Community Council

2018 Community Needs Assessment
For Dallas County

Final Report

May 30, 2018
WELCOME

Ken Goodgames
Chief Executive Officer
Community Council
THANK YOU

Cheryl McCarver
Chief Impact Officer
Community Council
A Special Thanks
Community Partners

5 Months
6 Community Partners
8 Workgroup Conferences
1,500 Surveys
5 Focus Groups

City of Dallas
PCCI
VNA
Hospice Care | Meals on Wheels | Private Care

DALLAS LEADERSHIP FOUNDATION
DALLAS AREA INTERFAITH
THE SENIOR SOURCE®
# Summary of Findings

<table>
<thead>
<tr>
<th>EDUCATION</th>
<th>HOUSING</th>
<th>INCOME AND ASSET BUILDING</th>
<th>EMERGENCY ASSISTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dallas County has a <strong>higher concentration</strong> of residents with low education attainment (i.e., no high school diploma) compared to Texas and the US.</td>
<td>Dallas County has a <strong>lower percentage</strong> of owner occupied housing compared to Texas and the US.</td>
<td>Dallas County has a <strong>lower median household income, and higher poverty rate</strong>, compared to Texas and the US.</td>
<td>Dallas County has similar percentage of households receiving government assistance such as SNAP benefits, compared to Texas and the US.</td>
</tr>
<tr>
<td>These residents are <strong>highly concentrated</strong> in areas of high poverty within the county, and have a high level of needs in all domains.</td>
<td>Not surprisingly, low quality housing stocks are <strong>concentrated geographically in areas of high poverty</strong>.</td>
<td>The need for income is consistently <strong>ranked as the highest priority</strong> across subgroups in our residents survey.</td>
<td>The households receiving these benefits in Dallas County are <strong>geographically concentrated in areas of high poverty</strong>.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HEALTH</th>
<th>EMPLOYMENT</th>
<th>CIVIC ENGAGEMENT</th>
<th>OTHER NEEDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dallas County has a <strong>larger percentage of residents without health insurance</strong> compared to Texas and the US.</td>
<td>The employment situation in Dallas County compares favorably to Texas and the US.</td>
<td>Texas ranks <strong>lower in civic engagement indices</strong> than the rest of the country.</td>
<td>Among other needs, <strong>transportation was consistently mentioned</strong> by survey respondents as an urgent need.</td>
</tr>
<tr>
<td><strong>Healthcare facilities in Dallas County are typically located in areas with low poverty rates.</strong></td>
<td>Despite this favorable picture, employment opportunities are generally <strong>located in areas with low poverty rates</strong>, making them <strong>inaccessible</strong> to many residents.</td>
<td>Survey respondents <strong>did not ascribe a high priority to civic engagement</strong>, as they likely had more pressing needs in other domains to attend to.</td>
<td>Without reliable transportation, it is <strong>challenging to access employment and other resources</strong> for residents with limited means.</td>
</tr>
</tbody>
</table>
Key Recommendations

• 1) Delve deeper into the root causes of poverty for different subgroups, and trial effective interventions that target these root causes;

• 2) Address the geographic imbalance between the locus of poverty and opportunities and resources that if aligned could help address poverty in Dallas County; and

• 3) Initiate an effort to raise awareness among residents of available community resources to enable those residents to better utilize these resources.
Methodology

• A three-step mixed methods approach (i.e., a combination of both quantitative and qualitative data collection and analysis) was employed in this project:
  • In Step 1, our extensive review of secondary data sources led to a comprehensive understanding of the distribution of poverty in Dallas County.
  • In Step 2, a targeted survey of residents of Dallas County and CCGD stakeholders covering the seven domains was conducted.
  • In Step 3, focus groups and a public forum were conducted based on what we learned from Steps 1 and 2, to allow for a more detailed, flexible, and personalized exploration of participants’ needs, the root causes of poverty, and what resources or other factors these participants believe would be most helpful in addressing their needs.
Findings by Domain - Education

Severity of need for Education

- Very Needed: 23.9%
- Needed: 20.1%
- Rarely Needed: 9.8%
- Not Needed: 34.6%
- Declined: 11.5%

