

# **Community Services Block Grant Program CSBG**

COMMUNITY NEEDS ASSESSMENT  
ANNUAL REPORT

DECEMBER, 2016

CHIQUITTA W. LESENE, CSBG PROGRAM DIRECTOR

# EASTERN CAROLINA HUMAN SERVICES AGENCY, INC.

*“Helping People, Changing Lives”*

## COMMUNITY SERVICES BLOCK GRANT

### *Family Self-Sufficiency Program*

The CSBG-FSS Program provides comprehensive services and assistance to families enrolled in the program, *according to need*, by providing assistance in the following areas:

- Employment Support/Job Placement
- Educational Training
- Standard Housing Placement
- Rent Deposit/Assistance
- Utility Deposit/Assistance
- Child Care Assistance



- Medical Assistance
- Fuel Assistance
- Transportation Assistance
- Financial Management
- Personal Development

### THE TWO (2) MAIN REQUIREMENTS FOR PROGRAM ENROLLMENT ARE:

1. Must be income eligible
2. Must be willing to set goals and follow through

### **CSBG/FSS IS NOT AN EMERGENCY ASSISTANCE PROGRAM**

**\*Applicants MUST PROVIDE their Identification Card and Social Security Cards for ALL household members (related by blood/marriage/adoption) to complete the CSBG application.\***

For more information, contact ECHSA, Inc., Monday thru Friday between the hours of 8:00 a.m. and 5:00 p.m. at one of the following locations:

#### **Onslow County (Central Office)**

1201B Hargett Street  
Mailing: P.O. Drawer 796  
Jacksonville, N.C. 28541  
(910) 347-2151/9576 (voice)  
(910) 347-1237 (fax)

#### **Duplin County**

1326 N. Teachey Road  
Mailing: P.O. Drawer 310  
Wallace, N.C. 28466  
(910) 285-5331/4917 (voice)  
(910) 285-3506 (fax)

#### **New Hanover County**

1209 Market Street, Suite K  
Mailing: same  
Wilmington, N.C. 28401  
(910) 762-0010 (voice)  
(910) 762-0030 (fax)

Eastern Carolina Human Services, Inc. representatives are also available at the NC Works/Workforce Solutions located in the Employment Security Commission offices on the following days/times:

Onslow County (461 Western Blvd. #106, Jacksonville), Thursdays from 10:00 a.m. – 12:00 p.m.  
Duplin County (192 Magnolia Ext., Kenansville), alternating Tuesdays from 9:00 a.m. – 3:30 p.m.  
New Hanover County (1994 South 17<sup>th</sup> Street, Wilmington), Mondays from 9:00 a.m. – 11:00 a.m.

# Organizational Standards

On October 1, 2015, fifty eight (58) Organizational Standards were implemented by the Office of Economic Opportunity (OEO) as provided by the United States Department of Health and Human Services ACF/OCS Division of State Assistance. As a result, and for purposes such as this, the ECHSA, Inc. Community Needs Assessment Task Force was established.

# Community Needs Assessment Task Force (CNATF)

CHAIRPERSON:

**SHERRY HARRIS**

*CSBG SENIOR CASE MANAGER*

# WHAT IS THE COMMUNITY NEEDS ASSESSMENT TASK FORCE (CNATF)?

- ▶ Committee that supports the agency's mission: *“To improve the lives of low-income families, Veterans, and military families and veterans by empowering them to become economically and socially self-sufficient.”*
- ▶ Composed of members of ECHSA, Inc. Board of Directors, ECHSA, Inc. staff members, community leaders, and program participants.

# PURPOSE OF THE CNATF

To assist in the ongoing compilation of data within the targeted communities and to facilitate the agency's goal of linking **FAMILY, COMMUNITY, AND AGENCY** together to best meet the needs of low income families



# SIX (6) NATIONAL GOALS

## FAMILY → COMMUNITY ← AGENCY

Low-income people become more self-sufficient

Low-income people, achieve their potential by strengthening family and other supportive systems

Conditions in which low-income people live are improved

Low-income people own a stake in their community

Establish partnerships with other agencies

Agencies increase their capacity to achieve results

# Results Oriented Management and Accountability Cycle

ASSESSMENT OF NEEDS AND  
RESOURCES

PLANNING

**ROMA**

IMPLEMENTATION

ACHIEVEMENT OF  
RESULTS

EVALUATION



# PUTTING IT ALL TOGETHER

- ▶ Analyze poverty problems/conditions and identify causes
- ▶ Develop strategies to effect the causes and conditions
- ▶ Seize other opportunities that will benefit low-income people



# ACTION

- ▶ Through formal and informal partnerships
- ▶ Ongoing community planning
- ▶ Advocacy
- ▶ Engagement of people with low incomes
- ▶ We plan to work with other organizations to successfully move families out of poverty and revitalize communities.



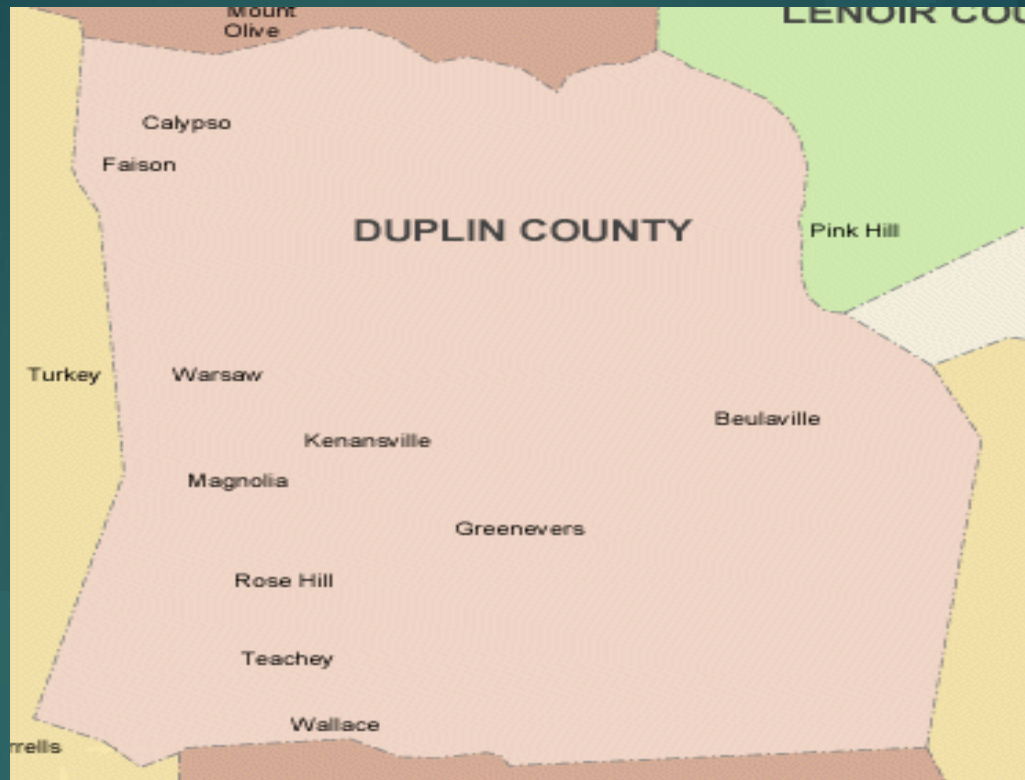
# The Assessment Stage

***Community  
needs and  
resources,  
agency data***



# Community Assessment

A systematic process  
for creating a profile  
of the needs and resources  
of a given community or target  
population.

