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**Hillsborough  
County** Florida

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**Hillsborough  
County Florida**

# HILLSBOROUGH COUNTY DEPARTMENT OF SOCIAL SERVICES

2022 – 2025 COMMUNITY NEEDS ASSESSMENT

**MARCH 2022**

# Hillsborough County Social Services Community Needs Assessment

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## Executive Summary

Hillsborough County Social Services is one of more than 1,000 community action agencies located throughout the United States that works to determine local needs, organize consumer and community support, initiate services for the poor, and empower people to break out of the cycle of poverty. As a recipient of the Community Services Block Grant, Hillsborough County Social Services is responsible for analyzing the concerns and needs of low-income people living in its services area, both incorporated and unincorporated cities of Hillsborough County.

The Community Services Block Grant (CSBG) aims to reduce poverty, revitalize low-income communities, and empower low-income families and individuals to become fully self-sufficient. The goals are to:

- Help low-income individuals and families: secure and retain meaningful employment.
- Attain an adequate education.
- Improve the use of available income.
- Obtain adequate housing.
- Obtain emergency assistance, including health and nutrition services.
- Remove obstacles which block the achievement of self-sufficiency, and;
- Achieve greater participation in the affairs of the community.

Social Services conducts community-wide needs assessment surveys as required by the Community Services Block Grant with residents and the community every three years. In partnership with the Community Action Board, Hillsborough County Social Services staff develop and deliver services that respond to residents' identified needs. The purpose of this assessment is to assist the Community Action Board in its strategic goals of tailoring CSBG services to address the needs of Hillsborough County residents who are economically insecure according to the Federal Poverty Guidelines of the federal Department of Health and Social Services. A significant component to this assessment was data collection from various resources: existing research, small group discussions, resident surveys, agency surveys, and Hillsborough County Social Services staff surveys.

Hillsborough County Social Services cannot cover all the needs identified in the community-wide needs assessment. However, Social Services is committed to working collaboratively with other service providers in its service area to improve the lives of vulnerable residents in all areas of Hillsborough County.

Hillsborough County Social Services provides services annually to approximately 23,540 unduplicated individuals and 8,863 unduplicated households. Residents receive assistance through General Assistance, Community Services Block Grant funds, Low-Income Home Energy Assistance Programs, and Emergency Home Energy Assistance for the Elderly programs. The programs and services address homeless prevention; crisis intervention; case management; self-sufficiency; youth services; education, after-school and summer camp services; and scholarships for post-secondary education to students attending universities, community colleges, and trade schools.

The Hillsborough County Social Services customers; most households are single parents. The female is the head of the household, and the second most are single-person households. 61% of the customers are female. The adult age range in services, the highest are ages 25-44, second 18-24 and third 45-54—

approximately 90% of the household's rent. By reported race/ethnicity, Black or African American is the highest case for assistance, second by Hispanic/Latino, and third Caucasian/white. Most households are no more than 50% of the Federal Poverty Levels determined by the Federal Department of Health and Human Services. The top two assistance received was electric assistance and rent or mortgage assistance.

Social Services cooperates with landlords and mortgage companies. Partners with utility companies such as Tampa Electric Company (TECO), Peace River Electric, and all county government and municipal water agencies within Hillsborough County to provide financial assistance to customers for their most basic needs. Most customers are unemployed and receive Supplemental Nutrition Assistance Program, public housing assistance, or a housing voucher. Hillsborough County Social Services partners with agencies such as Feeding Tampa Bay mobile food pantries to assist with bringing food sources to communities with a large footprint of low-income households.

The Hillsborough County Social Service Strategic Plan addresses poverty reduction of low-income communities; to promote economic self-sufficiency. In collaboration with the Community Action Board, Social Services accomplish this by identifying the Department's strategic priorities, programs, services, challenges, advantages and assessing the demographics of residents served.

The Strategic Plan is an evolving process of assessments and planning reviewed annually. Based on trends, community needs, and priorities, the Department adjusts objectives and service delivery methods to achieve short-term and long-term goals for the community served.

The Community Action Board identified four impact areas for the next three years:

- **Education:** Assisting residents in attaining higher education through scholarship and education programs, partnering with educational institutions for educational assistance, and promoting healthcare training initiatives considering the COVID-19 pandemic and labor shortages.
- **Affordable Housing:** Collaborating with Affordable Housing to increase homeownership and low-income residents through Hillsborough County
- **Employment:** Partnering with healthcare-related agencies to secure placement of low-income residents in health care fields/
- **Internal Infrastructure:** Enhance access to services using technology and online platforms, funding, and linking low-income households to internet and wi-fi services.

## *Highlights from Data Collection*

This needs assessment is a community-wide analysis of local conditions and barriers of all residents who are at risk of remaining or becoming economically insecure. This assessment will guide the Community Action Board and Hillsborough County Social Services to work together to meet current challenges by strengthening Community Services Block Grant self-sufficiency programs and services for economically disadvantaged residents.

For this need assessment process, Hillsborough County Social Services surveyed stakeholders, residents, and the staff. A common theme of needs was livable wage employment, affordable housing, and transportation. In addition, Hillsborough County Social Services conducted ten small group discussions with stakeholders identifying the needs of low-income residents and barriers and drivers to poverty.

In this assessment, we provide an overview of the methodology of the data collections, characteristics of Hillsborough County and, in comparison, to other similar localities, and results of the data. A few key highlights include:

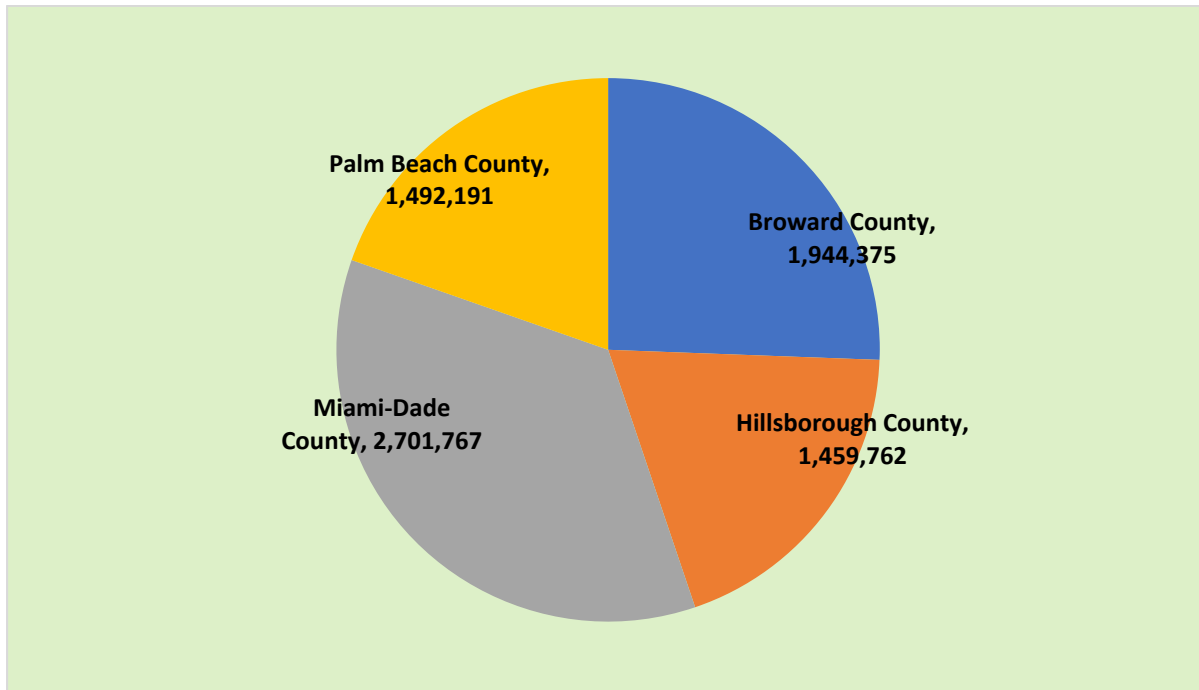
1. Data collection of resident surveys (242 collected), stakeholders surveys (124 collected) and small group discussions (ten completed); and Social Services staff survey (19 selected, 19 responded).
2. The top five conditions to poverty to self-sufficiency identified from resident surveys included: low wages, lack of affordable and quality housing, transportation, lack of opportunities, not enough county government, state/city or federal investment, and lack of jobs.
3. The top five needs in the community to help low-income residents to improve their financial-economic status identified by stakeholders' survey are affordable housing, livable wages, job/readiness employment preparation services, mental health, drug dependence intervention services, employment opportunities, and knowledge of resources.
4. The top five needs in the community to help low-income residents improve their financial-economic status identified by Social Services staff are affordable housing, livable wages, job/readiness employment preparation services, employment opportunities, and education assistance.
5. Top priorities from focus group sessions included: affordable housing, education/vocation training, access to healthcare, transportation, substance abuse/mental health services and information on services in the community,

## Community Statistical Profile

### Demographics

According to Florida-demographics.com, Hillsborough County, Florida, is the fourth most populous county (**Figure 1**) in Florida, an 18.75% increase from the last U.S. Census data estimates in 2010. The 2020 census data estimates the Hillsborough County population as 1,459,762.

**Figure 1. Population Count County Comparison**



Source Data: Florida-demographics.com: Florida Counties by Population

Within the ten years from the U.S Census Data Collection in 2010 to the most recent data collection in 2020, the Hillsborough County population increased by 230,536, or 18.75%. According to the Tampa Bay Economic Development, by 2026, Hillsborough County's population growth is projected to grow more than the state of Florida and the Nation totaling 1.6 million (<https://tampabayedc.com/wp-content/uploads/2021/07/2021-2026-Hillsborough-County-Population-Growth.pdf>)

According to the U.S. Census 2020 demographics, the female population is 51.1 %, slightly over half of the people and little more than the national population estimate. The most significant race demographic is white alone, not Hispanic or Latino, by 47.70%, with Hispanic or Latino, the second largest and Black or African American alone the most significant population estimate for Hillsborough County.

The foreign-born estimate is 17.60% persons, which is lower than the state estimate, and 4% lower than the national estimate. The foreign-born assessment is 17.60% persons, which is lower than the state estimate, and 4% lower than the national estimate. **Table 2** contains the U.S. Census Bureau 2020 demographics of Hillsborough County, Florida, Florida, and the United States.

**Table 2**

	Hillsborough County, Florida	Florida	United States
<b>Population</b>			
Population, Census, April 1, 2020	1,459,762	21,538,187	331,449,281
Population, Census, April 1, 2010	1,229,226	18,801,310	308,745,538
<b>Age</b>			
Persons under 5 years, percent	6.00%	5.30%	6.00%
Persons under 18 years, percent	22.10%	19.70%	22.30%
Persons 65 years and over, percent	14.50%	20.90%	16.50%
<b>Gender</b>			
Female persons, percent	51.10%	51.10%	50.80%
<b>Race/Ethnicity</b>			
White alone, percent	74.10%	77.30%	76.30%
Black or African American alone, percent	18.00%	16.90%	13.40%
American Indian and Alaska Native alone, percent	0.50%	0.50%	1.30%
Asian alone, percent	4.40%	3.00%	5.90%
Native Hawaiian and Other Pacific Islander alone, percent	0.10%	0.10%	0.20%
Two or More Races, percent	2.90%	2.20%	2.80%
Hispanic or Latino, percent	29.70%	26.40%	18.50%
White alone, not Hispanic or Latino, percent	47.70%	53.20%	60.10%
<b>Population Characteristics</b>			
Veterans, 2015-2019	92,106	1,440,338	18,230,322
Foreign born persons, percent, 2015-2019	17.60%	20.70%	13.60%

Source data: United States Census Bureau, U.S. [Census Bureau QuickFacts: United States](#)



Slightly over half of Hillsborough County residents own property, lower than Florida and National average. The median value of the owner-occupied property is \$216,300, somewhat higher than the state average. The median monthly cost with a mortgage is \$1,540. The median rental price is \$474 per month, slightly lower than the state of Florida and the national average, with an average of 2.66 persons per household **(Table 3)**.

Table 3	Hillsborough County, Florida	Florida	United States
Housing units, July 1, 2019, (V2019)	599,456	9,673,682	139,684,244
Owner-occupied housing unit rate, 2015-2019	58.60%	65.40%	64.00%
Median value of owner-occupied housing units, 2015-2019	\$216,300	\$215,300	\$217,500
Median selected monthly owner costs -with a mortgage, 2015-2019	\$1,540	\$1,503	\$1,595
Median selected monthly owner costs -without a mortgage, 2015-2019	\$474	\$505	\$500
Median gross rent, 2015-2019	\$1,142	\$1,175	\$1,062
Households, 2015-2019	526,175	7,736,311	120,756,048
Persons per household, 2015-2019	2.66	2.65	2.62
Living in same house 1 year ago, percent of persons age 1 year+, 2015-2019	82.00%	84.50%	85.80%

Source data: United States Census Bureau, U.S. [Census Bureau QuickFacts: United States](#)

The COVID Pandemic has significantly shifted the housing market and housing insecurities. According to a report from the Brookings Institute, the COVID-19 pandemic has fueled an unprecedented housing crisis, with a significant impact among Black and Hispanic households and young adults. Black and Hispanic families faced higher evictions and foreclosures than white households (Chun, Yung, and Grinstein-Weiss, 2020, accessed February 28, 2022, <https://www.brookings.edu>)

According to the U.S. Census Bureau American Community Survey 5-year estimate, the median household income of Hillsborough County residents is \$58,884, which is higher than the state average and lower than the national average. An estimated 11.9 % of county residents are in poverty, slightly lower than the state average and higher than the national average. An estimated 88.70% of households ages 25 and over are high school graduates in 33.50% of those age 25 and older obtained bachelor's degrees or higher. The education estimates are both higher than the state and national average. **Table 4** provides data on the poverty and education rates for Hillsborough County compared to the state and national average.

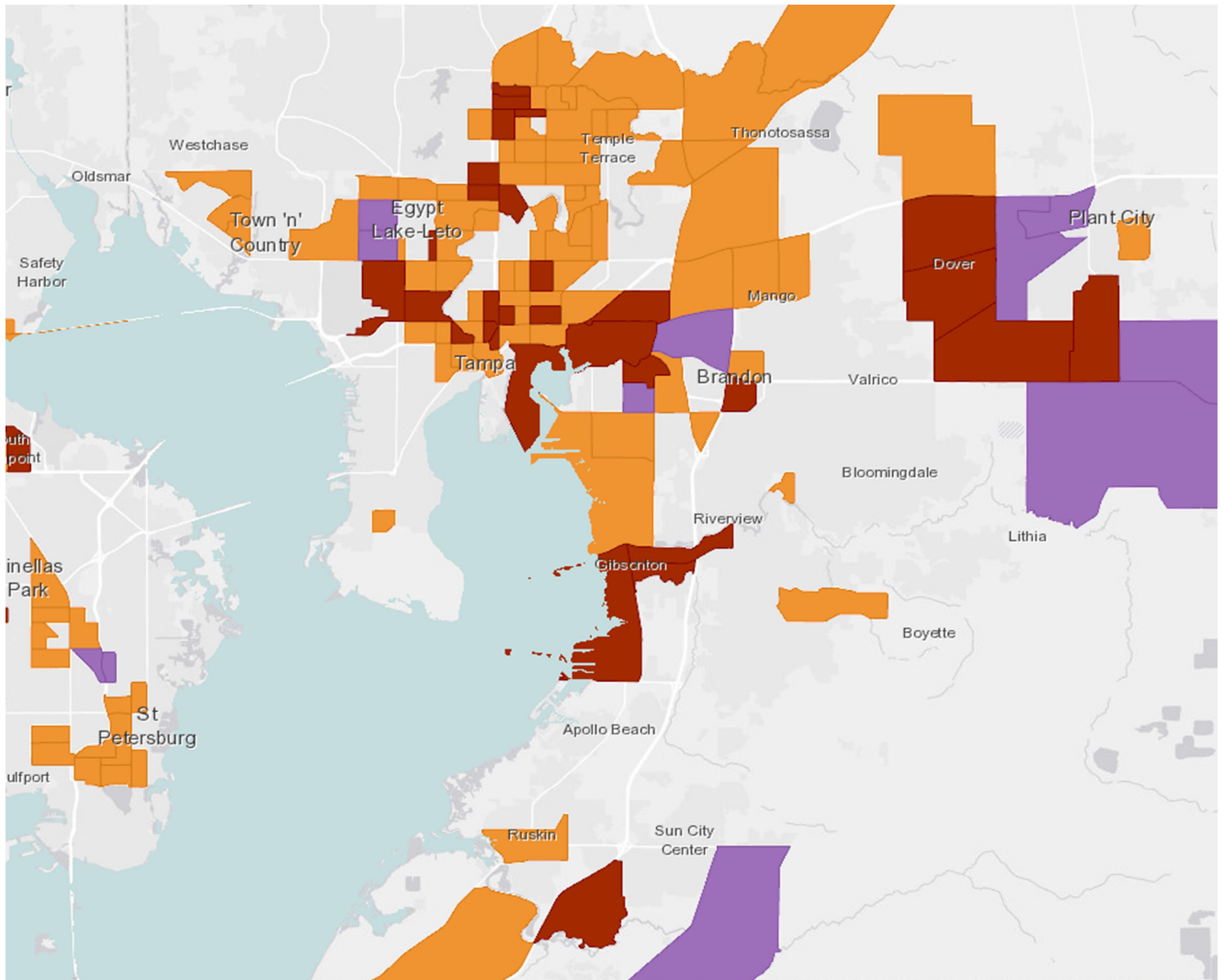
**Table 4.**

	Hillsborough County, Florida	Florida	United States
<b>Income and Poverty</b>			
Median household income (in 2019 dollars), 2015-2019	\$58,884	\$55,660	\$62,843
Per capita income in past 12 months (in 2019 dollars), 2015-2019	\$32,343	\$31,619	\$34,103
Persons in poverty, percent	11.90%	12.40%	11.40%
<b>Education</b>			
High school graduate or higher, percent of persons age 25 years+, 2015-2019	88.70%	88.20%	88.00%
Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	33.50%	29.90%	32.10%

Source data: United States Census Bureau, U.S. [Census Bureau QuickFacts: United States](#)

### Hillsborough County Poverty Characteristics

The American U.S. Census Bureau 2014-2018 identified geographic areas within Hillsborough County with a high concentration of vulnerable populations. **Figure 4** demonstrates where high concentrations of the people living in poverty and population living without a high school diploma overlap. The orange shaded areas are where vulnerable populations live at or below 100% of the Federal Poverty Level by household size. The purple shaded areas are where a high concentration of the population has no high school diploma for those persons ages 25 and older. The release date of the map was December 2018.



Source: Map illustration from the Center for Applied Research and Engagement Systems [https://careshq.org/map-room/?action=tool\\_map&tool=footprint](https://careshq.org/map-room/?action=tool_map&tool=footprint)

The Florida Office of Economic and Demographic Research supplies details of the Hillsborough County population. Key areas of focus for this needs assessment are Employment and Labor Force. The highest the year 2020 annual wage industries are information services, financial activities, professional and business services, government, manufacturing, and construction (**Table 5**). The unemployment rate has decreased by 2.4% between 2010 and 2020; however, for Hillsborough County in 2020, the unemployment rate is higher than the state average by 5% (**Table 6**).

A complete report is available in **Appendix A**, which provides total data on the economic health of Hillsborough County in comparison to the State of Florida and an extended range of years.

## Employment and Labor Source

**Table 5**

Average Annual Wage 2020 preliminary	Hillsborough County	Florida
All industries	\$60,913	\$55,845
Natural Resource & Mining	\$28,975	\$37,711
Construction	\$61,306	\$55,884
Manufacturing	\$62,009	\$66,740
Trade, Transportation and Utilities	\$51,206	\$49,378
Information	\$94,812	\$93,327
Financial Activities	\$85,281	\$84,238
Professional & Business Services	\$74,233	\$68,201
Education & Health Services	\$56,523	\$55,093
Leisure and Hospitality	\$28,908	\$45,092
Other Services	\$39,326	\$41,146
Government	\$62,193	\$58,795

*Source: The Florida Office of Economic and Demographic Research*

**Table 6**

Unemployment Rate	Hillsborough County	Florida
1990	5.0%	6.2%
2000	3.3%	3.8%
2010	10.7%	10.8%
2020	8.3%	3.3%

*Source: The Florida Office of Economic and Demographic Research*

## Community Needs Assessment Methodology

Over several months of preparation and data collection, the community needs assessment was conducted through the collection of resident surveys, service agency surveys, virtual small group discussions, and existing research reports with data.

### *Qualitative Data Collection*

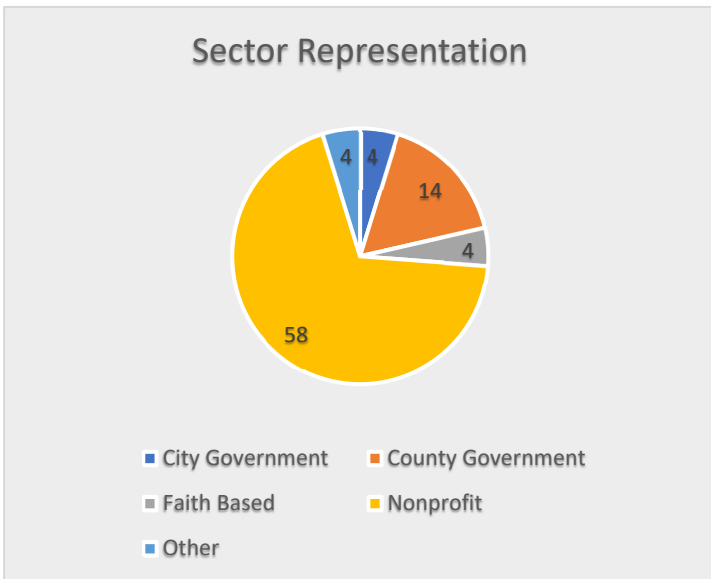
The qualitative data collection and analysis process contributed to validating the needs and priorities of Hillsborough County communities. A total of ten virtual small group discussions were conducted with community-based organizations that provide services in the Hillsborough County service area.

