Community Needs Assessment Guide

A Guide for Texas Community Action Agencies
on How to Conduct a Community Needs Assessment

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS
Street Address: 221 East 11th Street, Austin, TX 78701 Mailing Address: PO Box 13941, Austin, TX 78711
Main Number: 512-475-3800 Toll Free: 1-800-525-0657
Email: info@tdhca.state.tx.us Web: www.tdhca.state.tx.us

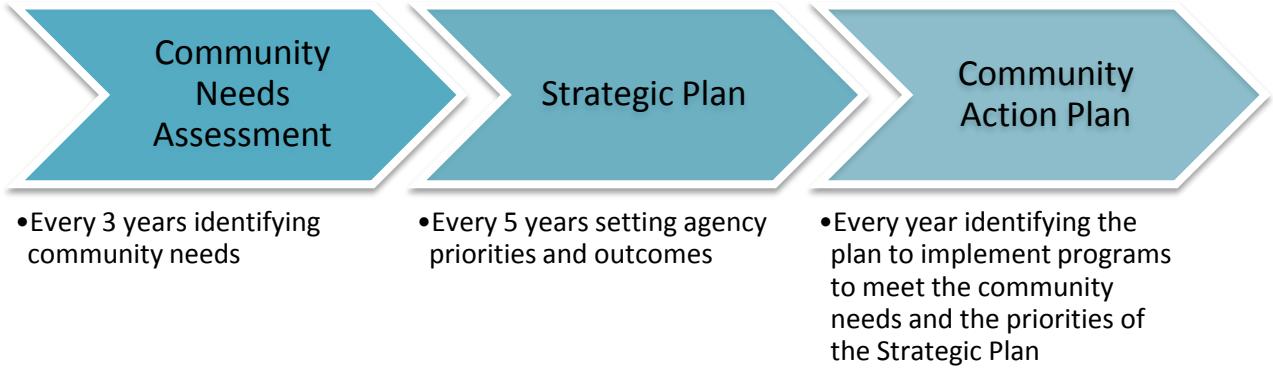
EQUAL HOUSING OPPORTUNITY

Revised 1/25/2018

Table of Contents

Overview

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



Federal Requirements

The Community Services Block Grant (CSBG) Act requires "an assurance that the State will secure from each eligible entity in the State…a community action plan…that includes a community-needs assessment for the community served…" In 2001, the U.S. Department of Health and Human Services ("USHHS") issued Information Memorandum 49, requiring eligible entities to conduct needs assessments and use the results to design programs to meet community needs.

In 2015, USHHS issued Information Memorandum No. 138 establishing Community Services Block Grant (CSBG) Organizational Standards, requiring CAAs to conduct a Community Needs Assessment and that they develop a Community Action Plan to address the needs identified in the needs assessment.

Standard	Summary of CSBG Organizational Standards related to Community Needs Assessment
1.2	The organization analyzes information collected directly from low-income individuals as part of the community assessment.
2.2	The organization utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. These sectors include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.
3.1	Conduct it every 3 years
3.2	Collects current poverty data and its prevalence related to gender, age, and race/ethnicity
3.3	Collects and analyzes both qualitative and quantitative data on its service areas
3.4	Includes key findings on the causes and conditions of poverty and the associated needs
3.5	Governing board formally accepts the completed assessment
4.2	Informs an outcome-based and anti-poverty focused Community Action Plan
4.3	The organization's Community Action plan and strategic plan document the continuous use of the full ROMA cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation). In addition, the organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.
6.4	Customer satisfaction data and input identified is considered in the strategic planning process

See Appendix 3 in the CNA forms for additional guidance.

