

## EXECUTIVE SUMMARY

### Introduction

All Community Action Agencies (CAA) must complete a comprehensive community needs assessment at least once every three years to accurately identify, thoroughly describe, and characterize the needs of low-income people within the CAA’s service area. Fiscal Year 2020 is the first year of this triennial cycle; therefore, this Community Action Plan (CAP) Report includes demographic and socioeconomic indicators for the Community Renewal Team’s (CRT) service areas. As part of this process CRT administered a Community Needs Assessment Survey.

### Community Needs Assessment

CRT conducted a needs assessment survey for its service area population to understand the needs of individuals, households, and their community. The Community Needs Assessment Survey was distributed to a random sample of 3,000 clients from CRT’s STEPs and Energy Assistance Databases. The surveys were written in both English/Spanish; and were distributed to individuals through a paper survey and provided a link to an online option. To ensure a 95% confidence rate – a total of 380 returned surveys was needed. CRT collected a total of 433 survey responses – 114% of our target. The data provided from CRT’s service area provides the agency with accurate information to identify needs for CRT’s surrounding communities they service.

The Community Needs Assessment Survey identified prioritized needs for individuals, households, and communities within CRT’s 40 town service population. Table 18 displays what clients identified were their greatest individual needs as compared to what they identified the greatest community needs were.

*Table 18: Individual & Community Needs Survey Results*

Need	Individual Needs	Community Needs
Utilities (Paying for Heat, Lights, Water, etc.)	55%	24%
Food	28%	17%
Housing	24%	20%
Health/Dental Care	21%	15%
Employment	18%	20%
Mental Health Support	15%	19%
Transportation for Medical Appointments	15%	8%
Transportation	14%	10%
Budgeting Skills/Money Management/VITA	12%	9%
Clothing	11%	8%
Legal Issues	9%	8%
Education	9%	13%
Child Care	8%	13%
Grandparent Support Services	8%	10%
Job Training	8%	13%
Language Barriers	8%	8%
Infant and Toddler Child Care	7%	12%
Child Support	7%	8%
Elderly Fraud (Financial Internet/Phone Fraud)	7%	12%
Meals on Wheels	5%	9%
Substance Use Treatment	4%	12%
Family Violence	2%	9%
Family/Child Abuse	1%	7%

### Demographics

The Community Renewal Team, Inc. continues to help thousands of individuals every year. According to the 2019 CSBG Annual Report, CRT provided one or more services to 56,304 individuals from 24,005 families. CRT service population continues to be racially diverse with the following identifying for race and ethnicity: White at 32.41%, Black or African American at 28.16%, Hispanic or Latino or Spanish origin at 33.52%, and 4.55% for multiracial. CRT’s population continues to serve females at 60% versus males at 40%. Children younger than the age of 18 accounted for 30.67% of the population; 39.32% represents ages 18 to 54, and 30.01% represents 55 years of age and older. The following are household types that have been serviced by CRT: single people are 48.62%, two adults no children are at 8.77%, two parent household is at 8.65%, single parent female is at 27.46%, and single parent male at 1.5%.

## Poverty

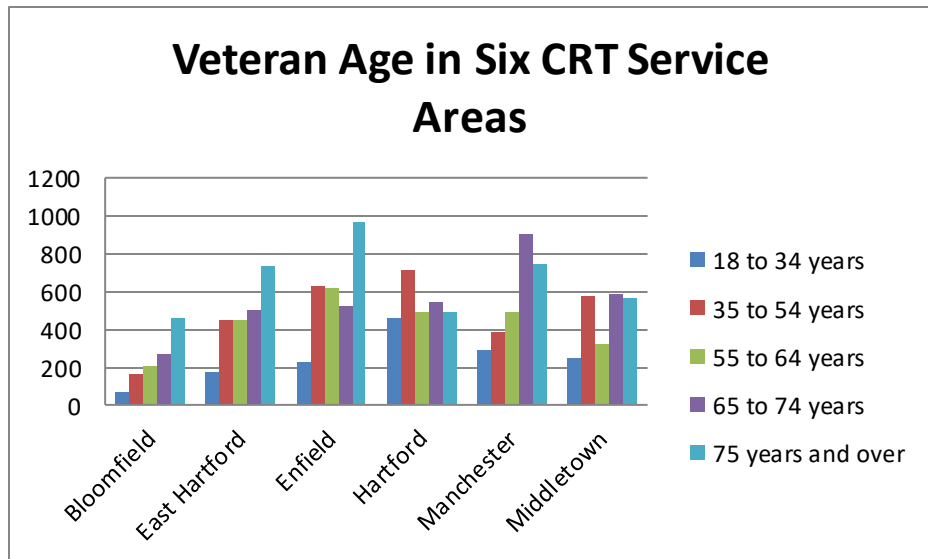
The percentage of all Connecticut residents who live in populations below the poverty level is 10%. The percentage of Connecticut residents under 5 years of age living below the poverty level is 14.9%; while children 5 to 17 below the poverty level are at 13%. Adults who are 18 years of age and older who face below poverty levels represents 27.9% of the state of Connecticut. In Hartford, which is the main catchment area for CRT, 30.1% of Hartford residents are below the poverty level. Residents in Hartford under the age of 5 are 42% below the poverty level, children 5 to 17 are 39.8% below the poverty level; and adults 18 years of age and older represent 79% of Hartford residents who are below the poverty level. The overall poverty rate for the 5 other selected towns are the following: Bloomfield at 6.5%, East Hartford at 14.1%, Enfield at 8.4%, Manchester at 9.5%, and Middletown at 11.4%.