### *Quantitative Data Collection*

The quantitative data collection and analysis process was engaged through agency, resident, and staff surveys. The surveys captured quantifiable input from the community on their needs and data to support setting priorities for future actions to help the residents served by Hillsborough County Social Services in the future. The quantitative data involved the consolidation of numerous studies, assessments, and published reports/statistical data developed for the service area in recent years to assess the community profile of Hillsborough county.

## Community Needs Assessment Results

### *Small Group Discussions Results*

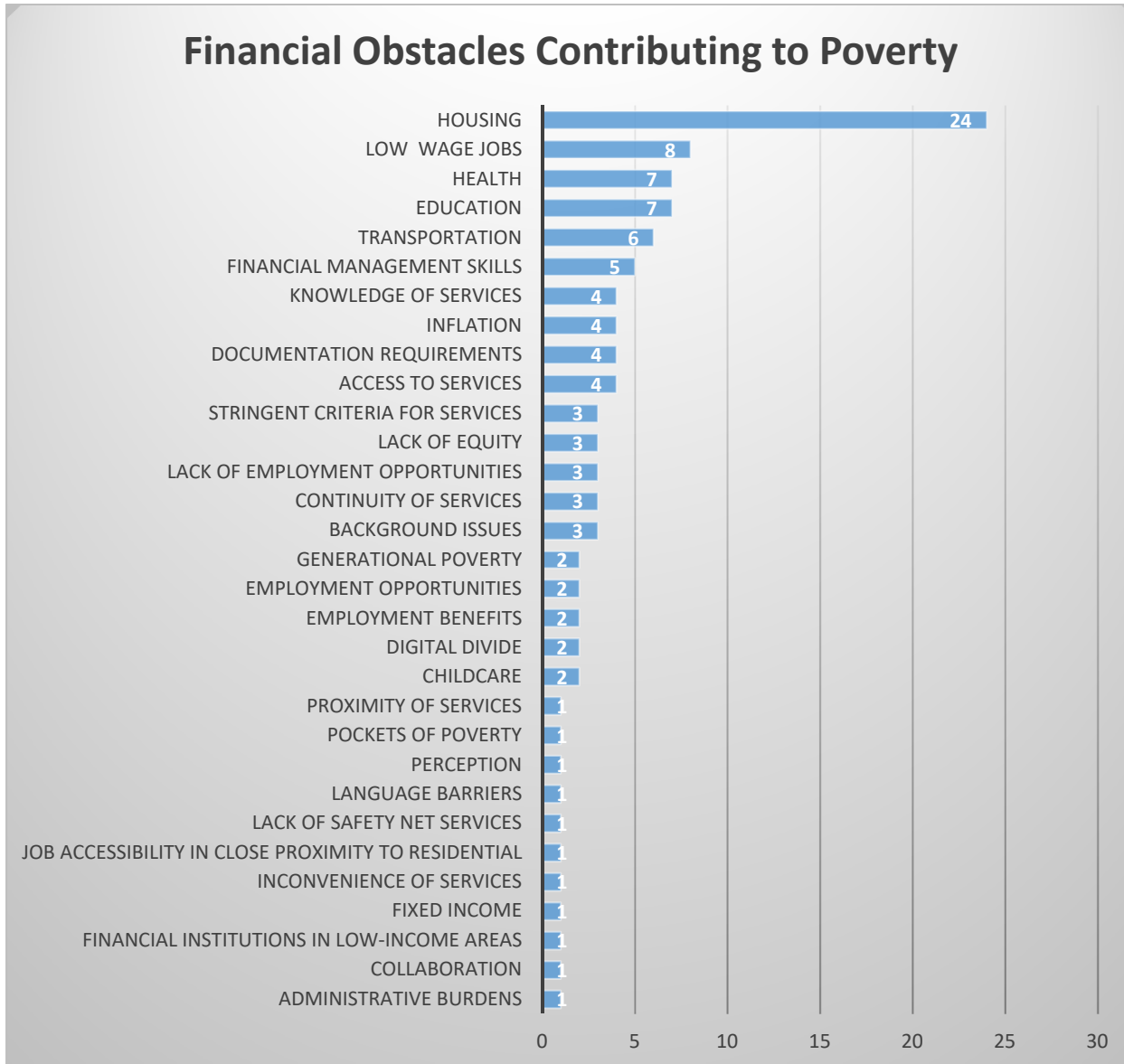


Ten small group sessions were facilitated by Hillsborough County Social Services staff. Eighty-four persons participated in the small group discussions representing 67 agencies. Most attendees represented the non-profit sector, and second the government sector. Municipal governments, faith-based, and other self-interest participants were represented proportionately during the small group session.

Social Services staff allocated time to concentrate in four areas each session. The questions asked were and the results were as follows:

1. *What financial obstacles are contributing to poverty in your community, or the community you serve?*

The top five obstacles identified from analyzing the results are issues concerned with housing, low-wage jobs, education, health, and transportation related concerns. Some of the feedback in those categories are included.



## Housing:

- “Lack of affordable housing due to higher percentage of income is used for housing.”
- “Service industry jobs cannot afford housing.”
- “If low-income residents seek medical care, they are at risk of losing housing, and there are no affordable places to go when they need care. Need affordable tiered living centers.”
- “No affordable housing in migrant communities.”
- “Housing costs are too high.”
- “Lack of affordable housing inventory.”
- “Increased rents.”
- “Lack of emergency shelter availability.”
- “Housing market is increasing double or triple.”
- “Lack of home loan assistance with down payments.”
- “High property taxes.”
- “Increased evictions.”
- “Rent increasing and rental renewal rates are much higher.”
- “Upfront rental costs require first and last month rents.”
- “Low-income housing needs attention.”

## Low-wage jobs:

- “Low living wage jobs are not sustainable.”
- “Working multiple jobs and still not meeting all of their needs.”
- “Living wage does not pay basic needs.”
- “Lack of employment opportunities for living wage jobs.”

## Education:

- “Need GED assistance and tutoring.”
- “Cost of education versus return on cost of education.”
- “Financial literacy.”
- “Lack of access to workforce training opportunities near their housing.”

## Health:

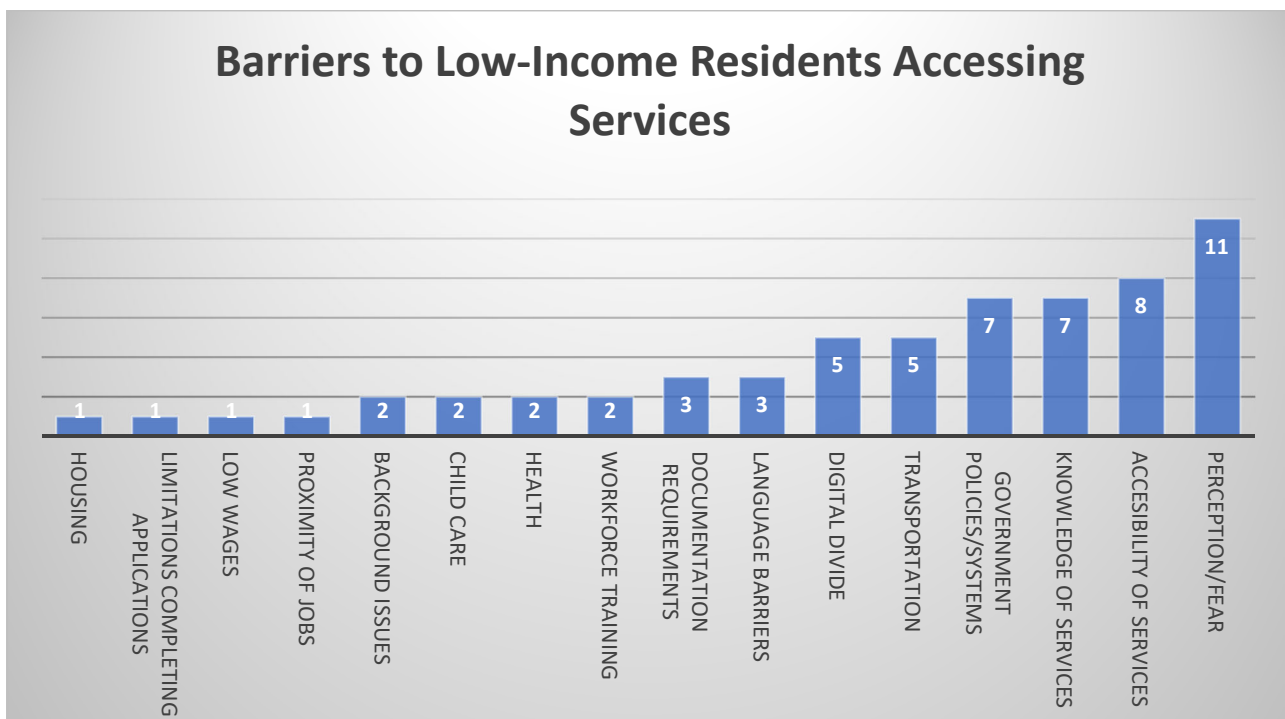
- “COVID has snowballed these issues causing a new cycle of homelessness. Rebounding from these issues has been hard for them.”
- “Need quality medical care.”
- “Single parents and challenges with COVID and sick children cause unemployment and need for child care during working hours.”
- “Health and mental health issues.”
- “Mental illness.”
- “Substance abuse.”

## Transportation:

- “Takes longer to get to where you’re going which costs more money.”
- “Transportation costs to get to jobs”
- “Transportation infrastructure. Relocating to low rent areas, but not able to get to work or services.”
- “Lack of appropriate and efficient transportation to work.”

## 2. What are examples of barriers for residents in accessing services?

The highest scored barriers from the analysis of the feedback from the small group discussions are perception/fear of accessing services, accessibility of services, knowledge of services, government policies/systems, transportation, digital divide.



## Perception/Fear:

- “Fear to access services due to immigration status.”
- “Customer services issues, bad experiences make it less likely to apply for services.”
- “Mistreated by previous providers when receiving services.”
- “Lack of trust.”
- “Attire or how they present themselves.”
- “Stigma in seeking services.”



### Accessibility of Services:

- “Need after hour services so individuals do not miss work.”
- “Access to services in their community.”
- “Location of services.”
- “Holistic approach, getting all the services you need in the time frame provider is open.”
- “Connecting to services when constantly on the move and new in an area.”
- “Long wait time for services.”
- “Silos of services.”
- “Gap in services between location versus computer skill/access.”

### Accessibility of Services:

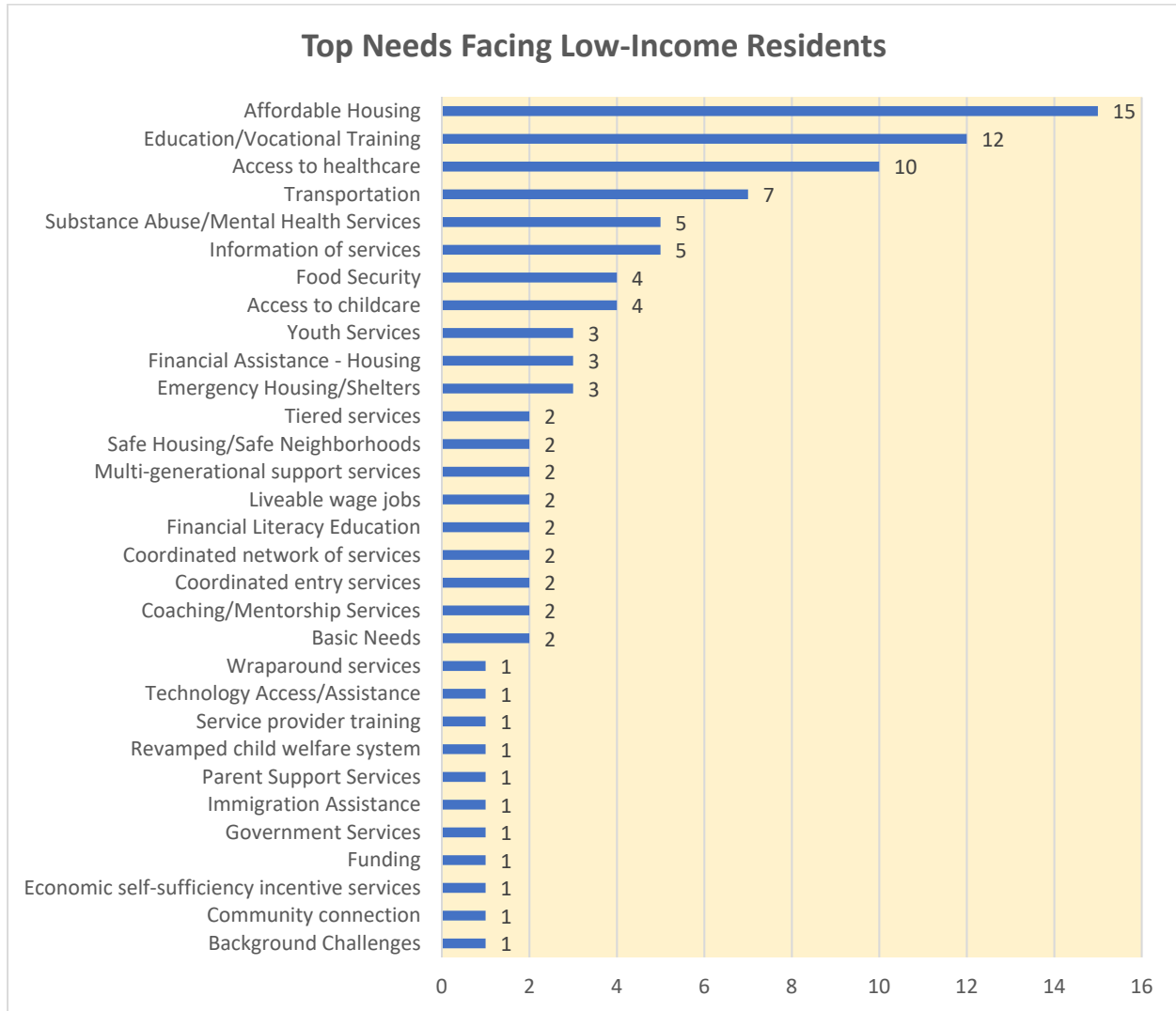
- “Knowledge of services that are available and how to access the services that are available to individuals.”
- “How to navigate services.”
- “Better marketing regarding services in the community.”
- “Making it known that services are in the community.”
- “Better educated community providers.”
- “Knowing how and where to access services that do exist.”
- “Bad information and bad referrals due to lack of services based on funding limits.”
- “Common portal-one place for multiple services that show applicant the services they are eligible for.”
- “Confusion of the process for services”
- “Need for after hour services”
- “Gap in services between location versus computer skill and access. Converting to roaming community navigators.”

### Government policies/systems

- “Improved policies by funders need more flexibility of policies. Bad policies drive inequity of services. Justice system and background issues limit individuals to obtain future jobs and transition back into the community.”
- “Stranded and overburdened government systems. Impacted because of COVID and longer wait times.”
- “Veterans Affairs medical appointments are challenging to get, and then canceled after months of waiting.”
- “Changes implemented, DCF no longer providing contact for partner organizations and causing multiple applications for services.”

3. *What are the top needs facing low-income residents in your community or the community you serve?*

The top needs identified by the participants of the small group discussions are affordable housing, education/vocational training, access to healthcare services, transportation, substance abuse/mental health services, and information of services.



## Affordable Housing

- “Inventory of Affordable Housing.”
- “Housing for residents with background and eviction issues.”
- “Affordable housing in Brandon and Riverview area.”
- “Wait times for affordable housing are currently 3-4 years.”
- “Eviction issues and landlords unwilling to work with them.”
- “Lack of affordable inventory of housing.”
- “Landlords charging double deposits.”
- “Low income housing out of reach for many.”
- “Affordable housing and inventory are at a crisis level.”
- “Need stable housing. Fragmented system of care.”

## Education/Vocational Training

- “Education availability.”
- “Educational programs to get better jobs in demand with sustainable incomes.”
- “Job coaching to keep the job they get.”
- “Education for language classes.”
- “Education, training and retraining for marginal educated workforce to bridge gaps.”
- “Cultural competence in workplace.”
- “Obtain HED and additional education.”
- “Employability skills, programs to assist with self-sufficiency.”

## Access to Healthcare

- “Access to emergency healthcare.”
- “Long waits for long-term care funding for the elderly with declining health.”
- “Under insured and insured”
- “Free health care for adults.”

## Transportation

- “Lack of transportation for the entire county especially in rural areas.”
- “Older unreliable broken-down cars and car repairs that destroy financial stability.”
- “Nontraditional hours when bus lines are not running.”

## Substance Abuse/Mental Health

“Information about mental health services and address mental health (educate residents on the importance of mental health and maintaining good mental health).”

“Mental health assistance.”

“Lack of mental health services for the entire family.”

“Mental health services. There is constant crisis and high anxiety specifically for this community.”

“Quality mental health services”

“Services for drug issues/opioids.”

Access to mental health services and affordability of services.”

## Information of Services

“Information regarding services.”

“Process to access services/”

“Marketing events in the community about services.”

“A lot of issues cause lack of access to services and knowledge of services.”

“Need a list of services.”

4. *Based on the top needs, what programs, strategies and initiatives have been successful, or do you think will be successful in reducing poverty in your community, or the community you serve?*

The participants were asked to provide information on initiatives that could successfully reduce poverty in the community served—reference **Appendix B** for the complete list of responses.

Some of the feedback provided was to provide wrap-around services to customers, have a one-stop entry point for residents to access services, mobile pop-ups in the respective communities, and improve collaboration between agencies to reduce duplication.

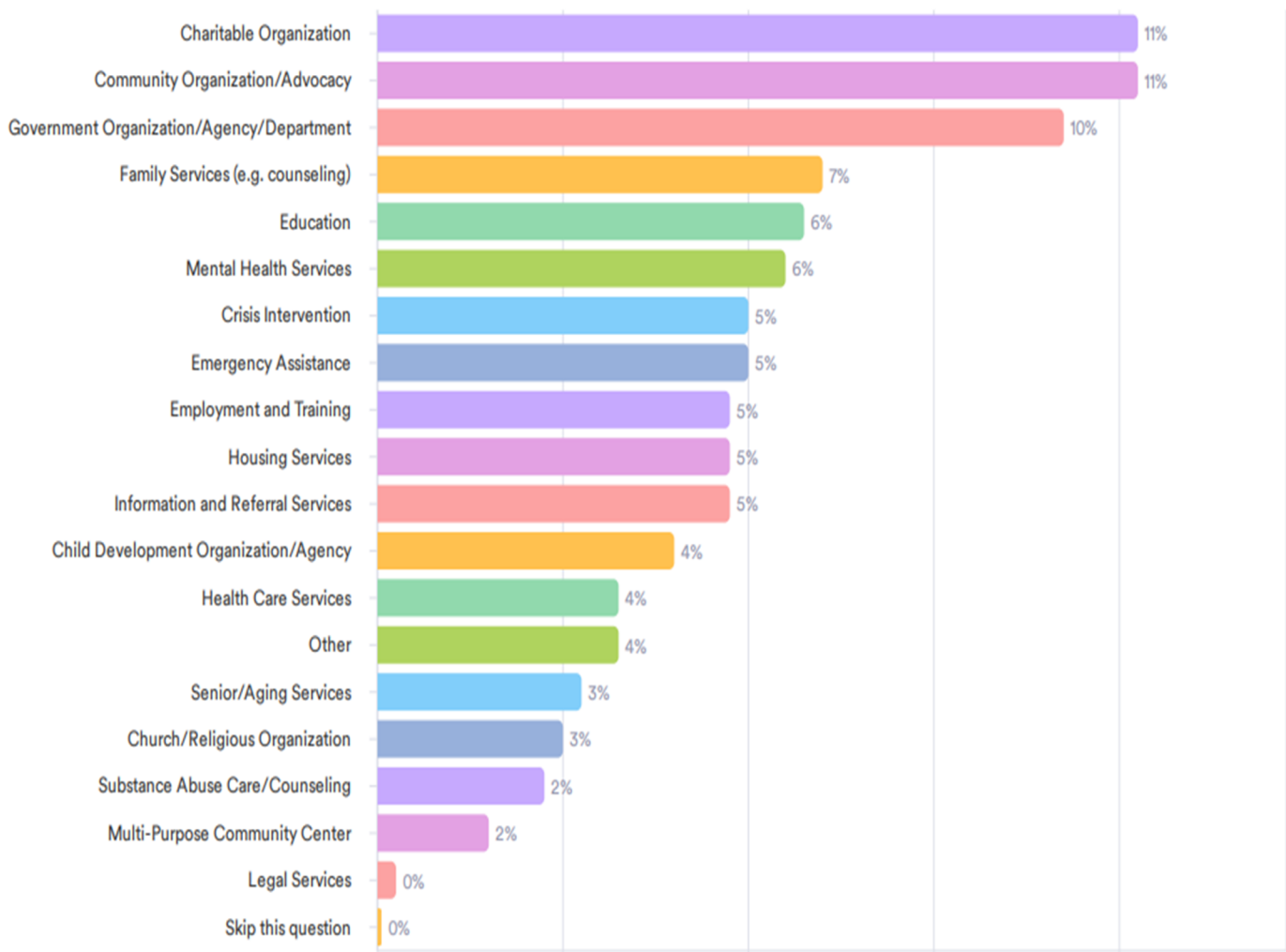
The group identified that the challenges to collaboration between agencies are that agencies often compete for funding sources. The group explained further that the current structure and funder policies do not promote cooperation and the reduction of duplication of services.