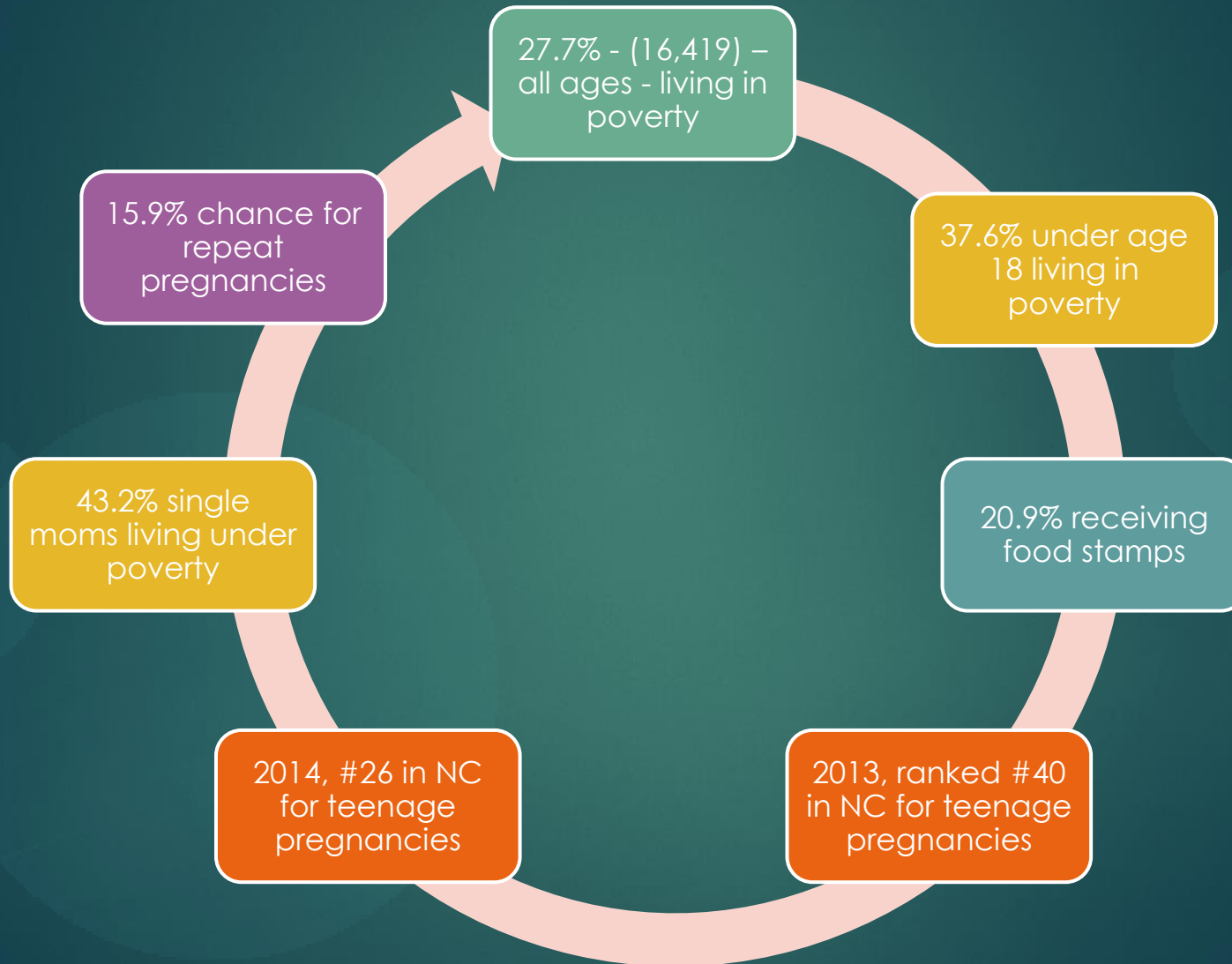


# WELCOME TO DUPLIN COUNTY, NORTH CAROLINA

EST. POPULATION: 59,244

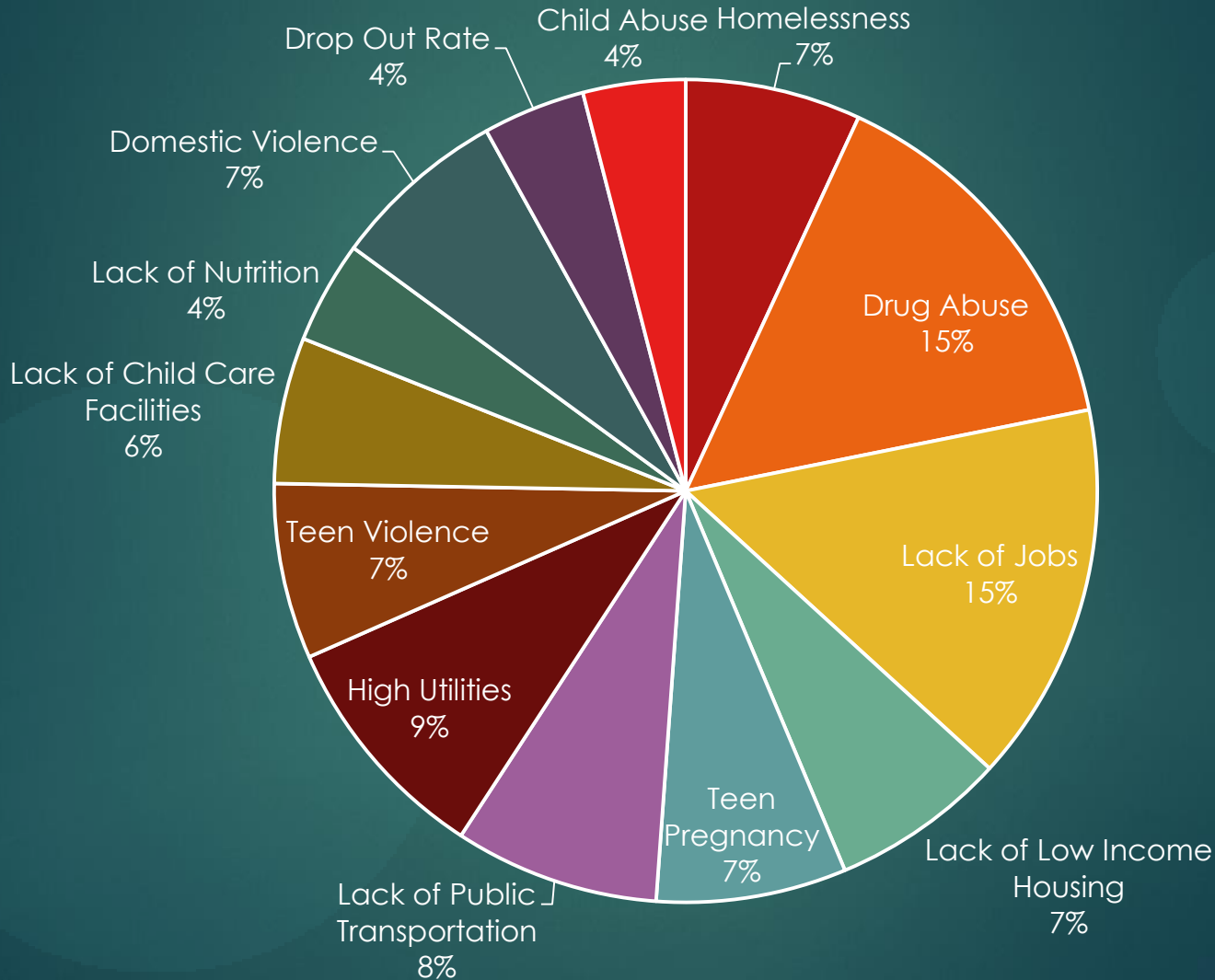
SOURCE: 2014 US CENSUS SAIPE

# Quick Facts



# Poverty Causes

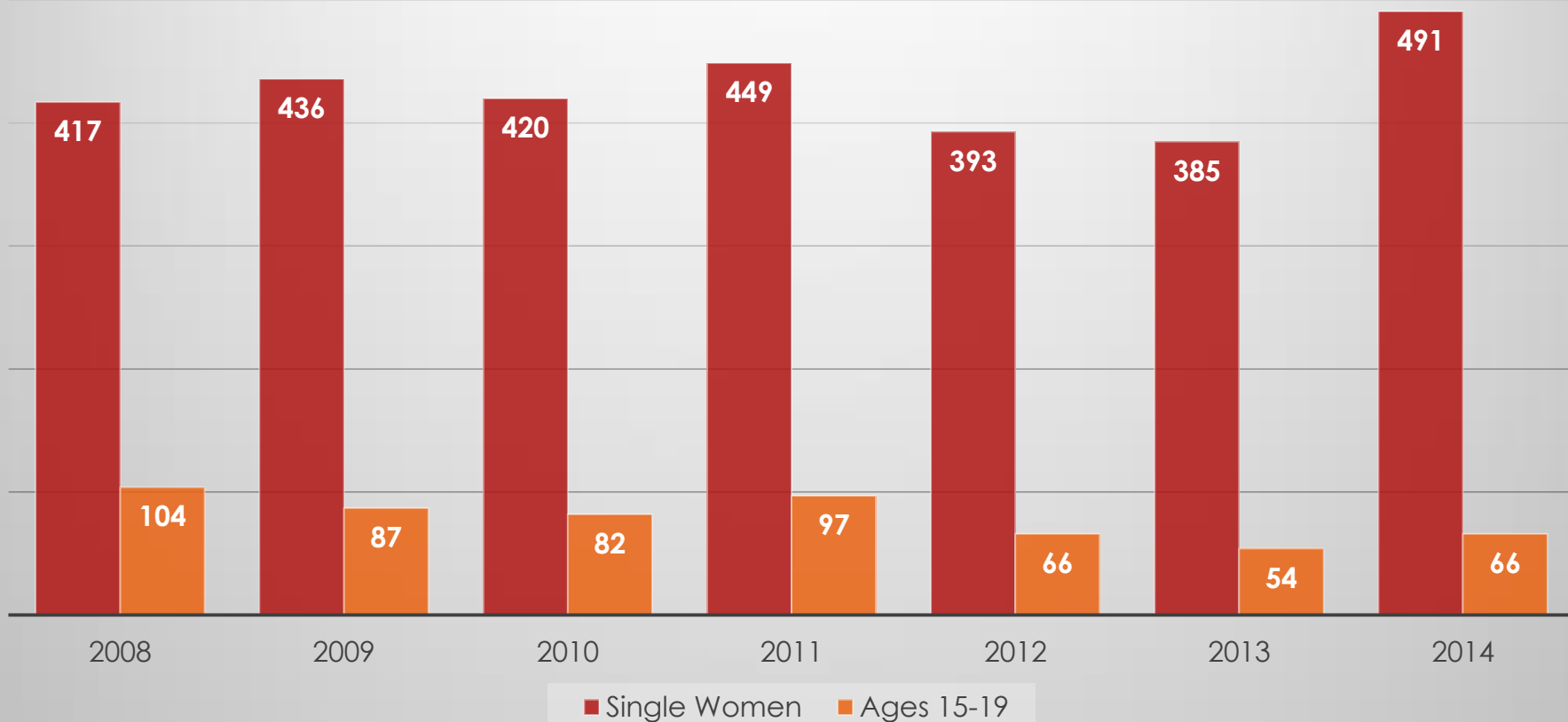
15



# Pregnancy Trends

16

2008 - 2014

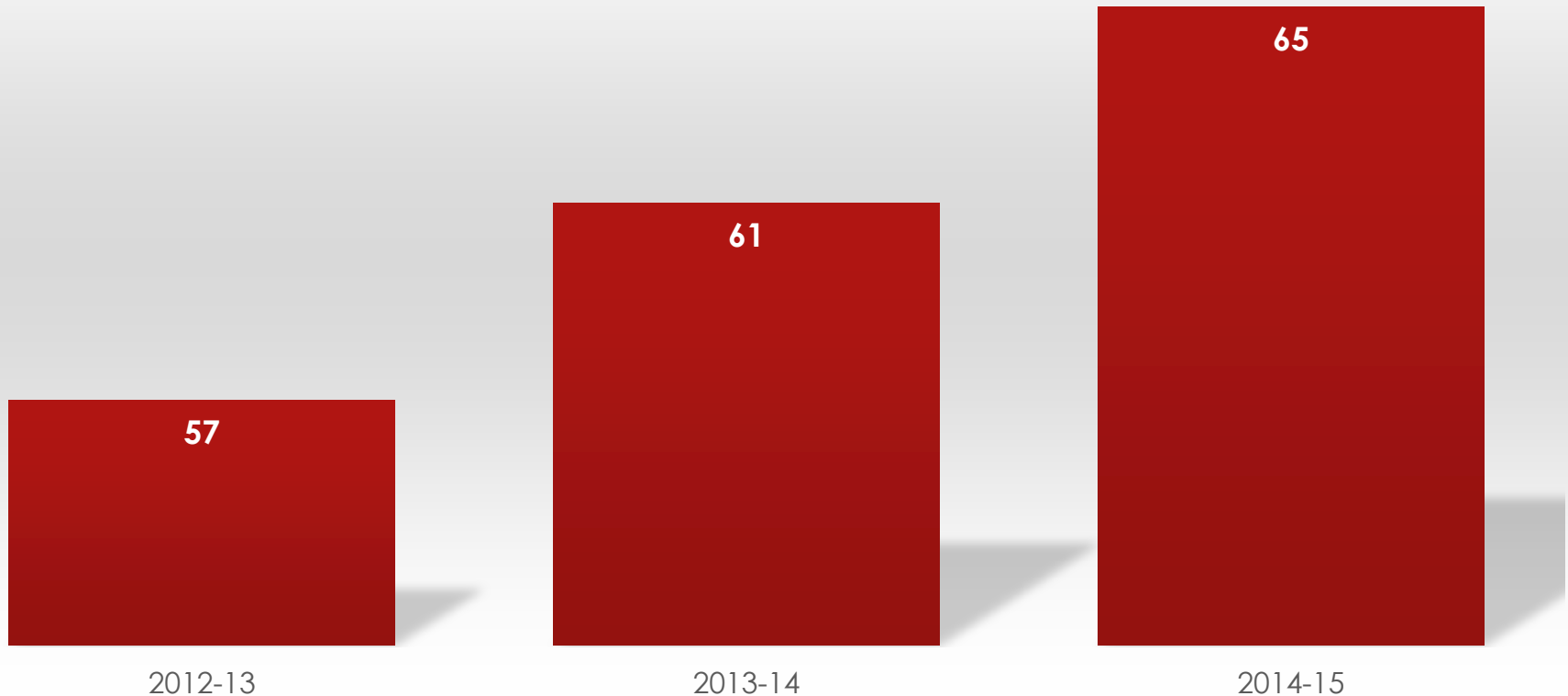


# Education

17

## Drop Out Rate

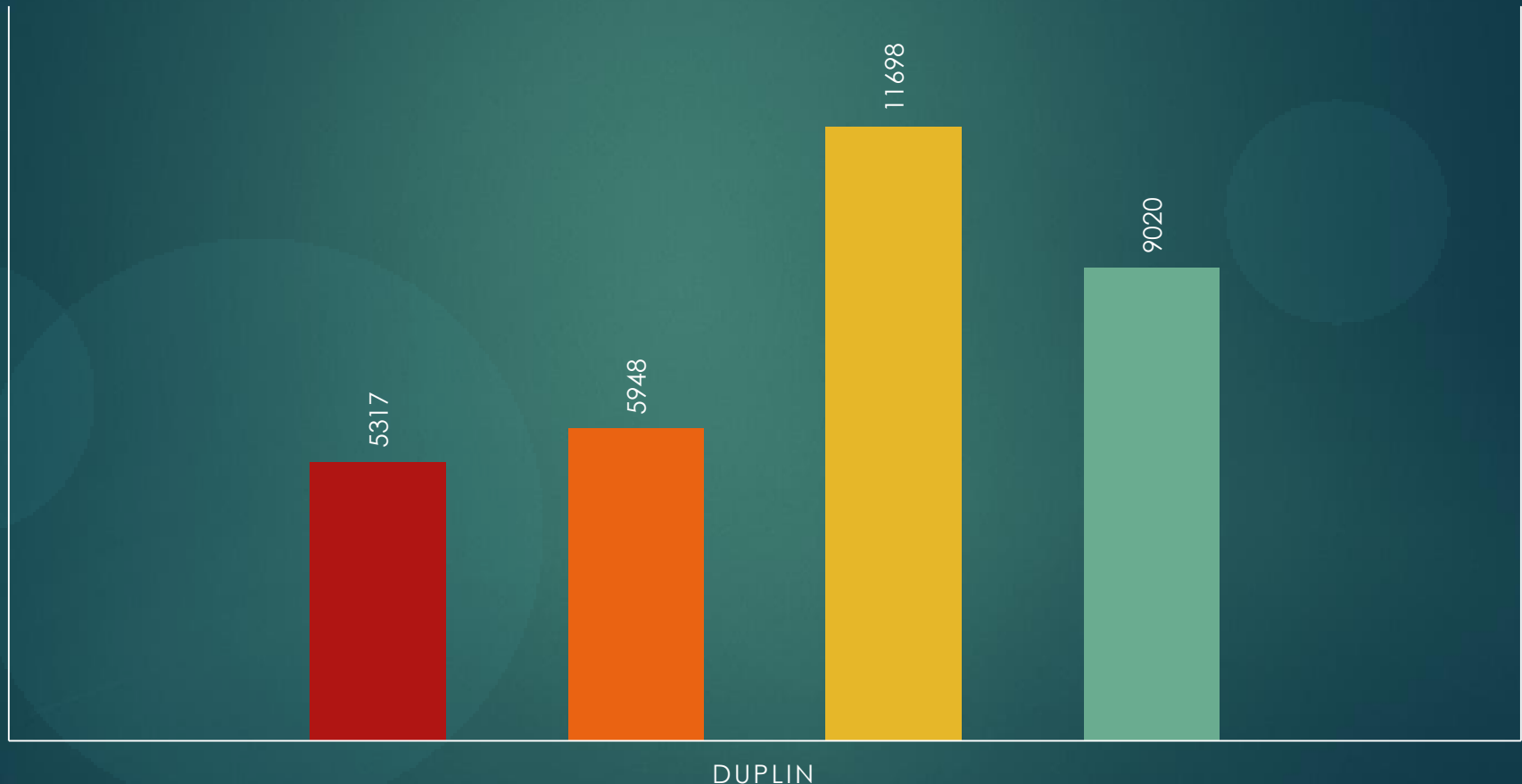
■ Drop Out Rate



# Educational Attainment

18

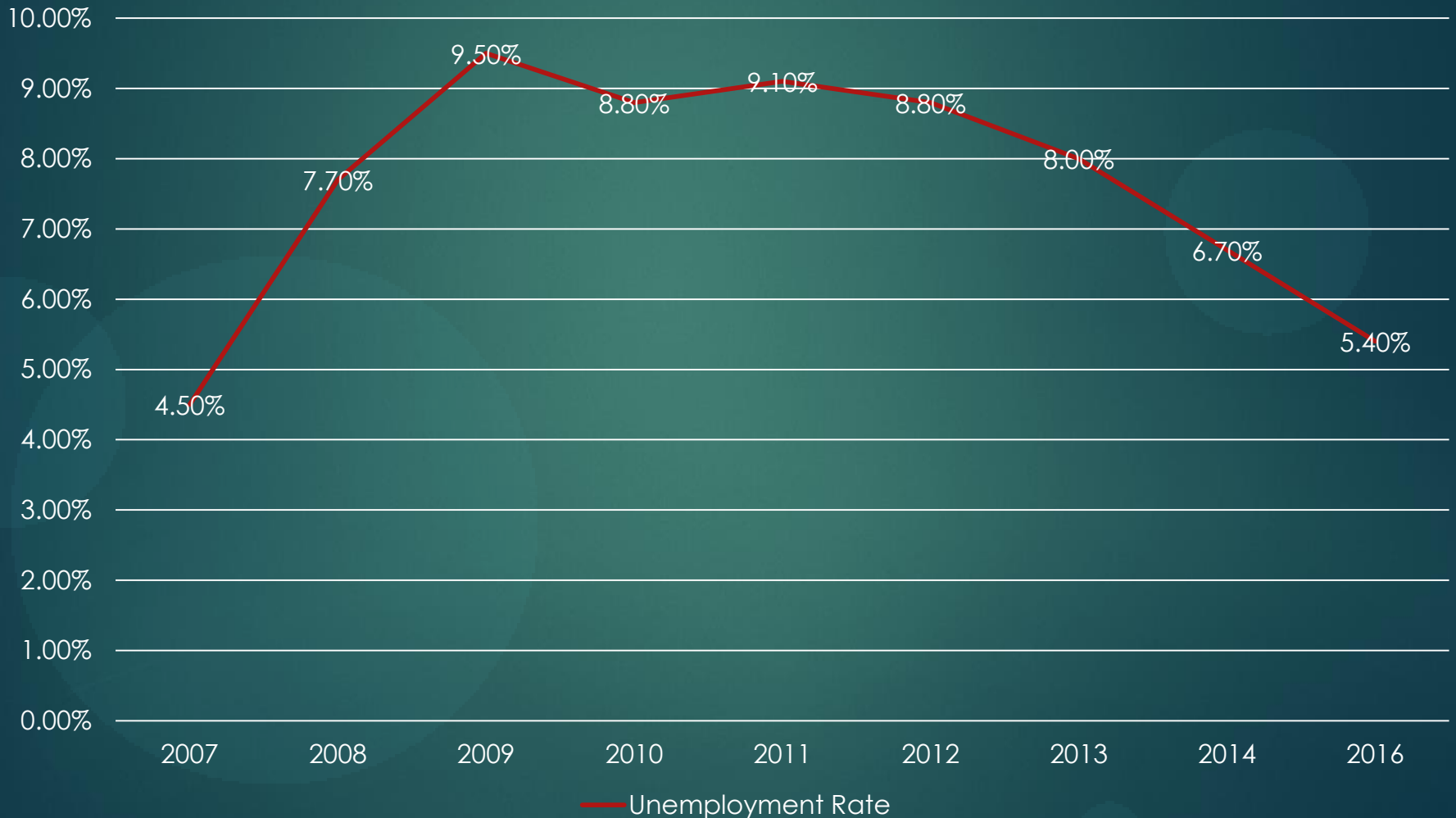
■ 9th grade or less ■ 9-12 no diploma ■ HS Grad ■ Some College/no degree



