

Project BRAVO

EL PASO COMMUNITY ACTION PROGRAM

Helping People. Changing Lives.



2018 COMMUNITY NEEDS ASSESSMENT FOR THE COUNTY OF EL PASO

November 9, 2018

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Executive Summary

El Paso Community Action Program Project BRAVO, Inc. (Project BRAVO) is the designated Community Action Agency (CAA) for El Paso County. We are committed to removing the barriers of poverty by mobilizing resources and promoting self-sufficiency as we strive to make our community a place where families thrive. To help our community, we must first understand the existing factors that contribute towards poverty in the county of El Paso. Project BRAVO conducted a Community Needs Assessment in 2018 to identify the causes and effects of poverty in El Paso County and the priority areas where improvement and resources are most needed.

This report is comprised of data about people living in the county of El Paso and retrieved from various government, national, and local sources. The [Community Commons Needs Assessment Tool](#) compiled data from the US Census Bureau, the Department of Labor, and other reliable sources. The City of El Paso Department of Public Health 2-1-1 Call Center provided a data set that contained information from 63,306 residents of El Paso County that called 2-1-1 from January 1, 2017, to December 31, 2017. The data set was evaluated to identify the most common unmet needs in the community per 2-1-1 callers. Project BRAVO also formed a community stakeholder committee and a committee comprised of key staff to develop four survey instruments targeted to key groups: Project BRAVO clients; the public at large who may or may not have received services from Project BRAVO; Project BRAVO employees, members of the Project BRAVO Board of Directors; and community stakeholders which includes non-profits, government agencies, the faith-based community, elected officials, civic groups, for-profit partners in industries that affect low-income families, and other stakeholders with insight on the needs of families in the County of El Paso. Project BRAVO also conducted focus groups to gather qualitative data for the report.

This report identified the top 5 needs for the county of El Paso as the following:

- Access to resources for households to meet basic living expenses
- Access to safe and affordable housing
- Access to affordable healthcare and medical services
- Access to resources for the elderly and people with disabilities
- Access to financial counseling and education

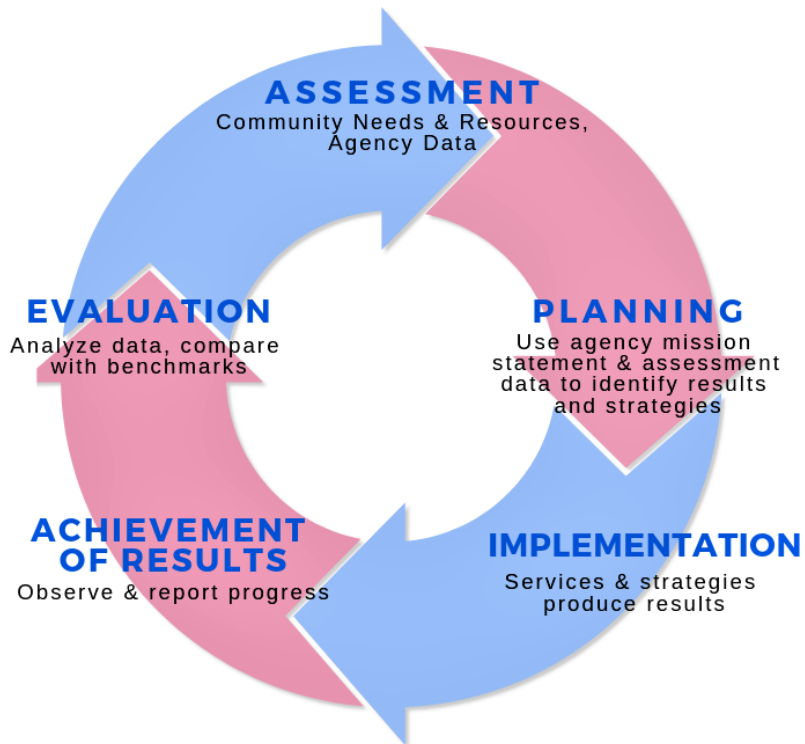
Based on nationally published data, the 2-1-1 data set, and Project BRAVO's survey instruments, the Project BRAVO 2018 Needs Assessment recognizes the major contributors to poverty listed above for residents of El Paso County. It is our mission to use this report to guide our organization and improve our programs and services and better address the needs of our community.

Organizational Profile

Project BRAVO was established in 1965 as a private nonprofit 501 (c)(3) corporation. It is the designated Community Action Agency (CAA) for El Paso County. Project BRAVO is funded by the Texas Department of Housing and Community Affairs through the Community Services Block Grant (CSBG) and various other funding sources.

Project BRAVO utilizes the Results Orientated Management (ROMA) Principles, as recommended by the National Association for State Community Services Programs (NASCSPP), to develop and monitor programs and services that meets the needs of low-income people living in our community. The ROMA Cycle is implemented at client level as well as at organizational level to ensure continuous progress of activities that aim to address the needs of El Paso County's low-income residents.

RESULTS ORIENTED MANAGEMENT & ACCOUNTABILITY CYCLE



Project BRAVO has a tri-partite Board of Directors of twelve members that meet monthly to provide effective governance for the organization. Board members come from one of three sectors:

Public Sector

Local elected officials or their designated representative

Private Sector

Individuals that represent business, industry, labor, religious, education, welfare, or other groups or interests

Low-Income Representatives

Democratically elected people that represent low-income people from four geographically defined areas of the County

The organization is run under the direction of an Executive Director who is accountable to the Board of Directors. The Executive Director leads the organization with the support of a management team that oversees compliance with funders, federal/state/local regulations, and adheres to best practices for nonprofit management.

Vision Statement

Project BRAVO, Inc. is committed to putting an end to poverty by mobilizing resources and promoting self-sufficiency as we strive to achieve a better tomorrow for our community.

Mission Statement

Project BRAVO, Inc. is a non-profit 501(c)3 organization that exists to maximize resources for an improved quality of life for the economically disadvantaged residents of El Paso County.

Programs and Services

- Utility Assistance
- HVAC Repair
- Weatherization
- Affordable Housing
- First-time Homebuyer and Foreclosure Prevention Counseling
- Patient Assistance Program
- GED Classes & Scholarships for Testing
- College & Vocational Training Assistance
- Employment Assistance
- Transitioning Out of Poverty (TOP) Case Management

Project BRAVO programs and services are accessed at the sites below. Special accommodations are made for people who are homebound or have disabilities. Individuals can also access information and the application for services online at www.projectbravo.org. Project BRAVO also provides updates on programs and services on social media sites through Facebook, Twitter and Instagram. Project BRAVO staff also offer referrals to social services and emergency financial assistance offered by other agencies or charities in the county of El Paso.

Central
2000 Texas Avenue
El Paso
(915) 307-4951

Westside
7000 5th Street
Canutillo
(915) 877-7694

Eastside
14901 Whitetail Deer
Monatana Vista
(915) 565-1377

Ysleta
8908 Old County Dr.
El Paso
(915) 629-7664

Northeast
8815 Dyer St. 300
El Paso
(915) 757-0199

Lower Valley
13680 Socorro Rd.
San Elizario
(915) 872-3915

Community Profile - Key Factors

According to the U.S. Census Bureau American Community Survey 2012-2016, 5-year estimates, El Paso County is home to a population of 833,592 people, with over 80 percent of its population being Hispanic or Latino and 21 percent living at or below poverty (100% of the Federal Poverty Level according to the Department of Health and Human Services). Between 2015 and 2016 the population of the City of El Paso, TX grew from 681,136 to 683,088, a 0.29% increase and its median household income declined from \$45,069 to \$43,200, a 4.15% decrease.

- A Hispanic or black child in Texas is three times as likely to live in poverty as a white child.
- From 2012 to 2016, 23.9% of Texas's child population lived below the federal poverty line compared to 31.2% of El Paso's child population (U.S. Census, 2016)
- 22.9% of El Paso's Hispanic population live below the poverty level (U.S. Census, 2017)
- 34.3% of individuals 25 years and over, living below the poverty line have less than high school diploma (U.S. Census, 2017)

Unemployment

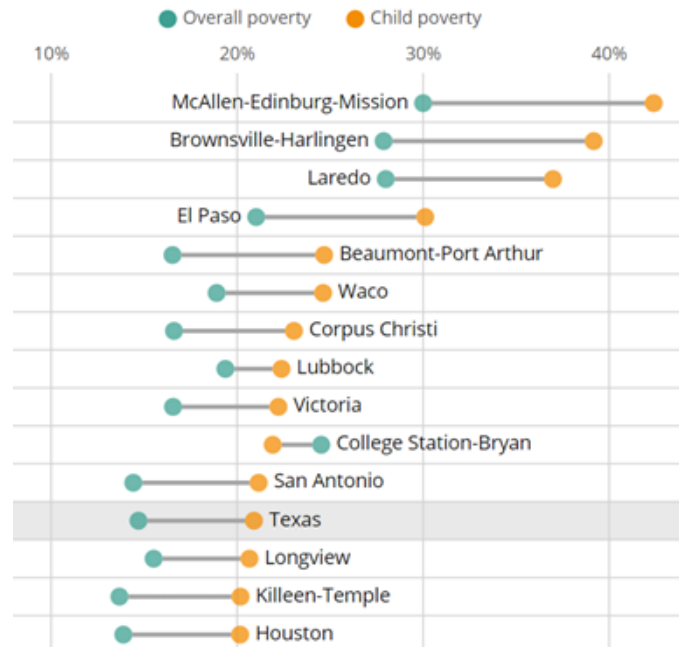
According to the Bureau of Labor Statistics, the unemployment rate in El Paso is at 4.4% which makes it higher than the Texas rate at 3.9%.

Immigration

Immigrant families make up 25.3% of El Paso's population. 1 out of 6 Texans is an immigrant.

Median Household Income

Households in El Paso have a median annual income of \$43,200, compared to \$56,565 in Texas and \$57,617 in the United States.



Data Sources:

U.S. Census Bureau, American Community Survey 5-Year Estimates: El Paso County, Texas, 2012-2016

U.S. Census Bureau, American Community Survey 1-Year Estimates: El Paso County, Texas, 2017

Bureau of Labor Statistics, El Paso, TX Metropolitan Statistical Area, 2018

Center for Public Policy Priorities, Immigrants Drive the El Paso Economy, 2017

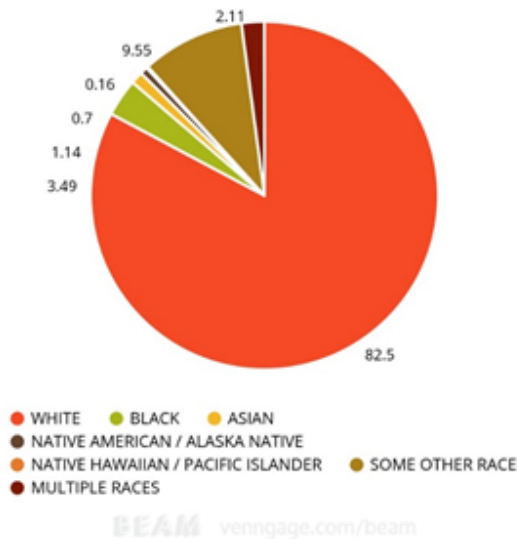
Community Profile - General Demographic Area

In the following section, all charts and graphs utilize data that was obtained from the Community Commons Needs Assessment tool. The tool gathered information from the U.S. Census Bureau, American Community Survey from 2012-2016 as well as other government data sets.

