Project BRAVO

EL PASO COMMUNITY ACTION PROGRAM

2021 Community Assessment for the County of El Paso

May 2021

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I.   Executive Summary

Conducted every three years, Project BRAVO's Community Assessment is an integral part of the organization's planning and is used to set the direction for its future work by detailing a thorough review of the community's needs.

To prepare this report, Crescendo Consulting Group utilized a comprehensive approach including:

- Quantitative research
- Qualitative research
- Secondary research review
- Focus groups
- One-on-one interview with members of the community including low income residents
- Access audits
- A thorough needs prioritization process

Using the above mix of research methodologies, five core needs were identified for the residents of El Paso County, as well as nearly 50 highly granular "needs services." The five top needs are listed below:

#	FINAL RANKING OF TOP NEEDS
1	Households need to meet basic living expenses
2	Individuals and families need safe and affordable housing
3	Adults need education and employment development
4	Advocacy, infrastructure, and community engagement
5	Individuals and families need free or low-cost mental health and medical health care

Complete details of the above needs are included in this report.

One defining characteristic of this report is that it was completed during the COVID-19 pandemic. This altered the usual process of conducting community assessments, including not conducting in-person interviews or focus groups, the inability to host in-person events (including community forums), and others. The pandemic globally has caused an increase in anxiety, depression, and fear and has brought to light both the importance and lack of behavioral health services and associated providers. In addition, the pandemic has caused many residents to delay getting the appropriate care they needed, both management of chronic conditions and some acute conditions as well. The pandemic has also been a catalyst for unemployment leading to difficulty paying rent, mortgage, or utilities. Finally, the long-term effects on both education and socialization of students will play out over the years. Therefore, while it's difficult to ascertain all of the future needs of the community, Project BRAVO is well positioned to support the community.

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II.   Background on Community Assessment

In 2001, the U.S. Department of Health and Human Services ("USHHS") issued Information Memorandum 49, requiring eligible entities to conduct Community Assessments and use the results to design programs to meet community needs. In 2015, USHHS issued Information Memorandum No. 138 establishing Community Services Block Grant (CSBG) Organizational Standards requiring CAAs to conduct a Community Assessment and develop a Community Action Plan to address the needs identified in the assessment.

Community Action Agencies ("CAAs") must conduct three planning processes, as described and illustrated below:

1. A Community Assessment ("CA") every 3 years identifying community needs;
2. A Strategic Plan ("SP") every 5 years setting agency priorities and outcomes; and
3. A Community Action Plan ("CAP") every year identifying the plan to implement programs that meet the community needs.

CAA Planning Processes

1. Community Assessment	2. Strategic Planning	3. Community Action Plan
Identifies Needs	Sets Priorities	Identifies Activities
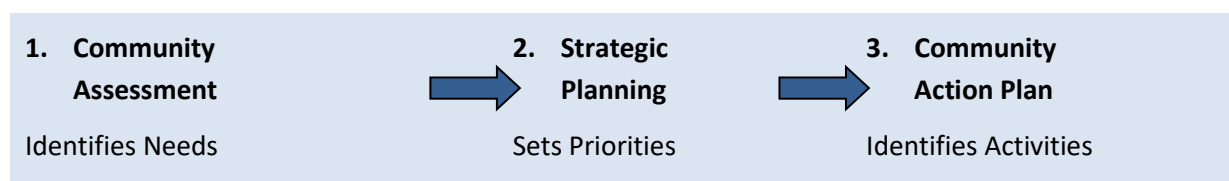
According to the TDHCA guidance, at a minimum, CAAs must conduct Community Assessments that meet the following requirements established by the CSBG Organizational Standards:

Summary of Community Assessment Requirements

- Conduct the Community Assessment every three years.
- Collect current poverty data and its prevalence related to gender, age, and race/ethnicity.
- Collect and analyze both qualitative and quantitative data on its service areas.
- Include key findings on the causes and conditions of poverty and the needs.
- Formal acceptance of the completed assessment by a governing board.
- Inform an outcome-based and anti-poverty focused Community Action Plan.
- Consider customer satisfaction data and input in the strategic planning process.

Project BRAVO asked Crescendo Consulting Group to help develop a comprehensive CA on their behalf. The purpose of this document is to identify and prioritize community needs in order to help further refine outreach initiatives and support requests for funding and collaboration with other community-based organizations. In addition to meeting regulatory and funding requirements, the CA will allow Project BRAVO to sustain and enhance services to the county it services.

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III.   Organizational Profile

A.   Agency Background

Project BRAVO was established in 1965 as a private nonprofit 501 (c)(3) corporation. It is the designated Community Action Agency (CAA) for El Paso County. Project BRAVO is funded by the Texas Department of Housing and Community Affairs (TDHCA) through the Community Services Block Grant (CSBG) and various other funding sources.

Project BRAVO utilizes the Results Orientated Management (ROMA) Principles, as recommended by the National Association for State Community Services Programs (NASCSP), to develop and monitor programs and services that meet the needs of low income residents. The ROMA Cycle is implemented at the client level as well as at the organizational level to ensure continuous progress of activities that aim to address the needs of El Paso County's low income residents. See the Appendix for more information.

Project BRAVO has a tripartite Board of Directors of twelve members that meet monthly to provide effective governance for the organization. Board members come from one of three sectors:

- **Public Sector**: Local elected officials or their designated representative
- **Private Sector**: Individuals that represent business, faith-based, education, or other groups or interests
- **Low Income Representatives**: Democratically elected people that represent low income people from four geographically defined areas of the County

The organization is run under the direction of an Executive Director who is accountable to the Board of Directors. The Executive Director leads the organization with the support of a management team that oversees compliance with funders, federal/state/local regulations, adheres to best practices for nonprofit management, and ensures all program participants receive services with the end goal of transitioning families out of poverty.

Programs and Services

- Utility Assistance
- HVAC Repair & Startups
- Weatherization
- Affordable Housing
- HUD Certified homebuyer Education & Counseling
- HUD Certified foreclosure Prevention Counseling
- Patient Assistance Program
- GED Classes & Scholarships for Testing
- Career and Academic Readiness Program (CARE)
    - College & Vocational Training Assistance
    - Employment Assistance
- COVID Relief Programs
    - Mortgage & Rental Assistance
    - Texas Eviction Diversion Program

Mission

Project BRAVO builds bridges to opportunities that help individuals and families thrive in our Borderland community.

Vision

To bridge access to opportunities for residents of El Paso County to achieve equity and elevate our quality of life through education and social services that lead to self-sufficiency.

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Individuals Served

Project BRAVO serves low income residents of El Paso County Federal Poverty Level guidelines of the individuals applying for services. According to the 2020 CSBG Report, Project BRAVO served the following demographics:

- **Gender**: Females accounted for 59.05% and males 40.95%.
- **Ethnicity**: Hispanic or Latino accounted for the highest percentage (95.66%). Not Hispanic or Latino was 3.87%.
- **Age**: The age group with the largest percentage of need was 23-44 years (19.91%), followed by 12-17 years (16.61%). The age range with the lowest need was 70+ years (6.96%).