## Agency Survey Results

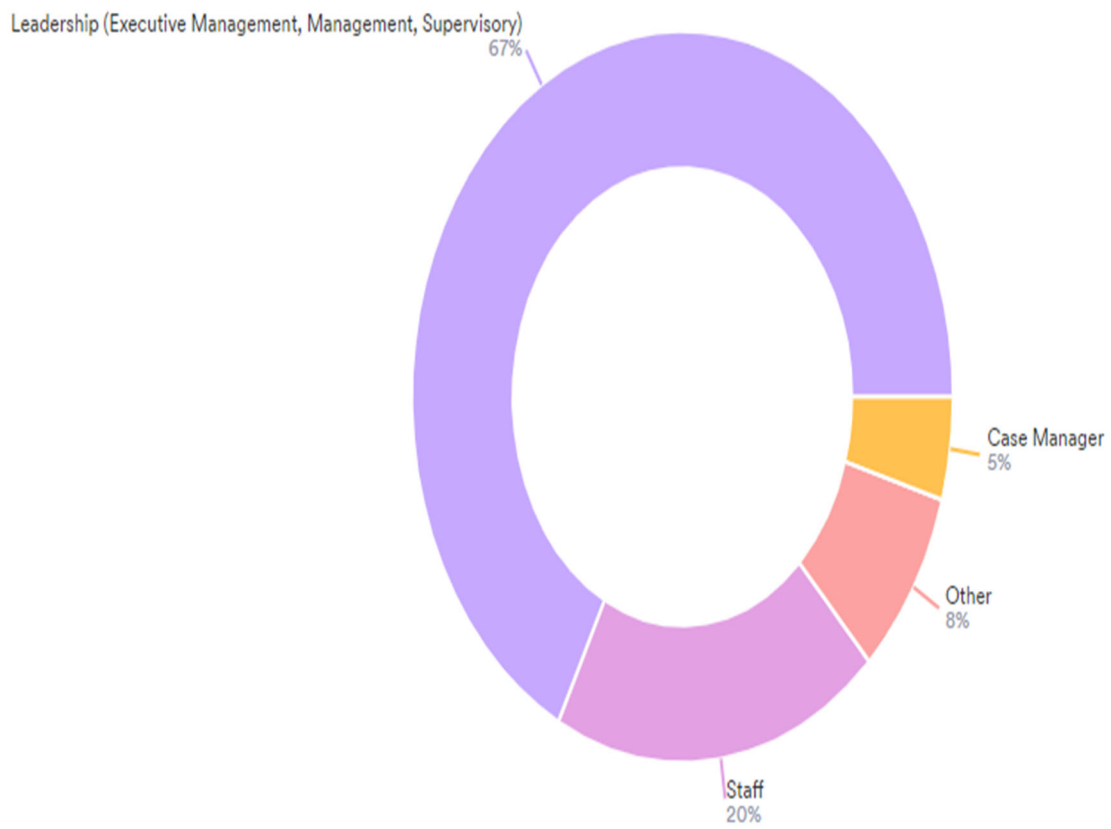
One hundred twenty-four agency representatives completed the electronic community needs assessment survey. Many respondents described their agency as a charitable organization, community organization/advocate, and government organization. Most of the respondents are in leadership positions as an executive director, manager, or supervisor and second as staff, most likely direct client service staff. Most of the agencies are funded by local government, private donors, state government, and private foundations.

Most of the respondents provide services to low-income and mid-income residents. Some agencies offer services to multiple income groups. Most agencies do not have a waiting list for services.

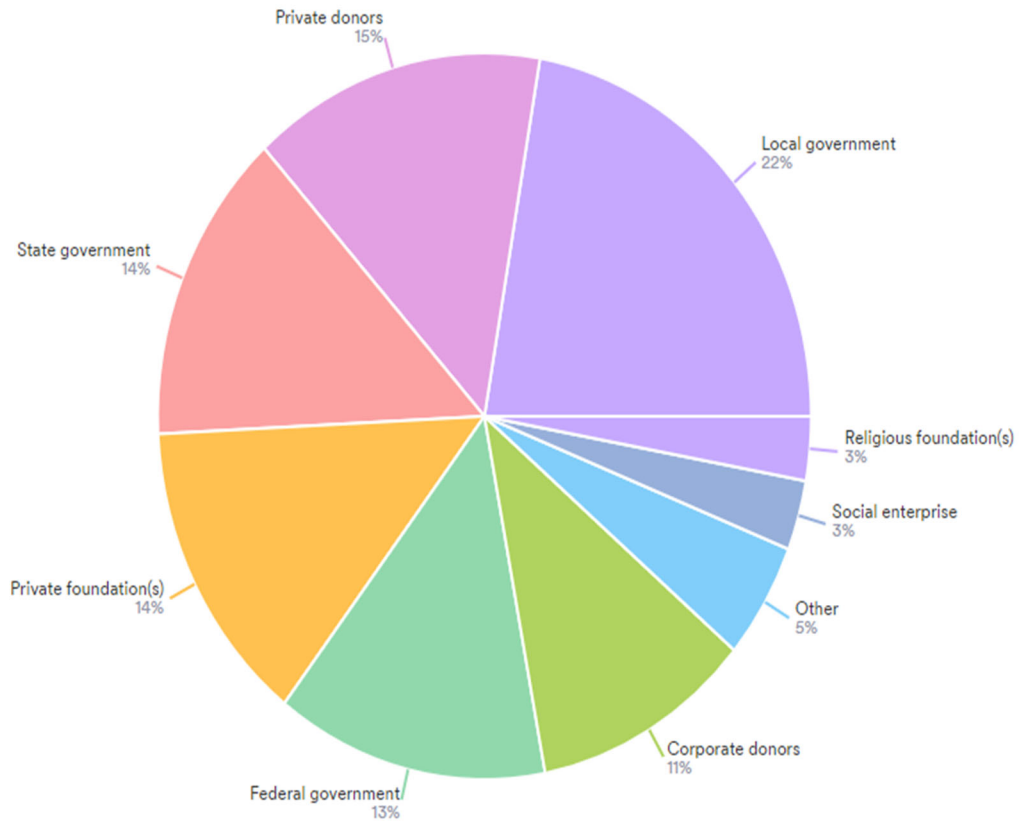
Which of the following describe your organization/agency?



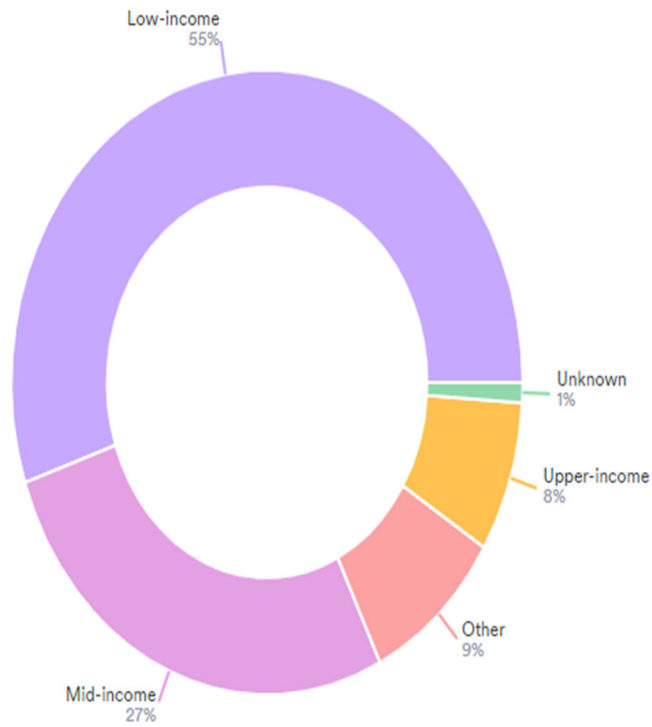
## What is your position within the organization?



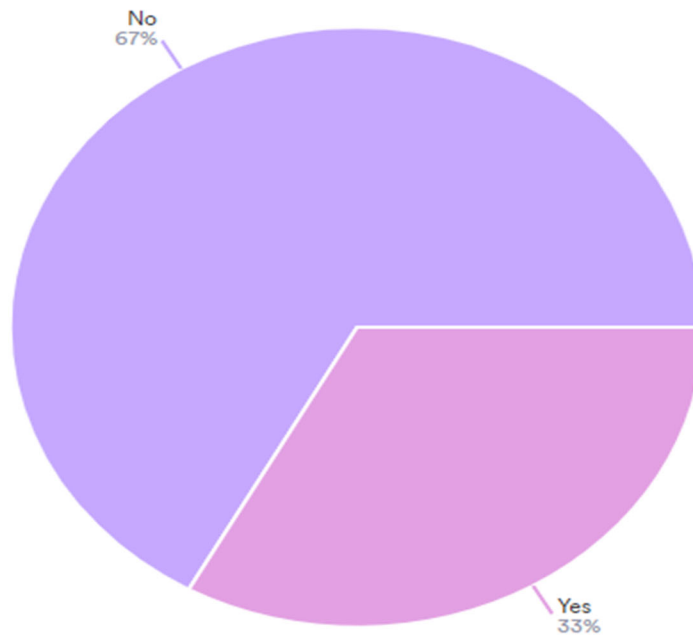
### From what sources are you funded?



What category do the majority of your clients fall?



Does your organization/agency currently have a waiting list for services?

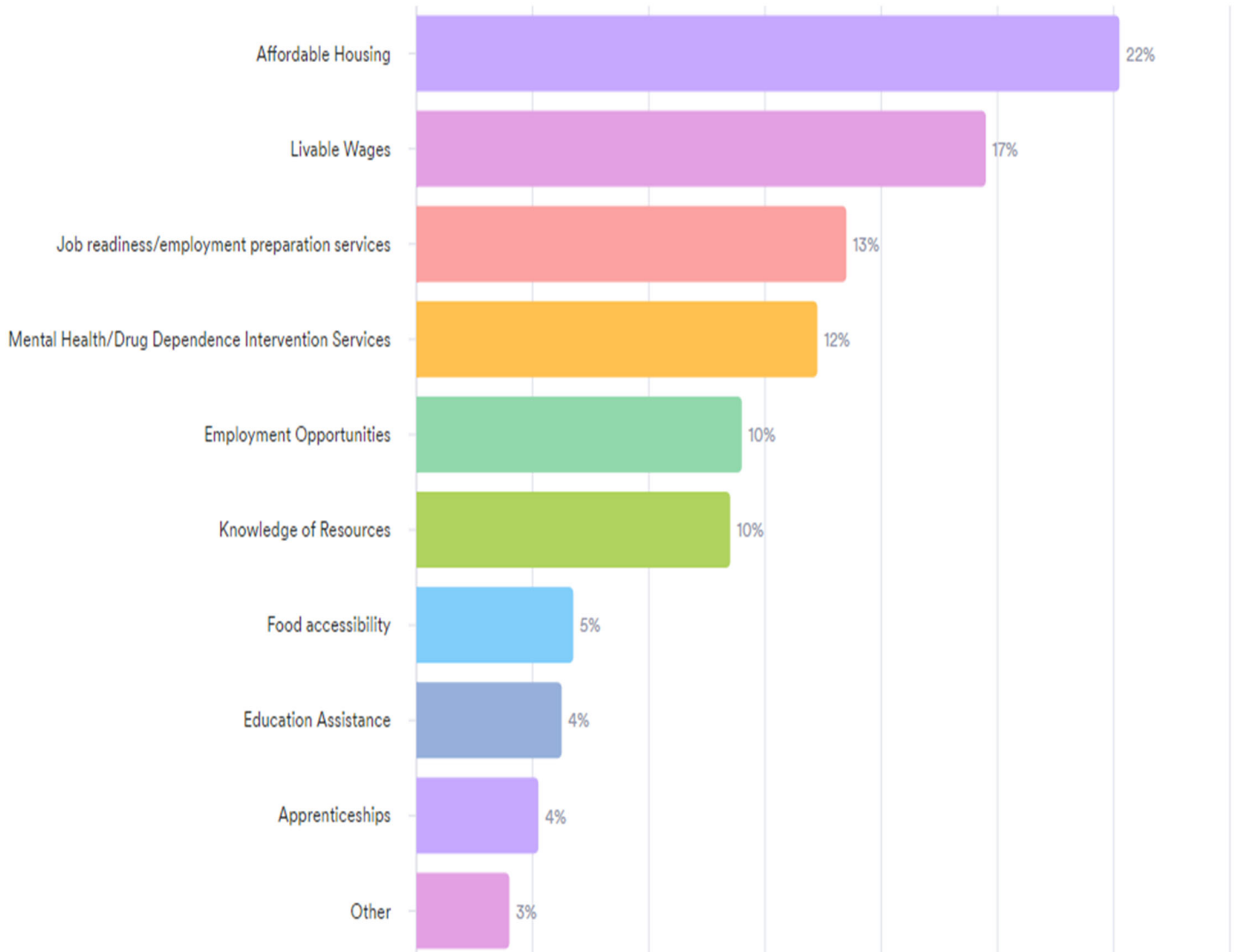




## Top Needs of Low-Income Residents

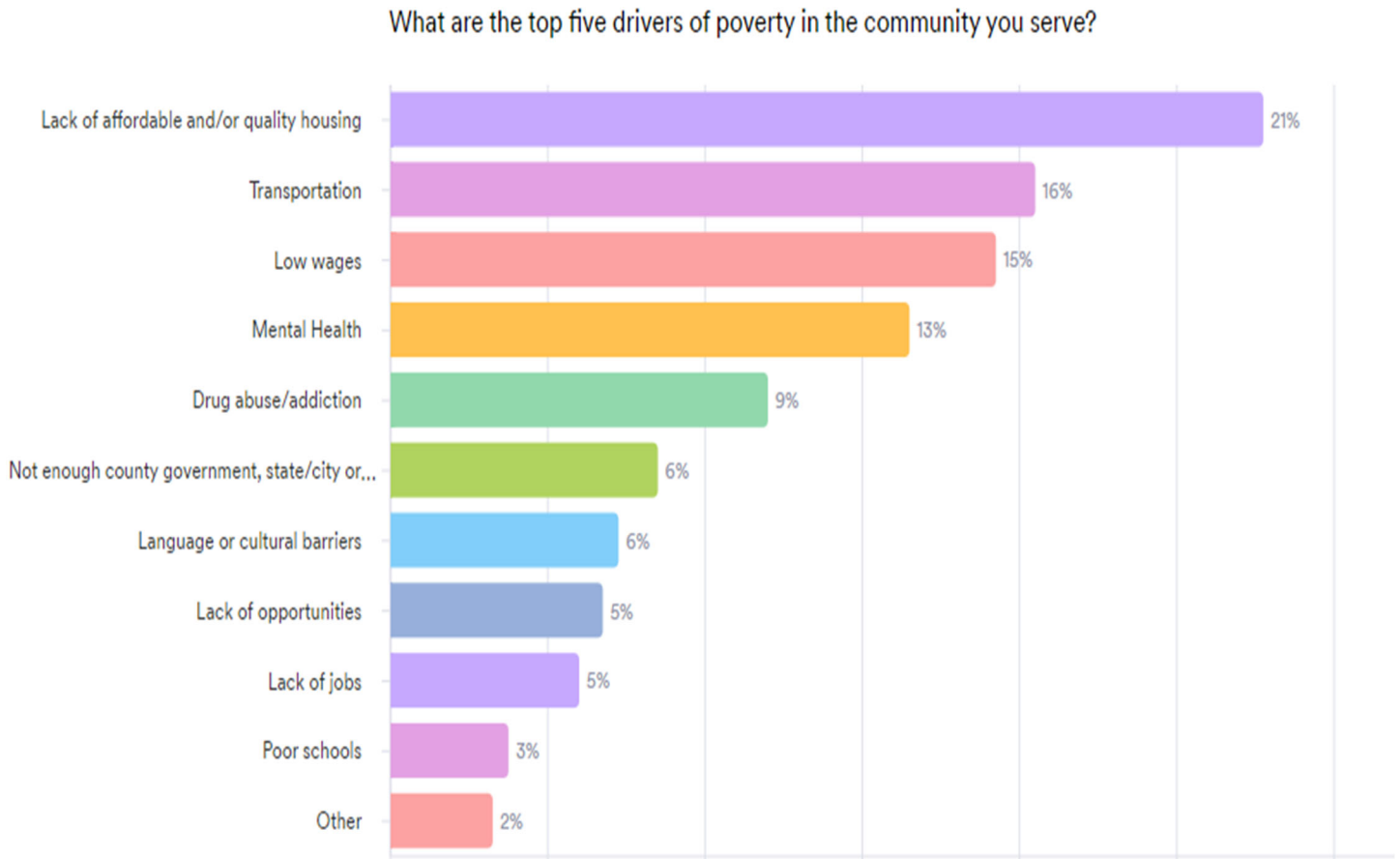
The agencies identified the top five needs of low-income residents as Affordable Housing, Liveable Wages, Job readiness/employment preparation, mental health/Drug dependence intervention services. And employment opportunities.

What are the top five needs in the community to help low-income residents improve their financial/economic status?



## Top Drivers of Poverty

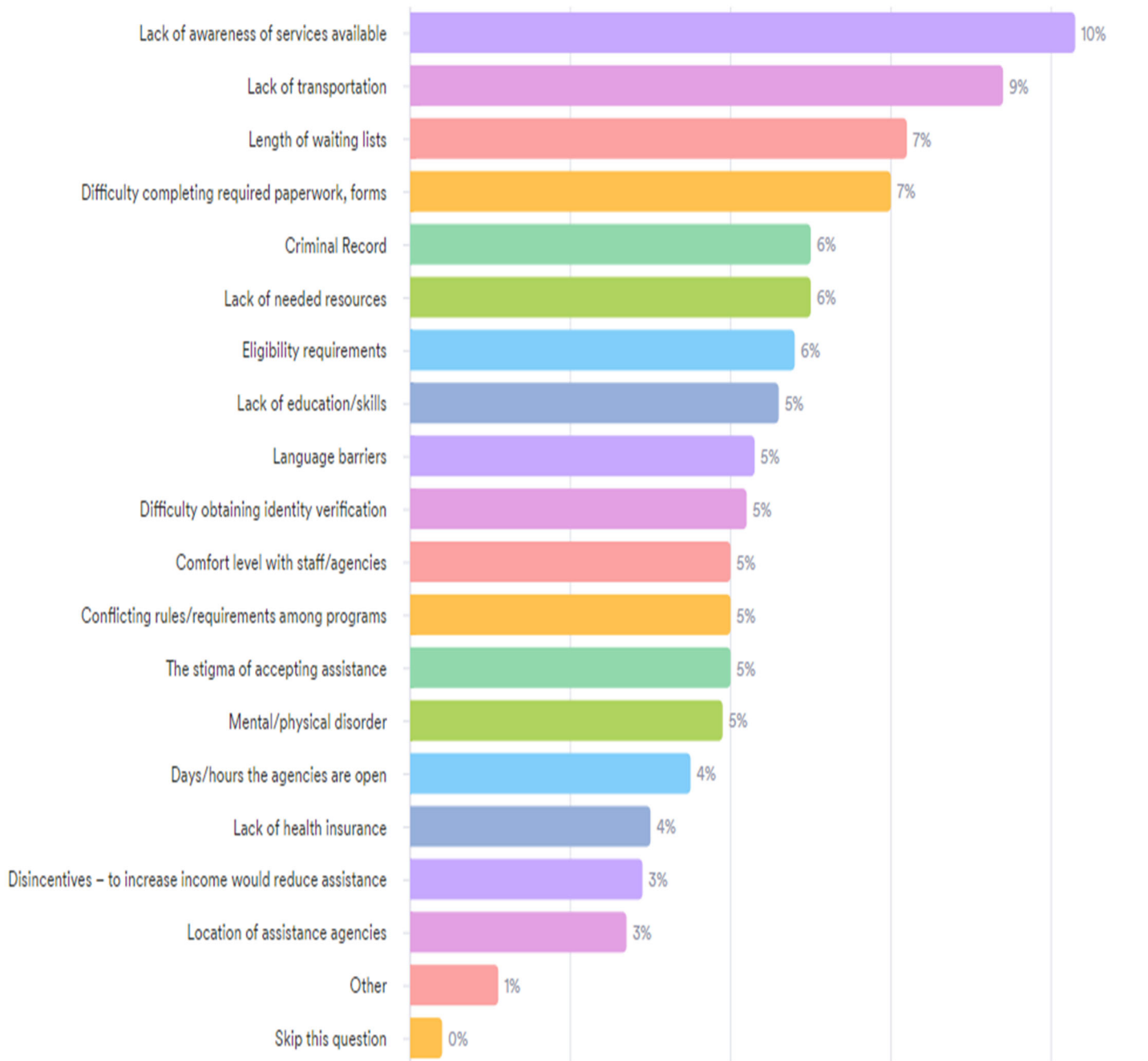
The agencies identified the top five drivers of poverty in the community: lack of affordable/or quality housing, transportation, low wages, mental health, and drug abuse/addiction.



## Top barriers

The respondents identified the top five barriers preventing clients from receiving assistance: lack of award of services available, lack of transportation, length of waiting lists, difficulty completing required paperwork, and an even response of a criminal record and lack of needed resources.

