CDSA
Community Solutions

2024 Community Needs Assessment
Garfield and Grant Counties, Oklahoma

1. **Purpose**

   The purpose of a Community Needs Assessment is to identify and prioritize the needs and resources of a defined community or communities. Data is gathered from target populations and results are analyzed in order to understand the causes and conditions of poverty and changing population demographics. The agency's board and leadership use this data to design effective, outcome based programs that will alleviate poverty. The analyzed data is summarized in a report which can be used to provide justification, both to funders and the public, on the need for resources and how resources are being allocated to programs. The report also provides useful data to educate the public and community leaders about issues related to poverty.

1

2. Table of Contents

3. OVERVIEW

A. Agency Overview

CDSA was founded in 1980 by a group of community volunteers who were interested in working to improve the lives of low-income families in Enid. Shortly thereafter, the group obtained 501(c)(3) nonprofit status and successfully petitioned the Oklahoma Department of Commerce to become a community action agency. Since that time, CDSA's board of directors and staff have worked with other community partners to achieve our mission. CDSA has become an important part of the communities we serve.

A.1 Mission

CDSA's mission is to work with others to identify needs, secure resources, and deliver services that improve lives in our communities.

A.2 Service Area

Our primary service area is Garfield and Grant Counties, Oklahoma. However, some of our programs serve much broader geographic area.

B. Data Methodology

Community Action Agencies ("CAAs") must conduct three planning processes:

1. A *Community Needs Assessment* ("CNA") every 3 years identifying community needs;
2. A *Strategic Plan* ("SP") every 5 years setting agency priorities and outcomes; and
3. A *Community Action Plan* ("CAP") every year identifying the plan to implement programs that meet the community needs.

1. Community Needs Assessment	2. Strategic Planning	3. Community Action Plan
Identifies Needs	Sets Priorities	Identifies Activities
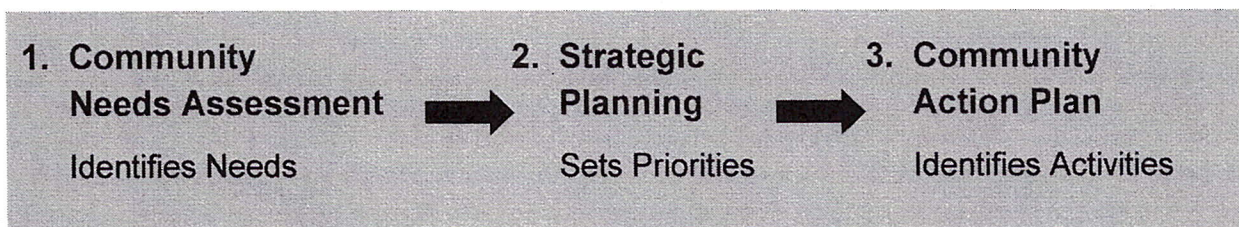
Community Needs Assessment

#	Timeline	Dates	Activity
1	2 months	Sept. – Oct.	Planning and developing survey
2	1 months	November	Collecting Data/Analyzing Demographics
3	2 months	November-December	Analyzing Data/Preparing Report
4	1 month	January 2024	Present Report
Total	5 months	Sept.-January	

Data Sources

1. **Surveys**-Surveys were administered and collected via email using the CAPtain survey tool, as well as through paper survey collected at the Non Profit Center. The survey was sent directly to people we serve and other interested parties and groups, including the required categories.

2. **Census Data**- US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2011-2015, US Census Bureau, Small Area Income Poverty Estimates. 2015,

3. **Employment and Education Data**-US Department of Labor, Bureau of Labor Statistics. 2017 – July, National Center for Education Statistics, NCES - Estimates of Low Literacy.

4. **Housing Data**- US Department of Housing and Urban Development. 2016-Q4 and survey of CDSA low-income tenants

5. **Focus Group**-An in-person group interview was conducted by CDSA staff with underserved Youth.

Surveys/Input

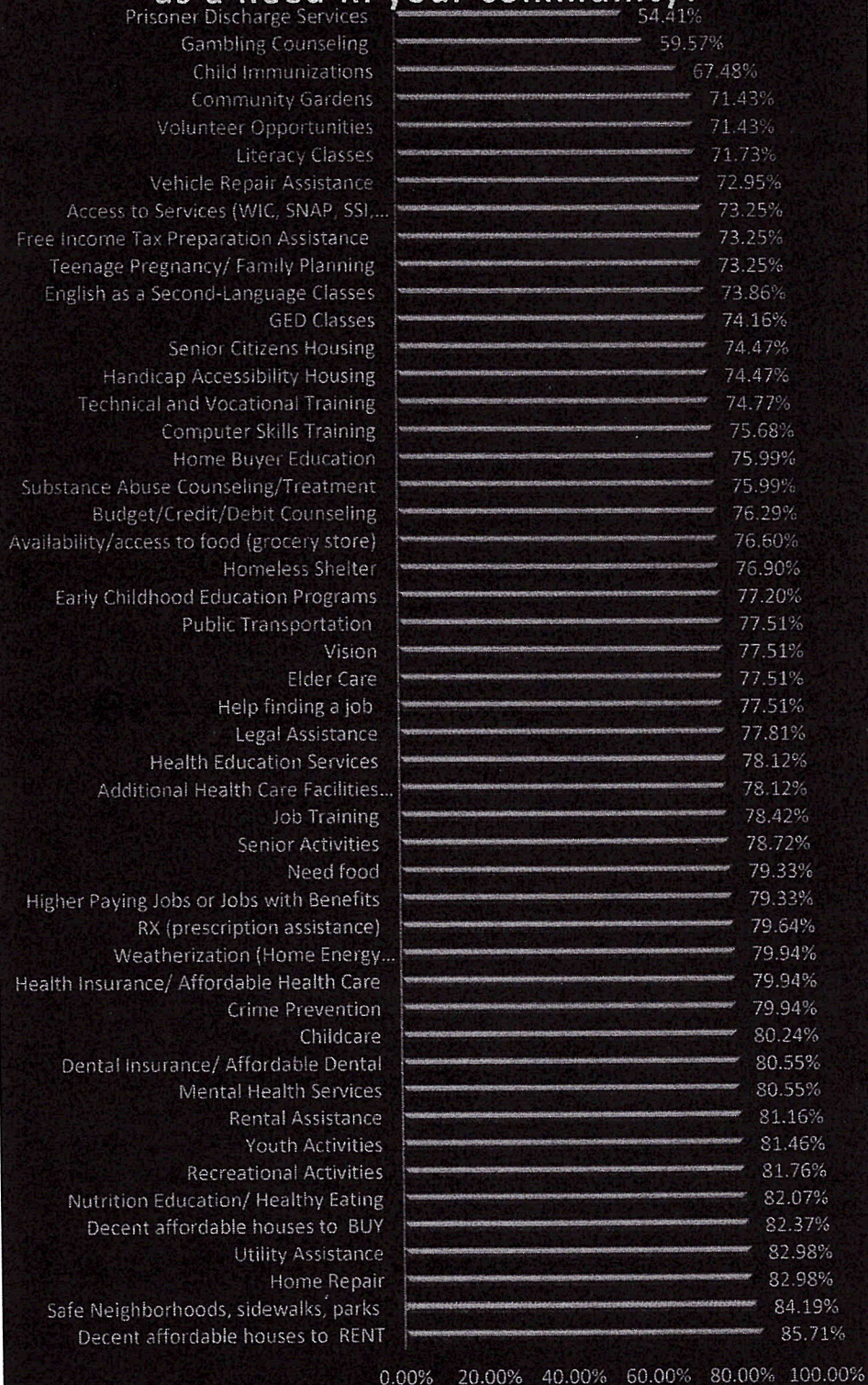| Classification	Number
Clients of agency	46
Focus Group Low Income	6
CDSA Board Member	6
Agency Volunteer	4
Educational institution representative	15
Governmental representative	19
Private Sector	11
Faith Based Sector	9
Community based organization representative	49
General Public	159
TOTAL Surveyed	**324**

