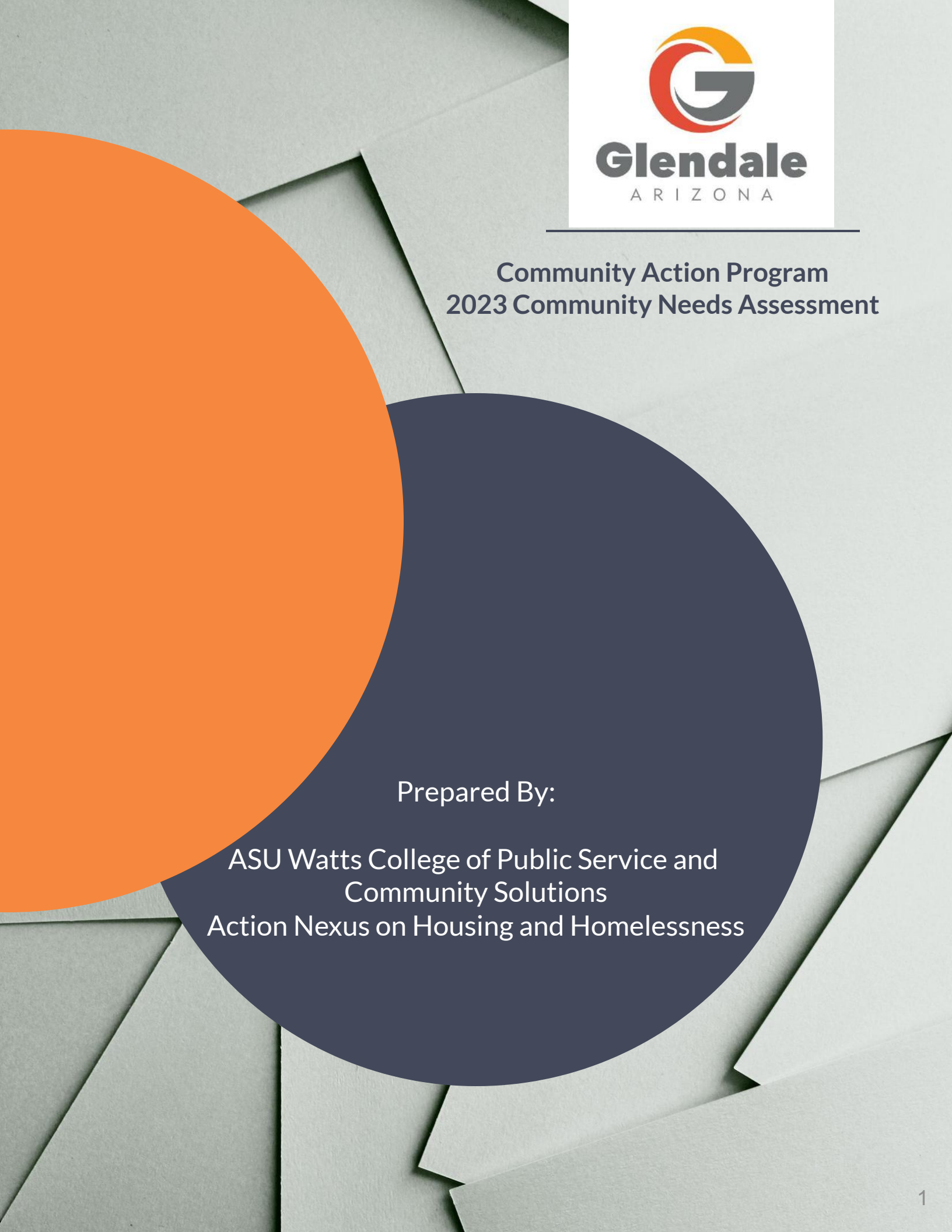

Community Action Program
2023 Community Needs Assessment

Prepared By:

ASU Watts College of Public Service and
Community Solutions
Action Nexus on Housing and Homelessness

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Executive Summary

The activities undertaken to prepare this report included 33 interviews with service providers and 440 survey responses from Glendale residents that had previously received CAP services. When analyzing both the survey responses and the stakeholder interviews, several needs emerged as being the most critical:

- Housing security
- Shelter space
- Food security
- Help nding resources
- Affordable childcare and after school programs
- Assistance for seniors
- Employment

According to the Maricopa Association of Governments, rent has gone up by 68% across the Phoenix Metropolitan Area since 2017. This is particularly important for the Community Action Program (CAP) because 93% of residents receiving CAP assistance reported renting their homes in the last year, making housing stability, affordable housing, and homelessness prevention programs more important than ever. The City of Glendale has a plethora of community programs, nonpro ts and faith organizations but no shelter space of their own. This could become a problem as the increased need for shelter beds is evident across the county, putting a strain on existing programs. Additionally, stakeholders reported that more people than ever are seeking out assistance in obtaining food, emergency nancial support, and other basic needs as their housing costs rise.

Ease of nding and accessing services also emerged as an important theme. Making sure that residents know what is available and how to access the services are both important. Survey participants noted that help obtaining resources was critical and during stakeholder interviews, many shared that the complex system of services in the community is daunting for clients seeking help Finally, employment remains an important focus from both perspectives of stakeholders and the survey participants. Not only help nding employment, but maintaining employment can depend on childcare and school programs, and affordable access to transportation. Affordable childcare was a very common theme and stakeholders felt that it was a crucial need for families in the city. They also noted that, although Glendale has access to public transportation, often cost and travel times are a barrier for residents who are low-income.

As the population ages, the need to support seniors becomes more critical. Both stakeholders and survey participants indicated the necessity to support seniors who live independently and those who need extra care. Financial support is very important for seniors on a xed income to pay for basic needs like housing, food and utilities and to help for those seniors who are homeless.

Maricopa Association of Governments https://azmag.gov/Programs/Maps-and-Data/Land-Use-and-Housing/Housing-Data-Explorer

Recommendations

Shelter Beds

Many stakeholders emphasized the need for shelter space in Glendale, stating that clients often don't want to be placed outside of the city where they have communities, jobs, and schools. Finding ways to shelter Glendale residents as close to their own neighborhoods as possible would keep them connected with those communities and resources.

Housing Security

Nearly half of the survey respondents reported an eviction within the last 24 months and 89% reported a financial hardship that impacted their ability to pay for basic needs. Additionally, stakeholders indicated that housing insecurity is an increasing issue. Ensuring that programs for rent/mortgage assistance, utility assistance, and keeping homes livable are well funded and easy for residents to access will help keep them housed and reduce the need for shelter space.

Food Insecurity

As affordable housing continues to be scarce, more people are utilizing resources like food banks to meet their families' needs. Most low-income households qualify for food assistance programs but stakeholders agree that they are seeing a rise in the number of people seeking food assistance. It'll be important to maintain partnerships with food banks as well as providing support to residents trying to navigate the system of applying for the government food assistance programs.

Childcare and After School Programs

A common theme in the assessment was that affordable childcare is a big gap for low-income families, especially single parent households. Additionally, stakeholders mentioned the need for after school activities for children from low-income homes which allow parents to work and provides a constructive and fun opportunities for kids. This is also a good opportunity to get kids and their families involved in the community, especially if it is affordable and accessible. Affordable childcare is a big challenge but subsidy programs or partnering with community organizations are possible solutions.

Navigating the System

It was very common for the stakeholders as well as the residents surveyed to express that the system for obtaining assistance can be challenging, particularly for those who aren't technologically savvy or are in crisis. Strong case management, easy to navigate websites and clear instructions are all helpful ways to make the process more accessible. It is also necessary to make sure that people know what is available to them. School districts, libraries, and other areas that are frequented by residents are useful places to share information for those who aren't good with technology, don't have access to computers, or wouldn't know where to look.

Assistance for Seniors

As a particularly vulnerable population and an increasingly large one, seniors are of concern across most of the stakeholders interviewed for this assessment. It was also one of the top concerns of the survey participants. It's difficult to lump all seniors in together since needs vary but keeping them housed in safe environments, with food support, accessible transportation, and health support are crucial. Deepening partnerships with community organizations who focus on seniors can help with developing targeted interventions and programs to address their needs.

Employment

Commonly the stakeholders agreed that Glendale has a lot of jobs, but survey participants reported the job search help, skill building and continued education were all very important to them. Assisting low-income individuals with career building and training for better jobs can create more self-sufficiency and bring people out of poverty. This could involve partnering with local businesses to promote job fairs, provide education subsidies, or providing resume and job search assistance. Creating a workforce development program within the city of Glendale and partnerships with businesses can provide pipelines for residents to train and develop necessary skills to obtain stable employment with benefits.

Stakeholder Interviews

Stakeholder Interview Analysis

Question 1: Now, when thinking about the low-income individuals and families in this community, what seems to be their greatest needs? (thinking about basic needs: food, housing, healthcare, safety, education, employment).
There were several themes that came up regarding basic needs of low-income residents of Glendale during the interviews, the most common were affordable housing, housing stability, and food. The stakeholders represent a diverse group of individuals who work with low-income Glendale residents in various capacities but all agreed that affordable housing was a great need in the community. Other needs identified were transportation, affordable childcare, and healthcare. In particular, several stakeholders mentioned the need for better mental healthcare.

Question 2: What do you think are the programs/services in this community most utilized by low-income individuals and/or families? How are these services beneficial for creating self-sufficiency or moving people out of poverty?
Similar themes emerged for this question with affordable housing support, food assistance, and diversion funding being the most common responses. Several stakeholders also mentioned the need for mental health support and subsidized child/senior/disabled adult care. A similar theme emerged around the importance of keeping people from becoming homeless with utility/rent/mortgage assistance and other diversion programs. Most of the stakeholders were concerned about the rising cost of housing, food, and other necessities that continue to put strain on non-profit and government agencies providing support.

Question 3: Are there any other strengths in this community contributing to the resiliency (or functioning) of low-income individuals and/or families? Any partnerships/networks or organizations you know of or are working with in the community to help individuals and families move out of poverty? What services or programs are these networks/organizations providing?
Several stakeholders mentioned the low-income community themselves as being very resilient and resourceful as well as the community at-large who look out for each other. Another theme that emerged during the interviews, was that nonprofit, religious, community and government organizations had strong partnerships that work together to increase capacity. Many also mentioned the public transportation system and strength of the city's communication to its residents as important.

Question 4: We talked a little about the current programs/services in this community, but are there any gaps in services and programs that are needed to improve the lives of low-income individuals and families? (maybe there is a service, but it needs to be expanded – or- maybe there is something that needs to be available that isn't).

The gaps identified varied widely but housing and funding were two of the biggest themes. Many stakeholders felt that the lack of affordable housing was a big gap in Glendale as well as the funding to provide enough resources for everyone in need. Stakeholders also noted the lack of shelters in Glendale and noted that many homeless residents would prefer to remain in their community instead of sheltering in nearby cities like Phoenix. They also noted that more resources need to focus mental health support and programs like flexible funding and other longer-term recovery support to give people enough time to get back to financial stability.

Question 5: What prevents or makes it difficult for individuals and families, particularly those with lower incomes, from accessing the services they need to support themselves and their families?

The most common themes that emerged for this question were: transportation, childcare, and awareness of available support, as well as difficulty navigating the system. Although the City has public transportation, it was mentioned as a barrier due to the lengthy time it takes to utilize it on a regular basis. They also noted that it was particularly difficult for parents of small children, to travel on public transportation. Childcare was a barrier noted by many of the stakeholders, who said that parents of children have a difficult time finding affordable childcare so that they can work or attend job development training. The third most common theme was the system itself due to the complexity of the human services system, how hard it is to navigate, and knowledge of the services that are available. The stakeholders suggested that strong case management were essential to supporting low-income residents.

Question 6: How has your organization increased its ability to serve low-income families and individuals? (e.g. build trust, provide transportation vouchers, offer multiple languages) If so, please elaborate.

The responses to this question varied widely but a common theme was that of finding an need not addressed or under addressed and then expanding or adding programs to fill that need. Several organizations opened new facilities or added extra beds, while others found that they could be more successful changing their service model completely. Some stakeholders recognized the need for more support for the aging population and adding more senior-focused programs, while others discussed better rapid rehousing, prevention, and diversion programs. Nearly all of the stakeholders noted that housing and food insecurity has gotten worse and stressed that retaining a quality workforce to address the problem is a huge need.

Question 7: In what ways do believe this community could promote community engagement (involvement where people can get to know one another, build their social networks, and have a sense of pride in their community)? What else could be done to encourage community members, particularly low-income individuals and families, to become involved in their communities? (e.g. more parks and spaces for recreation, neighborhood revitalization, community center)

The most common themes that arose during the interviews were accessibility and knowledge of events. Accessibility can mean location as well as if the community feels they are welcome. Stakeholders suggested that it would be helpful to provide one-stop-shop style resources at community events like food boxes and other resources to encourage attendance. They believed that may low-income residents might not feel welcome or they might be afraid of stigma when it comes to events like community meetings and may not want to speak up. Additional suggestions included additionally accessibility to events (like offering them virtually) and further outreach and advertising of the events.

They suggested using signage in places that low-income residents frequent like resource centers, libraries, and other community spaces. They also suggested partnering with first responders and school districts in low-income areas to get the message out. Several of the stakeholders noted that they did not believe that low-income residents do not want to be involved but felt that being in crisis mode makes it difficult to participate. Meeting their needs first will naturally lead to individuals being more involved.

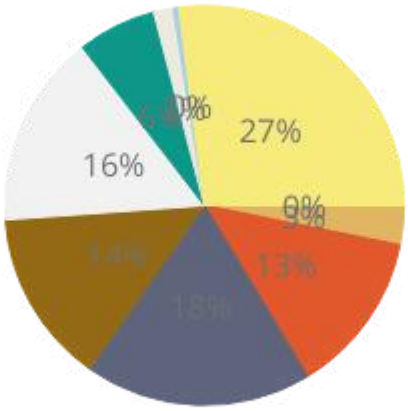
Question 8: Are there any other community needs that you would like to mention that we have not discussed?

The responses to this question varied widely but a common theme was more affordable housing, better wrap-around services for individuals seeking assistance, and personalizing support. Other notable needs were better behavioral health support and heat alleviation services during the summer months. Others reiterated the needs addressed earlier in the report like transportation, job training, and shelter space in Glendale.

Resident Survey

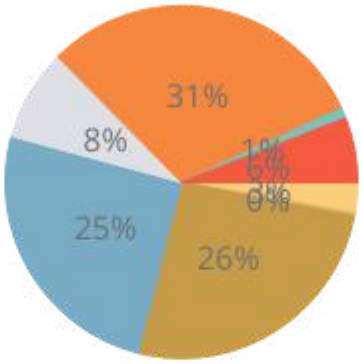
An analysis of 440 surveys of Glendale residents follows. The survey represents individuals who have previously received CAP services and residents in the Glendale area. Please note that 119 individuals were excluded from this section because they did not disclose demographic information.

Age



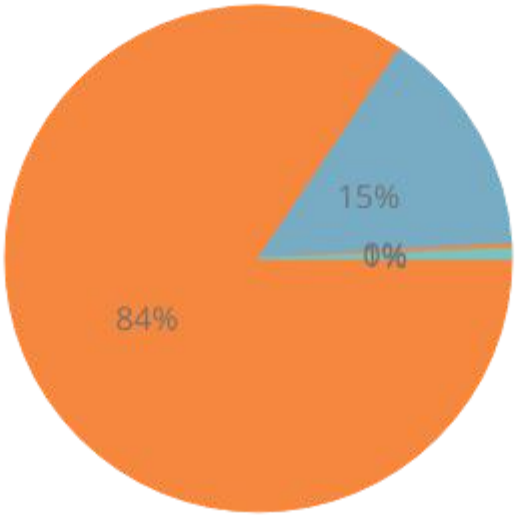
Under 18 0 | 18-24 14 | 25-34 58 | 35-44 81 | 45-54 62
55-64 69 | 65-74 28 | 75-84 7 | 85 or older 2 | Unknown 119

Ethnicity



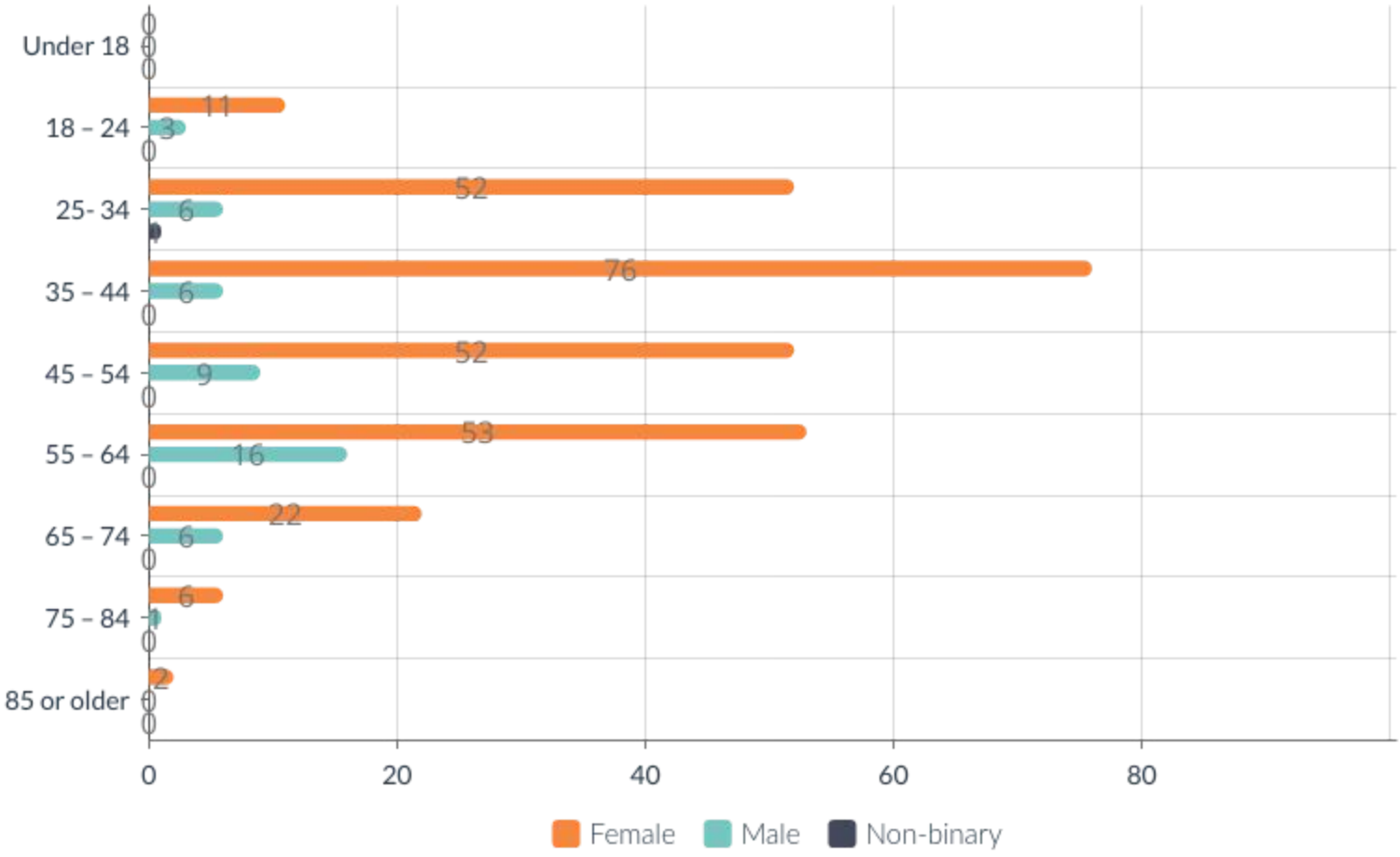
American Indian/Alaskan Native 9 | Asian/Pacific Islander 1
Black/African American 83 | Hispanic/Latino 81
Multi-racial/ethnic 27 | White/Caucasian 98
Other 3 | Prefer not to answer 19