B. Direct Client Services

Funded by the Texas Department of Housing and Community Affairs (TDHCA), Project BRAVO provides Community Services, Weatherization, and a Housing Program to the community members it serves. In response to the COVID-19 pandemic in 2020-2021, Project BRAVO also began to provide COVID-19 Relief Programs which offer assistance for those at risk of homelessness due to lack of rent or mortgage payments.

- In addition to the major service lines noted above, according to the 2019 Annual Report (the most recent available) Project BRAVO has supported the communities that it serves and accomplished:
  - Assisting 18 clients to transition out of poverty and providing 114 medication prescriptions.
  - Weatherizing 158 homes and providing 745 homes with HVAC repair.
  - Assisting 52 families in foreclosure prevention, with aggregate savings of $222,072.

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C. Board of Directors

In May of 2021, Project BRAVO leadership includes the following members of the Board of Directors:

	Name	Organization
Public Sector	Gabriella M. Reed, *Board Chair*	Office of County Attorney Jo Anne Bernal
	Senator César Blanco	Office of Texas State Senator César Blanco
	Judge Enedina "Nina" Serna	El Paso County Justice of the Peace, Pct. 6, Pl. 2
	Commissioner David Stout	El Paso County Commissioner's Court, Pct. 2
Private Sector	Alberto Mesta	Branch Manager Attorney, Texas RioGrande Legal Aid
	Fred Perea, Board *Vice Chair*	Corporate HR Business Partner, Helen of Troy
	Loren Cartagena	Title I Specialist, Socorro ISD
	Fernando Escobedo	Finance Manager, Prudential Financial
Low Income Representatives	Vacant	District I - Westside Representative
	Sylvia Carreon	District II, Central & Eastside Representative
	Pastor Laurencio Bosquez, *Board Treasurer*	District III, Lower Valley & Far Eastside Representative
	Marla Jo St. Leon, *Board Secretary*	District IV, Northeast Representative

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IV.   Community Assessment Results Overview

The CSBG Act requires States administering this grant to secure a Community Assessment from CSBG eligible entities.

Measure	Value
Poverty Population*	168,885
# Residents Surveyed	1,031
# Clients Surveyed	916
# Community Forums Held	None, due to the COVID-19 pandemic; however, additional focus groups were conducted
# Focus Groups	6, all virtual
Names and Titles of Elected Officials Contacted	159 elected officials were contacted to participate in interviews
Name of Board Members Interviewed	4 interviewed (others participated in the survey)
Name of Organizations Interviewed	191 individuals representing over 115 organization

* SOURCE: American Community Survey (ACS) 2019, 2010, 5-Year Estimates.
https://data.census.gov/cedsci/table?q=population&g=0100000US_0400000US48_0500000US48029_1600000US4865000&tid=ACSDP5Y2019.DP05&moe=false&hidePreview=true

A.   Timeline and Data Collection Plan

The Project BRAVO approach to conducting the Community Assessment is a component of a broader approach to continually evaluate and improve service quality and the ability to meet the needs of the underserved population in El Paso County.

The current Community Assessment was conducted in March and April 2021. The Data Collection Plan includes the following elements:

- Collecting and analyzing quantitative data from sources that include, but are not limited to, the U.S. Census Bureau, the U.S. Centers for Disease Control and Prevention, ESRI analytical services, the Robert Wood Johnson Foundation, "Healthy People 2020," Community Commons, and the Texas Department of Health and Human Services.
- Quantitative data to inform and help set the context for collection and analysis of primary qualitative data.
- Collecting and analyzing primary and qualitative data using methods such as focus group discussions, one-on-one interviews, and a large sample survey conducted online.
- The quantitative and qualitative data was aggregated and prioritized – yielding a broad-spectrum analysis that provided insightful lists of high priority needs for the total service area of El Paso County and by CSBG domain).

Normally, in-person community forums would be held to solicit information from the community at large, but due to the COVID-19 pandemic, community forums were not held.

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Special efforts were made to engage and include the voices of Spanish native persons in the assessment. Multi-mode research methods were deployed in order to "cast a broad net" and include the most vulnerable. In addition to proactively reaching out to current clients of Project BRAVO, community partner agencies were asked to invite comments from the target groups.

Additional details of the approach are contained in the Data Collection Methods section.

B.   Staff, Board, Partners, Community Involvement & Outreach

The Project BRAVO CA methodology solicited input from a broad spectrum of staff members, Board of Directors, community service partners, elected leaders, and clients. An enumeration of involvement from these sectors is shown below:

Group	Approximate Number or Description	Modality
Staff members	Approximately 17	One-on-one interviews Focus group Large sample survey
Board of Directors	All	One-on-one interviews Large sample survey
Community service partners	Opinions from nearly 200 organizations were solicited representing the education, health service, community support, governmental, public safety, faith-based, and industrial sectors	One-on-one interviews Focus groups Large sample survey
Clients	Over 40	One-on-one interviews Focus groups Large sample survey
Elected leaders	Over 150	One-on-one interviews Large sample survey

During the CA process, Project BRAVO continually requested unique insight from individuals and organizations who could provide a broad spectrum of information regarding the needs of underserved populations and, in some instances, offer suggestions regarding collaboration or other approaches to addressing community needs and shared goals.

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V.   Data Collection Methods

To evaluate perceived needs, Project BRAVO reached out to 3,732 clients, 189 community service providers, 155 elected officials, and other key stakeholders throughout El Paso County. Several research modes were deployed in order to "cast a broad net" and inclusively conduct a multi-tiered approach. Key research modes are listed below:

- Secondary Data
- One-on-one interviews conducted in both English and Spanish (see Appendices for the interview guides)
- Focus groups conducted in both English and Spanish (see Appendices for the focus group guide)
- Access audits to understand the prospective client process were conducted in both English and Spanish
- Large sample community survey conducted in both English and Spanish (see Appendices for the survey instruments)
- Quantitative data analysis (see Appendices for several reference tables)

A.   Prioritization Methods and SGA

In order to narrow down the large list of needs and gaps identified during the qualitative and quantitative research process, a three-part Prioritization Survey was conducted with the Board of Directors and select staff.

- **Round 1**: The Board of Directors and staff first received a list of the 49 identified needs and were asked to rate them on a five-point scale and provide a short comment regarding the rationale for the rating.
- **Round 2**: The Board of Directors and select staff received the same list of 49 prioritized needs, as well as the ratings and comments from the first round. They were then asked to re-rate the list based on the new information.
- **Round 3**: The final round included a virtual meeting where the results were presented and participants had the opportunity to discuss the results, make comments, and determine if any changes to the prioritized list were needed.

Strategic Grid Analysis

In addition, after the data was collected, the community needs identified by respondents were prioritized based, in part, on approaches supported by the U.S. Centers for Disease Control and Prevention (CDC); National Association of County and City Health Officials (NACCHO); and others. In sum, the community needs identified in the various research modalities were placed into a Strategic Grid Analysis (SGA) format. The SGA prioritization approach is recommended by NACCHO to prioritize a list of diverse county needs.