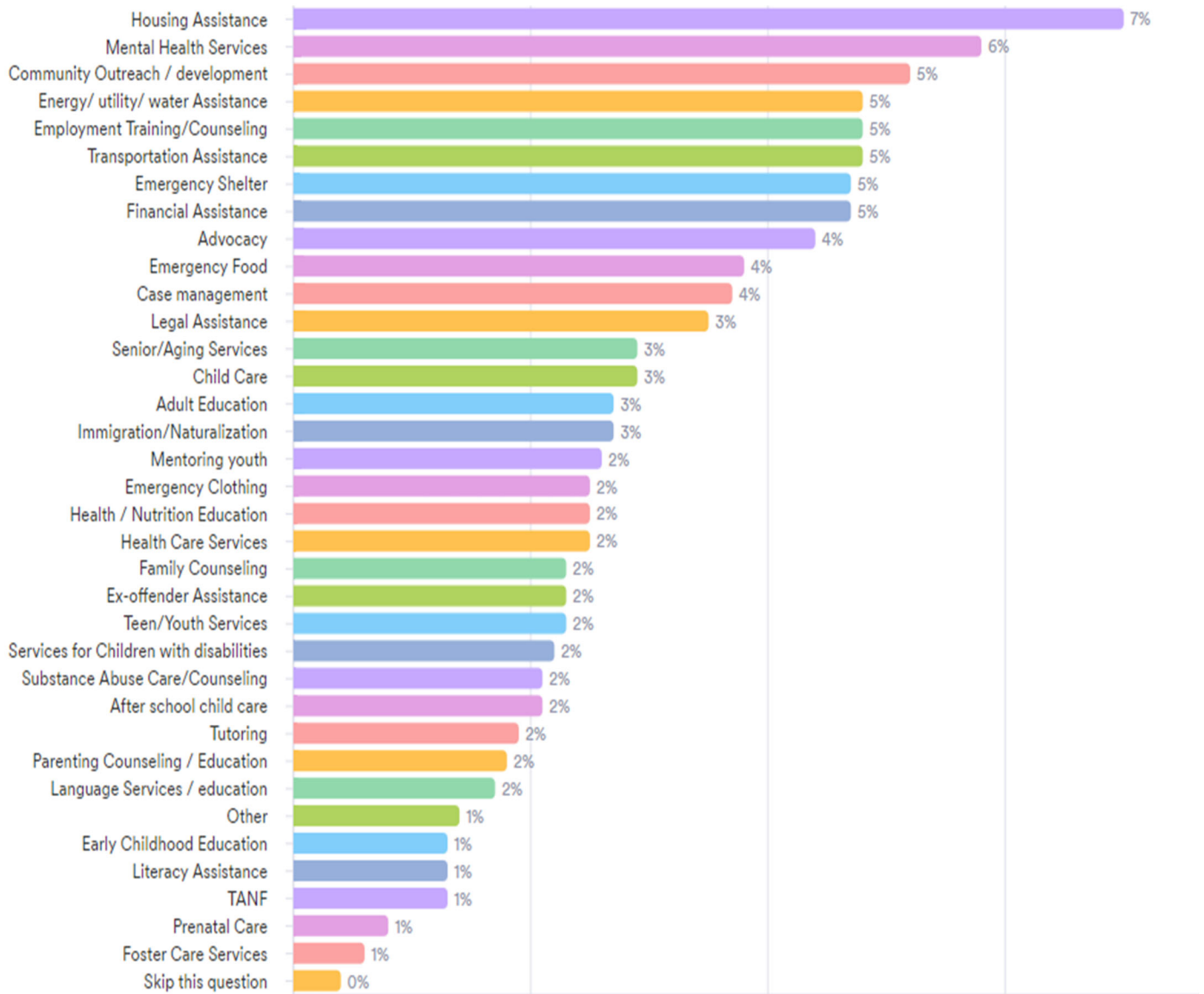
What are some of the barriers preventing clients from receiving assistance?



## Services and Resourced Needed

The top five additional resources needed concerning the services and programs offered by the agencies who responded are housing assistance, mental health services, community outreach/development, utility assistance, employment training/counseling, and transportation assistance.

What additional resources are needed in relation to the services and programs you offer?

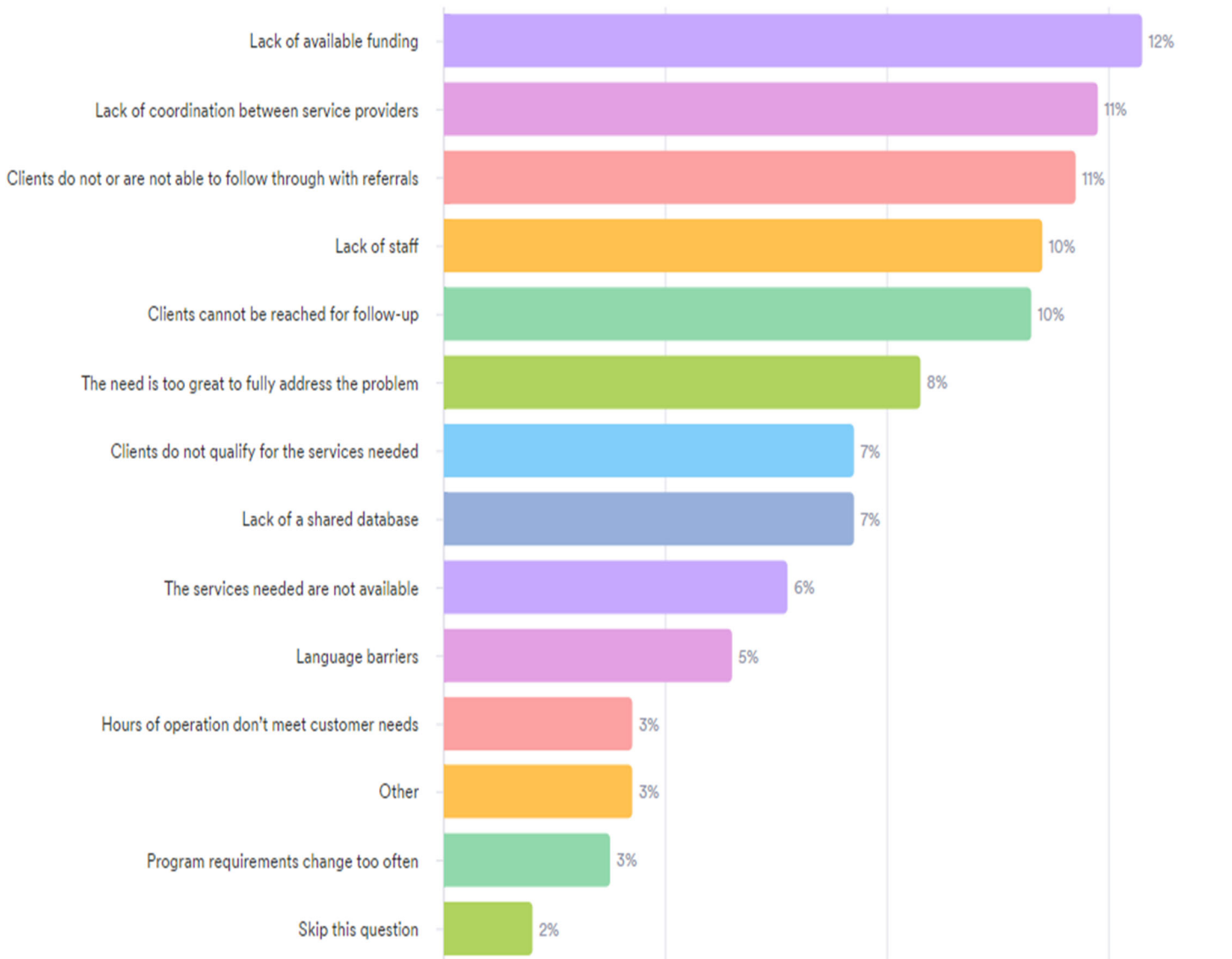


## Top challenges

The top challenges that agencies have with administering services are:

- Lack of available funding.
- Lack of coordination between services providers.
- Clients not being able to follow through with benefits.
- Lack of staff.

What are some of the challenges of administering services?



The agencies provided feedback on an opportunity to offer needed services in the community they service what would be and how would you administer it. Some of the response is below, and the full text of respondents are listed in the **Appendix C**.

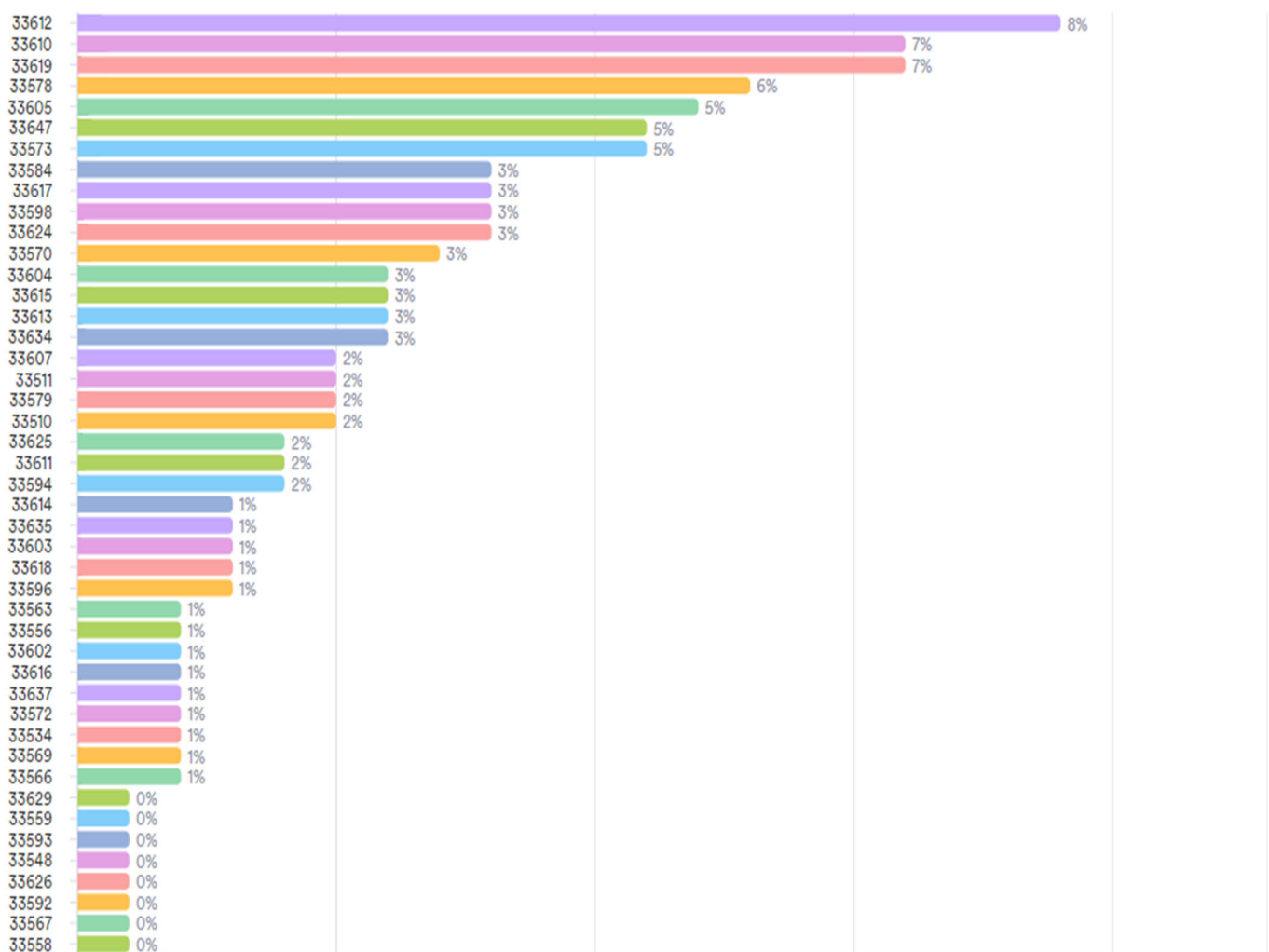
- “The recruitment of more Landlords to provide more affordable housing options including but not limited to mainstream providers but also providers that are not associated with mainstream community. We could partner with community agencies to do outreach and share incentives with local property owners.”
- “Immediate shelter/ by having funds to provide a hotel or place to live until they can have a permanent housing.”
- “One easy to use data base that has collaborative service providers with enough resources to assist with shelter, financial assistance, job, budget and financial coaching to create sustainability for our client”
- “Behavior Analyst Services to children with serious and disruptive behaviors that prevent learning and stability”
- “Transportation. Bring back the transportation service covered through The Tampa Bay Regional Transit Authority (TBARTA)”.

## Resident Survey Results

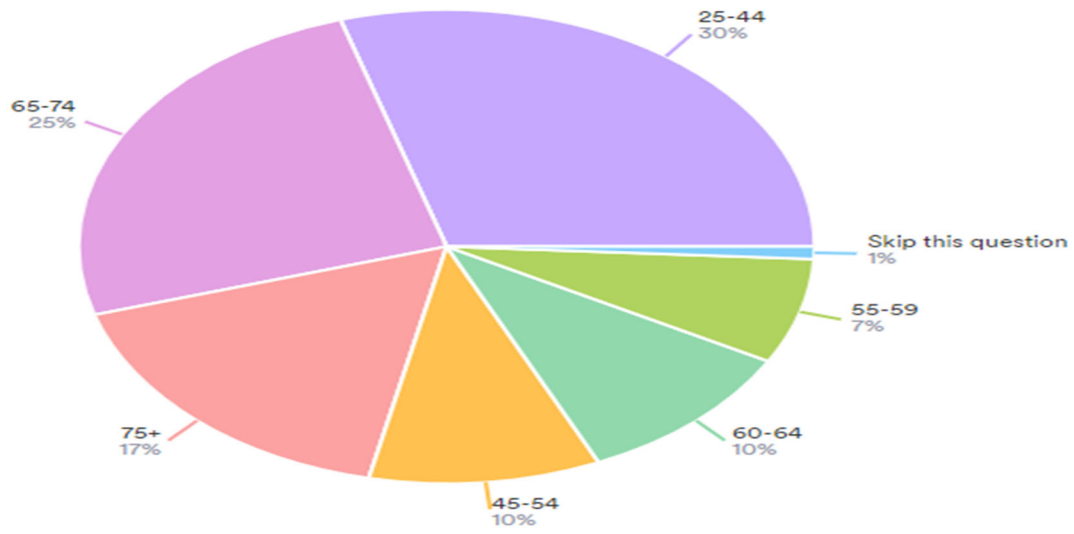
Two hundred forty-two residents completed the electronic community needs assessment survey. The characteristic of the majority who responded:

- Reside in zip codes 33612, 33610, 33619, 33758, and 33605, encompassing Tampa, Florida, and Riverview, Florida.
- They are in the age group of 25-44, second 65-74, and third 75 and older.
- They are part of a single-person household, two-person and third three-person household.
- A significant majority has an annual household income of less than \$25,760
- A significant majority of the respondents are females.
- The highest level of education is a high school diploma or GED.
- The primary method of transportation is by car or motorcycle.
- The top three employment status is retired, disabled-unable to work, employed working 40 or more hours per week.
- Rent an apartment or house.

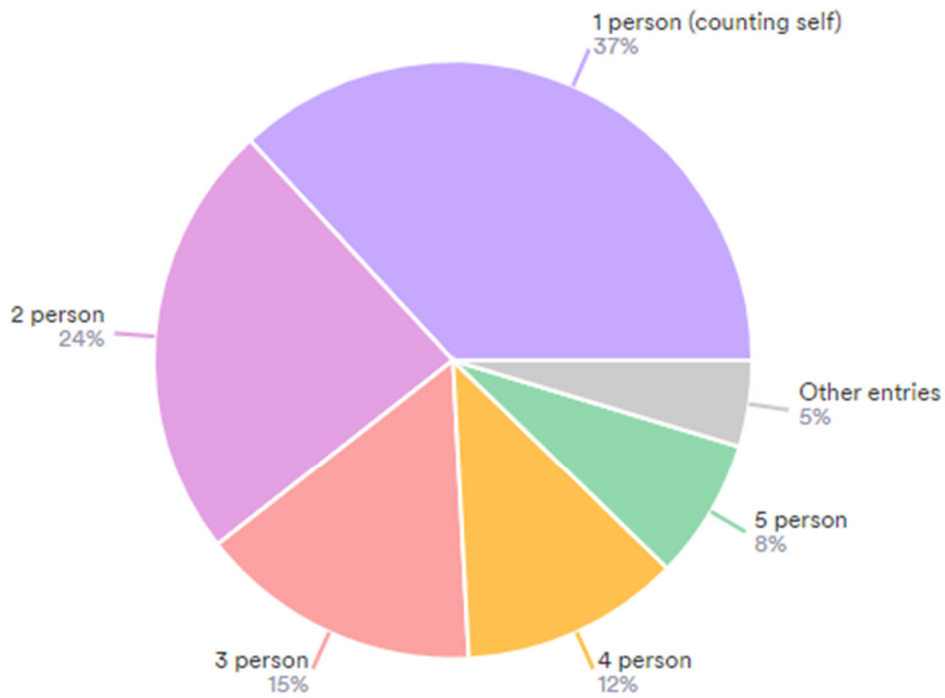
What is your zip code?



### What is your age?

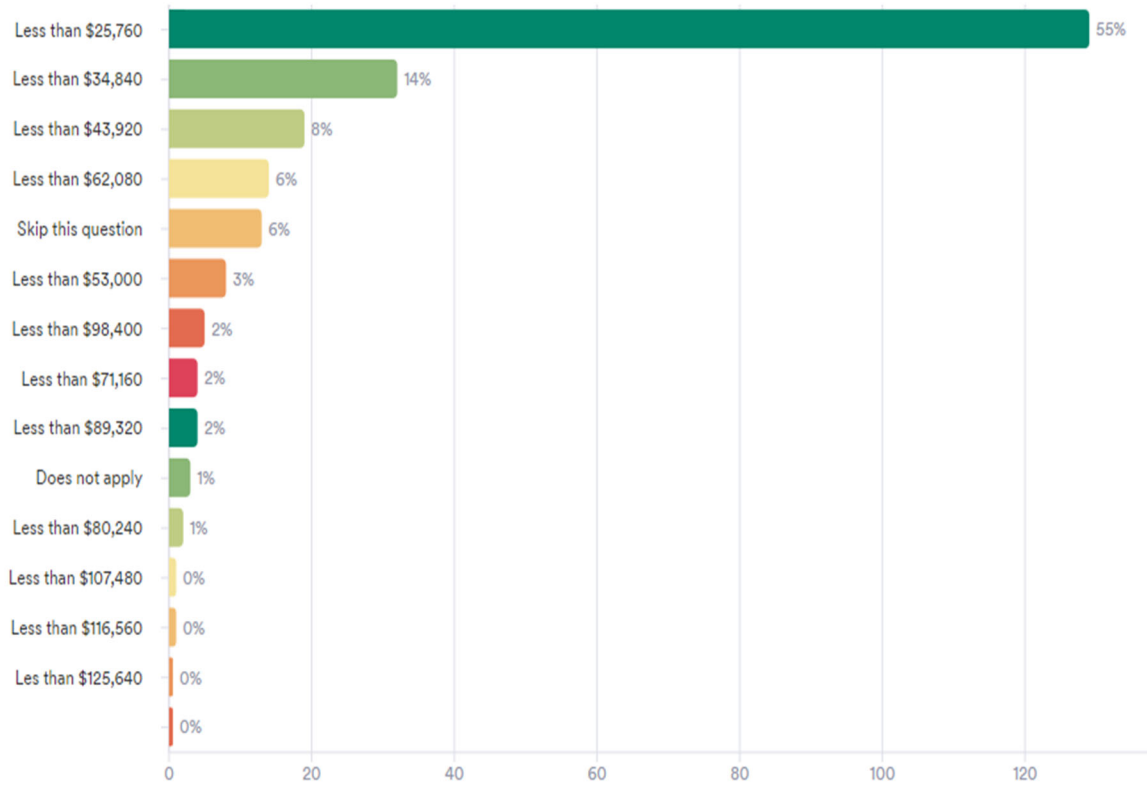


### How many people are in your household?

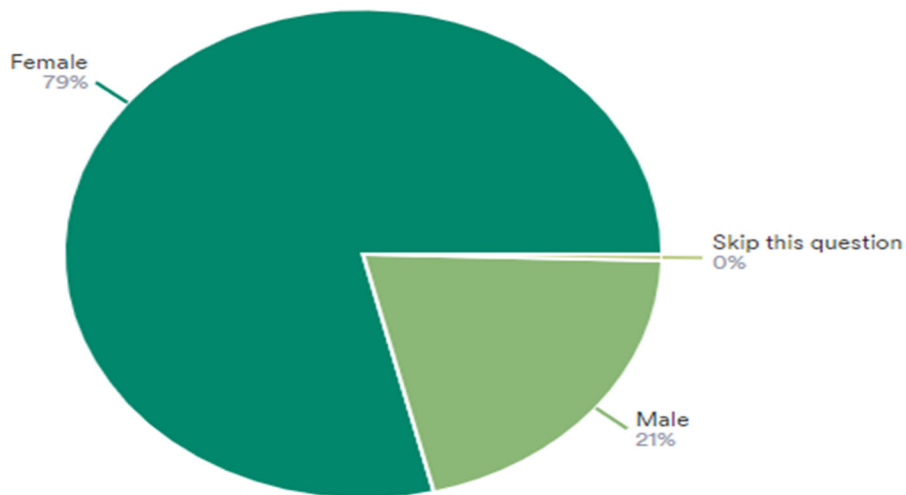




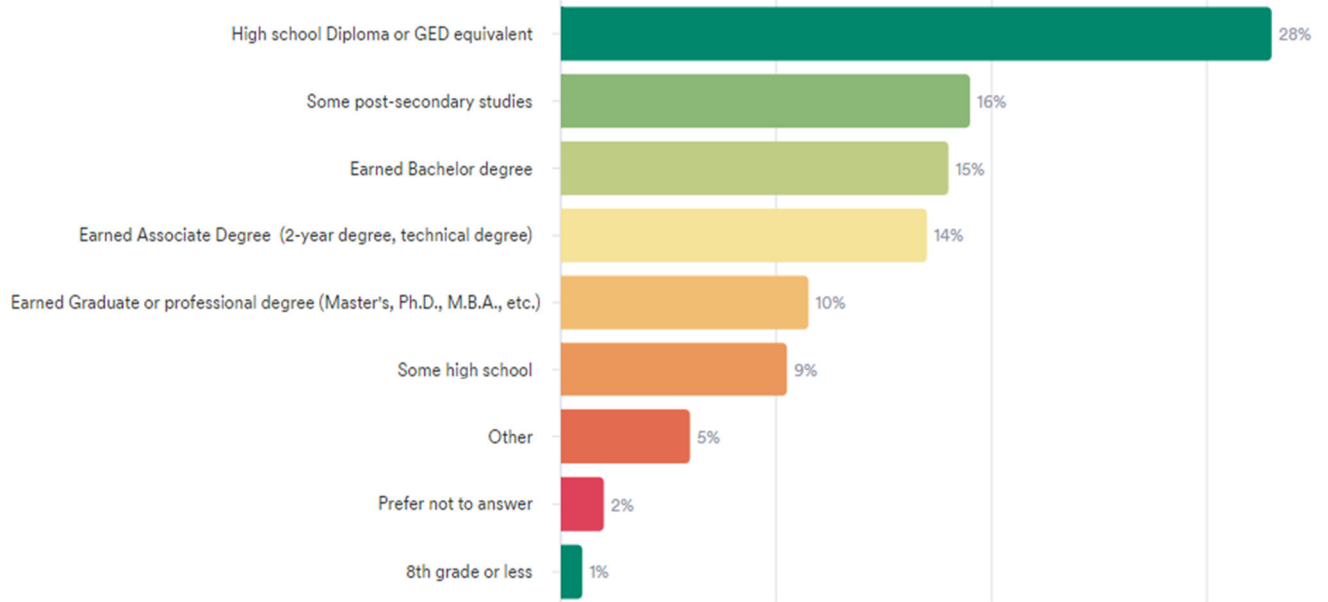
### What is your total annual household income?



