



## 2023 Community Action Plan

# 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 2023 is the first year of this triennial cycle. CRT's full 2023 needs assessment was composed of three parts. The first was conducting a Community Needs Survey in which we asked CRT clients, non-clients, CRT Board, CRT staff, and community providers within CRT's catchment area to evaluate CRT services, provide demographic data, and tell us what their needs were. The second piece was using the needs survey, other agency data, and research to complete the Comprehensive Community Needs Assessment (CNA). The CNA was completed using CT Data's template to elaborate on demographic and socioeconomic indicators as well as the needs of CRT's catchment area. The final piece was completing the Community Action Plan (CAP), which includes information gathered in the CNA and details how the agency will work towards addressing those needs. Both the CNA and the CAP were informed by data from the Needs Survey.

This executive summary provides a snapshot of the demographics of the population living within CRT's forty towns, and results of the needs survey, needs assessment, and priority goals.

## Community Needs Survey

CRT conducted a community needs survey to ensure that we are responding well to needs in Hartford, Middlesex, and New Haven Counties. The survey had nineteen questions about household demographic information, client satisfaction, and to provide insight on their top community needs. To increase survey accessibility, this survey was collected online, and on paper through a mailing service in both English and Spanish from February 2023 to May 2023. CRT sent out 3,000 mailed surveys and collected **500** responses (330 online and 170 mailed). This was 131% of our response goal.

### Top Ten Community Needs (as perceived by the surveyed community):

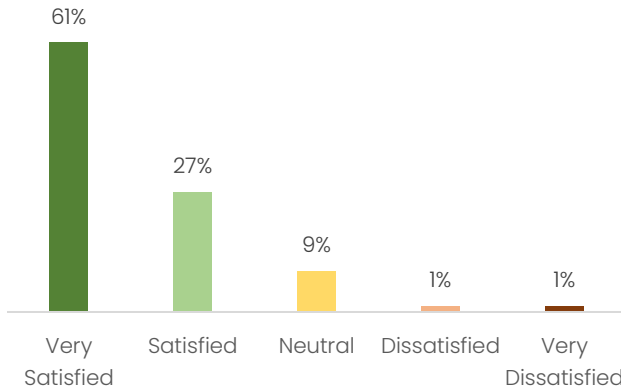
Need	Count	Percent
Energy Assistance	195	11%
Snap Outreach (EBT)	153	9%
Food Assistance	145	8%
Medical Appointment Transportation	76	4%
Weatherization	73	4%
Medication Assisted Treatment	60	3%
Summer Food	58	3%
Health Care	56	3%
Locating Affordable Housing	55	3%
Mental Health Support	54	3%

Of the forty-two needs listed on the question for community needs, these were the top ten selected by respondents.



### Client Satisfaction

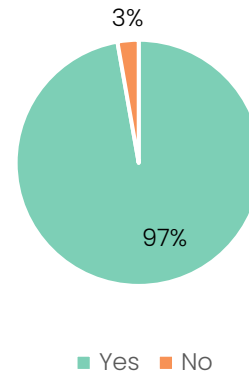
Question: Overall, how satisfied are you with the services you received from CRT?



About 88% of respondents stated that they were at least satisfied with their services.

### Recommendation

Question: Would you recommend CRT services to a friend/family member?



Approximately 97% of respondents would recommend services to friends/family.

## Client Comments:

“I think CRT has been great over the years. You’ve helped me out a lot. And I thank you for that.”

“I was not aware of all the services that CRT offers. Every time I call everyone is so nice and answers all my questions. Getting the word out about what you offer would be helpful. Don’t know everything you offer to help people. Thank you!”

“I don’t really know very much about CRT. I really thank them for the help they have given me with my utility bills. Thanks.”

“As with anything there is always room for improvement and growth. That being said, my overall experience with CRT has always been a positive experience. The employees have always been very helpful and professional and have made access to programs within reach. I will always be grateful for the help I have received through CRT”

“Estoy contenta con el servicio que tienen” *I’m happy with the services you have.*

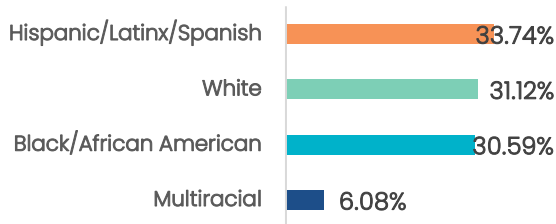
Agency Demographics (CSBG\* Data):



CRT provided services and support to **53,583** individuals and **25,712** families in 2022.



CRT served **60.22% Females**, **39.72% Males**, and 0.02% people who identify as another gender



CRT’s customers continue to be racially diverse through the identification of race and ethnicity.

Single Person	49.55%
Two Adults NO Children	10.51%
Single Parent Female	24.86%
Single Parent Male	1.59%
Two Parent Household	8.15%
Non-Related Adults w/ Children	0.06%
Multigenerational Households	2.35%
Other	2.89%

CRT’s Household Composition is varied.