SGAs are generally used to help agencies focus efforts on community needs that will yield the greatest benefit and are practical for the organization to undertake. They provide a mechanism to take a thoughtful approach to achieving maximum results with limited resources.

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The basic steps to an SGA are shown below:

- Select the axes for the grid. Given that Project BRAVO wants to identify the highest priority needs in the county for which it can (or could potentially) offer assistance, the criteria most relevant to the agency are impact (high impact/ low impact) and feasibility (low/ high likelihood that Project BRAVO could implement programs to address the need.
- Create a grid showing the four quadrants dictated by the grid axes.
- Populate the grid.
- Select prioritized needs based on the following criteria:
  1. Top priority: High Impact/High Feasibility - Those with high impact and high feasibility are the highest priority items.
  2. Second priority: High Impact/Low Feasibility - These tend to be long-term projects or ones that may benefit from collaboration with other organizations. They often include important community needs that must be addressed, but ones for which the agency may not be best suited to address the issue; or, the need may be out of the agency's purview.
  3. Third priority: Low Impact/High Feasibility - Often these include politically important and difficult-to-eliminate programs and services and/or ones that have a revenue neutral impact but help sustain employment for key employees.
  4. Fourth priority: Low Impact/Low Feasibility - These typically include community issues affecting a small subset of the population and are generally out of the agency's purview.
  5. Within each quadrant, needs are prioritized based on their prominence in the primary and secondary research.

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VI.   Key Findings on Causes and Conditions of Poverty

A.   Causes of Poverty

The Robert Wood Johnson Foundation (RWJF) has found that poverty and health are inseparable.[1] National research by the RWJF, the CDC, the Institute for Healthcare Improvement, and others support the position that social determinants of health (SDH), drive poverty levels and – in turn – community health. The CDC Office of Disease Prevention and Health Promotion authored the seminal publication, "Healthy People 2020" in which they explore the social determinants that comprise healthy communities; in their work, poverty is one of the core tenets of good health.[2] According to the CDC, the social determinants of health include the following:

Social Determinant	Subfactors / Correlative Factors	
Economic Stability	Poverty	Food Security
	Employment	Housing Stability
Education	High School Graduation Education	Enrollment in Higher
	Language and Literacy Education & Development	Early Childhood
Social and Community Context	Social Cohesion	Civic Participation
	Perceptions of Discrimination & Equity Incarceration/Institutionalization	
Health and Health Care	Access to Health Care	Access to Primary Care
	Health Literacy	
Neighborhood and Built Environment	Access to Healthy Foods	Quality of Housing
	Crime and Violence Conditions	Environmental

The community needs identified and prioritized in this assessment are driven by the SDHs (including poverty) shown above. Project BRAVO programs provide services to community residents in poverty and/or otherwise disadvantaged. All services impact SDH or correlative factors. For more information about crime, see the Appendix.

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[1] Lavizzo-Mourey MD, Risa, Open Forum: Voices and Opinions from Leaders in Policy, the Field, and Academia, Robert Wood Johnson Foundation, 2013.

[2] Secretary's Advisory Committee on Health Promotion and Disease Prevention Objectives for 2020. Healthy People 2020: An Opportunity to Address the Societal Determinants of Health in the United States. July 26, 2010. Available from: http://www.healthypeople.gov/2010/hp2020/advisory/SocietalDeterminantsHealth.htm

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B.   Conditions of Poverty

The TDHCA and Project BRAVO share a particular concern for addressing the needs of underserved populations – particularly those in poverty. Again, the Project BRAVO service area includes highly diverse levels of poverty.

Poverty Analysis by El Paso County Service Area, Total Population 836,062			
Measure	**United States**	**Texas**	**El Paso County**
Total Below Poverty	13.4%	14.7%	20.2%
Poverty by Race/Ethnicity Total			
White	9.6%	8.4%	10.3%
Black or African American	23.0%	19.3%	11.5%
American Indian or Alaska Native	24.9%	17.1%	20.4%
Asia	10.9%	10.2%	12.4%
Native Hawaiian or Pacific Islander	17.5%	18.8%	59.4%
Other	21.0%	21.0%	28.4%
Hispanic or Latino	19.6%	20.7%	22.0%
Poverty by Age			
Under 5 Years	20.3%	22.7%	28.4%
Under 18 Years	18.5%	20.9%	28.5%
65+	9.3%	10.6%	18.6%
Poverty by Gender			
Males	12.2%	13.3%	18.2%
Females	14.6%	16.1%	22.1%

SOURCE: ACS, 2019 5-Year Estimates.

- Most non-white populations experience poverty at a much higher rate than individuals who are White in El Paso County.

- Over 20% of the Hispanic or Latino population in El Paso County lives in poverty.

- Nearly 30% (28.5%) of children in El Paso County live in poverty – a higher rate than Texas and national averages.

- The percentage of seniors in poverty in El Paso County and the city of El Paso (18.6%, 17.6%, respectively) is nearly double the Texas average.

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1.   The Opportunity Atlas

To illustrate the needs and disparities of Project BRAVO's service area, the Opportunity Atlas is a useful tool. The Opportunity Atlas analyzes census data and tax returns to track economic and social mobility among individuals born in distinct geographic regions.

Exhibit 1: The Opportunity Atlas, El Paso
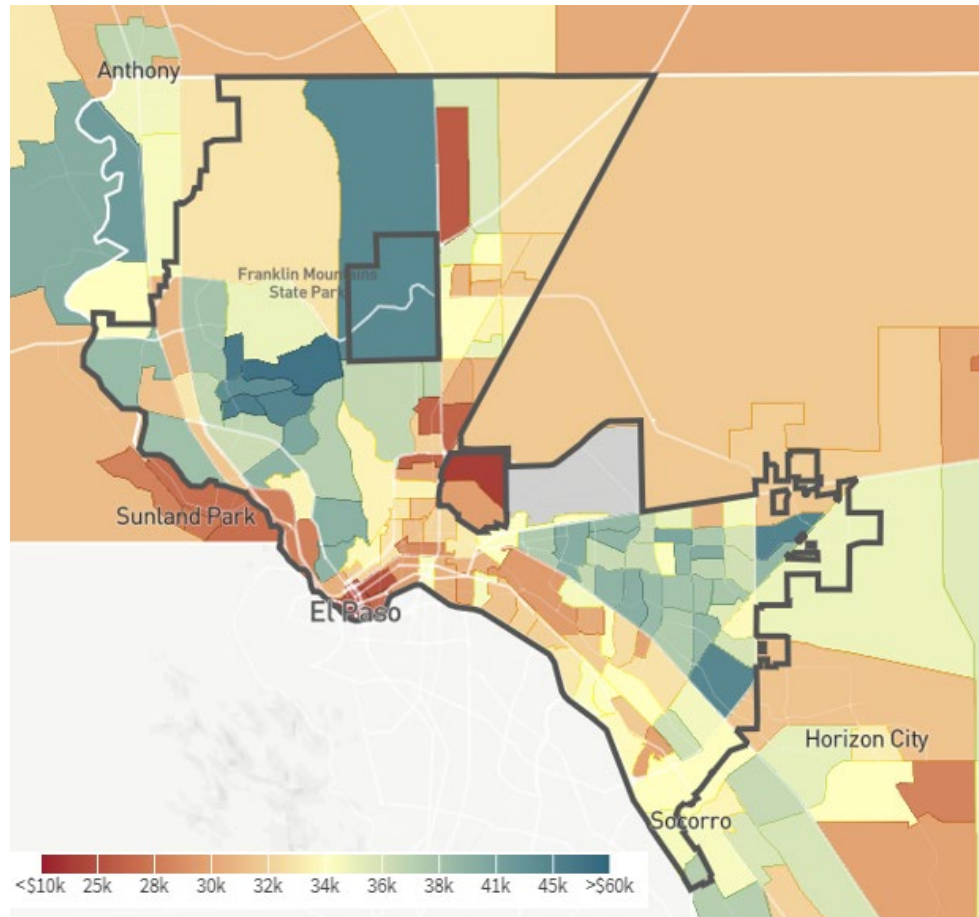
SOURCE: The Opportunity Atlas