Gender

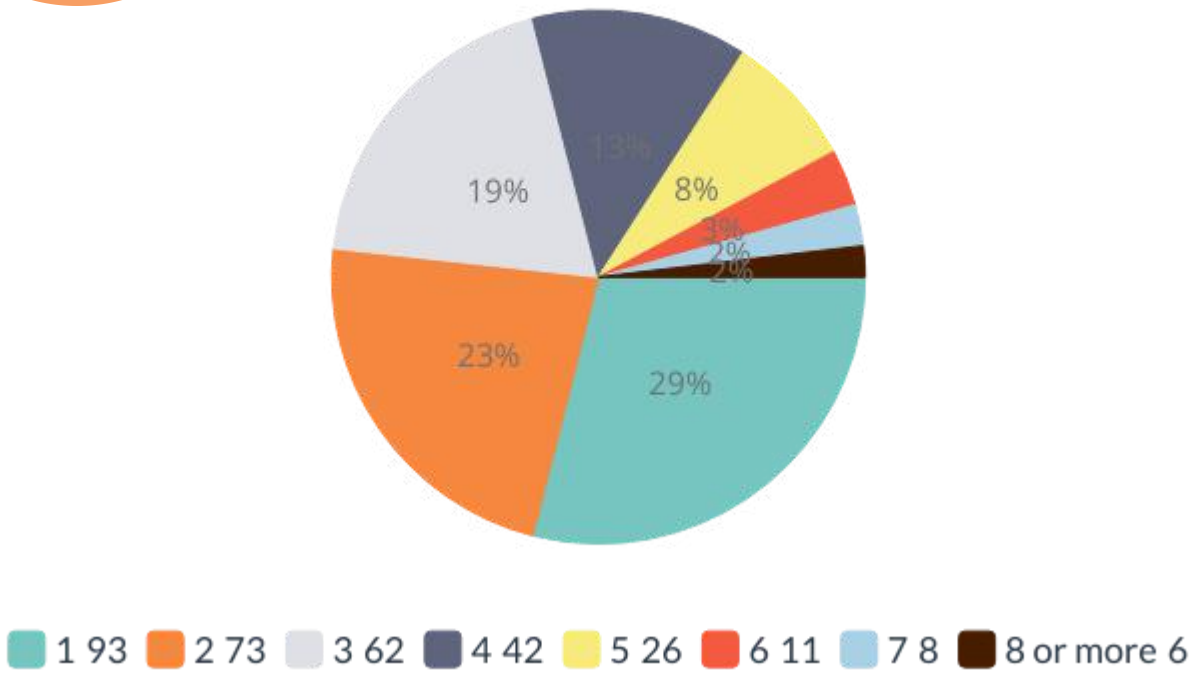


Female 271 Male 47 Non-binary 1 Prefer not to answer 2

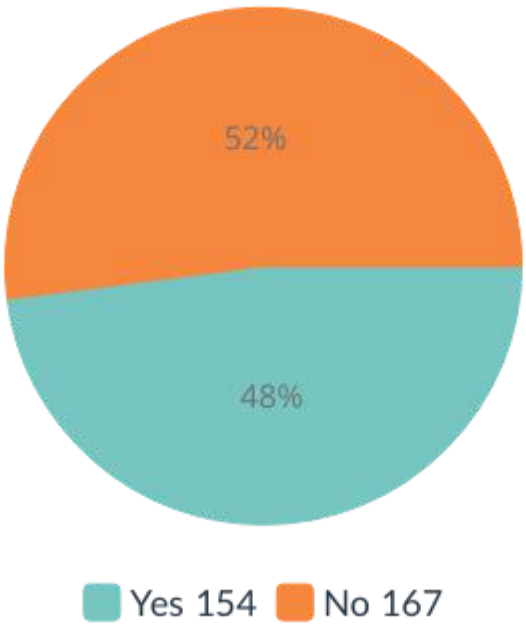
Gender by Age



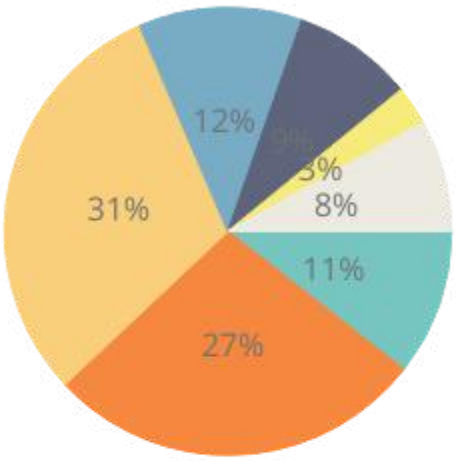
Household Size



Households with Children

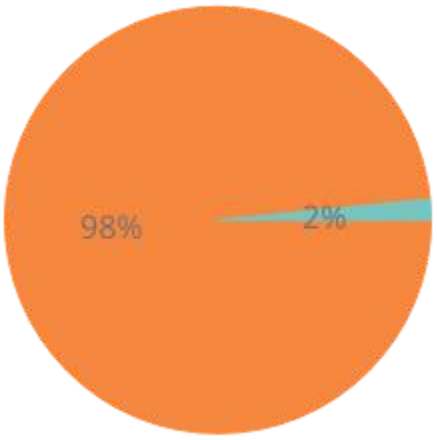


Education Level



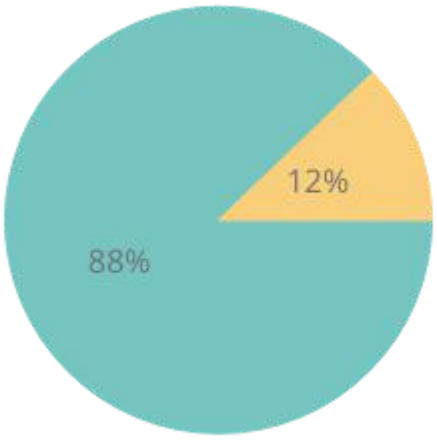
- Did not graduate high school 34
- Graduated high school or equivalent 88
- Some college 98
- Associates degree 38
- Bachelor's degree 28
- Master's degree 9
- Other certification 26

Veteran

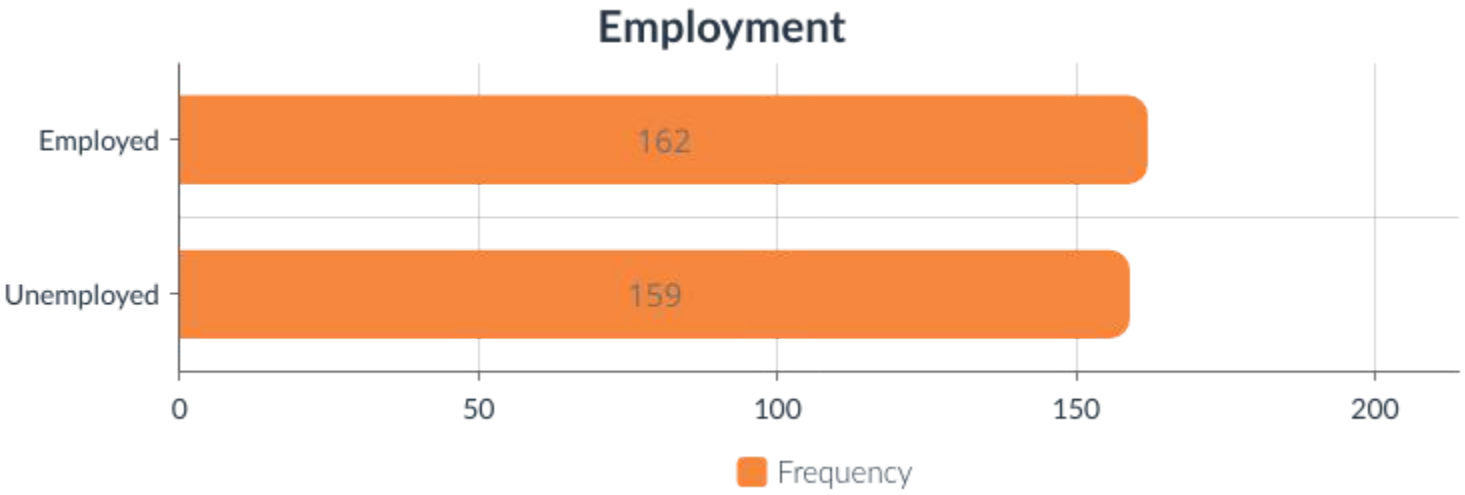


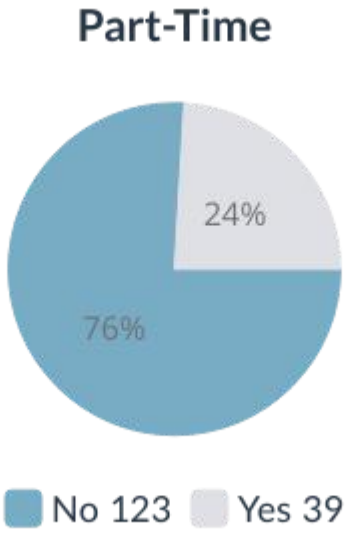
No 316 Yes 5

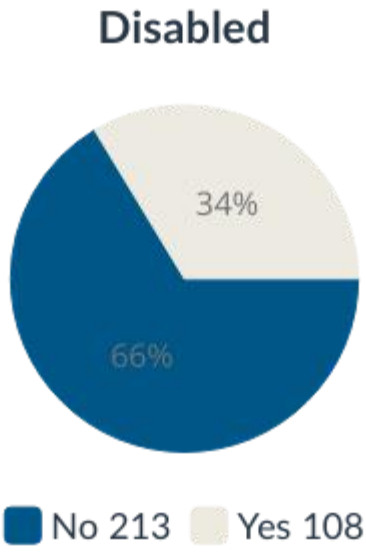
Health Insurance

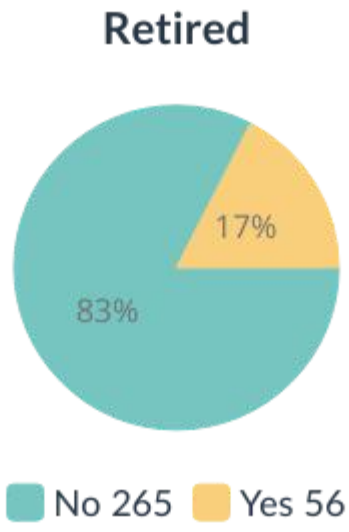


Yes No

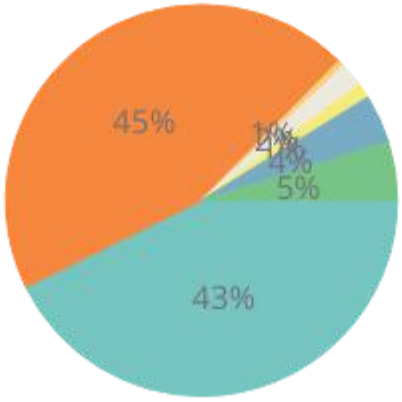

Employment
Employed
162
Unemployed
159
0
50
100
150
200
Frequency


Part-Time
24%
76%
No 123
Yes 39


Disabled
34%
66%
No 213
Yes 108

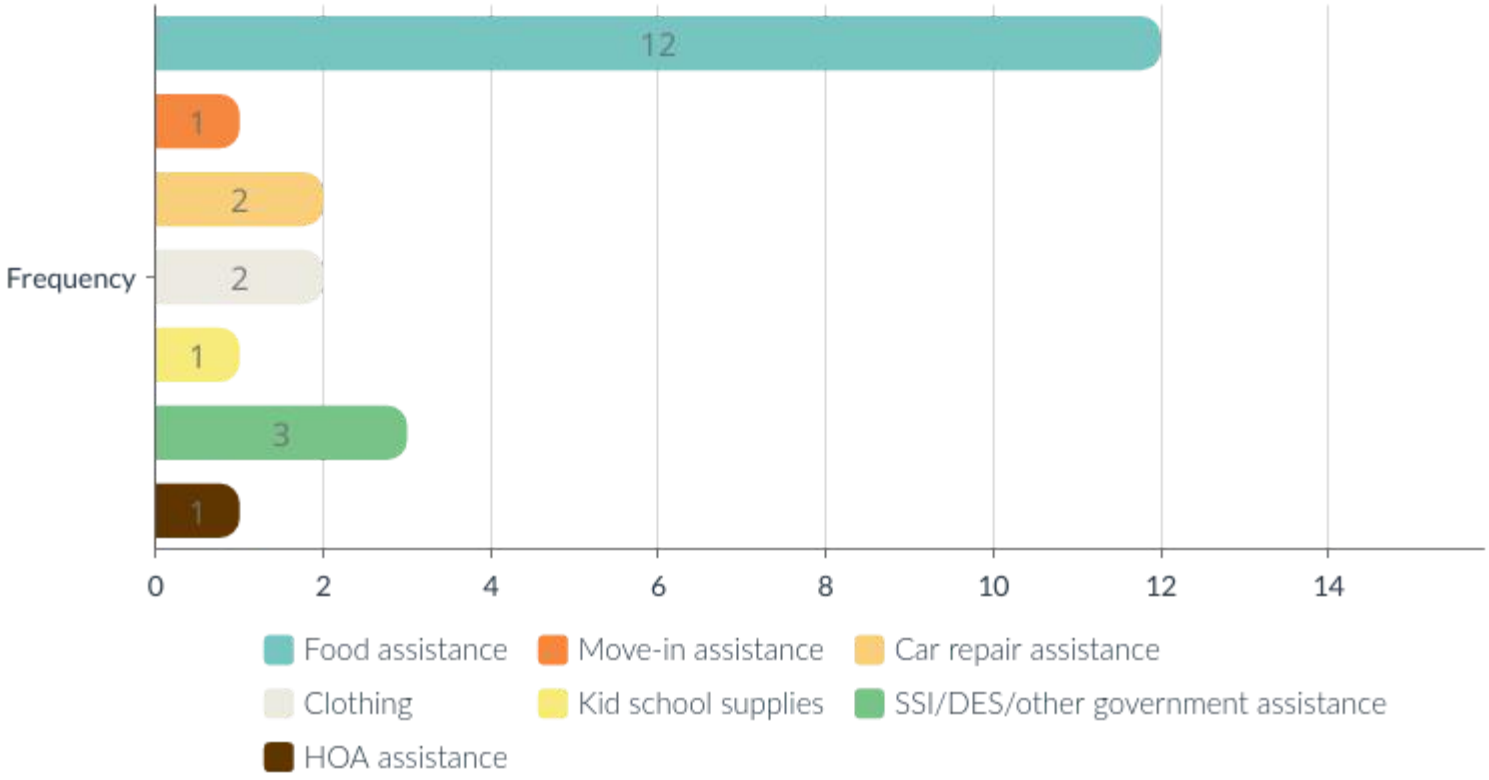

Retired
17%
83%
No 265
Yes 56

Services Received in Last 24 Months



Rent Assistance 237 | Utility Assistance 248 | Mortgage Assistance 3
Permanent Housing 11 | Home Repair 7 | Homeless Assistance 22
Other 27

Other Services Received

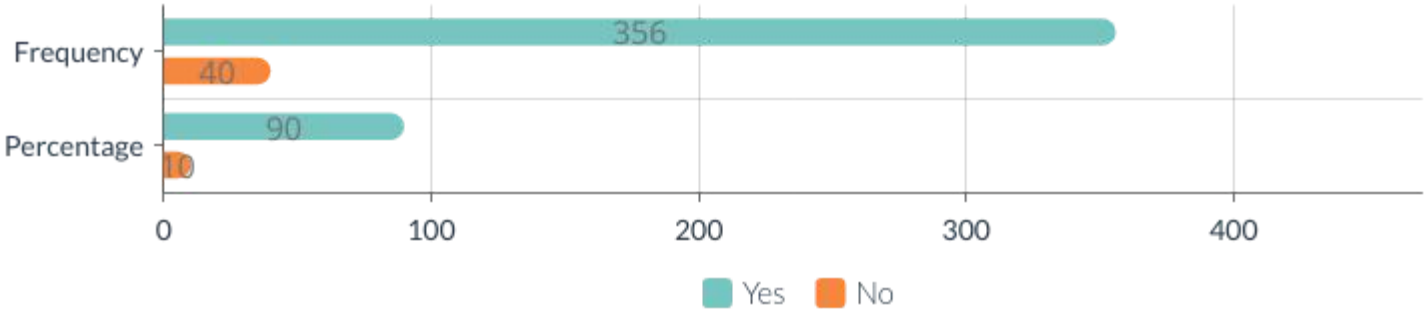


Financial Harship

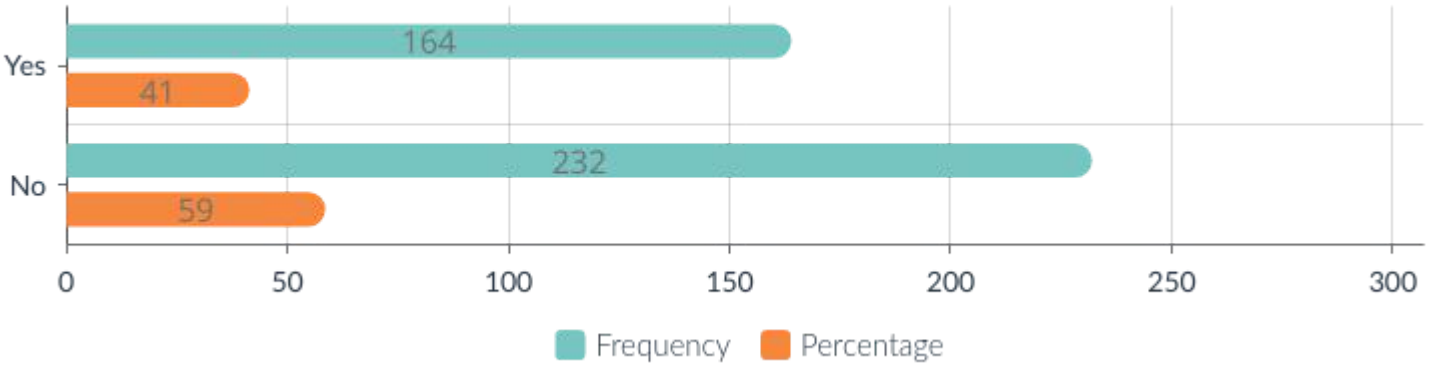
In the next section the survey asked a series of questions about financial hardship and other challenges preventing individuals from meeting basic needs, as well as what services they have utilized in the last year.