Conducting the Community Needs Assessment

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

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

Five Steps to Develop a Community Needs Assessment

1st STEP: PLAN

1. Create a Workgroup

- ✓ Organize a workgroup to develop and oversee an action plan to conduct the community needs assessment
- ✓ Ensure workgroup diversity by including management, staff, board members, representatives from partner organizations, and volunteers. Seek potential supporters who have a shared interest in CNA data and may want to be partners in the process. Potential partners might include public agencies, United Way, universities and community colleges, community foundations, hospital systems, and the private sector.
- ✓ Define the responsibilities of the workgroup:

Sample responsibilities:

- Determine *what* information to collect

- Determine *how* to collect the information and how to outreach to those you want to hear from
- Determine *who* will participate in surveys, forums, focus groups & interviews
- Determine *timeline* to conduct assessment
- Develop *plan* to recruit partners and volunteers to assist in the process
- Provide *oversight* and feedback throughout the assessment process
- Monitor process and *ensure completion* of needs assessment

2. Involve Board

- ✓ Inform the board of the need to conduct a community needs assessment
- ✓ Solicit board volunteers to serve on community needs assessment workgroup
- ✓ Ensure board members participate in the planning meetings
- ✓ Ensure the board provides input on the scope of process and information to be collected
- ✓ Interview board members

3. Develop CNA Goals

- ✓ Identify the goals of the community needs assessment. Clearly define what you expect to know once the assessment is complete in order to determine what data to collect.

Sample Goals:

- Identify the causes and conditions of poverty in the service area
- Determine the level of poverty in the CAA service area
- Determine the needs of low-income persons
- Determine how well the needs of low-income persons are being met
- Identify (organization-based and client-based) barriers to serving residents
- Identify community strengths and assets
- Solicit recommendations of solutions to address barriers
- Determine broad categories of data to gather. Examples are:
  - Population Profile, Employment
  - Education, Income Management
  - Housing, Emergency Services
  - Nutrition, Linkages and Coordination of Services
  - Self-Sufficiency, Health Care

4. Develop a Timeline

- ✓ Develop a timeline and a system to track timeline deadlines are being met

Sample Timeline:

Timeline	Sample Dates	Activity
3 weeks	Feb 12th – March 5th	Planning, developing forms, community outreach
4 weeks	March 6th –April 3rd th	Collecting Data (quantitative data, surveying, interviews, forums, focus groups)
3 weeks	April 4th - April 25th	Analyzing Data
2 weeks	April 26th - May 11th	Preparing Report
	May 21st – 25th	Present Report to Board for approval
12 Weeks	**Feb 12th – May 11th**	**Due to TDHCA June 1st**
	June 1st -30th	**Publicize results of CNA**

5. Develop Data Collection Plan

- ✓ Determine what quantitative data you will collect and the sources to use. Collect quantitative data first and use the data to add context to qualitative data tools.
- ✓ Determine what qualitative data you will collect and how to collect data in each county served (e.g. surveys, interviews, focus groups and forums)
- ✓ Determine how assessment records will be retained

6. Develop Task List

- ✓ Develop list of tasks to be accomplished by staff, volunteers and partners
- ✓ Assign tasks
- ✓ Develop timeline for task completion

7. Recruit Volunteers and Partners

- ✓ Identify and contact partner organizations and volunteers
- ✓ Determine what part of the CNA they can assist with
- ✓ Provide timeline to staff, volunteers and partners

Potential Partners and Volunteers

- University students in internships or graduate programs (e.g. planning, social work and public affairs)
- Non-profit partners
- City or county staff in community development departments
- Head Start parents
- School teachers and administrators, Parent Teacher Associations
- VISTA volunteers
- Chambers of Commerce, Lions Club, Rotary, and Other Service Organizations
- Churches
- Salvation Army and Catholic Charity Organizations

8. Monitor Progress

- ✓ Management meets with staff to make assignments
- ✓ Monitor staff progress in completing tasks by identified deadline

9. Develop CNA Status Report

- ✓ Develop a status report to present to the board outlining the goals of the CNA, major tasks of the project, the methods that will be used to collect data in each county, and the plan to solicit help from partners and volunteers.
- ✓ Present CNA Status Report to board

2nd STEP: COLLECT QUANTITATIVE DATA

1. Surveys

Use quantitative surveys to capture specific information from a large number of individuals in a short period of time.

Survey Forms

- ✓ Quantitative survey questions need to be designed where respondents have the option to select from a series of given responses.
- ✓ Identify the questions you want the data to answer and what you want to have learned as a result of conducting the survey
- ✓ Design the survey form by using or modifying *Attachment A: Community Needs Survey for Residents* and *Attachment B: Client Survey to Evaluate Services*. The Community Needs Survey needs to include all domains.

