



2023-2026 Hocking Athens Perry Community Action (HAPCAP) Community Needs Assessment

Board Approved October 23, 2023

Purpose of Community Needs Assessment

The Ohio Community Service Block Grant (CSBG) 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 needs and plans for anti-poverty programs in their communities. Needs Assessments are required to be completed every three years. The current Needs Assessment was in place for 2020-2023.

This new Community Needs Assessment continues to build on the work of the previous needs assessment. The 2020-2023 assessment was focused on the immediate and emerging needs related to the COVID-19 pandemic. At this point, while we still cannot anticipate the long-term impact of the COVID-19 pandemic we have a better understanding of the nature of the problem. There are many concerns regarding funding for programs because of issues like short-term COVID-19 response funds and Home Relief ending and the political nature of the funding. However, there are also other positive potential projects that will impact our area and our programs. This Community Needs Assessment is an initial effort to capture the emerging needs in the community as well as to forecast how those needs may evolve over the coming months and years and to plan how HAPCAP will respond.

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 most recent population estimates as of July 2022, the total population for the three counties is 122,317 down from 129,725 in 2019. Athens County is the largest with approximately 58,979 residents (down from 65,327). However, over 20,000 of these are transient college students who attend Ohio University. Hocking County is the smallest of the three with approximately 27,858 residents (down from 28,264), while Perry County is home to roughly 35,408 residents (down from 36,134). 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.

The services provided by HAPCAP address a variety of community challenges, many of which arise from the high poverty rates in all three counties. While the national 2022 poverty rate falls at 11.5%, Athens County has a poverty rate of 20.9%, with Hocking and Perry County at slightly lower rates of 16.5% and 13.9% respectively. Furthermore, HAPCAP estimates that these percentages might actually be higher than reported due to the general trend of reluctance to apply for assistance and poor census reporting in the community as a whole. Unemployment as well non-participation in the labor force has increased significantly with the demise of the coal industry in Southeastern Ohio, and this issue has also been exacerbated by the COVID-19 pandemic.

COVID-19 Pandemic and Recovery

It is important to note that one of the biggest challenges of the past 3 years has been the impact of the COVID 19 pandemic and that our communities are still in recovery. Despite the relatively low number of cases and deaths in Hocking, Athens and Perry Counties as compared to the state of Ohio as a whole and other areas of the country, the impact of the virus was still significant. Stay-at-home initially disrupted employment and other aspects of community life, further worsening a number of preexisting challenges like unemployment, education, poverty and more. Community needs have both expanded and evolved in different ways during the last three years. HAPCAP has at every turn attempted to advocate for our communities and clients during this time, bring additional funds into the communities we serve and meet the needs in the community.

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 businesses but they generally employ fewer than 50 workers. Prior to the pandemic, wages were extremely low in many sectors. As of 2020 it was big news when one health care facility, Ohio Health O'Bleness set minimum wage at \$15 an hour. However, since then some businesses, HAPCAP included, have been able to raise base pay to \$15 an hour. Many businesses had to raise wages out of desperation in order to attract and retain workers. However, many jobs in our area are still at minimum wage, offering no clear path out of poverty, even for those that are working. 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. Although economic development efforts are underway in all three counties, the lack of 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. There is a lot of excitement regarding Intel's commitment of \$20 billion dollar to central Ohio and the thousands of construction jobs and then permeant jobs this investment will bring. However, once again these jobs are out of our community and in the end may actually attract some people to leave. There is a lot of momentum for broadband expansion to attract not only new businesses but allow for a work from home culture to thrive for residents. However, deployment has been slow and may of our residents do not have high-speed internet, devices or the digital literacy needed to take advantage of this opportunity.

Unemployment has been relatively low in Ohio until COVID hit. However, those that have been unable to acquire employment in the area tend to have the most barriers like, criminal history, lack of transportation, child care, substance abuse and many more. During the major part of the pandemic, unemployment increased but has been steadily going down since. We saw several businesses close or downsize during this time and but other

businesses were able to access critical loans and grants that have helped them to stay afloat.

Ohio University provides critical employment opportunities and resources for all three counties served by HAPCAP, but the COVID-19 pandemic exacerbated financial challenges previously faced by the university. These issues have already and will continue to ripple through the rest of the community – even those not directly connected to Ohio University.

A major issue that happened in 2020 but is still worth noting today is the decreased employment at Ohio University. In his article “Weep For Ohio University, But Don’t Forget Athens, Ohio in Your Prayers,” writer Stephen M. Gavazzi emphasized the impact of the 2020 layoffs at Ohio University on Athens County and the surrounding areas. Gavazzi argued that “[u]nlike most other locations hosting large institutions of higher learning in Ohio, Athens is one of the few municipalities whose largest employer is the university itself.”¹ In 2020, 345 positions were unlimited including 183 classified staff. The ramifications of these layoffs was devastating and long lasting both to the people directly impacted and to the community. It is unclear if these steps “righted the ship” for Ohio University. However, one thing is clear- that the success of OU and the community are very dependent on each other.

General Other Conditions

The general other conditions that are needed in a community to thrive are either nonexistence or barely adequate. The housing stock in all three counties is poor. There simply is not enough safe and affordable housing. In fact, increased rents, general lack of housing and families having emergency needs is leading to increase in homelessness in our area. Transportation is often sighted as the number one barrier to services as our rural communities are spread out, families do not have the money to repair vehicles and or for gas. While HAPCAP and others are working to create robust transportation solutions, there are still major gaps. Mental and physical health in our communities are poor. Obesity, diabetes and heart disease numbers increase while substance abuse remains a tremendous problem. Hunger and lack of adequate nutrition leads to all sorts of other programs starting with our pregnant moms and all the way to the elderly. Lack of child care options and other families supports cause a trickle effect on issues like employment. The list of barriers and issues in our areas can be seen in the survey result section of this assessment.

While there are significant issues we are working on, there are also lots of positives for our communities. The people are resilient, caring and compassionate and have a lot of pride in their communities. Many organizations are working on and in partnership to address the issues and to provide opportunities for individuals. While some funding is threatened, there

has also been an influx of funding into our community through different organizations including HAPCAP especially in response to to the pandemic.

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 20.9%. Hocking County is at 16.5% and Perry at 13.9%, all significantly higher than the U.S. rate of 11.5%. These are all 2022 census numbers.

The Annie E Case Foundation and the Children's Defense Fund of Ohio, published child poverty rates from 2021 demonstrates a growing problem in our area. Athens County has a child poverty rate of 23.3%. Hocking County has a rate of 23.7% and Perry County a rate of 21.1%. All higher than Ohio's average of 18.6%. 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.

Income

One common measure of income is Median Household Income. Median household income is at \$37,778 in Athens County, \$48,811 in Perry, and \$50,000 in Hocking County. Ohio's average is \$67,520. However, this does not tell the entire story. Below is data on poverty status of families by family type and presence of children. Of note, is the high % of female heads of households living in poverty. The following tables are directly from the 2021 Edition of the Ohio County Profiles prepared by the Office of Research and the full profiles are available by request.