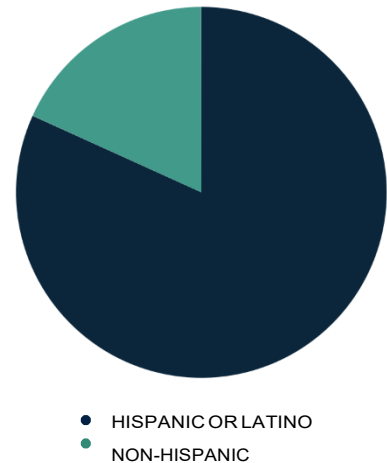
Report Area	Total Population	Population Density (Per Square Mile)
El Paso County, Texas	833,592	822.74
Texas	26,956,435	103.18
United States	318,558,162	90.19

Data Source: U.S. Census Bureau, American Community Survey: El Paso County, Texas, 2012-2016

EL PASO, TX POPULATION BY RACE



EL PASO, TX POPULATION BY ETHNICITY



EL PASO, TX POPULATION BY AGE (PERCENTAGE)

Report Area	0-4	5-17	18-24	25-34	35-44	45-54	55-64	65+
El Paso County, Texas	7.98%	20.45%	11.7%	14.33%	12.58%	11.8%	9.93%	11.23%

Data Source: U.S. Census Bureau, American Community Survey: El Paso County, Texas, 2012-2016

Community Profile - Data on Vulnerable Populations

A careful analysis of the population revealed that the residents of El Paso County are significantly poorer, less educated, with lower household incomes, higher unemployment, greater numbers of people with disabilities, more food insecure, and more likely to live in homes that they cannot afford than the general population of Texas and the United States.

KEY

- TOTAL/PERCENTAGE IS HIGHER THAN THE STATE OF TEXAS AND THE UNITED STATES
- TOTAL/PERCENTAGE IS HIGHER THAN THE STATE OF TEXAS, BUT NOT THE UNITED STATES
- TOTAL/PERCENTAGE IS HIGHER THAN THE UNITED STATES, BUT NOT THE STATE OF TEXAS
- TOTAL/PERCENTAGE IS LOWER THAN THE STATE OF TEXAS AND THE UNITED STATES

POVERTY RATES

Report Area	Poverty-Population with Income Below 200% Federal Poverty Level (FPL)		Poverty-Population with Income Below 100% Federal Poverty Level (FPL)	
El Paso County, Texas	409,531	50.03%	183,925	22.47%
Texas	9,802,520	37.22%	4,397,307	16.7%
United States	104,390,198	33.61%	46,932,225	15.11%

Report Area	Population Under Age 18 at or Below 200% FPL		Population Under Age 18 at or Below 100% FPL	
El Paso County, Texas	143,656	61.05%	73,524	31.25%
Texas	3,398,642	48.22%	1,685,859	23.92%
United States	31,364,270	43.29%	15,335,783	21.17%

Data on Vulnerable Populations Continued

UNEMPLOYMENT RATE

Report Area	Labor Force	Unemployment Rate
El Paso County, Texas	354,790	4.4%
Texas	13,751,850	3.9%
United States	162,996,774	4.0%

2018 Community Needs Assessment Overview

An assessment was conducted of the needs of low-income and vulnerable populations in the county of El Paso, Texas, by Project BRAVO. Quantitative and qualitative data was gathered for the assessment. The assessment consisted of primary sources of data which are the 2-1-1 Texas Rio Grande Area Information Report provided by the City of El Paso Department of Public Health 2-1-1 Call Center, Project BRAVO's annual Client Satisfaction survey data collected at all centers and by each department, the Project BRAVO Needs Assessment surveys, and focus groups conducted by Project BRAVO staff. Additional data from the previously mentioned Community Commons Needs Assessment Tool and its sources were used to guide the report. The 2018 Community Needs Assessment will be presented to the Board of Directors on December 4, 2018, to direct the development of the 2019 Community Action Program Plan and the 2019 strategic plan.

Methodology

This study was designed and measured in collaboration with Project BRAVO's Executive Department, Management, frontline staff, and the Board of Directors as well as representatives of key organizations in the community. The first stage of planning began on November 7, 2017. After consulting with our Board of Directors, Project BRAVO organized committees that consisted of board members, stakeholders, and staff. The committees supervised the process of developing the 2018 Community Needs Assessment. The data used in this assessment was comprised of the following primary sources:

The 2-1-1 Texas Rio Grande Area Information Center 2017 Report

Data provided by the 2-1-1 Report (2-1-1 Data Set) was collected by phone from January 1, 2017 to December 31, 2017 and provided in a raw format in Microsoft Excel. The 2-1-1 Report consisted of information gathered from 63,306 data points (i.e. phone calls). The data was analyzed to determine validity towards this report and in the end a sample size of 18,725 was used in this study to determine unmet needs. For a population of 833,592 residents in the County of El Paso, a sample size 16,316 is recommended in order to have a margin of error of 1% with a confidence level of 99%, therefore a sample size of 18,725 provided a high confidence level for this study.

“Primary Need” and “Secondary Need” codes were assigned to each call as determined by the “Need Name” field. Whenever necessary, the “Referral Name” field was taken into consideration to assign a Primary/Secondary Need code. There is some overlap on the data because Primary and Secondary Needs often overlap. The Primary Need code was assigned by the type of service that was needed even if it may overlap into a more general need. For example, a call requesting occupational therapy due to a disability was assigned the “Medical Services” Primary Need code even though it may overlap into the “Aging & Disabilities” Primary code. In those cases, the Secondary Need code of “A&D Independent Living” (Aging & Disabilities) code was assigned to provide additional context to the analysis.

Data Limitations

The 2-1-1 Data Set reflects phone calls from residents when they had a specific problem that needed to be addressed. There were several limitations to the 2-1-1 Data Set. The most significant limitation of the 2-1-1 Data Set is that it was not devised as a survey of unmet needs. The data set is an indirect source of information on the needs of low-income and/or vulnerable people in the County of El Paso. A survey could have been developed to analyze a random sample of participants, but the sample size would have been significantly smaller due to cost limitations.

An additional limitation is that participants in this “survey” were individuals who were aware of the 2-1-1 information and referral service. Although 2-1-1 is a well-known resource in the community, there are still individuals in the community that are unaware of this vital service.

Another limitation is that the number of callers and type of information requested was sometimes influenced by factors such as media coverage. For example, twice a year the Extreme Weather Taskforce advertises a program where residents can request blankets or fans in order to better cope with extreme weather. During these times the number of callers with these specific needs would be higher than at other times of the year.

The 2-1-1 Data Set collected data on a call by call basis and so the data does not provide enough information to gauge the urgency of the need. For example, the need for one household requesting after school programs received one data point just like another family’s request for addiction services. In addition, each call only documents one need. Callers may have requested information for multiple needs, but the 2-1-1 Data Set only captured the most prevalent need.

The 2-1-1 Data Set comes from a municipal entity and so some of the calls were not related to the provision of social services. Data was excluded from the analysis if it fell into one of the following categories: there was not enough information to determine the need; the person was calling to report a compliance issue from a stray animal to child abuse; the person wanted to make a donation or volunteer; the person needed an information referral for example, the Social Security office; or the household needed a municipal services.

Finally, the 2-1-1 Data Set has information from people that called during 2017. There is a slight possibility that needs in the community may have changed, but the likelihood is very low.

Data Strengths

There are many benefits to using an indirect source of data such as the one provided by the 2-1-1 Data Set. As mentioned above, the sample size is significant and would not be available to Project BRAVO due to funding and other limitations.

The individuals who called were not influenced to state any particular needs which could happen if a survey tool was provided with limited options or if it was administered by an organization that provides a limited scope of services such as Project BRAVO.

The 2-1-1 data was gathered by phone which means that participants were not limited by geography to participate and so vulnerable populations such as the elderly, people with disabilities, and parents with children participated in the “survey” of unmet needs.

The data was gathered during a full calendar year which means that input takes into account factors that change throughout the year such as changing temperatures, seasonal work, school attendance, payment cycles for work and government benefits, and countless other variables.

Finally, 2-1-1 has tools accessible to communicate with callers who speak other languages than English as well as people with hearing limitations (calls were conducted in at least 20 languages). These resources would not be available to Project BRAVO without significant costs and training.

Despite the limitations listed above, Project BRAVO believes that the benefits of using the 2-1-1 Data Set justify its use as a primary data source. The information gathered offers a unique and reliable window into the needs of the people living in the county of El Paso.

Project BRAVO Annual Client Satisfaction Survey Data

Project BRAVO's Client Satisfaction Survey provides information directly from clients to determine clients' level of satisfaction with existing services. Information gathered is used to improve operations, facilities, customer service, programs and services, and other departmental functions.

Client Satisfaction Surveys are offered to all clients to fill out after services have been rendered. Project BRAVO management collects, analyzes, and report the data on a timely basis to employees, the Board of Directors, and other stakeholders. Frontline staff educate clients on the importance of the Client Satisfaction Survey to insure the ROMA model is used to guide Project BRAVO's effectiveness. Signs are also posted prominently at all Centers notifying clients of the opportunity to provide feedback. Staff performing home visits or services in the home have tablets or surveys on hand to provide to the client before they complete their visit so that all clients have the opportunity to provide input on the effectiveness of Project BRAVO services and staff.

Project BRAVO has collected 2,749 surveys within the period of January 2, 2018 to November 1, 2018. The survey provides us with feedback on the programs and services we offer, client needs, and ways in which we can better improve our services in correspondence to our clients' top needs.

Project BRAVO Surveys and Focus Groups

Information was gathered from Project BRAVO's low-income and/or vulnerable clients, community organizations, Project BRAVO staff, and the Board of Directors. The surveys collected demographic information and included a rating scale for respondents to rank community needs by level of importance. The survey period ran from October 22, 2018 through November 2, 2018. The community needs rating scale was designed to reflect the six domains measured for CSBG reporting:

Employment Education&CognitiveDevelopment Infrastructure/Income/AssetBuilding
Housing Health&Social/BehavioralDevelopment Civic Engagement/Community Involvement

A total of 175 surveys were collected from paper and online responses. The surveys are designed to assess the needs of Project BRAVO clients which are at a minimum 20,000 per year. The survey tool was in English and Spanish and provided the opportunity for the participant to offer qualitative data. The strength of this survey was that it was offered to all clients that came in for services at Project BRAVO, as well as Project BRAVO staff and board of directors, and community/government organizations who are also familiar with the needs of low-income people in El Paso County. The weakness was that only data could be gathered from respondents who chose to turn in their surveys. Various factors can determine why people participate in surveys such as time constraints, intense satisfaction or dissatisfaction with the service provided, and participant literacy.

Two focus groups were conducted on October 26, 2018, and October 30, 2018, to gather additional qualitative data. The two sessions provided further insight to barriers that exist in the community for low-income families that are struggling to meet their needs.

Summary of Methodology

The 2-1-1 Data Set was the primary source for identifying the top five unmet needs of low-income and/or vulnerable people in the County of El Paso. The Project BRAVO surveys and focus groups were also used to assess the needs of clients that receive services from the organization and other low-income populations in the community. The results attained from the Project BRAVO surveys and focus groups was consistent with the data analyzed from the 2-1-1 Data Set. The population overview provided by the Community Commons Needs Assessment Tool that consolidates U.S. Census Bureau data and other data sources also validated the unmet needs identified by the 2-1-1 Data Set and the Project BRAVO surveys and focus groups.

Key Findings: Top 5 Needs

The following is a list of the top 5 needs as determined by our analysis of data from the sources listed previously in this report.