2. Data

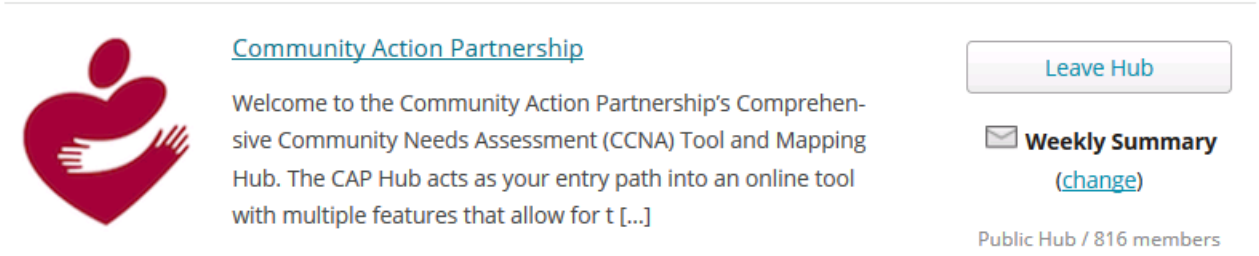
(a) Data Sets

Use the Community Commons data sets and maps located at https://www.communitycommons.org/ to:

- ✓ Collect quantitative data for each domain
- ✓ Gather data from multiple Federal and other national data sources for any state or county
- ✓ Download information in a MS Word format
- ✓ View information for one or more counties
- ✓ Summarize data using tables and charts
- ✓ Download maps and customize graphs and data sets
- ✓ Create reports with interpretive statements and hyperlinked data sources

(b) How to Use Community Commons

Register for Community Commons at http://www.communitycommons.org/register/ and join the Community Action Partnership Hub



Choose the CAP Hub, and follow these steps to generate a data report by choosing to "Start a New Assessment"

- ✓ Select a State
- ✓ Select the County or Counties
- ✓ Select View Report
- ✓ Select Save and Download then select Download Report
- ✓ Select MS Word format and include all indicators in content
- ✓ Select Next, when export completes, select Download Report
- ✓ Analyze the data that has been included in the report and identify key needs and findings
- ✓ Edit and draft the quantitative data section of the CNA report

Watch the webinar on Accessing Needs Assessment Tools located at https://vimeo.com/118637947
Technical assistance: TTAsupport@communityactionpartnership.com

Important Note:
Community Commons does not have the required poverty data to meet *Organizational Standard 3.2.* You must evaluate poverty data to fully inform your Assessment. Appropriate *poverty data* can be located at U.S. Census Bureau: http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml.

(c) Other Resources

- ✓ Other possible secondary data sources include colleges or universities, state or federal agencies, local governments, newspapers other publications

3rd STEP: COLLECT QUALITATIVE DATA

1. Determine Collection Methods

- ✓ Determine the data collection methods to be used: Community Commons, US Census, or surveys interviews, focus groups or forums
- ✓ Use the forms provided as Attachments C-F or create new versions

2. Determine What Data to Collect for Each County

- ✓ Concentrate data collection efforts in counties with the greatest proportion of poverty population out of the total service area poverty population

Sample collection plan based on each county's proportionate share of poverty population:

County Name	Poverty Population	County Poverty Population as % of CAA's Total Service Area Poverty Population	Survey	Interviews	Focus Groups	Forums
Alachua	500	5%	✓			
Bay	1,500	15%	✓	✓		
Broward	3,000	30%	✓	✓	✓	
Citrus	5,000	50%	✓	✓	✓	✓
Total	**10,000**	**100%**				

3. Determine how data collection activities will be carried out: who, what, where, when, and how many

Sample table with activity decisions for each qualitative data collection method:

Activity Decisions	Survey	Interviews	Focus Groups	Forums
How will participants be reached?				
Who will contact the participants or publicize event?				
Who will participate?				
In which zip codes will the activities be conducted?				
Where will the activity be conducted?				
When will the activity be conducted?				
How will results be recorded & quantified?				
What staff and volunteers will be assigned to each activity?				
How and by who will quantitative data results be compiled from the survey and interviews?				
Who will summarize the qualitative responses from the focus groups, forums and interviews?				