Perry

Poverty Status of Families

By Family Type by Presence

Of Related Children

	Number	Percent
Total Families	9,639	100.0%
Family income above poverty level	8,259	85.7%
Family income below poverty level	1,380	14.3%
Married couple, with related children	256	2.7%
Male householder, no wife present, with related children	147	1.5%
Female householder, no husband present, with related children	660	6.8%
Families with no related children	317	3.3%

Household Income

	Number	Percent
Total Households	13,500	100.0%
Less than \$10,000	1,098	8.1%
\$10,000 to \$19,999	1,803	13.4%
\$20,000 to \$29,999	1,310	9.7%
\$30,000 to \$39,999	1,220	9.0%
\$40,000 to \$49,999	1,301	9.6%
\$50,000 to \$59,999	1,150	8.5%
\$60,000 to \$74,999	1,577	11.7%
\$75,000 to \$99,999	1,906	14.1%
\$100,000 to \$149,999	1,502	11.1%
\$150,000 to \$199,999	414	3.1%
\$200,000 or more	219	1.6%

Median household income \$50,150

Hocking

Poverty Status of Families By Family Type by Presence Of Related Children

	Number	Percent
Total Families	7,933	100.0%
Family income above poverty level	7,172	90.4%
Family income below poverty level	761	9.6%
Married couple, with related children	114	1.4%
Male householder, no wife present, with related children	59	0.7%
Female householder, no husband present, with related children	410	5.2%
Families with no related children	178	2.2%

Household Income	Number	Percent
Total Households	11,286	100.0%
Less than \$10,000	734	6.5%
\$10,000 to \$19,999	1,108	9.8%
\$20,000 to \$29,999	1,387	12.3%
\$30,000 to \$39,999	1,126	10.0%
\$40,000 to \$49,999	1,029	9.1%
\$50,000 to \$59,999	880	7.8%
\$60,000 to \$74,999	1,267	11.2%
\$75,000 to \$99,999	1,690	15.0%
\$100,000 to \$149,999	1,482	13.1%
\$150,000 to \$199,999	376	3.3%
\$200,000 or more	207	1.8%
Median household income	\$52,363	

Athens

Poverty Status of Families By Family Type by Presence Of Related Children

	Number	Percent
Total Families	12,390	100.0%
Family income above poverty level	10,351	83.5%
Family income below poverty level	2,039	16.5%
Married couple, with related children	458	3.7%
Male householder, no wife present, with related children	323	2.6%
Female householder, no husband present, with related children	582	4.7%
Families with no related children	676	5.5%

Household Income	Number	Percent
Total Households	22,557	100.0%
Less than \$10,000	3,280	14.5%
\$10,000 to \$19,999	2,957	13.1%
\$20,000 to \$29,999	2,525	11.2%
\$30,000 to \$39,999	2,341	10.4%
\$40,000 to \$49,999	1,662	7.4%
\$50,000 to \$59,999	1,539	6.8%
\$60,000 to \$74,999	1,935	8.6%
\$75,000 to \$99,999	2,634	11.7%
\$100,000 to \$149,999	2,250	10.0%
\$150,000 to \$199,999	845	3.7%
\$200,000 or more	589	2.6%
Median household income	\$40,905	

Because of flaws in how the poverty level is determined, it is important to look at the number of people living at or below 200% of poverty. 200% is also the percentage of income that families must be under to qualify for many programs. Depending on the county, between 40% and 50% of people are living below 200% of poverty. Many people in our community are working poor- working but unable to make enough to support themselves. We have many families that are just over 200% or making decisions about whether or not to work because once they go over the 200% they lose benefits. The following tables are directly from the 2021 Edition of the Ohio County Profiles prepared by the Office of Research and the full profiles are available by request.

Perry

Ratio of Income

To Poverty Level

	Number	Percent
Population for whom poverty status is determined	35,444	100.0%
Below 50% of poverty level	2,989	8.4%
50% to 99% of poverty level	3,794	10.7%
100% to 124% of poverty level	1,250	3.5%
125% to 149% of poverty level	1,435	4.0%
150% to 184% of poverty level	3,014	8.5%
185% to 199% of poverty level	1,227	3.5%
200% of poverty level or more	21,735	61.3%

Athens

Ratio of Income

To Poverty Level

	Number	Percent
Population for whom poverty status is determined	56,177	100.0%
Below 50% of poverty level	9,600	17.1%
50% to 99% of poverty level	7,342	13.1%
100% to 124% of poverty level	2,461	4.4%
125% to 149% of poverty level	2,545	4.5%
150% to 184% of poverty level	3,324	5.9%
185% to 199% of poverty level	1,525	2.7%
200% of poverty level or more	29,380	52.3%

Hocking

Ratio of Income

To Poverty Level

	Number	Percent
Population for whom poverty status is determined	27,751	100.0%
Below 50% of poverty level	1,734	6.2%
50% to 99% of poverty level	1,947	7.0%
100% to 124% of poverty level	1,719	6.2%
125% to 149% of poverty level	1,478	5.3%
150% to 184% of poverty level	1,773	6.4%
185% to 199% of poverty level	1,071	3.9%
200% of poverty level or more	18,029	65.0%

Poverty by gender, age, race/ethnicity

The Community Services Block Grant requires that we specifically look at poverty by gender, age and race/ethnicity. Southeast Ohio, in general, has a lack of diversity. However, the influence of Ohio University in Athens does help with diversity in Athens County. As noted earlier, each county we serve has a higher number of female head of households, no husband than male head of households, no wife. If you look at the charts below from the www.datausa.io regarding income for males versus income for females it is clear that females make less money and are often the ones caring for the family.

As noted in their poverty and diversity chart the largest demographic living in poverty in Athens County is males 18-24, followed by females 18-24 and then females 25-34. These numbers are most likely influenced by the college age population due to Ohio University. The highest race/ethnic group living below the poverty line in Athens is white followed by Asian and Two or more. In Hocking County, the largest demographic living in poverty are females 6-11, followed by females 25-34 and then females 45-54. The most common racial/ethnic group in poverty is white followed by two or more and other. In Perry County, the largest demographic living in poverty are males under 5 followed by females 25-34 and then females 55-64. The most common racial/ethnic group living below poverty is white followed by two or more and native American. Also included in each section is a table that breaks down % of poverty by age. The Median Earnings by Industry charts and the Poverty and Diversity Charts are from and the age chart are from the county profiles on datausa.io. The age chart is from the United States Census Bureau's Quick Facts for each county.

Athens County



Poverty & Diversity

Gender, Race & Ethnicity

25.5% of the population for whom poverty status is determined in Athens County, OH (13.7k out of 53.9k people) live below the poverty line, a number that is higher than the national average of 12.6%. The largest demographic living in poverty are Males 18 - 24, followed by Females 18 - 24 and then Females 25 - 34.

The most common racial or ethnic group living below the poverty line in Athens County, OH is White, followed by Asian and Two Or More.

The Census Bureau uses a set of [money income thresholds](#) that vary by family size and composition to determine who classifies as impoverished. If a family's total income is less than the family's threshold than that family and every individual in it is considered to be living in poverty.

Data from [the Census Bureau ACS 5-year Estimate](#)



Age and Sex



Athens County, Ohio

Persons in poverty, percent

20.9%

PEOPLE

Age and Sex

Persons under 5 years, percent

3.9%

Persons under 18 years, percent

15.0%

Persons 65 years and over, percent

15.7%

Female persons, percent

49.9%

Perry

Median Earnings by Industry

\$44,743

MEDIAN EARNING MEN ± \$3,303

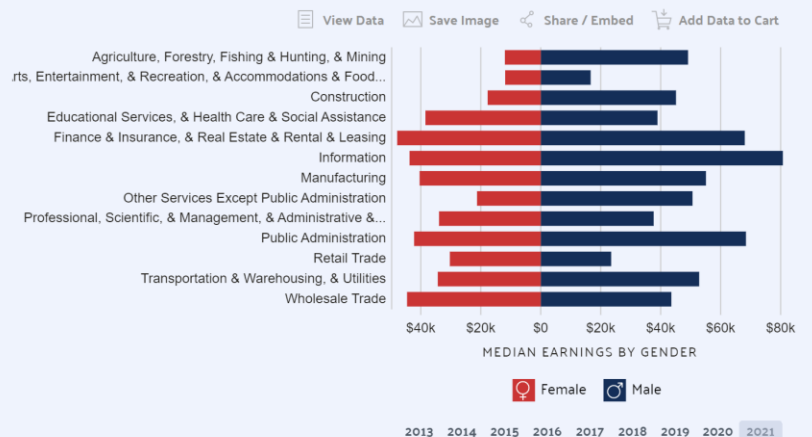
\$33,007

MEDIAN EARNING WOMEN ± \$1,295

The industries with the best median earnings for men in 2021 are Information (\$80,739), Public Administration (\$68,429), and Finance & Insurance, & Real Estate & Rental & Leasing (\$68,039).