In the exhibit above, the blue color represents higher income "opportunity" for children raised in a respective area, while orange and red indicate lower income "opportunity." Economic opportunity is most common in northwest and southeast areas of El Paso. Neighborhoods near the downtown city core like Chihuahuita and Segundo Barrio experience the lowest opportunity.

VII. County Profile and Service Area Description

Located in the westernmost area of Texas (see Exhibit 2), El Paso County is a border community with a population of approximately 836,000. The median household income is $48,903, with 20.2% of the population being below poverty levels. More than 30% of residents report being high school graduates (including equivalency) and almost 16% (15.8%) have a college degree.

El Paso County is the largest metro area on the Texas/México border, and it's strategically located on the U.S. / México border with its sister City of Ciudad Juárez, making it the largest bi-national region in the world. The county includes large clusters of manufacturing, including automotive, electronics, and biomedical; five ports of entry serving US/Mexico trade; and one of only eight international communication gateways in the U.S.

The county's residents and visitors enjoy year-round outdoor activities and recreation including a natural environment for hikers, mountain climbing, and highlighted by parks and trails; professional and amateur sports venue and events; and a creative culture that supports the arts, music, and the theater.

Exhibit 2: El Paso County, Texas

SOURCE: ESRI

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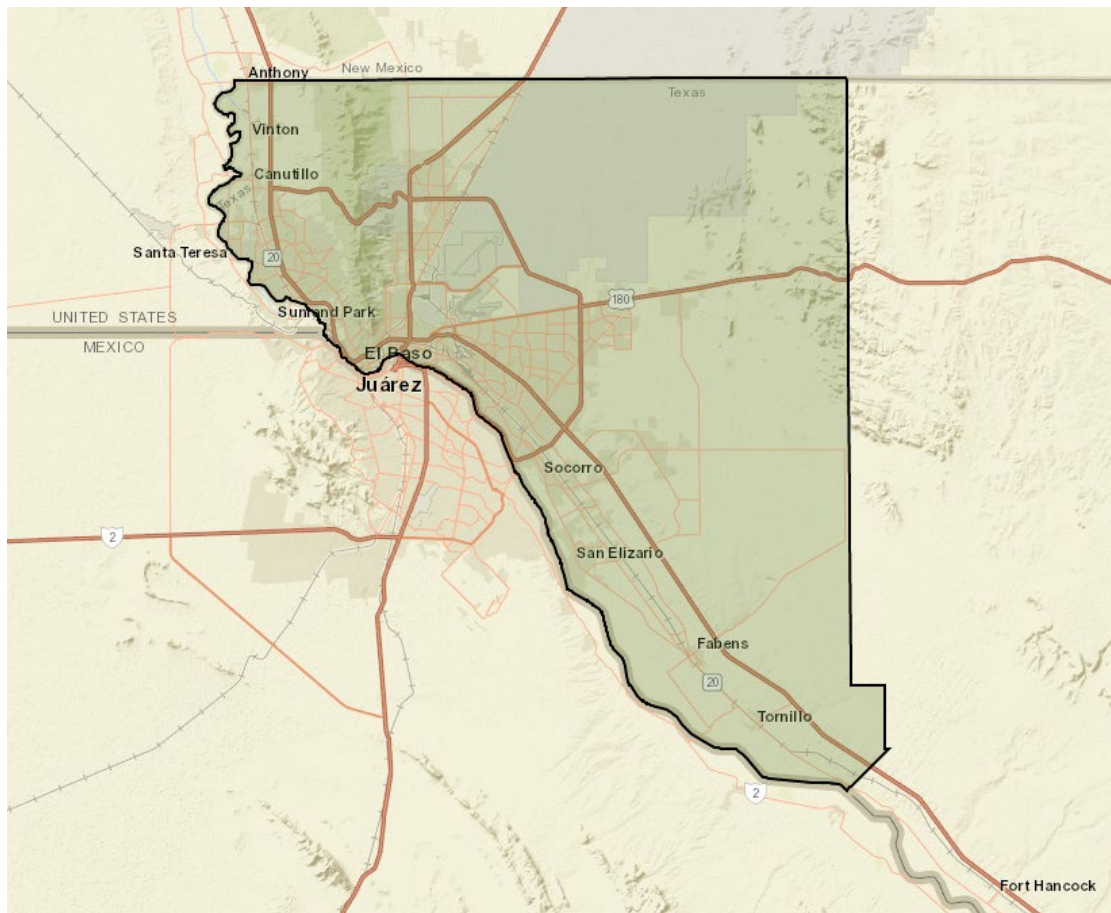
VIII. Secondary Data and Demographics Overview of Communities Served

A. Service Area Population and Key Demographics
1. Population and Age Groups
Exhibit 3: Population by Age

	United States	Texas	El Paso County	El Paso
Age 17 or Younger	22.6%	26.0%	27.5%	26.7%
Age 65+	15.6%	12.3%	11.9%	13.7%
5 to 9 years	6.2%	7.2%	7.3%	7.2%
10 to 14 years	6.4%	7.4%	7.9%	7.6%
15 to 19 years	6.5%	7.1%	7.7%	7.4%
20 to 24 years	6.8%	7.1%	8.4%	8.3%
25 to 34 years	13.9%	14.7%	14.9%	14.9%
35 to 44 years	12.6%	13.5%	12.5%	12.4%
45 to 54 years	13.0%	12.5%	11.5%	11.7%
55 to 59 years	6.7%	5.9%	5.6%	5.7%
60 to 64 years	6.2%	5.3%	4.8%	4.9%
65 to 74 years	9.1%	7.4%	6.7%	7.1%
75 to 84 years	4.6%	3.6%	3.6%	3.9%
85 years and over	1.9%	1.3%	1.5%	1.7%
Median age (years)	38.1	34.6	32.2	32.9

SOURCE: American Community Survey, 2019 5-Year Estimates

- El Paso County has a higher percentage of children (age 17 or younger) than the Texas and national averages. This is reflected in El Paso County's median age (32.2) which is also low.
- While El Paso County has a lower percentage of seniors (age 65+) than the state or national average. This growing senior population will require additional resources and services, and their needs may be brought to the forefront of communities.