- 90% of participants reported that they have experienced a financial crisis in the last 24 months that made it difficult to meet basic needs.
- 40% experienced an eviction within the last 24 months.
- 77% reported that an increase in rent or mortgage is making it difficult to meet basic needs.
- 70% of participants reported that their credit score was making it difficult for them to obtain housing or other basic needs.

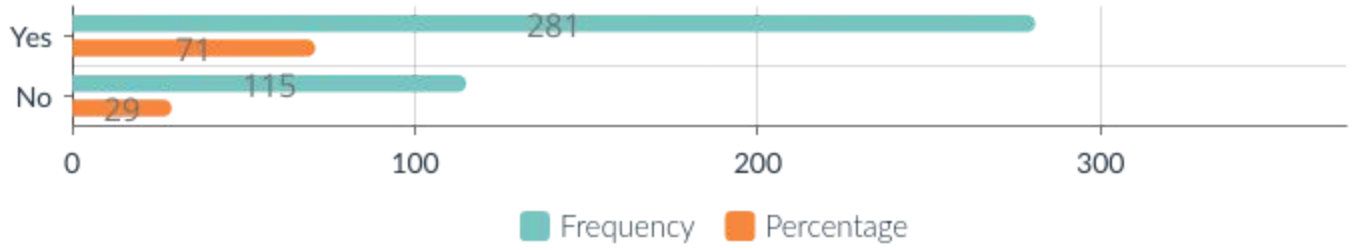
Q: Have you experienced a financial crisis within the last 24 months that prevented you from meeting your household's basic needs?



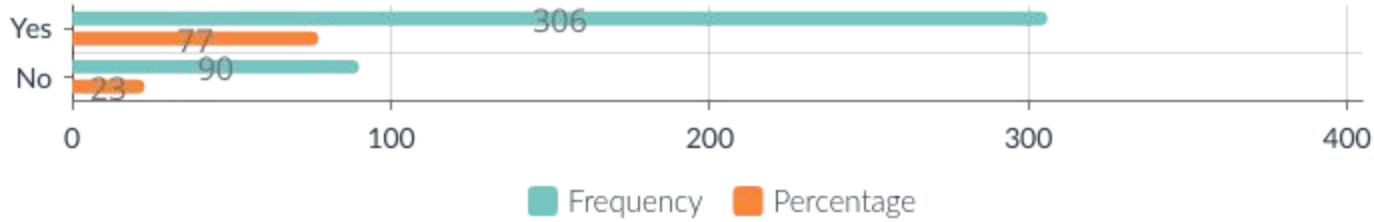
Q: Have you experienced an eviction within the last 24 months?



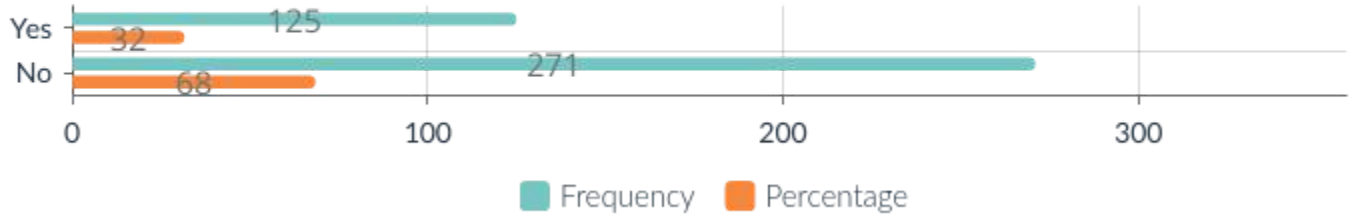
Q: Is your credit score preventing you from accessing housing or other basic needs?



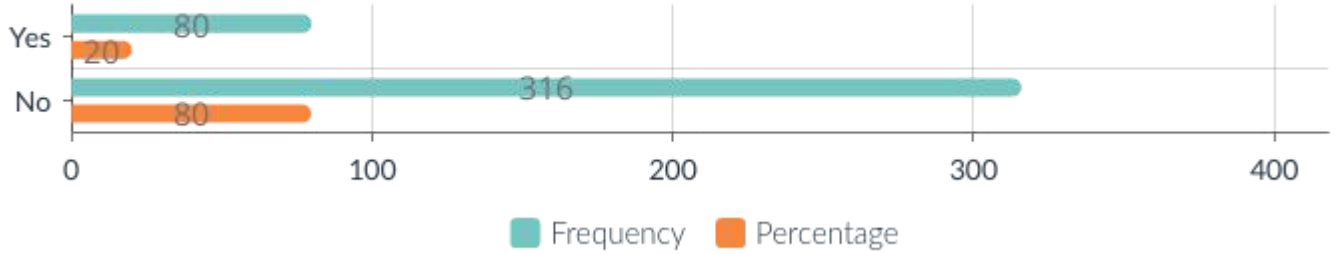
Q: Have you experienced an increase in rent or mortgage costs that is preventing you from meeting your household's basic needs?



Q: Are background checks or other reference checks preventing you from accessing housing or other basic needs?



Q: Are background checks or other reference checks preventing you from obtaining quality employment?



Community Needs

IIn the next section, participants were asked to rank needs using a Likert scale with 6 being the most critical and 0 being not important. The results of the survey show many of the same themes found in the interviews with key stakeholders, with the most critical needs relating to affordable housing and utility bill support. 89% of respondents identified affordable housing as critical or very important with help paying rent and help with utility bills as the next highest ranked choices. Housing, food, family support, community were listed as the most important themes. Less important to the respondents were behavioral health and adult education programs, although employment opportunities were very important.

Affordable Housing

89% of participants rated this need as either **very important or critial.**

Help Paying Rent

85% of participants rated this need as either **very important** or **critial**.

Help with Utilities

84% of participants rated this need as either **very important** or **critical**.

Affordable Living Options for Seniors

80% of participants rated this need as either **very important** or **critial.**

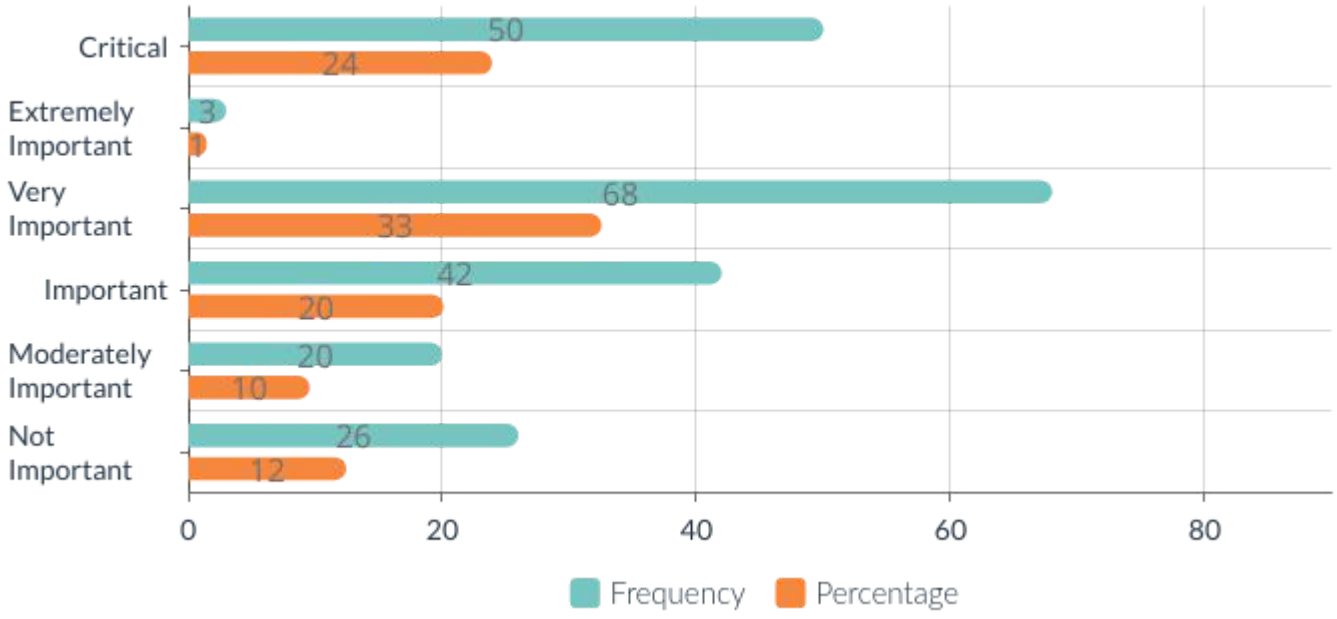
Help Finding Resources in Community

74% of participants rated this need as either **very important or critial.**

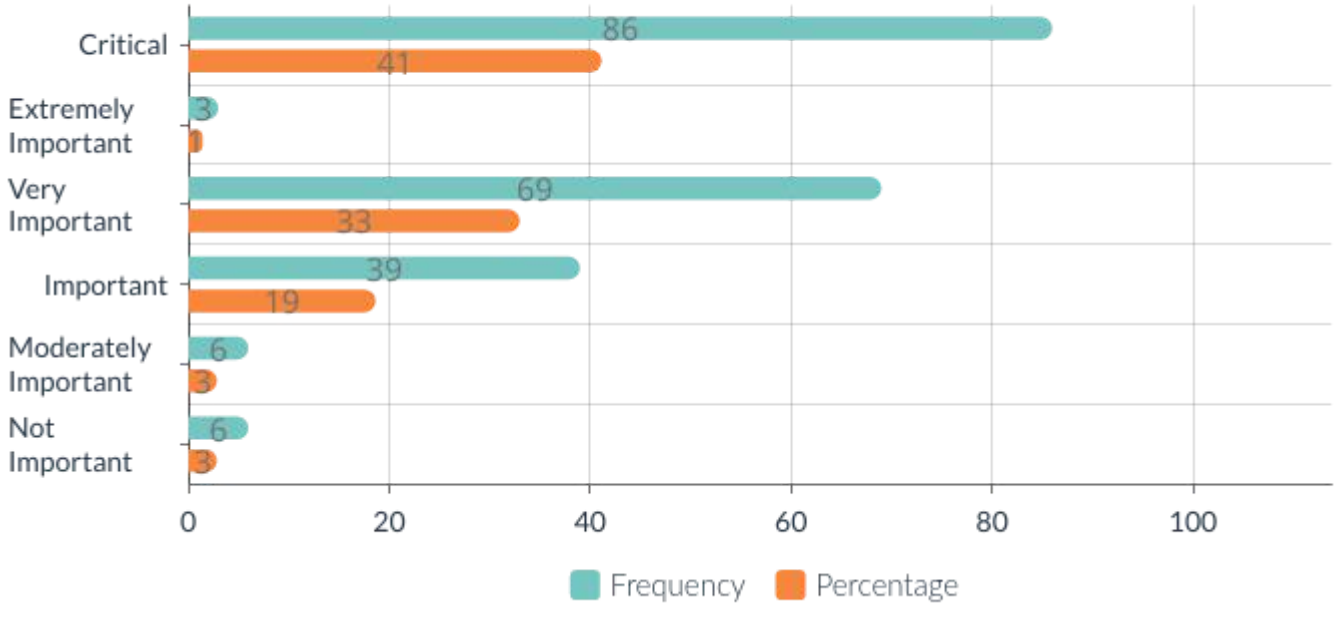
Employment Opportunities

72% of participants rated this need as either **very important or critial.**

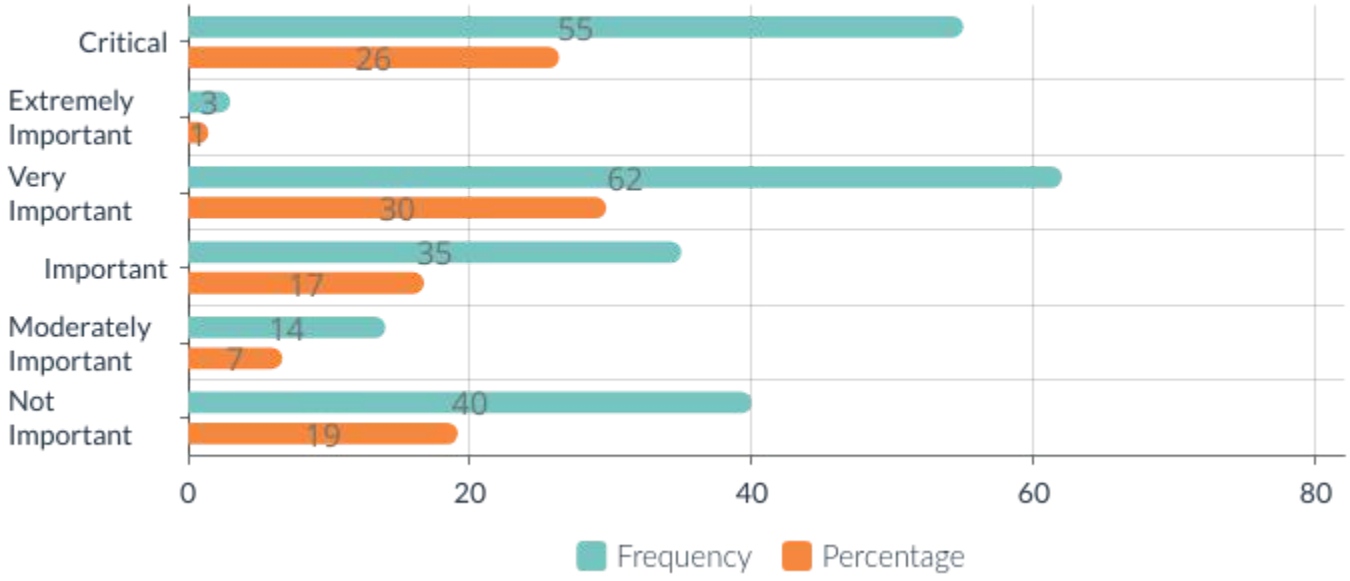
Help Applying for Social Security, SSDI, TANF, etc.