# Unemployment Trends

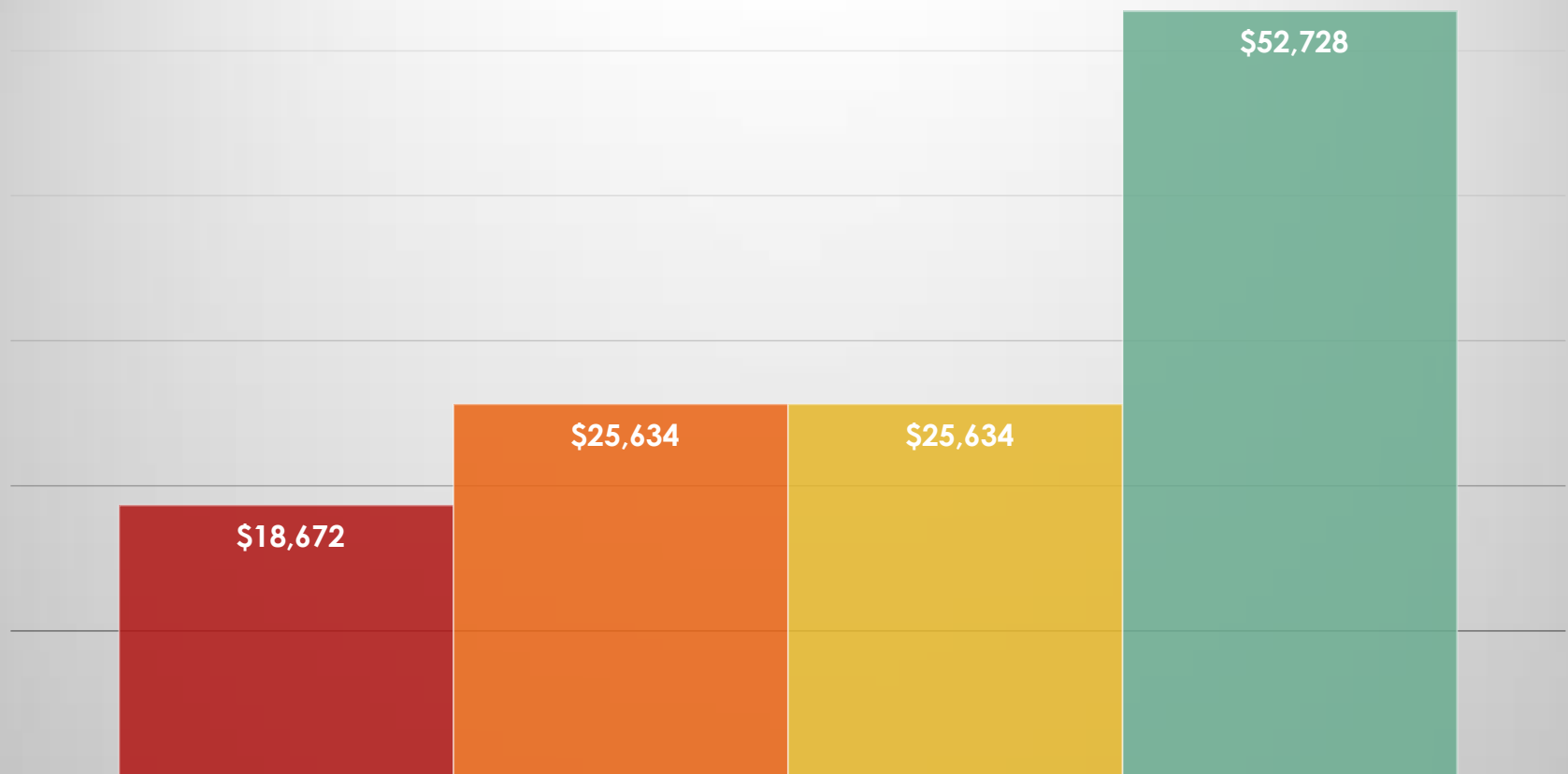
19

2007 - Present



# Earnings vs. Living Wage 20

## Earnings by Educational Attainment



EARNINGS

■ 9-12 no diploma ■ HS Grad ■ Some College/no degree ■ Living Wage (1 Adult, 2 Children)



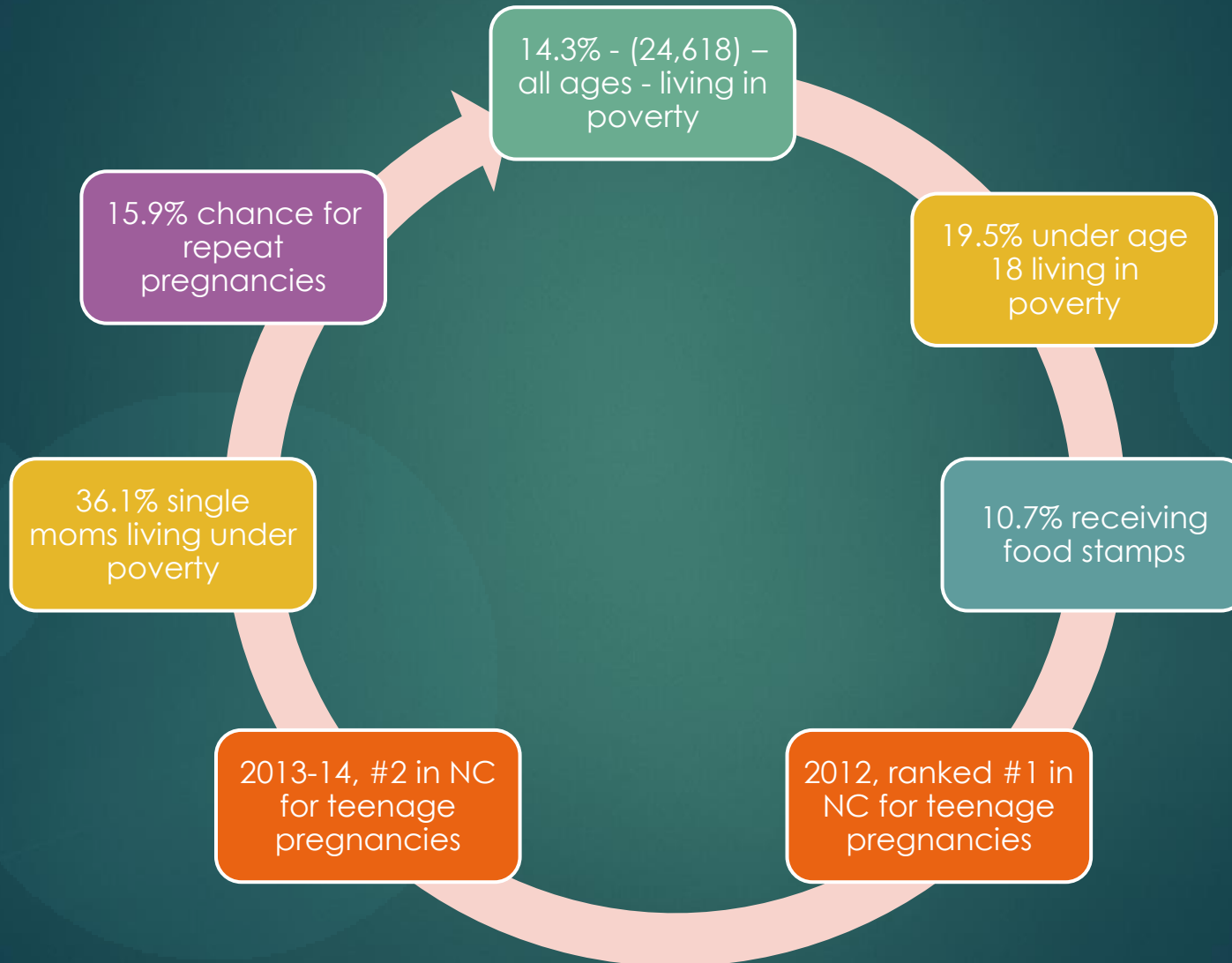
**WELCOME TO**  
**ONSLOW COUNTY, NORTH CAROLINA**

**EST. POPULATION: 171,725**

**SOURCE: 2014 US CENSUS SAIPE**

# Quick Facts

22

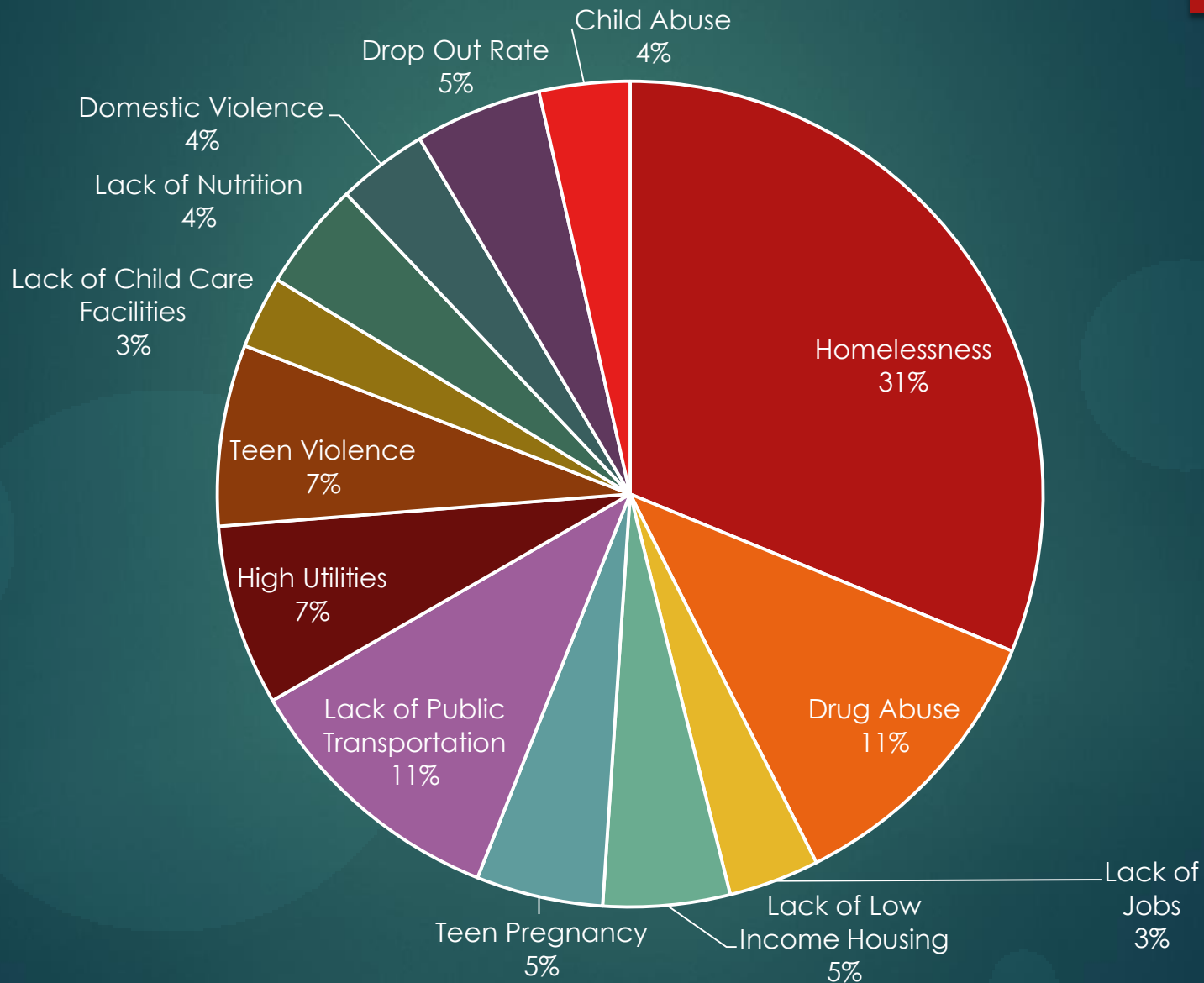


Onslow County, NC - Sources: 2014 U.S Census, SAIPE, NC Dept. of Commerce, NCDPI

Property of Eastern Carolina Human Services Agency, Inc.