2. Gender
Exhibit 4: Population by Gender

	United States	Texas	El Paso County	El Paso
Male	49.2%	49.7%	49.2%	49.0%
Female	50.8%	50.3%	50.8%	51.0%

SOURCE: ACS, 2019 5-Year Estimates.

- There are slightly more females (50.8%) than males (49.2%) in El Paso County.

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Exhibit 5: Population by Race/Ethnicity

	United States	Texas	El Paso County	El Paso
White[3]	60.7%	42.0%	12.0%	12.8%
Hispanic or Latino	18.0%	39.3%	82.6%	81.4%
Black or African American	12.3%	11.8%	3.0%	3.2%
American Indian or Alaska Native	0.7%	0.3%	0.3%	0.3%
Asian	5.5%	4.7%	1.1%	1.3%
Native Hawaiian or Pacific Islander	0.2%	0.1%	0.1%	0.1%
Other	0.2%	0.2%	0.1%	0.1%

SOURCE: ACS, 2019 5-Year Estimates.

- Approximately eight in ten (82.6%) El Paso County residents identify as Hispanic or Latino, a much higher number than the Texas (39.3%) and national (18.0%) average.
- El Paso County and the city of El Paso average similar percentages of population race and ethnicity.
- In rural El Paso County (outside the city of El Paso,) three in seven (43%) of individuals do not speak English.

3. Languages Spoken

Exhibit 6: Languages Spoken

	United States	Texas	El Paso County	El Paso
Speak Only English	78.40%	64.50%	29.4%	31.2%
Do not Speak English	8.40%	13.70%	31.8%	29.3%
Speak Language Other Than English				
Spanish	13.40%	29.30%	68.7%	66.6%
Indo-European Language(s)	3.70%	2.20%	0.1%	0.1%
Asian and Pacific Islander Language(s)	3.50%	3.00%	0.1%	1.0%
Other	1.10%	1.00%	0.1%	0.0%

SOURCE: ACS, 2019 5-Year Estimates.

- El Paso Country averages a slightly higher rate of individuals who do not speak English (31.8%) than the city of El Paso (29.3%).
- While El Paso County and the city of El Paso have higher percentages of people who do not speak English compared with the national average, the regions also have a much higher proportion of individuals who are multilingual. While just 22% of Americans are multilingual, over 70% of El Paso County speak more than one language.

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[3] Not Hispanic or Latino

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4. Race and Ethnicity

Exhibit 7: Income by Race/Ethnicity

	United States	Texas	El Paso County	El Paso
Median Household income	$62,843	$61,874	$48,903	$48,542
White	$71,664	$78,905	$65,000	$64,917
Black or African American	$43,862	$47,428	$56,583	$60,540
American Indian or Alaska Native	$45,476	$57,175	$61,818	$65,037
Asian	$93,759	$91,706	$57,026	$56,502
Other	$53,097	$48,058	$37,324	$36,041
Hispanic or Latino	$55,658	$52,010	$44,971	$43,786

SOURCE: ACS, 2019 5-Year Estimates.

- Individuals who are Hispanic or Latino, the majority population of El Paso County, have an average median income of $44,971 – lower than the county average ($48,903).

- Households need to meet basic living expenses

- Safe and affordable housing

- Education and employment development

- Advocacy, infrastructure and community engagement

- Free or low-cost mental health and medical health care

An extensive amount of additional data – tables, charts, and supporting narrative – is contained in the appendices.

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IX. Qualitative Research Results

Primary qualitative research for the project included focus group discussions and one-on-one interviews with key stakeholders from the Project BRAVO service area. Educators, healthcare professionals, elected officials, community organization leaders, faith-based leaders, business leaders, low income residents, and others were included in the research.

A. Stakeholder Interviews

Crescendo conducted 32 one-on-one telephonic interviews with a diverse group of community stakeholders including community service organization leaders, low income Project BRAVO clients, elected officials, and Project BRAVO staff to provide valuable perspective on key topics. Project BRAVO provided Crescendo with most names and contact information for interview subjects, and others were suggested during phone calls with other participants. Most calls lasted approximately 30 minutes in length, although some community members chose to share a great deal of information, so some calls exceeded 30 minutes.

The one-on-one interviews provided the opportunity for more in-depth discussion of issues. In many instances, interviewees were able to provide granular insight regarding services and access needs and provide insight regarding effectiveness and operational aspects of current services being offered.

B. Focus Group Discussions

The six virtual focus group discussions (held via Zoom) used a formal interview guide (see Appendix) that covered the 44 participants' broad perceptions of community needs. Participants were able to focus these broad perceptions into what they saw as the biggest problems facing the community. Some of the participants main points included:

C. Qualitative Themes

Results from the qualitative discussions are described below in a structure that includes Themes/Strategic Objectives with a short explanation; Action Areas; and illustrative de-identified interview *observations and quotations in italics*.

The qualitative individual interviews combined with the group discussions resulted in a consensus of several top areas of need that can be described as **Themes/Strategic Objectives**. The Themes/Strategic Objectives and more granular Action Areas identified by qualitative research include:

- **El Paso and its people are welcoming, but the region is often misunderstood and underappreciated.** One elected official and others see the border as a positive and not a threat. The friendly mix of cultures and economies across it created opportunities and a relaxed compassionate community that is tri-state, bi-national, and multicultural. Few outside the area understand it as desert refuge with a "live and let live" attitude and a willingness to experiment.

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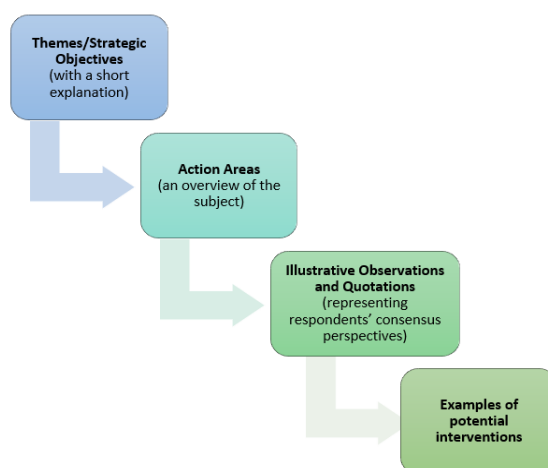
- **There is a strong informal economy, but it is at risk of being wiped out due to COVID.** There was a strong thread in many of the conversations: The pandemic has been very difficult. "It's affected us emotionally, physically and it has affected the economy." "There has been a reduction in job opportunities. The pandemic has caused an emotional crisis and affected our economy by forcing businesses to close."

- **People are asking 'how are the children' and beginning to think about them more holistically.** El Paso is a unique community and a family-oriented place with heart for people. The challenges of COVID has raised the awareness of the multi-faceted needs of children in the region. It's no longer just what is happening in the classroom. It is seeing the child as a whole person – education, food, mental health, hygiene, and safety. Many worry that without immediate action the impact of COVID on children will have "a ripple effect for years to come."