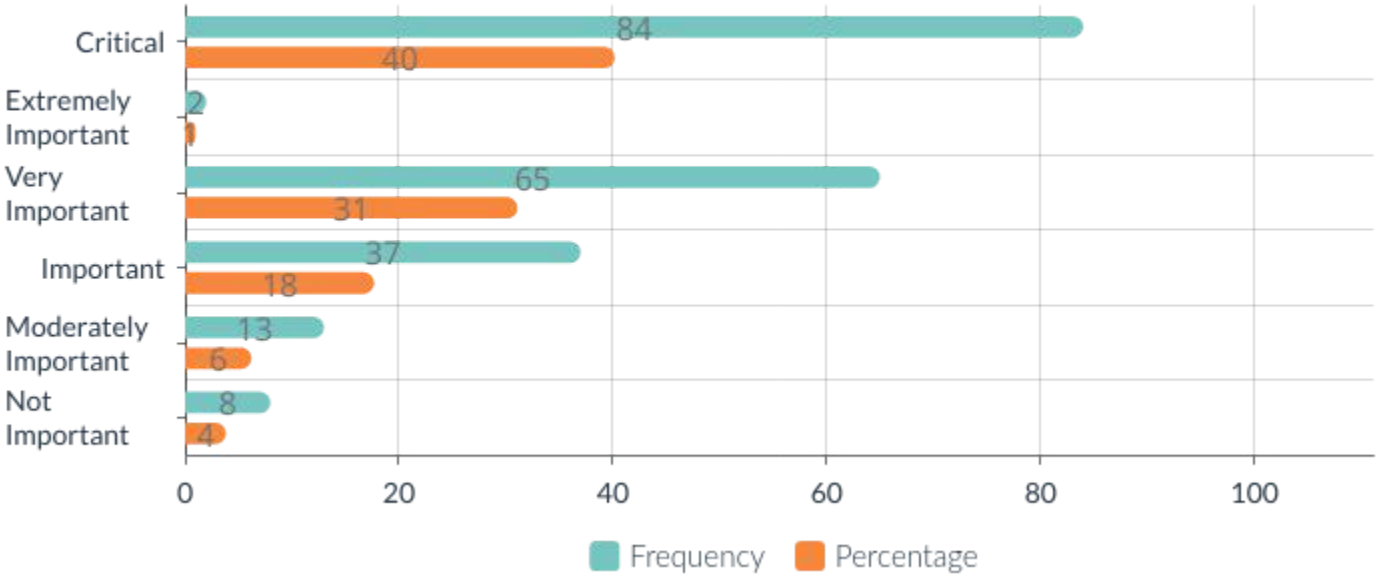
Help Finding Resources in the Community

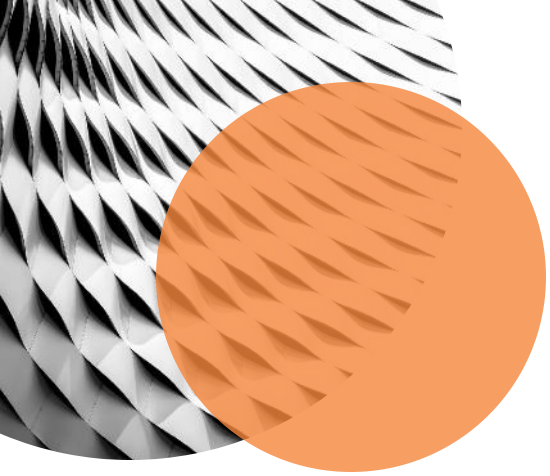


Help Finding Childcare

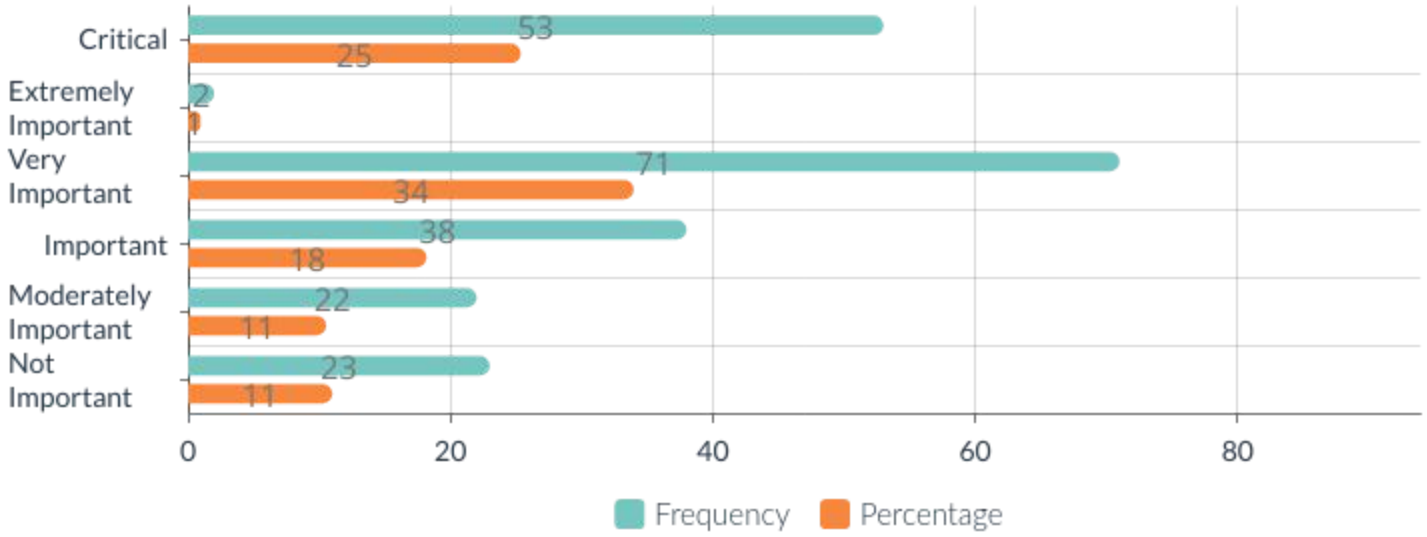


Help Buying Food

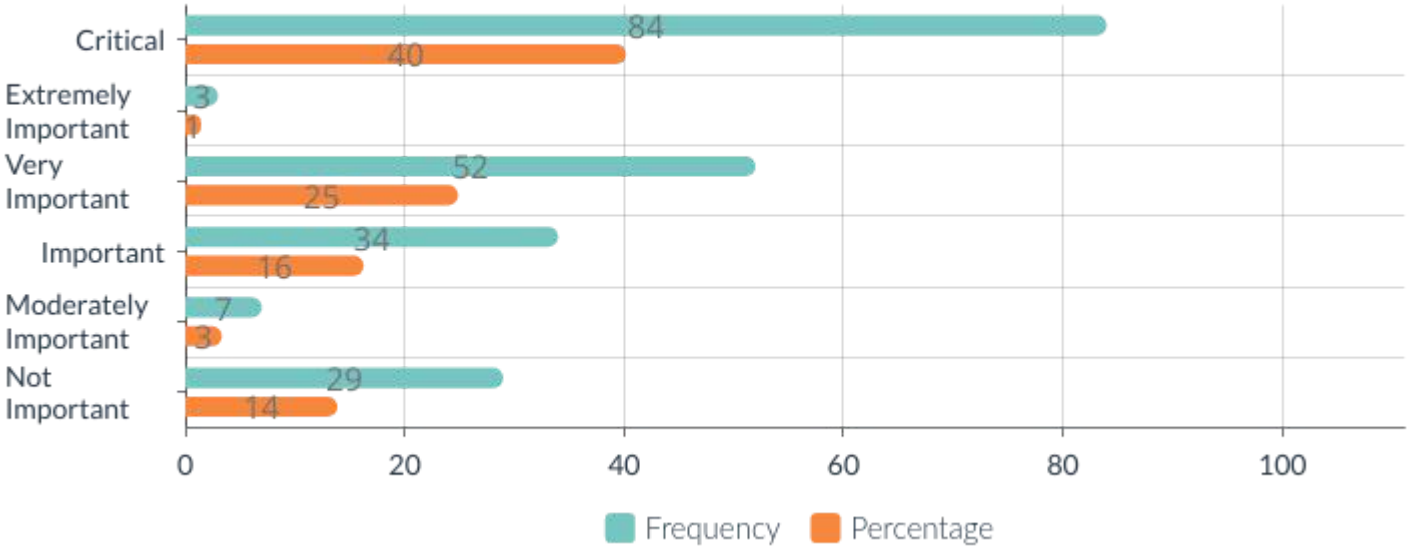




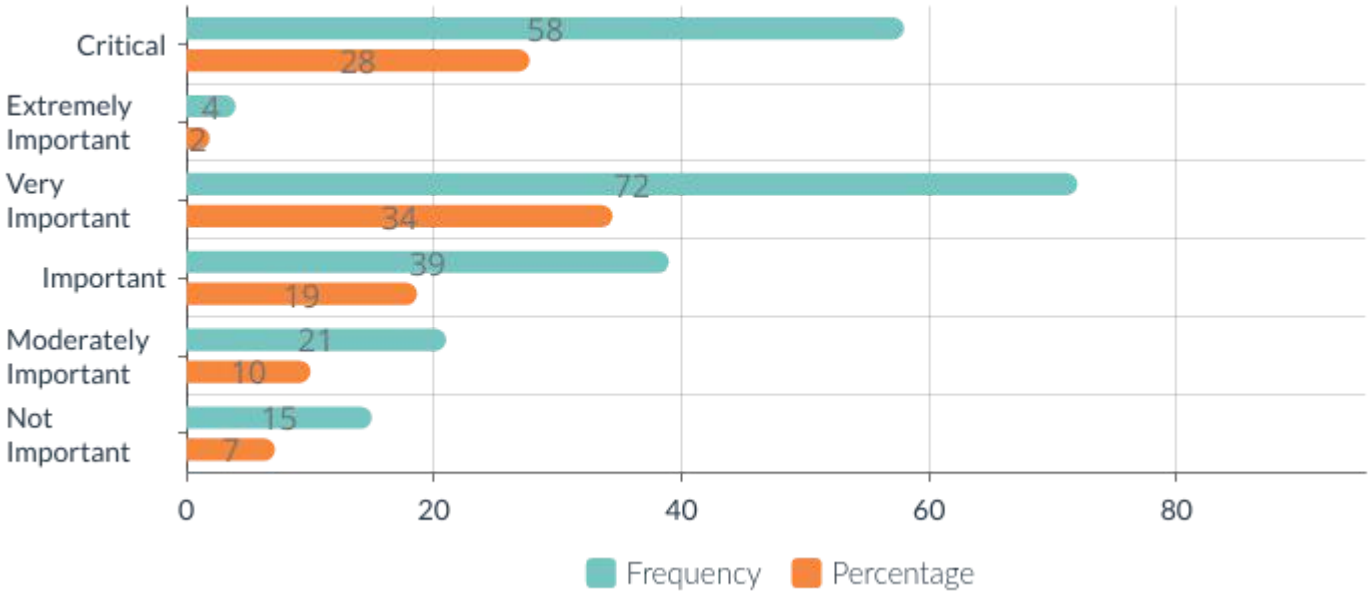
Public Transportation Services



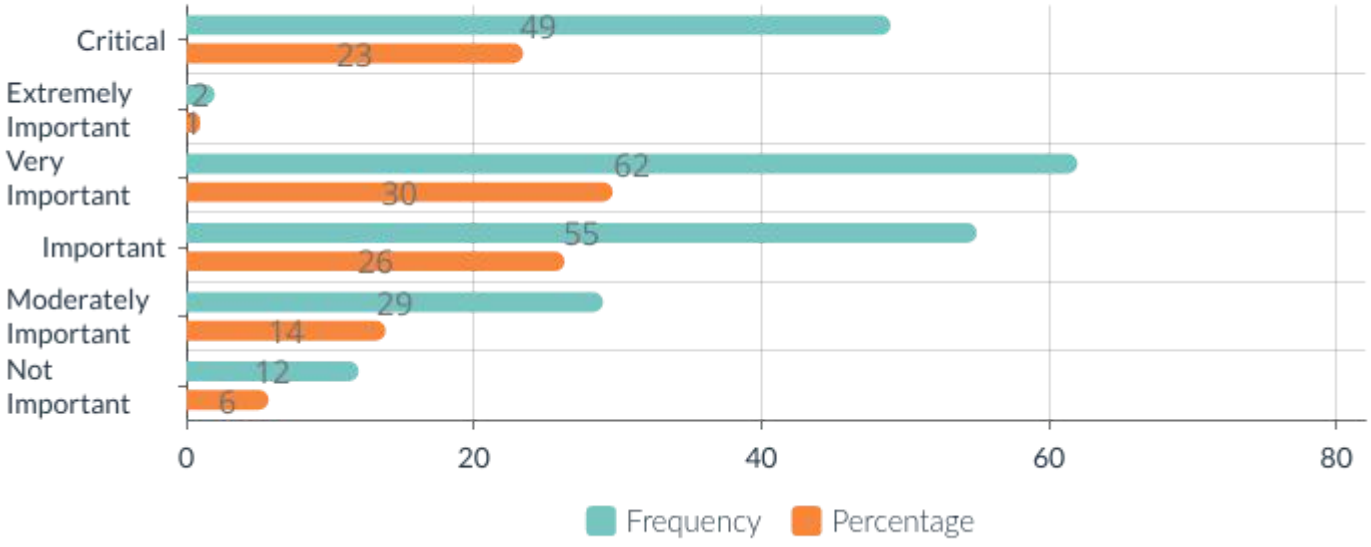
Temporary Shelter/Housing



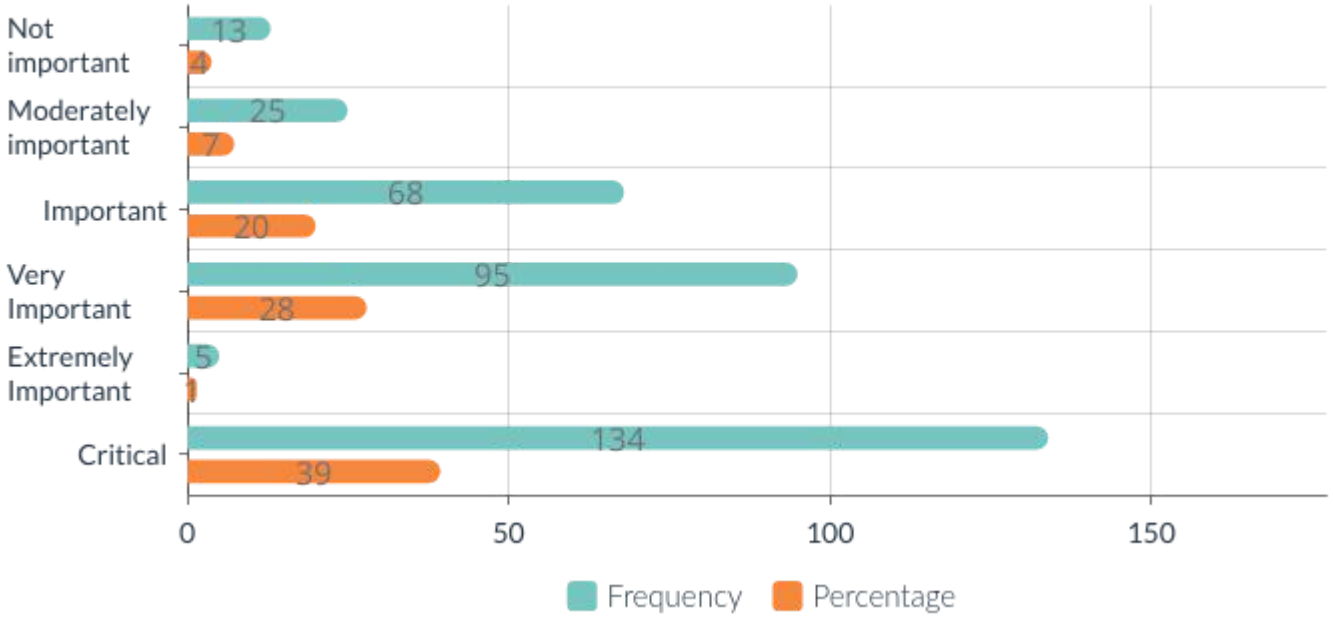
Low-Cost Legal Services



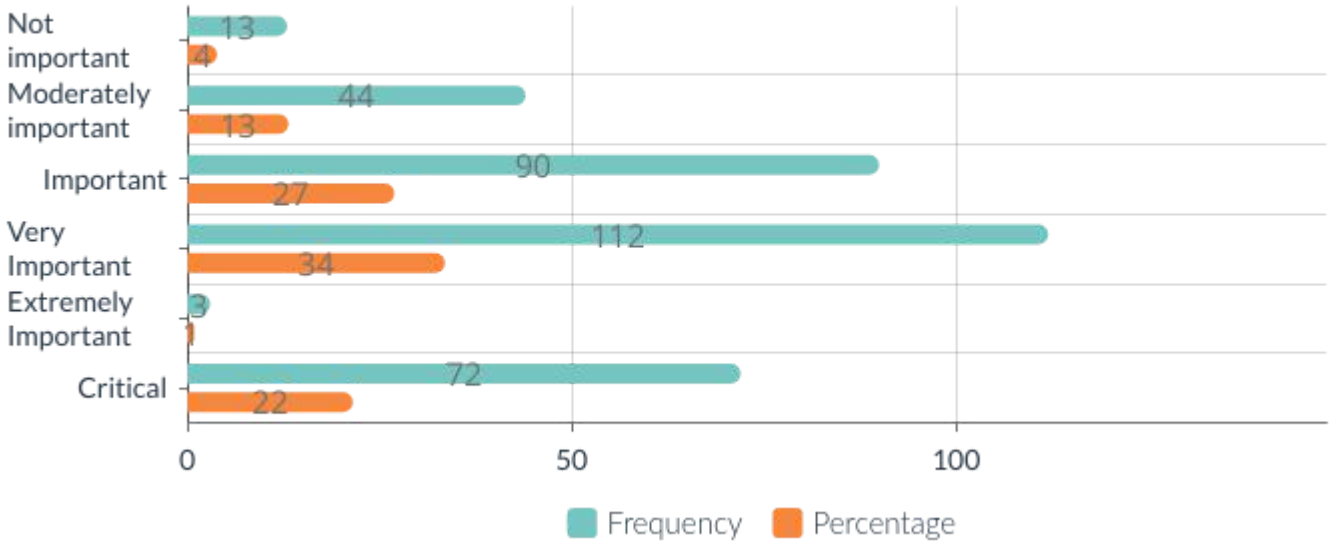
Neighborhood Cleanup Projects



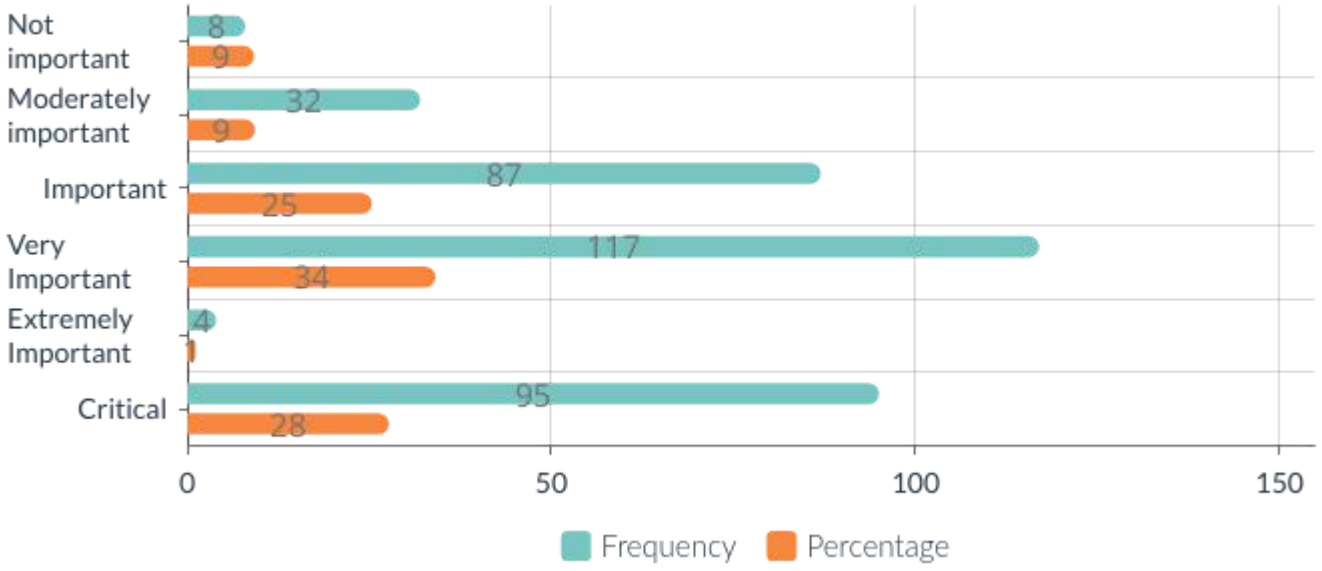
Less Neighborhood Crime



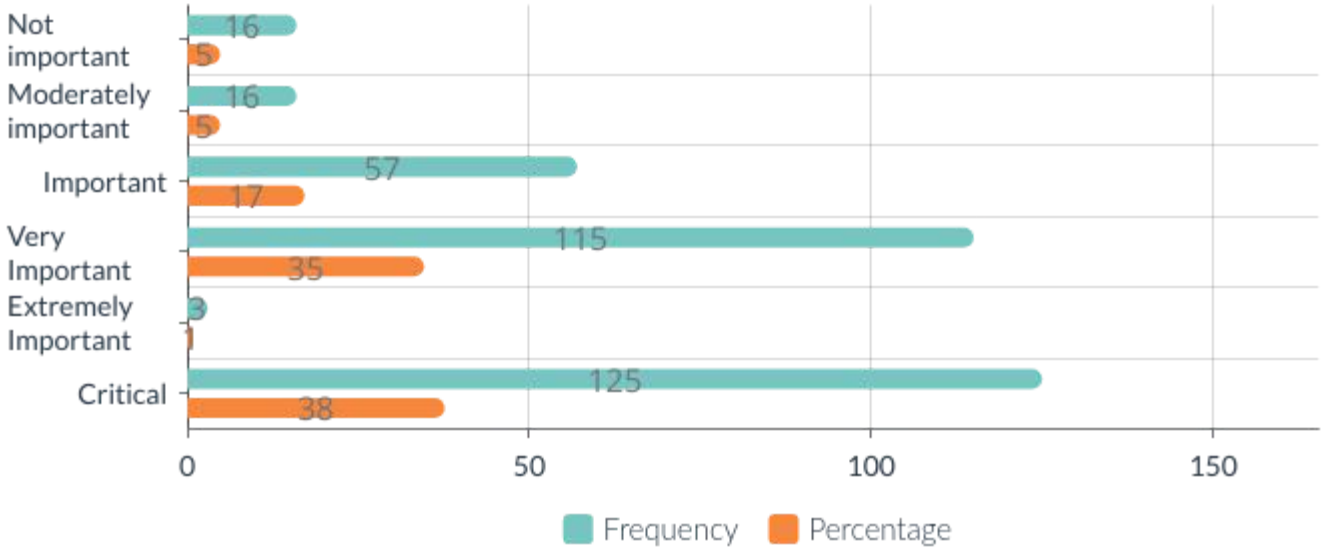
Public Parks and Facilities

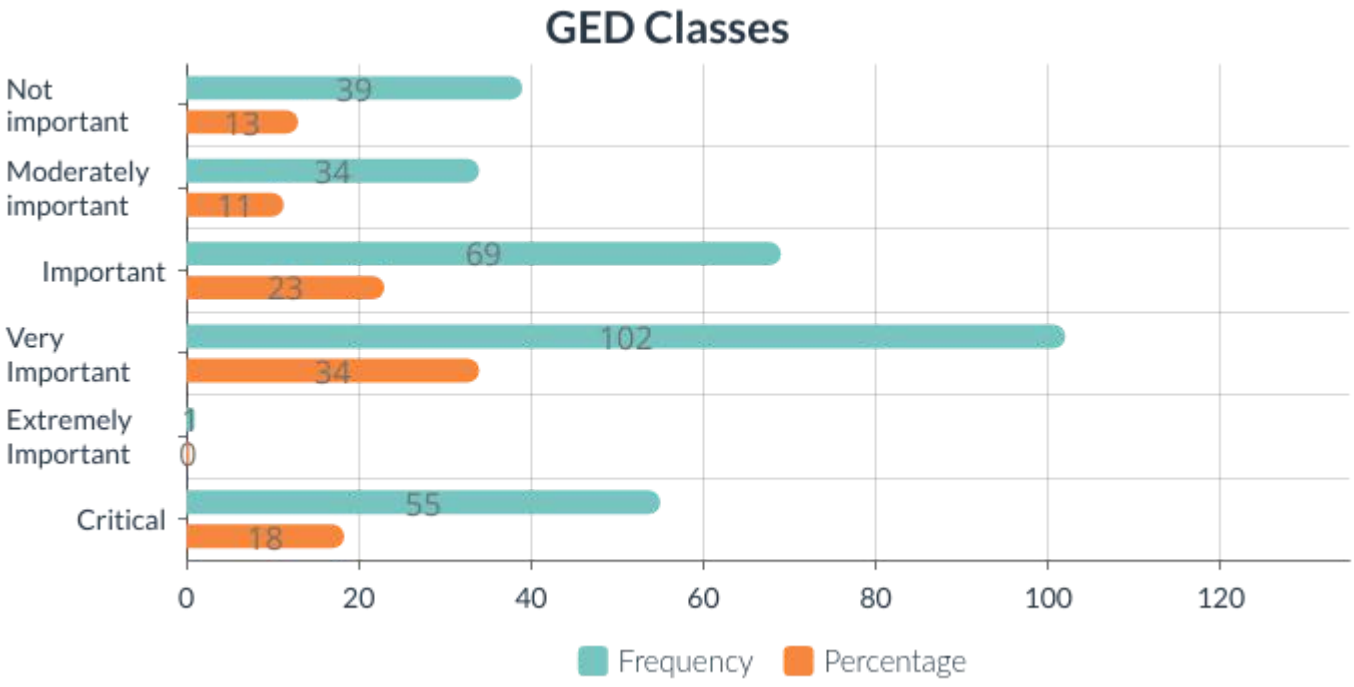


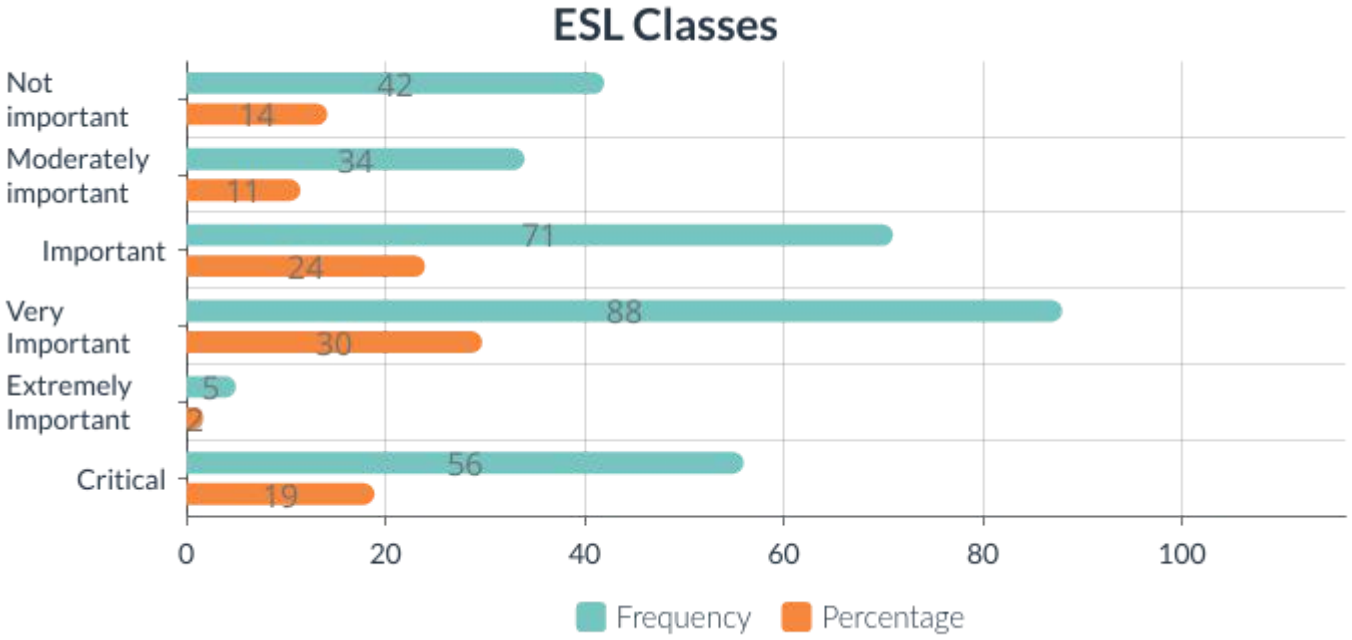
Better Neighborhood Conditions



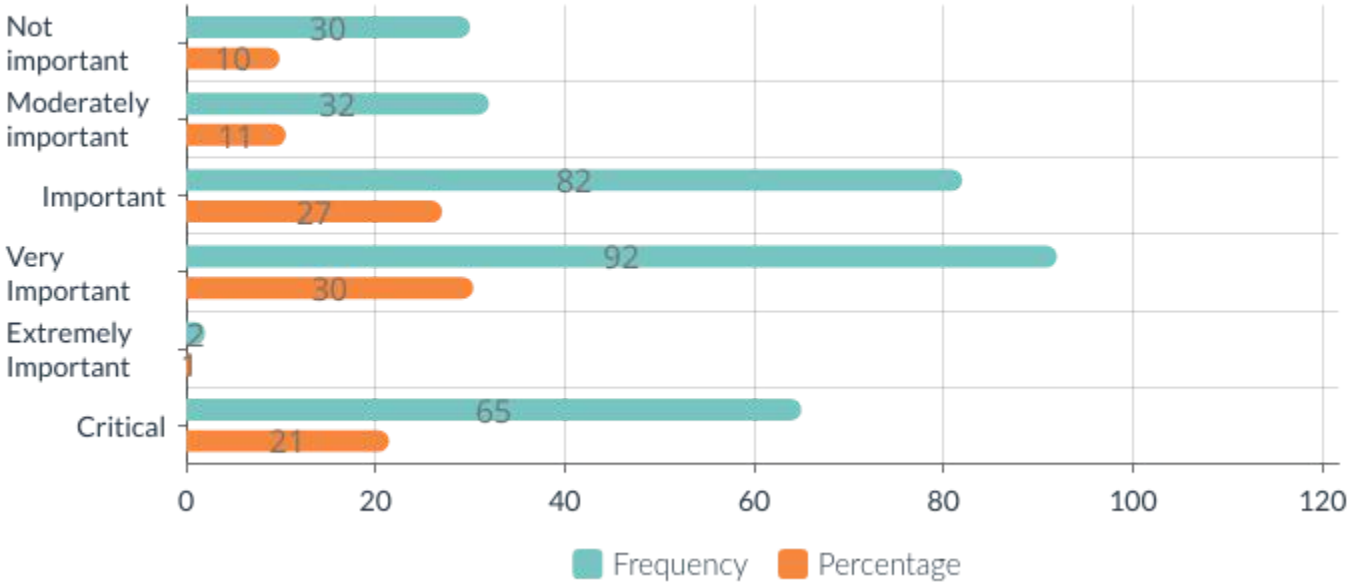