Summary

Top Five Identified Needs

According to our survey respondents, the number one greatest area of need in our communities is a need for decent affordable houses to rent. Safe neighborhoods, sidewalks, parks was the second highest need. Home repair was rated third, as was utility assistance.

This needs assessment had similar results to the one we completed in 2021 except that employment issues moved down the list and safe neighborhoods and nutrition/healthy eating has moved up the list to take the place of the need for health insurance and affordable care. This may be a result the low unemployment rate and of Medicaid expansion and better access to health insurance coverage.

1. Decent affordable houses to rent   level of need 85.71%
2. Safe Neighborhoods, sidewalks, parks   level of need 84.19%
3. Home Repair   level of need 82.98% Tied for third
   Utility Assistance   level of need 82.98% Tied for third
4. Decent affordable houses to buy   level of need 82.37
5. Nutrition education/healthy eating   level of need 82.07

Q15. How much does each item rate as a need in your community?

Item	Percent
Prisoner Discharge Services	54.41%
Gambling Counseling	59.57%
Child Immunizations	67.48%
Community Gardens	71.43%
Volunteer Opportunities	71.43%
Literacy Classes	71.73%
Vehicle Repair Assistance	72.95%
Access to Services (WIC, SNAP, SSI,...	73.25%
Free Income Tax Preparation Assistance	73.25%
Teenage Pregnancy/ Family Planning	73.25%
English as a Second-Language Classes	73.86%
GED Classes	74.16%
Senior Citizens Housing	74.47%
Handicap Accessibility Housing	74.47%
Technical and Vocational Training	74.77%
Computer Skills Training	75.68%
Home Buyer Education	75.99%
Substance Abuse Counseling/Treatment	75.99%
Budget/Credit/Debit Counseling	76.29%
Availability/access to food (grocery store)	76.60%
Homeless Shelter	76.90%
Early Childhood Education Programs	77.20%
Public Transportation	77.51%
Vision	77.51%
Elder Care	77.51%
Help finding a job	77.51%
Legal Assistance	77.81%
Health Education Services	78.12%
Additional Health Care Facilities...	78.12%
Job Training	78.42%
Senior Activities	78.72%
Need food	79.33%
Higher Paying Jobs or Jobs with Benefits	79.33%
RX (prescription assistance)	79.64%
Weatherization (Home Energy...	79.94%
Health Insurance/ Affordable Health Care	79.94%
Crime Prevention	79.94%
Childcare	80.24%
Dental Insurance/ Affordable Dental	80.55%
Mental Health Services	80.55%
Rental Assistance	81.16%
Youth Activities	81.46%
Recreational Activities	81.76%
Nutrition Education/ Healthy Eating	82.07%
Decent affordable houses to BUY	82.37%
Utility Assistance	82.98%
Home Repair	82.98%
Safe Neighborhoods, sidewalks, parks	84.19%
Decent affordable houses to RENT	85.71%

0.00% 20.00% 40.00% 60.00% 80.00% 100.00%

Prioritized Needs

Top priorities and rationale:

1. CDSA will work to increase the supply of high-quality affordable rentals using HOME Investment Partnership funding.

    Rationale- Purchasing and rehabilitating housing increases the housing stock available to address the number one need.

2. CDSA will operate employment and training programs that support increased job skills and support the work of economic development entities.

    Rationale- Increasing the quantity of higher paying jobs is to increase the skills of our workforce. Improvement in workforce will support economic development.

3. CDSA will continue to operate emergency assistance programs that provide utility assistance.

    Rationale- Loss of utilities is a contributor to homelessness. Once families become homeless, it is much more difficult to help them stabilize.

4. CDSA will offer emergency home repair and weatherization services, expanding our territory as we can.

    Rationale-Maintenance of limited affordable housing stock.

5. CDSA will partner with the City of Enid, through our YouthBuild program, to improve the quality of low-income neighborhoods.

    Rationale- High quality safe neighborhoods are key to early childhood development and family security.

Agency Programs and Services CDSA is a Community Action Agency and United Way partner agency. We fight poverty through diverse programs based on needs.

Current programs:

Early Childhood Resource Center

      The Diaper Bank

      Safe Sleep Program

      Developmental Assessments

Child Care Resource and Referral

Parent groups, Post Partum Depression Support

Housing

Weatherization

Emergency repair

Handicap accessibility

Emergency shelter

Housing counseling

Emergency Assistance

Rent and utility assistance

Prescription assistance

Homeless hygiene kits

Eyeglasses

Rx for Oklahoma

YouthBuild

AmeriCorps

OHSA safety training

High School Diploma program

Job training and credentials

Family Advocacy

Be Fit Kids

Community Planning and Development

Support of community collaborations via the Human Services Alliance

Garfield County Data

Population

62,456   **59 people per square mile**

Demographics

Age

35.7

Median age

a little less than the figure in Oklahoma: 36.9

about 90 percent of the figure in United States: 38.5
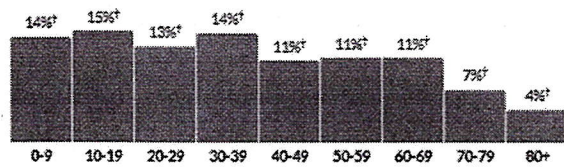
Population by age range

0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80+
14%†	15%†	13%†	14%†	11%†	11%†	11%†	7%†	4%†

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Population by age category

- Under 18
- 18 to 64
- 65 and over

18 to 64
58%†

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Sex

Male
50%†

- Male
- Female

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Race & Ethnicity

White	Black	Native	Asian	Islander	Other	Two+	Hispanic
72%†	2%†	1%†	1%†	4%†	0%†	6%†	14%†
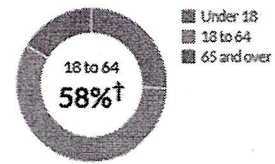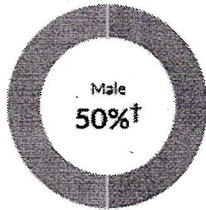
* Hispanic includes respondents of any race. Other categories are non-Hispanic.