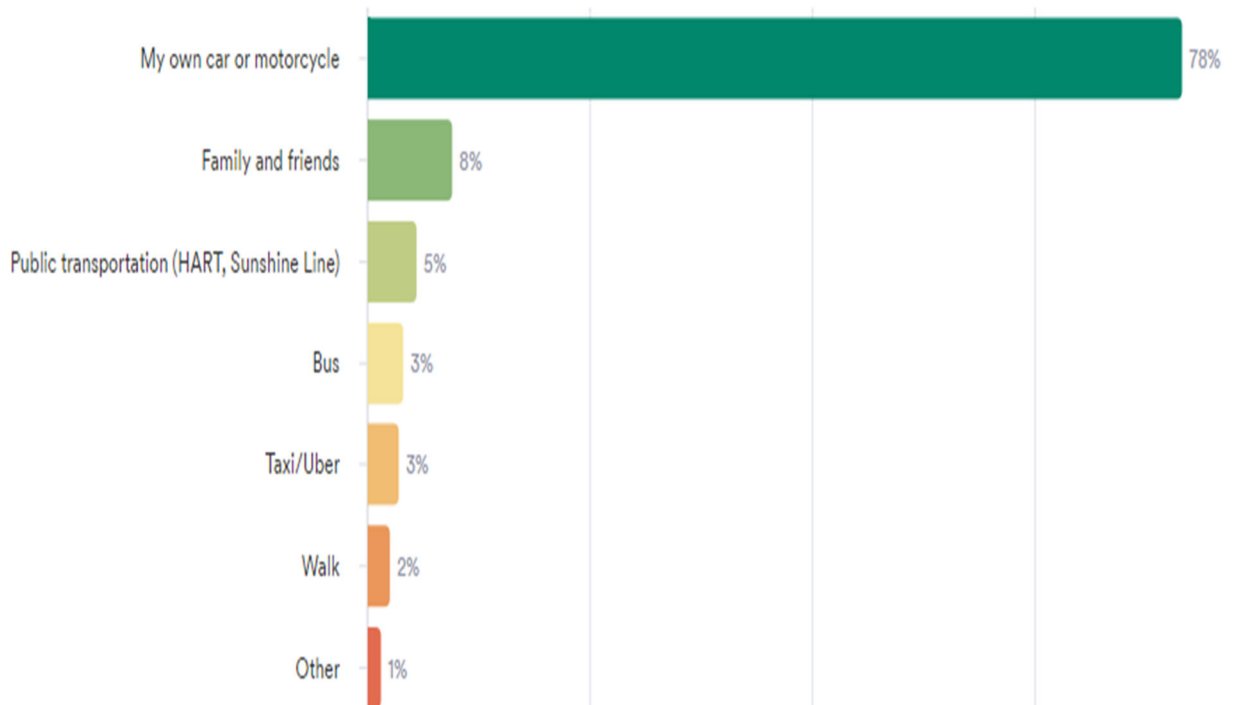
### What is your gender?



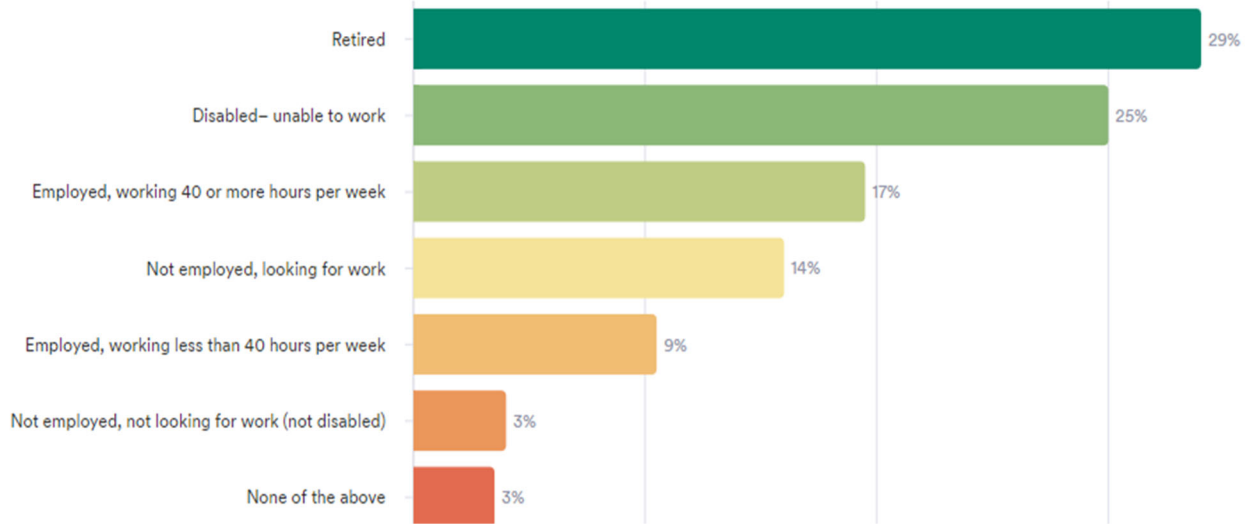
### 3. What is the highest level of education you have completed?



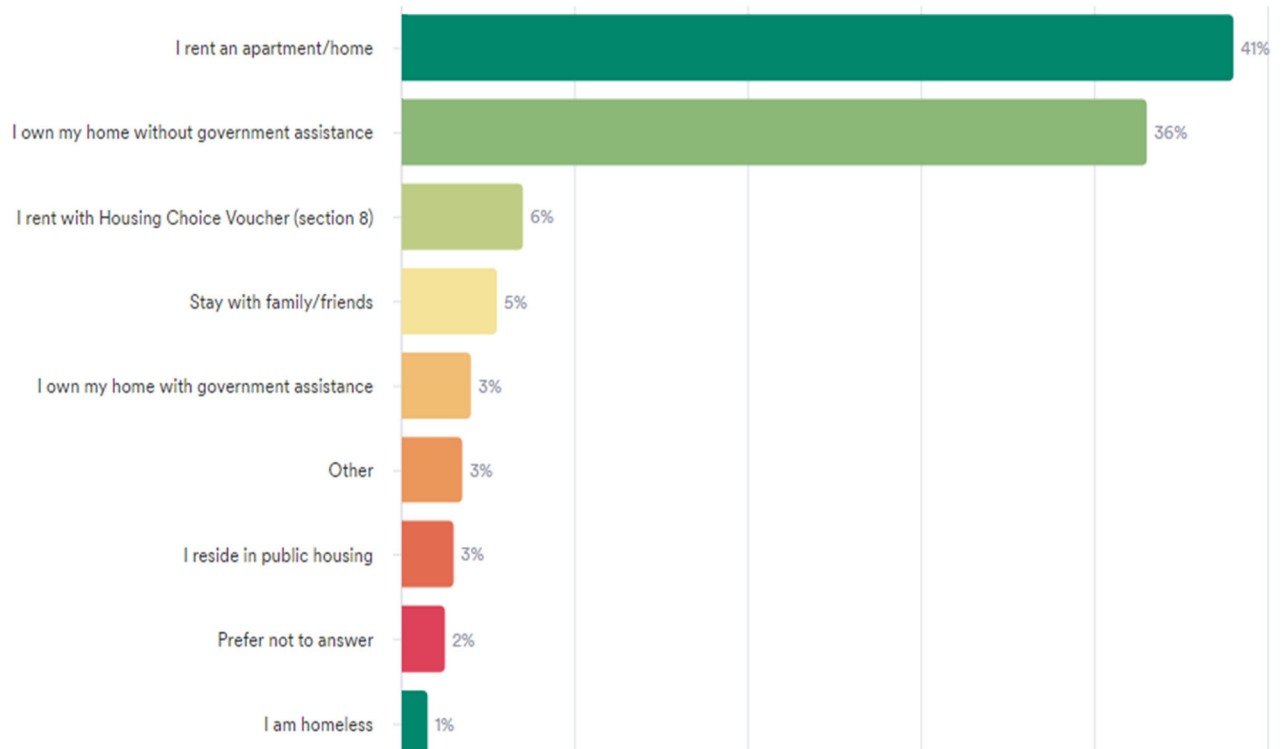
### What is your primary method of transportation?



Which of the following best describes your employment status?



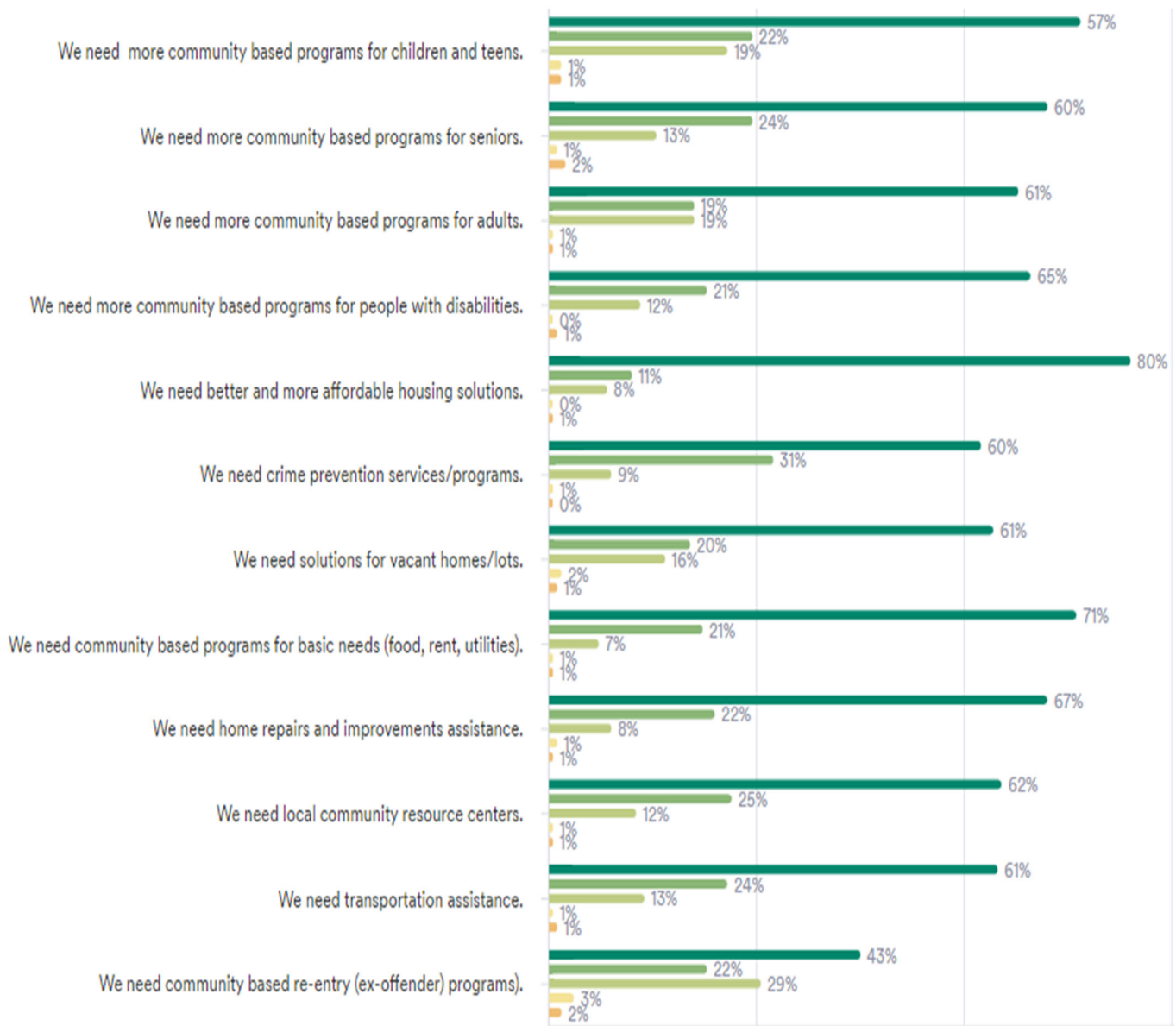
What is your current housing situation?



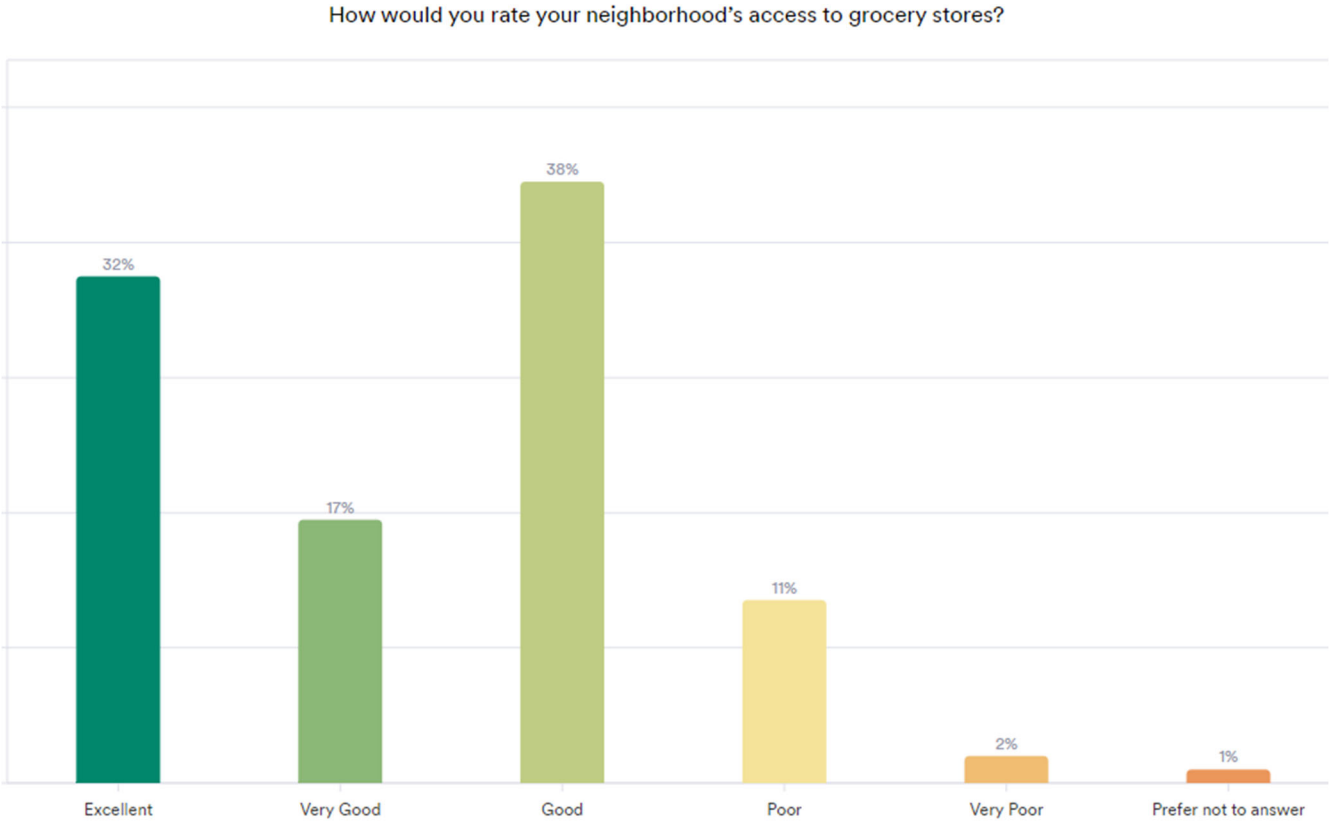
## Community Needs

On a strongly agree to strongly disagree scale, the residents were asked to rank their community needs in twelve categories. Residents ranked affordable housing solutions, community-based programs for basic needs (food, rent, utilities), and home repairs and improvements as the top three needs.

Please rank the following community needs from strongly agree to strongly disagree.



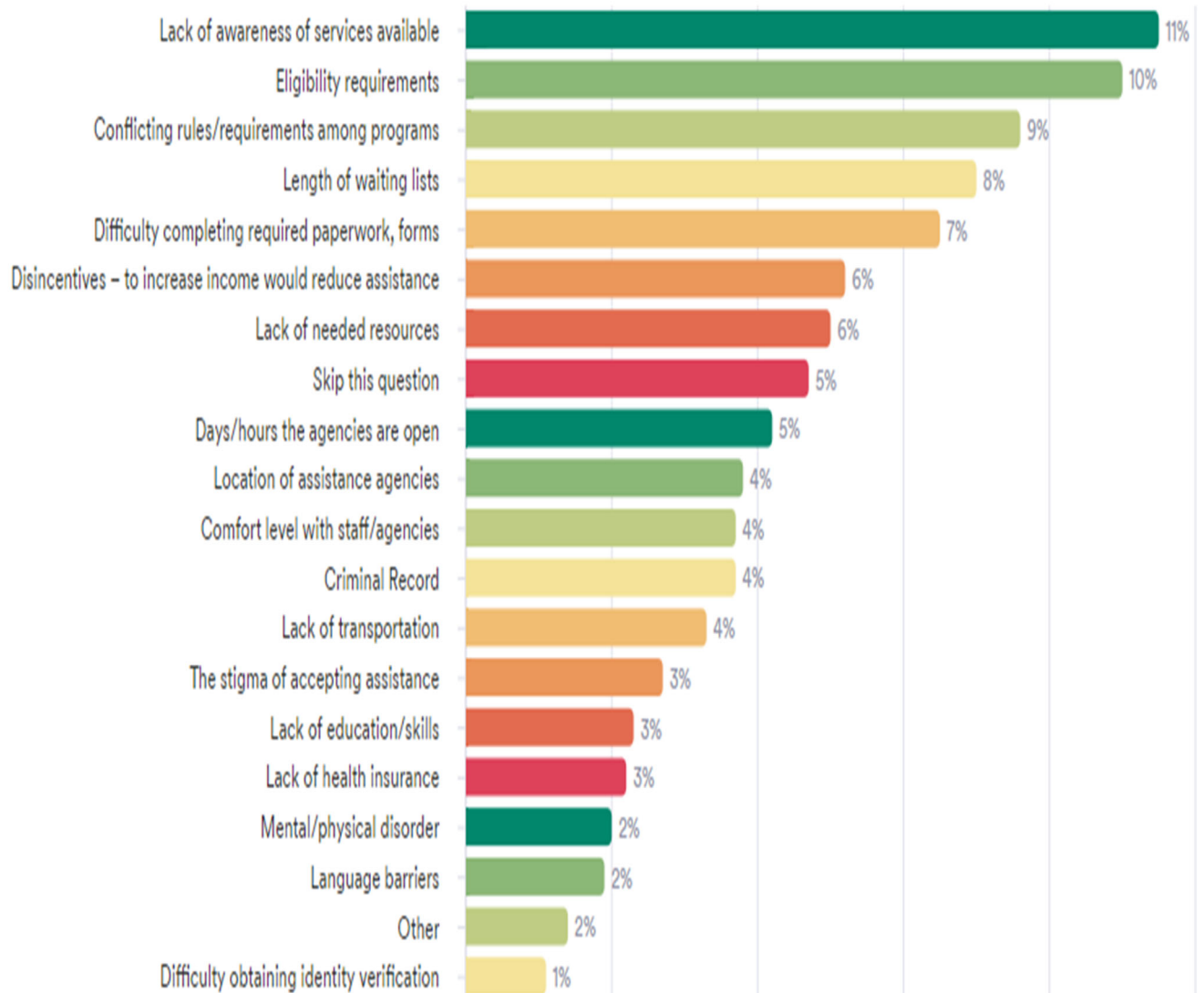
Residents were asked to rate their neighborhood's access to grocery stores. The majority ranked this category as good, second my excellent, and third by very good.