- **Technological literacy and supported infrastructure are essential for improving health and economic status.** While comparatively few stakeholders highlighted the importance of access to broadband and the internet than the community at large, it is definitely on everyone's list.

D.   Action Areas and Observations

While discussing the leading action areas it became apparent that they are not mutually exclusive. As one stakeholder observed: "A combination of things interconnected. The economy is in shatters. Therefore, many people can't pay rent, and many are at risk of homelessness. The combination pushes many to the verge of mental health crises with both family and children's issues. The influx of migrants is always a big challenge - especially in the summer."

Some of the key action areas and primary observations that are representative of respondents' consensus perspectives from the interviews are included below.

1.   Housing, Utilities, and Homelessness

Housing is not a new issue for low income families in the area. "Affordable housing" has been a consistent response when clients are asked, "What services have you needed in the past 12 months?" The situation has gotten worse over the past 7-8 years according to one interviewee, but with COVID, housing and homelessness appear to be getting worse.

- *The average wait for public housing is two to five years. It is challenging to partner with public housing entities for health concerns. In the past ten years, there has been a big division between renters and homeowners. However, when Ft. Bliss increased size, it swamped the rental market! This makes it increasingly difficult for lowest income households to grow out of lower rungs of poverty. Financial literacy is a huge need! Project BRAVO has truly helped!*
- *People struggle but they have a strong housing authority. Cost of living is low compared to other areas of Texas, but relative to income levels. Many people must work 2 jobs to afford rent. Rent assistance helps people during the pandemic. Homelessness is not in your face but still an issue.*
- *The problem is not as much affordable housing but the quality of housing. In some places, if you were to push on a wall, the entire place may fall!*
- *El Paso is unique when it comes to affordable housing - we consult with our CoC peers throughout the country, Coast. I do believe that it is affordable [here]. It has to do with the*

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culture - a lot of families try to keep their families out of the homeless system, and they try hard to get out of the system. We do have substandard housing and that's unfortunate. We have people taking advantage of low income people by putting them in unsafe places; we work closely with code enforcement and Housing Authority (housing vouchers); there is stigma around the housing voucher program. We work closely with a broker and she talks about the stigma - "we don't want those people."

- *There are some private foster homes, which are not officially licensed, and that's controversial. But it's not always a case of placement not being available.*
- *We have a lot of volunteers go out and help deliver services to seniors, and they come back and say: "I cannot believe there are so many seniors who have to live in places like this." I think there's an idea that as people get older, they magically age into a senior care facility or something. But some of these seniors are living in really poor conditions; some of them live without air conditioning.*

2.   Transportation

Transportation is an issue also because it's not well distributed and it impacts nearly every other issue for low income families.

- *The City doesn't have transportation but relies upon the County, and they're working with the County on new bus routes and door-to-door shuttle service to help people get to doctor's appointments, etc. Approved but working on funding issues, adding stops - two directional.*
- *Transportation is tough. I tried to go online and schedule my route to work and it's not easy; accessible but not accessible especially if you live in the County.*
- *Amazon is coming nearby and that opens opportunities, will bring transportation and logistics [knowledge to the area].*
- *There is a huge lack of public transportation. The city has Sun Metro – it is okay, but not great. UBER is here. Difficult to function in El Paso without a car. There is a massive number of uninsured drivers.*
- *Transportation is a big big issue. I do think the public buses have improved, but we're not there yet, and it would be nice to have better public transportation options.*
- *There is good transportation service. People also use LYFT but it's hard for older people to use because they're not familiar with the technology. There's also a little bus that's available for older adults (seniors.)*

3.   Healthcare

It is not clear if healthcare was a critical issue before the COVID 19 pandemic, but it is now near the top list of the needs for many now. There is also an increasing demand for employees in the sector.

- *Depression, anxiety, obesity [are issues.] People need to be able to recognize that there's a problem. Many have limited access to healthcare due to not having insurance.*
- *We need healthcare and healthcare services. Agencies across the whole county. Our rural partners, they may not have things right in the community. And then transportation becomes an issue.*

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- *Healthcare - we have two clinics that are funded by Healthcare for the Homeless; one clinic is located at a large emergency shelter; it's a great plus in the community to address overall healthcare of the homeless; pretty accessible; some "boots on the ground" work.*
- *People are scared to access healthcare service because of their immigration status and the risk of COVID infection.*
- *Kids' mental health is getting affected by COVID. There's a need for mental health services for young kids.*
- *A large issue we see is people who need to see a specialty provider, like say, a neurologist. There is a very long wait time for that service. Especially when someone is ready to have that difficult conversation, to have to go on a long wait list, that can be tough. Caregiving is important, even caregiving for caregivers.*

4.   Jobs and the Economy

In general people feel that there are not an adequate number of jobs that provide career growth and benefits and that the economy is quite weak. High school graduates leave for college and tend not to return, as the view is that there are only low paying, part time jobs available. For those with entrepreneurial ambitions, additional support is needed.

- *The uniqueness of the borderland is that we have both economic and educational challenges. And we've been thinking about this forever.*
- *The economy is weak. The level of preparation for higher paying jobs is prohibitive. People cannot afford tuition AND paying for a family.*
- *Micro-enterprises are not eligible for the Paycheck Protection Plan – they need financial literacy / acumen.*
- *Cross border integration is important. People need to learn how to make the most of your resources and make you competitive on a global level. Multiple jurisdictions are a net opportunity - engage with manufacturing and logistics. Build something in a developing economy and sell it back to one of the biggest economies globally.*
- *For our business, access to money is a major challenge. Minority businesses have trouble accessing money, competitive funding, and advantageous grants. A lot of minority business owners learned they needed to incorporate "professionalism" and different types of official identities. There were grants, PPP programs, but a lot of companies, because they were not formally established, did not qualify. You need an EIN number, a business bank account, and be able to show profit loss numbers. I would say most of these businesses experienced this sort of thing. I think business literacy training is available, they just don't know where to get it.*

5.   Education

For younger children, not enough affordable childcare centers are available, though Head Start receives high marks for those who attend. The COVID-19 pandemic has caused many students to fall behind in both educational and social or developmental endeavors, and this is especially indicated by socioeconomic status. Some schools are attempting to serve more than simply the educational needs of students by providing additional healthcare and meals to students and their families, even during the summer months.

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- *The digital divide [is a big issue]. Access to a computer is difficult. Especially in the pandemic we've seen the full effect of that divide. We have a lot of adults using the computer their children were provided with via the school district. Our college does some computer lending to students, but not to continuing education students. Money is a barrier. A GED test costs $145. But I think everything free is not necessarily the way to go. I've found that when a student pays some of the way, say 20%, they will be much more invested in the project. When a student is invested, they demand more from us as well; they hold everyone accountable. And language is of course a challenge here, becoming fluent in a new language as an adult is quite difficult. For jobs that provide high opportunity or salary, English is required.*

E.   Access Audits

The access audits involved making multiple calls to Project BRAVO's six service sites to understand practical access to service issues perceived by clients and prospective clients. The results provide insight to access gaps, improvement strategies, and service variations.

