

# Community Action Human Resources Agency

## Community Needs Assessment

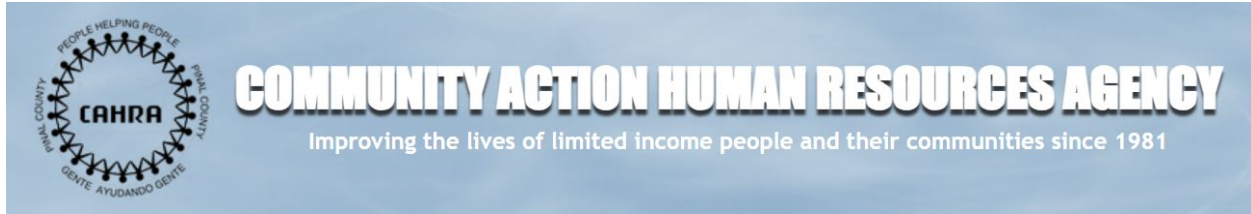
January 2024



### **Mission and Vision Statement**

**Mission:** Community Action Human Resources Agency is a private, non-profit corporation providing for the identified needs of people and communities of Pinal County. CAHRA builds firm foundations in partnerships with communities by stimulating family cohesiveness and self-reliance.

**Vision:** Empowering People, Changing Lives



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## Acknowledgments

### CAHRA Board President and Executive Director's Message

As Community Action Human Resources Agency finishes its 43<sup>rd</sup> year, we continue to look to the future. We take pride in the organization that CAHRA has become over the 43 years. The agency has strived to meet the needs of the limited income throughout this time, adding programs that made a difference.

This Needs Assessment is the result of many months of reflection, research, and refinement. The Agency's Board of Directors and staff will use the final results in preparing a strategic plan to reflect the future of CAHRA within the context of the communities we serve. By looking closely at community needs assessments and current trends, we will be able to evaluate the ways in which we are meeting the needs of those we serve and the ways in which we can improve.

Within this Needs Assessment, you will find our mission, vision, and core values, which have all been strongly reaffirmed by this planning process. You will also find our agency priorities, built around the needs of our communities to preserve the anti-poverty focus of community action and to promote greater effectiveness among state and local agencies receiving Community Services Block Grant (CSBG) funds. These agency priorities encompass CAHRA's more than 15 programs and the objectives and outcomes for each program over the next five years.

Next will be the board setting the Strategic Plan will help to guide our work in the coming years as we continue to assist and empower people to achieve social and economic well-being in partnership with our community. We would like to extend a sincere thank you to all those who participated in this strategic planning process. This plan required much dedication and insight, and the final result reflects that. Our gratitude also goes out to all the CAHRA board, staff, volunteers, community partners, funders and donors, without whom none of this work would be possible.

We look forward to working together to implement our plan and approach our vision of Empowering People, Changing Lives.

**Best,**

**Jon Thompson**  
Board President

**Mary Lou Rosales**  
Executive Director

### **CAHRA Board of Directors**

**Maria Salcido**  
**Sherri D. Jones**  
**Jose Garcia**  
**Esther Turner**  
**Anna M. Guerra**

**Dyani Juarez**  
**Jerry Smith**  
**Joel Belloc**  
**Jerry Olveda**  
**Leonor Burruel**

## Executive Summary

This Community Needs Assessment presents a comprehensive overview of the top needs in Pinal County. The assessment aims to identify the most pressing needs, challenges, and opportunities within the community, based on a thorough analysis of data and stakeholder input. This assessment uses county Census data, survey results, and extensive research to provide the needs in health care, employment, transportation, and housing.

## Introduction

### Mission Statement

Community Action Human Resources Agency (CAHRA) is a private, non-profit corporation providing for the identified needs of people and communities of Pinal County. CAHRA builds firm foundations in partnership with communities by stimulating family cohesiveness and self-reliance.

### Snapshot of Pinal County

#### Population

- Located in the **Central** region of Arizona
- Population: Approximately **464,154**
- Children under 18 comprises about **21.7%** of the population
- Median gross rent: **\$1,143**
- Median family income: **\$65,488**
- Veterans compromise **7.4%** of the population
- Persons over 65 and older compromise **21.1%** of the population

#### Poverty, SNAP, and Unemployment

- Approximately **12.5%** of the population living below the poverty level are children
- Around **53,854** households receive SNAP
- The unemployment rate is approximately **3.9%**
- Approximately **25,108** people are enrolled in AHCCCS
- Median Household Income: **\$70,993**
- Poverty Rate: **9.9%**

### Framework/Methodology

Data was taken from the U.S. Census Bureau and the American Community Survey.