1. Access to resources for households to meet basic living expenses
2. Access to safe and affordable housing
3. Access to affordable healthcare and medical services
4. Access to resources for the elderly and people with disabilities
5. Access to financial counseling and education

1. Access to resources for households to meet basic living expenses.

The 2-1-1 data along with the supplemental data from the Project BRAVO surveys and focus groups showed that people living in El Paso County faced many difficulties with basic living expenses (6563 calls for basic needs). There were several significant Secondary Needs identified which are listed in the following: 2858 calls for utility assistance (water, gas, electric), 1794 calls for food, 719 calls for transportation, 700 calls for household items/furnishings, and 546 calls for cell phone/telephone. This result is expected due to the compounding effects of lower than average incomes, the high costs of housing, caregiver supports, healthcare, and childcare as identified in this report. Very often families are left with little money to pay for basic needs and so this leads to issues such as non-payment or disconnection of utilities and food insecurity. Data from the Community Commons Needs Assessment Tool points to higher than average food insecurity rates for children living in the county of El Paso as well as households receiving SNAP benefits.

FOOD INSECURITY RATE

Report Area	Food Insecure Children, Total	Child Food Insecurity Rate
El Paso County, Texas	69,920	29.08%
Texas	1,899,310	26.98%
United States	17,284,530	23.49%

Data Source: Feeding America. 2014

POPULATION RECEIVING SNAP BENEFITS

Report Area	Households Receiving SNAP Benefits	Percent Households Receiving SNAP Benefits
El Paso County, Texas	60,578	23.17%
Texas	1,220,336	13.14%
United States	15,360,95	13.05%

Data Source: U.S. Census Bureau, American Community Survey: El Paso County, Texas, 2012-2016

2. Access to safe and affordable housing.

Data from the 2-1-1 Data Set and the supplemental data from the Project BRAVO surveys both pointed overwhelmingly to this issue. The 2-1-1 data presented significant number of callers requesting for rental and mortgage payment assistance (5011 calls out of 18,725 calls). The data below further illustrates that people in El Paso make significantly less income than other families in the State of Texas and the United States. Because of low median incomes for households, the number of households with housing cost burdens exceeding the 30% as recommended by the Department of Housing and Urban Development is relatively high in El Paso County. Qualitative data gathered at one of the focus groups identified a significant barrier for families wishing to public housing. According to a respondent, the local Housing Authority has changed from a consolidated system for receiving applications. The Housing Authority now requires families looking for housing to apply at each complex which is a burdensome process, especially for households with limited resources.

MEDIAN FAMILY INCOME

Report Area	Total Family Households	Median Family Income
El Paso County, Texas	195,728	\$46,907
Texas	6,450,049	\$64,585
United States	77,608,829	\$67,871

HOUSING COST BURDEN TO HOUSEHOLDS

Report Area	Cost Burdened Households (Housing Costs Exceed 30%	Percentage of Cost Burdened Households(Over 30% of Income)
El Paso County, Texas	195,728	31.54%
Texas	6,450,049	30.01%
United States	77,608,829	32.89%

Data Source: U.S. Census Bureau, American Community Survey: El Paso County, Texas, 2012-2016

3. Access to affordable healthcare and medical services.

The following census data supports the 2-1-1 data in which people in the County of El Paso need access to affordable healthcare and health insurance (3875 calls for medical services). Some Secondary Needs that stood out are listed in the following: 1049 calls for affordable insurance/medical care, 412 for preventive medical services, 307 calls for mental health services, and 246 calls for substance abuse and addiction services. The County of El Paso has a high percentage of adults who are uninsured when compared to the United States for children and adults. The expansion of Medicaid in Texas is essential in order to effectively meet this need so that everyone in Texas has the same access to health insurance as the rest of the United States. El Paso also ratio of 124 doctors to 100,000 population according to a [Paso del Norte Health Foundation report](#). Statista lists other Texas communities with more favorable ratios which are listed in the following: [253.2 per 100,000 for Houston and 197.2 per 100,000 for Dallas](#). The deficit of medical professionals adds to the challenges that families face when trying to access medical services.

UNINSURED POPULATION

Report Area	Total Population (For Whom Insurance Status is Determined)	Percent Population Without Medical Insurance
El Paso County, Texas	807,800	23.76%
Texas	26,478,868	19.32%
United States	313,576,137	11.7%

POPULATION RECEIVING MEDICAID

Report Area	Total Population (For Whom Insurance Status is Determined)	Percent of Insured Population Receiving Medicaid
El Paso County, Texas	807,800	31.9%
Texas	26,478,868	21.52%
United States	313,576,137	21.62%

Data Source: U.S. Census Bureau, American Community Survey: El Paso County, Texas, 2012-2016

Paso del Norte Health Foundation online tool <http://www.healthypasodelnorte.org/indicators/index/view?indicatorId=1914&localeId=2645>

Statista online page <https://www.statista.com/statistics/392015/physician-to-population-ratio-in-select-us-metro-areas/>

4. Access to resources for the elderly and people with disabilities.

According to the U.S. Census, the number of people in the County of El Paso living with a disability is higher than that of Texas and the United States and so the high volume of 2-1-1 calls requesting resources for these vulnerable populations is consistent with the data (902 calls listed in Primary Needs, 1,260 listed in related Secondary Needs). In addition, the number of people in the County of El Paso living with disabilities age 65 and older are significantly higher than that of Texas and the United States. Since households have lower median incomes compared to other households in Texas and the U.S. as stated previously, the burden of caring for the elderly and people with disabilities is multiplied. The ability to earn a living wage for people over age 65 as well as people with disabilities is limited and so these individuals often have to be supported by family if government programs do not properly provide for the needs of these vulnerable groups. Data gathered through the focus groups pointed to recent trends of government services like Social Security and SNAP that are reducing benefits whenever the individual declares they received support from other social service agencies such as utility assistance from Project BRAVO.

POPULATION WITH ANY DISABILITY

Report Area	Total Population (For Whom Disability Status Is Determined)	Percent Population with a Disability
El Paso County, Texas	807,800	13.87%
Texas	26,478,868	11.64%
United States	313,576,137	12.52%

Report Area	Population with Any Disability Age 65+
El Paso County, Texas	46.16%
Texas	39.14%
United States	35.75%

Data Source: U.S. Census Bureau, American Community Survey: El Paso County, Texas, 2012-2016

5. Access to financial counseling and education.

The 2-1-1 Data Set indicated that 861 callers needed some type of financial counseling. These needs covered a vast array of services which are listed in the following: 2,658 calls for rental assistance, 777 calls for VITA and payment of fees/taxes, 35 calls for financial education, 36 calls from people in mortgage default. There previous identified need showing that 6563 households are having difficulty paying for basic needs also illustrates the need for families to work on personal budgeting skills. The focus groups also touched on the need for credit counseling and identity theft services. Navigating these two issues is difficult for any population, but in El Paso many families have educational and language barriers that make it difficult to navigate resources that help people restore their credit after financial hardships or identity theft.

EDUCATIONAL ATTAINMENT

Report Area	Population Age 25+ with No High School No High School Diploma	Percent Population Age 25+ with No High School Diploma
El Paso County, Texas	117,532	23.55%
Texas	3,015,952	17.65%
United States	27,818,380	13.02%

Overview: 2-1-1 Data Top 5 Needs

The 2015 Community Needs Assessment for the County of El Paso listed the following Top 5 Needs:

1. Assistance and access to programs and services that help the household meet basic living expenses.
2. Assistance and access to programs and services that increase household income. *
3. Access to affordable healthcare and health insurance.
4. Access to safe, affordable, and educational childcare and/or schools. *
5. Access to environmentally safe and affordable housing.

The data collected for the 2018 Community Needs Assessment identified the top needs in 2018 for individuals living in El Paso County. Two of the five needs remained the same from the Community Needs Assessment conducted in 2015 and those are numbers 1, 2, and 3. The two newly identified needs replaced the previous needs number 4 and 5.

Data Source: U.S. Census Bureau, American Community Survey: El Paso County, Texas, 2012-2016

Key Findings - Client Survey

Results Overview

The data collected from Project BRAVO's Client Survey consisted of 86 respondents. The survey results further emphasized the top 5 needs collected from the 2-1-1 Data Set.

Key Observations:

- 75.76% of respondents were female
- 75.76% identified as Hispanic / Latino / Latinx (White)
- 27.27% received a High School Diploma or GED while 19.70% do not have a diploma or GED 50% of respondents identified as single mothers
- 60.61% mainly speak English in the household while 37.88% mainly speak Spanish 72.73% of respondents received public benefits in 2017
- SNAP and Medicaid were the top two public assistance resources received
- 80% received SNAP, 64% received Medicaid
- 48.48% made less than \$10,000 in household income, 31.82% made less than \$20,000
- 92.42% identified Utility Assistance as a top resource at Project BRAVO

2-1-1 Top 5 Needs

1. Access to resources for households to meet basic living expenses
2. Access to safe and affordable housing
3. Access to affordable healthcare and medical services
4. Access to resources for the elderly and people with disabilities
5. Access to financial counseling and education

Client/Public Survey Top 5 Needs

1. Affordable healthcare and health insurance.
2. Utility Assistance
3. Child Immunizations
4. Resources and programs for the Elderly
5. SNAP (Food Stamps)

Process Overview

The Client Survey was available through an online survey format and paper format in both English and Spanish. The survey period ran from October 22, 2018 to November 2, 2018. Respondents were asked to provide demographic information and were provided a rating scale to identify what needs they deemed most important in their community. The survey was disseminated at our six Project BRAVO locations to provide a comprehensive data set on El Paso County.

Key Findings - Client Survey

Employment

63.64% ranked Computer Skills Training as very important

51.52% ranked Technical/Vocational Training as very important

46.97% ranked Short-term Certificates/Apprenticeship Programs as very important

Education & Cognitive Development

67.69% ranked Access to GED Classes as very important

62.12% ranked Access to Quality and Affordable Early Childhood Education Programs as very important

58.46% ranked Literacy/Reading Classes as very important

Infrastructure/Income/ Asset Building

80.30% ranked Utility Assistance as very important

65.15% ranked Safe and Walkable Neighborhoods with Sidewalks and Parks as very important

61.12% ranked Homeless Shelters as very important

Housing

72.73% ranked Access to Decent and Affordable Houses to Rent as very important

72.73% ranked Homes for the Elderly as very important

69.7% ranked Rental Assistance as very important

Health & Social/ Behavioral Development

84.85% ranked Affordable healthcare and health insurance as very important

80.30% ranked Child Immunizations as very important

78.46% ranked Elderly Care as very important

74.24% ranked Mental Health Services as very important

Civic Engagement/ Community Involvement

72.73% ranked Food Pantries as very important

69.70% ranked Youth Activities as very important

59.09% ranked Citizenship Classes as very important

Key Findings - Staff & Board Survey

Results Overview

Project BRAVO Staff rated a series of community needs based on what they deemed were most important in the communities where their offices were located at. Board Members and staff rated the needs based on the low-income communities they represent across the County of El Paso. At the end of the rating section of the survey, qualitative data was collected by giving respondents the option to enter other needs they identify as important in their community.

2-1-1 Top 5 Needs

1. Access to resources for households to meet basic living expenses
2. Access to safe and affordable housing
3. Access to affordable healthcare and medical services
4. Access to resources for the elderly and people with disabilities
5. Access to financial counseling and education

Staff & Board Survey Top 5 Needs

1. Affordable healthcare
2. Housing and services for the elderly
3. Utility Assistance
4. Safe and Affordable Childcare
5. Youth Activities and Programs

Process Overview

The Staff & Board Survey was available through an online survey format and paper format in both English and Spanish. The survey period ran from October 19, 2018 to October 26, 2018. A total of 37 surveys were collected. Staff were given a training on October 19, 2018 that provided them with background information on the 2018 Community Needs Assessment, updates on surveys and assessment tools, and a tutorial on how to access the surveys for Staff and for Clients. Staff were instructed to base their answers on the communities in which their offices were located to reflect the clients they serve.

Key Findings - Staff & Board Survey

Employment

58.33% of respondents marked computer skills training as very important.

50.00% of respondents marked employment training as very important.

Infrastructure/Income/ Asset Building

54.29% marked Money Management as very important.

48.65% marked Free Income Tax Preparation Assistance as very important.