The industries with the best median earnings for women in 2021 are Finance & Insurance, & Real Estate & Rental & Leasing (\$47,873), Wholesale Trade (\$44,583), and Information (\$43,750).

Data from [the Census Bureau ACS 5-year Estimate](#)



Poverty & Diversity

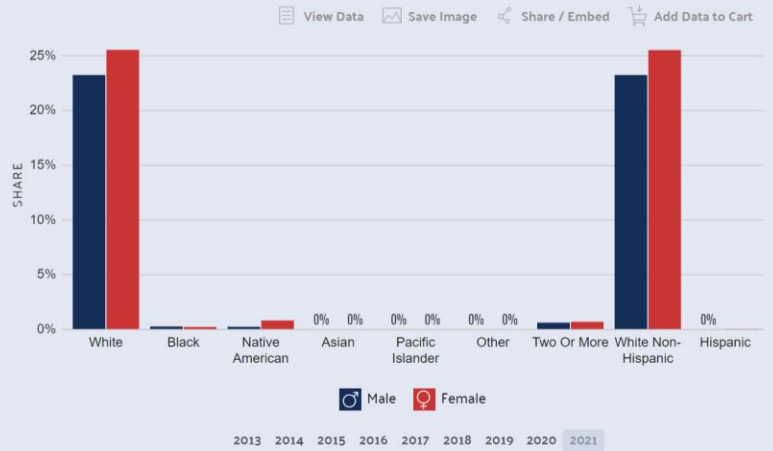
Gender, Race & Ethnicity

15.2% of the population for whom poverty status is determined in Perry County, OH (5,32k out of 35.1k people) live below the poverty line, a number that is higher than the national average of 12.6%. The largest demographic living in poverty are Males < 5, followed by Females 25 - 34 and then Females 55 - 64.

The most common racial or ethnic group living below the poverty line in Perry County, OH is White, followed by Two Or More and Native American.

The Census Bureau uses a set of [money income thresholds](#) that vary by family size and composition to determine who classifies as impoverished. If a family's total income is less than the family's threshold than that family and every individual in it is considered to be living in poverty.

Data from [the Census Bureau ACS 5-year Estimate](#).



Age and Sex



Perry County,
Ohio

Population Estimates, July 1, 2022, (V2022)

35,480

PEOPLE

Age and Sex

Persons under 5 years, percent	5.8%
Persons under 18 years, percent	23.3%
Persons 65 years and over, percent	18.2%
Female persons, percent	49.5%

Hocking

Median Earnings by Industry

\$42,610

MEDIAN EARNING MEN ± \$3,408

\$28,453

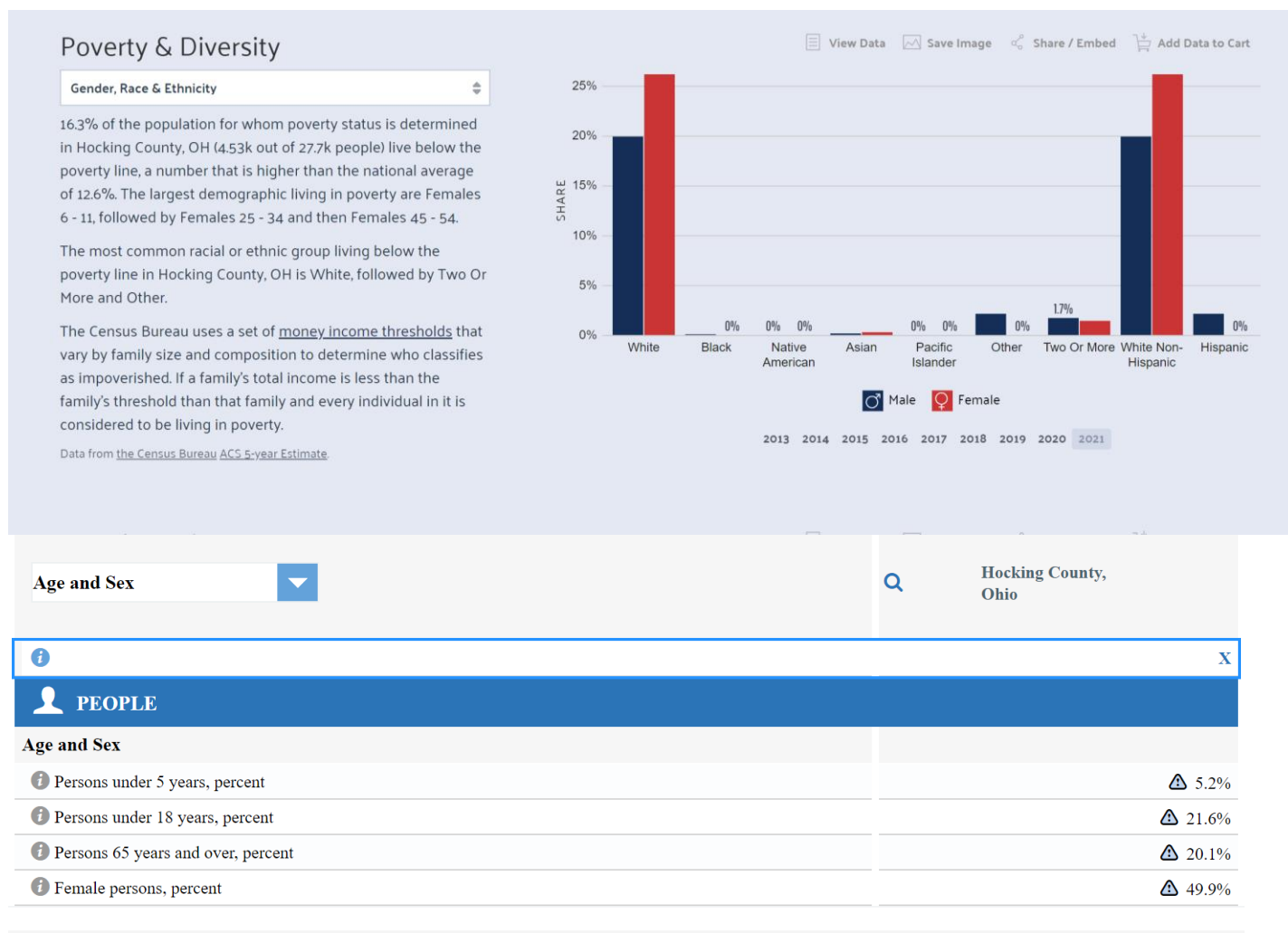
MEDIAN EARNING WOMEN ± \$2,836

The industries with the best median earnings for men in 2021 are Information (\$173,182), Wholesale Trade (\$68,411), and Public Administration (\$61,406).

The industries with the best median earnings for women in 2021 are Wholesale Trade (\$42,768), Manufacturing (\$36,898), and Educational Services, & Health Care & Social Assistance (\$34,712).

Data from [the Census Bureau ACS 5-year Estimate](#).