## Top Barriers

The residents were asked the five barriers to receiving services and access to resources available in their community. Most responses are lack of awareness of services available, eligibility requirements, conflicting rules/requirements among programs, length of waiting lists, difficulty thoroughly completing required paperwork.

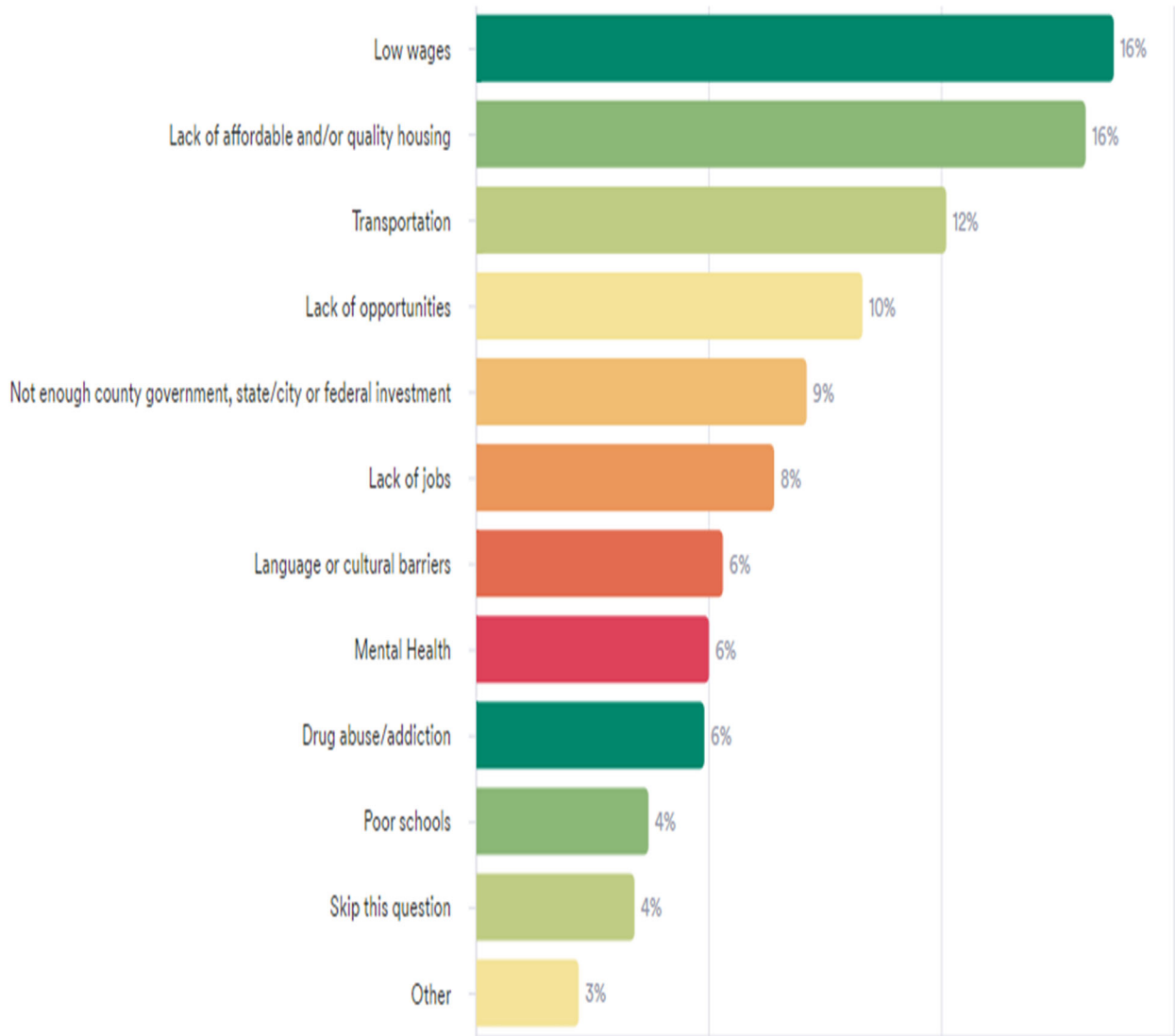
What do you think are five barriers to receiving services and access resources available in your community?



## Top Drivers of Poverty

The residents were asked the top five reason that prevent low-wage residents from becoming financially self-sufficient. The majority responded ow low wages. Lack of affordable housing/quality housing, transportation issues, lack of opportunities, and not enough government investment.

What are the top five reason that prevent low-wage residents from becoming financially self-sufficient?

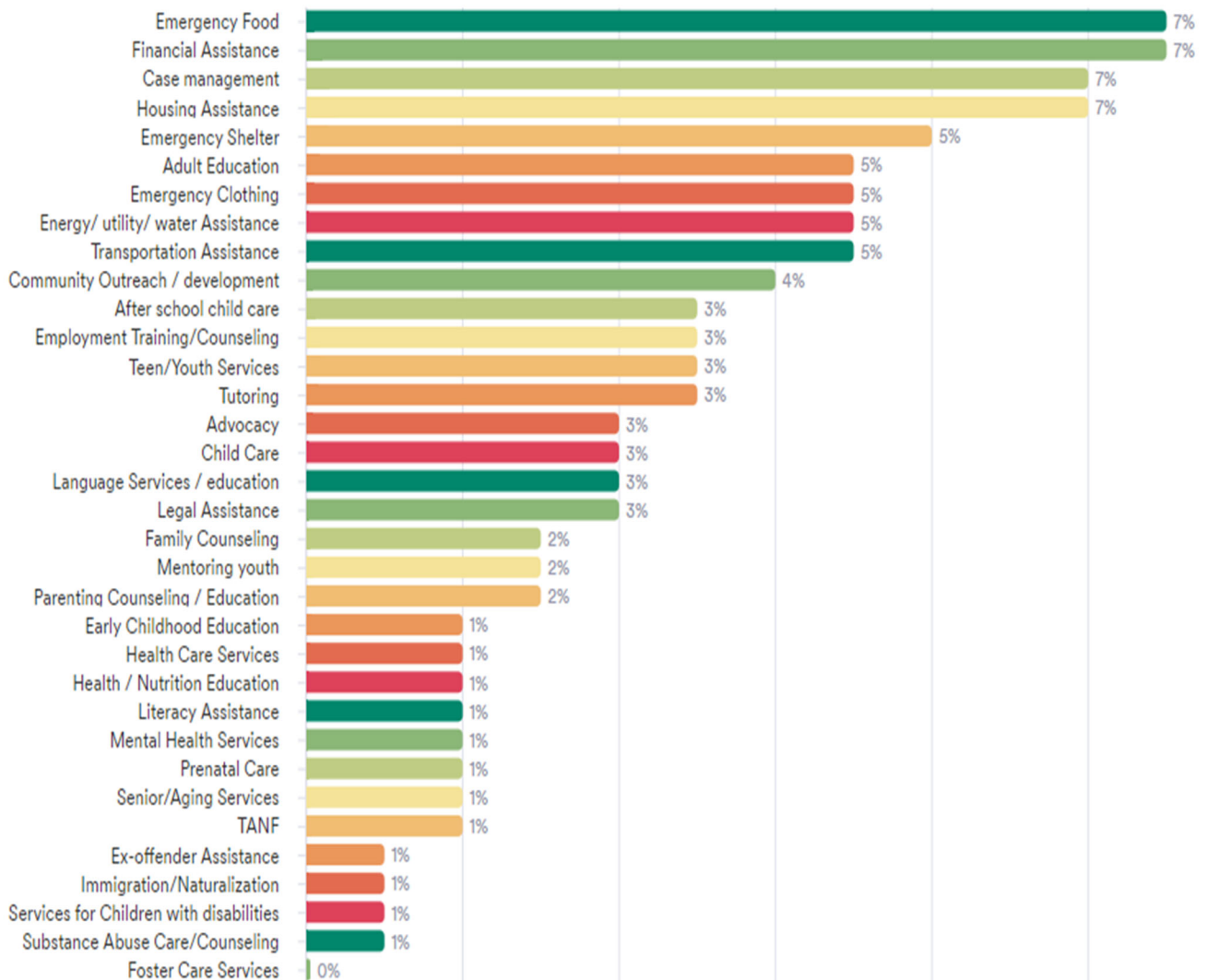


## Staff Survey Results

The final group surveyed was Hillsborough County Social Services staff. The staff surveyed identified the top five additional resources need in relation top services and programs services offer are emergency food, financial assistance, case management., housing assistance, and emergency shelter.

### Top Needs

What additional resources are needed in relation to services and programs Social Services offer?

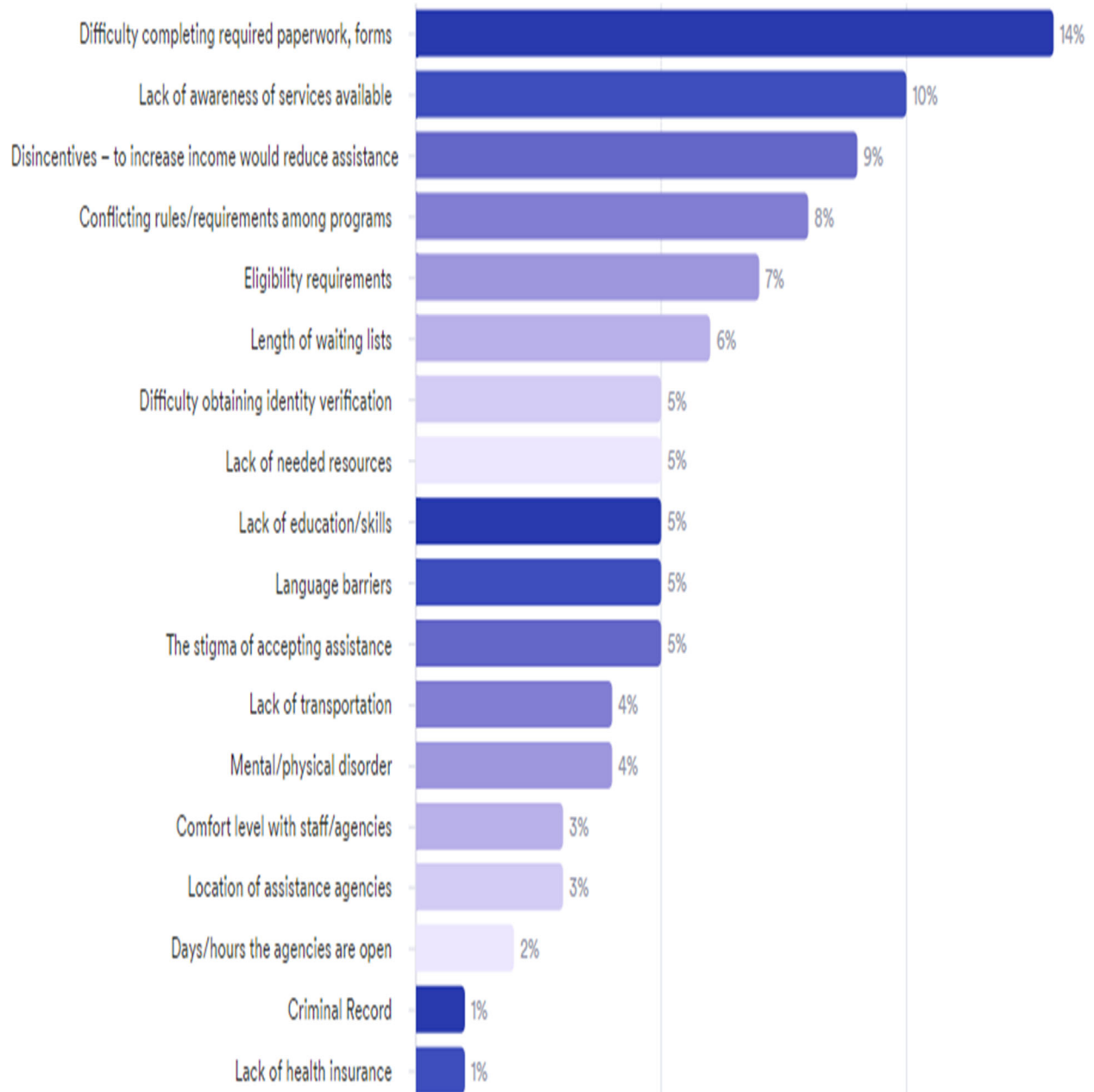




## Top Barriers

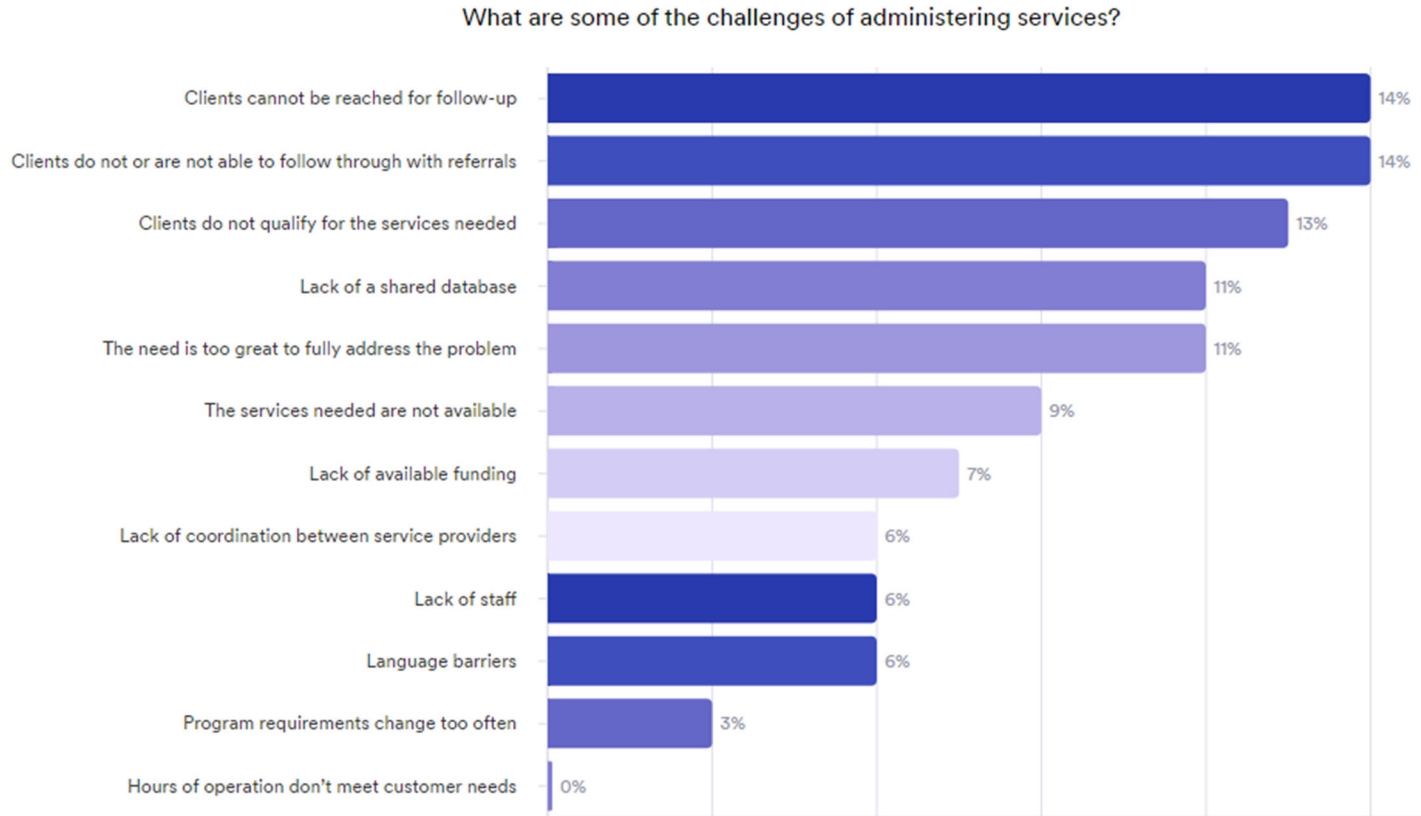
Staff identified the top five barriers preventing customers from receiving assistance: difficulty completing required paperwork and forms, lack of awareness of services available, disincentives to increase income would reduce assistance, conflict rules, and requirements about programs, and eligibility requirements.

What are some of the barriers preventing clients from receiving assistance?



## Top Challenges

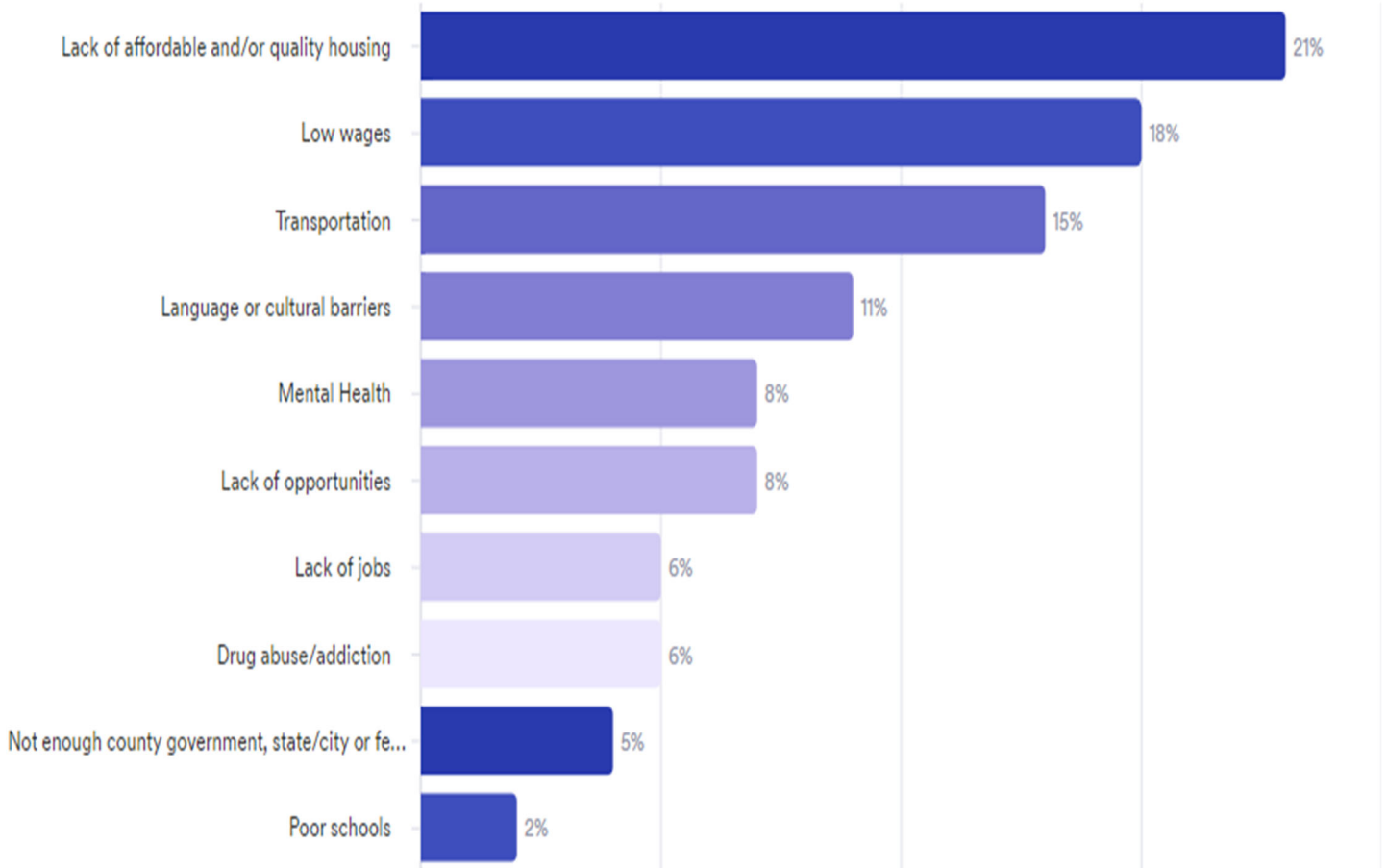
Some of the challenges of administering services are that staff cannot reach clients for follow-up, clients follow through with referrals, and clients do not qualify for the service needed as the top three challenges.



## Top Drivers of Poverty

Staff identified the top five drivers of poverty in the community is lack of affordable and quality housing, low wages, transportation issues, language or cultural barriers, mental health issues.

What are the top five drivers of poverty in the community?