Employment Opportunities



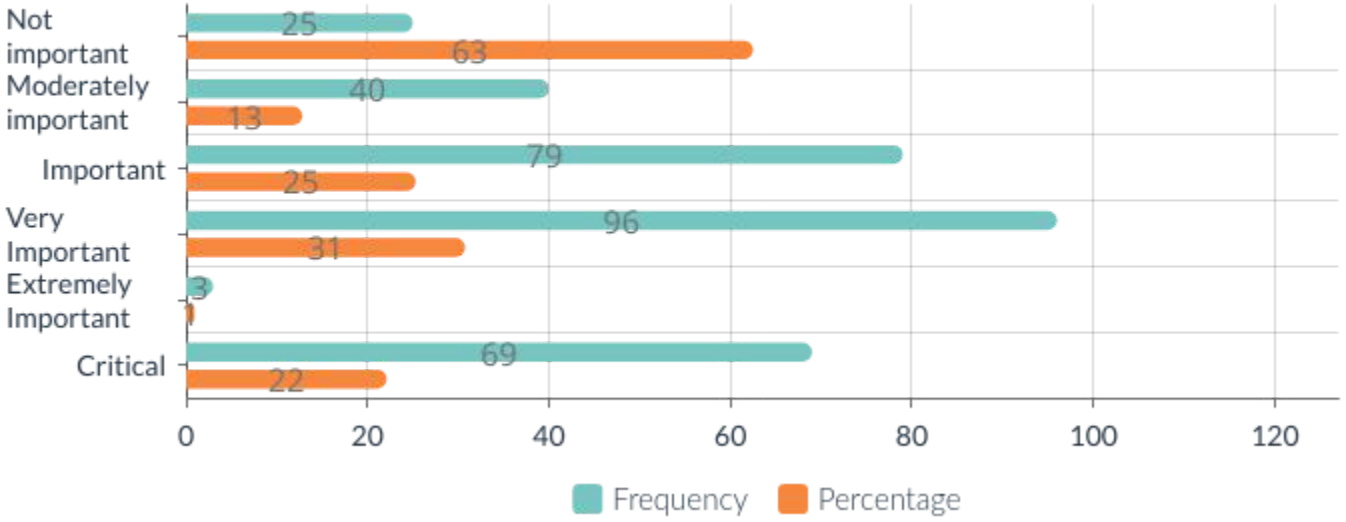

GED Classes
Not important
39
13
Moderately important
34
11
Important
69
23
Very Important
102
34
Extremely Important
1
0
Critical
55
18
0
20
40
60
80
100
120
Frequency
Percentage

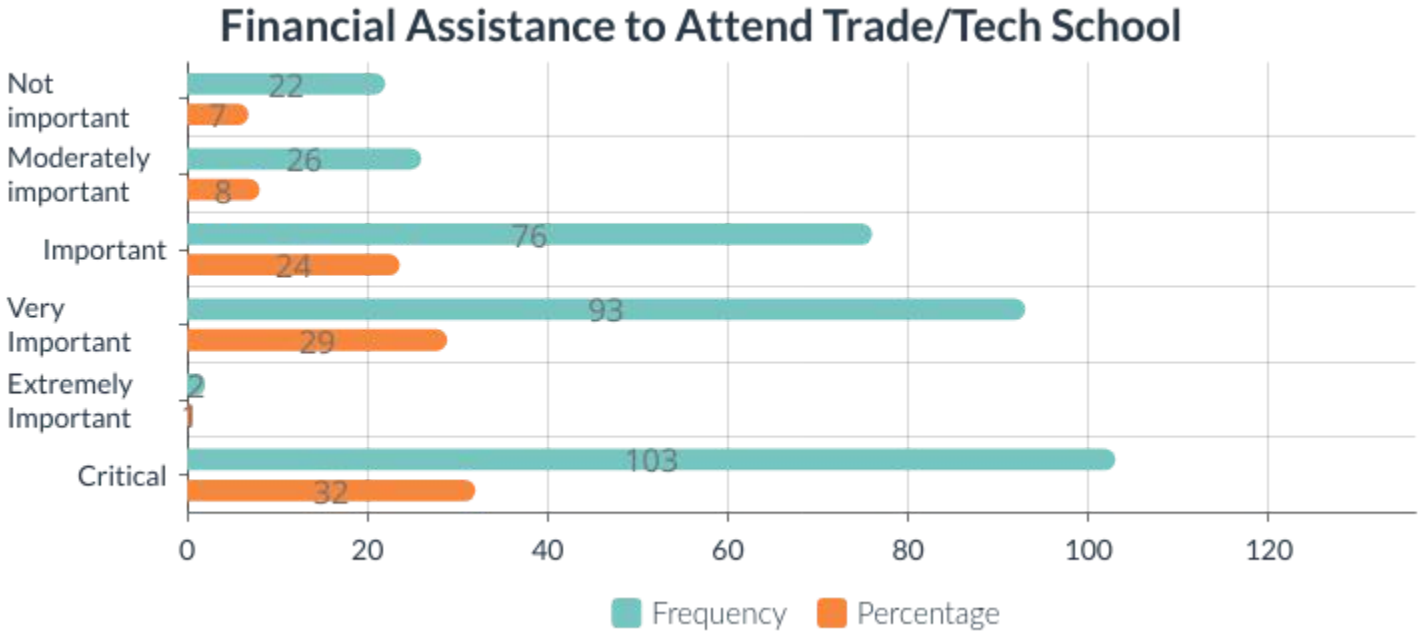

ESL Classes
Not important
42
14
Moderately important
34
11
Important
71
24
Very Important
88
30
Extremely Important
5
2
Critical
56
19
0
20
40
60
80
100
Frequency
Percentage

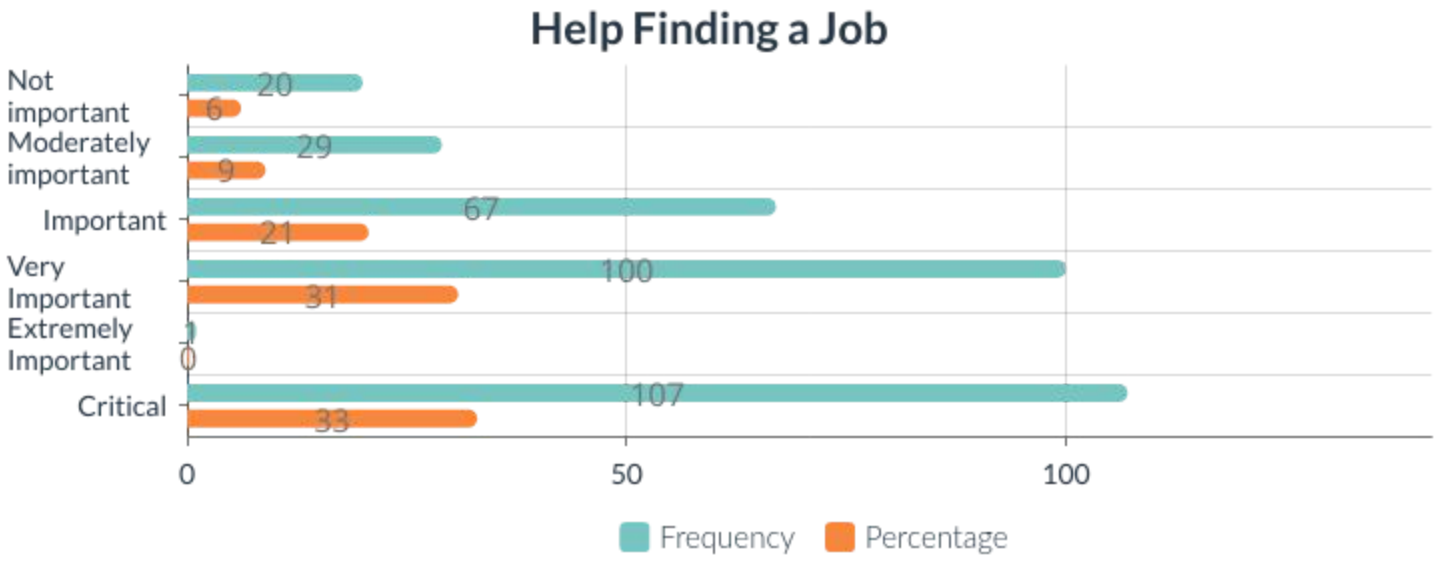
Adult Education/Night School



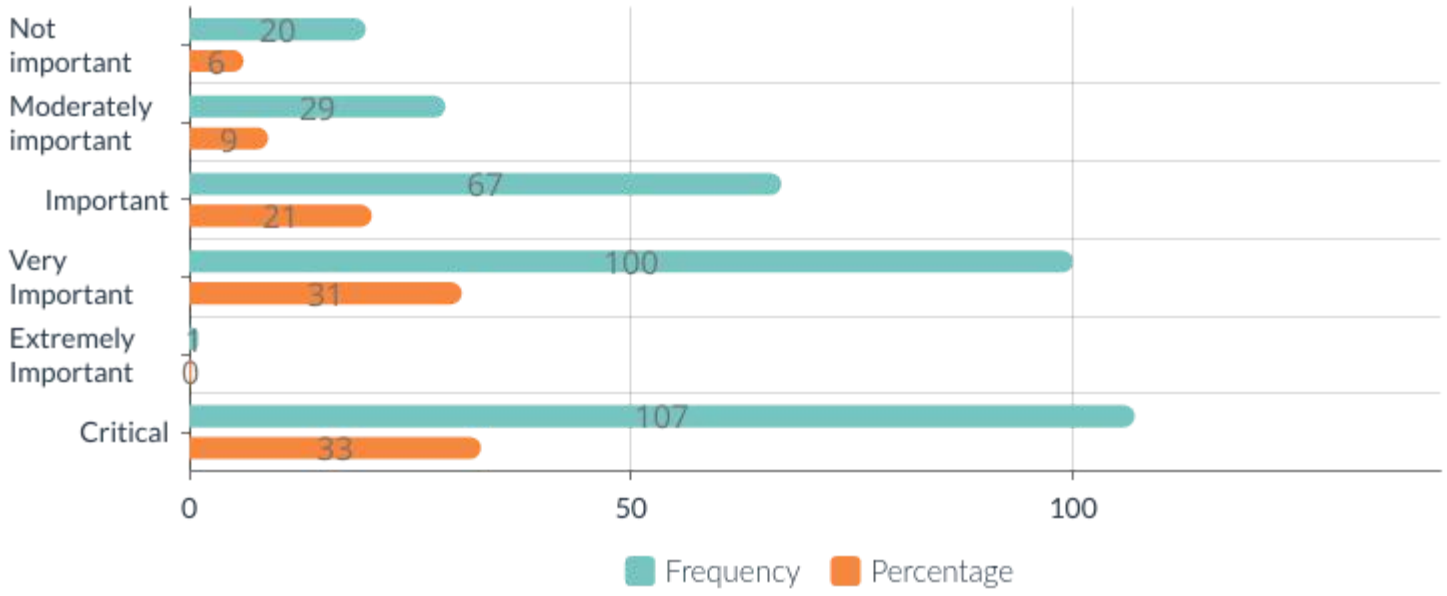
Computer Skills Training



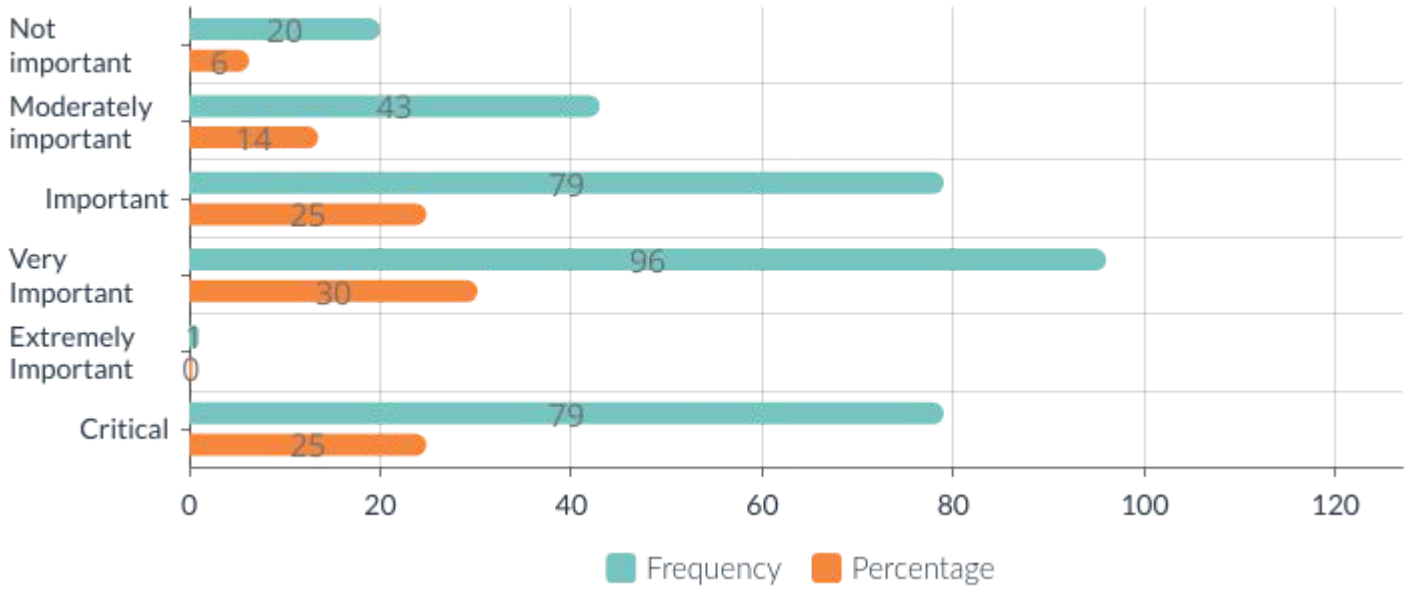

Financial Assistance to Attend Trade/Tech School
Not important
22
7
Moderately important
26
8
Important
76
24
Very Important
93
29
Extremely Important
2
1
Critical
103
32
0
20
40
60
80
100
120
Frequency
Percentage