Looked for but did not find resources for education

- Strongly Agree: 18.0%
- Agree: 20.8%
- Disagree: 8.6%
- Strongly Disagree: 3.7%
- Not look: 41.1%
- Declined: 7.8%

Education as a priority

- 1st: 24.4%
- 2nd: 7.1%
- 3rd: 10.3%
- 4th: 9.3%
- 5th: 7.0%
- 6th: 6.9%
- 7th: 27.8%
- Declined: 7.2%

Focus group quote on unavailability of community education resources: “Other kids in other neighborhoods are getting taught trades. By the time they graduate high school, they're certified technicians. In our neighborhoods, we don't have that.”
Findings by Domain - Housing

Severity of need for Housing

<table>
<thead>
<tr>
<th></th>
<th>Very Needed</th>
<th>Needed</th>
<th>Rarely Needed</th>
<th>Not Needed</th>
<th>Declined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>27.6%</td>
<td>19.5%</td>
<td>8.3%</td>
<td>32.7%</td>
<td>12.0%</td>
</tr>
</tbody>
</table>

Figure 10: Looked but could not find resources for Housing

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not look</th>
<th>Declined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>20.4%</td>
<td>20.8%</td>
<td>7.9%</td>
<td>3.2%</td>
<td>39.5%</td>
<td>8.2%</td>
</tr>
</tbody>
</table>

Figure 11: Housing as priority

<table>
<thead>
<tr>
<th></th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>5th</th>
<th>6th</th>
<th>7th</th>
<th>Declined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>28.8%</td>
<td>10.4%</td>
<td>8.2%</td>
<td>10.5%</td>
<td>5.9%</td>
<td>6.3%</td>
<td>22.5%</td>
<td>7.5%</td>
</tr>
</tbody>
</table>

Focus group quote on unavailability of community housing resources: “You cannot go anywhere without waiting. So waiting is – and if you’re lucky to be on the [waiting] list, too, because sometimes the [waiting] list is full, and you have to wait. And you have to wait until someone dies, sometimes”
Findings by Domain
Income and Asset Management

Income as Priority

- 1st priority: 38.3%
- 2nd priority: 8.9%
- 3rd priority: 6.7%
- 4th priority: 7.9%
- 5th priority: 6.4%
- 6th priority: 5.9%
- 7th priority: 19.2%
- Declined: 6.6%

Severity of Income Need

- Very Needed: 33.6%
- Needed: 21.1%
- Rarely Needed: 9.3%
- Not Needed: 25.2%
- Declined: 10.8%

Figure: Looked but did not find resources for Income

- Strongly Agree: 23.1%
- Agree: 17.8%
- Disagree: 8.8%
- Strongly Disagree: 3.8%
- Not look: 34.2%
- Declined: 12.4%

Focus group quote on challenges of low paying jobs: “they give $8.95 or $9.00 or whatever the minimum wage is per hour, that’s not – you can work, but are unable to afford the opportunity to help your family eat.”
Findings by Domain
Emergency Assistance

Severity of Emergency Assistance Need
- Very Needed: 27.1%
- Needed: 20.9%
- Rarely Needed: 12.0%
- Not Needed: 28.5%
- Declined: 11.5%

Emergency Assistance as Priority
- 1st: 28.9%
- 2nd: 8.0%
- 3rd: 8.5%
- 4th: 9.2%
- 5th: 8.6%
- 6th: 9.2%
- 7th: 21.2%
- Declined: 6.3%

Looked but did not find resource for Emergency Assistance
- Strongly Agree: 19.9%
- Agree: 20.0%
- Disagree: 10.5%
- Strongly Disagree: 4.1%
- Not look: 37.9%
- Declined: 7.6%

Focus group quote on challenges of getting emergency assistance: “We tried emergency [cash] assistance. It just – I mean, it's really – sometimes it's not there, you know. I mean, if it is there, I mean, you got to catch it at the right time. And then like you got to go through all these different questions, so why are you not working? Why are you this, why are you that?”
Findings by Domain – Health