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Economics

Income

$32,579
Per capita income

a little less than the amount in Oklahoma: $33,630

about 80 percent of the amount in United States: $41,261

$64,165
Median household income

a little higher than the amount in Oklahoma: $61,364

about 80 percent of the amount in United States: $75,149

Household income

Under $50K	$50K - $100K	$100K - $200K	Over $200K
38%	36%	21%†	5%†
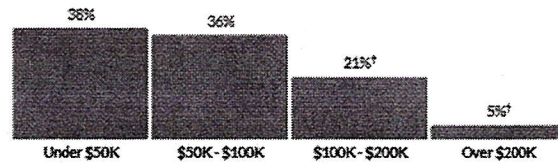
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Poverty

14%
Persons below poverty line

about 90 percent of the rate in Oklahoma: 15.2%

about 10 percent higher than the rate in United States: 12.5%

Children (Under 18)

Poverty
19%†

■ Poverty
■ Non-poverty

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Seniors (65 and over)

Poverty
8%†

■ Poverty
■ Non-poverty

Show data / Embed

Transportation to work

18.6 minutes
Mean travel time to work

about 80 percent of the figure in Oklahoma: 22.3

about two-thirds of the figure in United States: 26.7

Means of transportation to work

Drove alone	Carpooled	Public transit	Bicycle	Walked	Other	Worked at home
78%	14%†	0%†	0%†	1%†	1%†	4%†
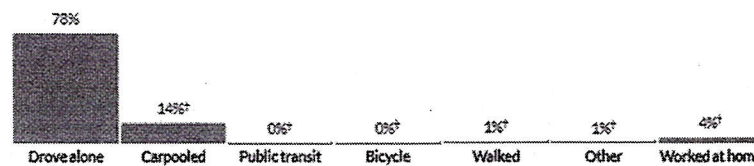
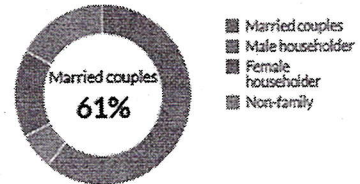* Universe: Workers 16 years and over

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Families

Households

23,815
Number of households

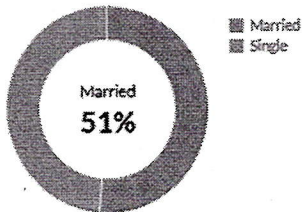Oklahoma: 1,522,711
United States: 125,736,350

2.6
Persons per household

about the same as the figure in Oklahoma: 2.5 †
about the same as the figure in United States: 2.6 †
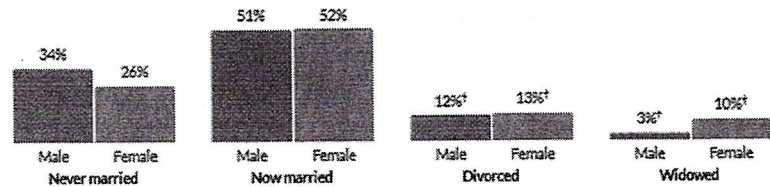
Population by household type

Married couples
61%

- Married couples
- Male householder
- Female householder
- Non-family

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Marital status

Married
51%

- Married
- Single

* Universe: Population 15 years and over

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Marital status, by sex

	Never married		Now married		Divorced		Widowed	
	Male	Female	Male	Female	Male	Female	Male	Female
	34%	26%	51%	52%	12%†	13%†	3%†	10%†

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Fertility

6.6%

Women 15-50 who gave birth during past year

about 10 percent **higher** than the rate in Oklahoma: 5.7%

about 25 percent **higher** than the rate in United States: 5.2%

Women who gave birth during past year, by age group

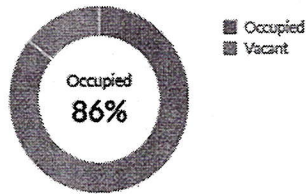| 15-19	20-24	25-29	30-35	35-39	40-44	45-50
7%†	9%†	7%†	9%†	7%†	2%†	4%†
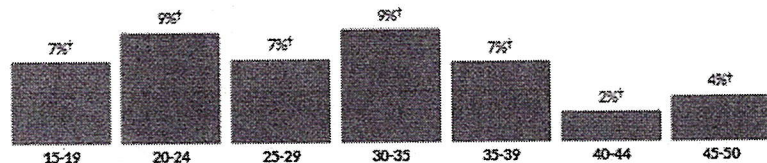
* Universe: Women 15 to 50 years

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Housing

Units & Occupancy

27,755
Number of housing units

Oklahoma: 1,751,802
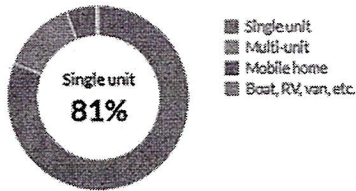**United States:** 140,943,620

Occupied vs. Vacant

- Occupied
- Vacant

Occupied
86%

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Ownership of occupied units

- Owner occupied
- Renter occupied

Owner occupied
66%

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Types of structure

- Single unit
- Multi-unit
- Mobile home
- Boat, RV, van, etc.

Single unit
81%

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Year moved in, by percentage of population

Before 1990	1990s	2000s	2010-2014	2015-2016	Since 2017
8%†	7%†	17%†	41%	20%†	6%†
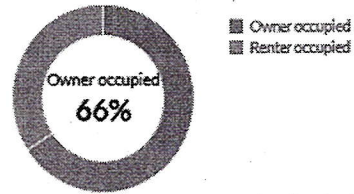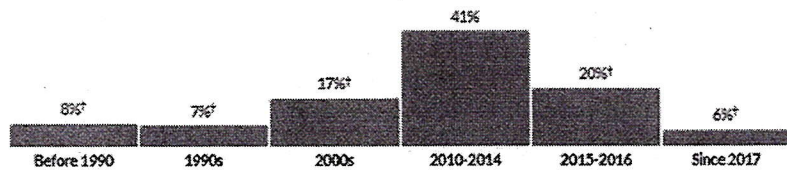
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Value

$142,000
Median value of owner-occupied housing units

about 80 percent of the amount in Oklahoma: $170,500

about half the amount in United States: $281,900

Value of owner-occupied housing units

Under $100K	$100K - $200K	$200K - $300K	$300K - $400K	$400K - $500K	$500K - $1M	Over $1M
33%†	38%	16%†	6%†	4%†	4%†	0%†
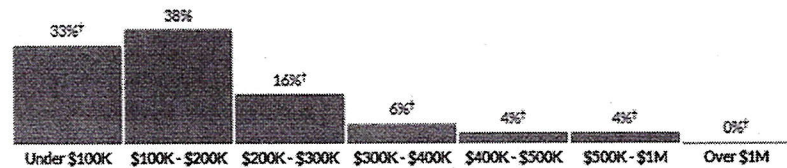
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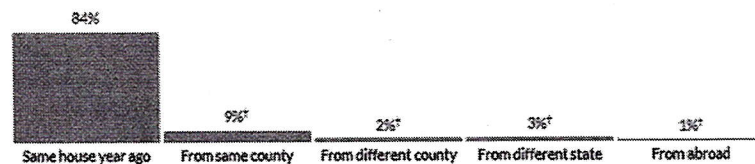
Geographical mobility