## After COVID These Changes To Processes Have Been Made

### Utility Assistance

CAHRA received funding for Utility Assistance Funding and made the following changes:

- Accepting phone signatures
- 30-day income verification can be accepted using the coming 30 days
- Accepting photographs copier copies, and faxes instead of original documents

### Rental Assistance

Funding available through the preapplication found at [www.adoh.gov](http://www.adoh.gov). and erap.gov

**Weatherization Assistance Program, Minor Home Repair Program remained the same by continuing to provide via mail.**

### Santa Cruz Valley Food Pantry

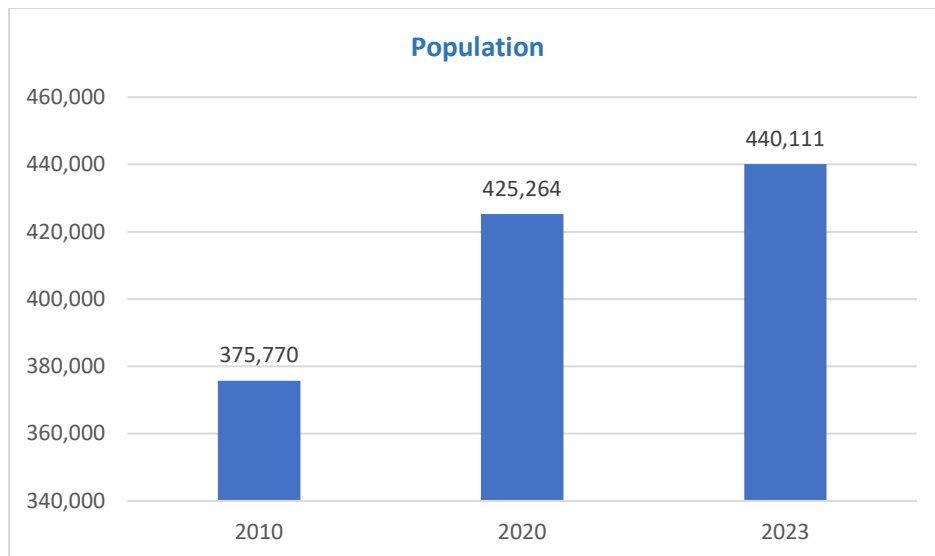
Distributed food using a drive-thru method.

### Recurring Meetings

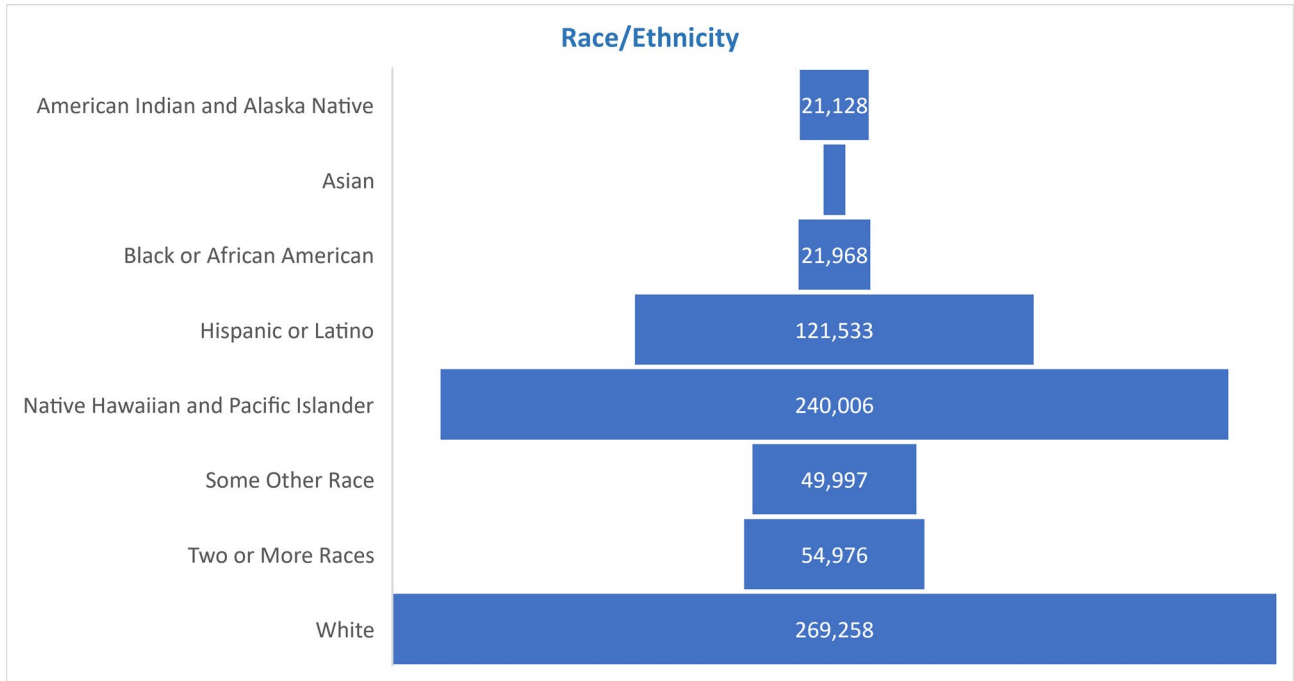
Conference calls were held with the Pinal County Emergency Management on Vulnerable Populations to help seniors and other vulnerable populations throughout the county.