Focus group quote on challenges of getting healthcare appointments: “When you do be able to go - you do have a day when you can come down and go in there and seek help, you’ve got to deal with trying to have all the paperwork. And then when you go in there and you do tell these people, oh, I did – your whole situation, and you’re crying out to them, telling them what they want to know, then you go back in there, they'll set your appointment for three to six months later, you don't even have the same case worker. You got to go through all that stuff again.”
Focus group quote on challenge of getting employment: “...if you're being honest with employers during the interview, telling them that you've got all these employment gaps in your resume, okay, and they're questioning, well, what happened? And you tell them “Well, I was in rehab”. That can make you or break you, because they don't know the reliability that – if they can rely on you being employed. So that's – I've had an issue with that, okay? As far as employment.”
Findings by Domain
Civic Engagement

Figure 35: Severity of Engagement Need

![Severity of Engagement Need Chart]

- Very Needed: 20.2%
- Needed: 17.5%
- Rarely Needed: 14.3%
- Not Needed: 32.5%
- Declined: 15.4%

Figure 36: Engagement as Priority

![Engagement as Priority Chart]

- 1st: 20.8%
- 2nd: 6.3%
- 3rd: 8.8%
- 4th: 9.8%
- 5th: 7.8%
- 6th: 7.9%
- 7th: 31.2%
- Declined: 7.3%

Figure 37: Looked for but did not find resources for Engagement

![Looked for but did not find resources for Engagement Chart]

- Strongly Agree: 13.3%
- Agree: 18.9%
- Disagree: 8.8%
- Strongly Disagree: 3.7%
- Not look: 48.3%
- Declined: 7.1%

Focus group quote on the need for civic engagement: “We need to have more community togetherness, be doing things together. You know, like helping the hospital, the babies and the mothers that are being abused, and the fathers that are being abused, because, you know, they get abused, too.”
Highlights of Noticeable Findings

- Geographic concentration of poverty, and spatial mismatch between poverty and resources/opportunities to help alleviate poverty

- This geographic concentration and spatial mismatch suggest that we should focus on bringing resources/opportunities to areas of concentrated poverty, in combination with enhancing mobility to enable residents to access resources/opportunities further from their residence
Highlights of Noticeable Findings

- Even though transportation is not among the seven domains, it emerges as an important need for residents.

- Transportation is an enabling factor that can assist residents more effectively address all their need domains.

- Transportation should be one of the top priority items in our effort to alleviate poverty in Dallas County.
Highlights of Noticeable Findings

- As a sub-domain for Health, behavior health, or mental illness, emerges as an important needs, not only for residents with behavior health issues, but also for family members who take care of them.

- Dallas County does not have sufficient resources to help residents with behavior health issues and their family and care givers, so this should be one of the priority items.
Our analysis of focus group sessions suggest that three root causes emerged that drive all the needs:

• Faulty public policy;
• Low civic awareness/disempowered citizenry;
• Public corruption

This is from the focus group participants’ perspective so should be interpreted with caution and should be combined with perspectives from other stakeholders to inform our efforts.
Highlights of Noticeable Findings

- Ranking of the seven need domains: we developed a methodology that assigns different weights to different data sources to arrive at an overall ranking for the seven need domains, shown in the table below:

- Income emerges as the top need domain, followed by health and emergency assistance.

### Table 4: Ranking of seven need domains

<table>
<thead>
<tr>
<th>Identified Need</th>
<th>Quantitative data (weight: 0.2)</th>
<th>CCGD Stakeholder (weight: 0.1)</th>
<th>Residents Surveys (weight: 0.3)</th>
<th>Focus Groups (weight: 0.3)</th>
<th>Forums (weight: 0.1)</th>
<th>Weighted Priority Score</th>
<th>Final Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Housing</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>2</td>
<td>3.1</td>
<td>4</td>
</tr>
<tr>
<td>Income</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.3</td>
<td>1</td>
</tr>
<tr>
<td>Emergency Assistance</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Health</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>2.6</td>
<td>2</td>
</tr>
<tr>
<td>Employment</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Civic Engagement</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>
Highlights of Noticeable Findings

- Categorization of needs: with insights gained from participants in the public forum, focus group sessions, and CCGD and PCCI staff deliberations, we categorized the needs as shown in the table below.

- It is evident that many needs appear at the community level, suggesting that there is a lot that can be done at the community level to alleviate poverty in Dallas County.