16.1%
Moved since previous year

a little higher than the rate in Oklahoma: 15.6%

about 25 percent higher than the rate in United States: 13.1%

Population migration since previous year

Same house year ago	From same county	From different county	From different state	From abroad
84%	9%†	2%†	3%†	1%†

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Social

Educational attainment

86.8%

High school grad or higher

about the same as the rate in
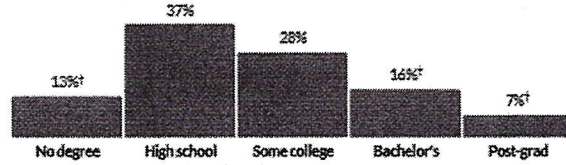Oklahoma: 89%

a little less than the rate in United
States: 89.1%

22.7%

Bachelor's degree or higher

about 80 percent of the rate in
Oklahoma: 27.3%

about two-thirds of the rate in United
States: 34.3%

Population by highest level of education

No degree	High school	Some college	Bachelor's	Post-grad
13%†	37%	28%	16%†	7%†

* Universe: Population 25 years and over

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Language

N/A

Persons with language other than
English spoken at home

Language at home, children 5-17
No data available

Language at home, adults 18+
No data available

Place of birth

7%

Foreign-born population

about 10 percent higher than the
rate in Oklahoma: 6.2% †

about half the rate in United States:
13.7% †

Place of birth for foreign-born population

Europe	Asia	Africa	Oceania	Latin America	North America
2%†	11%†	0%	0%	33%†	0%

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Language

N/A

Persons with language other than
English spoken at home

Language at home, children 5-17
No data available

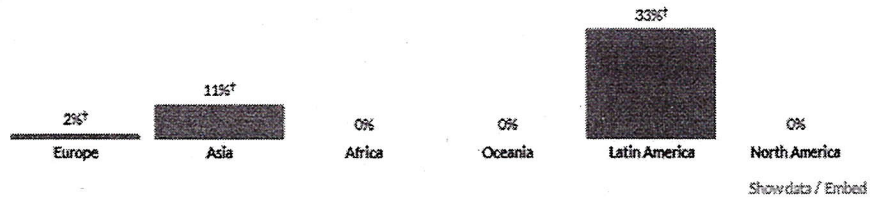Language at home, adults 18+
No data available

Place of birth

7%

Foreign-born population

about 10 percent higher than the
rate in Oklahoma: 6.2% [†]

about half the rate in United States:
13.7% [†]

Place of birth for foreign-born population

Europe	Asia	Africa	Oceania	Latin America	North America
2%[†]	11%[†]	0%	0%	33%[†]	0%

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Veteran status

8.4%

Population with veteran
status

about the same as the rate in
Oklahoma: 8.5%

about 25 percent higher than the
rate in United States: 6.6%

Veterans by wartime service

WWII	Korea	Vietnam	Gulf (1990s)	Gulf (2001-)
66[†]	167[†]	1,175[†]	1,369[†]	1,073[†]
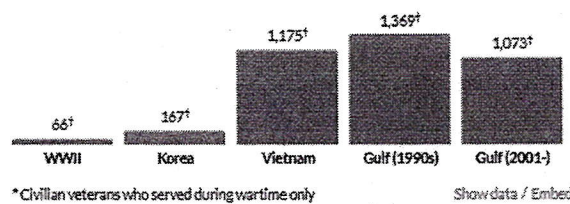
3,808 Total veterans
3,511 Male
297 Female

* Civilian veterans who served during wartime only

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Grant County Demographics

Citation: U.S. Census Bureau (2022). *American Community Survey 5-year estimates.* Retrieved from *Census Reporter Profile page for Grant County, OK* http://censusreporter.org/profiles/05000US40053-grant-county-ok/

Population

4,152   4.1 people per square mile
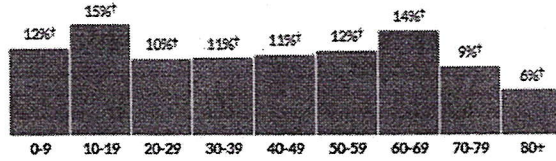
Demographics

Age

41.1

Median age

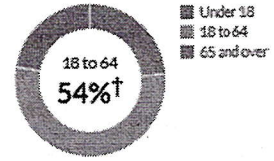**about 10 percent higher** than the figure in Oklahoma: 36.9

about 10 percent higher than the figure in United States: 38.5
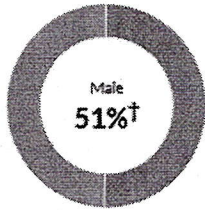
Population by age range

Age	Percent
0-9	12%†
10-19	15%†
20-29	10%†
30-39	11%†
40-49	11%†
50-59	12%†
60-69	14%†
70-79	9%†
80+	6%†

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Population by age category

18 to 64
54%†

- Under 18
- 18 to 64
- 65 and over

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Sex

Male
51%†

- Male
- Female

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Race & Ethnicity

Category	Percent
White	85%†
Black	2%†
Native	3%†
Asian	0%†
Islander	0%
Other	0%†
Two+	4%†
Hispanic	6%†
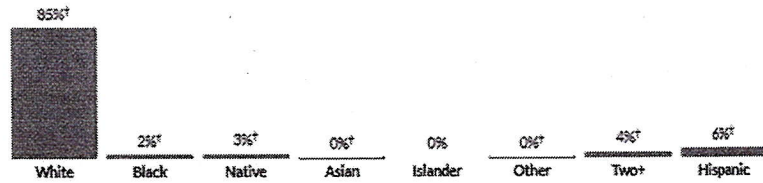
* Hispanic includes respondents of any race. Other categories are non-Hispanic.

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Economics

Income

$33,685

Per capita income

about the same as the amount in
Oklahoma: $33,630
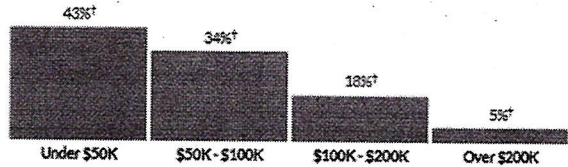
about 80 percent of the amount in
United States: $41,261

$58,980

Median household income

a little less than the amount in
Oklahoma: $61,364

about 80 percent of the amount in
United States: $75,149

Household income

43%[†]   34%[†]   18%[†]   5%[†]

| Under $50K | $50K - $100K | $100K - $200K | Over $200K |

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Poverty

13.3%

Persons below poverty line

about 90 percent of the rate in Oklahoma: 15.2%

a little higher than the rate in United States: 12.5%

Children (Under 18)

Poverty
Non-poverty

Poverty
17%[†]

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Seniors (65 and over)
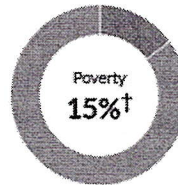
Poverty
Non-poverty

Poverty
15%[†]

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Transportation to work

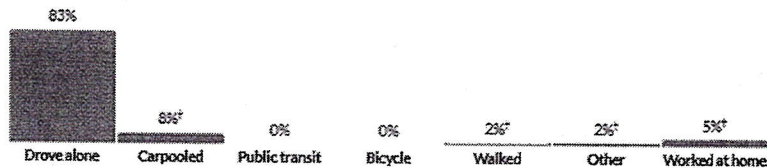# 25 minutes ±4.1 (42,595 ±7,558)