4. Types of Qualitative Data

(a) Surveys

Use qualitative surveys to solicit more detailed information from a limited number of people

Design Survey Forms

- ✓ The qualitative survey has more open ended questions to solicit comments and is not the type of survey with yes/no responses,
- ✓ Qualitative surveys ask questions that provide specific choices for answers
- ✓ Identify the questions you want the data to answer and what you want to have learned as a result of conducting the survey
- ✓ Design the survey form (Data collected from Community Commons and other sources can be used to develop survey questions to delve deeper into what data is indicating)
- ✓ After the workgroup and/or staff have analyzed some of the data from Community Commons and have determined some of the key needs and or poverty data indicated by that data, surveys can be designed to ask more specific data related to what has been identified

Survey Participants

- ✓ Determine who you will survey, for example: low income residents in identified census tracts or zip codes with high poverty areas, students in community colleges, staff, volunteers and clients
- ✓ Determine the number of community residents to survey in each county by using a *sample size calculator* available at http://www.raosoft.com/samplesize.html which will determine the sample size for a given confidence level and margin of error and population. We recommend using a 5% margin of error, and a confidence level of 90%. Sample size is especially relevant in quantitative surveying. Without a sufficient sample size, you and your Board will not have confidence that you have actually captured representative feedback from your community.
- ✓ Survey participants either by phone, form mailed by USPS, in person or online

Survey Timeframe

- ✓ Determine a timeframe for conducting the survey
- ✓ Determine the places where the survey will be completed

Sample Places to conduct community surveys:

- Neighborhood Council Meetings
- Head Start Parent Meetings
- Parent Teacher Association Meetings
- Community Meetings
- Non-Profit Organizations Serving Low-Income Persons
- Door to Door
- Persons Attending CAA Forums

Conduct Survey

- ✓ Train staff and volunteers who will be conducting surveys
- ✓ Distribute survey forms
- ✓ Send out invitations for online surveys and reminders to complete it as the deadline approaches. Several helpful online survey tools exist such as XXXX.

Calculate Results

Once the surveys have been completed, develop a spreadsheet or use a survey form to record the ratings given by survey respondents to each question.

Once you have recorded how many persons rated each question, then you will mathematically calculate the value to assign to each question. In the example below, each question has five possible responses and each response has a number/score assigned to it. The number/score, 0 thru 4, is the weight/value that will be given to each response.

Sample to Calculate Survey Results:

	Needs	Don't Know (0)	Not Needed (1)	Rarely Needed (2)	Needed (3)	Very Needed (4)	Subtotal
	Employment						
1	Help finding a job	11 (11x0=0)	15 (15x1=15)	10 (10x2=20)	23 (23x3=69)	55 (55x4=220)	324

Survey forms should be sorted by the county the respondent indicated on the Community Needs Survey form. The agency can use county level results in the Community Needs Assessment Report or the results could be shared with board members or other interested parties. The agency should consider summarizing results for each county, in addition to the overall survey results for all the completed surveys.

Evaluate Survey Results

- ✓ Evaluate results
- ✓ Review and analyze responses.

Summarize Information Collected

- ✓ Review responses and use survey results as one of the pieces to help identify the top 5 needs.

Survey data should not necessarily be given more weight than other data that is being evaluated to assess needs; it is just one piece of information. A close analysis of the quantitative and qualitative data

must be used to determine the weight to give each type of data.

(b) Interviews

Use interviews to gather focused in-depth information from key community stakeholders such as elected officials and community partners.

Interview Forms

- ✓ Determine what information you want to gather from interviewees and then develop the questions to gather the information you are seeking

Sample information to gather:

- Thoughts regarding needs in the community
- Community Assets
- Barriers
- Opportunities for collaboration
- Recommendations to address needs and barriers
- Design the interview form by using or modifying *Attachment C Interview of Elected Officials* and Board Members and *Attachment D Interview of Organizations*

Interview Participants

Sample persons to interview:

- Elected officials, both city and county
- Community leaders from civic organizations
- Heads of non-profit organizations serving low-income persons
- Clergy from churches with ministries that serve low-income persons
- Key stakeholders and advocates who represent the rights of low-income persons
- Funders
- Neighborhood association or council leaders

Conduct Interviews

- ✓ Conduct interview in person (preferred)
- ✓ If mailing interview form – follow-up to ensure receipt, completion, and return (self-addressed, stamped envelope recommended)
- ✓ E-mailing interview form - follow-up to ensure receipt, completion, and return
- ✓ Offer as many options as possible for opportunities for interviewee to participate
- ✓ Pick a place that will make the interviewee feel at ease
- ✓ Train staff and volunteers who will conduct interviews
- ✓ While conducting interviews, discuss confidentiality and purpose of the interview

Summarize Information Collected

- ✓ Review responses and develop summary from interviews

(c) Focus Groups

Use focus groups to bring together a broad cross section of community leaders to have an in-depth conversation about the needs of the community and the available agency and community strengths that can be used to address needs.