Health & Social/ Behavioral Development

83.78% marked Health Insurance/Affordable Health Care as very important.

81.08% marked Resources and Services for the elderly as very important.

72.97% marked Dental Insurance/Affordable Dental as very important.

Education & Cognitive Development

63.89% identified the need for more public libraries as very important.

61.16% of respondents found resources and access to college as very important.

56.76% marked English as a Second Language Classes as very important.

Housing

78.38% marked Housing for the Elderly as very important.

70.27% identified decent affordable houses to rent as very important.

69.44% marked Houses with Handicap Accessibility as very important.

Civic Engagement/ Community Involvement

64.86% marked Youth Activities and Programs as very important.

63.89% marked Crime Prevention as very important.

61.11% marked Community and Recreational Centers as very important.

Key Findings - Community Organization Survey

Results Overview

The Community Organization Survey was sent to various community and government agencies in El Paso County. A total of 52 surveys were completed by organizations representing various service areas such as child education programs, disability services, victim services, and government agencies.

2-1-1 Top 5 Needs

1. Access to resources for households to meet basic living expenses
2. Access to safe and affordable housing
3. Access to affordable healthcare and medical services
4. Access to resources for the elderly and people with disabilities
5. Access to financial counseling and education

Community Organization Survey Top 5 Needs

1. Affordable Healthcare
2. Safe and affordable Childcare
3. Early Childhood Education
4. Nutrition Education and Healthy Eating
5. Literacy/Reading Classes

Process Overview

The Community Organization Survey was available through an online survey format and paper format. The survey period ran from October 19, 2018 to November 2, 2018. The survey was sent to partner agencies to complete. Partner agencies were instructed to answer the survey taking into account the needs of the clients they serve through their organization.

Key Findings - Focus Groups

Results Overview

The staff focus group offered supporting details and more in-depth explanation of the data presented throughout this report. Project BRAVO staff provided insight to the various needs pertaining to the six CSBG domains and additional topic points they felt were detrimental in the community assessment.

EMPLOYMENT

- Clients regularly ask for job referrals
- Transportation to job fairs / Mobile jobs fair
- Texas Workforce Referrals are not one-on-one and often fall short

EDUCATION

- Eliminating myths about Head Start Program
- Changing the focus for GED Students, point them towards College Readiness
- Citizenship Classes

INCOME/ASSET BUILDING

- Offering low-income individuals/families banking counseling
- Many low-income people resort to money orders to pay rent/utilities, which comes with a charge

HOUSING

- More low-income apartments
- Transitional housing services
- More elderly & disabled housing
- Housing for formerly incarcerated individuals
- Housing modifications for people with disabilities

HEALTH

- Healthcare for undocumented immigrants
- Mental Health resources
- Improved healthcare for Veterans

CIVIC ENGAGEMENT/ COMMUNITY INVOLVEMENT

- Better access to El Paso libraries (they are all closed for construction which leaves the community with no access)
- Assistance for homeless individuals and families
- Outreach for programs and services

Process Overview

On October 19, 2018, Project BRAVO held its monthly staff development meeting where all staff and managers come together to discuss organization updates, engage in team building and development sessions, and engage in training. As part of the agenda, we conducted a 2018 Community Needs Assessment training for the staff where we introduced the needs assessment, background information, and a tutorial on how the survey works and how to administer the survey to clients. The staff were introduced to the six CSBG domains and were instructed to use these domains as a guide during the Focus Group portion of the forum. The Staff Focus Group was an opportunity to collect qualitative information on top needs in the El Paso community based on their personal experiences as residents and on their interactions with clients.

Key Findings - Board Focus Group

Results Overview

The staff focus group offered supporting details and more in-depth explanation of the data presented throughout this report. Project BRAVO staff provided insight to the various needs pertaining to the six CSBG domains and additional topic points they felt were detrimental in the community assessment.

EMPLOYMENT

- Lack of reliable transportation to get people to work
- Public transportation hours do not accommodate riders
- Criminal history of individuals who are victims of violence

HOUSING

- City Code Compliance is inconsistent and behind on follow-ups on inspections and repairs so housing is sub-standard
- There are only 4 Code Compliance Officers in El Paso
- Application process for Public Housing is inconsistent and requires various applications which makes it difficult for applicants find affordable housing

EDUCATION

- Environmental issues such as air pollution greatly affects low-income communities and ultimately cognitive development
- Access to Head Start
- Quality affordable childcare

HEALTH

- Lack of Mental Health Care resources and programs
- Medical Contractors are not being reimbursed accordingly and reimbursement rates are inconsistent
- Home Health Aides are underpaid

INFRASTRUCTURE/INCOME/ASSET BUILDING

- Roadwork affects economic impact, people cannot get to work on a timely manner and businesses are losing traffic
- Raise the minimum wage

CIVIC ENGAGEMENT/COMMUNITY INVOLVEMENT

- Voter outreach and engaging young voters
- Make voting registration and polls more accessible to low-income communities

Process Overview

On October 30, 2018, Project BRAVO held a focus group with members of the Board of Directors. The board were introduced to the six CSBG domains and were instructed to use these domains as a guide during the Focus Group portion of the forum. The Board of Directors Focus Group was an opportunity to collect qualitative information on top needs in the El Paso community based on their personal experiences as residents, their work with members of the community, and the issues they encounter at their respective organizations.

Conclusion

The 2018 Community Needs Assessment identified the following top five needs through analysis of data gathered through the 2-1-1 Data Set, Community Commons Needs Assessment Tool, Project BRAVO client, staff, board and community survey tools, the Project BRAVO client satisfaction survey, and focus groups held with staff and board members.

1. Access to resources for households to meet basic living expenses
2. Access to safe and affordable housing
3. Access to affordable healthcare and medical services
4. Access to resources for the elderly and people with disabilities
5. Access to financial counseling and education

The needs were then validated through the various sources employed for this analysis. These top five needs are addressed by the 2019 Community Action Program (CAP) Plan.

The 2018 Community Needs Assessment and the 2019 CAP Plan were presented at a public hearing held on November 8, 2018 at 12:00 PM MST. The event was live-streamed on the [Project BRAVO Facebook page](#) to make the presentation as accessible to the public as possible. The live-streamed presentation remains accessible to the public on the page and it has reached 99 people as of 6:00 PM MST. Six individuals attended the presentation in person.

The 2018 Community Needs Assessment will also provide the foundation for the Strategic Planning process that will begin when the board of directors meets in January of 2019.

**Attachment A -
Community Needs Assessment Surveys**

Community Needs Assessment Survey

CONFIDENTIALITY STATEMENT:

The feedback you provide is valuable in our assessment of the El Paso community's needs in which we will contribute our best efforts to improve. Your feedback will be used to identify community strengths and concerns that will greatly influence Project BRAVO's programs and the quality of our services. Thank you in advance for taking the time to complete the survey.

***This survey is anonymous and your participation is voluntary.** You will not be identified in any reports or datasets that are created as a result of this project. If you have any questions or comments about this survey, please contact Laura Ponce, Executive Director of Project BRAVO at (915) 562-4100 ext. 115 or at lponce@projectbravo.org.*

COMMUNITY ASSESSMENT SURVEY:

Please answer each question to the best of your knowledge. We kindly ask that you respond to the following questions by marking your answer in the box and/or filling in the blank where indicated.

Example markings:


1. The zip code where you live _____
2. What is your gender or preferred gender pronoun?
 - Male
 - Female
 - Preferred Gender Pronoun _____
3. What is your race and/or ethnicity? Check one.
 - Asian
 - Black/African American
 - Hispanic/Latino/Latinx (White)
 - Hispanic/Latino/Latinx (Black)
 - Native American/Alaska Native
 - Native Hawaiian/Pacific Islander
 - White/Caucasian
 - Other _____
4. What is your highest level of education completed?
 - Less than 9th grade
 - 9th grade – 12th grade (no diploma)
 - High School Diploma/GED
 - Some College (no diploma)
 - Vocational/Technical School Degree/Certificate
 - Associate's Degree
 - Bachelor's Degree
 - Masters/PhD
5. What best describes your household?
 - Two Parent
 - Single Parent-Female
 - Single Parent-Male
 - Three Generations Together
 - Two Adults No Children
 - Grandparent(s) Raising Grandchildren
 - Single Person
 - Other _____
6. Number of people living in your household for each age group

_____ Age 0-4	_____ Age 5-17
_____ Age 18-64	_____ Age 65+
7. What is the primary language spoken in your home?
 - English Spanish Other _____
8. Are you or someone in your household a veteran?
 - No Yes
9. Are you or someone in your household active military?
 - No Yes
10. Does anyone in your household receive disability benefits?
 - No Yes
11. If yes, please mark the number of each below.

_____ # of Children	_____ # of Adults
---------------------	-------------------

Community Needs Assessment Survey

COMMUNITY ASSESSMENT SURVEY:

Please answer each question to the best of your knowledge. We kindly ask that you respond to the following questions by marking you answer in the box and/or filling in the blank where indicated.

Example markings:



12. Did you or anyone in your household receive public benefits in 2017?
 No Yes
13. If #12 "Yes", please check all that apply.
 Medicaid
 Medicare
 Section 8
 SNAP (Food Stamps)
 Social Security
 SSI/SSDI/RSDI
 TANF
 Unemployment Benefits
 Veterans Benefit
 Other _____
14. Are you or someone in your household a victim of violent crime?
 No Yes
15. Are you or someone in your household a migrant or seasonal farm worker?
 No Yes
16. What was your household's total income in 2017?
 Less than \$10,000
 \$10,000 to \$19,999
 \$20,000 to \$29,999
 \$30,000 to \$39,999
 \$40,000 to \$49,999
 \$50,000 and Over
17. What type of housing do you live in?
 House
 Mobile Home
 Apartment
 Rented Room
 Emergency Shelter
 Rapid Rehousing
18. Do you own your home?
 No Yes
19. Do you live in public or subsidized housing?
 No Yes
20. If you live in public or subsidized housing, what type?
 Section 8 HUD Housing
21. Have you ever received services from Project BRAVO?
 No Yes
22. Check the programs and services you think Project BRAVO should continue to provide in the next three years?
 GED Classes
 Affordable Housing
 Patient Assistance Program (help getting free/low cost prescriptions and eye care)
 Utility Assistance
 Weatherization (making homes more energy efficient)
 Foreclosure Prevention Counseling
 First Time Home-buyer Counseling
 Vocational Training / College Assistance
 Employment Assistance
 Natural Disaster Emergency Assistance
 Furnace / Air Conditioner Repair
 Affordable Housing

Rating Scale

COMMUNITY ASSESSMENT RATING SCALE:

How would you rate each item as a need in your community? Please rate the following items by writing in the number that corresponds with what you believe is most important with 1 being very important and 5 being not important.