Mean travel time to work

about 10 percent higher than the figure in
Oklahoma: 22.3 36,994,464 (±0.1 / ±192,185)

a little less than the figure in United States: 26.7
3,689,928,200 (±0 / ±7,200,288)

Means of transportation to work

83%

8%[†]   0%   0%   2%[†]   2%[†]   5%[†]

| Drove alone | Carpooled | Public transit | Bicycle | Walked | Other | Worked at home |

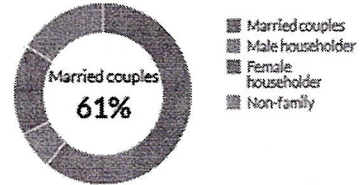* Universe: Workers 16 years and over

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Families

Households

1,522

Number of households

Oklahoma: 1,522,711
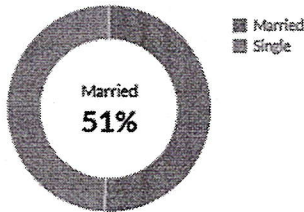United States: 125,736,350

2.7

Persons per household

a little higher than the figure in Oklahoma: 2.5 †

a little higher than the figure in United States: 2.6 †
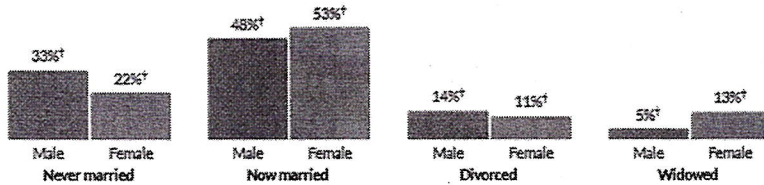
Population by household type

Married couples
61%

- Married couples
- Male householder
- Female householder
- Non-family

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Marital status

Married
51%

- Married
- Single

* Universe: Population 15 years and over

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Marital status, by sex

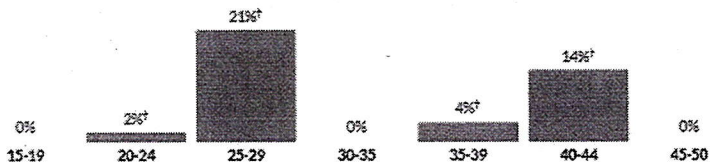|	Never married	Now married	Divorced	Widowed
Male	33%†	48%†	14%†	5%†
Female	22%†	53%†	11%†	13%†

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Fertility

5.6%

Women 15-50 who gave birth during past year

a little less than the rate in Oklahoma: 5.7%

about 10 percent higher than the rate in United States: 5.2%

Women who gave birth during past year, by age group

15-19	20-24	25-29	30-35	35-39	40-44	45-50
0%	2%†	21%†	0%	4%†	14%†	0%

* Universe: Women 15 to 50 years

Show data / Embed

Housing

Units & Occupancy

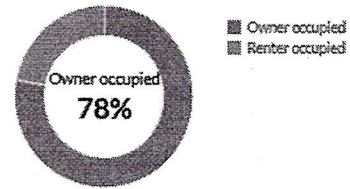## 2,185
Number of housing units
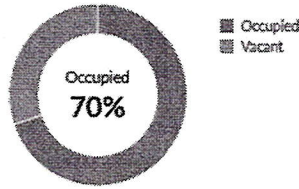
Oklahoma: 1,751,802
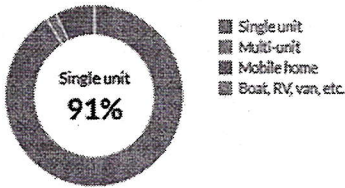**United States:** 140,943,620

Occupied vs. Vacant

- Occupied
- Vacant

Occupied
70%

Show data / Embed

Ownership of occupied units

- Owner occupied
- Renter occupied

Owner occupied
78%

Show data / Embed

Types of structure

- Single unit
- Multi-unit
- Mobile home
- Boat, RV, van, etc.

Single unit
91%

Show data / Embed

Year moved in, by percentage of population

- Before 1990: 11%
- 1990s: 10%
- 2000s: 23%
- 2010-2014: 38%
- 2015-2016: 16%
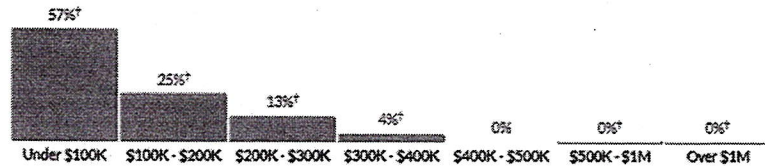- Since 2017: 3%
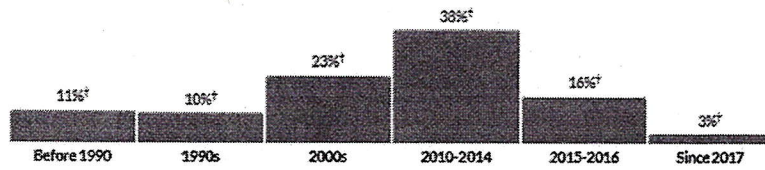
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Value

$84,700
Median value of owner-occupied housing units

about half the amount in Oklahoma: $170,500
about one-third of the amount in United States: $281,900

Value of owner-occupied housing units

- Under $100K: 57%
- $100K - $200K: 25%
- $200K - $300K: 13%
- $300K - $400K: 4%
- $400K - $500K: 0%
- $500K - $1M: 0%
- Over $1M: 0%
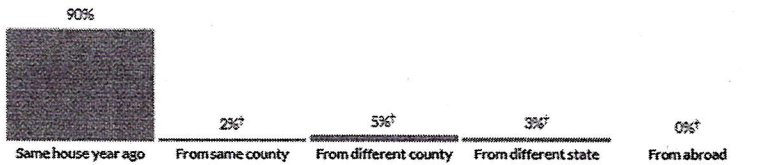
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Geographical mobility

10.1%
Moved since previous year

about two-thirds of the rate in Oklahoma: 15.6%
about three-quarters of the rate in United States: 13.1%

Population migration since previous year

- Same house year ago: 90%
- From same county: 2%
- From different county: 5%
- From different state: 3%
- From abroad: 0%

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Social

Educational attainment

92%
High school grad or higher

a little higher than the rate in Oklahoma: 89%

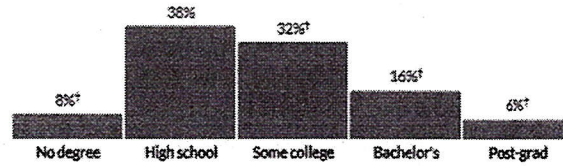**a little higher** than the rate in United States: 89.1%

22.4%
Bachelor's degree or higher

about 80 percent of the rate in Oklahoma: 27.3%

about two-thirds of the rate in United States: 34.3%

Population by highest level of education

No degree	High school	Some college	Bachelor's	Post-grad
8%[†]	38%	32%[†]	16%[†]	6%[†]