## Community Profile for Pinal County

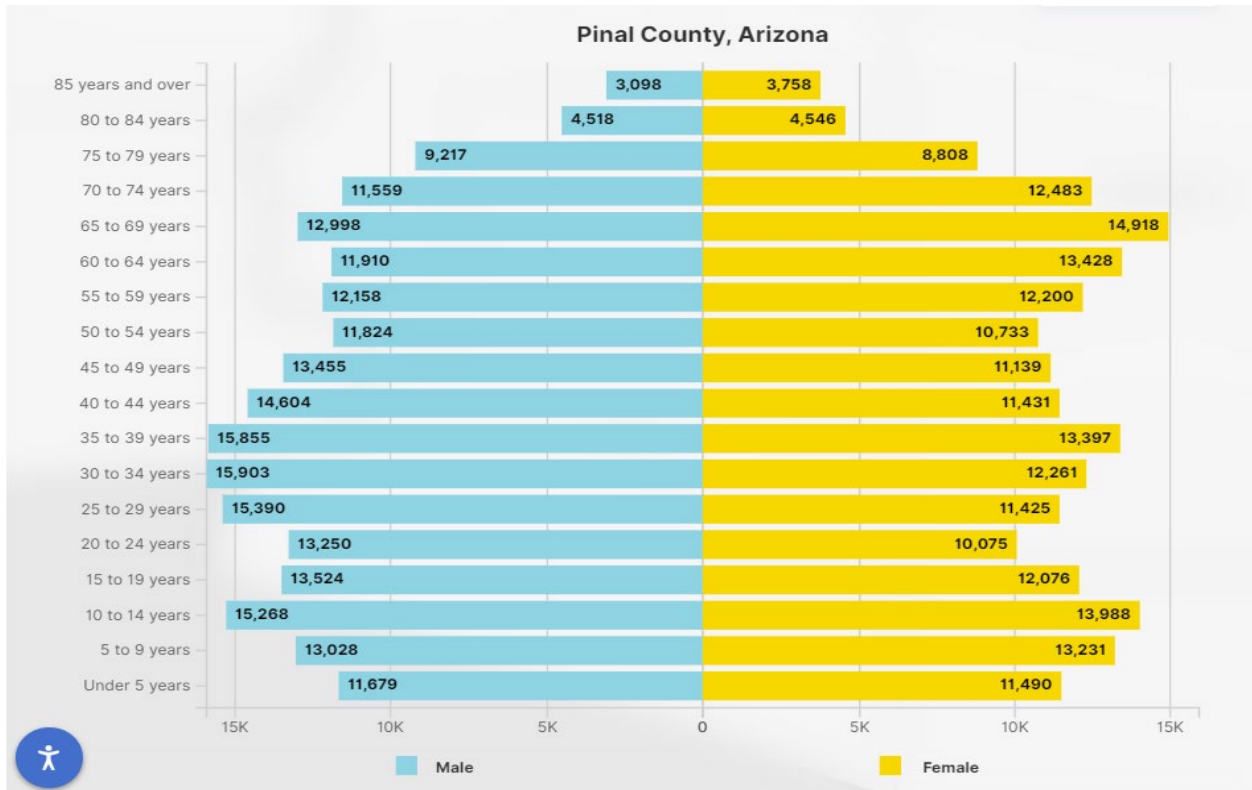
Pinal County has 5,365.8 square miles of land area and is the 10<sup>th</sup> largest county in Arizona by total area. There are five cities in Pinal County: Maricopa, Casa Grande, Apache Junction, Eloy, and Coolidge. The population has increased by 3.5% in just three years.