State of Food Insecurity and Hunger

The effect of poverty in our communities influences almost every aspect of daily life. While we can't deep dive on every area, one area that demonstrates the issue is hunger. The following is directly from a news release from the Ohio Association of Foodbanks from May of 2023. "A new study conducted by the Ohio Association of Foodbanks found that an alarming number of Ohioans are being forced to choose between buying food and paying for other essential household expenses. The findings, released today, are from an anonymous statewide survey, which included 2,087 validated responses from residents of 32.6% of all Ohio zip codes" "The results of this study are deeply troubling and illustrate that we still have a long way to go to ensure that every Ohioan has access to healthy and affordable food," said Lisa Hamler-Fugitt, executive director for the Ohio Association of Foodbanks. "Our foodbanks have been responding to elevated need after more than a year of inflation, supply chain challenges and high food prices, and that need has escalated even more now that 1.5 million Ohioans have lost an average of \$90 per person, per month in pandemic-era

SNAP benefits. No Ohioan should have to choose between a meal and medicine they need, but that's the reality many of our neighbors are dealing with too often right now."

"After more than a year of above-average inflation and high costs for food and other basic needs, pandemic era Supplemental Nutrition Assistance Program (SNAP) benefits ended in March (of 2023), impacting more than 1.5 million Ohioans and further exacerbating food insecurity. To better understand how these factors have impacted Ohioans, the study collected survey responses from Ohio foodbank clients who visited one of dozens of emergency food distributions in rural, suburban and urban communities from April 14 to May 7, 2023.

Among the study's highlights:

- More than 8 in 10 Ohio foodbank clients are seeking help with emergency food because of higher food costs.
- Since the end of pandemic-era SNAP benefits, more than 3 in 4 Ohio foodbank clients that
- participate in SNAP have exhausted their household's SNAP benefit within the first two weeks of each month or less; just 5% of SNAP participants said their benefits lasted the full month.
- Nearly 2 in 3 (65.5%) have adults in their household that have cut the size of meals or skipped meals because there wasn't enough money for food in the last 12 months, including more than 1
- in 3 (36.6%) that did so almost every month over the last year.
- When Ohio foodbank clients were asked about whether they had to choose between paying for food or other household expenses in the last 2-3 months, the study found:
 - 68% had to choose between food and transportation/gas.
 - 66% had to choose between food and utilities.
 - 55% had to choose between food or medicine/health care.
 - 50% had to choose between food and housing"

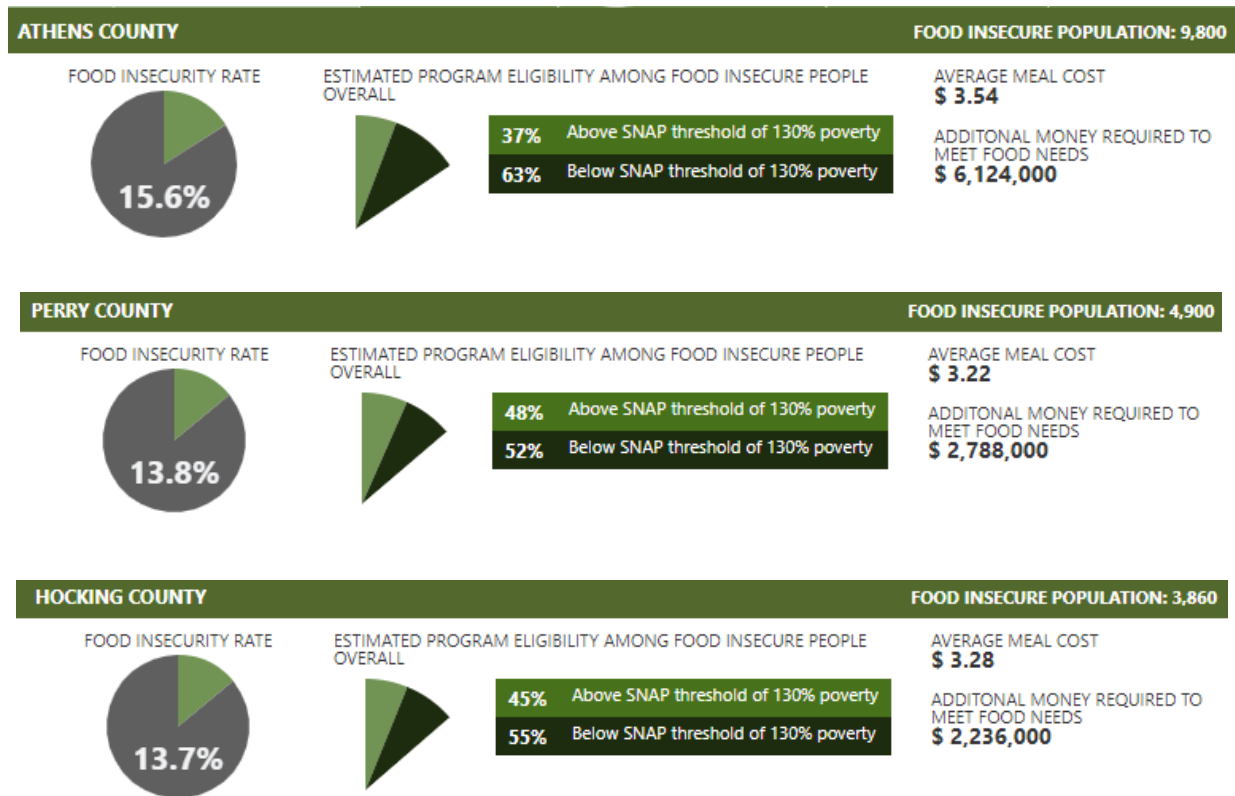
The study and findings from the Ohio Association of Foodbanks mirrors what HAPCAP is finding through our Southeastern Ohio Food Bank, our programs and in in survey results.

For example, in 2022, The Emergency Food Assistance Program provided the equivalent of 1.596 million meals to the ten counties we serve – by far our largest source of food. But in 2023, we have received significantly fewer pounds through this program. Comparing the first two quarters of 2022 to 2023, we have received 48% fewer pounds. That equates o 327,940 fewer meals. While food supplies have decreased, the need has increased. In the same time period (first two quarters of 2023), we have had a 37% increase in service visits.

Food Insecurity by County

Food insecurity is an important way to understand the level of and impact of poverty. Food insecurity is defined by the state of being without reliable access to a sufficient quantity of affordable, nutritious food. Below is data from Feeding America's Map the Meal Gap

website. In our three counties, the latest available data from 2021 shows that 18,560 people are food insecure. While this is down from 20,000 in our last assessment, the numbers are still tragically high and came during a time of peak COVID assistance.



The information below is from the Ohio Department of Education Website and provides a snapshot by school by county on the number of children that qualify free and reduced price meals. In October of each year, schools are required to report this information and the data below is for the 22/23 school year. The % of qualifying children, especially in specific schools is very high. Schools that are highlighted in green automatically qualify because of a high level of low income students and the schools highlighted in orange are over 50% qualify based on applications. 50% or more of qualifying children are highlighted below.

*See next page for table.