*Universe: Population 25 years and over

Show data / Embed

Language

N/A
Persons with language other than English spoken at home

Language at home, children 5-17
No data available

Language at home, adults 18+
No data available

Place of birth

0.3%
Foreign-born population

less than 10 percent of the rate in Oklahoma: 6.2%[†]

less than 10 percent of the rate in United States: 13.7%[†]

Place of birth for foreign-born population

Europe	Asia	Africa	Oceania	Latin America	North America
0%	75%	0%	0%	0%	0%

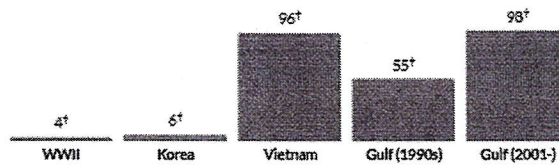Show data / Embed

Veteran status

9.8%
Population with veteran status

about 20 percent higher than the rate in Oklahoma: 8.5%

about 1.5 times the rate in United States: 6.6%

Veterans by wartime service

WWII	Korea	Vietnam	Gulf (1990s)	Gulf (2001-)
4[†]	6[†]	96[†]	55[†]	98[†]

*Civilian veterans who served during wartime only

Show data / Embed

310 Total veterans
278 Male
32 Female

Hover for margins of error and contextual data.

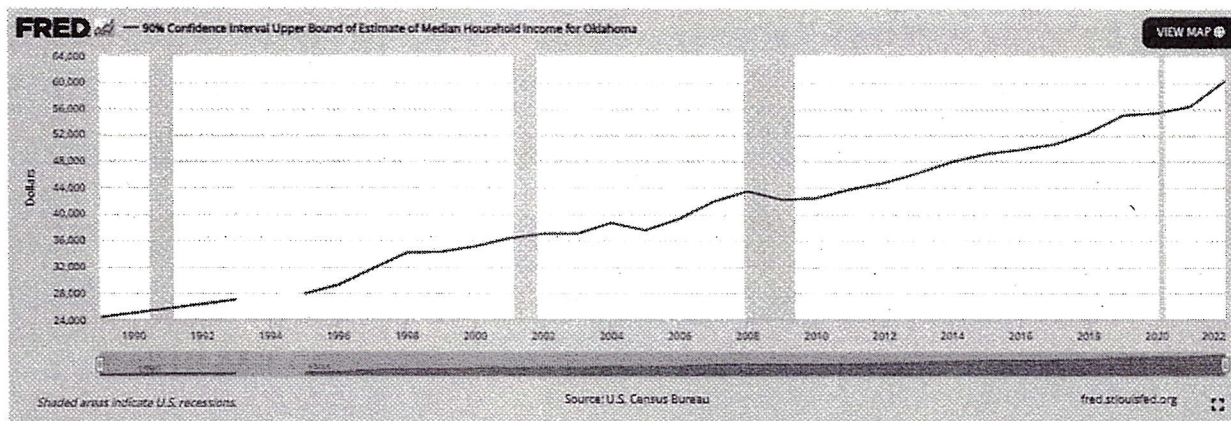# Income and Poverty

U. S. Federal Poverty Guidelines

The poverty guidelines may be formally referenced as "the poverty guidelines updated periodically in the Federal Register by the U.S. Department of Health and Human Services under the authority of 42 U.S.C. 9902(2)."

Federal Poverty Level (FPL)

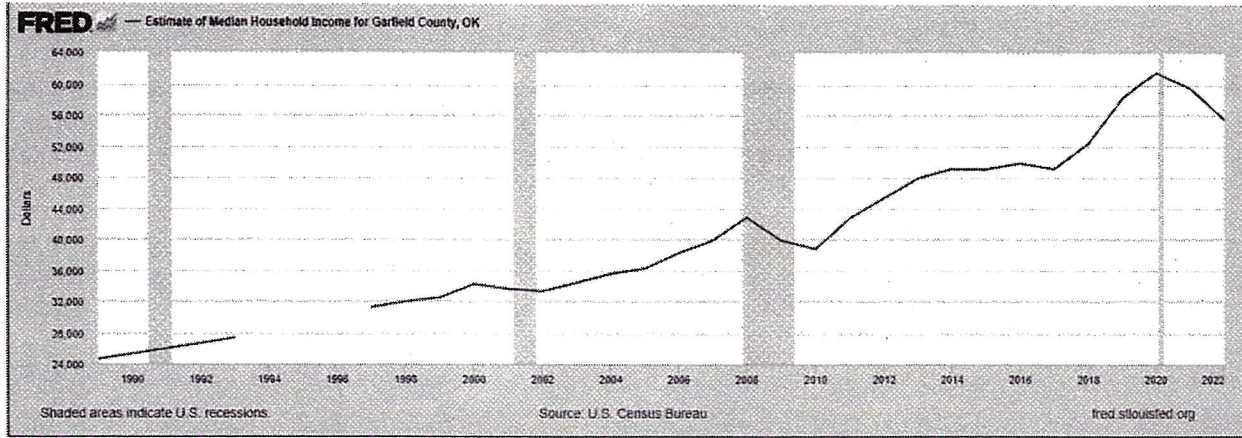| Family size	2022 income numbers	2023 income numbers
For individuals	$13,590	$14,580
For a family of 2	$18,310	$19,720
For a family of 3	$23,030	$24,860
For a family of 4	$27,750	$30,000

Oklahoma Median Income Estimates

https://fred.stlouisfed.org/series/MHICIUBOK40000A052NCEN

Garfield County Median Income Estimates

https://fred.stlouisfed.org/series/MHIOK40047A052NCEN#

Estimate of Median Household Income for Garfield County, OK

Grant County Median Income Estimates

https://fred.stlouisfed.org/series/MHIOK40053A052NCEN

Estimate of Median Household Income for Grant County, OK

Health

https://oklahoma.gov/certifiedhealthy/apply/community.html
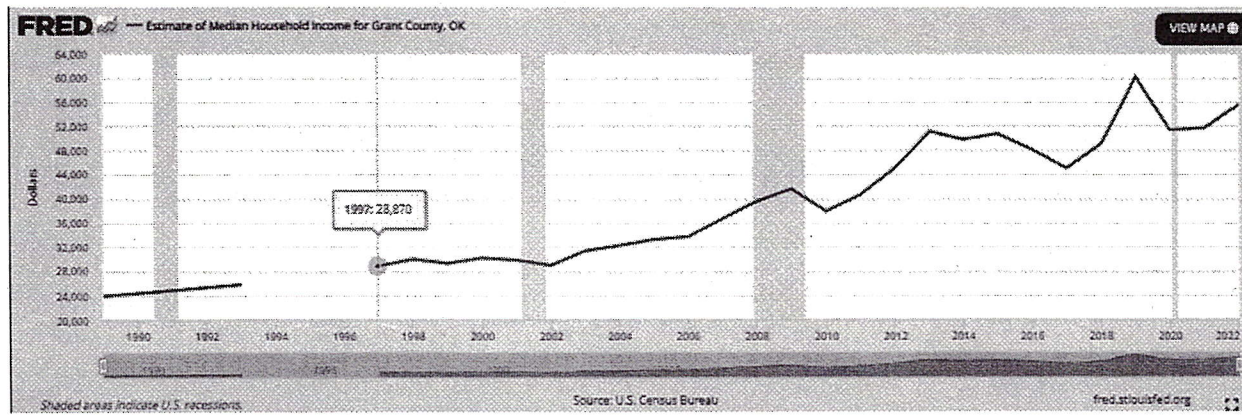
The State of Health in Oklahoma

Oklahoma currently ranks 47 out of 50 on America's Health Rankings[1]. This is a decline from last year when Oklahoma was ranked 43[1]. Out of all 50 states, this was the biggest decline in rankings from last year[1]. The decline can be attributed primarily to an 11% increase in the obesity rate, and a 14% increase in the physical inactivity rate[1]. Our poor health outcomes are hurting our families, finances, and future.