# Poverty Causes

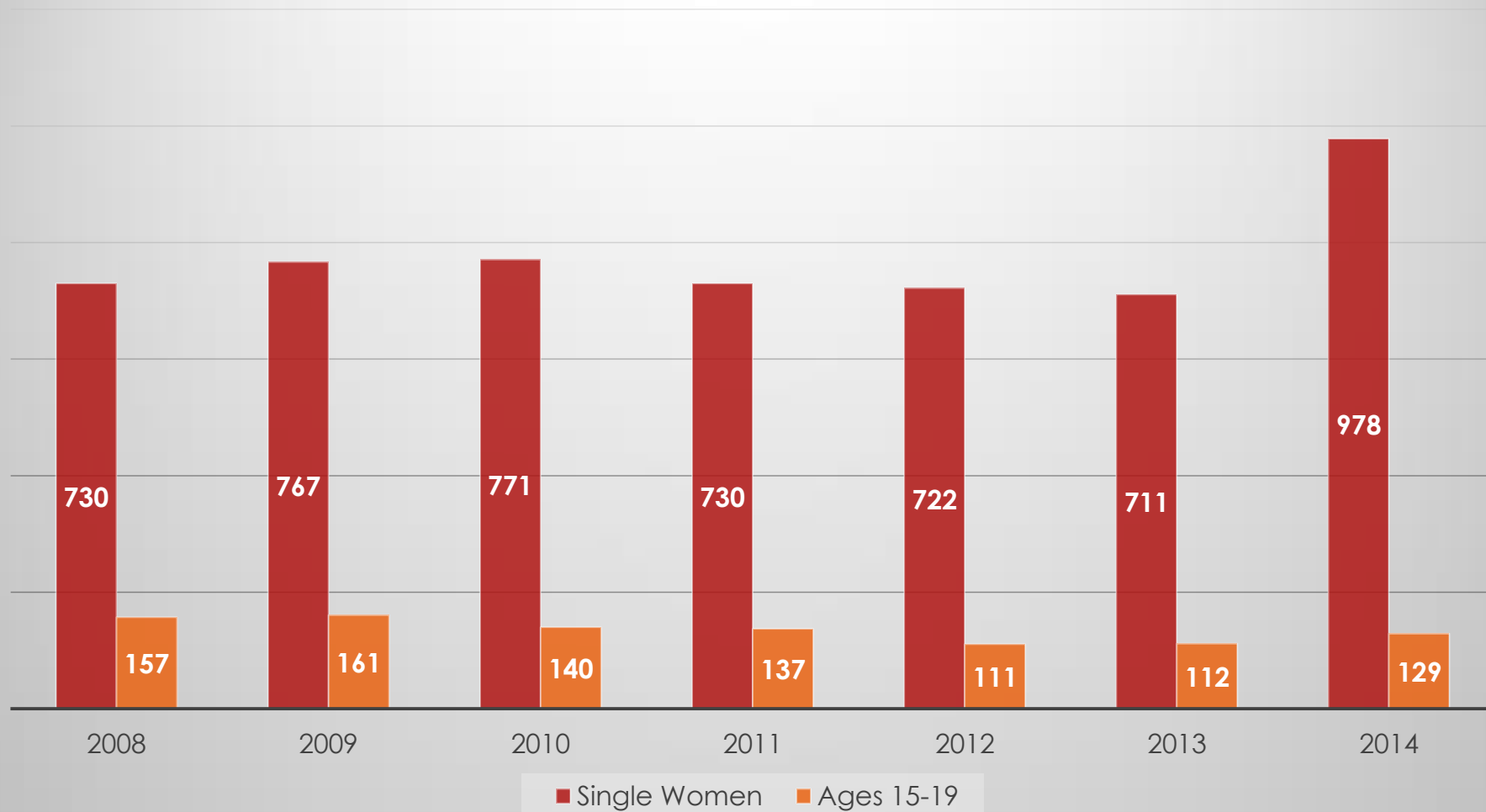
23



# Pregnancy Trends

24

2008 - 2014

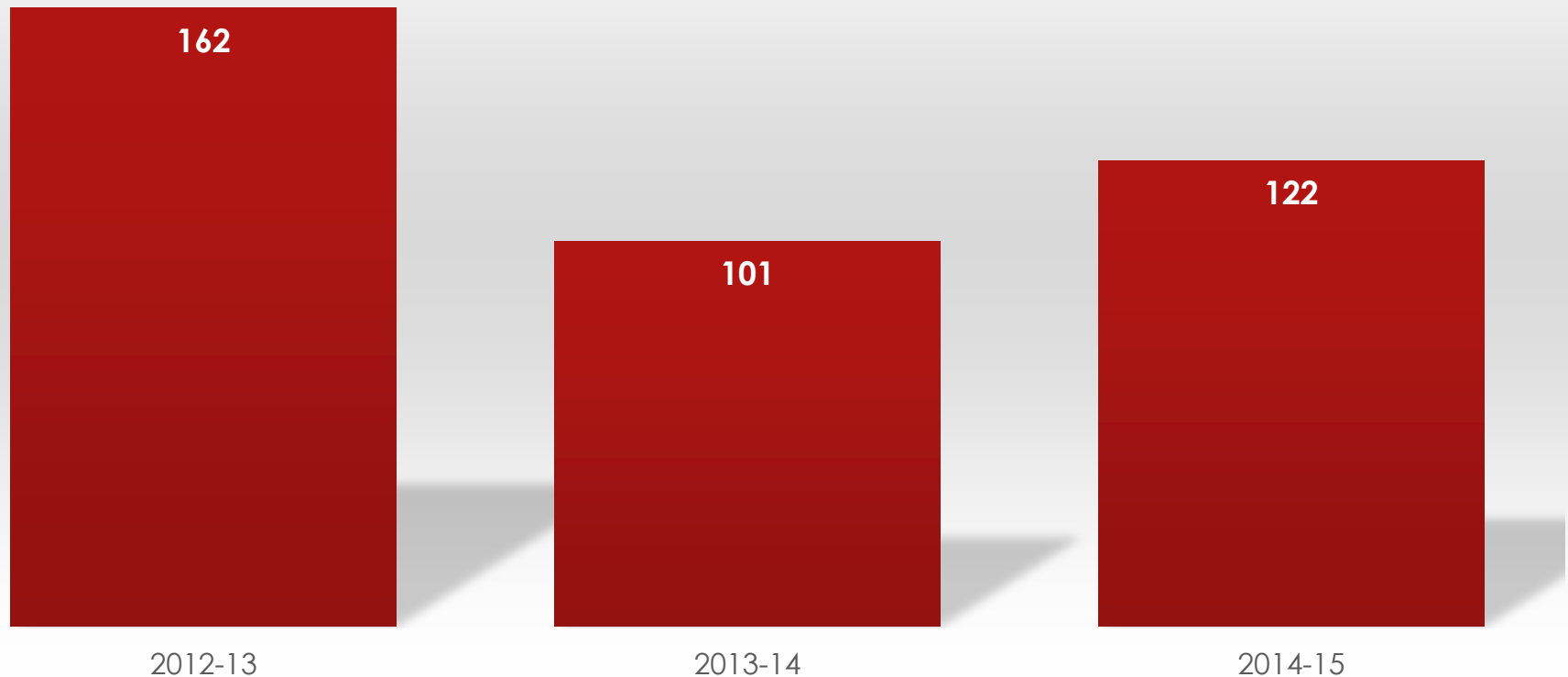


# Education

25

## Drop Out Rate

■ Drop Out Rate

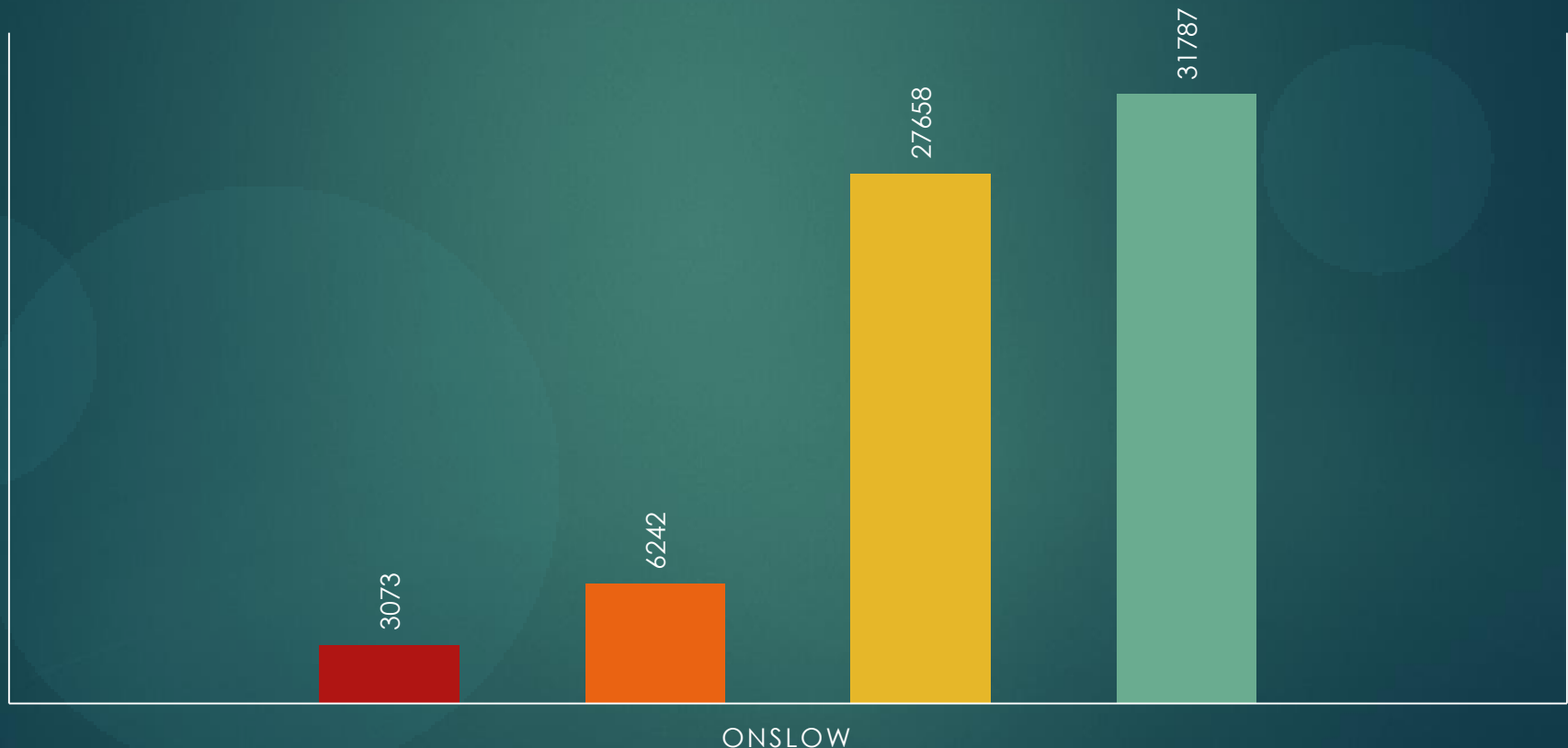


# Educational Attainment

26

## EDUCATIONAL ATTAINMENT

■ 9th grade or less ■ 9-12 no diploma ■ HS Grad ■ Some College/no degree

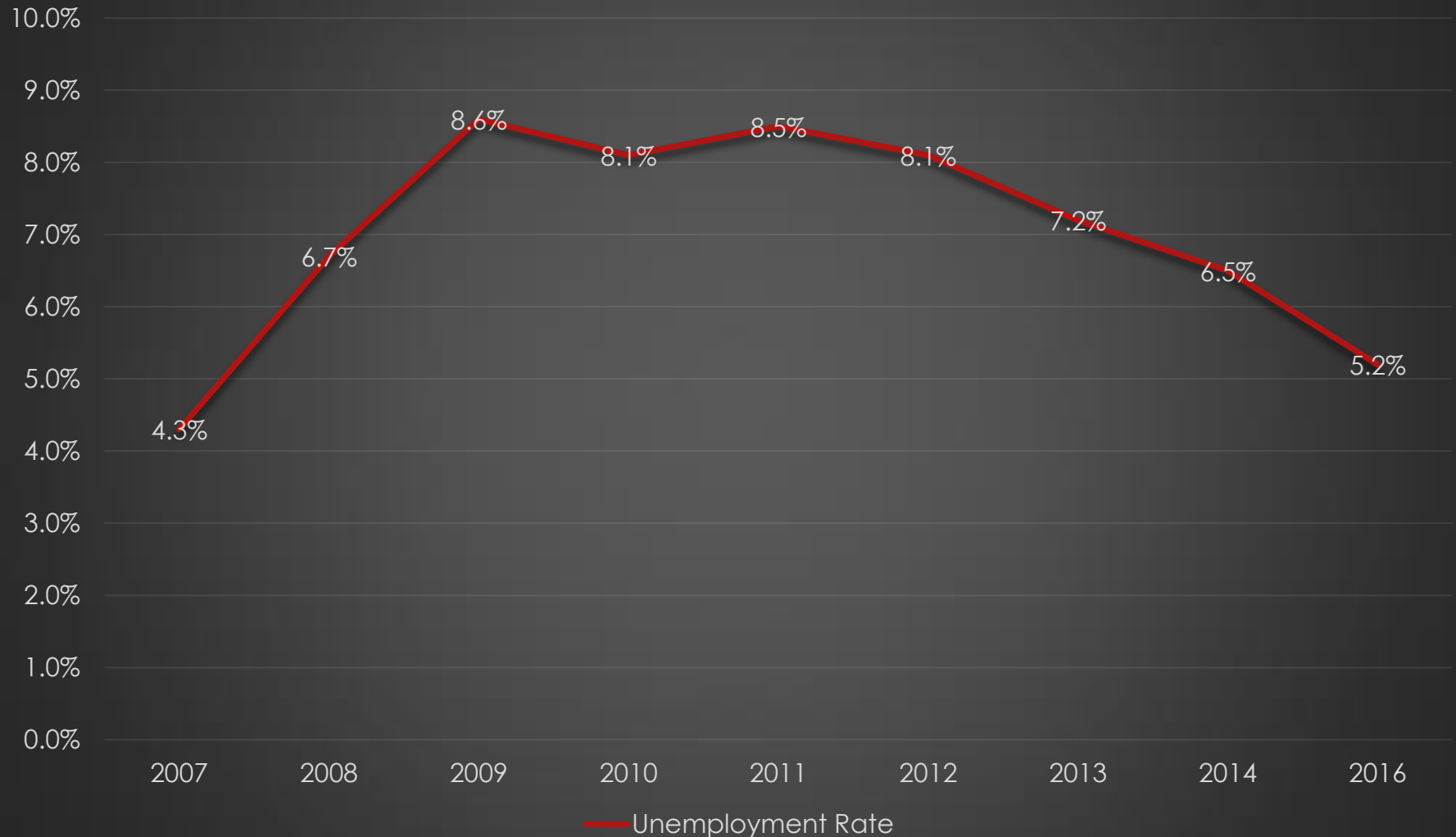


Onslow County, NC - Sources: 2014 U.S Census, SAIPE, NC Dept. of Commerce, NCDPI  
Property of Eastern Carolina Human Services Agency, Inc.