The service sites were "shopped" (i.e., called on the telephone) by Crescendo "shoppers" seeking to schedule an appointment or to learn about other factors that potentially impact consumer access to services. Calls were made at different times throughout the day; all sites received multiple calls in both English and Spanish. The list of information gleaned during the calls includes those listed below.

- Ease of speaking with a person.

- Ability of the site or facility to accept new clients

- Ability of the facility to refer the caller elsewhere when the desired services are not provided

- Staff members' ability to ask questions to define prospective client needs and other information prior to making an appointment (e.g. insurance coverage, appropriate levels of service, other access to care issues)

Summarized below, the results help identify service access gaps, focus improvement strategies, and identify any service variations based on geography, insurance status, or other issues.

1.   Observations

Overall, the pre-recorded / auto-attendant format of most office telephone numbers provides good information regarding services offered, yet some challenges with reaching a "live" person and occasional language or technical issues may occasionally hamper access to care for some. Other observations include:

- The description of services provided by the auto-attendant outgoing message was very thorough and helpful. It is an adequate resource to people only seeking that level of information.

- Those seeking detailed information or crisis services may find it difficult to attain.

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- Most calls were answered by a very long – highly informative – description of Project BRAVO services. At the end of the recorded message, there was no easy way to speak to a person.

- With some sites, callers were told to, "… Press #3 to learn about how to submit an application." The pre-recorded message suggested that the caller could get applications on website or pick up at center. Although helpful, national best practices that are designed to increase access to care say that a live attendant improves efficiency and effectiveness.

- Throughout the calls, ways to reach a live attendant were not clearly communicated.

● When reaching a live person, the people were knowledgeable about their location's services, and efficiently mentioned (where appropriate) many complementary services.

● At Project BRAVO's other sites; callers were offered referrals within Project BRAVO or other places, as needed.

● The expected wait time to have an initial appointment was consistently provided to be one to two days. The process to attain an initial scheduling slot was one to two days.

● Access to services may be hampered by a few technical issues.

- Several times when callers were being transferred to another Project BRAVO extension, the call disconnected.

- During a call to the Northeast office, the caller was being transferred to the Central Office by using the automated system (i.e., "Dial 1 for the Central office"). Upon transfer, the message indicated that the number is unallocated.

- When calling the Ysleta office, the automated system (Spanish language option) does not give the option to dial an extension. However, when dialing zero, the automated system continued. The caller dialed 1 for an application status and was given a list of centers in Spanish. For Ysleta, the caller was given extension 300. Outgoing voicemail messages at the individual's extension level were only provided in English; bilingual messages would be helpful.

- There were several other occasions where pre-recorded messages were not available in both English and Spanish.

- There was some inconsistent information between the website and messages shared via recorded outgoing telephone messages, for instance, regarding the availability of COVID-19 Relief applications: The website said that applications were no longer being taken, but outgoing messages from the Eastside office provided direction regarding how to apply.

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F. Community Surveys

The Project BRAVO Community Survey conducted in March 2021 engaged a great breadth of community members. With over 1,200 participants, the survey was conducted in both English and Spanish via an online mechanism (Survey Monkey) and included many clients, as well as a solid sample of El Paso area non-clients. Detailed data tables are included in the appendices, but survey sample highlights are below:

- Total respondents: 1,223
- Project BRAVO clients: 88.8%; non-clients (or "Not sure"): 11.2%
- Respondents with annual household income under $21,000: 76.9%
- Under age 45 39.0%
- Single parent households: 48.1%
- Living in a multi-generational household: 12.0%
- Renting their home (versus owning) 52.9%
- Hispanic, Latino or Latinx 82.5%
- Language choices for the survey: 35.4% Spanish (64.6% English)

Single Parent Status	Percent of Respondents
Single parent household	48.1
Not a single parent household	51.9

Multi-generation Status	Percent of Respondents
Multi-generation household	12.0
Not a multi-generational household	88.0

Household Income	Percent of Respondents
Under $10,000	41.4
Between $10,001 and $16,000	23.1
Between $16,001 and $21,000	12.4
Between $21,001 and $26,000	7.1
Between $26,001 and $32,000	5.3
Between $32,001 and $37,000	1.4
Between $37,001 and $42,500	1.6
More than $42,501	7.7

Age Range	Percent of Respondents
18 to 24	1.6
25 to 34	14.0
35 to 44	23.4
45 to 54	25.3
55 to 64	24.1
65 to 74	9.3
75 or more	2.4

Have you ever used services from Project BRAVO?

Response	Percent of Respondents
Yes	88.8
No	10.3
Not sure	0.9
Total	100.0

Race or Ethnicity

Race or Ethnicity	Percent of Respondents
White or Caucasian	14.8%
Black or African American	3.4%
Hispanic, Latino or Latinx	82.5%
Asian or Asian American	.6%
American Indian or Alaska Native	.7%
Native Hawaiian or other Pacific Islander	.3%
Another race	.6%
Prefer not to share	2.8%

Note that additional tables are shown in the appendices.

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X.   Services Required

Regardless of ethnicity / race, whether or not a person is a Project BRAVO client, or other factors, the list of ranked, prioritized services required changes little. Note that the list of services required was directly used to identify the top five needs. "Needs" encompass groups of required services in a way that facilitates program design to meet the needs, as well as individual required services. The total list of services required (as evaluated in the survey) is shown below:

Rank	Service	Average Score[4]
1	Help with utility bills	3.62
2	Help paying rent or mortgage	3.32
3	Affordable internet or technology	3.25
4	Health insurance/ affordable medical care	3.22
5	Food	3.19
6	Affordable housing	3.18
7	Computer skills training	3.15
8	Help finding resources in the community (for example, healthcare, housing, education)	3.14
9	Help for major home repairs	3.13
10	Prescription assistance	3.12
11	Help to make my home more energy efficient (weatherization)	3.11
12	Programs and activities for youth (ages 12-18)	3.07
13	Help with applying for Social Security, SSDI, WIC, TANF, etc.	3.04
14	Help finding a job	3.03
15	Help to attend trade or technical school, or college	3.03
16	Financial education/Budgeting classes/credit repair	3.02
17	Help with job skills, training & job search	3.01
18	English as a Second Language classes	2.96
19	Programs and activities for seniors	2.96
20	Learning about different careers	2.95
21	Healthy eating/cooking workshops	2.95
22	Home buyer education	2.94
23	Mental health, marriage, and other counseling services	2.94
24	Legal services	2.87
25	Affordable child care	2.86
26	Transportation	2.85
27	GED classes	2.85
28	Counseling to prevent mortgage default	2.85
29	Classes on how to improve personal relationships, resolving conflicts, etc.	2.84
30	Public parks and facilities in your neighborhood	2.83
31	Crime awareness or crime reduction	2.81
32	Neighborhood clean-up projects	2.81
33	Reading, writing, and math classes for adults	2.81
34	Citizenship classes	2.80
35	Services for immigrants	2.72
36	Voter education, registration, and community organizing	2.69
37	Parenting classes	2.60

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[4] Very needed (4), Needed (3), Rarely needed (2), Not needed (1)

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The tables below show that the top ten services required among Hispanic respondents is exactly the same as the top ten needs among non-Hispanics (though the order differs slightly).