County	Sponsor	Site Name	NSLP Provision	Enrollment	Percent Free and Reduced
Athens	Trimble Local SD	Trimble Middle School	Community Provision	169	70.06%
Athens	Trimble Local SD	Trimble High School	Community Provision	270	61.63%
Athens	Federal Hocking	Coolville Elementary School	Community Provision	265	62.79%
Athens	Federal Hocking	Amesville Elementary School	Community Provision	272	65.88%
Athens	Federal Hocking	Federal Hocking High School	Community Provision	396	60.61%
Athens	Trimble Local SD	Trimble Elementary School	Community Provision	363	67.88%
Athens	Tri-County Career Center	Tri-County Career Center	Community Provision	442	64.80%
Athens	Nelsonville-York City SD	Nelsonville-York High School	Community Provision	598	66.89%
Athens	Nelsonville-York City SD	Nelsonville-York Elementary School	Community Provision	519	88.48%
Athens	Athens City SD	Athens Middle School	Traditional	478	36.82%
Athens	Athens City SD	Athens High School	Traditional	758	36.94%
Athens	Alexander Local SD	Alexander High School	Traditional	1,542	39.56%
Athens	Athens City SD	Morrison Elementary School	Traditional	427	42.15%
Athens	Athens City SD	East Elementary School	Traditional	394	44.16%
Athens	Athens City SD	The Plains Elementary School	Traditional	542	45.20%
Athens	Athens County Board of DD	Athens County Board of DD	Traditional	50	58.00%
Athens	Bassett House	Bassett House	Traditional	12	100.00%
Athens	Hocking Valley Community College	Hocking Valley Community College Rest Dis	Traditional	24	100.00%
Hocking	Logan-Hocking Local SD	Hocking Hills Elementary School	Community Provision	147	84.90%
Hocking	Logan-Hocking Local SD	Union Furnace Elementary School	Community Provision	194	66.80%
Hocking	Logan-Hocking Local SD	Green Elementary School	Community Provision	308	64.94%
Hocking	Logan-Hocking Local SD	Chieftain Elementary School	Community Provision	392	55.51%
Hocking	Logan-Hocking Local SD	Central Elementary School	Community Provision	412	76.50%
Hocking	Logan-Hocking Local SD	Logan-Hocking High School	Community Provision	1,078	59.96%
Hocking	Logan-Hocking Local SD	Logan-Hocking Middle School	Community Provision	1,106	63.22%
Hocking	St John	St John Elementary	Traditional	52	19.23%
Hocking	Logan Elm	Laurelville Elementary School	Traditional	284	51.76%
Perry	Crooksville Ex Vill SD	Crooksville High School	Community Provision	219	92.05%
Perry	New Lexington	New Lexington Middle School	Community Provision	403	60.74%
Perry	New Lexington	Junction City Elementary School	Community Provision	454	60.97%
Perry	New Lexington	New Lexington High School	Community Provision	552	55.07%
Perry	New Lexington	New Lexington Elementary School	Community Provision	497	85.96%
Perry	Crooksville Ex Vill SD	Crooksville Middle School	Community Provision	813	67.31%
Perry	Southern Local SD	Miller High School	Community Provision	597	98.36%
Perry	Holy Trinity	Holy Trinity	Traditional	210	18.10%
Perry	Northern Local SD	Thornville Elementary School	Traditional	419	25.78%
Perry	Northern Local SD	Sheridan High School	Traditional	704	26.28%
Perry	Northern Local SD	Sheridan Middle School	Traditional	626	36.26%
Perry	Northern Local SD	Glenford Elementary School	Traditional	347	42.65%
Perry	Northern Local SD	Somerset Elementary School	Traditional	349	44.70%
Perry	Franklin Local School District	Franklin Local Community School	Traditional	82	75.61%
Perry	Perry Co Juvenile Court-Alpha	Perry Co Juvenile Court-Alpha	Traditional	29	79.31%
Perry	Perry-Multi Co Juv Facility	Perry-Multi Co Juvenile	Traditional	13	100.00%
			Total	17,808	61.02%

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.

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. COVID-19 only made the situation worse. Many of our community members that live on a fixed income had no room for extra costs. The challenges of COVID caused extra expenses for many people causing economic hardship. In addition, for those people who lost their jobs, were furloughed, lost extra hours, or had the extra burden for caring for kids full time in their home these challenges were crippling. COVID relief money has helped over the last several years. However, with a lot of that funding going away as well as inflation, increased housing expenses and other increased costs, we anticipate the programs only getting worse. Mental, physical, emotional and economic health are at risk for most of our residents.

This fall HAPCAP published three surveys in order to better understand the emerging needs of the community during at this time. The first survey was oriented toward community members in general, the second survey targeted community partners and organizations and the third survey was for staff. As part of our strategic planning efforts, we asked staff to let us know among other items what the most critical needs in the community are.

In addition to posting the surveys on the HAPCAP website (www.hapcap.org) and emailing clients involved in specific programs, the surveys were also available through social media, including Facebook, Twitter, and Instagram. Below are images from the survey promotion on Facebook and Instagram.


Hocking Athens Perry Community Action
21h · 🌐


WE NEED YOUR INPUT


Community, we need you! It is time for us to assess our communities unique challenges and obstacles. 📄 Visit hapcap.org/survey. This survey will help us create programs that address the REAL needs of our community, and all those who live within it. #southeastohio #communityneeds #csbg







 (740) 767 - 4500
 info@hapcap.org
 www.hapcap.org

HAPCAP.ORG/SURVEY
HAPCAP would like to hear from you about your challenges and experiences.
This survey will be confidential and will help us serve you in the coming months.

CONTACT US

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hapcap.seo 🔥 **WE NEED YOUR INPUT** 🔥

Community, we need you! It is time for us to assess our communities unique challenges and obstacles.

📄 Visit hapcap.org/survey. 📄 This survey will help us create programs that address the REAL needs of our community, and all those who live within it.

22 hours ago

Community Survey Results

The first survey, which was targeted toward community members, garnered 37 responses total. Community members were asked among other things to list in no specific order the top 5 needs in the community. In our last needs survey completed during the pandemic, the top cited need was Health & Public Safety, followed by Employment and Utilities. Below is what was listed for the 2023 survey in alphabetical order as submitted. As you will see, there is a wide variety of reported needs but there is a strong emphasis on food, housing, homelessness and other basic needs.

- A place where kids can go to stay off street
- access to food
- access to health services
- affordable rent
- alcohol rehab
- baby items
- bad driving
- Better housing
- Cell service
- Clean water to bathe
- clothes
- clothing help
- Community gardens
- daycare
- daycare
- Drug epidemic
- Drug rehab
- drugs
- Education attainment
- Elderly
- Emergency shelter
- employment
- essentials
- essential help
- essentials
- Events/activities for kids
- Food
- food
- Food
- Food assistance for those who do not qualify for food stamps,- especially those on fixed incomes
- food for needy children
- Food insecurities
- Food Insecurity
- Food needs
- free common meeting areas
- Gardens
- Health assessments
- Healthy foods
- help with fuel
- Help with getting caught up on rent or mortgage if someone falls behind for reasons they can't help
- herb garden
- Home Repairs
- homeless
- Homeless shelter
- Homelessness
- Homelessness
- Homelessness/affordable housing that does not have a 2 year waiting list
- Homeless
- homelessness
- Housing
- housing
- housing
- Housing
- housing
- Housing
- Housing/Rentals
- Indoor place to have events when it rains
- Job training
- Jobs that compensate employees better for waiting you don't want to
- Just maybe help with fans or air conditioners
- Keep giving help with a new refrigerator
- Lawn assistance for elderly
- Let people know when it is ever available

- meetings
- mental help
- more community gardens
- more community meals
- more food help
- More grant funding available.
- more help from others
- more jobs
- More Youth Programs
- Mothers
- Neglect and abuse
- Parenting classes
- Parks
- people have no manners
- Planned activities that teach/encourage parents to read to their children
- communication, or simply too long of wait times to connect. There's been initiative lately to build up a workforce of "connectors" but there are still huge gaps and sometimes the pay for that type of work is also not exactly stellar.
- To many Stray Pets
- Under privileged kids
- utilities
- utility help
- VA services
- Vehicles/transportation for training/work
- Water
- Weatherization
- Weatherization availability without 6 year wait.
- weekend and later bus service
- police protection
- pot holes
- Public Transit (Perry County)
- Rehab programs
- rent
- Roads
- Sidewalks
- Single parent help/supports
- sober living
- Some kind of rehab
- sports
- There are a lot of people that have difficulty connecting with available resources/services due to transportation,

Community Organization Survey Results

HAPCAP often engages with our partners in a wide variety of ways to get feedback. HAPCAP participates in many different community based meetings and is continually incorporating feedback into the organization. Some of the programs conduct their own surveys of partners. For example, the Perry Workforce Development program engages with a wide variety of organizations including a high number of private sector and conducts an annual survey that is available upon request. In addition to the community member survey, HAPCAP also completed a survey of community organizations. Forty-eight organizations responded representing all three counties in addition to some other counties that we serve through our programs. Organizations also represented local government, faith-based, non-profit, health service organizations, school districts, education/training institutions, libraries, social services, food pantries, and for profit businesses. Populations served include people with

disabilities, Medicaid based clients, homeless, low-income residents, families, domestic violence victims, K-12 students, people with addiction, and many others. Community Services Block Grant requires that HAPCAP engage with several types of organizations. As it relates to this specific survey, here is a list of the those required organizations and the number that responded: Community Based-27, Faith Based-7, Private Sector-1, Public Sector-9 and Educational-6. As you will see there are a wide variety of needs noted here with a big emphasis on Housing, Homelessness, Food, Basic Needs, Health and Transportation.