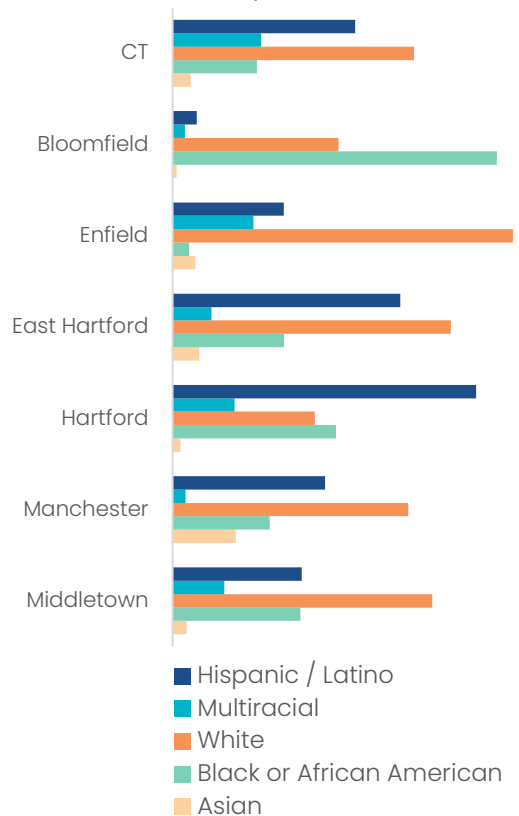
Community Demographics (ACS\*\* Data):

Poverty

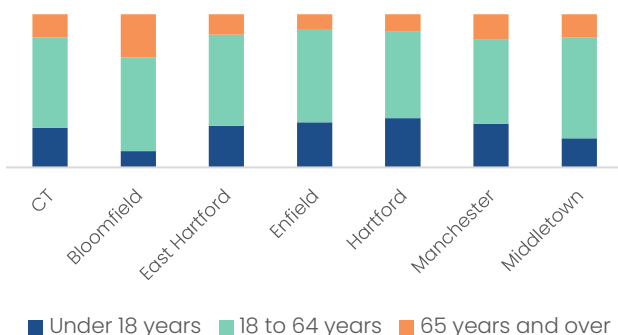
Area	Poverty (%)	% Change from 2020 CAP
Connecticut	10.1%	-4.8%
Bloomfield	9.2%	2.7%
East Hartford	13.1%	-1.0%
Enfield	9.1%	0.7%
Hartford	28.4%	-1.7%
Manchester	10.9%	1.4%
Middletown	11.2%	-0.2%

Four out of the six top serviced CRT towns have poverty levels above the state’s percentage.

Poverty and Race



Poverty and Age



Senior Age Distribution

Area	Senior %	% Change From '22 CAP Update	Current Median Age
CT	17.2%	0.0%	41.0
Bloomfield	24.5%	-0.8%	48.3
East Hartford	12.6%	-0.9%	37.4
Enfield	17.2%	0.7%	40.6
Hartford	11.5%	-0.1%	33.0
Manchester	15.9%	0.5%	36.8
Middletown	16.2%	0.0%	39.5

\*CSBG: Community Service Block Grant Data used throughout the CAP and CNA.  
 \*\*ACS: American Community Survey Data used throughout the CAP and CNA

Living Wage Estimates (MIT Living Wage Calculator)

Hartford County			
	Living	Poverty	Minimum
1 Adult <i>Annual Estimate</i>	\$16.86 <b>\$35,068</b>	\$6.53 <b>\$13,582</b>	\$14.00 <b>\$29,120</b>
1 Adult & 1 Child <i>Annual Estimate</i>	\$36.28 <b>\$75,462</b>	\$8.80 <b>\$18,304</b>	\$14.00 <b>\$29,120</b>
2 Adults & 1 Child <i>Annual Estimate</i>	\$33.96 <b>\$70,636</b>	\$11.07 <b>\$23,025</b>	\$14.00 <b>\$29,120</b>

Annual Household Income

Area	Median Household Income
Connecticut	<b>\$83,572</b>
Bloomfield	<b>\$81,354</b>
East Hartford	<b>\$58,922</b>
Enfield	<b>\$86,880</b>
Hartford	<b>\$37,477</b>
Manchester	<b>\$78,598</b>
Middletown	<b>\$67,485</b>

Highlighted Below are the priority issues and Goals found through research for the Community Needs Assessment and mentioned in the Community Action Plan:

	Service Gap	CRT Goals
<b>Priority Issue 1: Child Care – Infant/Toddler</b>	Low-income families in our community have low access to affordable, high-quality infant & toddler care. Preschool enrollment and developmental benchmarks are not being met by children (3-5) in the community.	Continue to expand care by increasing the ECE workforce and make childcare affordable and available in response to the community’s needs.
<b>Priority Issue 2: Food Insecurity</b>	CRT’s low-income communities and communities of color have limited/low access to healthy, affordable food. Increases in the cost of food, low access to transportation, and increases in the number of homebound seniors have made nutrition a challenge for seniors in CRT’s catchment area.	Help families and seniors gain better access to nutritional and affordable food.  Help community members get access, understand, and utilize food resources available to them, such as SNAP.
<b>Priority Issue 3: Housing Issues</b>	Foreclosures, evictions, and rising costs of living expenses and housing costs have made it harder for people in the CRT community to find and keep housing. Homelessness increased for the first time in a decade, impacting many within CRT’s community.	Seek additional funding to address housing-related issues within our catchment area.  Continue to work closely with community partners to help clients find and maintain their housing.
<b>Priority Issue 4: Behavioral Health Services</b>	Depression and anxiety are a growing issue among youth in the area. Socioeconomic factors have made it difficult for people living in CRT’s catchment area to take care of their mental health. The opioid crisis and other drug-overdose deaths are also the result of this decrease in mental health.	Continue to work to address the issue by expanding resources to address the growing need for mental health services.  Increase access to mental health resources in the community.