1 Very Important 2 Important 3 Neutral 4 Somewhat Important 5 Not Important

Nutrition

- ___ Availability/Access to Food (grocery stores nearby)
- ___ Community Gardens
- ___ Nutrition Education/Healthy Eating
- ___ Need Help Buying Food
- ___ Home Delivered Meals for Home-bound
- ___ Food Pantries
- ___ SNAP (Food Stamps)

Health

- ___ Health Insurance/Affordable Health Care
- ___ Health Education Services
- ___ Mental Health Services
- ___ Substance Abuse Counseling/Treatment
- ___ Prescription Assistance
- ___ Child Immunizations
- ___ Teenage Pregnancy Prevention
- ___ Family Planning
- ___ Elder Care
- ___ Vision
- ___ Dental Insurance/Affordable Dental
- ___ More Healthcare Facilities (Doctor's Offices, Clinics, Pharmacies)

Linkages

- ___ Services for the Formerly Incarcerated
- ___ Public Transportation
- ___ Non-emergency Medicaid Transportation
- ___ Access to Public Services (WIC, SNAP, SSI, Medicaid)
- ___ LGBTQ Services
- ___ Access to the Internet
- ___ Access to the Phone
- ___ Safe and Affordable Childcare

Income Management

- ___ Free Income Tax Preparation Assistance
- ___ Gambling Counseling
- ___ Budget/Credit/Debt Counseling
- ___ Money Management

Education

- ___ Early Childhood Education Programs
- ___ GED Classes
- ___ English as a Second Language Classes
- ___ Computer Skills Training
- ___ Literacy/Reading Classes
- ___ Technical/Vocational Training
- ___ College for Associates or Bachelor's Degrees
- ___ Citizenship Classes
- ___ Short-term Certificate/Apprenticeship Programs

Housing

- ___ Decent affordable houses to Rent
- ___ Decent affordable houses to buy
- ___ Weatherization (Home Energy Improvement)
- ___ Home Repair
- ___ Home Buyer Education
- ___ Houses with Handicap Accessibility
- ___ Housing for the Elderly
- ___ Rental Assistance
- ___ Utility Assistance

Community

- ___ Walkable Neighborhoods with Sidewalks and Parks
- ___ Homeless Shelters
- ___ Senior Centers
- ___ Domestic Violence Services
- ___ Crime Victim's Compensation
- ___ Community/Rec Centers
- ___ Libraries
- ___ Senior Activities
- ___ Youth Activities
- ___ Crime Prevention
- ___ Legal Assistance
- ___ Volunteer Opportunities

Other (List needs if not mentioned above):

ENCUESTA DE EVALUACIÓN DE NECESIDADES DE LA COMUNIDAD

POLÍTICA DE CONFIDENCIALIDAD:

Los comentarios que proporcione son importantes para nuestra evaluación de las necesidades de la comunidad de El Paso para mejorar los servicios. Sus comentarios se utilizarán para identificar los puntos fuertes y débiles y las preocupaciones que influirán en los programas y la calidad de los servicios del Proyecto BRAVO. Gracias por tomarse el tiempo para completar la encuesta.

ESTA ENCUESTA ES ANÓNIMA Y SU PARTICIPACIÓN ES VOLUNTARIA.

No será identificado de ninguna manera en ningún informe o base de datos que se creará como resultado de este Proyecto. Si tiene preguntas o comentarios, comuníquese con Laura Ponce, Directora Ejecutiva del Proyecto BRAVO. 915-562-4100 ext. 115 o lponce @ projectbravo.org.

ENCUESTA DE EVALUACIÓN COMUNITARIA:

Por favor responda a cada pregunta lo mejor que pueda. Le rogamos que responda las siguientes preguntas. Marque las respuestas en el recuadro o rellene el espacio en blanco que se indica.



1. Que es su codigo postal _____
2. Que es su genero o pronombre de genero preferido?
 - Hombre
 - Mujer
 - Sexo preferido que lo/la identifica _____
3. Que es su raza y etnecidad, marque uno.
 - Asiatico
 - Negro/Afro Americano
 - Hispano/Latino/Latinx (Blanco)
 - Hispano/Latino/Latinx (Negro)
 - Indio Americano/Nativo de Alaska
 - Nativo hawaiano/Isleno pacifico
 - Blanco/caucasico
 - Otro _____
4. Cual es el nival mas alto de educacion completado:
 - Menos del Noveno grado
 - Preparatoria (Sin Diploma)
 - GED/Preparatoria
 - Universidad o colegio (Sin Diploma)
 - Carrera Tecnica / Certificazion
 - Grado de asociado
 - Licenciatura
 - Maestria / Doctorado

5. Cual de estos describe su hogar?
 - Dos padres
 - Madre – Soltera
 - Padre – Soltero
 - Tres generaciones juntas
 - Dos adultos sin hijos
 - Abuelos criando nietos
 - Soltera/o
 - Otro _____
6. Numero de personas que viven en su casa para cada grupo:

_____ edad 0-4	_____ edad 5-17
_____ edad 18-64	_____ 65+
7. Cual es el idioma principal que se habla en su hogar:
 - Ingles Espanol Otro _____
8. Algun miembro del hogar es veterano (a)?
 - No Si
9. Algun miembro del hogar o usted es militar activo?
 - No Si
10. Algien en su hogar recibe beneficios por incapacidad
 - No Si
11. Si es asi por favor mencione el numero de cada uno abajo:

_____ # de ninos	_____ # de adultos
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ENCUESTA DE EVALUACIÓN DE NECESIDADES DE LA COMUNIDAD

CENCUESTA DE EVALUACIÓN COMUNITARIA:

Por favor responda a cada pregunta lo mejor que pueda. Le rogamos que responda las siguientes preguntas. Marque las respuestas en el recuadro o rellene el espacio en blanco que se indica.

Example:

12. Usted o alguien en su hogar recibio asistencia publica en 2017?

- No Si

13. Por favor marque todo lo que le apliqué:

- Medicaid
- Medicare
- Section 8
- SNAP (Estampillas)
- Seguro Social
- SSI/SSDI/RSDI
- TANF
- Beneficios de Desempleo
- Beneficios para Veteranos
- Otro _____

14. Usted o alguien en su hogar a sido victima de algun crimen violento?

- No Si

15. Usted o alguien en su hogar es trabajador migrante de granja estasional?

- No Si

16. Cual fue el ingreso del hogar en el 2017?

- menos de \$10,000
- \$10,000 to \$19,999
- \$20,000 to 29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 o arriba

17. En que tipo de vivienda vive usted?

- Casa
- Casa Mobile
- Apartamento
- Cuarto Alquilado
- Refugio de Emergencia
- Realojamiento Rapido

18. Es usted dueño de su casa?

- No Si

19. Vive en vivienda publica o subsidiada

- No Si

20. Si vive en vivienda publica subsidiada, que tipo?

- Section 8 HUD Housing

21. Alguna vez a recibido servicios de Proyecto BRAVO?

- No Si

22. Seleccione los programas y servicios que project BRAVO debe seguir proporcionando los proximos tres año:

- Clases de GED
- Viviendas Economica
- Programa de asistencia pare el paciente
- Asistencia para servicios publicos
- Climatizacion
- Prevencion de ejecuciones de hipoteca
- Consejeria para compradores primerizos de casa
- Preparacion Vocacional/Asistencia para el colegio
- Asistencia para empleo
- Asistencia de emergencia para desastres naturales
- Reparacion del calefaccion del aire acondicionado
- Vivienda asequible

ESCALA DE PUNTUACIÓN

Escala De PUNTUACIÓN DE LAS NECESIDADES DE LA COMUNIDAD:

¿Cómo calificaría las necesidades de la comunidad? Por favor califique escribiendo el número que corresponde con el que usted considera más importante. Comenzando con el (1) más importante y (5) no importante.

1 Más Importante 2 Importante 3 Regular 4 Menos Importante 5 No Importante

NUTRICION

- Acceso/Disponibilidad De Alimentos (Tienda Abarrotes Cerca)
- Jardines Comunitarios
- Educacion en nutricion/alimentacion saludable
- Comidad Llevadas a Las Casas
- Necesita ayuda comprando alimentos
- Banco De Alimentos
- SNAP (Estampillas)

SALUD

- Aseguranza/Servicios Medicos economicos
- Servicios De Educacion De La Salud
- Servicios De Salud Mental
- Consejeria Para El Abuso De Sustancia/Tratameiento
- Asistencia con prescripciones
- Asistencia de prescripciones vacunas para infantiles
- Prevencion de embarazo de adolescentes
- Planeacion familiar
- Cuidado para ancianos
- Asistencia para visión
- Aseguranza Dental/Servicios dental baratos
- Mas Servicios de salud (oficina de doctores de clinica y farmacias)

ENLACES - CONEXIONES

- Servicios a personal que fureon encarcelados
- Transporte Publico
- Servicios de trasporte Medicaid/no emergencia
- Acceso a servicios publicos (WIC, SNAP, SSI, MEDICAID)
- Servicios LGBT
- Acceso a internet
- Acceso a telefono
- Guardería segura y barata

GESTION DE INGRESOS

- Preparacion gratuita para la declaracion de impuestos
- Consejería para addición de juego
- Consejeria de presupuesto/credito/deuda
- Administracion del dinero

EDUCACION

- Programas de educacion temprana infantil
- Classes de GED
- Clases de inglés como segundo idioma
- Clases de computacion
- Clases de lectura
- Escuela tecnica/vocacional
- Universidades para asociados or licenciatura
- Clases de ciudadanía
- Certificado a corto plazo o programa de aprendiz

VIVIENDAS

- Casas apropiadas y económicas para rentar
- Casas apropiadas y económicas para comprar
- Climatizacion Conservacion de Energia en el hogar
- Reparacion de casas
- Educacion para compradores de casa
- Casa con acceso a personas discapacitadas
- Vivienda para ancianos
- Asistencia con la renta
- Asistencia con los servicios de utilidades

COMUNIDAD

- Barrio de seguridad con aceras y parques
- Refugios para personas sin hogar
- Centros de Ancianos
- Servicios de violencia domestica
- Compensacion a victimas de crimen
- Biblioteca
- Actividades para adultos mayores
- Actividades para la juventud
- Prevencion contra el crimen
- Asistencia legal
- Oportunidades de voluntariado

Otros (Lista de necesidades si no se menciona arriba):

Staff & Board Needs Assessment Survey

CONFIDENTIALITY STATEMENT:

The feedback you provide is valuable in our assessment of the El Paso community's needs in which we will contribute our best efforts to improve. Your feedback will be used to identify community strengths and concerns that will greatly influence Project BRAVO's programs and the quality of our services. Thank you in advance for taking the time to complete the survey.

***This survey is anonymous and your participation is voluntary.** You will not be identified in any reports or datasets that are created as a result of this project. If you have any questions or comments about this survey, please contact Laura Ponce, Executive Director of Project BRAVO at (915) 562-4100 ext. 115 or at lponce@projectbravo.org.*

STAFF & BOARD SURVEY:

Please answer each question to the best of your knowledge. We kindly ask that you respond to the following questions by marking your answer in the box and/or filling in the blank where indicated.

1. Please identify the role/position at Project BRAVO that best describes you:

- Staff Manager Member of Board of Directors

2. If you are an employee of Project BRAVO, please indicate the location of your job assignment:

- Central/Administrative Office Westside Northeast WAP
 Eastside Ysleta Lower Valley

3. If you are a member of the Board of Directors, please indicate your representation:

- Low-Income Representative
 Private Sector
 Public Sector

Rating Scale

COMMUNITY ASSESSMENT RATING SCALE:

How would you rate each item as a need in your community? Please rate the following items by writing in the number that corresponds with what you believe is most important with 1 being very important and 5 being not important.