- Access to healthy food choices
- Access to kitchen tools/equipment needed to cook with fresh produce
- Access to medical care
- Access to services
- Affordable food
- Affordable healthcare/health insurance
- Affordable housing
- affordable housing
- Affordable housing
- Affordable housing
- Affordable housing, available housing
- affordable permanent housing
- Affordable prescriptions
- Affordable, reliable connectivity in homes
- Afterschool programs for youth
- Bringing work into the area
- broadband
- Broadband coverage/Cellular coverage county wide
- child care
- child care
- Childcare
- Childcare
- Childcare
- Chronic disease
- Clothing - there are some resources, but the cost adds up with more than one child
- community meals
- Continued child abuse prevention efforts
- Decreased drug usage.
- dental care that takes Medicaid
- Drug epidemic
- easy access to food
- Education of healthy food to those who provide direct service to elderly and disabled
- Education on where and how to get food.
- effective resources management
- Employment not service related
- employment programs
- equity around race and Appalachian bias.
- evening and weekend childcare
- expand the bus line /transportation
- extended isolation
- feeding low income and homeless
- Feeling valued - we all want to feel valued
- Felon-friendly employment
- Financial help with utilities
- Food
- food - for families that over income for SNAP assistance
- Food access
- Food delivery and fresh food access for home-bound individuals
- Food insecurities
- Food needs
- Food security
- Food Security
- food staples to make a meal
- free bus rides to food pantries
- fresh produce
- Funding for projects

- gas cards to be able to go get food
- Good paying jobs
- Health care
- Help applying for jobs
- help with utilities
- Helping low income learn skills
- high speed internet
- High speed internet access
- Holding up Appalachian knowledge
- homeless - double occupancy (students) some - but really need more to help cover basic needs. Especially for students, trying to support themselves
- homeless population
- Homeless Shelter Beds
- homelessness
- Homelessness
- Housing
- housing
- housing
- housing
- housing
- housing
- Housing
- housing
- housing
- housing
- Housing
- Housing
- Housing
- Housing for unhoused people
- Housing security
- in patient recovery services
- inclusion of those with cognitive disabilities
- Increased access to affordable health care
- Increased job opportunities that pay living wages
- Infant essentials
- Insurance for low-income who are just above the monthly cut-off for

- Medicaid/creates lack of access to care
- Internet access
- Involvement and teaching folks to get involved and give back - Community
- jobs
- kinship - some programs, but they take time, need quicker support
- Lack of work
- learning to serve others –payback
- legal assistance - most over income for free, but they are unable to afford. This leaves them in situations where they feel helpless going forward to make a change. In cases of domestic abuse, divorce, unsafe living conditions, adoption and more.
- living wage employment
- living wage jobs
- local employment options
- Local Food
- long term food insecurity
- meat
- Medical assistance
- Mental health care (accessibility)
- mental health services
- milk
- more concern from government officials towards low income needs
- More frequent bus lines
- more hygiene products
- more local food
- More on food list like frozen meats
- More on list like cereal
- More on list like pet foods
- More produce availability
- more Social Enterprises
- more support for kids with substance abuse in families
- Motivation - on all levels to be better, live better, do better
- None
- Not sure

- Opportunities to increase marketable job related skills
- peer-led recovery services
- Poverty
- Psychiatry
- Public transportation
- Quality, affordable food access
- Racial equity
- Recovery services
- Reliable high speed internet access
- Respite for families
- Restored waterways and wetlands
- Safe affordable housing
- Safe, quality, affordable housing
- salvation
- self-esteem
- self-reliance
- Shelters for homeless individuals
- Substance use disorder
- Support for accessing clean energy
- Support for at-home gardening
- Support for children
- Support for families in crisis
- toiletries
- Transportation
- transportation
- transportation
- Transportation
- transportation
- Transportation
- Transportation
- Transportation
- Transportation
- transportation (improved, but still need more)
- Transportation and Opportunity
- Transportation especially to Gloucester which is where HACAP is located.
- transportation in rural communities
- Transportation to get help needed.
- Utility assistance
- we NEED a child care facility

Staff Survey

As part of our five year strategic planning process a survey was sent to staff asking several questions but also the same as was asked of our community partners and community members- what are the 5 biggest unmet needs in our community in no order. 106 staff responded to the survey. Below are their responses. As you will see many of the same themes come up as did in the other surveys with Housing, Health, Childcare, Transportation, Basic Needs and Employment being the most prevalent.

A place for teens to get together	Access to local health and dental care	Affordable Child Care
Access to a cell phone/landline	Accessible healthcare	Affordable childcare
Access to affordable food	Accountability	Affordable Health Care
Access to affordable healthcare	Activities for families	Affordable healthcare
Access to food	Addiction	Affordable Healthy Food
Access to Food - a lot of "Food Deserts" in the rural areas	Addiction	Affordable Housing
Access to Healthcare (For example: dentists in Athens)	Addiction Supports	Affordable housing
	Adequate education for under 18	Affordable housing
	Adequate housing	Affordable Housing
	Adequate housing	Affordable housing
	Affordable Child Care	Affordable Housing
	Affordable Childcare	Affordable housing
		Affordable Housing

Affordable housing and rentals
 Affordable housing availability
 Affordable housing (rent that is 75% of monthly income, not affordable)
 Affordable legal help
 Affordable, clean, bug free housing in a timely manner
 Affordable, Quality Healthcare
 Air conditioners in summer and heat in winter
 Air Conditioning Issues
 Alcohol
 Awareness of programs and eligibility requirements
 Baby needs
 Baby supplies
 Basic infrastructure like internet, sewer, and well paved streets
 Basic Needs
 Bed Bug Program expansion
 Bed bugs
 Bed bugs and cockroach
 Better access to groceries
 Better food access and equity
 Better housing for renters
 Better resources for those with Suds
 Better Wages
 Bill assistance
 Bill help
 Broadband as a public utility.
 Car repair
 Car repairs, gas, etc.
 Cheaper rent. Landlords have jacked up their rent when they found out they could get a thousand dollars a month out of a 300 a month house or apartment.
 Childcare
 Childcare
 Childcare
 Childcare
 Childcare

Childcare
 Child Care
 Child Care
 Childcare
 Childcare
 Child Care
 Child Care
 Childcare
 Child Care
 Childcare for infants and toddlers setup like a Center Base Classroom
 Childcare. And healthcare
 Child development
 Child safety - i.e. maltreatment, abuse, neglect
 Childcare
 Childcare
 Childcare
 Childcare
 Childcare
 Childcare (infant/toddler and after school)
 Clean fresh water in homes
 Clean/Safe and Affordable Housing
 Cleaning up old homes
 Clear rules and instructions across the board.
 Clothing
 Clothing
 Clothing
 Communicating with agencies and clients
 Communication
 Communication
 Communication
 Communication
 Communication
 Communication
 Communication
 Communication
 Communication
 Communication
 Community improvements: cleaning up streets/towns, run down/ old buildings/ homes
 Community Restoration Programs