## Educational Attainment

Research has continued to show a direct relationship between educational attainment, income, and quality of life: the more education, the higher the income, the better quality of life. Earnings are predicated on educational degrees for residents across the state. In Connecticut the following annual earnings reflect these educational statuses: Less than a high school graduate making \$25,101, high school graduate including equivalency at \$35,925, some college or associate’s degree at \$42,286, bachelor’s degree at \$64,110, and \$82,813 with a graduate or professional degree. The gap for earnings widen for towns versus cities within the state of Connecticut. Respectively, a high school graduate with equivalency makes \$27,279 versus in Enfield a high school graduate makes \$36,781.

## Veterans

Veterans in the state of Connecticut are 5% of the total population. Throughout the state of Connecticut, veterans have serviced through multiple periods of service. In the state of Connecticut veterans have served in the Gulf War, the Vietnam War, the Korean War, and in World War II. Veterans who have served in the following wars represent these percentages of the state’s population: Gulf War 2001 or later Veterans represent 13.2%, Gulf War 1990 to 2001 veterans at 13.4%, Vietnam era veterans at 35.9 percent, Korean War veterans at 11.7%, and World War II veterans at 7.1%. Age ranges among veterans



tend to shift towards an older demographic. Within the state of Connecticut, veterans between the ages of 18 to 34 are 11,981 veterans, veterans between 35 to 54 years of age have 31,688 veterans, and veterans 55 years of age and older have 130,329 veterans within the total state population.

## Age Distribution

Age is a key factor in determining the human service needs within an area, and understanding the data helps CRT plan and design service delivery systems specific to each town’s population. Table 2 as shown below provides a wide variety of age ranges for the clients we service for our selected towns. The trend has shown CRT that there is a rising demographic of young people, while the population of seniors in the community continues to rise as well. Seniors in the community have very unique needs that CRT is working to meet as the population continues to grow. The median age is up 3 percent since 2019 and the age dependency ratio for the state of Connecticut is 60.6. CRT utilizes this data to enable a shift of services to continue to help cater towards a rising elderly demographic.

Table 2: Age Distribution (Six CRT Service Areas and Connecticut)

Age	Bloomfield	East Hartford	Enfield	Hartford	Manchester	Middletown	Connecticut
Under 5 years	3.8%	6.4%	5.3%	6.7%	6.7%	5.6%	5.1%
5 to 19 Years	12.7%	18.1%	16.2%	21.4%	16.2%	16.3%	18.4%
20 to 34 Years	17.3%	21.7%	21.7%	27.0%	26.3%	25.6%	19.2%
35 to 54 Years	21.6%	27.7%	27.3%	24.1%	23.7%	24.7%	25.7%
55 to 64 Years	18.0%	12.1%	13.6%	10.1%	12.7%	13.2%	14.3%
65 and Older	26.6%	14.1%	15.9%	10.7%	14.4%	14.5%	17.1%

Age and Sex, Table S0101, 2018 American Community Survey 5-Year Estimates

## Client Satisfaction

The Community Needs Assessment Survey provides insight on how CRT’s clients within the 40-town service area feel about how well CRT provides services to them. Clients were asked to see if they would recommend CRT to their family and friends. Out of the 433 total responses, **94 percent agree that they would recommend our services**, while 3 percent would not recommend our services to their family and friends. The remaining 3 percent of total responses represent the clients who skipped this question. Utilizing this data is significant for CRT to know that clients who participate in any of our services would recommend services to their family and other colleagues they know who needs assistance. Clients within this survey were asked to rate how well CRT meets their individual needs. Out of the 433 responses, 42 percent said excellent, 23 percent said very good, 21 percent said good, 5 percent said fair, 3 percent said poor, and 6 percent skipped this response. Of the client respondents, **86 percent** indicated that their needs are being met by good and above standards.