- Premature deaths in the US overall have increased by 3% since last year from 7,214 to 7,432 years lost before age 75 per 100,000 population[1]. This is due to increasing deaths due to drugs, increases in suicides, and an uptick in occupational fatalities. In Oklahoma, 9,992 years are lost before age 75 per 100,000 population[1].

- The leading cause of death in Oklahoma is heart disease, followed by cancer[2]. In fact, more than 1 in 4 Oklahoma deaths in 2017 were due to heart disease[2]. Cancer accounted for more than 1 in 5 Oklahoma deaths in 2017[2], and many cancer deaths are related to cigarette smoking[3].

- The third leading cause of death in Oklahoma is chronic obstructive pulmonary disease (COPD). In 2017, there were 3,035 deaths due to COPD in Oklahoma, accounting for 7.7% of deaths[2]. Cigarette smoking is the main cause of COPD and secondhand smoke contributes to the disease, as well.[4]

- In 2017, Oklahoma had the 8th highest diabetes prevalence in the nation at 12.7%[5]. Type II diabetes accounts for 90% to 95% of all diabetes cases and obese and overweight adults are at increased risk for Type II diabetes[6]. In 2017, approximately 85% of Oklahomans with diabetes were also overweight or obese.[7]

Chronic disease is often preventable, but Oklahomans' health behaviors are contributing to the state's chronic disease morbidity and mortality. It is especially worth noting that three behaviors (poor diet, physical inactivity, and tobacco use) contribute to four chronic diseases (heart disease and stroke, cancer, diabetes, and lung disease) that cause approximately 60% of all deaths in Oklahoma.[2]

Trends

Garfield County-Garfield County population is estimated at 62,456 in 2023 and was 61,056 in 2020. The 2020 population was a reduction from 2015 (from 63,091). This decline was probably related to a decline in area oil and gas production since 2015 and

the loss of a major employer (Continental Resources). Population appears to be recovering since that time. However, poverty continues to remain high in Garfield County. Garfield County is trending toward slow growth.

In Grant County, population continues to decline. Historical review shows that Grant County population peaked in 1910 at 18,760. 2023 population is estimated at 4,152, a continued decline, down from 4,501 in 2015. Grant County is trending toward an older and smaller population.

Assessment Profile-Prioritized Needs

CDSA analyzed demographic data and survey data as well as gathered information from community experts in order to determine the top needs we should focus on in the short term.

Following, we have provided a matrix that identifies the top five needs, contributing factors, community assets as resources, and our plans for addressing the identified needs. This information assisted us in selecting the top three needs identified on page seven of the report.

Identified Need	Contributing Factors	Community Assets/ Resources	Plan
1. Decent and Affordable Housing to rent-Family Need (85.71 level of need-top need)	• **Rents have not fallen after rapid rise due to boom.** • **Lack of high quality affordable rentals**	The City of Enid and private donors have developed and built a new soccer complex	Increase rental stock through HOME program.
2. Safe Neighborhoods, sidewalks, parks (84.19 level of need)	• **Infrastructure is aging in some parts of town** • **There is a perception of high crime rates on the east side of town** • **There is data that supports a greater desire for being outside post pandemic**	The Enid trail system has been developed and continues to expand. Organized sports leagues	Support neighborhood preservation through improvement of housing quality and other neighborhood efforts through our housing programs and YouthBuild
3. Home Repair (82.98 level of need)	• Low income people struggle to maintain their homes when affordable housing is primarily older housing stock	The City of Enid and CDSA are working to improve target neighborhoods	CDSA will continue to operate emergency repair and weatherization programs
4. Utility Assistance (82.98 level of need)	• Inflation • Higher food costs result in less funds for other needs	Existing utility assistance programs (LIHEAP) are well-utilized	CDSA will designate private funds to this purpose as available and will continue to operate Emergency Solutions Programs as funded.

5. Decent Affordable Housing to Buy (82.37 level of need)	• Housing values are climbing • Cost of construction is climbing	CDSA will consider ability to continue purchase/rehab/resale program

Need	Outcome	Potential partner/provider
1. Decent and Affordable Housing to rent-(family need)	Number of units developed or maintained	CDSA Housing Program, City of Enid, Private Developers, Housing Counseling Services
2. Safe neighborhoods, sidewalks, parks (community need)	Neighborhood improvement projects completed	YouthBuild, City of Enid, Private developers
3.People need Home Repair (Family Need)	Number of families that maintain housing through home repair or weatherization	DOL, DHS, BIL, City of Enid, ODOC
4. People need utility assistance (Family Need)	Number of new initiatives, assistance provided	LIHEAP, WX, ESG, Private funds
5.People need decent affordable housing to buy (Family Need)	Number of new initiatives, completed projects	City of Enid, YB, County Govts., Churches, Nonprofits.

Agency data for services currently being delivered

CDSA currently provides numerous services targeted at the reduction of poverty. Outcomes are identified for each of these services. Numbers reaching outcomes are described below:

Family Assistance

359   People receive referral services to community programs

10   People receive glasses

660   Rent payments

97 Rent Deposit payments

95 Utility payments

96 Utility deposits

112 Temporary housing placements

Early Childhood Services

582 Childcare Providers complete training

998 Families receive emergency diapers (approx. 70,000 total diapers)

425 VIP group attendees

89 Families use toy lending library

419 Developmental screenings are completed

150 Children learn about health activity, complete Buzz Run

Affordable Health Care

146 People receive long-term prescription assistance

25 People receive emergency medications

15 People receive mental health meds after discharge, prior to outpatient appointment

15 People receive medical supplies/equipment

Employment/Training

28 Youth earn a high school diploma

28 Youth earn educational awards

20 Youth become employed

Housing

48 Units of housing are maintained

10 People receive handicap access services and remain in their home

25 Families reduce their energy use through weatherization

50 Families receive emergency repair services and remain in their homes

Non-Profit Center/Community Development

300 Community collaborative meetings are held in free space

4	Nonprofits co-locate and share space, reducing operating costs
1	Nonprofit organizations receives mentoring/development services
5	Community organizations receive CDSA staff support

Results of Customer Service Surveys

CDSA has incorporated customer service standards that are widely understood throughout the agency. All coordinators are empowered to recognize excellent customer service by awarding "hour off cards".

Customer service survey cards are distributed by all staff and also collected at the front desk. A slotted box on the front desk allows customers to deposit their survey anonymously. Following are the results for January- December 2023. Comment cards are reviewed by the executive director and kept on file for 6 months.