Help Finding a Job
Not important
20
6
Moderately important
29
9
Important
67
21
Very Important
100
31
Extremely Important
1
0
Critical
107
33
0
50
100
Frequency
Percentage

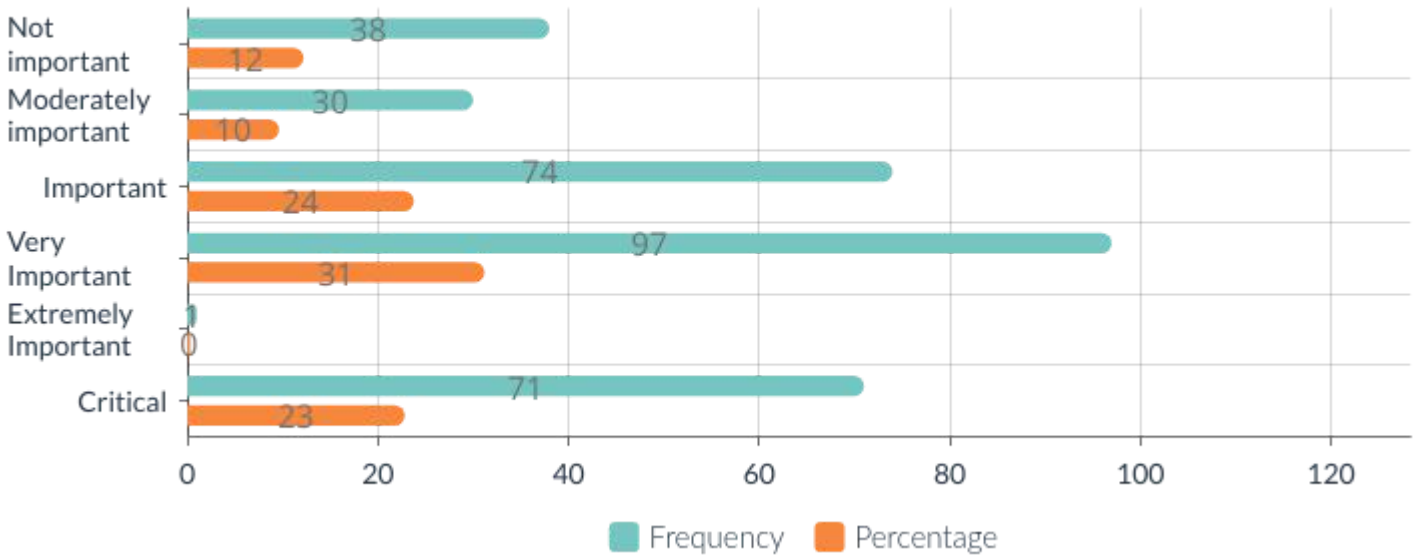
Help with Job Skills, Training & Job Search



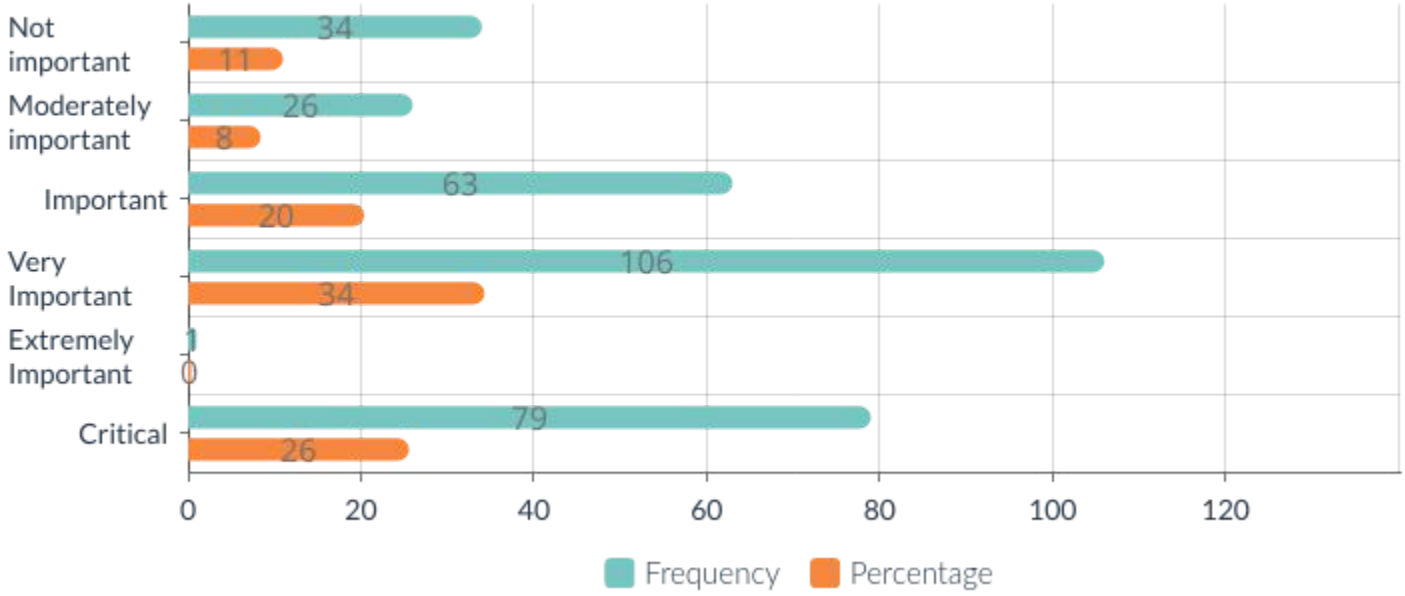
Financial Education/Budgeting Classes

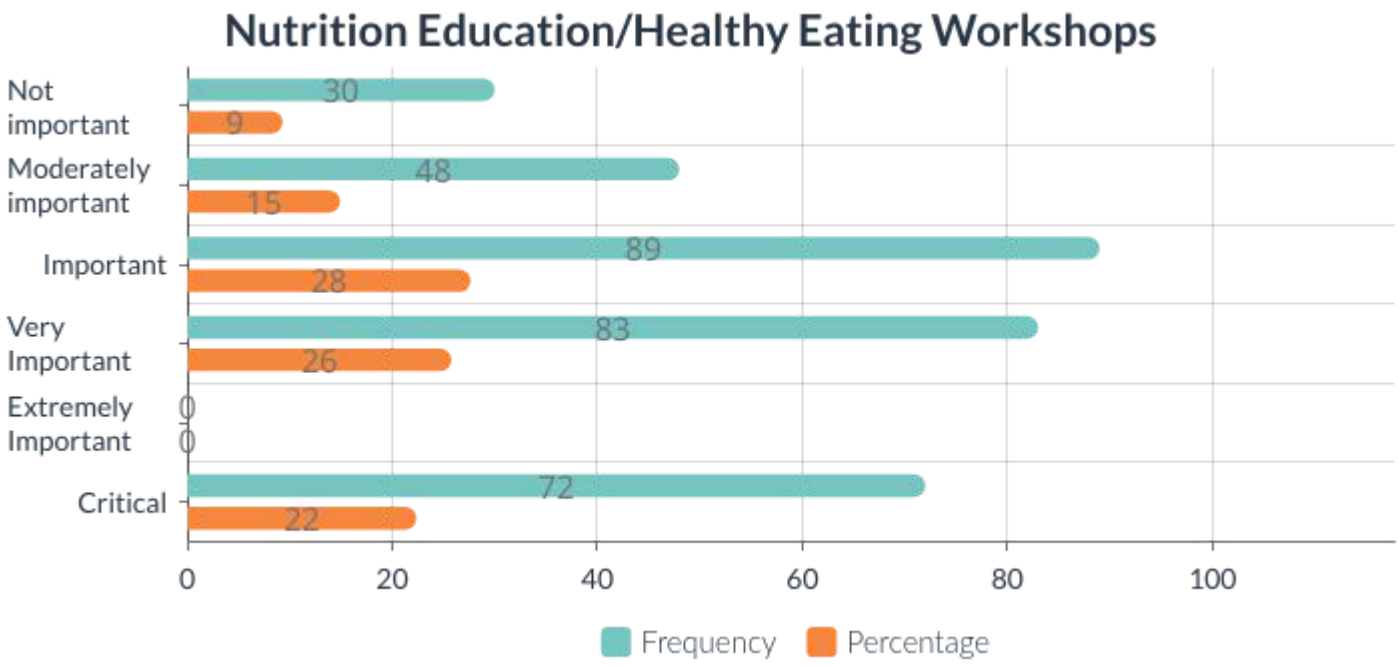


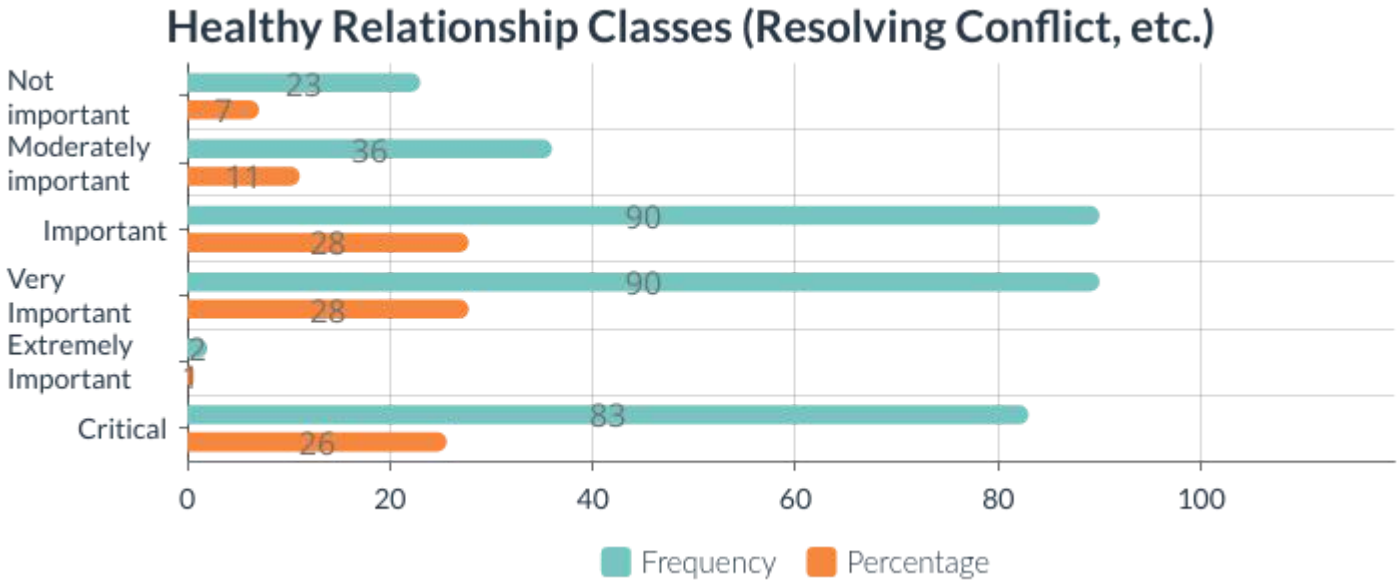
Parenting Classes



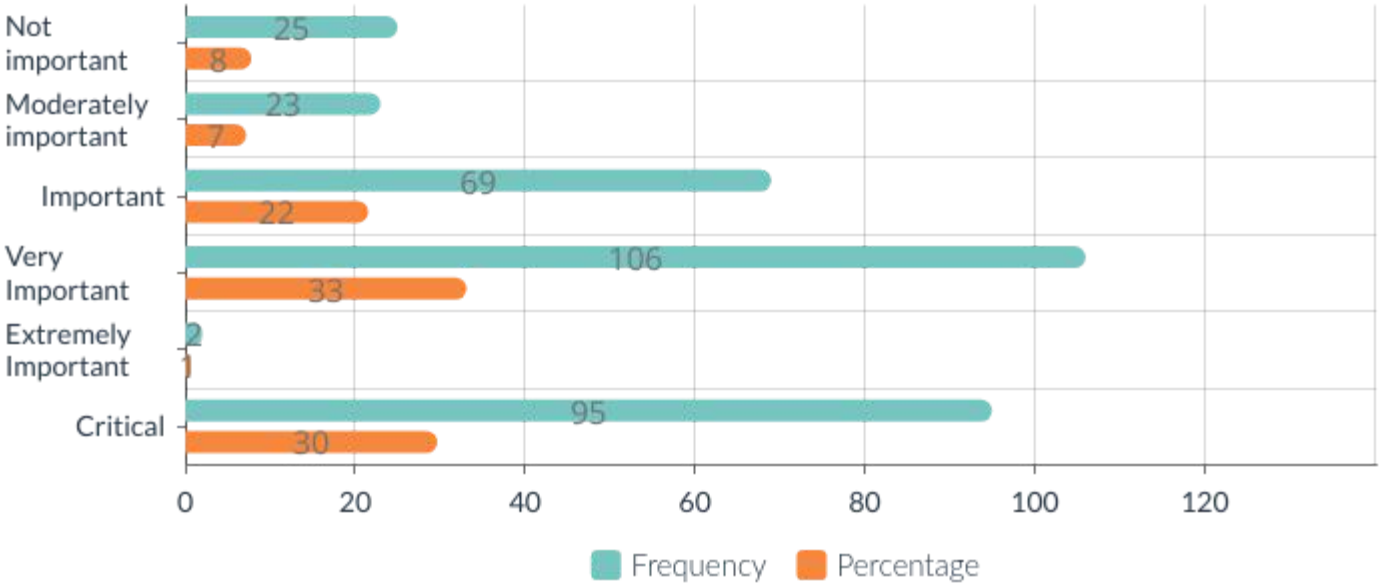
Early Education Programs (Ages 0-5)



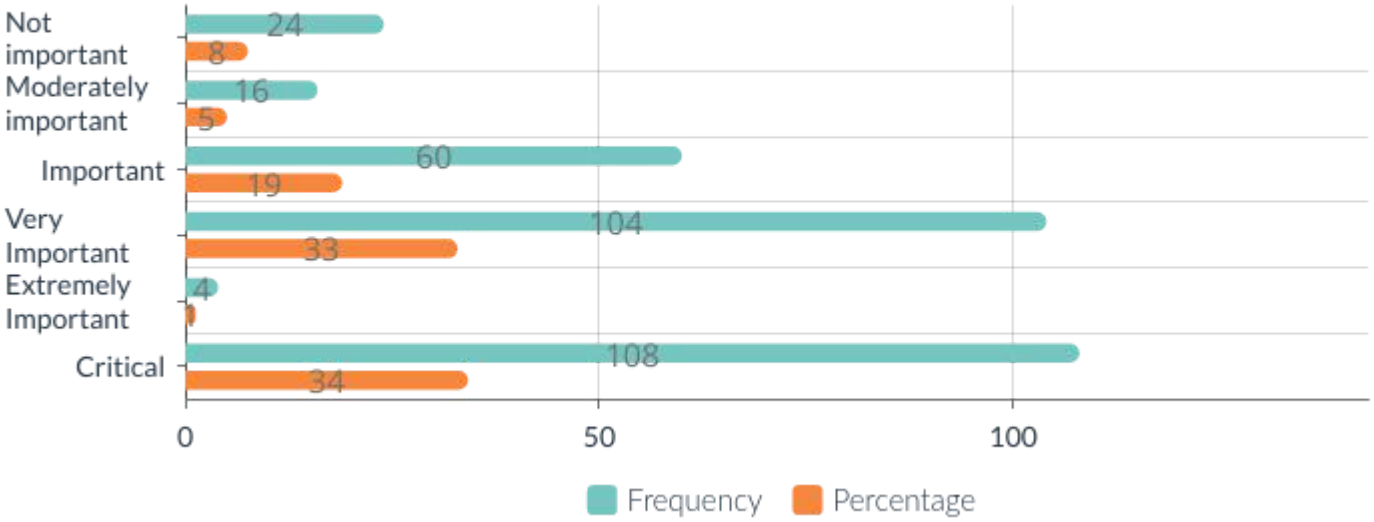

Nutrition Education/Healthy Eating Workshops
Not important
30
9
Moderately important
48
15
Important
89
28
Very Important
83
26
Extremely Important
0
0
Critical
72
22
0
20
40
60
80
100
Frequency
Percentage


Healthy Relationship Classes (Resolving Conflict, etc.)
Not important
23
7
Moderately important
36
11
Important
90
28
Very Important
90
28
Extremely Important
2
1
Critical
83
26
0
20
40
60
80
100
Frequency
Percentage