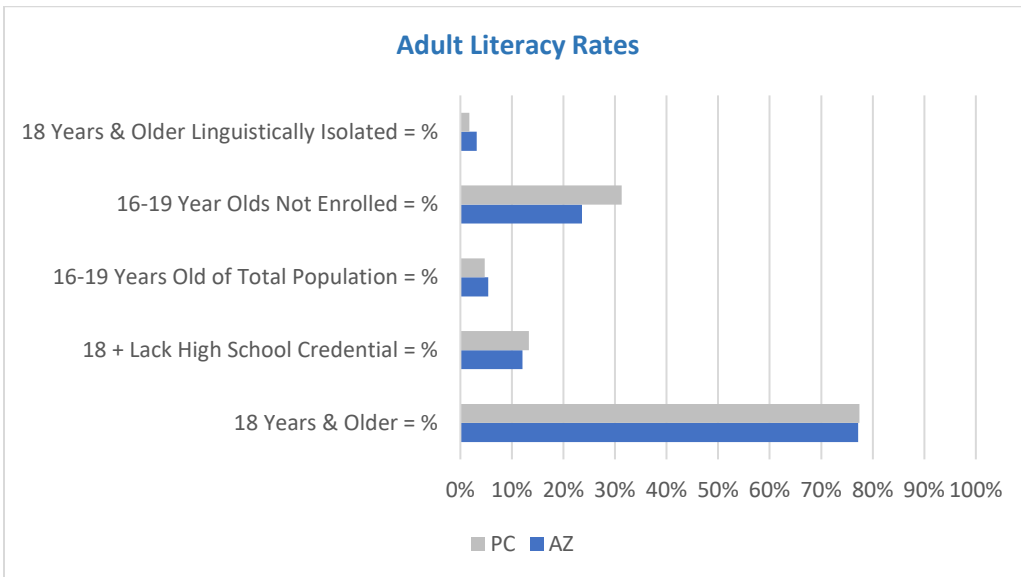
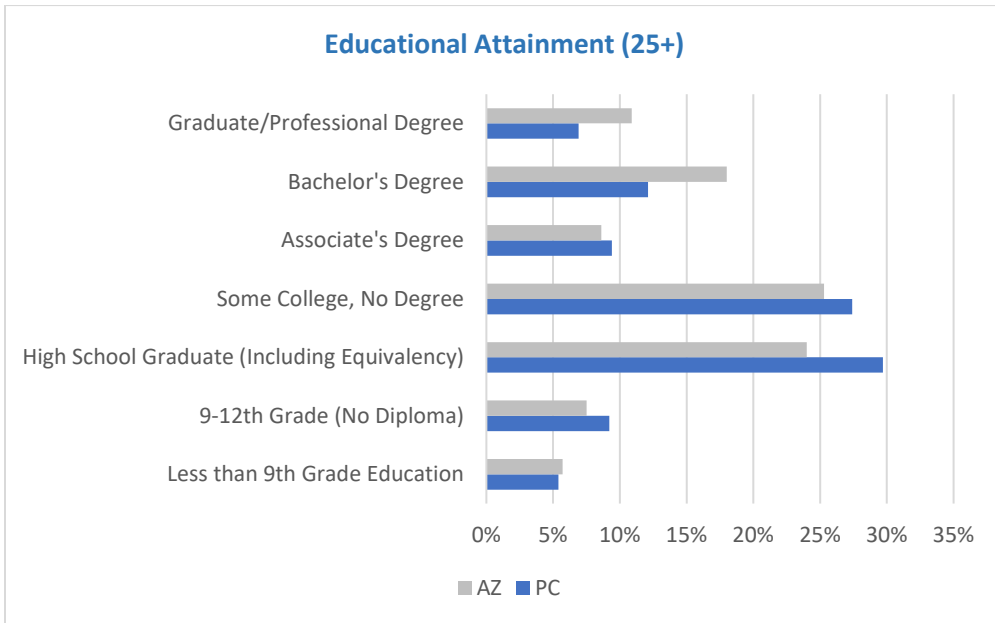
U.S. Census Bureau