Focus Group Forms

- ✓ Determine what information you want to gather from in the focus group and then develop the questions to gather the information you are seeking

- ✓ Design the focus group forms by using or modifying *Attachment F: Focus Group Questions for Moderator* and *Appendix 2: Guidance For Conducting a Focus Group*

Focus Group Participants

- ✓ Develop a list of 15-20 persons to invite to participate in each focus group in each county and make every effort to have at least 10 of the invitees participate in the focus group
- ✓ Determine cities and counties in which to hold focus groups
- ✓ Invite persons by telephone and follow-up with a phone call the day prior to event

Sample Persons to invite include:

- Board members
- Representatives from partner organizations
- Neighborhood council leaders
- Community advocates and leaders
- Business and civic leaders
- Educators and school administrators
- Clients
- Religious organizations that serve the needs of low-income persons
- Persons or organizations that the subrecipient or board identify

Conduct Focus Group

- ✓ Reserve a meeting facility for each of the planned focus groups
- ✓ Hire a professional group facilitator or assign a volunteer or staff to role
- ✓ Identify the process to hold the meeting and to document input
- ✓ Plan to document input at the meeting using a flip chart and to post sheets on walls for attendees to view
- ✓ Provide a list of the top needs which have been identified in the community surveys and delve more in-depth into the underlying causes, needs, and barriers.

Summarize Information Collected

- ✓ Review responses and develop summary from focus groups

(d) Forums

Use forums to discuss the needs of the community with a large number of persons and to bring awareness to both the CAA and issues impacting persons with low-incomes

Forum Forms

- ✓ Determine what information you want to gather from in the forums and then develop the questions to gather the information you are seeking. Design the forum forms by using or modifying *Attachment E Forum Questions for Moderator* or use this tool on how to organize a community forum http://www.action.org/uploads/documents/How_to_Organize_a_Community_Forum.pdf
- ✓ Develop an agenda

Forum Format and Venue

- ✓ Hire a professional facilitator or assign volunteer or staff to role
- ✓ Identify the process to hold the meeting and to document input
- ✓ Plan to document input at the meeting
- ✓ Determine cities and counties in which to hold forums
- ✓ Reserve a meeting facility

- ✓ Consider conducting the forum in conjunction with other community meetings, such as a PTA meeting or a church group meeting

Publicize Forum

Sample methods:

- Newspapers, radio, website, e-mails, phone, Social Media (your organization's Facebook or Twitter feeds)
- Requesting board members to publicize to elected officials and organizations
- Asking partner organizations to publicize by distributing fliers
- Notifying neighborhood council leaders, community advocates and other leaders
- Notifying business and civic leaders
- Notifying clients at centers
- Asking schools if they might distribute the survey to parents
- Sending invitations to religious organizations that serve the needs of low-income persons and to other persons or organizations that the subrecipient or board identify

Conduct Forum

- ✓ Explain the purpose of the forum
- ✓ Solicit input on the top needs of low income persons in the community
- ✓ Identify barriers that make the need difficult for persons to overcome
- ✓ Solicit recommendations for improvements to agency programs

Summarize Information Collected

- ✓ Review responses and develop summary from forums

4th STEP: ANALYZE DATA

Conduct analysis of the quantitative and qualitative data. The analysis is the **most critical part of the assessment process** because the critical needs that are identified and the key findings will guide the strategic planning and set the course for what needs to address and how to best address them (types of services, location of services, staffing, partners, etc.). This step can be carried out by staff, management, the CNA workgroup, a consultant, or a combination of these.