Please rate your experience

Your opinion is extremely valuable and greatly appreciated.

Name (optional-complete if you require follow up)

	☺ Happy		☹ No / Sad	N/A
My Case Manager Completed a Housing Stabilization	258			
We were able to find or maintain safe / affordable hou	258			
I was able to find or keep a job	258		2	
the cas manager undertood my situation	258		1	
This program helps people become more successful	258			

pho

Comments (negatives, improvements, praise)

Sampling of customer comments:

Thank you for helping me but we need more help.
Y'all were a blessing and I thank y'all so much.
This program and Ellen are a blessing.
Debbie is an amazing lady.
Thank you for helping us we appreciate it so much and are glad to be where we are now!
My experience with CDSA in Enid was life changing. Rachel Schmidt was kind...
Very caring and understanding. Thank you so much, God Bless you.
I never had government assistance and it was humbling to ask for help. Ellen was very helpful.
CDSA provided assistance to me when I desperately need it the staff was friendly and helpful.
I sure appreciate the kindness that was shown to me.
Staff have patience.
Diaper Bank is much needed and appreciated.
It's an amazing program.
Everyone is nice and kind here.
No words to express my gratitude.
Really appreciate the fast approach to my problem.
She helped us get into a home and the utility deposits put up. We are very grateful.
I was in a very dark place and thought I had no resources left. CDSA helped me through that time...
I don't know where I would be without them.

There were few negative comments about service. CDSA staff understands that while we cannot help everyone with exactly what they request or need, the way we deliver our services is important. We are committed to delivering professional services quickly and with kindness.

How Customer Satisfaction is used in the needs assessment process:

Customer satisfaction is regularly reported to the CDSA board of directors and used as a tool to improve services. Surveys highlight areas where we excel as well as areas where we might improve. Customer satisfaction is considered critical information when determining whether or not our services are delivered in the appropriate manner to meet customer needs. Poor satisfaction could result in program redesign.

CDSA, Inc
114 S. Independence
Enid, OK 7301
580/242-6131, www.cdsaok.org

Community Needs Assessment Survey
CDSA regularly conducts a survey to determine what the needs are in your community so we will know where to best focus our efforts and funding. Your help in completing this survey is sincerely appreciated.

Please list your City_____, County_____, and Zip Code_____

Check the response that best represents you.

4. What is your gender?
☐ Male ☐ Female ☐ Non-Binary

5. What is your ethnicity?
☐ Hispanic ☐ Non-Hispanic

5. What is your race?
☐ White or Caucasian ☐ Black or African American
☐ Asian ☐ American Indian or Alaska Native
☐ Native Hawaiian or Other Pacific Islander
☐ Other_____

7. What is your highest level of education completed?
☐ Less than 9th grade ☐ 9th-12th grade (no diploma)
☐ High School Diploma/GED ☐ Technical School/Votech
☐ Some college (no degree) ☐ Associate's degree
☐ Bachelor's degree ☐ Graduate/Professional

6. What best describes your household?
☐ Two Parent ☐ Single Parent Female
☐ Single Parent Male ☐ Multifamily household
☐ Single person ☐ Two adults no children
☐ Grandparent(s) raising grandchildren

9. WRITE IN THE NUMBER of persons for each age group in your household.
____0-2 ____3-4 ____5-9 ____10-14
____15-17 ____18-19 ____20-24 ____25-34
____35-44 ____45-54 ____55-59 ____60-64
____65-74 ____75-84 ____85 and older

10. What is the primary language spoken in the home?
☐ English ☐ Spanish ☐ Other_____

11. Is anyone in your household a veteran?
☐ Yes ☐ No

12. Anyone in your household receive disability benefits?
☐ Yes ☐ No
If yes, please mark # of each below:

_____# of Children _____# of Adults

13. What was your total household income last year?
☐ Less than $10,000 ☐ $10,000 - $14,999
☐ $15,000-$19,999 ☐ $20,000 - $24,999
☐ $25,000 - $34,999 ☐ $35,000 – $49,999
☐ Over $49,999

14. Mark the choice that best describes you:

☐ Client of Agency
[Have received services from agency. Example – Tax Preparation]

☐ Agency Board Member

☐ Agency Volunteer

☐ Representative of an educational institution
[Public or private school, college, technical school]

☐ Representative of a government entity
[City, County, State, or Federal]

☐ Representative of a private organization
[Business, local civic group]

☐ Representative of a faith-based organization
[Church or other religious organization]

☐ Representative of a community based organization
[Nonprofit entities providing direct services]

☐ General Public
[Have NOT received services from the agency]

15. What are the MOST important program/services you would you like to see continued in your community?

☐ Emergency Assistance

☐ Early Childhood Services

☐ Affordable Housing Development

☐ Youth Training & Education

☐ Prescription Assistance

Other:

_____

_____

_____

_____

1

16. How much does each item rate as a need in your community? *Please check only one rating for each need listed*

NUTRITION	No Need	Some Need	Great Need	Don't Know
Availability/access to food (grocery store)				
Community Gardens				
Nutrition Education/ Healthy Eating				
Need food				

EMPLOYMENT	No Need	Some Need	Great Need	Don't Know
Job Training				
Help finding a job				
Higher Paying Jobs or Jobs with Benefits				

HEALTH	No Need	Some Need	Great Need	Don't Know
Health Insurance/ Affordable Health Care				
Health Education Services				
Mental Health Services				
Substance Abuse Counseling/Treatment				
RX (prescription assistance)				
Child Immunizations				
Teenage Pregnancy/ Family Planning				
Elder Care				
Vision				
Dental Insurance/ Affordable Dental				

LINKAGES	No Need	Some Need	Great Need	Don't Know
Prisoner Discharge Services				
Public Transportation				
Vehicle Repair Assistance				
Access to Services (WIC, SNAP, SSI, Sooner Care)				

INCOME MANAGMENT	No Need	Some Need	Great Need	Don't Know
Free Income Tax Preparation Assistance				
Gambling Counseling				
Budget/Credit/Debit Counseling				

EDUCATION	No Need	Some Need	Great Need	Don't Know
Early Childhood Education Programs				
GED Classes				
English as a Second-Language Classes				
Computer Skills Training				
Literacy Classes				
Technical and Vocational Training				
Childcare				

HOUSING	No Need	Some Need	Great Need	Don't Know
Decent affordable houses to RENT				
Decent affordable houses to BUY				
Weatherization (Home Energy Improvement)				
Home Repair				
Home Buyer Education				
Handicap Accessibility Housing				
Senior Citizens Housing				
Rental Assistance				
Utility Assistance				

COMMUNITY	No Need	Some Need	Great Need	Don't Know
Safe Neighborhoods, sidewalks, parks				
Homeless Shelter				
Senior Activities				
Recreational Activities				
Youth Activities				
Crime Prevention				
Additional Health Care Facilities (Doctor's Offices, Clinics, Pharmacies)				
Legal Assistance				
Volunteer Opportunities				

Please describe any other need that was not listed above:

_____

_____

Thank you for your participation!

2