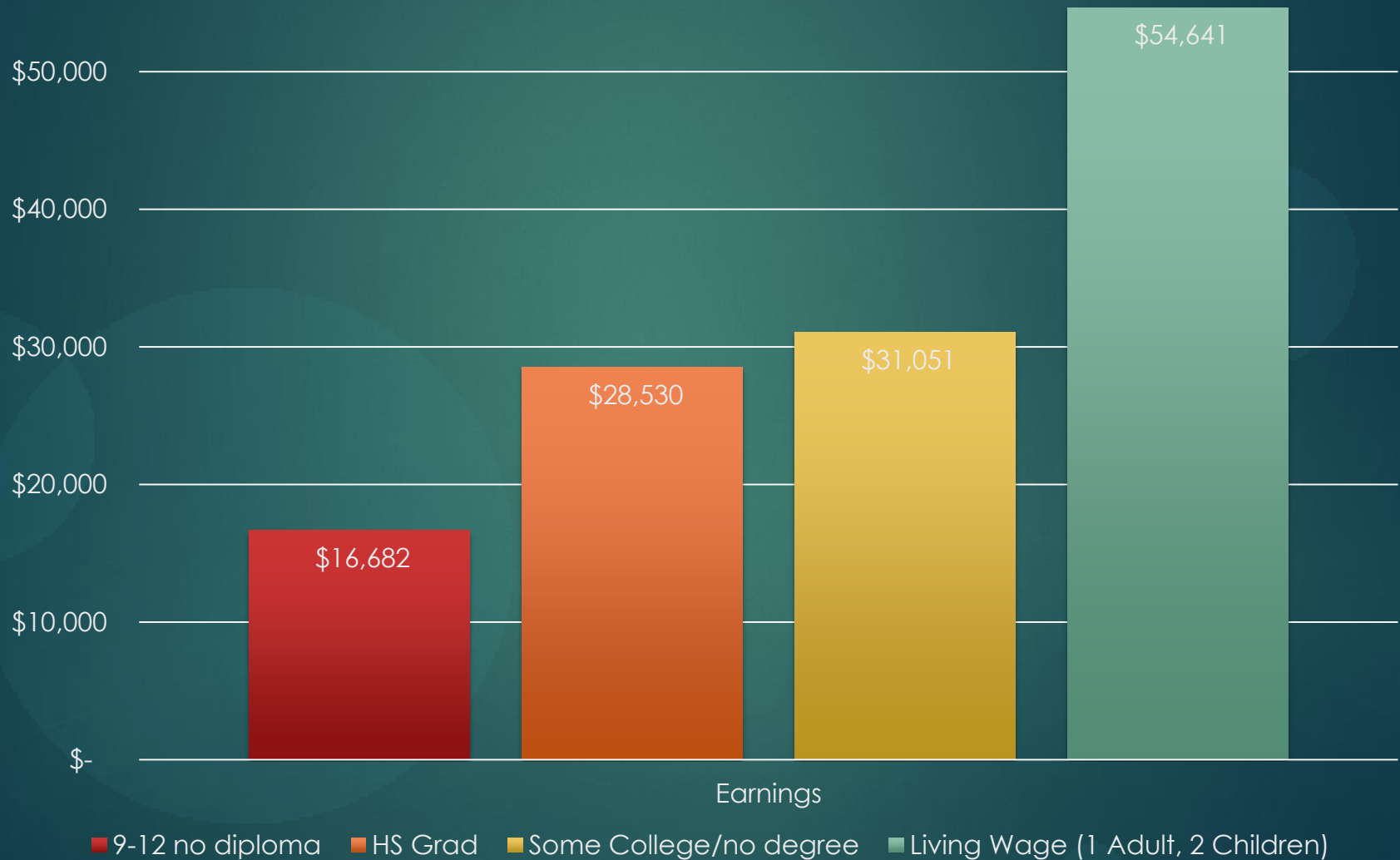
# Unemployment Trends

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## Unemployment Trends 2007 - Present



# Earnings vs. Living Wage 28





# WELCOME TO NEW HANOVER COUNTY, NORTH CAROLINA

EST. POPULATION: 210,155

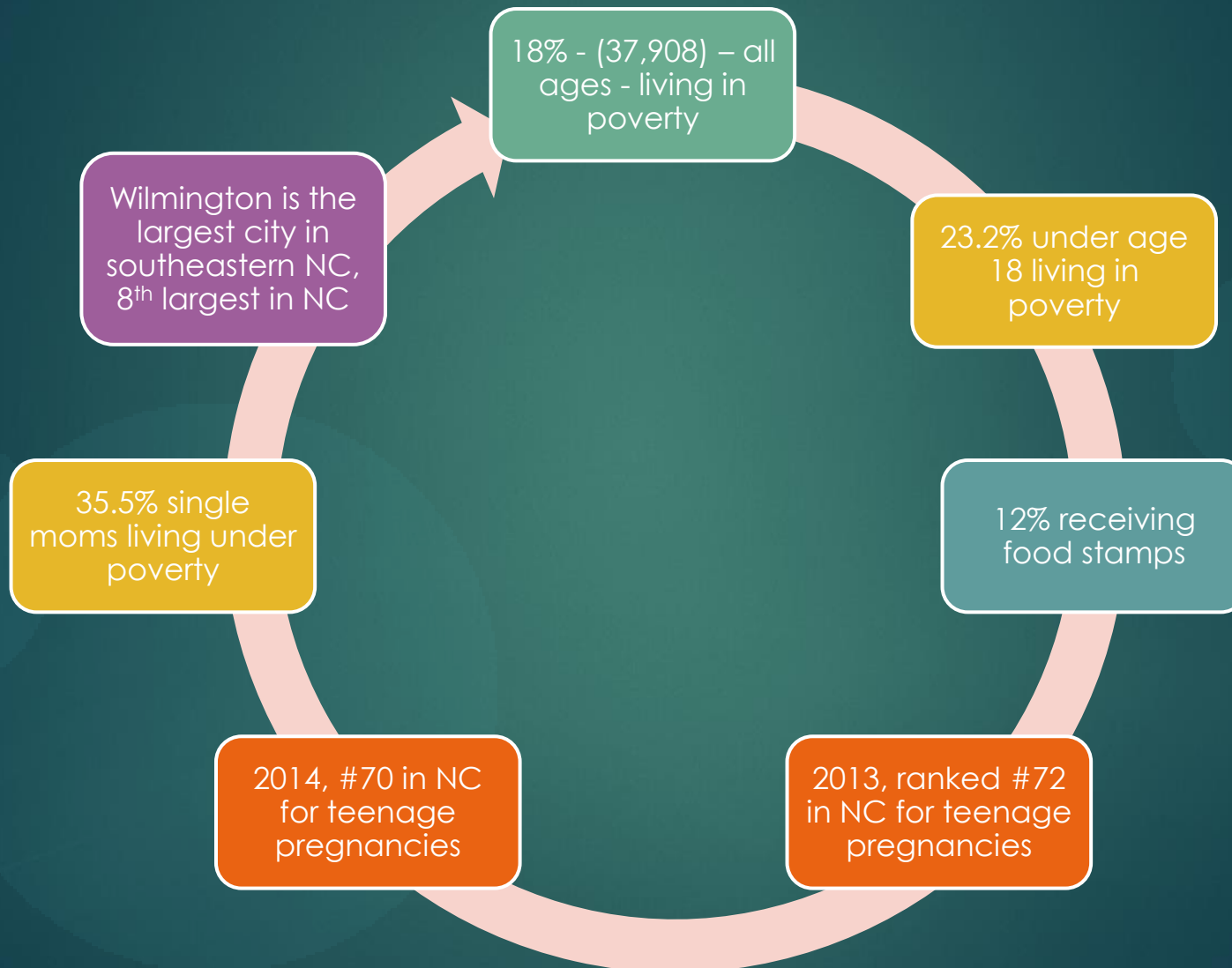
SOURCE: 2014 US CENSUS SAIPE

# Quick Facts

Estimated Population:

210,155

30

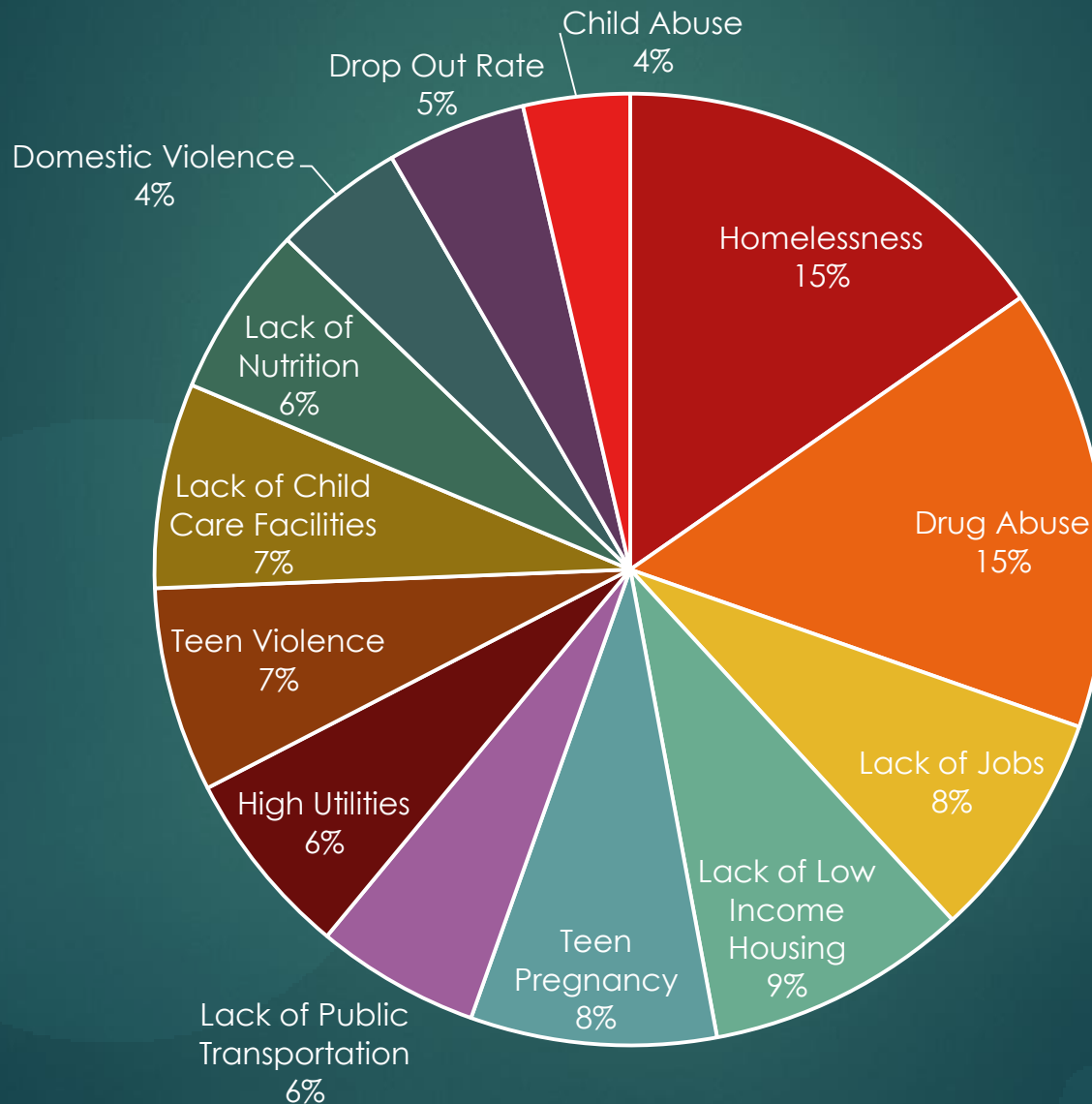


New Hanover County, NC - Sources: 2014 U.S Census, SAIPE, NC Dept. of Commerce, NCDPI

Property of Eastern Carolina Human Services Agency, Inc.