<table>
<thead>
<tr>
<th>Need</th>
<th>Level of Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of higher education and trade school</td>
<td>Community: X</td>
</tr>
<tr>
<td>Lack of sufficient affordable housing units</td>
<td>Family: X</td>
</tr>
<tr>
<td>Individuals with lower education attainment lack sufficient resources and skills to gain access to these resources</td>
<td>X</td>
</tr>
<tr>
<td>Lack of sufficient income to meet daily needs</td>
<td>X</td>
</tr>
<tr>
<td>Lack of sufficient resources to assist individuals and family with emergency assistance</td>
<td>X</td>
</tr>
<tr>
<td>Lack of awareness of community resources for emergency assistance</td>
<td>X</td>
</tr>
<tr>
<td>Lack of sufficient healthcare facilities to meet residents’ needs</td>
<td>X</td>
</tr>
<tr>
<td>Lack of skills to navigate the complex healthcare system</td>
<td>X</td>
</tr>
<tr>
<td>Lack of employment opportunities</td>
<td>X</td>
</tr>
<tr>
<td>Lack of transportation options to access employment opportunities</td>
<td>X</td>
</tr>
<tr>
<td>Lack of sufficient resources to engage residents</td>
<td>X</td>
</tr>
<tr>
<td>Lack of sufficient awareness and motivation to get engaged in the community</td>
<td>X</td>
</tr>
</tbody>
</table>
Highlights of Noticeable Findings

- **Subgroup analysis:** it is apparent from our analysis that different resident subgroups have different needs profile and would require different resources to address these needs.

- **To the extent possible,** our efforts should be informed by these subgroup specific needs and target various subgroups more effectively, than a one-size-fit-all approach.

**Figure 40: Employment Status of Senior vs. Non-Senior Respondents**

- **Seniors:**
  - Retired/Not looking: 74.5%
  - Looking for work: 12.5%
  - PT Employed: 9.1%
  - FT Employed: 3.8%

- **Non-Seniors:**
  - Retired/Not looking: 30.1%
  - Looking for work: 14.4%
  - PT Employed: 15.2%
  - FT Employed: 40.3%

**Figure 47: Education for Respondents with Different Racial/Ethnicity Profile**

- **Hispanic White:**
  - Less than HS: 42.7%
  - High School: 39.7%
  - College or Above: 17.6%

- **Non-Hispanic White:**
  - Less than HS: 22.9%
  - High School: 42.9%
  - College or Above: 34.3%

- **Black:**
  - Less than HS: 14.8%
  - High School: 55.3%
  - College or Above: 29.9%
Some Reflections

• Data collection partner organizations have been a great asset in delivering high response rates for the surveys and focus group sessions; the level of trust the residents have with them is evident and is of great value in our data collection

• Most of the findings from the surveys and focus groups are consistent with findings from our review of secondary data sources; the focus groups and the public forum provide rich data to provide context to the survey findings and findings from the secondary data sources

• Dallas County is a dynamic place with high population growth, employment growth and increasing diversity; despite these growth and dynamism, there are a lot of poverty and a lot remain to do done to help our County’s residents address these needs
Q  &  A

Keith Kosel, PHD, MHSA, MBA
VP Enterprise Relationships
PCCI
We want your feedback.
Please use your response pads.
You have 30 secs to respond to each question.

NEEDS RANKING

Cheryl McCarver
Chief Impact Officer
Community Council
Question #1: Given the findings, do you agree with the needs ranking?

A) YES  
B) NO  
C) NOT SURE

Table 4: Ranking of seven need domains

<table>
<thead>
<tr>
<th>Identified Need</th>
<th>Final Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>6</td>
</tr>
<tr>
<td>Housing</td>
<td>4</td>
</tr>
<tr>
<td>Income</td>
<td>1</td>
</tr>
<tr>
<td>Emergency Assistance</td>
<td>3</td>
</tr>
<tr>
<td>Health</td>
<td>2</td>
</tr>
<tr>
<td>Employment</td>
<td>5</td>
</tr>
<tr>
<td>Civic Engagement</td>
<td>7</td>
</tr>
</tbody>
</table>
Question #2: Given the findings, which domain would you rank as the most pressing need?

A) Education  4%
B) Housing  13%
C) Income  48%
D) Emergency Assistance  9%
E) Health  0%
F) Employment  22%
G) Civic Engagement  4%