1. Analyze Data

- ✓ Analyze quantitative and qualitative data
- ✓ Carefully review the written survey responses and determine how to categorize
- ✓ Develop methodology to take quantitative and qualitative data and rank needs
- ✓ Identify the top needs and key findings
- ✓ Identify any similarity in findings from quantitative and qualitative data
- ✓ Rank needs based on both quantitative and qualitative data
- ✓ Develop summary findings
- ✓ Look at internal data on the poverty population being served and the services being provided
- ✓ Compare internal data to data collected in the needs assessment and identify any gaps or barriers
- ✓ Identify trends and compare data from prior needs assessments

2. Rank Needs

- ✓ Consider the needs identified in surveys, interviews, forums, and focus groups
- ✓ Determine the weight to give to the quantitative data
- ✓ Determine the weight to give to the each type of qualitative data

- ✓ Determine if there are similarities in needs and key findings between quantitative and qualitative data
- ✓ Identify key findings of the **causes** (the factors causing and/or impacting poverty) and **conditions of poverty** (what poverty looks like/what the need looks like). **Causes of poverty** could be lack of jobs paying a decent wage, lack of jobs, lack of basic life skills, lack of completion of secondary education, lack of post-secondary education, lack of financial resources, institutional poverty, intergenerational poverty, single-parent households, lack of medical care, etc.). **Conditions of poverty** (the living conditions at a household and community level of persons in poverty) are conditions such as sub-standard housing, lack of health care providers and facilities, lack of adequate nutrition, lack of a mass transit system, etc. The Department strongly recommends subrecipients describe the causes and conditions for each county in the CSBG service area since they vary for each community.
- ✓ Rank the needs. Take the major needs that have been identified in each category and put them in a matrix and determine the ranking of that need from each data type. See matrix example below.
- ✓ Do not give the greatest weight to the results of surveys simply because they are the largest number of responses. A resource for guidance on how to analyze data is https://cyfernetsearch.org/ilm_6_1

Sample Matrix to Record the Analysis and Determine Ranking of Needs by County and Service Area

Identified Need	Needs Ranking						Final Ranking
	Quantitative Data	Qualitative Data	Surveys	Interviews	Focus Groups	Forums	
Lack of Jobs							
Lack of Access to GED Classes							
Lack of Budgeting Classes							
Lack of Affordable Housing							
Unaffordable Technical Schools							
Lack of Public Parks							
Unaffordable Health Care							

3. Categorize Needs

- ✓ Categorize needs as either a family need or a community need as recommended by Results Oriented Management and Accountability ("ROMA"). Classification will assist in developing strategies to address the needs.
- ✓ Refer to *Develop Report section related to Organizing Framework Using ROMA and National Goals*

Need	Level of Need	
	Family	Community
Individuals with low-incomes lack skills to obtain living wage jobs	X	
Lack of living wage jobs		X
Lack of individuals with trade skills	X	
Lack of higher education and trade schools		X
Lack of affordable housing	X	X
Lack of businesses willing to create job training opportunities		X

4. Determine How Identified Needs are Addressed

- ✓ Compare data from the CSBG Performance Report to data obtained from the Community Commons website to assess how effective the agency is at proportionately serving each county and different populations
- ✓ Compare the county poverty data to the persons served by county data in the CSBG Performance Report for the prior year
- ✓ Compare the CSBG National Performance Indicators (NPI) Performance Data on number of persons receiving each type of service to the needs indicated in quantitative and qualitative data

5. Determine How to Organize Data for Summary Report

- ✓ Identification of types of qualitative data obtained and city and county where each occurred
- ✓ Decide which quantitative data is to be included
- ✓ Summary of key needs and findings from each quantitative and qualitative data types
- ✓ Summary of top needs and key findings

6. Present Summary Report to Board

- ✓ Develop a brief summary report (this is not the final comprehensive CNA report) with key data points, top five or more needs, and key findings and conclusions
- ✓ Present summary report of findings to date to board
- ✓ Provide information on the plan for the development of the Comprehensive Community Needs Assessment Report
- ✓ Request board feedback on plan and what they would like to see highlighted in final report

5th STEP: DEVELOP REPORT

The CNA Report is an assessment of the needs based on the analysis of data and is not simply a compilation of data. The CNA Report will be used by the board and the agency in the development of the Strategic Plan and the Community Action Plan.

1. State Requirements

(a) Organize Data Using CSBG Domains

Each CAA has the discretion of creating forms to assess needs; however, the report must contain certain areas and needs should be assessed and data organized using the CSBG domains below.