# Poverty Causes

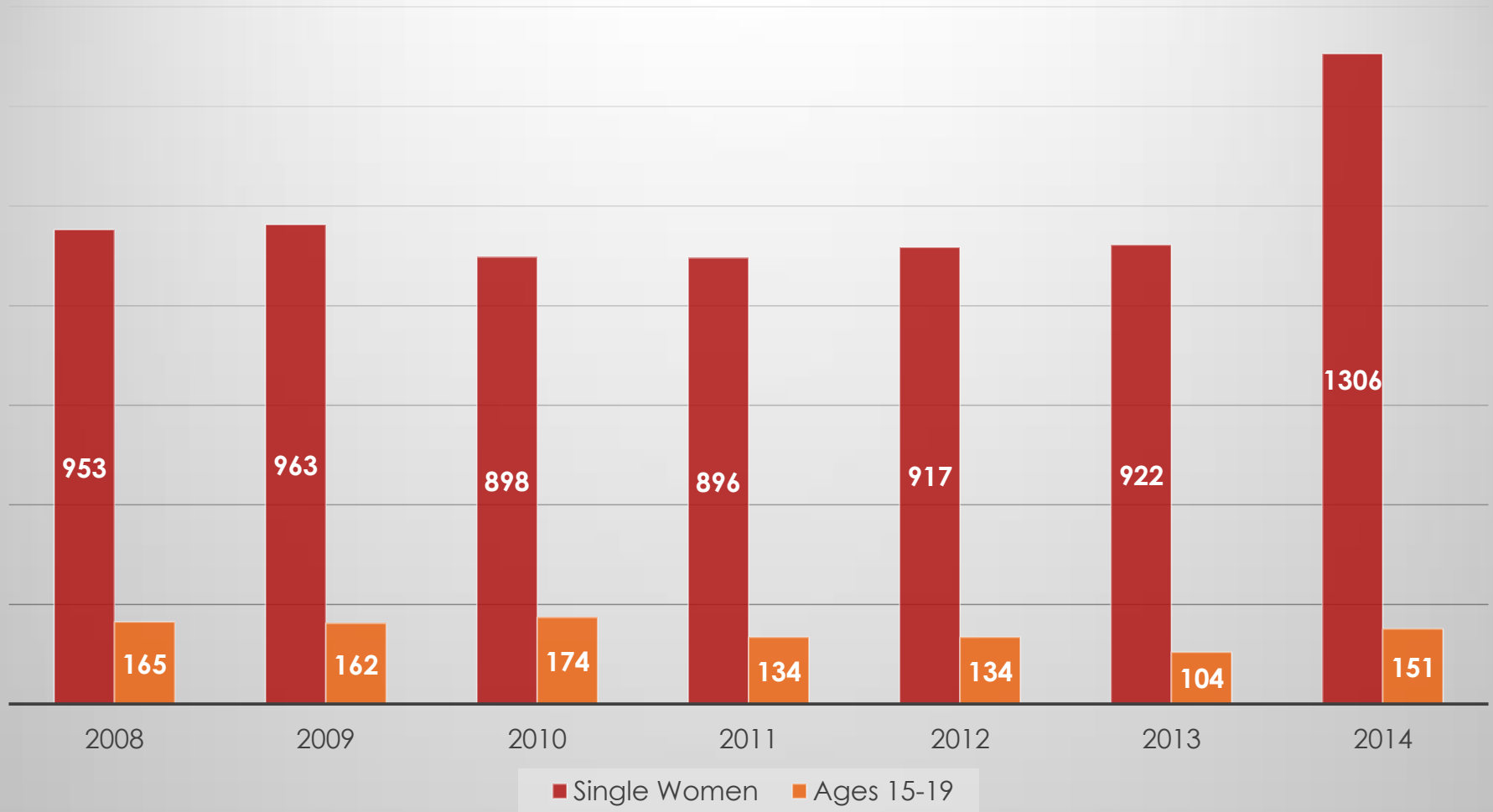
31



# Pregnancy Trends

32

2008 - 2014

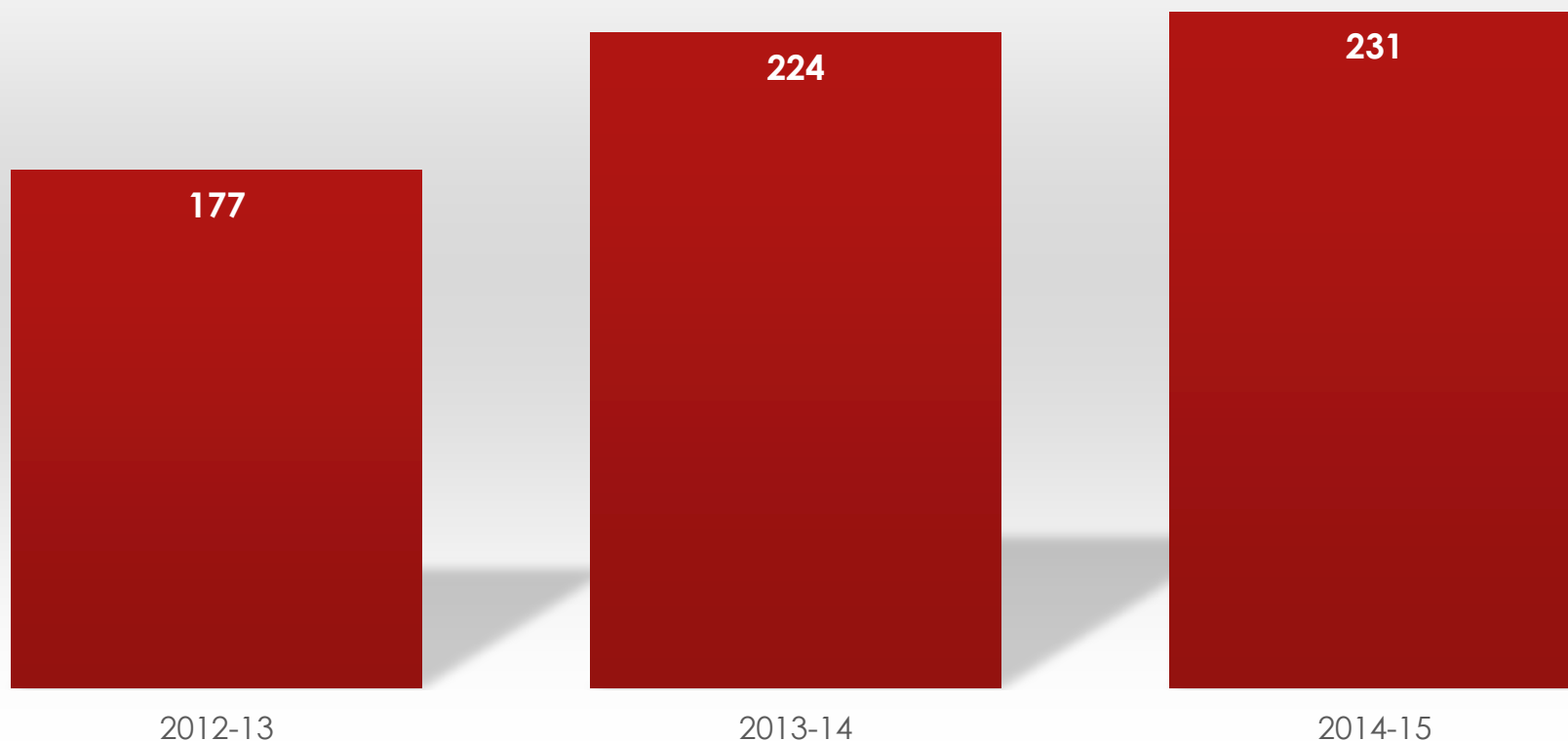


# Education

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## Drop Out Rate

■ Drop Out Rate

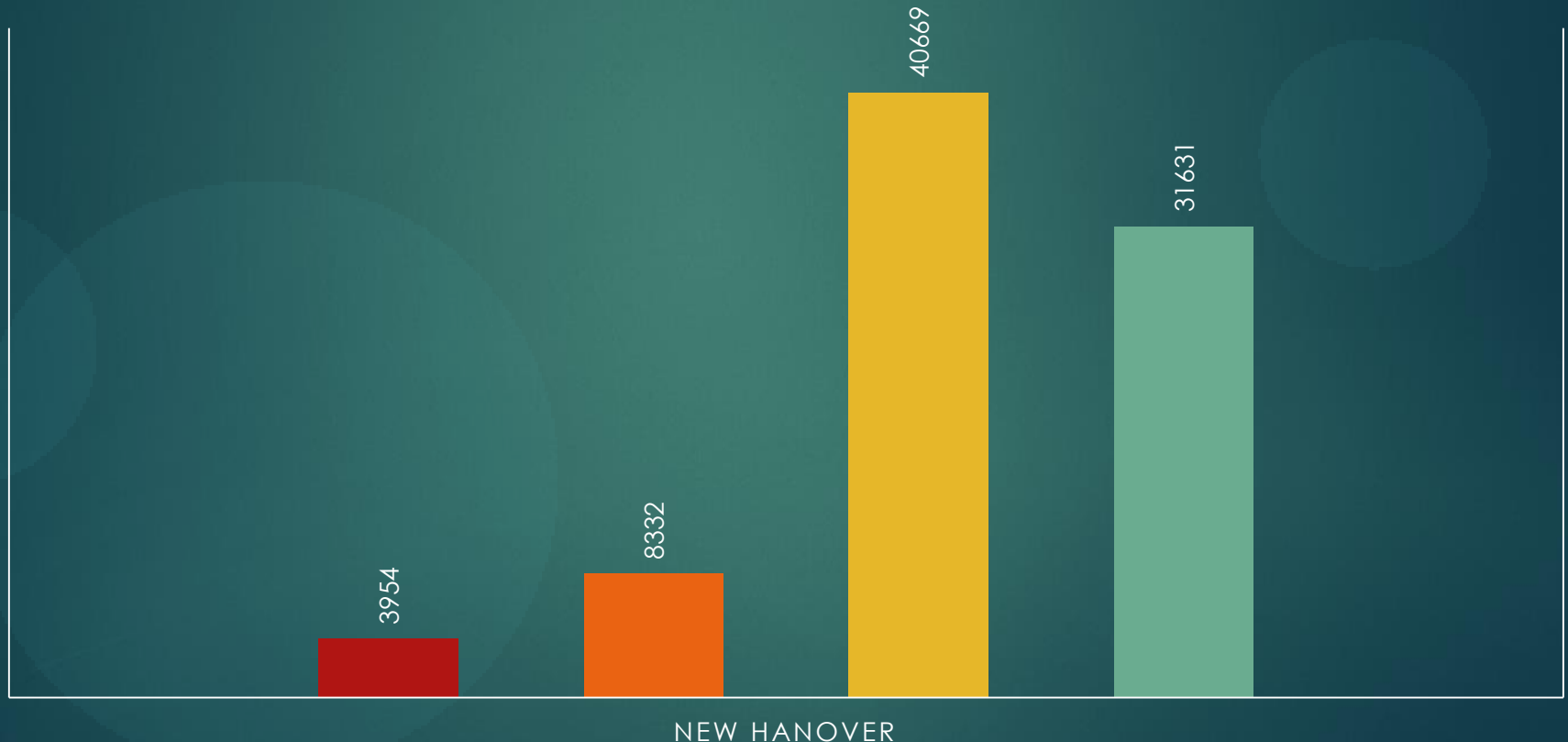


# Educational Attainment

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## EDUCATIONAL ATTAINMENT

■ 9th grade or less ■ 9-12 no diploma ■ HS Grad ■ Some College/no degree



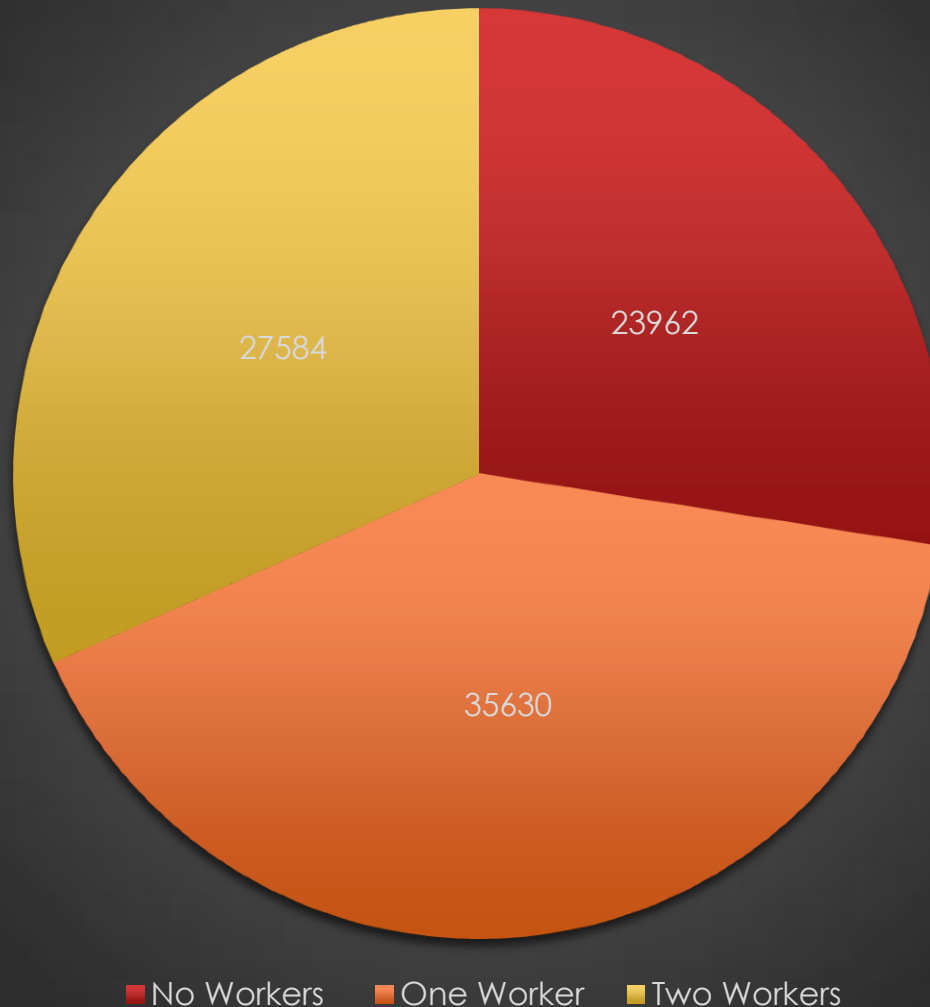
New Hanover County, NC - Sources: 2014 U.S Census, SAIPe, NC Dept. of Commerce, NCDPI

