provide space at our Glouster office for a pilot Needle Exchange Program to reduce the spread of infectious disease.

Services

HAPCAP has been working with our communities, partners and clients for over 50 years to help address locally defined problems. We currently provide services in 5 key areas: Housing and Community Development; Child Development; Transportation; Community Services; and Food and Nutrition. Current programs are listed below.

Housing & Community Development

- Weatherization
- Home Repair
- Home Rehabilitation
- Fair Housing Services
- Community Development Block Grant Administration
- Electric Partnership Program

Transportation

- Logan Public Transit
- Athens Public Transit
- Athens Mobility Management
- Intercity Bus (GoBus)
- Athens On Demand Transit

Community Services

- Learn & Work Program
- Home Energy Assistance Program
- Stivison Scholarship Program

- Percentage of Income Payment Plan (PIPP) Plus Program

- WCP/SCP

Food and Nutrition

- Southeast Ohio Food Bank & Kitchen
- Backpack Program
- Meals on Wheels
- Commodity Supplemental Food Program (CSFP)
- Summer Feeding Sites
- Congregate Dining Sites

Child Development/Youth

- Head Start
- Early Head Start
- Hocking WIOA Youth
- CCMEP
- Car Seat program
- Summer Camp

Customer Satisfaction

Individual programs collect and analyze customer/client satisfaction, but with the implementation of the CSBG Performance Standards, we developed a standardized Client Satisfaction Survey that could be used to collect client input about our programs and services. In calendar year 2017, we collected over 50 surveys from a variety of programs HAPCAP offers. See Table 5 for the quantitative results. Qualitative responses are below:

- *(Head Start): "When the kids come in and hug and smile with every teacher you know they are well taken care of. I love this school".*
- *(CCMEP): "Love all the help and workers! All very nice, respectful, and they go above and beyond to help others out".*
- *(Athens on Demand Transit): "Ever since I became disabled AOD has made it possible for me to return to work and keep working. It's a blessing!".*
- *(Logan Public Transit): "[I] like [that the driver] waits until I get in the house".*
- *(Program not identified): "This is a wonderful organization. Many needs are met as a result".*
- *(Athens on Demand Transit): "I really appreciate this service, the staff is totally amazing, not only at their job, but if you need community advice, they usually know*

where to send you/refer you. They become like extended family. This is [an] essential service. They also are considerate of those of us with disabilities. I am so grateful and thankful for each of these guys and every service. Thank you is not enough, but Thank You!”.

Table 4: HAPCAP Client Satisfaction (n = 52)

Statement	Very Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied
1. Ease of enrolling in or accessing this service	0%	2%	11.5%	11.5%	75.0%
2. Staff or worker's courtesy	0%	4%	1.9%	3.8%	90.4%
3. Competence of Driver or worker	0%	2%	7.7%	7.7%	82.7%
4. Cleanliness of products or facility (office, vehicle, food, etc.)	0%	2%	3.8%	11.5%	82.7%
5. Treating you with dignity and respect	0%	2%	3.8%	3.8%	90.4%
6. Timeliness of service	0%	2%	1.9%	11.5%	84.6%
7. Quality of service	0%	2%	1.9%	9.6%	86.5%
8. Overall satisfaction with this HAPCAP service	0%	2%	1.9%	5.8%	90.4%

Strategy Moving Forward

HAPCAP remains committed to the people and communities in our service area. We are dedicated to providing services to improve the quality of life for people in our region. We will actively strive to mobilize additional resources for the region while working with our partners, clients and donors to identify areas of most need and opportunity. During the last two-year CSBG cycle, HAPCAP operated many programs including, but not limited to Head Start and Early Head Start, a Car Seat Program, Youth Nutrition, Senior Nutrition, the Commodity Supplemental Food Program, the Foodbank, the Learn & Work Program, Stivision Scholarship, Youth Services, Athens On Demand Transit, Athens Public Transit, Logan Public Transit, the Intercity Bus Program (Go Bus), Athens Mobility Management, the Athens, Perry, and Hocking County Summer Youth Employment Programs, CCMEP, Housing Improvement, Home Repair, the Community Development Block Grant, and the Home Weatherization Assistance Program.

Only some of these programs are directly funded by CSBG. The CSBG funding that we receive indirectly supports our entire agency and allows us to keep our doors open to provide all our services. After conducting a full analysis of agency programs, funding, and our community needs, HAPCAP will propose to program CSBG funding into each of the five main service divisions of the agency: Community Services (Home Energy Assistance Program and the Comprehensive Case Management & Employment Program); Housing and Community Development (Home Repair); Food and Nutrition (the Commodity Supplemental Food Program); Child Development (Summer Camp); and Transportation (funding priority area to be

determined after consult with our Agency's auditor). This will ensure that we continue to meet the locally addressed needs in our area directly and indirectly support the entire agency and subsequently, those that we serve. If funding amounts change or program needs change, a review of the Community Needs Assessment will be completed along with a review of all agency programs and funding sources to determine the best place to program the funding.

Resources used for Needs Assessment:

- National Community Action Partnership's Community Needs Assessment Online Tool:
<http://assessment.communitycommons.org/chna/selectarea.aspx?reporttype=CAP&groupid=614>
- Feeding America's Map the Meal Gap:
<http://map.feedingamerica.org/county/2015/overall/ohio>
- US Census Bureau QuickFacts:
 - <https://www.census.gov/quickfacts/fact/table/perrycountyohio,hockingcountyohio,athenscountyohio,US/PST045216>
- Phone interview with HAPCAP's Child Development Division Director (minority Head Start/Early Head Start enrollment figures)
- Statistics on incoming calls to the agency were taken from our own records kept at our front desk.
- Needs Assessment Surveys (including responses from the low income community)
- Client Satisfaction Surveys (from low-income customers; analysis included in the Needs Assessment)