Domains					
Employment	Education and Cognitive Development	Infrastructure/ Income/Asset Building	Housing	Health and Social/Behavior al Development	Civic Engagement and Community Involvement

(b) Report Content

The following elements must be included in the CNA Report. Subrecipients can add other headers and sub-headers to the outline.

1) Executive Summary
2) Background on Community Needs Assessment (requirements/processes used to conduct the CNA)
3) Organizational Profile (agency and services currently provided)
4) Community Needs Assessment Results Overview
5) Community Needs Assessment Process Overview
   a) Timeline and Data Collection Plan
   b) Staff, Board, Partners, Community Involvement, Community Outreach
6) Data Collection Methods (surveys, interviews, forums, research) and general description of work completed by service area and by county. Provide, either in this section or in an appendix referenced in this section, the names of the community-based organizations, faith-based organizations, private sector persons or organization, public sector individuals, and persons representing educational institutions that were either surveyed, interviewed, or participated in a forum or focus group to ensure Org Std 2.2 is met.
7) Community Profile (this can be in narrative or table format)
8) Key Findings on Causes and Conditions of Poverty (by county and overall CSBG service area)
   a) Causes of Poverty per county
   b) Conditions of Poverty per county
9) Profile for each county:
   a) Demographics of poverty population (gender, age, race, ethnicity),
   b) Economic and Social Indicators,
   c) Community Strengths and Assets,
   d) Gaps In Services and Barriers, and
   e) Trends for **each County** in the CSBG Service Area
   f) Research methodologies conducted in each county and conclusions drawn from analysis of data
10) Top 5 Needs for Each County
11) Top 5 Needs for the Service Area And Categorized by CSBG Domain
12) CAA Organizational Strengths, Assets, and Challenges (staff, board, programs, etc.)

The Department recommends including some key graphs and tables in the body of report.

(c) Other Submission Requirements

Top 5 Needs per County – Tab: Per County

Complete one of these forms for each county in the CSBG service area. The form is located in the **CNA Forms**.

Top 5 Needs for Entire CSBG Service Area – Tab: Per Service Area

Complete this form to record the top 5 needs of each county in the CSBG service area. The form is located in the **CNA Forms**.

(d) Report Appendices:

Instruction: Create an appendix for each source of data used; label and order them, be sure to include page numbers.

Appendices to Include:

- ✓ Community Health Needs Assessment, Source: Community Commons.

Do **not** include the Community Commons Assessment in the body of the report, but only include it as an appendix. It is not the actual "report," but a resource used in development of your report.

- ✓ Survey Instruments and Results (only include summary data, not actual surveys)
- ✓ Results of Key Informant Interviews/Surveys
- ✓ Community Forum Discussion Outline and Feedback Received
- ✓ Focus Group Questions and Feedback Received
- ✓ Other Data Collected

(e) Attachments and Appendices

All attachments, including CNA Forms, and appendices listed above are located in the CNA Forms file located at http://www.tdhca.state.tx.us/community-affairs/csbg/additional-requirements.htm

2. Report Structure and Format

Format Considerations

- ✓ Consider the intended audience
- ✓ Short paragraphs
- ✓ Headings and major sections
- ✓ Use an Outline Format
- ✓ Page Numbers
- ✓ Visual Displays of Data
- ✓ Define terms
- ✓ Use titles for tables and graphs
- ✓ Cite references

Report Narrative Suggestions

Make the report informative and interesting:

- ✓ Include tables, maps, and graphs along with an explanation
- ✓ Look at the intersection of issues of poverty and how one may compound the other (i.e. low literacy rates and high unemployment) and discuss in report
- ✓ What are social, economic, and political factors impacting issues of poverty and persons in poverty
- ✓ Look at data and consider what external changes may have impacted the levels of need (i.e. single parent households headed by women impacts number of children in poverty, etc.)

- ✓ Share your knowledge about the conditions and causes of poverty and your findings
- ✓ For example, a map may be included which shows percentage of uninsured per census tract and also show location of health facilities. Then, a narrative can be included to explain the map stating that the map indicates x% of the population is uninsured and in an x mile radius there are only x # of health facilities. Persons in x county must drive an average of x miles to reach a health facility.