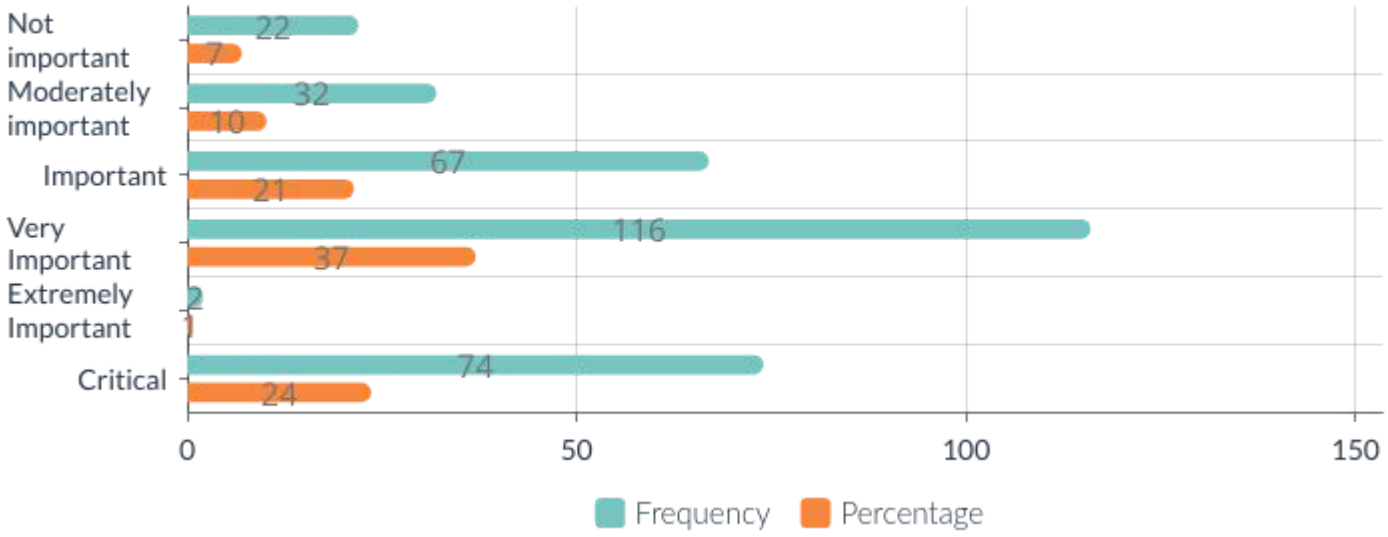
Family Counseling Services



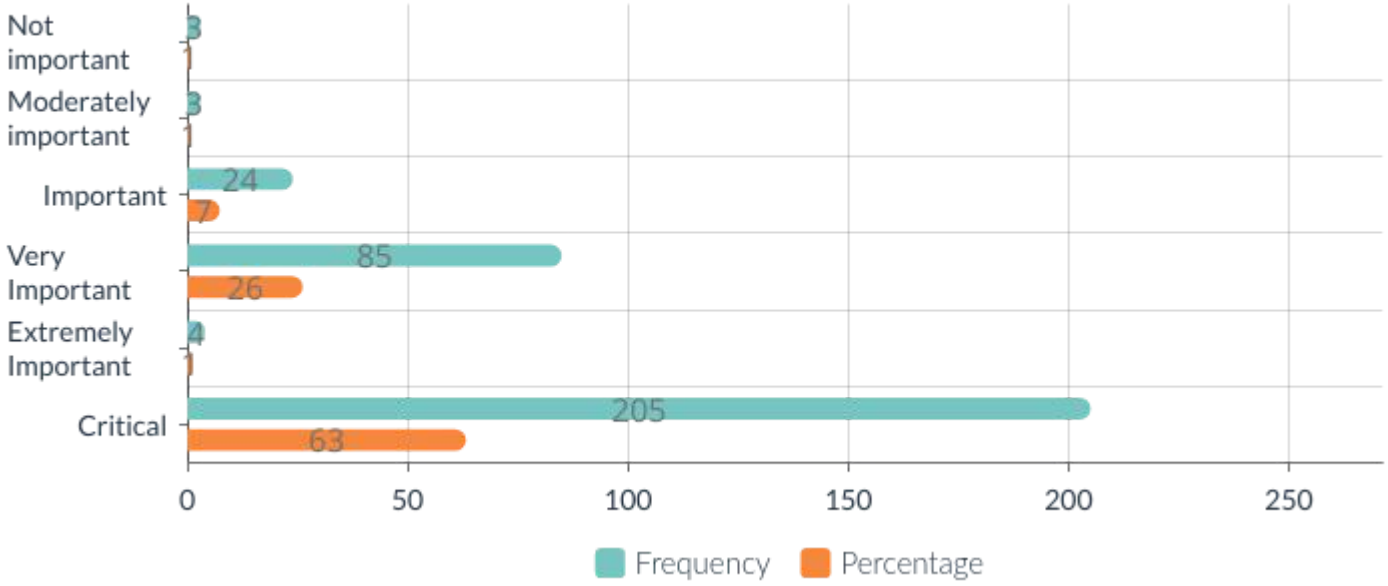
Youth Programs and Activities (Ages 12-18)

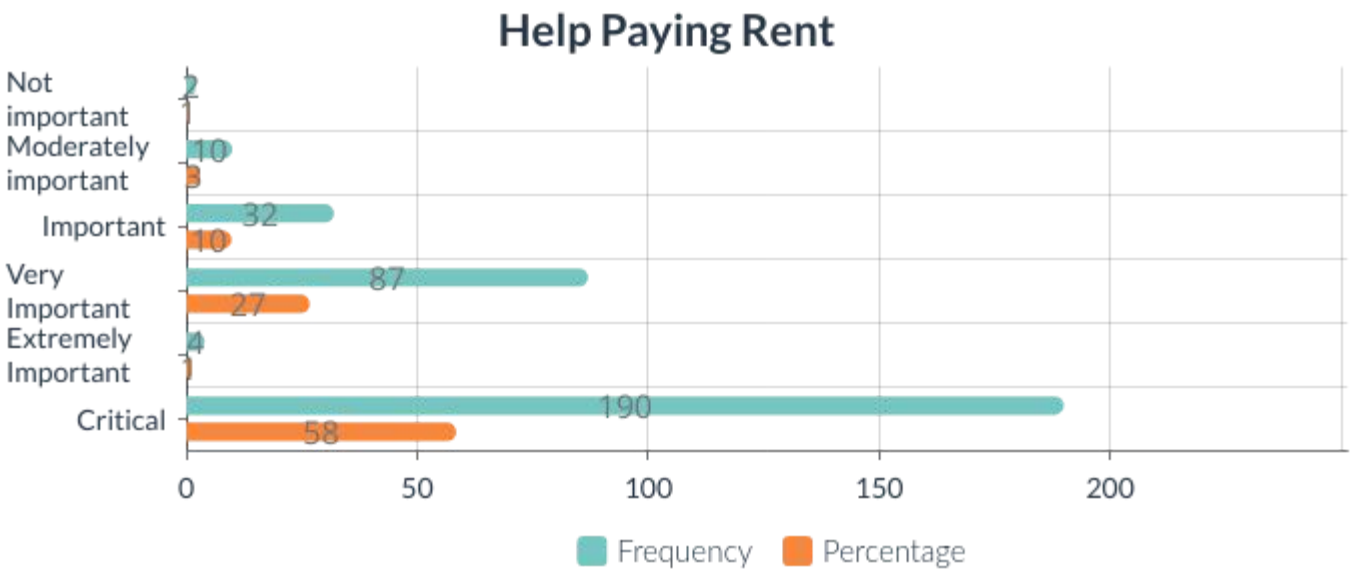


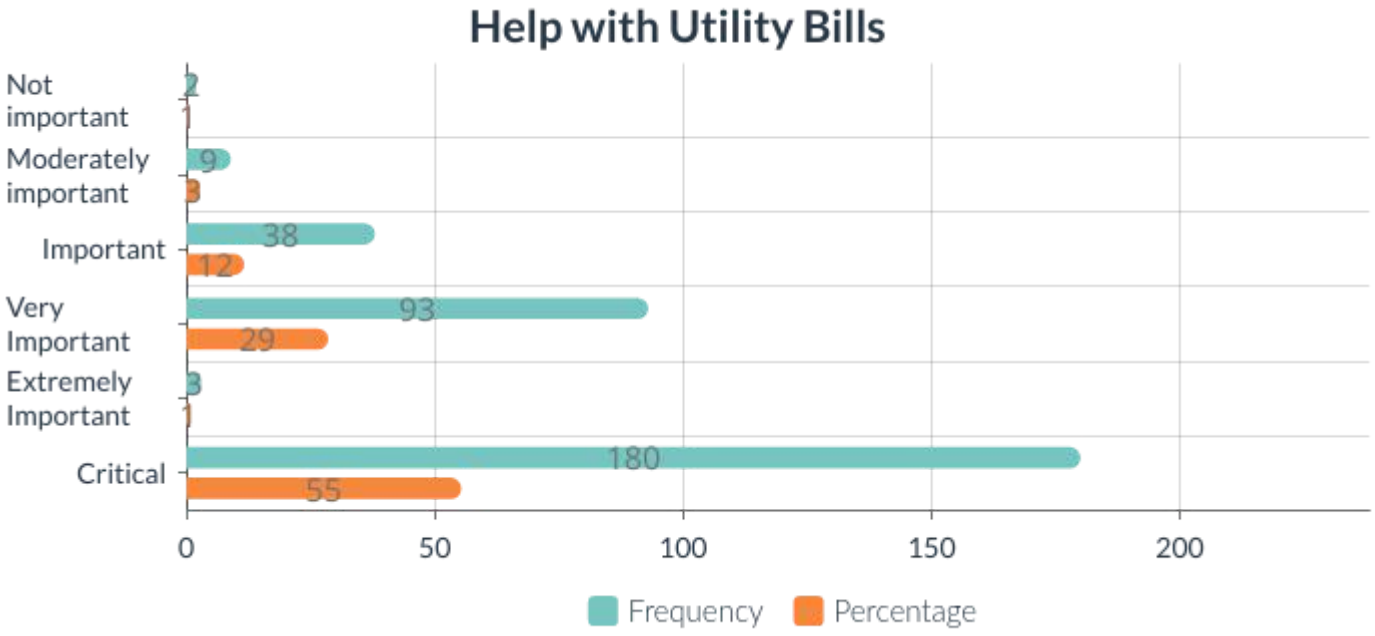
Senior Programs and Activities



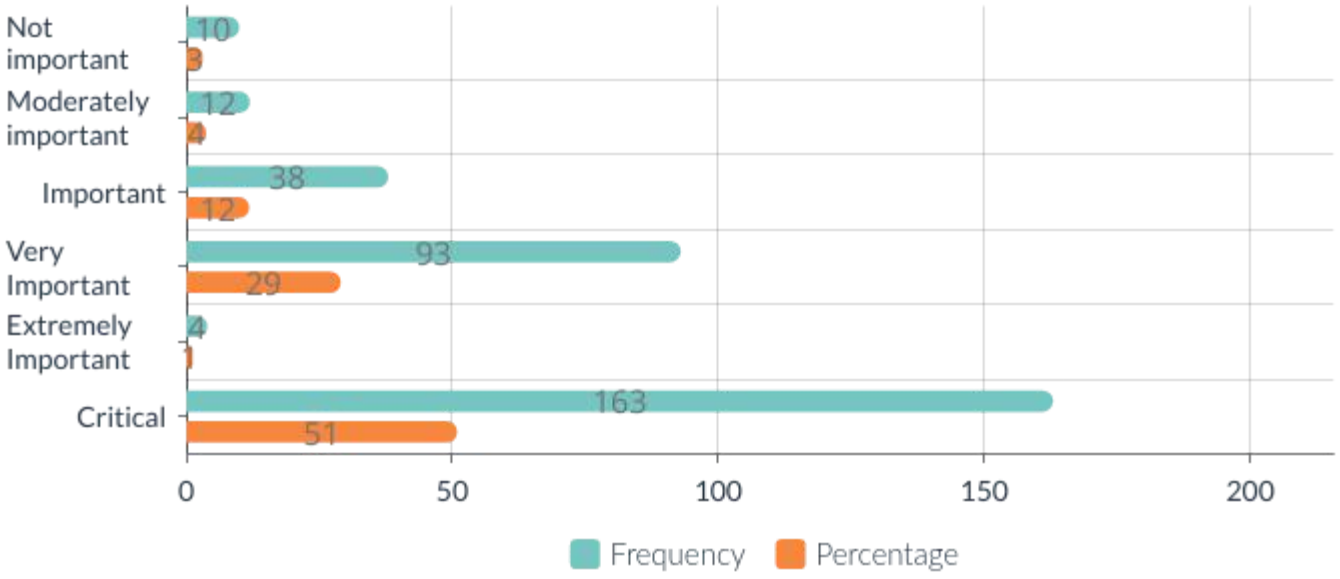
Affordable Housing



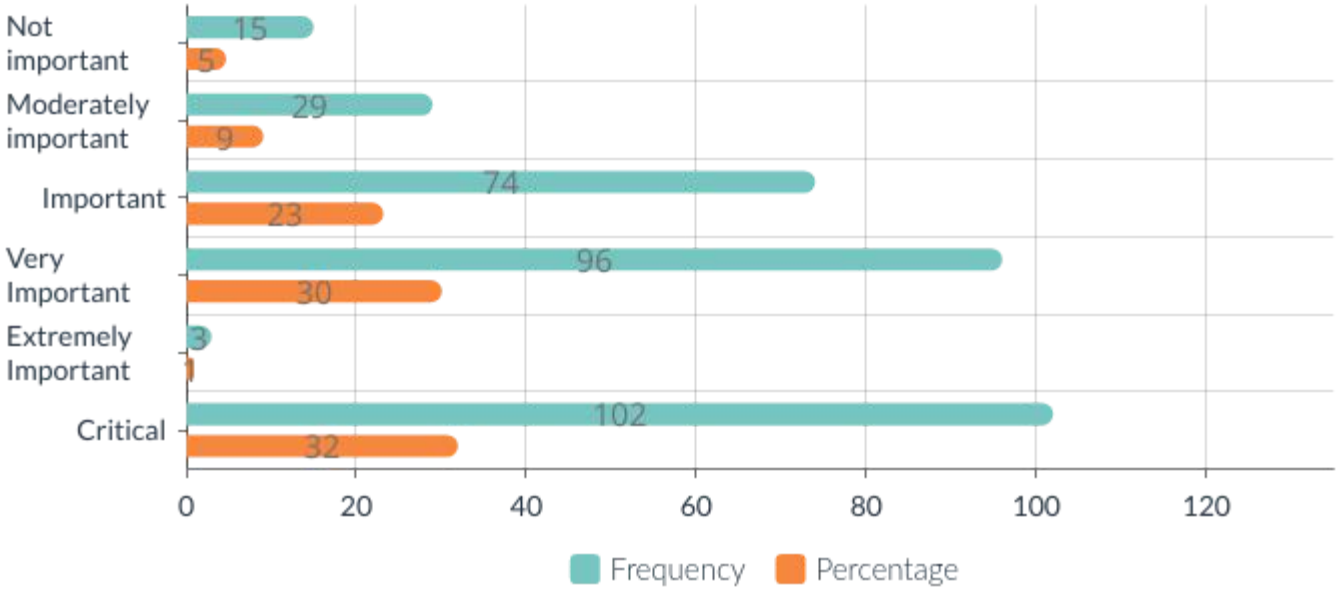

Help Paying Rent
Not important
Moderately important
Important
Very Important
Extremely Important
Critical
2
1
10
3
32
10
87
27
4
1
190
58
0
50
100
150
200
Frequency
Percentage


Help with Utility Bills
Not important
Moderately important
Important
Very Important
Extremely Important
Critical
2
1
9
3
38
12
93
29
3
1
180
55
0
50
100
150
200
Frequency
Percentage