Comprehensive Case Management
 Continuing Generational cycles
 Conversation/Community/Neighborhood Relations (people are isolated/mental health disorders)
 Corruption in our State elected officials.
 Counseling
 Counseling for family situations
 Daycare
 Daycare
 Decent Shelter
 Demolition of old abandoned houses/drug houses/squatters
 Dental clinics
 Diversity training
 Drug Abuse
 Drug addiction
 Drug Addiction
 Drug addiction treatment
 Drug and Alcohol Treatment
 Drug education for our youth: classes/speakers in school
 Drug rehab
 Drug rehabilitation
 Drug Rehabilitation
 Drug/Alcohol/Prison Rehabilitation & Employment Programs
 Drugs
 Drugs
 Early drug education/awareness
 Early pregnancy prevention education
 Economic Opportunities
 Education
 Education
 Education
 Education
 Education
 Education in the trades (electrical, carpentry, welding, etc.)
 Education needs

Education, both preschool	Food	Health and wellness
but also college and trade	Food	Health and wellness
schools	Food	Health care
Educational/professional	Food	Health care access
trade opportunities	Food	Health services
Effective, Efficient, &	Food	Healthcare
Thorough Public Transit	Food	Healthcare
Elder care	Food	Healthcare for poor
Elderly assistance	Food	Healthy food
Elderly care	Food	Heating / Cooling/ Water
Elderly care	Food	Heating and cooling
Electric bills	Food	Heating issues
Emergency shelter	Food	Heating/Cooling
Employment	Food	Help finding jobs
Employment	Food assistance	Help going to college
Employment at a wage that	Food Distributions	Help with healthcare
folks can survive	Food for pets	Help with medical for
Employment opportunities	Food insecurities	middle class families (make
Employment training	Food insecurity	too much for Medicaid,
Employment, but with	Food insecurity	can't afford deductibles if
individuals that have a work	Food insecurity	you have insurance)
ethic.	Food insecurity	Help with rent
Events	Food insecurity	Help with the mental health
Feeding seniors	Food Insecurity	crisis
Financial education	Food Insecurity	Help with transportation
Financial hardships	Food insecurity	Help with utilities
Finding more grants to help	Food Insecurity	Help with utilities
middle to low income	Food insecurity	High-speed internet services
families	Food insecurities	High utility costs
Focus on Exercise and	Food insecurity	Hinder Illegal Drug Use
Health	Food pantry	Hiring pay for people (not
Food	Food Resources	just at HAPCAP) but that is
Food	Food Resources	not something we can do
Food	Food Security	much of
Food	Food security	Home Dev Assistance
Food	Food security	Home improvements
Food	Food security	Home repair
Food	Food security	Home Repair
Food	Food security	Home Repairs
Food	Food/water	Home repairs
Food	Furniture / Clothing	Homelessness
Food	Gas vouchers	Housing
Food	General Health	Housing
Food	Giving out food	Housing
Food	Good Paying jobs	Housing
Food	Greater access to medical	Housing
Food	services	Housing
Food	Harm Reduction - lessen the	Housing
Food	risks of overdose/disease	Housing
Food	Having electric for families	Housing
Food	Health and mental wellness	Housing

Housing	Jobs that provide livable wages	More Positive communication
Housing	Jobs.	More public transportation options
Housing	Keeping employers	More Supports for Staff
Housing	Keeping the gas on in the winter	Mortgage Assistance
Housing	Knowledge of what we do	Moving people out of the benefits cliff area
Housing	Lack of connectivity infrastructure	One on one case management
Housing	Lack of food	Opioid epidemic and the impact on children
Housing	Lack of health education and access to care	Over dosing/Drug use
Housing	Lack of mental health care	Parenting
Housing	Lack of transportation	Parenting education
Housing - lack of access to affordable, suitable housing	Lice	Parenting Education without stigma
Housing affordability and accessibility	Local childcare options	Parenting/Affordable Child Care
Housing Assistance	Local jobs with livable pay	Paying Bills
Housing assistance	Low-income housing	Pest Control
Housing Assistance (Rent / Mortgage)	Low standard of living	Pest control
Housing/Food Security	Medical	Poverty
Housing/mortgage assistance	Medical needs	Poverty
Housing/rental assistance	Medical payment	Poverty
Housing--there is not enough, and it is not affordable	Mental Health	Poverty
Hunger	Mental Health	Poverty
Hunger	Mental Health	Poverty
Hunger	Mental Health	Poverty
Improving accessibility	Mental Health Care Access	Poverty (rental assistance, utility assistance, home repairs, employment assistance, etc.)
Inability to provide clothes	Mental health services	Promoting health and safety trainings
Income	Mental health services	Public transportation in further areas of the county
Income inequality (includes underemployment not just unemployment)	Mental Health Services	Quality Childcare
Infant care	Mental Health Stigma reduction - stigma associated with mental health is a barrier to seeking help	Quality Employment
Infrastructure	Mental illness	Reliable transportation options
Infrastructure	Mental support	Rent
Internet Assistance	Monetary support programs for unique client needs	Rent assistance
Sip providers	More Early Childhood educators	Rent assistance
Job opportunities	More Employment Opportunities	Rent assistance
Job training	More jobs with a livable wage	Rent help
Job training	More options to seek healthcare	Rent/other home assistance
Job training	More outreach	Rental Assistance
Job Training/Education	More police presence	Rentals
Jobs		Repair on homes
Jobs		Resource Navigation
Jobs		

Safe locations for kids and teens to hang out together	Transportation	homes to the grocery and other places in local towns.
Safe, affordable, reliable childcare	Transportation	There are no cab services in these smaller villages.
Safety	Transportation	Transportation/ vehicle repairs
Send through the mail what programs we offer some older people do not do the internet.	Transportation	Under employment
Senior care	Transportation	Utilities
Services for the homeless	Transportation	Utilities
Shelter	Transportation	Utilities
Shelter	Transportation	Utilities
Shelter	Transportation	Utility assistance
Sourcing more shelf stable food	Transportation	Utility Assistance
Staff	Transportation	Utility Assistance
Substance Abuse	Transportation	Utility assistance
Substance Abuse	Transportation	Utility assistance
Substance abuse	Transportation	Utility Assistance
counseling/resources	Transportation	Utility costs
Substance Use Disorders	Transportation	Utility help
Support groups	Transportation	Water
Teen pregnancy	Transportation	Water
The need for food	Transportation	Water Assistance
The On-Demand transit is not efficient, does not run on time, etc.	Transportation	Water bills
Trade school	Transportation	We need more affordable housing options and/or housing options that accept vouchers
Transit--needs to run to all our little burghs.	Transportation - rural areas lack sufficient, reliable transportation	We need more childcare options that are high quality and affordable
Transportation	Transportation in Perry County	Work opportunities
Transportation	Transportation. Although HAPCAP has an excellent transportation program, we need local transportation in each village/town to help people to get from their	Youth Assistance
Transport for the public		Youths getting in trouble with the law- drug
Transportation		
Transportation		

The needs in our area are great. Identified needs range from the most of basic of needs like food, water and shelter to the most complex of connection, equity and community with everything in between- transportation, health, employment, other basic needs, family and children supports, childcare, and much more. While at times it feels overwhelming and an impossible task, we strive every day to both help alleviate the effects of poverty while at that same time, working to change the conditions that contribute to it.

Core 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. As you will see from the list of programs below, all relate to some of the identified needs in this assessment. Current programs are listed below.