3. Classify Needs by Domains and ROMA Goals

Recommendations on Classifying Needs:

- ✓ Organize identified needs using a ROMA Organizing Framework and CSBG Domains (NPI reporting structure).
- ✓ Complete the identified needs column of the table and categorize under one of the six domains.
- ✓ Identify the current services and activities that address the needs and begin to identify what future services may be needed.

Example:

Needs Domain National Goal and Services

Identified Needs	Domains	National Goal #	Goal Type	NPIs	Current Services/ Activities Addressing Needs	Future Services and Activities Addressing Needs
Persons with low-income lack adequate education to earn a living wage	Employment Education & Cognitive Development	1	Family	FNPIs: 1a, 1h, 2f, 2g, 2h, 2i, 2j, 7a SRVs: 1a-1q, 1g-h, 2f-k, 24-zz, 2aa, 2bb CNPIs 2e-f, 2j-2o	None	Work with partners to offer Adult Basic Education classes Work with school district to improve high school drop-out rate
Persons with low income have need to improve credit and learn money management skills	Income & Asset Building	1	Family	FNPIs: 3a-b, 3f, 3h, 7a SRV 2f-g, 2z, 3a-c	None	Work with local financial institutions to offer money management skills workshops

4. Other Resources:

- ✓ Appendix 1: Resources for Community Needs Assessments document located in the CNA Forms
- ✓ *Five Steps to Community Assessment: A Workbook,* issued by the U.S. Department of Health and Human Services, Office of Head Start for how to structure the report; found at https://eclkc.ohs.acf.hhs.gov/program-planning/article/five-steps-community-assessment-workbook-head-start-early-head-start
- ✓ Community Action Partnership – Virtual CAP website has an array of CAA Community Needs Assessment Reports. Go to http://www.virtualcap.org . Resources can also be found at Resource Bank https://www.csbgtta.org

- ✓ National Association for State Community Services Programs document "*A Community Action Guide to Comprehensive Needs Assessments,*" Go to http://www.nascsp.org/data/files/CSBG_Resources/Train_Tech_Assistance/Needs_Assessment_FINAL_-_8.22_print_to_pdf.pdf

5. Create Additional Documents

- ✓ Variations of the Community Needs Assessment Report that can be helpful to generate:
  - A report targeted to the general public which presents CNA data and findings in a briefer and more simplified format
  - A simplified shortened needs assessment report to post on the agency's website
  - A report or document targeted to potential funders or partners
  - A report or document targeted to local elected officials
  - A report or document targeted to State Representatives and Senators from the service area addressing the needs of their constituents

6. Present to Board

- ✓ Develop a presentation and summary document to provide key data, top needs, and key findings of the Needs Assessment to board
- ✓ Provide each board member with a copy of the full report and presentation
- ✓ Presentation should mention each of the reports created in Additional Documents section above.

7. Publicize and Distribute

Recommendations:

- ✓ Plan and conduct a press conference to announce release of CNA Report
- ✓ Submit articles or letters to the editor of local newspapers in service area
- ✓ Set up interviews of board chair or executive director on local TV shows or radio shows to discuss key findings of the CNA Report
- ✓ Provide report to key county and city elected officials or conduct a meeting where they are invited to participate in a presentation of the key findings
- ✓ Provide report to State Representatives and Senators representing the service area

8. Use CNA Results in Strategic Planning and CAP Plan

- ✓ Prepare a plan for how the CNA Report data will be utilized during the strategic planning process
- ✓ Review mission and determine need to revise based on community needs and agency resources.
- ✓ Which of the top 5 or more needs is the agency going to address in the next 5 years and in the next year?
- ✓ How will we address the top needs?
- ✓ Where do low income persons live?
- ✓ Where are the highest areas of need?
- ✓ Where do we offer services and are there any adjustments we need to make to the location of centers or outreach?
- ✓ What are the gaps in services (needs identified vs. service availability)?
- ✓ Where are their gaps in resources both from an organizational perspective and community perspective?
- ✓ What are the barriers to access services in specific areas of the community?
- ✓ How can we form or strengthen partnerships to better address gaps in services and remove barriers?
- ✓ How can we better coordinate services?
- ✓ Use CNA results to develop an outcome based anti-poverty focused CAP Plan