1 Very Important 2 Important 3 Neutral 4 Somewhat Important 5 Not Important

Nutrition

- Availability/Access to Food (grocery stores nearby)
- Community Gardens
- Nutrition Education/Healthy Eating
- Need Help Buying Food
- Home Delivered Meals for Home-bound
- Food Pantries
- SNAP (Food Stamps)

Health

- Health Insurance/Affordable Health Care
- Health Education Services
- Mental Health Services
- Substance Abuse Counseling/Treatment
- Prescription Assistance
- Child Immunizations
- Teenage Pregnancy Prevention
- Family Planning
- Elder Care
- Vision
- Dental Insurance/Affordable Dental
- More Healthcare Facilities (Doctor's Offices, Clinics, Pharmacies)

Linkages

- Services for the Formerly Incarcerated
- Public Transportation
- Non-emergency Medicaid Transportation
- Access to Public Services (WIC, SNAP, SSI, Medicaid)
- LGBTQ Services
- Access to the Internet
- Access to the Phone
- Safe and Affordable Childcare

Income Management

- Free Income Tax Preparation Assistance
- Gambling Counseling
- Budget/Credit/Debt Counseling
- Money Management

Education

- Early Childhood Education Programs
- GED Classes
- English as a Second Language Classes
- Computer Skills Training
- Literacy/Reading Classes
- Technical/Vocational Training
- College for Associates or Bachelor's Degrees
- Citizenship Classes
- Short-term Certificate/Apprenticeship Programs

Housing

- Decent affordable houses to Rent
- Decent affordable houses to buy
- Weatherization (Home Energy Improvement)
- Home Repair
- Home Buyer Education
- Houses with Handicap Accessibility
- Housing for the Elderly
- Rental Assistance
- Utility Assistance

Community

- Walkable Neighborhoods with Sidewalks and Parks
- Homeless Shelters
- Senior Centers
- Domestic Violence Services
- Crime Victim's Compensation
- Community/Rec Centers
- Libraries
- Senior Activities
- Youth Activities
- Crime Prevention
- Legal Assistance
- Volunteer Opportunities

Other (List needs if not mentioned above):

PERSONAL Y MIEMBROS DE LA MESA DIRECTIVA EVALUACIÓN DE NECESIDADES DE LA COMUNIDAD

POLÍTICA DE CONFIDENCIALIDAD:

Los comentarios que proporcione son importantes para nuestra evaluación de las necesidades de la comunidad de El Paso para mejorar los servicios. Sus comentarios se utilizarán para identificar los puntos fuertes y débiles y las preocupaciones que influirán en los programas y la calidad de los servicios del Proyecto BRAVO. Gracias por tomarse el tiempo para completar la encuesta.

ESTA ENCUESTA ES ANÓNIMA Y SU PARTICIPACIÓN ES VOLUNTARIA.

No será identificado de ninguna manera en ningún informe o base de datos que se creará como resultado de este Proyecto. Si tiene preguntas o comentarios, comuníquese con Laura Ponce, Directora Ejecutiva del Proyecto BRAVO. 915-562-4100 ext. 115 o lponce @ projectbravo.org.

ENCUESTA AL PERSONAL Y A LOS MIEMBROS DE LA MESA DIRECTIVA:

Por favor responda a cada pregunta lo mejor que pueda. Le rogamos que responda las siguientes preguntas. Marque las respuestas en el recuadro o rellene el espacio en blanco que se indica.

1. Por favor indique su posición en el Proyecto BRAVO.

Empleado Manejador/a Miembro de Mesa Directiva

2. Si usted es un empleado del Proyecto Bravo, indique su ubicación

Central Zona Oeste Zona Nordeste WAP
 Zona Este Ysleta Valle Bajo

3. Si usted es miembro de la mesa directiva, indique su representación.

Representantes de bajos ingresos
 Sector privado
 Sector público

ESCALA DE PUNTUACIÓN

Escala De PUNTUACIÓN DE LAS NECESIDADES DE LA COMUNIDAD:

¿Cómo calificaría las necesidades de la comunidad? Por favor califique escribiendo el número que corresponde con el que usted considera más importante. Comenzando con el (1) más importante y (5) no importante.

1 Más Importante 2 Importante 3 Regular 4 Menos Importante 5 No Importante

NUTRICION

- Acceso/Disponibilidad De Alimentos (Tienda Abarrotes Cerca)
- Jardines Comunitarios
- Educacion en nutricion/alimentacion saludable
- Comidad Llevadas a Las Casas
- Necesita ayuda comprando alimentos
- Banco De Alimentos
- SNAP (Estampillas)

SALUD

- Aseguranza/Servicios Medicos economicos
- Servicios De Educacion De La Salud
- Servicios De Salud Mental
- Consejeria Para El Abuso De Sustancia/Tratameiento
- Asistencia con prescripciones
- Asistencia de prescripciones vacunas para infantiles
- Prevencion de embarazo de adolescentes
- Planeacion familiar
- Cuidado para ancianos
- Asistencia para visión
- Aseguranza Dental/Servicios dental baratos
- Mas Servicios de salud (oficina de doctores de clinica y farmacias)

ENLACES - CONEXIONES

- Servicios a personal que fureon encarcelados
- Transporte Publico
- Servicios de trasporte Medicaid/no emergencia
- Acceso a servicios publicos (WIC, SNAP, SSI, MEDICAID)
- Servicios LGBT
- Acceso a internet
- Acceso a telefono
- Guardería segura y barata

GESTION DE INGRESOS

- Preparacion gratuita para la declaracion de impuestos
- Consejería para addición de juego
- Consejeria de presupuesto/credito/deuda
- Administracion del dinero

EDUCACION

- Programas de educacion temprana infantil
- Classes de GED
- Clases de inglés como segundo idioma
- Clases de computacion
- Clases de lectura
- Escuela tecnica/vocacional
- Universidades para asociados or licenciatura
- Clases de ciudadanía
- Certificado a corto plazo o programa de aprendiz

VIVIENDAS

- Casas apropiadas y económicas para rentar
- Casas apropiadas y económicas para comprar
- Climatizacion Conservacion de Energia en el hogar
- Reparacion de casas
- Educacion para compradores de casa
- Casa con acceso a personas discapacitadas
- Vivienda para ancianos
- Asistencia con la renta
- Asistencia con los servicios de utilidades

COMUNIDAD

- Barrio de seguridad con aceras y parques
- Refugios para personas sin hogar
- Centros de Ancianos
- Servicios de violencia domestica
- Compensacion a victimas de crimen
- Biblioteca
- Actividades para adultos mayores
- Actividades para la juventud
- Prevencion contra el crimen
- Asistencia legal
- Oportunidades de voluntariado

Otros (Lista de necesidades si no se menciona arriba):

Community Organizations Needs Assessment Survey

CONFIDENTIALITY STATEMENT:

The feedback you provide is valuable in our assessment of the El Paso community's needs in which we will contribute our best efforts to improve. Your feedback will be used to identify community strengths and concerns that will greatly influence Project BRAVO's programs and the quality of our services. Thank you in advance for taking the time to complete the survey.

***This survey is anonymous and your participation is voluntary.** You will not be identified in any reports or datasets that are created as a result of this project. If you have any questions or comments about this survey, please contact Laura Ponce, Executive Director of Project BRAVO at (915) 562-4100 ext. 115 or at lponce@projectbravo.org.*

1. Name of Organization: _____

2. What are the primary service areas of this organization? (Select one or more that apply)
If "other," please specify:

- | | | |
|--|---|---|
| <input type="checkbox"/> Adult Education | <input type="checkbox"/> Faith-Based | <input type="checkbox"/> LGBTQ Equality |
| <input type="checkbox"/> Aging | <input type="checkbox"/> For-Profit Business | <input type="checkbox"/> Legal Services |
| <input type="checkbox"/> Animal Welfare | <input type="checkbox"/> Formerly Incarcerated | <input type="checkbox"/> Mental Health |
| <input type="checkbox"/> Arts & Culture | <input type="checkbox"/> Foundation | <input type="checkbox"/> Nutrition |
| <input type="checkbox"/> Childcare/After School Services | <input type="checkbox"/> Government Agency | <input type="checkbox"/> Poverty |
| <input type="checkbox"/> Child Services (0-12 yrs) | <input type="checkbox"/> Health | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Child Education | <input type="checkbox"/> Homelessness & Housing | <input type="checkbox"/> Victim Services |
| <input type="checkbox"/> Disability Services | <input type="checkbox"/> Immigration | <input type="checkbox"/> Women's Rights/Empowerment |
| <input type="checkbox"/> Disaster Preparedness | <input type="checkbox"/> Income Management | <input type="checkbox"/> Youth Services (13-18yrs) |
| <input type="checkbox"/> Environment/Climate Change | <input type="checkbox"/> Information Referral | <input type="checkbox"/> Other: _____ |

3. Briefly describe the types of programs, services, and/or resources your organization provides.

Rating Scale

COMMUNITY ASSESSMENT RATING SCALE:

How would you rate each item as a need in your community? Please rate the following items by writing in the number that corresponds with what you believe is most important with 1 being very important and 5 being not important.

1 Very Important 2 Important 3 Neutral 4 Somewhat Important 5 Not Important

Nutrition

- ___ Availability/Access to Food (grocery stores nearby)
- ___ Community Gardens
- ___ Nutrition Education/Healthy Eating
- ___ Need Help Buying Food
- ___ Home Delivered Meals for Home-bound
- ___ Food Pantries
- ___ SNAP (Food Stamps)

Health

- ___ Health Insurance/Affordable Health Care
- ___ Health Education Services
- ___ Mental Health Services
- ___ Substance Abuse Counseling/Treatment
- ___ Prescription Assistance
- ___ Child Immunizations
- ___ Teenage Pregnancy Prevention
- ___ Family Planning
- ___ Elder Care
- ___ Vision
- ___ Dental Insurance/Affordable Dental
- ___ More Healthcare Facilities (Doctor's Offices, Clinics, Pharmacies)

Linkages

- ___ Services for the Formerly Incarcerated
- ___ Public Transportation
- ___ Non-emergency Medicaid Transportation
- ___ Access to Public Services (WIC, SNAP, SSI, Medicaid)
- ___ LGBTQ Services
- ___ Access to the Internet
- ___ Access to the Phone
- ___ Safe and Affordable Childcare

Income Management

- ___ Free Income Tax Preparation Assistance
- ___ Gambling Counseling
- ___ Budget/Credit/Debt Counseling
- ___ Money Management

Education

- ___ Early Childhood Education Programs
- ___ GED Classes
- ___ English as a Second Language Classes
- ___ Computer Skills Training
- ___ Literacy/Reading Classes
- ___ Technical/Vocational Training
- ___ College for Associates or Bachelor's Degrees
- ___ Citizenship Classes
- ___ Short-term Certificate/Apprenticeship Programs

Housing

- ___ Decent affordable houses to Rent
- ___ Decent affordable houses to buy
- ___ Weatherization (Home Energy Improvement)
- ___ Home Repair
- ___ Home Buyer Education
- ___ Houses with Handicap Accessibility
- ___ Housing for the Elderly
- ___ Rental Assistance
- ___ Utility Assistance

Community

- ___ Walkable Neighborhoods with Sidewalks and Parks
- ___ Homeless Shelters
- ___ Senior Centers
- ___ Domestic Violence Services
- ___ Crime Victim's Compensation
- ___ Community/Rec Centers
- ___ Libraries
- ___ Senior Activities
- ___ Youth Activities
- ___ Crime Prevention
- ___ Legal Assistance
- ___ Volunteer Opportunities

Other (List needs if not mentioned above):

**Attachment B -
Annual Client Satisfaction Survey**

El Paso CAP, Project BRAVO, Inc.

Client Satisfaction Survey Special Report Jan 2018 thru November 2018

Report Term: 1/1/2018 through 11/1/2018

Project Purpose: Project BRAVO is committed to providing quality programs and services as well as excellent customer service. The Client Satisfaction Survey was developed to measure our performance and customer service based on our clients feedback.