Property of Eastern Carolina Human Services Agency, Inc.

# Household Employment Data

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**2010-2014**

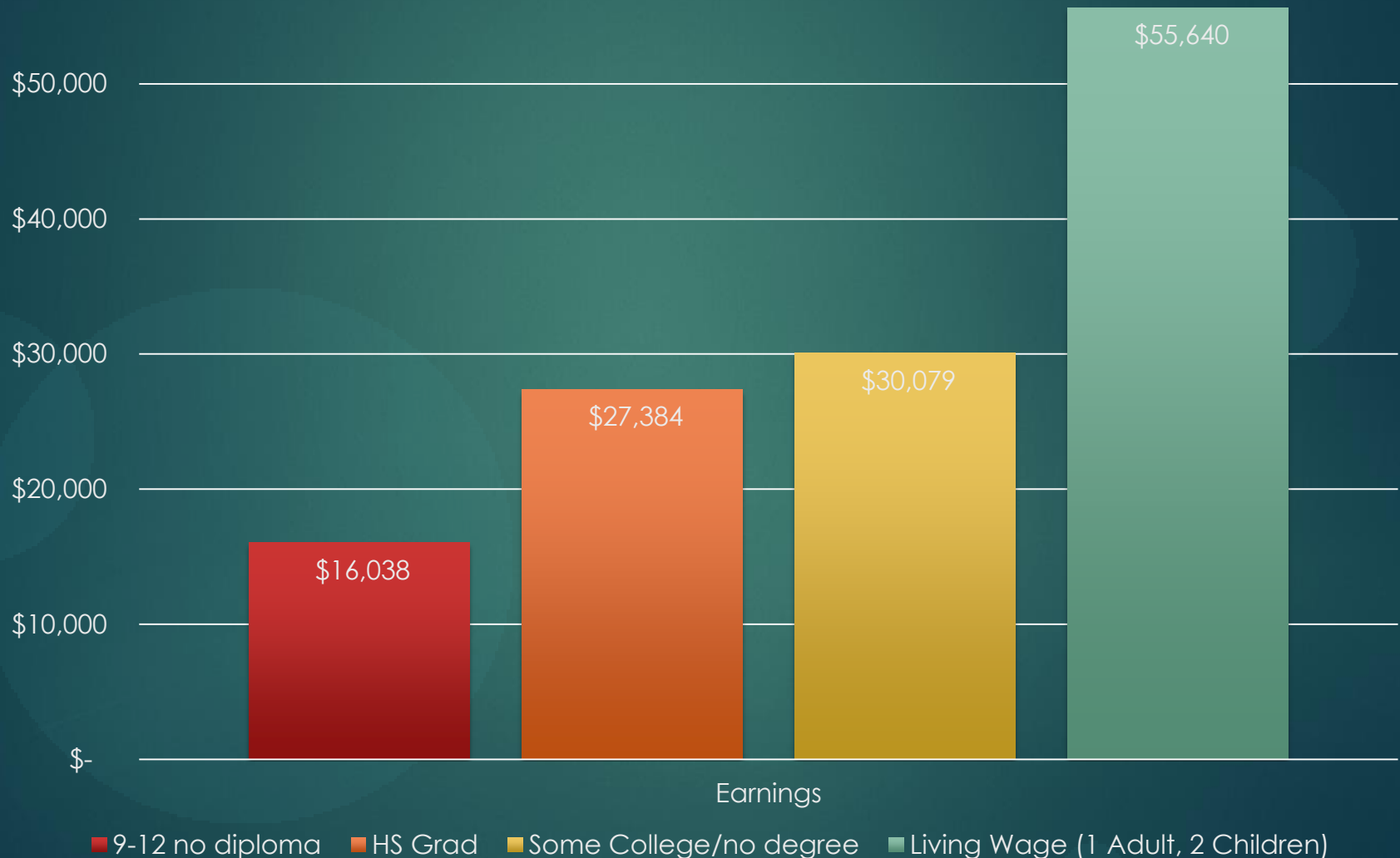


Unemployment Rate:

2014: 5.6%

2016: 4.4%

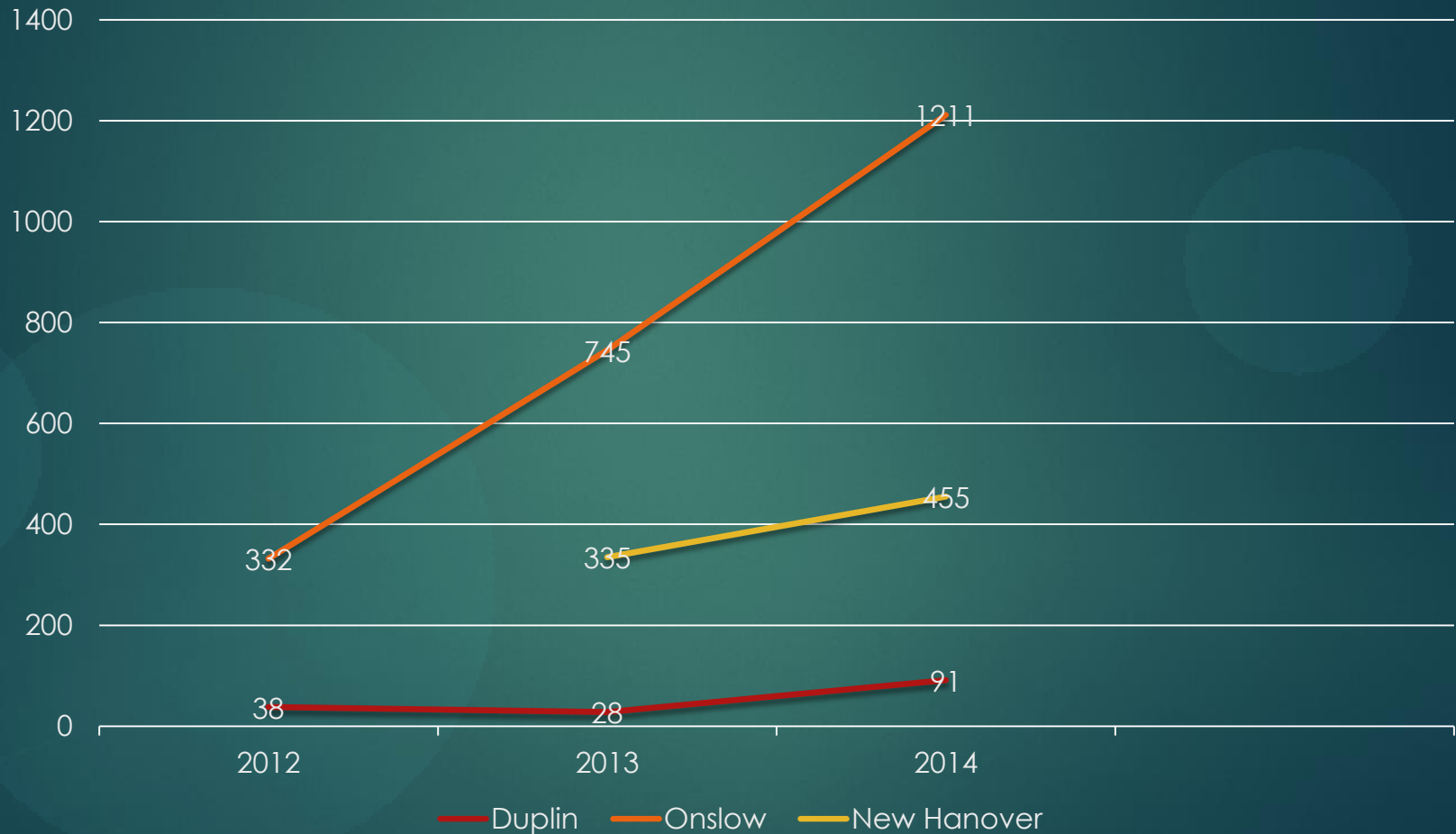
# Earnings vs. Living Wage 36



# Housing

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## Foreclosure Filings (Source: Realty Trac)

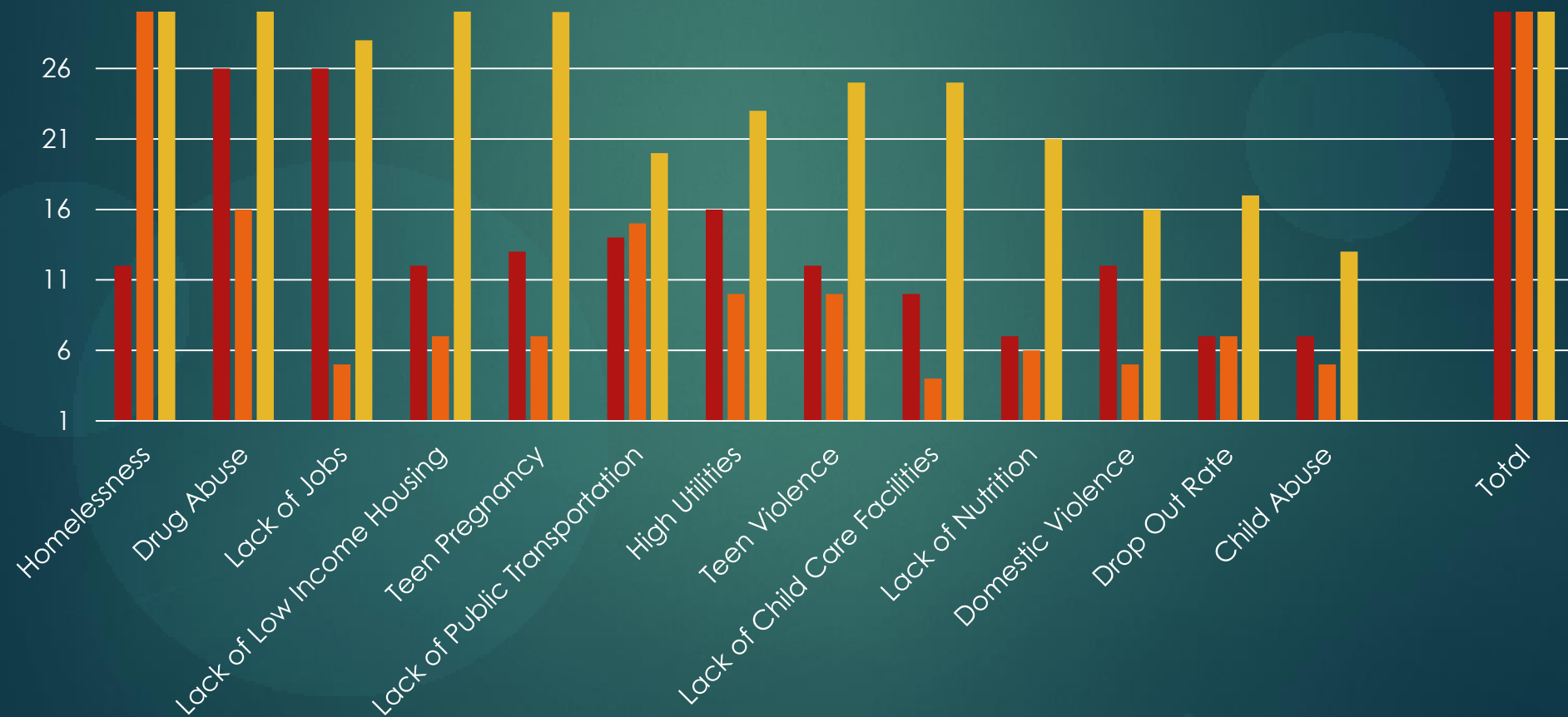


# Why kinds of needs do our communities face?

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## Identified Causes of Poverty