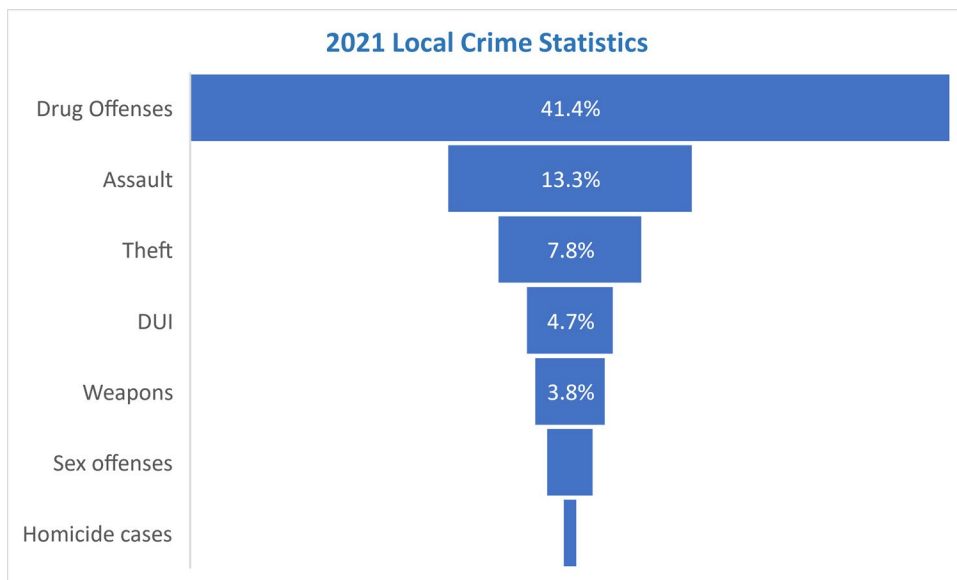
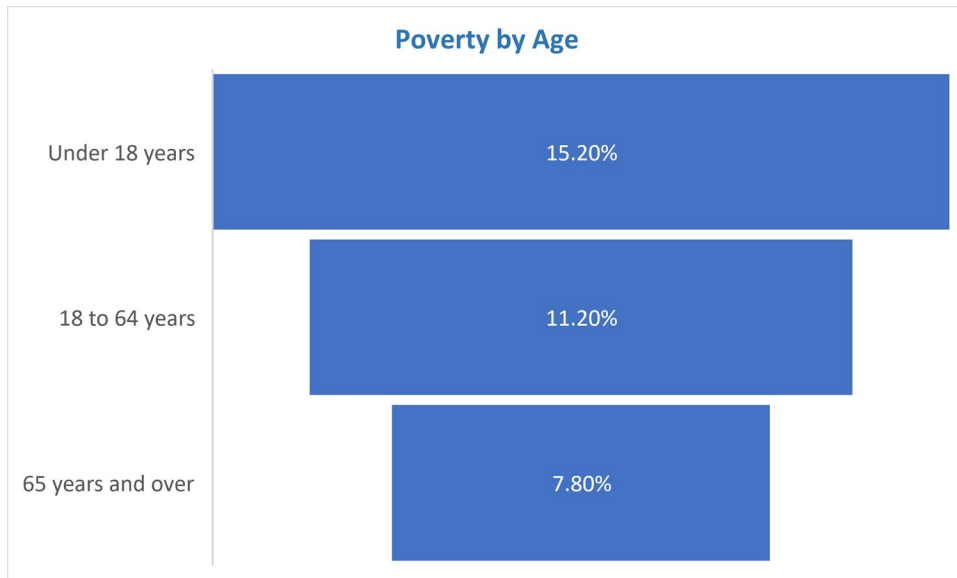