Client Satisfaction Survey Information

Total Surveys Submitted	Date Range	Average Rating All Programs/ Departments
2,749	January-November 2018	4.74

Survey Questions: Options: Bad (1), Less Than Average (2), Average (3), Very Good (4), Excellent (5), N/A

- 1). How well were our programs explained to you by the following? (Front Desk Staff, Worker, Phone Contact, Website, Application)
- 2). How do you rate the facility for the following? (Friendliness, Cleanliness, Comfort, Access to the Facility)
- 3). How do you rate the staff's sensitivity to your situation and needs? (Front Desk Staff, Worker, Phone Contact, Supervisor)
- 4). How do you rate the quality of the service given to you for the following programs? (Being Energy Efficient/Household Budgeting Education, Utility Assistance, Weatherization, Repair of Heater/Air Conditioner, Patient Assistance Program, GED Instruction, Housing Counseling, Affordable Apartments, Case Management)
- 5). How do you rate our response time for the following? (Scheduling an Appointment, Returning Your Phone Calls)
- 6). How do you rate the ease in enrolling in our program?
- 7). How do you rate the overall services you received today?
- 8). How did you hear about Project BRAVO? (Friend or family member, Project BRAVO staff, Television, Newspaper, Website, Referral by another agency, Flyer, Other)

Survey Questions Ratings

Community Services Department	Average Ratings Year-to-Date	Question #1	Question #2	Question #3	Question #4	Question #5	Question #6	Question #7
Central Center	4.35	4.13	4.88	4.18	4.17	4.24	4.36	4.46
Eastside Center	4.81	4.83	4.82	4.87	4.77	4.65	4.79	4.91
Northeast Center	4.80	4.79	4.81	4.80	4.69	4.77	4.82	4.89
Patient Assistance Program	4.69	4.64	4.63	4.68	4.68	4.65	4.70	4.86
San Elizario Center	4.76	4.74	4.81	4.73	4.67	4.74	4.78	4.86
Westside Center	4.59	4.47	4.66	4.62	4.76	4.28	4.67	4.67
Ysleta Center	4.71	4.68	4.68	4.72	4.63	4.69	4.73	4.85
GED	4.73	4.57	4.74	4.71	4.74	4.55	4.84	4.93
Case Management	4.68	4.55	4.53	4.73	4.64	4.68	4.77	4.87
TOTAL	4.55	4.60	4.73	4.67	4.64	4.58	4.72	4.81
Weatherization Department								
Weatherization/ HVAC Repair	Average Ratings Year-to-Date	Question #1	Question #2	Question #3	Question #4	Question #5	Question #6	Question #7
TOTAL	4.74	4.72	4.74	4.76	4.74	4.68	4.75	4.81
Housing Department								
Housing Counseling/ Affordable Housing	Average Ratings Year-to-Date	Question #1	Question #2	Question #3	Question #4	Question #5	Question #6	Question #7
Housing Counseling	4.90	4.68	4.73	4.74	4.73	4.62	4.74	4.87
Affordable Housing	4.95	5.00	4.88	5.00	4.78	5.00	5.00	5.00
TOTAL	4.92	4.84	4.81	4.87	4.76	4.81	4.87	4.94

Survey Data Sources

Community Services	Number of Submissions	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	Jul 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018
Central Center	62	0	1	0	0	8	12	1	2	1	20	17
Eastside Center	567	0	1	62	82	34	104	57	76	1	146	4
Northeast Center	725	4	23	7	12	32	92	160	190	127	76	2
Patient Assistance Program	100	0	5	3	4	14	12	12	19	17	14	0
San Elizario Center	347	24	47	14	3	34	50	35	72	49	19	0
Westside Center	9	0	0	1	2	3	1	0	1	1	0	0
Ysleta Center	561	1	6	0	45	31	68	111	129	96	74	0
GED	61	0	0	0	0	0	0	19	21	8	13	0
Case Management	30	0	0	0	0	5	7	3	4	10	1	0
TOTAL	2,462	29	83	87	148	161	346	398	514	310	363	23
Weatherization												
Weatherization	144	0	0	0	0	11	0	42	40	15	36	0
Housing Department												
Housing Counseling/ Affordable Housing	143	0	0	0	0	2	0	20	36	40	45	0

How did you hear about Project BRAVO?

Source	Number of Submissions
Friend or Family	1467
PB Staff	117
Television	174
Newspaper	40
Website	140
Referral	10
Flyer	254
Other	547

Notes: The average rating for clients surveyed rated our all programs, services, and departments at 4.74 which is between "Very Good" and "Excellent". Last quarter our average rating for all programs was 4.72. We have significantly increased the number of surveys submitted from 665 in the second quarter to 1,415 in the third quarter. We will continue to encourage clients to submit client surveys so that there is a better representation of data throughout the organization.

**Attachment C -
Elected Officials Interview**

Attachment C: Interview Elected Officials and Board Members

Date of Interview: November 5, 2018
Name of Elected Official: Judge Enedina Nina Serna
Title of Elected Position: Justice of the Peace Pct. 6 Pl. 2
City or County Represented: El Paso County

Project BRAVO is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

(Note: persons that serve on the agency board do not need to answer question #1.)

N/A Judge Serna serves on Project BRAVO's Board of Directors.

2. What do you think are the top five key needs of low-income persons in your community?

The needs could be in the areas of employment, education, income and asset building assistance, housing, health and social behavioral development, emergency assistance/services, helping persons to become self-sufficient, or coordination of services and connecting persons to services, community revitalization, or other needs.

- 1) Public Transportation
- 2) Affordable Housing
- 3) Medical Assistance
- 4) Infrastructure
- 5) Education

3. What suggestions can you provide on how the needs could be addressed?

More involvement with the County and community. The County needs to better understand the experiences of our low-income community.

4. What do you think are some key community revitalization needs?

Improved infrastructure such as improving our roads and sewage systems as well as ensuring buildings are following code compliance.

5. How do you think our community can address the identified community revitalization needs?

The County and community members need to work together to meet these needs. The issues have to be looked at holistically and not as independent of one another.

6. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this?

Funding is a barrier for these needs to be met. We need to push more funding towards helping our community.

7. Do you have any other feedback?

N/A

Attachment C: Interview Elected Officials and Board Members

Date of Interview: November 5, 2018
Name of Elected Official: State Senator Jose Rodriguez
Title of Elected Position: State Senator - Senate District 29
City or County Represented: El Paso County, Culberson County, Hudspeth County, Jeff Davis County, Presidio County

Project BRAVO is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

(Note: persons that serve on the agency board do not need to answer question #1.)

N/A State Senator Rodriguez serves on Project BRAVO's Board of Directors.

2. What do you think are the top five key needs of low-income persons in your community?

The needs could be in the areas of employment, education, income and asset building assistance, housing, health and social behavioral development, emergency assistance/services, helping persons to become self-sufficient, or coordination of services and connecting persons to services, community revitalization, or other needs.

- 1) Housing assistance
- 2) Education (including financial education)
- 3) Employment opportunities
- 4) Mental health
- 5) Healthcare

3. What suggestions can you provide on how the needs could be addressed?

More funding from the State and Federal governments would help address most of the needs, but also maximizing the resources our community already has and using them more efficiently. Financial institutions and the private sector could also help address some of the financial education and employment needs, and city leadership could manage better the incentives given to out of town companies to help them stay in our community for the long-run.

It is disappointing to see businesses come to our community through short-term incentives, but then leave once these incentives are gone. For example, many call centers who shut down unexpectedly, laying off hundreds of workers without an exit strategy.

4. What do you think are some key community revitalization needs?

Some key community revitalization needs are:

- Arts and Cultural Development
- Improve health infrastructure
- Increase Community Safety

5. How do you think our community can address the identified community revitalization needs?

Arts and cultural development would bring the community together by educating and uniting El Paso on our shared history. Historic preservation and art-related events would bring business to the community and attract more visitors. Improving health infrastructure for the community to make sure services are readily available and accessible.

The city for example, has worked to provide free WiFi for the community but it is not always reliable and areas in the county don't have broadband. Local policies can be enacted to adopt a living wage to ensure people can access basic services. Further, issuing municipal ID's to everyone regardless of citizenship status and adopting proactive policies that support anti-discrimination ordinances will help create a more inclusive community.

6. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this?

Public transportation is probably the biggest barrier to services for our low-income population, followed by childcare, education access and employment hurdles.

7. Do you have any other feedback?

Not at this time.

**Attachment D-
Community Organization Interviews**

Attachment D: Interview Organizations

Date of interview:	November 5, 2018
Organization:	Texas Rio Grande Legal Aid
Name of Representative for Organization:	Bernadette Segura
City and County Organization is Located:	El Paso County, El Paso, TX

Project BRAVO is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

(Note: persons aware of what the agency does do not need to answer question #1 in the in person interview.)

N/A Bernadette Segura serves on Project BRAVO's Board of Directors.

2. What do you think are the top five key needs of low-income persons in the community?

The needs could be in the areas of employment, education, income asset building assistance, housing, health and social behavioral development, emergency assistance/services, nutrition, helping persons to become self-sufficient, or coordination of services and connecting persons to services, community revitalization, or other needs.

- 1) Healthcare access, specifically access to specialists for uninsured people
- 2) Food access
- 3) Reliable public transportation
- 4) Access to more affordable legal assistance
- 5) Affordable, quality childcare

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how?

Access to more affordable legal assistance is a need that connects with what my organization does in our community. We participate and sponsor events such as the Free Legal Clinic event that took place on November 3rd, where we provided free legal aid to Veterans, Active Duty Military Personnel, and their families.

4. How can our agency partner with your organization to address the needs that you identified?

We need to fund studies to better analyze our community and look at the clusters of people who are experiencing substandard living conditions.

5. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this?

Without looking at the big picture, we cannot see why these resources are needed at a lower level. Studies need to be conducted to better understand why low-income people continue to be in these substandard clusters.

6. Do you have any other feedback?

N/A

Attachment D: Interview Organizations

Date of interview:	November 5, 2018
Organization:	Paso Del Norte Center of Hope
Name of Representative for Organization:	Elke Cumming, Executive Director
City and County Organization is Located:	El Paso County, El Paso, TX

Project BRAVO is conducting a Community Needs Assessment as part of the requirements to receive Community Services Block Grant funds from the Texas Department of Housing and Community Affairs. As part of the survey, we are interviewing key stakeholders in the community.

1. What do you know about our Community Action Agency and the services we provide that help address needs of low-income persons?

(Note: persons aware of what the agency does do not need to answer question #1 in the in person interview.)

N/A Ms. Elke Cumming is familiar with our organization as she serves on our board.

2. What do you think are the top five key needs of low-income persons in the community?

The needs could be in the areas of employment, education, income asset building assistance, housing, health and social behavioral development, emergency assistance/services, nutrition, helping persons to become self-sufficient, or coordination of services and connecting persons to services, community revitalization, or other needs.

- 1) Education
- 2) Childcare
- 3) Transportation Assistance
- 4) Affordable Housing
- 5) Access to Affordable Healthcare

3. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how?

Paso Del Norte Center of Hope works very specifically with human trafficking survivors. In reference to the needs I have identified, my organizations provides services in the areas of education, childcare, transportation, and rental assistance for specifically low-income human trafficking survivors.

4. How can our agency partner with your organization to address the needs that you identified?

Project BRAVO presently helps low-income populations with their GED program, affordable housing, prescription assistance program, and the other resources they offer.

5. What do you think are some of the gaps or barriers to services in the community and do you have any suggestions related to this?

Language barriers - however El Paso has done a good job helping people overcome that barrier. A more prevalent barrier concerns families of mixed status who are fearful of accessing services because they do not want to jeopardize their family even if their children qualify due to the spotlight on immigration issues. Our suggestions are outreach and education and clearly stating to families what their rights are.