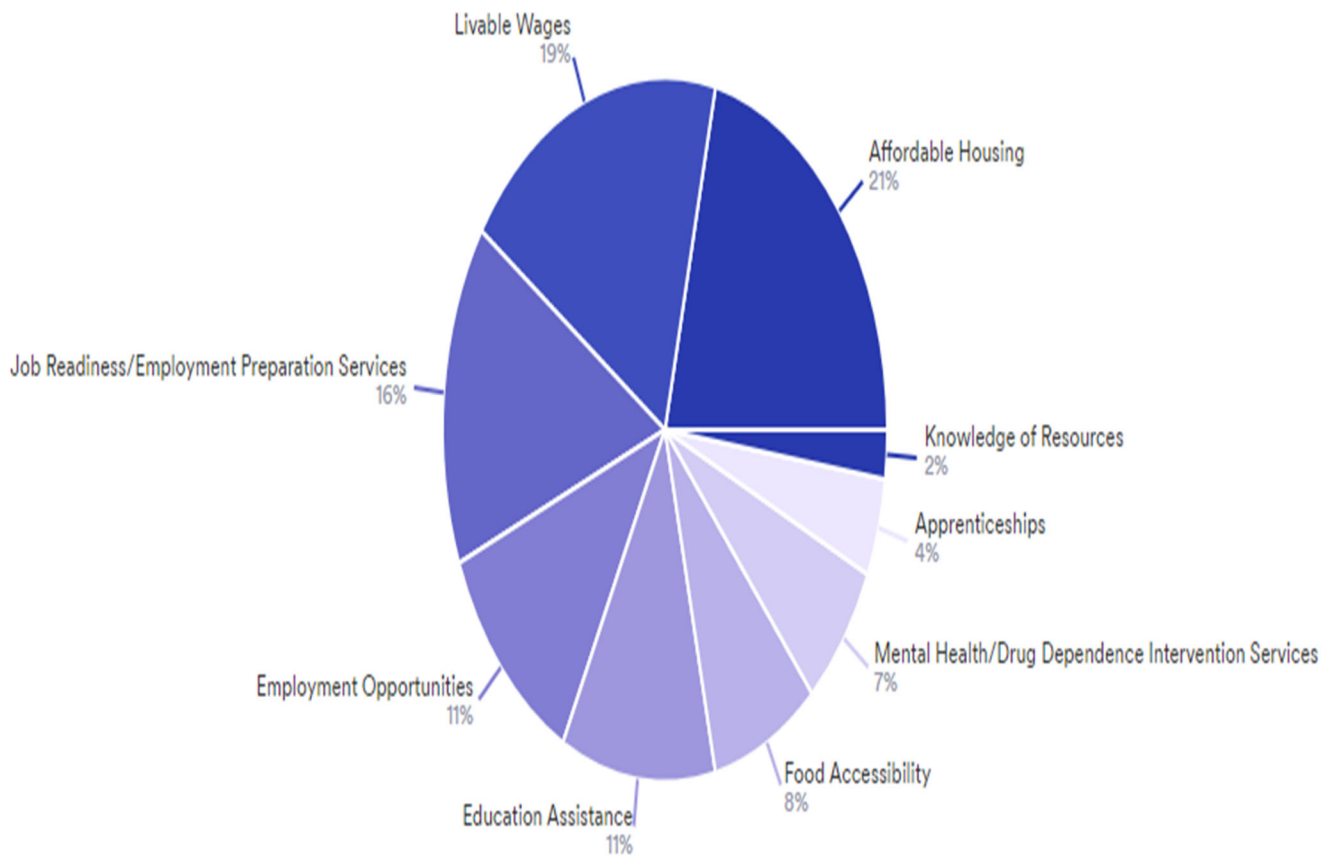


## Top Needs in the Community

Staff identified the top five needs in the community to help low-income residents improve their financial/economic status:

- Affordable housing
- Liveable wages
- Job readiness/employment preparation services
- Employment opportunities
- Education assistance

What are the top five needs in the community to help low-income residents improve their financial/economic status?



## **Conclusion and Recommendations**

Assessing the agency, resident, and staff survey responses, the most prevalent needs of residents are affordable housing, knowledge of services, adequate transportation, education/vocation training.

Some of the challenges of residents are no knowledge of service, fear and perception of receiving assistance, difficulty understanding the requirements, and varying eligibility requirements. Agencies can assist through collaboration and understanding of services in the community.

Feedback for long-range planning is expanding one-stop services and reducing the duplication of services, ensuring that services are available in low-income concentrated communities. Hillsborough County Social Services cannot cover all the needs identified in the community-wide needs assessment. However, Social Services is committed to working collaboratively with other service providers in its service area to improve the lives of vulnerable residents in all areas of Hillsborough County.

# Appendix A

## Hillsborough County

Florida's 4th most populous county  
with 6.8% of Florida's population



### Population

	Hillsborough County	Florida
<b>Census Population</b>		
1980 Census	646,939	9,746,961
1990 Census	834,054	12,938,071
2000 Census	998,948	15,982,824
2010 Census	1,229,226	18,801,332
2020 Census	1,459,762	21,538,187
% change 2010-2020	18.8%	14.6%
<b>Age</b>		
% Under 18 years of age	22.0%	19.5%
<b>Race (alone) &amp; Ethnicity</b>		
% Not Hispanic-White	45.7%	51.5%
% Not Hispanic-Black or African American	15.4%	14.5%
% Not Hispanic-American Indian and Alaska Native	0.2%	0.2%
% Not Hispanic-Asian	4.8%	2.9%
% Not Hispanic-Native Hawaiian and Other Pacific Islander	0.1%	0.1%
% Not Hispanic-Some Other Race	0.7%	0.6%
% Not Hispanic-Two or More Races	3.9%	3.7%
% Hispanic or Latino (of any race)	29.3%	26.5%
Household Population per Occupied Housing Unit	2.55	2.47
<b>Estimates and Projections</b>		
2021 Estimate	1,490,374	21,898,945
Based on 2020 Estimate		
2025	1,614,227	23,138,553
2030	1,723,500	24,419,127
2035	1,811,841	25,461,863
2040	1,889,150	26,356,415
2045	1,958,324	27,149,835
2020 Median Age	36.3	41.8

### Population Characteristics

	County	Florida
Language spoken at home other than English		
Persons aged 5 and over	29.6%	29.4%
Place of birth		
Foreign born	17.6%	20.7%
Veteran status		
Civilian population 18 and over	8.4%	8.6%

### Households and Family Households

	Hillsborough County	Florida
<b>Households</b>		
Total households, 2000 Census	391,357	6,338,075
Family households, 2000 Census	255,222	4,210,760
% with own children under 18	48.1%	42.3%
Total households, 2010 Census	474,030	7,420,802
Family households, 2010 Census	304,864	4,835,475
% with own children under 18	46.2%	40.0%
Average Household Size, 2010 Census	2.55	2.48
Average Family Size, 2010 Census	3.11	3.01

### Real Gross Domestic Product

	Hillsborough County	Florida
<b>Real GDP (Thousands of Chained 2012 Dollars)</b>		
2015 GDP	74,252,175	852,242,411
Percent of the State	8.7%	
2016 GDP	77,171,028	881,539,238
Percent of the State	8.8%	
2017 GDP	78,947,958	912,966,152
Percent of the State	8.6%	
2018 GDP	81,571,702	943,463,397
Percent of the State	8.6%	
2019 GDP	85,153,512	971,619,168
Percent of the State	8.8%	
2020 GDP	83,550,687	944,000,797
Percent of the State	8.9%	

### Housing

	Hillsborough County	Florida
<b>Housing Counts</b>		
Housing units, 2020 Census	602,886	9,865,350
Occupied	559,949	8,529,067
Vacant	42,937	1,336,283
<b>Units Permitted</b>		
1990	5,529	126,384
2000	11,656	155,269
2010	3,950	38,679
2011	4,181	42,360
2012	7,095	64,810
2013	6,872	86,752
2014	7,490	84,075
2015	9,486	109,924
2016	10,662	116,240
2017	11,567	122,719
2018	9,897	144,427
2019	14,422	154,302
2020	12,392	164,074
<b>Density</b>		
Persons per square mile		
2000	950.6	296.4
2010	1,204.9	350.6
2020	1,428.5	401.4
2021	1,458.4	408.2

According to Census definitions, a household includes all of the people who occupy a housing unit. The occupants may be a single family, one person living alone, two or more families living together, or any other group of related or unrelated people who share living quarters. A family includes a householder and one or more other people living in the same household who are related to the householder by birth, marriage, or adoption. Census counts may be corrected for Census Count Question Resolution (CQR).

**Employment and Labor Force**

<b>Establishments</b>	<b>Hillsborough County</b>	<b>Florida</b>	<b>Establishments</b>	<b>Hillsborough County</b>	<b>Florida</b>
<b>2020 preliminary</b>			<b>% of All Industries, 2020 preliminary</b>		
All industries	48,520	763,477	All industries	48,520	763,477
Natural Resource & Mining	288	5,511	Natural Resource & Mining	0.6%	0.7%
Construction	4,808	77,530	Construction	9.9%	10.2%
Manufacturing	1,265	21,812	Manufacturing	2.6%	2.9%
Trade, Transportation and Utilities	8,879	145,824	Trade, Transportation and Utilities	18.3%	19.1%
Information	883	13,452	Information	1.8%	1.8%
Financial Activities	5,671	83,894	Financial Activities	11.7%	11.0%
Professional & Business Services	12,520	187,325	Professional & Business Services	25.8%	24.5%
Education & Health Services	6,129	87,735	Education & Health Services	12.6%	11.5%
Leisure and Hospitality	3,764	60,978	Leisure and Hospitality	7.8%	8.0%
Other Services	3,384	56,376	Other Services	7.0%	7.4%
Government	263	5,894	Government	0.5%	0.8%
<b>Average Annual Employment</b>	<b>Hillsborough County</b>	<b>Florida</b>	<b>Average Annual Wage</b>	<b>Hillsborough County</b>	<b>Florida</b>
<b>% of All Industries, 2020 preliminary</b>			<b>2020 preliminary</b>		
All industries	683,889	8,452,413	All industries	\$60,913	\$55,845
Natural Resource & Mining	0.9%	0.8%	Natural Resource & Mining	\$28,975	\$37,711
Construction	6.4%	6.7%	Construction	\$61,306	\$55,884
Manufacturing	4.0%	4.5%	Manufacturing	\$62,009	\$66,740
Trade, Transportation and Utilities	18.8%	20.6%	Trade, Transportation and Utilities	\$51,206	\$49,378
Information	2.1%	1.5%	Information	\$94,812	\$93,327
Financial Activities	11.0%	6.9%	Financial Activities	\$85,281	\$84,238
Professional & Business Services	19.5%	16.1%	Professional & Business Services	\$74,233	\$68,201
Education & Health Services	14.4%	15.3%	Education & Health Services	\$56,523	\$55,093
Leisure and Hospitality	9.1%	11.9%	Leisure and Hospitality	\$28,908	\$45,092
Other Services	2.5%	3.0%	Other Services	\$39,326	\$41,146
Government	11.1%	12.5%	Government	\$62,193	\$58,795

Industries may not add to the total due to confidentiality and unclassified.

<b>Labor Force as Percent of Population</b>	<b>Hillsborough County</b>	<b>Florida</b>	<b>Unemployment Rate</b>	<b>Hillsborough County</b>	<b>Florida</b>
<b>Aged 18 and Older</b>					
1990	72.5%	64.5%	1990	5.0%	6.2%
2000	71.6%	64.2%	2000	3.3%	3.8%
2010	69.1%	61.8%	2010	10.7%	10.8%
2020	6.3%	58.8%	2020	8.3%	3.3%

**Income and Financial Health**

<b>Personal Income (\$000s)</b>	<b>Hillsborough County</b>	<b>Florida</b>	<b>Per Capita Personal Income</b>	<b>Hillsborough County</b>	<b>Florida</b>
1990	\$15,254,715	\$257,571,430	1990	\$18,225	\$19,763
2000	\$29,340,278	\$472,851,789	2000	\$29,240	\$29,466
2010	\$49,107,532	\$732,457,478	2010	\$39,811	\$38,865
2011	\$53,900,375	\$771,409,454	2011	\$42,927	\$40,482
% change 2010-11	9.8%	5.3%	% change 2010-11	7.8%	4.2%
2012	\$53,274,790	\$800,551,723	2012	\$41,625	\$41,475
% change 2011-12	-1.2%	3.8%	% change 2011-12	-3.0%	2.5%
2013	\$52,756,970	\$802,975,701	2013	\$40,443	\$41,069
% change 2012-13	-1.0%	0.3%	% change 2012-13	-2.8%	-1.0%
2014	\$55,690,479	\$861,412,339	2014	\$41,786	\$43,388
% change 2013-14	5.6%	7.3%	% change 2013-14	3.3%	5.6%
2015	\$58,900,296	\$919,834,894	2015	\$43,162	\$45,493
% change 2014-15	5.8%	6.8%	% change 2014-15	3.3%	4.9%
2016	\$60,760,060	\$954,069,719	2016	\$43,459	\$46,253
% change 2015-16	3.2%	3.7%	% change 2015-16	0.7%	1.7%
2017	\$64,345,490	\$1,023,131,116	2017	\$45,030	\$48,774
% change 2016-17	5.9%	7.2%	% change 2016-17	3.6%	5.5%
2018	\$68,074,583	\$1,087,188,628	2018	\$46,775	\$51,150
% change 2017-18	5.8%	6.3%	% change 2017-18	3.9%	4.9%
2019	\$71,733,512	\$1,139,799,293	2019	\$48,586	\$53,034
% change 2018-19	5.4%	4.8%	% change 2018-19	3.9%	3.7%
2020	\$77,665,624	\$1,209,995,921	2020	\$51,848	\$55,675
% change 2019-20	8.3%	6.2%	% change 2019-20	6.7%	5.0%
<b>Earnings by Place of Work (\$000s)</b>			<b>Median Income</b>		
1990	\$13,150,369	\$161,135,722	Median Household Income	\$58,884	\$55,660
2000	\$26,983,358	\$308,751,767	Median Family Income	\$72,124	\$67,414
2010	\$38,806,659	\$438,983,914	<b>Percent in Poverty, 2020</b>		
2011	\$40,793,938	\$450,498,606	All ages in poverty	11.9%	12.4%
% change 2010-11	5.1%	2.6%	Under age 18 in poverty	14.3%	17.2%
2012	\$42,806,109	\$468,410,475	Related children age 5-17 in families in poverty	14.3%	16.5%
% change 2011-12	4.9%	4.0%	<b>Personal Bankruptcy Filing Rate</b>		
2013	\$44,143,108	\$482,898,301	<b>(per 1,000 population)</b>		
% change 2012-13	3.1%	3.1%	12-Month Period Ending September 30, 2020	1.88	1.78
2014	\$46,053,921	\$512,375,290	12-Month Period Ending September 30, 2021	1.45	1.45
% change 2013-14	4.3%	6.1%	State Rank	11	NA
2015	\$48,658,262	\$544,408,719	NonBusiness Chapter 7 & Chapter 13		
% change 2014-15	5.7%	6.3%	<b>Workers Aged 16 and Over</b>		
2016	\$50,690,408	\$569,769,284	Place of Work in Florida		
% change 2015-16	4.2%	4.7%	Worked outside county of residence	12.3%	18.2%
2017	\$52,880,399	\$603,668,170	Travel Time to Work		
% change 2016-17	4.3%	5.9%	Mean travel time to work (minutes)	28.1	27.8
2018	\$56,094,388	\$639,620,451			
% change 2017-18	6.1%	6.0%			
2019	\$59,808,060	\$671,553,148			
% change 2018-19	6.6%	5.0%			
2020	\$62,672,323	\$688,764,753			
% change 2019-20	4.8%	2.6%			

Reported County Government Revenues and Expenditures

	Hillsborough County	Florida*		Hillsborough County	Florida*
<b>Revenue 2018-19</b>			<b>Expenditures 2018-19</b>		
Total - All Revenue Account Codes (\$000s)	\$4,052,340.4	\$48,723,763.0	Total - All Expenditure Account Codes (\$000s)	\$3,519,124.98	\$44,233,424.76
Per Capita \$	\$2,804.64	\$2,407.55	Per Capita \$	\$2,435.60	\$2,185.67
% of Total	100.0%	100.0%	% of Total	100.0%	100.0%
<b>Taxes</b>			<b>General Government Services**</b>		
Total (\$000s)	\$1,251,903.0	\$16,114,573.3	Total (\$000s)	\$637,962.30	\$7,462,947.96
Per Capita \$	\$866.45	\$796.26	Per Capita \$	\$441.54	\$368.76
% of Total	30.9%	33.1%	% of Total	18.1%	16.9%
<b>Permits, Fee, and Special Assessments (\$000s)</b>	\$108,937.6	\$2,274,184.8	<b>Public Safety</b>		
Per Capita \$	\$75.40	\$112.37	Total (\$000s)	\$656,790.67	\$10,847,409.29
% of Total	2.7%	4.7%	Per Capita \$	\$454.57	\$535.99
<b>Intergovernmental Revenues (\$000s)</b>	\$299,745.7	\$5,241,885.1	% of Total	18.7%	24.5%
Per Capita \$	\$207.46	\$259.01	<b>Physical Environment</b>		
% of Total	7.4%	10.8%	Total (\$000s)	\$432,739.02	\$5,318,683.90
<b>Charges for Services (\$000s)</b>	\$767,396.8	\$14,324,919.1	Per Capita \$	\$299.50	\$262.81
Per Capita \$	\$531.12	\$707.83	% of Total	12.3%	12.0%
% of Total	18.9%	29.4%	<b>Transportation</b>		
<b>Judgments, Fines, and Forfeits (\$000s)</b>	\$13,826.1	\$196,108.5	Total (\$000s)	\$164,526.86	\$5,298,301.67
Per Capita \$	\$9.57	\$9.69	Per Capita \$	\$113.87	\$261.80
% of Total	0.3%	0.4%	% of Total	4.7%	12.0%
<b>Miscellaneous Revenues (\$000s)</b>	\$89,730.2	\$1,713,370.3	<b>Economic Environment</b>		
Per Capita \$	\$62.10	\$84.66	Total (\$000s)	\$61,523.30	\$1,655,038.81
% of Total	2.2%	3.5%	Per Capita \$	\$42.58	\$81.78
<b>Other Sources (\$000s)</b>	\$1,520,801.0	\$8,858,722.0	% of Total	1.7%	3.7%
Per Capita \$	\$1,052.55	\$437.73	<b>Human Services</b>		
% of Total	37.5%	18.2%	Total (\$000s)	\$235,724.90	\$3,755,466.15
			Per Capita \$	\$163.15	\$185.57
			% of Total	6.7%	8.5%
			<b>Culture / Recreation</b>		
			Total (\$000s)	\$109,041.55	\$1,814,978.48
			Per Capita \$	\$75.47	\$89.68
			% of Total	3.1%	4.1%
			<b>Other Uses and Non-Operating</b>		
			Total (\$000s)	\$1,146,215.11	\$7,163,763.98
			Per Capita \$	\$793.30	\$353.98
			% of Total	32.6%	16.2%
			<b>Court-Related Expenditures</b>		
			Total (\$000s)	\$74,601.26	\$916,834.54
			Per Capita \$	\$51.63	\$45.30
			% of Total	2.1%	2.1%

\* All County Governments Except Duval - The consolidated City of Jacksonville / Duval County figures are included in municipal totals rather than county government totals.

\*\* (Not Court-Related)

Quality of Life

	Hillsborough County	Florida
<b>Crime</b>		
Crime rate, 2020 (index crimes per 100,000 population)	1,400.2	2,152.3
Admissions to prison FY 2019-20	1,323	21,276
Admissions to prison per 100,000 population FY 2019-20	88.8	97.2

Health Insurance Status

	Hillsborough County	Florida
<b>Percent Insured by Age Group</b>		
Under 65 years	85.1%	83.6%
Under 19 years	93.6%	92.4%
18 to 64 years	82.0%	80.6%

State Infrastructure

	Hillsborough County	Florida
<b>Transportation</b>		
State Highway Centerline Miles	442.9	12,135.8
Lane Miles	2,032.6	45,111.7
State Bridges Number	524	7,079

State and Local Taxation

	Hillsborough County	Florida
<b>2020 Ad Valorem Millage Rates</b>		
County	5.7913	2.6521
School	5.9670	
Municipal		2.4761
Special Districts	0.8248	1.0274

\*MSTU included in Not County-Wide "County" category

State Facilities

	Hillsborough County	Florida
Buildings/Facilities (min. 300 Square Feet)		
Number	177	9,426
Square Footage	1,694,805	65,539,144

Education

	Hillsborough County	Florida
<b>Conservation Land (land acres only)</b>		
State-Owned (includes partially-owned)	62,243	5,478,547
% of Total Conservation Land (CL)	56.7%	51.8%
% of Total Area Land	9.5%	16.0%
% of Florida State-Owned CL	1.1%	

	Hillsborough County	Florida
<b>Public Education Schools Traditional Setting (2020-21)</b>		
Total (state total includes special districts)	283	3,744
Elementary	143	1,883
Middle	46	573
Senior High	43	715
Combination	51	573

	Hillsborough County	Florida
<b>Educational attainment Persons aged 25 and older</b>		
% HS graduate or higher	88.7%	88.2%
% bachelor's degree or higher	33.5%	29.9%





# Appendix B – Agency Survey Response

## If you had the opportunity to provide one service that is urgently needed in the community you serve, what would it be and how would you administer it?