U.S. Census Bureau



ACS-5Y-2021

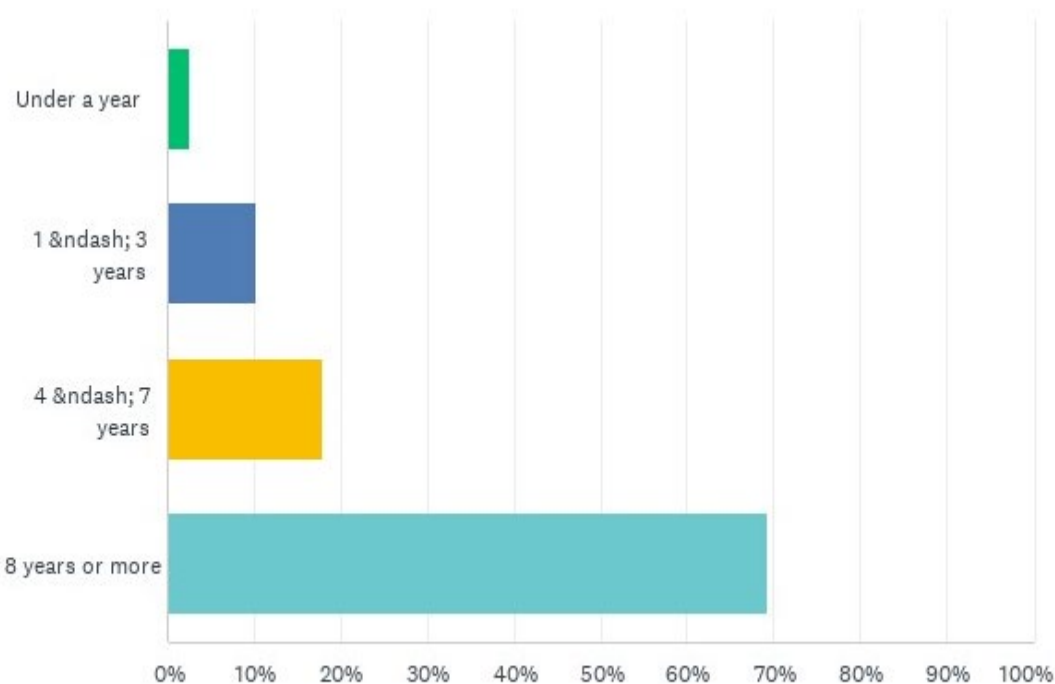






## Client Demographics

### Residence Duration in Pinal County



## Community Assets

### Community Strengths/Opportunities

#### Community Strengths

1. Determination of community to grow, flourish and diversify
2. Good educational institutions
3. Agencies helping families achieve self-sufficiency
4. Human Services agencies work very well together and are focused on jointly helping families get and remain healthy and economically stable
5. Support for human services from local government cities, towns and county
6. Network of family and friends in Pinal County communities
7. Employment – before recent economic downturn more jobs were becoming available in Pinal County
8. Large number of non-profits who partner well with each other
9. Civic organizations, which contribute to human service delivery
10. Local government agencies support human services
11. Many volunteer groups provide support to various human service programs
12. Private business supports human services

### Organizations Providing Similar Services

CAHRA has established partnerships and alliances with multiple organizations, groups, or other entities to leverage resources and provide a collaborative strategic approach for delivering programs and services to low-income sectors of the population. These partnerships directly correlate to resources, expertise, networking, outreach, and funding.

Services	Name and Area Covered
Home Weatherization	<b>No other agency provides this service – only CAHRA</b>
Home Repair, Rehabilitation	<b>CAHRA Home Repair – All of Pinal</b>
	City of Casa Grande-OOHR (Rehabilitation only, within City Limits).
	City of Eloy-OOHR (Rehabilitation only, within City Limits).
	City of Coolidge-OOHR (Rehabilitation only, within City Limits)
	Pinal County Division of Housing- (Rehabilitation only, Unincorporated area of Pinal County)
Emergency Food Boxes	<b>CAHRA's Santa Cruz Valley Pantry – Only Eloy, Picacho</b>
	Hope International Food Pantry-Only Coolidge
	St. Vincent de Paul- Only Casa Grande, Arizona City, Stanfield
	Seeds of Hope- Only Casa Grande
	Casa Grande Food Bank.- Only Casa Grande
	Superstition Food Bank- Only Apache Junction
	FOR Maricopa- Only Maricopa
	Hope International Food Pantry-Only Coolidge
	St. Vincent de Paul- Only Casa Grande, AZ City, Stanfield
	Maricopa Food Bank- Open to anyone
	Superior Food Bank- Only Superior
	Tri-Community Food Pantry- San Manuel, Mammoth Kearny
	Christ the Victor Food Pantry- Only Queen Creek/San Tan Valley
	MTN View Food Pantry- Only Florence, Queen Creek, STV
	1 <sup>st</sup> United Methodist Church Eloy- Only Eloy
	1 <sup>st</sup> Baptist Church-ELOY, Only Eloy, Casa Grande, Stanfield
	Set Free Church Food Pantry-Only Kearny
Epic Food Pantry- Only STV, Florence, Queen Creek	

	AZ Lutheran Church- Only Arizona City
Utility Assistance	<b>CAHRA – All of Pinal County</b>
	St. Vincent de Paul- Casa Grande
	St. Vincent de Paul- Apache Junction
	United Way of Pinal County – All of Pinal County
	Salvation Army – Only Casa Grande
	Salvation Army – Only Coolidge
	Salvation Army – Only Maricopa
	Salvation Army – Only Florence
	HOHP Veterans Center – Only Casa Grande Veterans
	NCHP – Only Veterans
	Our Lady of Guadalupe – Only Queen Creek and Apache Junction
Rapid Rehousing and Homeless Programs	<b>CAHRA - All of Pinal County</b>
	A New Leaf – Rapid Rehousing - All of Pinal
Emergency Shelter (Motels)	<b>CAHRA - All of Pinal County</b>
	Horizon Human Services – Only for those with Mental Health Issues in Pinal County

**PARTNER ORGANIZATIONS & RESOURCES** [Agencies we work with, mutual referrals, etc.]

Name	Type of Partnership
1. Pinal Gila Council for Senior Citizens	Non Profit
2. Pinal Gila Community Child Services	Non Profit
3. Pinal Hispanic Council	Non Profit
4. University of Arizona Cooperative Extension	Non Profit
5. Eloy Veterans Center	Non Profit
6. Against Abuse, Inc./Child Abuse Prev. Coalition	Non Profit
7. Compassion Care Center	Non Profit
8. Southwest Fair Housing	Non Profit
9. Casa Grande Chamber of Commerce	Non Profit
10. Goodwill	Non Profit
11. Empowerment Services	Non Profit
12. Genesis Project	Non Profit
13. Community Bridges	Non Profit
14. Pinal Gila Community Child Services	Non Profit
15. Casa Grande Alliance	Non Profit
16. Chicanos Por La Causa	Non Profit
17. Coolidge Chamber of Commerce	Non Profit
18. Eloy Chamber of Commerce	Non Profit
19. Early Intervention	Non Profit
20. Horizon Health and Wellness	Non Profit
21. San Pedro Valley Behavioral Health Center	Non Profit
22. United Way of Pinal County	Non Profit
23. Arizona's Children	Non Profit
24. Honoring/Hiring Our Heroes Program	Non Profit