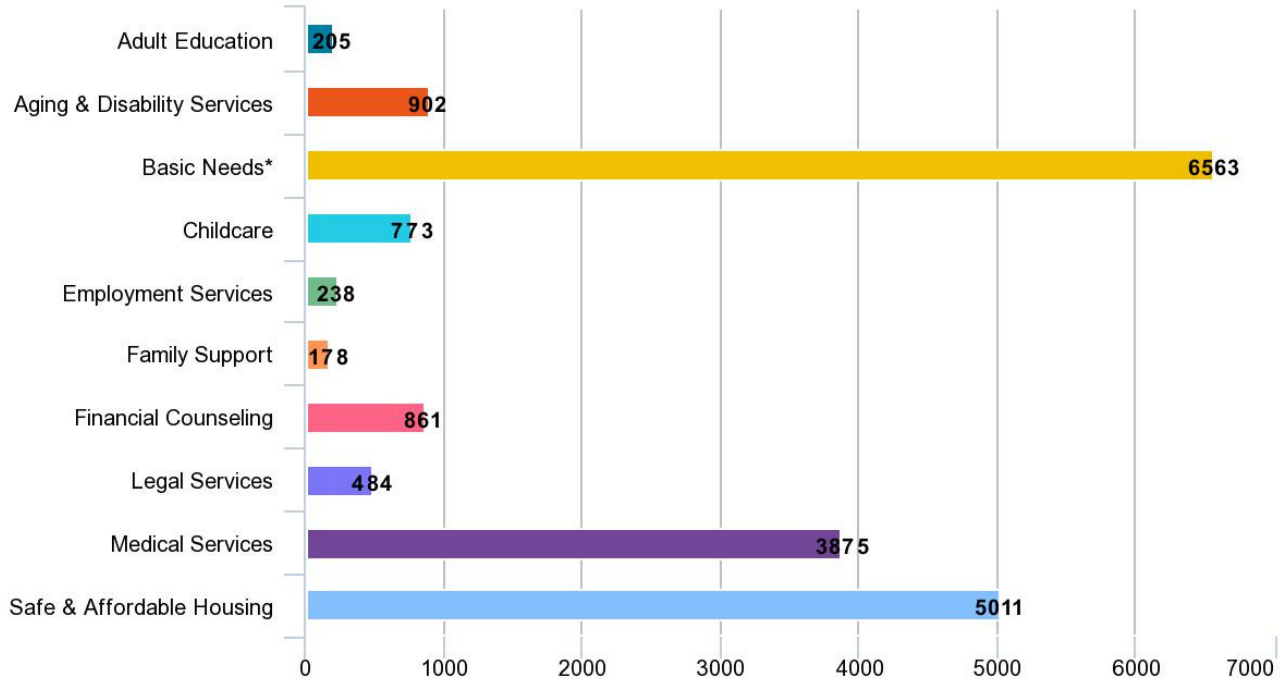
6. Do you have any other feedback?

N/A

**Appendix A-
2-1-1 Data**

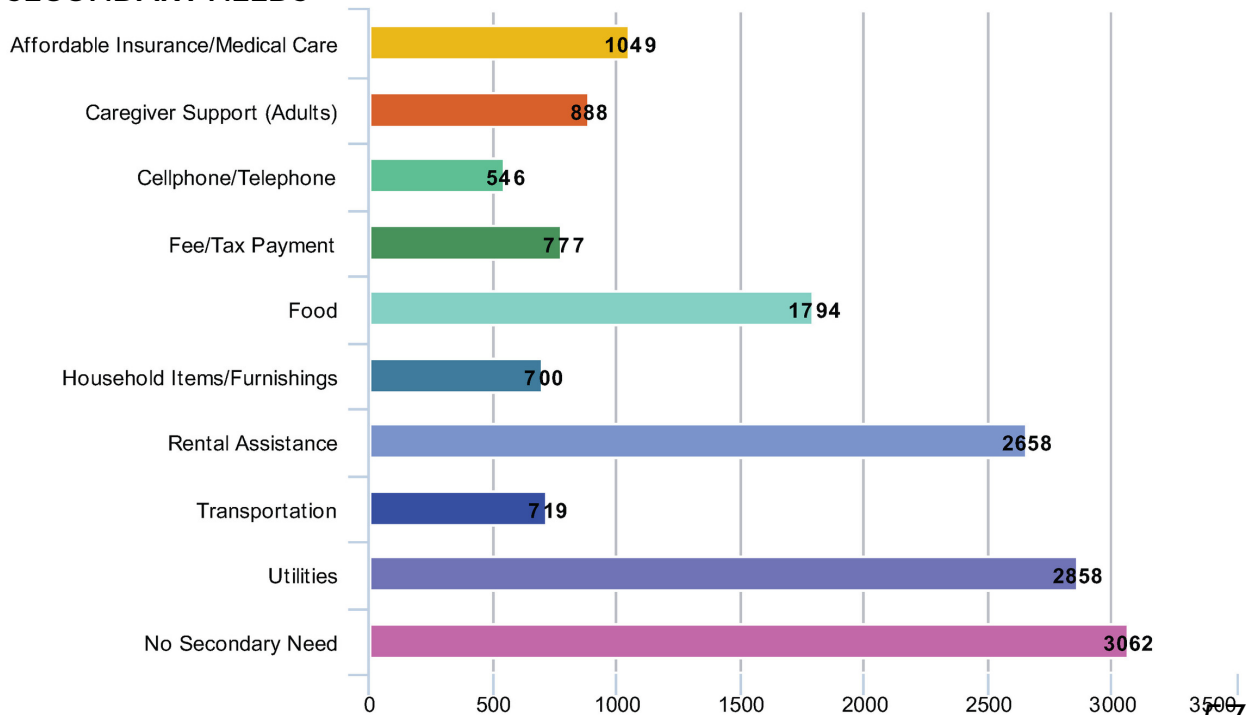
2-1-1 Data

PRIMARY NEEDS



**Basic Needs (Burial/Cremation, Cell/Telephone, Clothing, Diapers, Document Retrieval Food, Fee/Tax Payment, Grooming Supplies, Holiday Related, Household/Furnishings, Internet/Technology, School Supplies, Transportation, Utilities)*

SECONDARY NEEDS



2-1-1 Data Report

FULL DATABASE - 63,306
MUNICIPAL SERVICES - 334
N/A - 21,101
COMPLIANCE-340
FILTER BY NEED-18,725 CALLS WITH NEEDS
IDENTIFIED

OTHER IDENTIFIED NEEDS:

A&D Independent Living (Aging & Disability)-372	Holiday Related-72
ABE/Computers/ESL/GED/Literacy-76	Homelessness-455
After School Programs-26	HVAC Repair-75
Burial/Cremation-32	Immigration Services-Advocacy-8
Child Support/Custody-94	Immigration Services-Citizenship-81
Clothing-130	Internet/Technology-17
College/Vocational Training-69	Medical Supplies/Equipment-124
Current/Formerly Incarcerated-15	Medications-351
Dental-358	Mental Health-Medical Services-307
Diapers-67	Mortgage Assistance-62
Disaster Relief-14	Mortgage Default-36
Document Retrieval-53	Nutrition/Cooking-3
Domestic Violence/Sexual Abuse-40	Prevention-Medical Services-452
Exercise-17	Public Benefits-Unknown-69
Faith Based-16	Rental Issues-53
Financial Education-35	SA Treatment/Support (Substance Abuse)-246
Grooming Supplies-16	School Supplies-53
Hard of Hearing-3	Treatment-Medical Services-74
Healthy Living-27	Victims of Crime-7
	Vision/Eye Medical Care-70
	Weatherization/Energy Savings-49
	Youth Education-5

**Appendix B-
Focus Group Presentation**

Purpose

- Completes the first and foundational piece in the ROMA cycle - Assessment
- Identifies potential customers in the service area and any current gaps in reaching them
- Determines what programs and services are most needed
- Guides the board in their development of strategic plan, goals, and outcomes

PROJECT BRAVO

2018 Community Needs Assessment Introduction & Project BRAVO Staff Training Guide

Benefits



- Strengthens relationships with key partners and stakeholders
- Informs the community about poverty and your organization
- Informs CAA about community needs and informs CAA on where to focus resources
- Increases agency visibility and resources
- Brings together all sectors of the community to assess needs
- Builds community consensus on how to effectively utilize community resources

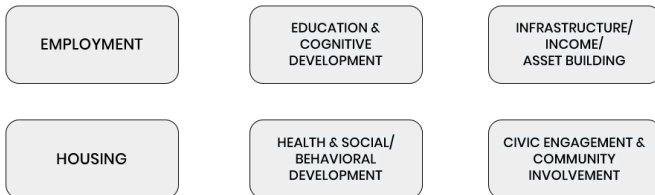
Methodology



- Focus Groups
- Community Survey for Project BRAVO clients
- Community Organization Survey
- Staff & Board Survey

The surveys collect demographic information and include a rating scale for respondents to rank community needs by level of importance. The community needs rating scale was designed to reflect the six CSBG domains.

CSBG Domains



Data Collection / Survey Period



- Client and Staff Surveys will be emailed to supervisors on October 22, 2018.
- The survey period will run from October 22, 2018 through November 2, 2018.
- The surveys will be distributed in two formats, in-person and online surveys.
- Surveys are available in both English and Spanish, depending on the respondent's preference.
- ALL survey responses will be anonymous

Staff Online Survey



<https://www.surveymonkey.com/r/YF5FMTY>

Client Online Survey



<https://www.surveymonkey.com/r/YFJ65MK>

Staff Focus Group



- Top Needs in the Community
- Barriers that make the need difficult for persons to overcome
- Recommendations / Solutions

Q & A

Appendix C- Community Commons

The Community Commons Needs Assessment Tool compiled data from the US Census Bureau, the Department of Labor, and other reliable sources. The Community Commons data file s too large to compile into this report and will be made available via email if requested. Please email Mona Manglona, Executive Assistant, at mmanglona@projectbravo.org for an electronic copy of the Community Commons Needs Assessment Data.

Top 5 Needs Per County

Instructions: Complete one of these forms for each county in the CSBG service area. For each of the methodologies utilized to assess the needs in the community, indicate the number surveyed or interviewed, etc. and rank from 1 thru 5 the needs as identified by the data and or respondents or interviewees or attendees. Then, in the **FINAL RANKINGS** column, indicate the final ranking for the top 5 needs for the county identified.

Subrecipient: El Paso Community Action Program Project BRAVO, Inc.

County: El Paso County

Identified Needs	CSBG Domains	Surveys		Interviews				Forums		Focus Groups		Quantitative Data (Census, Etc.)	Final Rankings
				Elected Officials		Partners							
		#	Ranking	#	Ranking	#	Ranking	#	Ranking	#	Ranking	Ranking	
Access to safe and affordable Housing	Housing	21649	2	2	1	2	0			2	1	4	2
Access to resources for the elderly and people with disabilities.	Health and Social Behavioral Development	21649	4	2	5	2	0			2	3	3	4
Access to resources for households to meet basic living expenses.	Employment	21649	1	2	1	2	1			2	2	1	1
Access to affordable healthcare and medical services.	Health and Social Behavioral Development	21649	3	2	3	2	2			2	4	2	3
Access to financial counseling and education.	Infrastructure-Income-Asset Building	21649	5	2	4	2	3			2	5	5	5

Top 5 Needs Per CSBG Service Area

Instructions: This form is to be completed after completing the Top 5 Needs per County form. Complete this form to record the top 5 needs of each county in the service area and to record the final rankings of the top 5 needs for the entire CSBG service area. In determining the final top 5 needs for the service area, take into consideration the poverty population of each county and the number of surveys, interviews, feedback from focus groups and forums, and quantitative data. Retain documentation on your analysis of all data sources and the methods used to come up with the final rankings by county and service area.

For each of the methodologies utilized to assess the needs in the community, rank from 1 thru 5 the needs as identified by the data and or respondents or interviewees or attendees. Then, in the FINAL RANKINGS All Counties row, indicate the final ranking for the top 5 needs for the entire CSBG service area.

Subrecipient: El Paso Community Action Program Project BRAVO, Inc.					
County	Need #1	Need #2	Need #3	Need #4	Need #5
El Paso	Meet basic living expenses.	Affordable housing	Healthcare	Elderly & Disabled	Financial counseling
Final Ranking	Need #1	Need #2	Need #3	Need #4	Need #5
All Counties	Meet basic living expenses.	Affordable housing	Healthcare	Elderly & Disabled	Financial counseling