- Life Skills Workshops Administered through in-person classroom settings. This will assist the clients with job retention as it covers a myriad of topics, i.e., conflict resolution, decision making, goal setting and much more.
- Mental Health services.
- At Girl Scouts of West Central Florida, we deploy a multi-faceted social and emotional learning program called the Girl Scout Leadership Experience that is research-proven to improve sense of self, increase challenge-seeking and self-motivation behaviors, foster healthy peer relationships, and facilitate exposure to a range of interests and career opportunities to girls in grades K-12. Post-COVID, we know we need to enhance this experience by equipping our Girl Scout Mentors (staff, volunteer troop leaders) with a deeper understanding of youth development stages, as well as mental health awareness and what to do to support youth in mental health crisis. While our program is strong, our continuous training of our adult mentors is key to ensuring our youth are supported and mentored in a way that supports their grit and resiliency, especially in the face of societal trauma, such as a pandemic. We'd seek a partnership with expert organizations like Frameworks (youth development stages) and those who administer Mental Health First Aid Training to deploy to Girl Scout mentors, including our staff, volunteers and seasonal Camp employees.
- Children are often Baker Acted at an alarming rate. There needs to be a mobilization crisis unit that provides de-escalation services in a moment of crisis. Not every child needs to be Baker Acted, sometimes an intervention from a neutral party can help that client and family in the moment. The crisis team can then truly determine if they are able to assist or is it truly in need of a Baker Act.
- I would seek addressing and advancing the mental health needs for our community. With the increase in COVID-related obstacles, it has become clear that more on-line mental health opportunities are necessary to produce a sustainable society.
- Affordable housing
- Food insecurity. Good pantry.
- Coordinated housing infrastructure.
- Housing assistance (emergency/temporary and permanent).
- Advocacy and holistic community development - implementation of the Wimauma 2021 Neighborhood Plan; provide leadership development and establish Wimauma Community Taskforce to bring community wide investments that are needed in this community for people to have a better quality of life. We need resources and to get funded for this work by local government.
- More affordable housing. More partnership with local landlords.
- We have a plan for a Social Enterprise that will offer gainful employment to people who have not been able to obtain, keep or grow in employment mainly because of trauma. Incorporated in the plan is healing from trauma and subsequent learning of soft skills that will translate to any future employment/career opportunities.
- More mental health counseling. Funding to make the LMHC fulltime and not restricted to someone living in the City or county.
- Home Companion Care. A core of intergenerational volunteers.
- We are doing that currently by providing transportation related services to get to work.

- A process for "weaning" off government benefits. Oftentimes benefits are all or nothing, which prevents families from being able to become self-sufficient. For example, while a person may want to find a better job, they might not do it because doing so means their benefits will get a significant cut before they're able to make enough money to comfortably afford that expense on their own. This service would be provided by hiring case managers who would be responsible for working with individuals one on one to help them navigate systems and resources and successfully "wean" from maybe not all, but some, government benefits. Of course, this would take more of a systemic change on the government side of things rather than a service that is just provided to an individual.
- The lack of affordable housing and low wages keep families economically vulnerable. More public investment and incentives are needed to increase affordable housing stock both for purchase and for rental. Additional resources are needed to provide training and educational supports for adults in Spanish so they can increase workforce skills and credentials.
- The needs of the Southshore low-income families are great and diverse, but the one that affects family stability more is the lack of affordable, safe, and healthy housing in our area. More public investments and incentives are needed to ensure families remain safe and housed through accessible rents and managed rental communities that observe fair housing laws.
- I'd like to be able to provide Internet devices and service for the low-income community. We would love to administer through grant funding and partnerships with Internet vendors.
- Community Outreach and expansion in Mental Health services funded by local government agencies to provide trauma intervention for first responders.
- The Palm River community is in desperate need of vocational training. This will allow underemployed individuals to learn new skills in trades that pay well so they can better support their families and children. We have space available at our location to offer a vocational class. We simply need funding to cover an instructor and trade field equipment, such as saws, lumber, hammers, and nails for Carpentry.
- Services to those families that are slightly above the income requirements for state funding. They require a family income of no more than 150% of the federal poverty guidelines. We have MANY families that desperately need help but are just outside this guideline.
- Mental health counseling- contract with licensed professionals and offer on a sliding fee schedule
- Enhanced prenatal and newborn family education and support. We currently offer several (but not enough) number of Baby Cafes that are drop-in breastfeeding support clinics staffed by professional IBCLCs. We had a small pilot (private donor) to offer credentialed post-partum Doula support that proved to be essential support services to families with the most difficult challenges adjusting to a new baby. Those private funds have been exhausted and we have learned how we could grow those services. We were able to stabilize the family and then offer our continuum of services.

Our current funder no longer allows for virtual service delivery and this was discovered to be a critical resource for families that had transportation or other hurdles to accessing services. We were able to connect with families prenatally and provide ongoing education and support during those critical early months when children are most at risk for abuse and neglect. We have the capability to continue to offer these services if we could secure funds to hire qualified staff outside our current funding limitation.

- One easy to use data base that has collaborative service providers with enough resources to assist with shelter, financial assistance, job, budget and financial coaching to create sustainability for our clients
- Community Development - Through our RFP process, create build more affordable housing that remains affordable to perpetuity.
- Housing accommodations for homeless individuals and providing access and services to sustain permanent housing and low-income assistance.
- A track specific to the Hispanic population - to administer we would need to hire bi-lingual counselors which are very difficult to find

- Implement the Ruskin Community Plan elements RTC-1 and RTC-2.

We are presently collaborating with USF's School of Architecture and Community Design, as well as, Florida Center for Community Design and Research. We are in the process of completing Phase I of the project which is the creation of a Master Plan for the redevelopment of the Ruskin Town Center referred to as RTC-1 and RTC-2.

Phase all is the hiring of a "Town Center Manager", to implement the "Master Plan".

- We work with several municipalities and Hillsborough County for the Rental and Mortgage Assistance Program. This is a wonderful program that is helping many residents. Hillsborough County seems to have the best program and system to release this money to qualified households.

Also, we need more DPA. About 12 years ago HEA administered the DPA funds, approved and prepared the mortgage docs and funded the dpa loans. This was a great system and worked similar to the process for the Mortgage and Rental Program.

It would be very beneficial to Hillsborough County residents if more than one agency were approved to do the homebuyer education. Most municipalities we work with in this arena have from 2 to 3 agencies approved.

- Mental Health/homelessness- LOCAL emergency help for these people
- Encourage and enable those who have been helped to give back to the program through service hours. Perhaps having a formal discussion with clients that includes someone who is a success story after receiving Social Services assistance.
- Rapid Rehousing that is actually rapid. To accomplish this we need enough affordable housing to sustain the program. I would like to see a percentage of units (5-10%) from each new development to be affordable.
- Transportation.

The ability to provide bus passes or transportation assistance on an unlimited amount if an individual was able to prove that they were job searching, interviewing, or just starting their employment (support their 1st month of going back and forth from work).

- Frontline Community Services, Inc. was the first, and is currently the only homeless advocacy entity recognized by the City of Plant City. We have approximately 15-20 case files that need placement, but there are no affordable homes available. We have a desperate need for Low to Middle-low Income Housing. We need 2 big communities, staffed with people who not just need and want jobs, but also want to care for their community. Families and individuals on our rosters, and those of Generations Renewed A Community Development Inc. (our parent company), who are working their case plans, would get first choice for placement.

Subsidized Rent would be 30% of actual, based on NET income after allowable deductions. (Allowable deductions would include, but are not limited to, 85% of transportation costs, paid child care expenses, monthly phone bill (max. \$30/ person per household (up to 4 or \$120)), insurance premiums, and other regular monthly payments etc. Proof is required for all deductions.)

Income range

1 person < \$34,400-\$68,800

2 people < \$43,693-\$87,385

3 people

- Provide access to the social determinants of health to those HCHCP members who need it. Working together with local social service agencies to provide access to safe housing, food, employment services, education to improve literacy, behavioral health and substance abuse services. The administration of this would involve one entity, working in partnership with community health care providers, to facilitate access to these services in a coordinated and purposeful way.
- Affordable housing. I agree with the housing first model and think that once stabilized people can better care for themselves and their families. I would expect that all the new development in the community could finance the housing program by assessing them a fee to invest back into the community. They are driving prices and availability out of the range of normal citizens, so they should help create affordable options for those they are pushing out.
- Additional shelter housing is needed immediately. Potentially as a "wet shelter" or homeless shelter. Additionally, I'd recommend drop in centers with county health care registration, as well as low income services available
- Health Triage services ... accessing the health and welfare of those we serve is always so important. If food is an issue or our guests, the list is much longer. It opens the door to have conversations with our guests and provide other resources they need about the food offer and blood pressure check. Oftentimes these conversations uncover, mental health, transportation needs, language barriers and immigration issues etc.
- Greater access to high Quality Early Childhood Education by increasing available qualified staff and the ability to increase staff wages
- Community outreach activities. Having a mobile or accessible place to inform the community about services. Have activities that will promote a sense of community.
- There needs to be more emergent housing. The demand for housing is tremendous and in demand. I believe the ability to assist in the housing crisis would be to initiate a "tiny house" area. To live within this community, there would be rules and immediate discipline, if applicable to allow individuals to attempt to benefit from resources and obtaining the resources.

- Currently one of the biggest needs is affordable housing. Provide housing assistance to people who need it most as opposed to people already receiving assistance. IE: New subsidized apartment is built and already the units by people already in subsidized housing wanting to move into a newer apartment. They should reserve those apartments for new tenants who are in dire need of assistance.
- Homeless Center. A good example is the one currently on Kaye Street. Unfortunately, they are about to lose their building in December. This building provides a place to serve food, provide clothing, temporary shelter and a tent site. It is also used by other agencies providing services.
- Assistance with utilizing grocery shopping services (such as Instacart) for seniors.
- Emergency Shelter while gathering documentation for eligibility in current shelter programs.
- Increased housing services including intensive case management and wraparound services to ensure long-term housing stability.
- Behavior Analyst Services to children with serious and disruptive behaviors that prevent learning and stability
- The supplies that we provide help so much to these low-income families. It takes the edge off and allows them to lead a more normal life. However, we would like to be able to help with affordable housing, transportation, and utilities.
- Funding for transportation to family or support out of state. Funding for emergency shelter for families.
- Immediate shelter/ by having funds to provide a hotel or place to live until they can have a permanent housing.
- I don't know that we could provide it at this moment, however proper daycare is a huge barrier for our clients. We are in the planning stages of creating a daycare, however funding it will be a barrier for us.
- Mentoring for young boys between the ages of 7 and 16. I have already done this before but COVID put a halt to it. Our agency partnered with 3rd and 4th year medical students at the University of South Florida's College of Medicine to provide mentorship to youth by team building exercises, taking them on field trips that were both fun and educational, inviting guest speakers to come and speak on a variety of topics that were pertinent to the boys and taking them to sporting events, usually funded by one of the local sports teams. All staff and volunteers were background screened. We met with the boys once per month on a Saturday with an occasional weekday evening outing.
- Socialization and companionship to include resource navigation upon gaining trust to acknowledge the need. We would use trained and committed volunteers to connect people.
- Mental health services that are assessable to low income individuals with no wait time.
- Shelter, Affordable Housing and long-term mental/substance treatment. More needs in the community to have some organization that will work with all and not some areas of the city/county specifically. Most of the programs are specific to location, income and male or female.
- Behavior Analyst Services to children with serious and disruptive behaviors that prevent learning and stability

- It's all about ECONOMIC OPPORTUNITY AND MOBILITY.

Offered in the community with a highly trained staff team that knows how to teach adults not just deliver curriculums, fully build out our existing Workforce Training and Employment Services program that lead to micro certifications in fields of work that create entry points into high-wage careers. Provide educational supports for those that lack basic literacy skills, English language skills, and digital literacy skills among others, so that participants can enter and succeed in a workforce education course. In addition, provide wrap-around services to those needing assistance to address participation barriers including; childcare and children's activities on-site while parents are in class, transportation, and other incentives to support continuing education, training, and internships.

Offered in the community with a team of experienced small business development experts that reflect the population culturally and linguistically, fully build out our existing Entrepreneurship and Small Business Development program. South Hillsborough County and Wimauma are buzzing with entrepreneurs that are seeking a place in the market. Our expanded entrepreneurship program would have more offerings of our 50 Hour Business Development Course in English, Spanish, and Creole and be augmented with more specialized business development workshops on specific business topics including; pricing, selling up, using social marketing tools, etc. Entrepreneurs would have access to a team of specialists in a business incubator model where businesses in specific business clusters would receive accounting, legal, office administration and marketing support services among others. In addition, entrepreneurs would receive access to capital to launch, build, and grow their businesses.

Childcare is a huge need in the community. Currently, the only services available are available through the migrant programs offered through RCMA. Enterprising Latinas developed a partnership to create a pilot head start childcare program in Wimauma that will be ready to launch in early 2022. However, that center will be very small in its capacity. Enterprising Latinas need financial support to build-out child care facilities in the community inside of the new developments that are springing up everywhere and throughout the community, to provide a needed service and create new employment opportunities.

Transportation is economic opportunity. Currently, there are no public bussing services in Wimauma beyond the on-demand flex line. Enterprising Latinas created a business plan for a circulator bus service (ARRIBA TRANSPORTATION) that would move residents from the neighborhoods throughout Wimauma into the area's fledgling downtown and connect to HART services. This transportation system is designed to operate as a social enterprise that would create jobs for residents and provide needed daily bussing service to a community that is totally isolated from the most basic services and employment opportunities. This low-cost circulator system as planned would offer transportation services 6 days a week 12 hours per day,

- Housing: Build and provide affordable housing for the Greater Tampa Bay area
- The most urgent need facing our community right now is lack of affordable housing. Families are being pushed out of the city limits due to the increased cost of housing. They are relocating to areas that do not have the infrastructure (i.e. public transit, child care, employment) to meet their needs. Additionally, families are facing evictions at unprecedented rates. If I had the opportunity to serve these families, I would offer financial incentives to allow them to remain in their homes.
- Higher pay for teachers and instructors at Child Development Centers.
- Transportation. Bring back the transportation service offered through TBARTA
- We are looking into hosting an Equity Center dedicated to assist with social need navigation and promoting equity in our community.

- Family Mental Health Counseling lack of services here in Wimauma.
- Coordination of access to affordable housing would be a priority. Federal funding is available, but due to lack of coordination, it is difficult to access. I would focus on collaboration between agencies that focus on housing and a shared data base and intake system.
- Volunteer service to assist elderly neighbors with light chores. Create a corps of Volunteers.
- Access to computer training
- Mental health awareness services and Telehealth Mental Health Therapy. Project LINK would provide educational opportunities via awareness workshops, mental health focus groups, and mental health stigma related social media marketing campaigns, that engage the targeted population. We would also provide a platform that connects youth and their families to direct services for therapy that address stressors caused by COVID-19 and other crisis from daily life.
- Crisis stabilization to deescalate clients versus having them Baker Acted.
- Uber Rides Vouchers
- After school services, high quality. We would like to be considered located within more schools.
- The community lacks an identity and a reason to come together and engage. This would require a comprehensive public relations campaign.
- Affordable housing in economies/communities that are undergoing revitalization/gentrification and pricing out existing residents.
- Home health care.

work with families in the home to provide their health care needs.

- Adult workforce training.
- Education on unaccompanied Youth - Educating the schools, community partners on signs to watch to identify and how to code them properly - what services are available to help them.
- Emergency Shelter for homeless families in transition.

We would administer it through a nonprofit motel social enterprise.

- Have more funding for roofs. We have so many families in need of roof replacement or repair. We would hire an additional staff to help process the larger number of families through our intake process.
- Affordable housing services.
- Religious Education

Afternoon classes

- Provide safe and affordable housing for families. At this time, UACDC has a development being built for 61 units for low income families. However, we understand the need for safe and affordable housing will continue to the families that do not obtain an apartment in the development. We need to continue to build housing that single households can afford and still provide the other items for their family that are needed to survive. Food, Clothing, etc..
- One resource or service that is urgently needed in the community is the recruitment of affordable housing options in the community and increased outreach to share incentives with Landlords. The community needs more Landlords from mainstream landlords as well as landlords that are not connected to associations, etc.

- Affordable housing This is needed so badly, and we would provide support services if funding could be available for this need
- The recruitment of more Landlords to provide more affordable housing options including but not limited to mainstream providers but also providers that are not associated with mainstream community. We could partner with community agencies to do outreach and share incentives with local property owners.
- Mental Health programs, education, and referrals for assistance. We would use our Community Health Workers to bring needed assistance to community members who are struggling with mental health issues and to remove the stigma associated with mental health.
- I would write a bill putting a cap on the ability to increase unit pricing over a certain percent within a year. Example, the maximum a landlord can increase a tenant rent during renewal is no more than 20% the current rental amount.
- We would offer vocational training for those 16 years and older. We have space to offer this education but would need an Instructor and equipment to train and teach individuals in carpentry. Classes would be available Monday - Friday from 9am - 4pm to give plenty of training time to students. This would uplift many local families economically, which would give a better outlook for their children's future educational success.
- Comprehensive youth development that ensures all children enter kindergarten ready to learn, the children read on grade level at 3rd grade, and children graduate from high school ready for college, career, and or military. This would involve the parents/caregivers and children/youth in partnership with their schools and community organizations to ensure in-school education and out-of-school activities provide high-quality services to our children that will prepare them for a future beyond poverty.
- Create and manage a program for students who want employment training, where free and accessible transportation is open, and child care services are in place if they are babysitting younger children.
- Temporary housing for the needy. Not sure how I would administer it.
- Full wraparound teams for foster care kids to support difficult to place youth in therapeutic foster care homes. We could partner with specific homes, pay and enhanced rate to take these difficult youth and we would provide up to 4 hours a day of services, between therapy, youth services and case management. Current reimbursement rates through insurance will not support this model.
- Prevention of homelessness and assisting with financial stability (which is often complicated with health and childcare issues).
- Affordable Housing units for low to moderate income residents
- Affordable Stable Housing:

Easy online application and/or staff to provide assistance with completion of the form

Provide housing units that are centrally located/accessible to other agencies or resources needed such as: food banks, mental health counseling, child care services, transportation, etc.

On-site case management - staff trained to work with individuals who have a disability and/or low income

Resource referral system that monitors clients' needs and availability of community resources



- Permanent housing is a number one problem. Have case managers for senior living to assist the seniors in housing.

Take a look at backgrounds and interview the client to go over where they really are mentally at this time, how old are charges, give them certain requirements to full fill to show the change.

- Fatherhood initiatives... provide support to single mothers and children while incorporating these initiatives
- Financial capability education with infusion of self-esteem. I would establish funding, have a set site within the neighborhood, with prescheduled sessions with incentives to motivate the constituents to attend.
- Training and Certifications for Career Advancement.

My agency provides training and certifications in 7 industry specific jobs, so that clients will have more skills and credentials that will allow them to qualify for better paying and long-term jobs.

- There are so many needs! It is difficult to choose one. My best guess would be financial literacy for client sustainability.
- Credit repair for our declined applicants. We would hire a qualified credit counselor to work on plans tailored to the client.
- Low income housing

Change the developers requirements

Better partnership with the city and change policy

Change the money folks running the city and all the events etc. coming to town.

Stop Tallahassee from taking from the poor.

- Increased availability of emergency shelter/bridge housing for families.

# Appendix C – Staff Survey Response

## If Social Services had the opportunity to provide one service that is urgently needed in the community it serves, what would it be and how should it be administered?

- I think the county building should be changed into family centers. All ages could benefit from services. Provide hot meals, tutoring, friendship, things for teens to do, training for employment, teaching languages. offer childcare for parenting classes, etc. Add gym.
- Mentoring and skills development services.
- More housing Help for those in need and for the Homeless more help.
- Past due rent. Through CSBG Crisis funding.
- Emergency rental - assist with fixed multiple months with applicants maintaining consistence income or obtain income within 30 days.
- Housing assistance; being able to put customers in touch with someone in real-time to aid them in finding housing.
- Repairs for homes or vehicles. Vendors would need to be vetted and on a use list.
- A food pantry. DCF is a broken system as is the unemployment system. It's not available when it's needed the most and it's too slow processing cases.  
Consequently, a lot of people including children suffer.
- Help in locating employment as too many people are waiting on unemployment from last year. Connect clients with employment resources while applying for financial assistance.  
FEP was a great program for this. So, something similar.
- Services needed in the community could be affordable housing. Most of the customers income is low and are not able to afford the cost of living in some of the communities desired.

Possible administration through providing resources to help customers to relocate by offering assistance with security deposits and additional rental funds for at least 2 months.

- Affordable housing, with collaboration between other agencies and partners.
- Re-housing advocacy and education

Customers are currently facing evictions, increased rental rates, and homelessness as a result of the pandemic.

Social services can provide support by educating customers on how to search for housing, and locate affordable housing resources in the community. This can be administered through an online course. Customers can access this resource by signing up on the Social Services County Website.

- Affordable housing and living wages. I wish I knew the answer as to how to administer! I certainly believe in education to improve knowledge and skills to increase wages.

- collaboration between departments and agencies to better leverage funding, case plans and outcomes... also avoid duplication.
- A service that will benefit our families is, computer technology training. With our systems turning into all electronic, I have found that our family are challenged with the ability to comply with documentation submission due to lack of technology education. It can be administered as a free service through our public library systems.
- Food voucher especially for seniors living on a fixed income
- Transportation Assistance

There is limited affordable housing in Hillsborough County and the location of affordable housing is often not within travelable distance for low income families to receive assistance for their basic needs. There is a serious lack of bus routes and any real transportation infrastructure in Hillsborough County for low income families to move throughout the County. However, there are several rides share companies that provide a service to allow individuals move throughout the County using the current interstate system (highways). If there was a way to partner with ride share program(s), to provide reasonable, timely, safe and effective transportation for low income families this would help alleviate this major issue and provide more jobs in the community due to increase in demand for this ride share services. Waiting for a transportation system that is currently being used in other big cities and counties may never come, so why not use the resources in place to fix this issue.

- Immediate housing assistance for those families with a risk population -like minors and elders-.