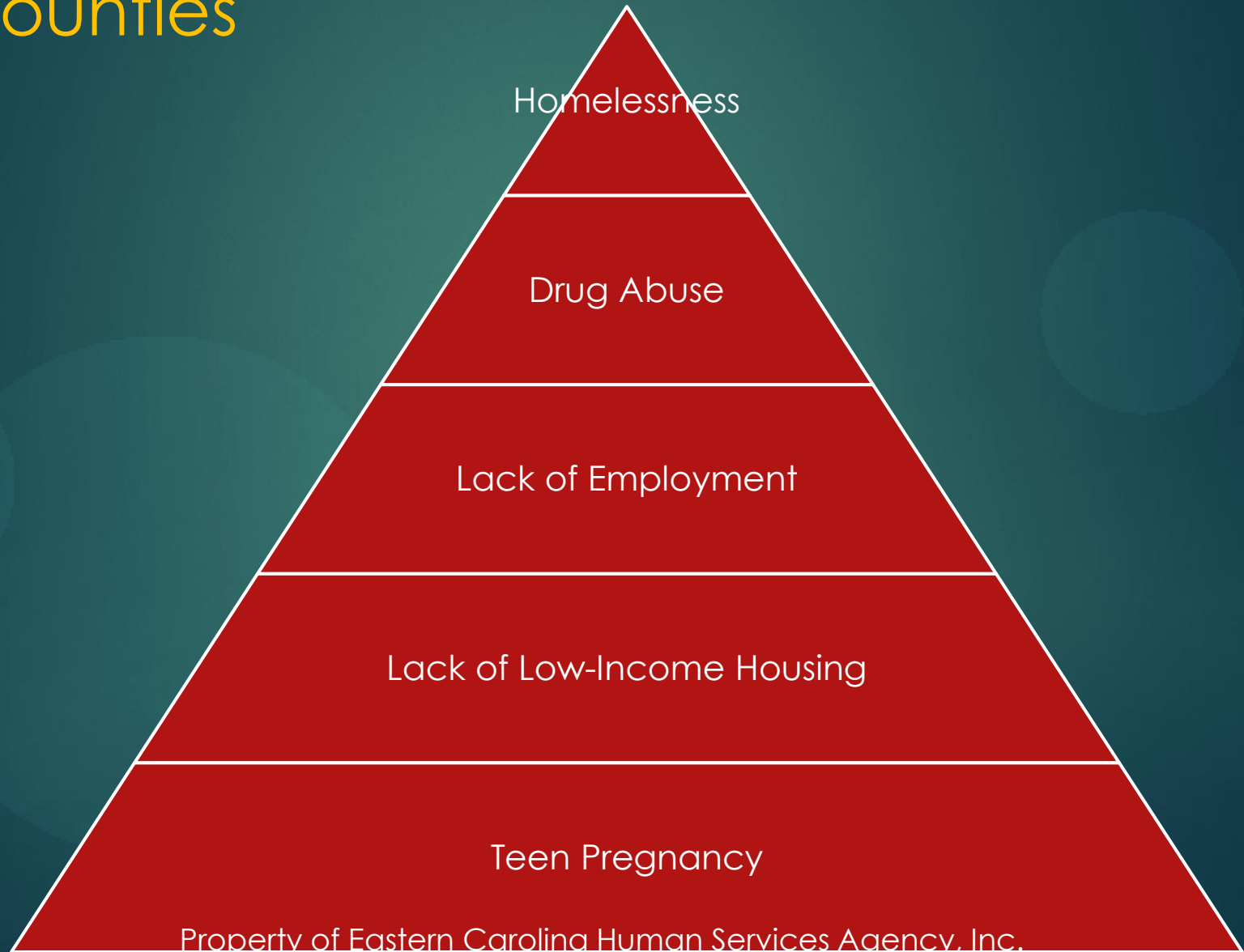
■ Duplin ■ Onslow ■ New Hanover



# Greatest Concerns

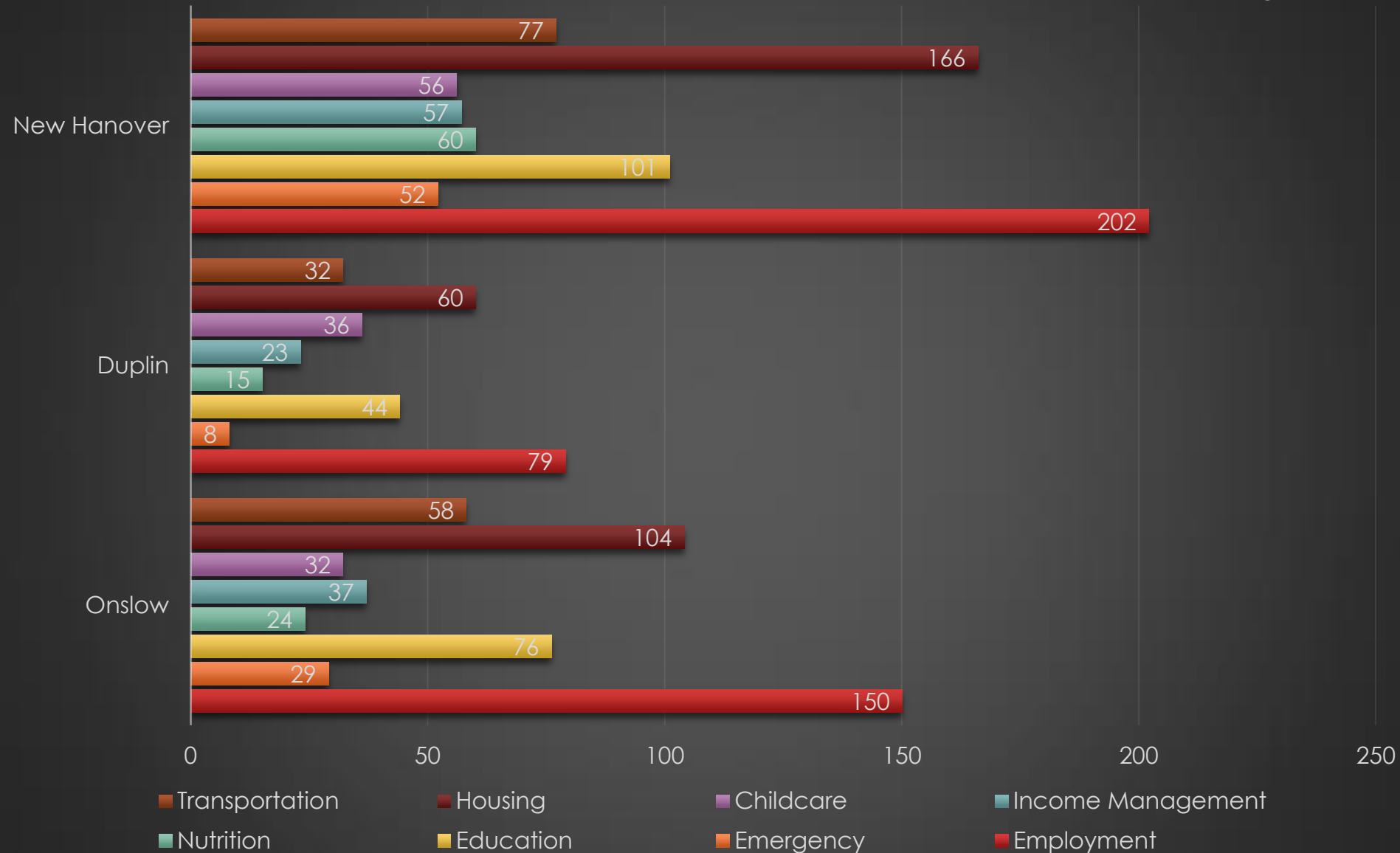
## All Counties

39



# Most Needed Services

40



# Top 5 Most Needed Services

Consolidated

41

Employment

Housing

Education

Transportation

Childcare

# The Planning Stage

***Use agency mission statement and assessment data to identify results and strategies***



# What is our Mission?

*Why are we in business?*

To improve the lives of low-income families,  
Veterans, and military families by empowering  
them to become  
economically and socially  
self-sufficient.

Mission  
Statement

Community Assessment

Identify Needs

Qualitative &  
Quantitative  
Data

Identify Strategies

Achieve Outcomes

# Agency Strategy for Eliminating Poverty

ECHSA, Inc. will address the following identified causes of poverty:

Lack of  
Employment

High Utilities

Lack of Low-  
Income  
Housing

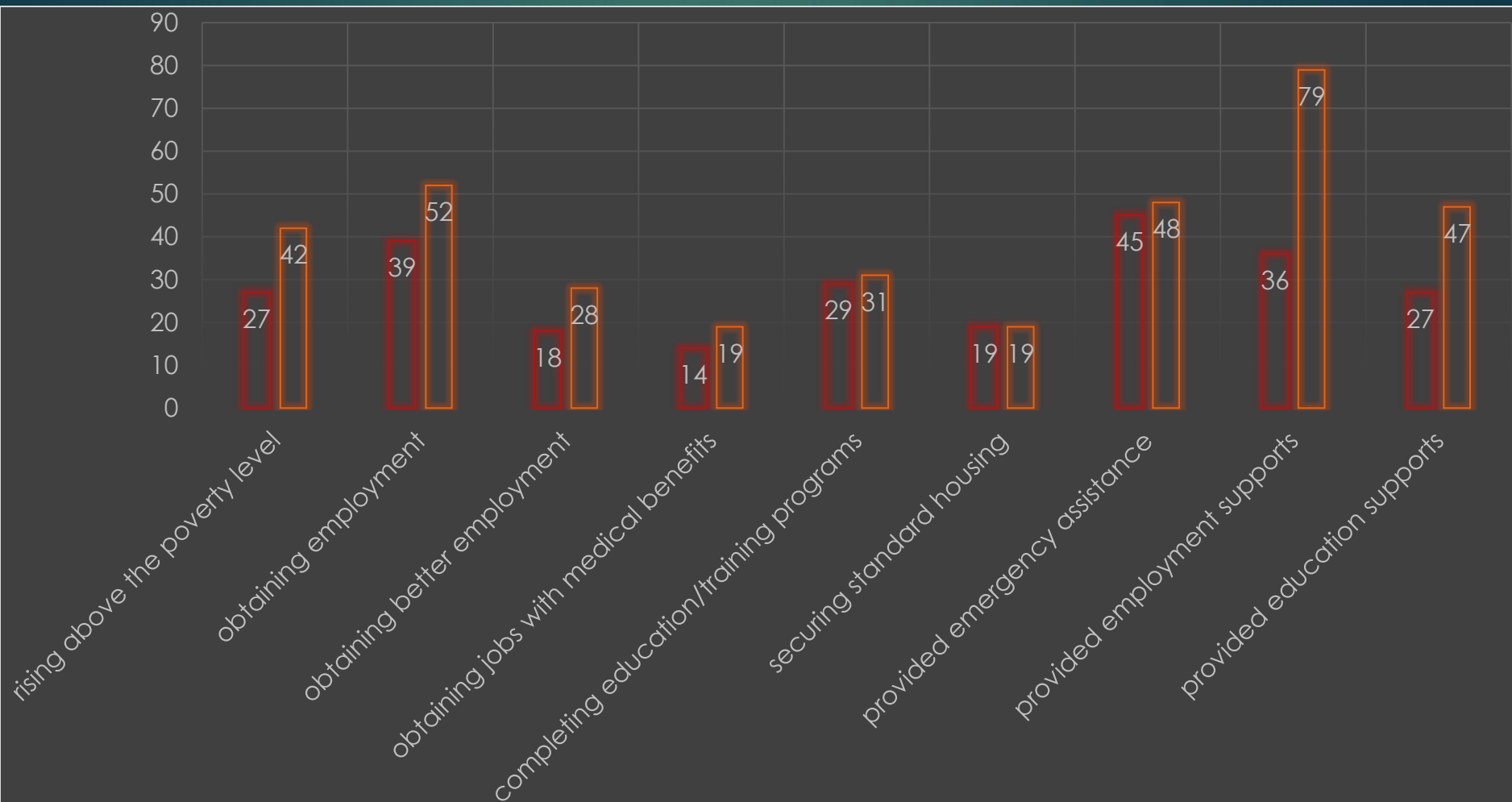
Homelessness

Lack of Public  
Transportation

High Cost of  
Living

Lack of  
Education  
and/or skills

# 2015-16 Year-End Report of Outcomes



# Follow ECHSA, Inc.!

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Facebook	Eastern Carolina Human Services Agency, Inc.
Twitter	@ECHSA_INC
Website	<a href="http://www.echsainc.com">www.echsainc.com</a>
Newsletter	Distributed via email & limited print
Community Needs Survey	<a href="http://kwiksurveys.com/s/r2S4NpD0">http://kwiksurveys.com/s/r2S4NpD0</a>
Participant Satisfaction Survey	New Hanover – <a href="http://kwiksurveys.com/s/dQLQAhasm">http://kwiksurveys.com/s/dQLQAhasm</a>  Duplin – <a href="http://kwiksurveys.com/s/urPdkIGN">http://kwiksurveys.com/s/urPdkIGN</a>  Onslow – <a href="http://kwiksurveys.com/s/ugIDHICF">http://kwiksurveys.com/s/ugIDHICF</a>
Fundraising	<a href="https://www.gofundme.com/26nh4sc">https://www.gofundme.com/26nh4sc</a> Go Fund Me – Eastern Carolina Human Services Agency, Inc. (Jacksonville, NC) “Help Our Community Action Agency”