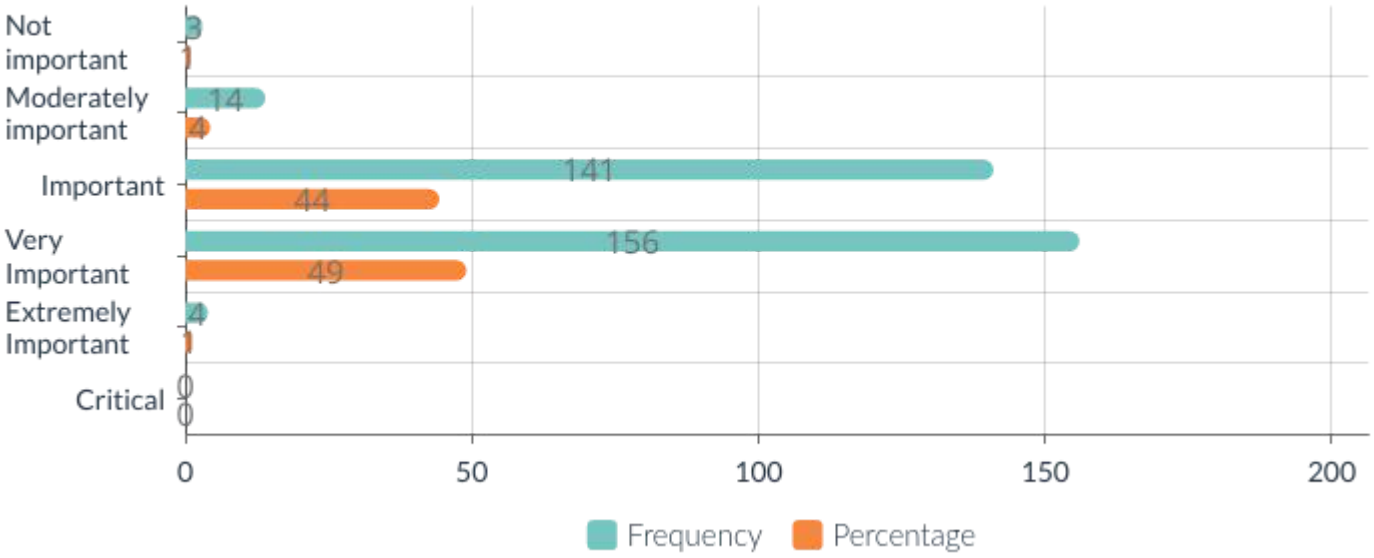
Affordable Living Options for Seniors



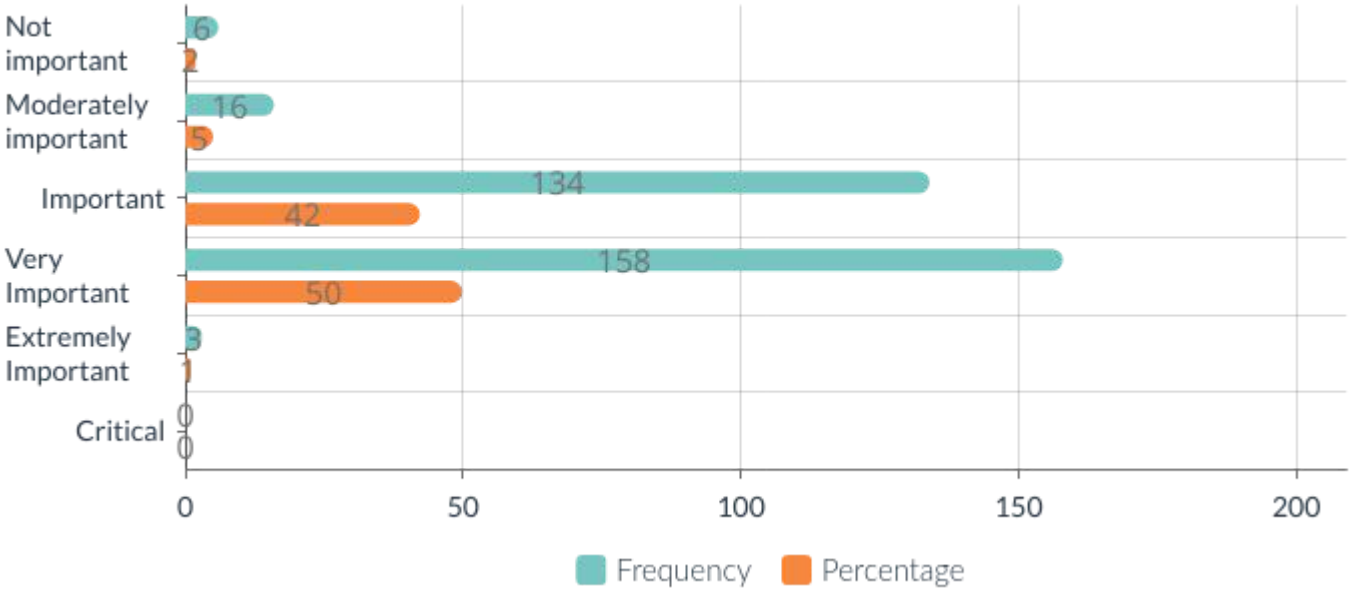
Help Making Home More Energy Efficient



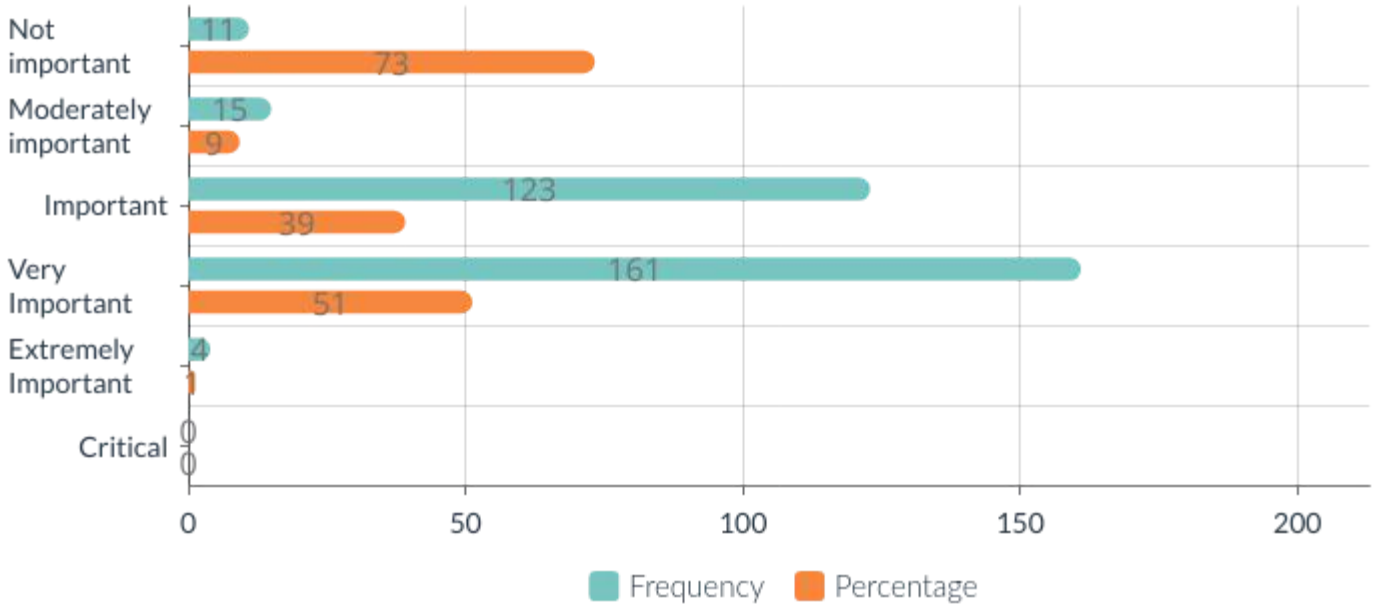
Health Insurance/Affordable Medical Care



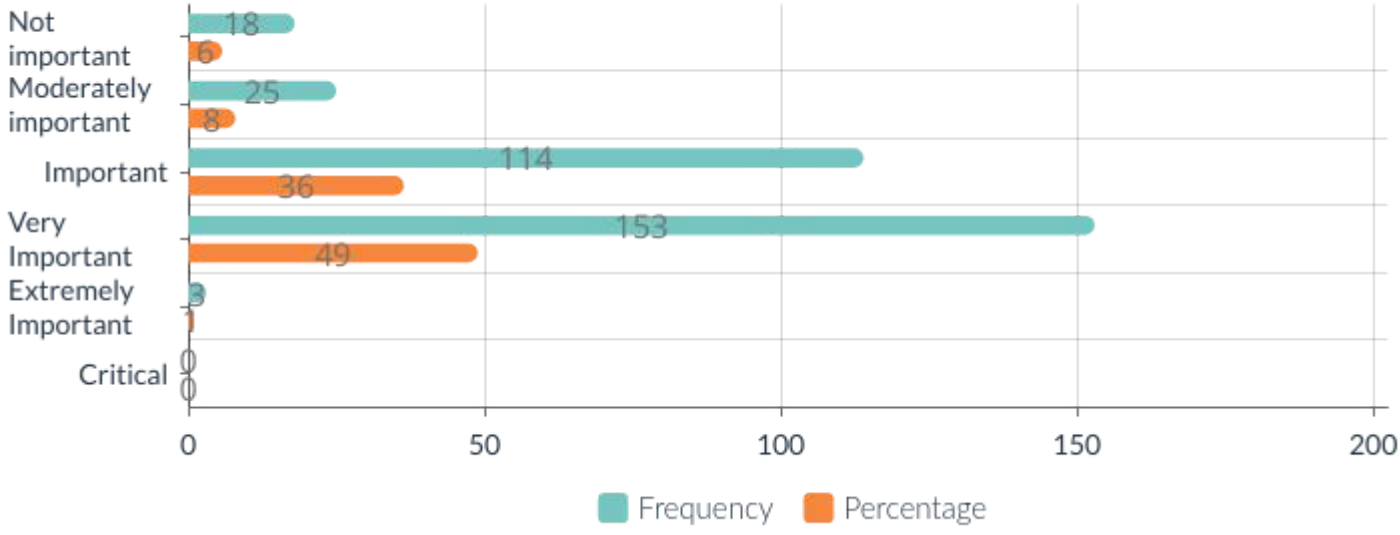
Medical Assistance After Hospital Visits



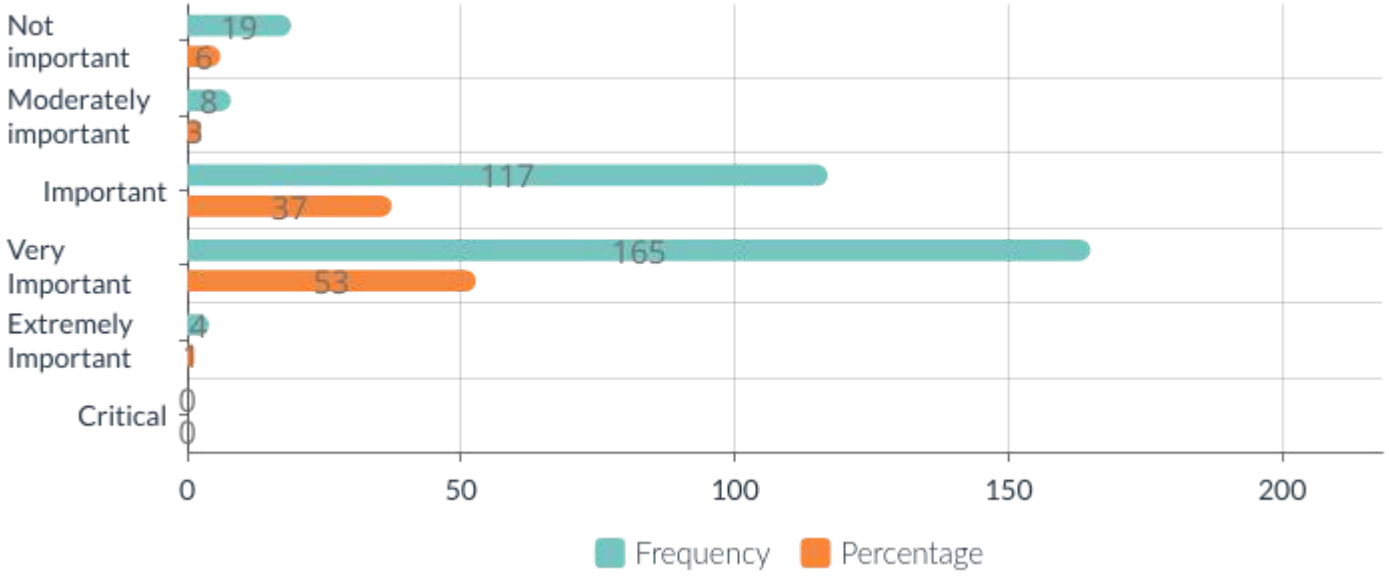
Affordable Counseling/Behavioral Health Services



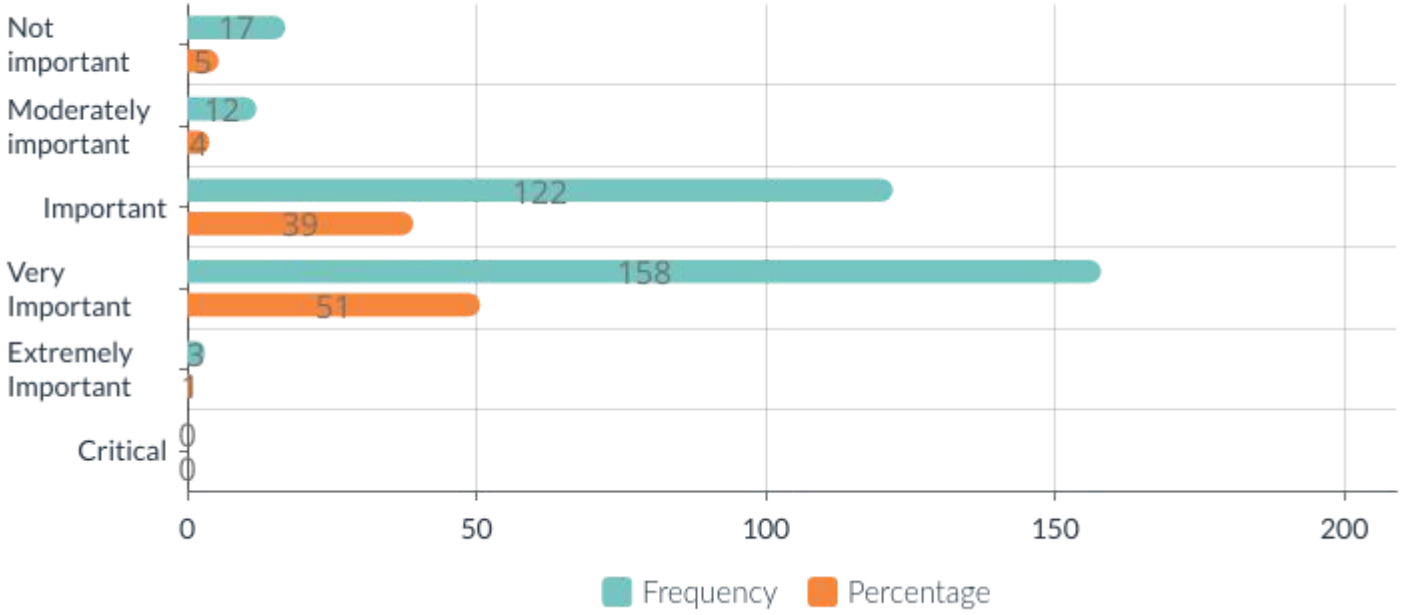
Services for Alcohol and Drug Addiction



Protection from Domestic Violence



Help Buying Medicine/Prescriptions



Appendices

Key Stakeholder Questions

1. Background: Tell me a little about your experience working with individuals and families from low-income areas of Glendale.
   a.) Current place of employment:
   b.) Length of time at place of employment:

2. Needs: Now, when thinking about the low-income individuals and families in this community, what seems to be their greatest needs? (thinking about basic needs: food, housing, healthcare, safety, education, employment).

3. Assets: What do you think are the programs/services in this community most utilized by low-income individuals and/or families?
   a.) How are these services beneficial for creating self-sufficiency or moving people out of poverty?

4. Strengths: Are there any other strengths in this community contributing to the resiliency (or functioning) of low-income individuals and/or families?
   a.) Any partnerships/networks or organizations you know of or are working with in the community to help individuals and families move out of poverty?
   b.) What services or programs are these networks/organizations providing?

5. Gaps in Services: We talked a little about the current programs/services in this community, but are there any gaps in services and programs that are needed to improve the lives of low-income individuals and families? (maybe there is a service, but it needs to be expanded – or- maybe there is something that needs to be available that isn't).

6. Barriers: What prevents or makes it difficult for individuals and families, particularly those with lower incomes, from accessing the services they need to support themselves and their families?

7. Org. Capacity: How has your organization increased its ability to serve low-income families and individuals? (e.g. build trust, provide transportation vouchers, offer multiple languages) If so, please elaborate.

8. Civic Participation: In what ways do believe this community could promote community engagement (involvement where people can get to know one another, build their social networks, and have a sense of pride in their community)? What else could be done to encourage community members, particularly low-income individuals and families, to become involved in their communities? (e.g. more parks and spaces for recreation, neighborhood revitalization, community center)

9. Other: Are there any other community needs that you would like to mention that we have not discussed?

Community Needs Survey

1. Have you experienced a financial crisis within the last 24 months that prevented you from meeting your household's basic needs?
2. Have you experienced an eviction within the last 24 months?
3. Is your credit score preventing you from accessing housing or other basic needs?
4. Are background checks or other reference checks preventing you from accessing?
5. Are background checks or other reference checks preventing you from obtaining quality employment?
6. Have you experienced an increase in rent or mortgage costs that is preventing you from meeting your household's basic needs?

The next section is for demographic purposes to help us understand who are residents are.

1. What is your zip code?
2. How long have you lived in the City of Glendale?
3. What is your age?
   a. Under 18
   b. 18 -24
   c. 25 – 34
   d. 35 – 44
   e. 45 – 54
   f. 55 – 64
   g. 65 – 74
   h. 75 – 84
   i. 85 or older
4. What is your gender? Male Female Non-binary/Other
5. Are you a parent/guardian of a child under 18 years old? Yes or No
6. What is the highest level of education you have achieved?
   __Did not graduate high school __Graduated HS/Received GED
   __Associates Degree __Some college, did not graduate
   __Bachelor's Degree __Master's Degree (or equivalent)
   __PhD (or equivalent) __Other Certification
7. Are you Employed? Yes or No
8. Are you part-time? Yes or No
9. Are you a veteran? Yes or No
10. Are you disabled? Yes or No
11. Are you retired? Yes or No
12. Do you have health Insurance? Yes or No
13. What is your race/ethnicity (mark all that apply)
    __American Indian/Alaskan Native __Asian/Pacific Islander
    __Black/African American __Hispanic/Latino
    __White/Caucasian __Multi-racial/ethnic
    __I prefer not to answer __Other_____

Community Needs Survey

14. How many people including yourself (adults and children) live in your household?
15. Approximately how much was your household's total income for 2022? (please include in your total income money from all sources for all persons living in your household).
    __Less than $15000 __$15,001 to $24,999
    __$25,000 to $49,999 __$50,000 to $74,999
    __$75,000 to $99,999 __$100,000 or more
16. What services have you received any of the following services within the past 24 months? (mark all that apply)
    __Rent Assistance __Utility Assistance
    __Mortgage Assistance __Permanent Housing
    __Home Repair __Homeless Assistance
    __Other_____ __None

Community Needs Survey

	NEEDS	Don't Know	Not Important	Moderate Important	Important	Very Important	Critical
		0	1	2	3	4	5
Basic Needs	Help with applying for Social Security, SSDT, TANF, etc.	0	1	2	3	4	5
	Help finding resources in the community	0	1	2	3	4	5
	Finding Child Care	0	1	2	3	4	5
	Help buying food	0	1	2	3	4	5
	Public transportation services	0	1	2	3	4	5
	Temporary shelter/housing	0	1	2	3	4	5
	Low-cost legal services	0	1	2	3	4	5
Community	Neighborhood clean-up projects	0	1	2	3	4	5
	Less neighborhood crime	0	1	2	3	4	5
	Public parks and facilities	0	1	2	3	4	5
	Better neighborhood conditions (lighting, sidewalks)	0	1	2	3	4	5
	Employment opportunities	0	1	2	3	4	5
Education	GED classes	0	1	2	3	4	5
	English as a Second Language Classes	0	1	2	3	4	5
	Adult Education or Night School	0	1	2	3	4	5
	Computer Skills Training	0	1	2	3	4	5
	Financial assistance to attend trade or technical school, or college	0	1	2	3	4	5
Employment	Help finding a job	0	1	2	3	4	5
	Help with job skills, training & job search	0	1	2	3	4	5
Family Support	Financial Education/Budgeting Classes	0	1	2	3	4	5
	Parenting Classes	0	1	2	3	4	5
	Early education programs (ages 0-5)	0	1	2	3	4	5
	Nutrition Education/Healthy Eating workshops	0	1	2	3	4	5
	Health relationship classes (resolving conflict, etc)	0	1	2	3	4	5
	Family counseling services	0	1	2	3	4	5
	Youth programs and activities (ages 12-18)	0	1	2	3	4	5
	Senior programs and activities	0	1	2	3	4	5
Housing	Affordable Housing	0	1	2	3	4	5
	Help paying rent	0	1	2	3	4	5
	Help with utility bills	0	1	2	3	4	5
	Affordable living options for Seniors	0	1	2	3	4	5
	Help to make my home more energy efficient	0	1	2	3	4	5
Behavioral Health	Health Insurance / Affordable Medical Care	0	1	2	3	4	5
	Medical assistance after hospital visits	0	1	2	3	4	5
	Affordable counseling/behavioral health services	0	1	2	3	4	5
	Services for alcohol and drug addiction	0	1	2	3	4	5
	Protection from domestic violence	0	1	2	3	4	5
	Help buying medications /prescriptions	0	1	2	3	4	5

Sheet1