Housing & Community Development

- Weatherization
- Home Repair
- Home Rehabilitation
- Fair Housing Services
- Community Development Block Grant Administration
- Electric Partnership Program
- Land Bank Program Services
- Pest Control
- Low Income Housing Management

Transportation

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

Community Services

- Home Energy Assistance Program
- Stivison Scholarship Program
- Percentage of Income Payment Plan (PIPP) Plus Program
- WCP/SCP
- Waterbill Assistance Program
- Home Relief Assistance
- Community Services Resource Navigator Program
- Parent Café
- Birthday Bag Program
- Narcan Distribution
- Trimble Township Community Center
- Camp and After School Programs
- Youth Employment Programs
- Adult Employment Programs

Food and Nutrition

- Southeast Ohio Food Bank & Kitchen
- Backpack Program
- Meals on Wheels
- Commodity Supplemental Food Program (CSFP)
- Summer Feeding Sites
- Congregate Dining Sites
- HAPCAP for Health
- Bringing Healthy Home
- Community Health Worker Programs

Child Development/Youth

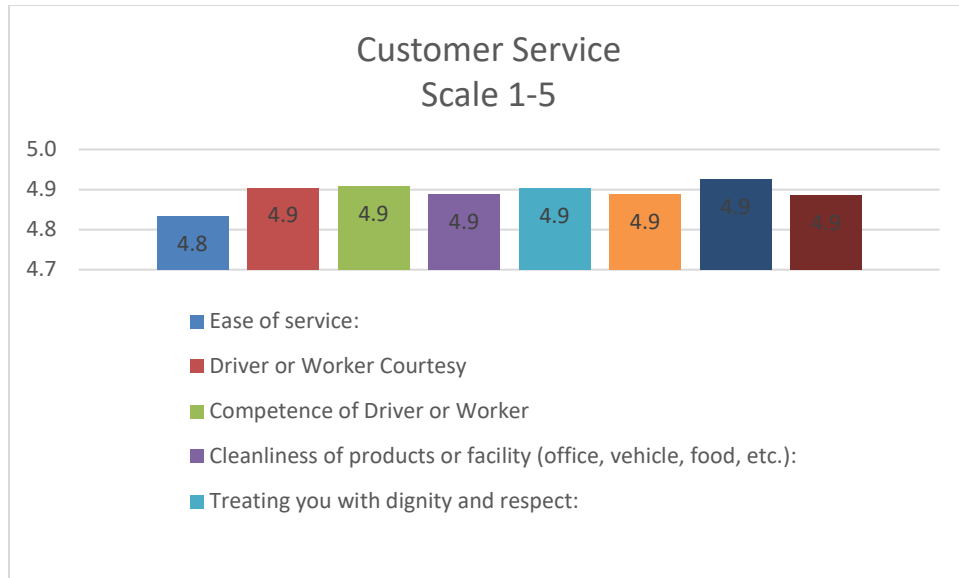
- Head Start
- Early Head Start
- Car Seat program

Customer Satisfaction Survey Results

Individual programs collect and analyze customer satisfaction, but with the implementation of CSBG Performance Standards, HAPCAP developed a standardized Client Satisfaction Survey in order to collect client input about our programs and services. This survey is available on the agency website year round and also distributed by some programs. The last review of the survey was completed in May of 2021. This review of the survey is from May of 2021 through October 20, 2023. During that time the survey received 244 responses regarding a wide range of services. The programs represented include the following:

- | | |
|---|----------------------------|
| • Meals on Wheels | • Parent Café |
| • Pest Control | • Home Relief |
| • USF-EPP Energy Audit | • Southeast Ohio Foodbank |
| • Summer Camp | • Logan Public Transit |
| • Home Repair or Rehabilitation Program | • Emergency Food Box |
| • New Lexington Head Start | • Senior Congregate Dining |
| • Athens Public Transit | • Logan Head Start |
| • HEAP | • Corning Head Start |

The graph below illustrate quantitative customer ratings using scales from 1 to 5.



We received over 118 comments about personal experiences as part of the survey. Almost all of them were extremely positive in nature and a sampling are below. There were a few that had specific needs and comments related to their services and we will follow up with them as needed.

- All staff is amazing! Child loves school and is learning so much. Family involvement is awesome. HAPCAP really cares for our babies.
- Always made to feel welcomed here. Never ashamed to ask for help here.
- Always receive excellent service from the driver. He is always clean and polite and he really goes above and beyond helping with anything he can.
- Staff did a tremendous job. I would definitely recommend them and HAPCAP.
- Can't think of anything better either driver or assistant can do any better
- Did a great job haven't seen any more bugs since they did treatment. Very happy for their help. Great guys. Thanks a lot.
- Everyone I have worked with at HAPCAP has been superb!
- Fantastic job! Very happy
- Feel very welcomed every time I see/speak to anyone there treating my child with great respect and kindness.
- Food is always good. Driver is really great & helpful and sincere in his caring.
- Happy with all HAPCAP Programs

- Have never had a better service and courtesy group to deal with
- Head Start program is great for kids and their families. Very informative and resourceful.
- How can anyone be dissatisfied when the bugs are eating you up, its too expensive to treat yourself and this is free. I thank god for your company's help and for all the work the men do to help.
- I am very blessed and thankful for all
- Love the program and all the help along the way of raising my kids.
- Love the staff!
- Parent cafe has provided a much-needed outlet for me. I really struggled coming out of 2020 with 3 kids under the age of 5 and finding social footing again. Parent cafe has provided a place for me to connect with other parents and relate to the different struggles and joys we all experience. I have learned so much at each one I've attended-both about myself and from others.
- Teachers know what they are doing with our kids, safe and fun environment, my daughter loves her teacher.
- The workers were very helpful and respectful. They explained everything to me
- This program allowed me to get my Kids back!
- Very happy with everything HAPCAP does and can provide
- Very nice helpful personable, we love the program

HAPCAP is going to continue to collect customer survey ratification year round and will review it on an ongoing basis and implement changes as needed.

COVID Response

HAPCAP was able to continue to provide necessary services since the beginning of the Covid-19 pandemic. We were able to move some staff to remote working during the shut down and most of all of the staff returned to the office after the shut down. This took a huge effort from our information technology team as only a handful of staff had laptops immediately available to them. As essential workers, many of our staff continued to report to work and to modify operations quickly in order to be able to continue to provide services. We reopened to the public as soon as it was recommended but continue to remain flexible and serve clients as needed both in person and through other modes of technology. Each

program has responded in different ways. However, there were a few things that each program did and that we will continue to do as we move through the recovery phase. 1- Remain flexible and continually evaluate and reimagine programming in order to meet the needs of the community. 2-Continue to deliberately and purposely collaborate with our partner organizations to make sure that we are working effectively and efficiently to meet the needs. 3-Advocate, access and administer funds to bring additional resources to our communities.

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 three years, HAPCAP has 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, Home Relief, HEAP, Stivision Scholarship, Youth Services, Athens On Demand Transit, Athens Public Transit, Logan Public Transit, the Intercity Bus Program (Go Bus), Athens Mobility Management, 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 proposes to program CSBG funding into each of the following: Community Services (Community Resource Navigator Program and Community Center) Housing and Community Development (Home Repair and Pest Control); Food and Nutrition (The Emergency Assistance Food Program); and Information and Referral Services.

CSBG 2024-2025 Budget

Admin/Indirect: \$145,000
Home Repair: \$51,525
Information & Referral: \$138,551
Case Management: \$273,599
Pest Control: \$40,000
Food & Nutrition: \$40,000
Community Center: \$165,000

Total: \$853,675

This investment of CSBG funds 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. HAPCAP will continue to work with our partners to identify other sources of funding as well to help to meet the needs. The full impact of COVID-19, recovery from COVID-19 and then the loss of recovery funding is still yet unknown. HAPCAP is committed to remaining flexible to help meet needs. 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.