25. National Community Health Partners	Non Profit
26. Southern Arizona Legal Aide	Non Profit
27. Higher Heights	Non Profit
28. Transitional Living Recovery Center	Non Profit
29. The Rest Stop	Non Profit
30. Elks Lodge	Non Profit
31. Eloy Veterans	Non Profit
32. Hope Coalition	Non Profit
1. Southwest Gas Corporation	For Profit
2. TRICO	For Profit
3. Arizona Complete Care	For Profit
4. Global Waters	For Profit
5. Salt River Project	For Profit
6. Bridgeway	For Profit
7. Arizona Public Service	For Profit
8. Gietl and Strutz	For Profit
9. Wal-Mart Distribution Center	For Profit
10. Electrical District #3	For Profit
11. Electrical District #2	For Profit
12. Prisons – Corrections Corporation of America	For Profit
13. Gallot	For Profit
14. Republic Plastics	For Profit
15. San Carlos Irrigation Project	For Profit
16. Arizona Water Company	For Profit
17. Tuson Diaper Bank	For Profit
18. A New Leaf	For Profit
19. Pinal County Red Cross	For Profit
20. Family Focused Services	For Profit
21. Solari/AZ 211	For Profit
22. Child Cre Resource and Referral	For Profit
23. Childhood Cancer Advocate	For Profit
1. City of Coolidge	Local Govt
2. City of Apache Junction	Local Govt
3. City of Eloy	Local Govt
4. City of Eloy Police Department	Local Govt
5. City of Casa Grande	Local Govt
6. City of Casa Grande Police Department	Local Govt
7. City of Maricopa	Local Govt
8. Pinal County Health Department	Local Govt
9. Town of Superior	Local Govt
10. Town of Mammoth	Local Govt
11. Town of Kearny	Local Govt
12. Town of Florence	Local Govt
13. Pinal County Attorney's Office	Local Govt
14. Pinal County Housing	Local Govt
15. Pinal County Grants Office	Local Govt
16. Casa Grande Library	Local Govt

1. AZ Department of Economic Security	State Govt
2. Arizona@Work	State Govt
3. First Things First	State Govt
4. Arizona Dept of Housing	State Govt
1. Sun Life Family Health Center	Health Services Org
2. Arizona Complete Health	Health Services Org
3. Banner Hospital	Health Services Org
4. Helping Associates	Health Services Org
5. Corazon Behavioral Health	Health Services Org
6. San Pedro Valley Behavioral Health Center	Health Services Org
7. Hope Medical Clinic	Health Services Org
8. Horizon Health & Wellness	Health Services Org
1. St. Vincent de Paul	Faith Based
2. Seeds of Hope	Faith Based
3. Salvation Army – Apache Junction	Faith Based
4. Salvation Army – Casa Grande	Faith Based
5. United Methodist Church	Faith Based
6. Catalysts Helping Increase Potential	Faith Based
7. Calvary Chapel	Faith Based
8. St. Anthony’s Church	Faith Based
9. Crossroads Church	Faith Based
10. Trinity Lutheran	Faith Based
11. Trinity Baptist Church	Faith Based
12. St. Peter’s Episcopal Church	Faith Based
13. New Beginnings Church	Faith Based
14. Comunidad Cristiana Bethel	Faith Based
15. Presbyterian Church	Faith Based
16. Faith Alliance	
1. Florence	School Districts
2. Maricopa	School Districts
3. Stanfield	School Districts
4. Apache Junction	School Districts
5. Picacho	School Districts
6. Toltec	School Districts
7. Coolidge	School Districts
8. Casa Grande	School Districts
9. Eloy	School District
1. Central Arizona College	Post-Secondary Edu
1. Wildfire	Statewide Assoc
2. Arizona Housing Coalition	Statewide Assoc
3. Balance of State Continuum of State	Statewide Assoc
4. WHEAT	Statewide Assoc

1. Social Security Administration (Indirectly)	Federal
2. Housing and Urban Development (Indirectly)	Federal
3. Health and Human Services (Indirectly)	Federal
4. Federal Emergency Management Agency (Indirectly)	Federal

## VOLUNTEERS

CAHRA relies on community volunteers for many of its programs and services.

Examples of volunteerism within CAHRA include:

1. Twelve-member volunteer Board of Directors. These volunteers provide agency governance, meet regularly and support CAHRA in various ways.
2. Volunteers operate the Santa Cruz Valley Food Bank, which is open two days per week throughout the year.
3. Volunteers assist staff with mass intakes to provide elderly and/or disabled individuals with Low Income Home Energy Assistance Program benefits as well as enrollment in utility discount programs.
4. Volunteers provide backup and support to CAHRA clerical staff doing filing, and other tasks.
5. Volunteers install emergency notification devices (Angel Pendants) as part of the Agency's Home Alone Safe Alone Program that service frail elderly and disabled residents of Pinal County. Volunteers continue contact with these households to provide periodic checkups of the equipment and to provide new batteries when needed.
6. Human services agencies provide staff for planning Project Connect and also provide additional staff on the day of the event to assist with registration, and other tasks.

## Sources of Funding

Name
1. Arizona Department of Economic Security, Division of Community Assistance and Development
2. Ak Chin Indian Community
3. Arizona Department of Housing, Special Needs Housing
4. Arizona Department of Housing, Weatherization
5. Arizona Public Service (APS)
6. City of Casa Grande
7. City of Eloy
8. Emergency Food and Shelter Program (EFSP)
9. Global Water Resources
10. Kroger
11. Pinal-Gila Council for Senior Citizens – Area Aging Agency
12. Pinal Hispanic Council
13. Rocksprings Church
14. Robson Ranch
15. Salt River Project (SRP)

16. Southwest Gas Corporation
17. Steven's Haven
18. Tohono O'odham Indian Community
19. TRICO
20. Tucson Diaper Bank (Provides diapers)
21. United Food Bank (Provides food)
22. Wildfire

### LINKAGES AND NETWORKS

- Balance of State Homeless Rural Continuum of Care
- Apache Junction Homeless Coalition
- CG HELPS Homeless Coalition
- Casa Grande Alliance
- Community Advocacy, Referral & Education Network (CARE)
- Faith Alliance
- Pinal County Network
- Pinal County Newsletter
- Project Connect
- Resource Round-Up
- San Tan Valley Network
- First Things First

As a Community Action Agency (CAA), CAHRA primarily focuses on the needs of low-income individuals and families in Pinal County. This has a direct correlation to CAHRA's Strategic Plan and Community Action Plan (CAP), which serve as guiding documents for the organization in fulfilling its mission and goals. It is also the framework for the governing structure of CAHRA and the Board of Directors.

## Community Needs- Key Findings

### Top Needs & Barriers

#### Top 5 Needs:

- Utility Assistance (47.22%)
- Rent (45.83%)
- Food (40.28%)
- Health/Dental Insurance (25%)
- Home Repairs (23.61%)

#### Top 5 Barriers:

- Income (52.24%)
- Cost of Living (47.76%)
- Health/Disability (28.36%)
- Not eligible or do not qualify for assistance (26.87%)
- Employment (23.88%)

## Health Care

- The survey results show that more than half of our clients do not face a health barrier. The major barrier identified was cost of health care.
- According to Banner Health, the top five most significant health problems in Pinal County were mental health issues, substance addiction and overdose, aging problems, child abuse and neglect, and diabetes. Substance misuse and dependency, mental health, and physical activity and nutrition were also identified as areas of improvement for health in Pinal County.
  - Mental Health
    - *Forbes Advisor* ranked Arizona seven out of the ten worst states for mental health care. According to the study, the state has the fourth highest percentage of youth who had a major depressive episode in the past year who didn't receive mental health treatment (70.1%). Arizona also had the 10th highest percentage of children with private health insurance that doesn't cover mental or emotional problems (10.2%).
    - *Mental Health America* ranked Arizona 49 in a study done on overall mental health in the U.S. The indicators that had the greatest effects for Arizona were Adults with Serious Thoughts of Suicide (6.48%, ranked 49), Mental Health Workforce Availability (660:1, ranked 48), and Adults with AMI (Any Mental Illness) Reporting Unmet Needs (36%, ranked 49).
- The Arizona Primary Care Office has identified several medically underserved areas in Pinal County:
  - Apache Junction
  - Coolidge
  - Eloy
  - Florence
  - Gila River Indian Community
  - Maricopa
  - Saddlebrook
  - San Tan Valley

## Employment

### Top Barriers:

- Pay too low to support family 29.73%
- Living with a disability 20.27%
- Childcare 12.16%
- Transportation 12.16%

### Labor Force & Unemployment Rate June 2023

- Unemployment Rate—3.9%



## Transportation

### Top Barriers:

- Price of gas 57.89%
- Car repairs 23.68%
- Can't afford insurance 15.79%
- The average travel time to work for workers 16+ is **32.3 minutes**.

## Housing

### July 2023 Pinal County Housing Statistics

- The median cost of homes is \$362,218. This is 5.9% lower than last year.
- There are currently 2,802 available homes.
- 605 homes were sold in July 2023

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