A. Top Services Required Based on Ethnicity / Hispanic Status

Hispanic   Non-Hispanic

Rank	Need	Average Score	Need	Average Score
1	Help with utility bills *	3.63	Help with utility bills *	3.60
2	Help paying rent or mortgage *	3.35	Help paying rent or mortgage *	3.25
3	Affordable internet or technology *	3.25	Affordable internet or technology *	3.24
4	Health insurance/ affordable medical care *	3.25	Affordable housing *	3.16
5	Food *	3.21	Computer skills training *	3.15
6	Affordable housing *	3.19	Food *	3.15
7	Help for major home repairs *	3.16	Health insurance/ affordable medical care *	3.13
8	Help finding resources in the community (for example, healthcare, housing, education) *	3.16	Help finding resources in the community (for example, healthcare, housing, education) *	3.10
9	Computer skills training *	3.15	Prescription assistance *	3.06
10	Prescription assistance *	3.15	Help for major home repairs *	3.04

Note: nine of the top ten services required among Project BRAVO clients are the same as non-clients.

B. Top Need Based on Client Status

Project BRAVO Client   Project BRAVO Non-client

Rank	Need	Average Score	Project BRAVO Non-client	Average Score
1	Help with utility bills *	3.63	Help with utility bills *	3.59
2	Help paying rent or mortgage *	3.35	Affordable internet or technology *	3.21
3	Affordable internet or technology *	3.29	Help paying rent or mortgage *	3.20
4	Health insurance/ affordable medical care *	3.24	Food *	3.14
5	Affordable housing *	3.22	Health insurance/ affordable medical care *	3.10
6	Food *	3.21	Help finding resources in the community (for example, healthcare, housing, education) *	3.06
7	Computer skills training *	3.21	Help to make my home more energy efficient (weatherization) *	3.06
8	Prescription assistance *	3.16	Help for major home repairs *	3.00
9	Help for major home repairs *	3.15	Affordable housing *	3.00
10	Help finding resources in the community (for example, healthcare, housing, education) *	3.15	Prescription assistance *	2.99

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Project BRAVO is very highly rated, as approximately 90% or more of survey respondents rate service attributes "Good" or "Excellent."

C.   Perceptions of Project BRAVO

Measure	Percent "Good" or "Excellent"
How did the staff treat you?	93.0
Did staff do what they said they would do to help you?	90.2
Did the staff help you in a timely manner?	86.2
How was your overall experience?	90.6

- More than nine of ten (90.6%) of survey respondents indicated that their Overall Experience of service from Project BRAVO was "Good" or "Excellent."

- Other staff-related measures scored similarly high.

Although Utility Assistance was used – by far – by the largest percentage of survey respondents, other services were also used. A few of the anecdotal comments suggested that there may be an opportunity to provide additional services to people receiving Utility Assistance – noting that awareness (e.g., knowledge that additional services exist and processes for receiving them) may be helpful.

D.   Breakdown of Project BRAVO Services Used

Project BRAVO services used	
Project BRAVO Services	**Percent of Cases**
Utility assistance	94.9%
Air conditioner and furnace repair/startups	12.1%
Weatherization	9.6%
Other (please specify)	9.2%
Eye exams or eyeglasses	8.0%
Rental assistance	7.6%
Mortgage assistance	5.0%
Medication assistance or pharmacy discounts	2.1%
Homebuyer classes	1.9%
GED, or Adult Basic Education	1.6%
Foreclosure Prevention	1.6%
Referral services for health clinics or other healthcare	.9%
Tuition assistance and employment coaching	.8%
Affordable Apartments	.7%

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XI.   Top 5 Needs in El Paso County

Based on the research methodologies described above, five core needs were identified and supported by 49 more granular identified issues. Overall, the Community Assessment illustrates that the needs vary by research modality (e.g., the secondary data, qualitative research, and others). However, the compiled results suggest that the top five needs across the county are:

- Households need to meet basic living expenses

- Safe and affordable housing

- Education and employment development

- Advocacy, infrastructure and community engagement

- Free or low-cost mental health and medical health care

The primary needs were prioritized using the Strategic Grid Analysis (SGA) format, as described in the methodology section. The SGA suggests illustrates that Project BRAVO is well positioned to directly address most of the top five service area needs.

Strategic Grid

County: El Paso

High	
Safe and affordable housing	Households need to meet basic living expenses
	Advocacy, infrastructure and community engagement
Education and employment development	Free or low-cost mental health and medical health care
Community Impact	
Low	

Low   Project BRAVO Implementation Feasibility   **High**

The top five needs are also listed by the CSBG domain as seen in the following table.

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XII. Top 5 Needs for the Service Area and Categorized by CSBG Domain

<table>
<tr><td colspan="6">Summary of Top Five Needs – Total Service Area by CSBG Domain</td></tr>
<tr><td colspan="6">CSBG Domain</td></tr>
<tr>
<td>Employment</td>
<td>Education and Cognitive Development</td>
<td>Infrastructure / Income / Asset Building</td>
<td>Housing</td>
<td>Health and Social / Behavioral Development</td>
<td>Civic Engagement and Community Involvement</td>
</tr>
<tr>
<td>Need #1 - Households need to meet basic living expenses</td>
<td>Need #3 - Adults need education and employment development</td>
<td>Need #1 - Households need to meet basic living expenses</td>
<td>Need #1 - Households need to meet basic living expenses</td>
<td>Need #1 - Households need to meet basic living expenses</td>
<td>Need #4 -Advocacy, infrastructure and community engagement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Need #2 - Individuals and families need safe and affordable housing</td>
<td>Need #2 - Individuals and families need safe and affordable housing</td>
<td>Need #5 – Individuals and families need free or low-cost mental health and medical health care</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Need #3 - Adults need education and employment development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Need #4 - Advocacy, infrastructure and community engagement</td>
<td></td>
<td></td>
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</tr>
</table>

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XIII. Detailed Results for El Paso County by Research Modality

Overview of top 5 needs by type of data collection method.

#	Surveys	Forums*	Focus Group	Elected Officials Interviewed	Organizations Interviewed	Quantitative Secondary Data	FINAL RANKING OF TOP NEEDS
1	Households need to meet basic living expenses	n/a	Households need to meet basic living expenses	Households need to meet basic living expenses	Households need to meet basic living expenses	Households need to meet basic living expenses	Households need to meet basic living expenses
2	Individuals and families need safe and affordable housing	n/a	Individuals and families need safe and affordable housing	Individuals and families need safe and affordable housing	Adults need education and employment development	Individuals and families need safe and affordable housing	Individuals and families need safe and affordable housing
3	Adults need education and employment development	n/a	Adults need education and employment development	Individuals and families need free or low-cost mental health and medical health care	Individuals and families need safe and affordable housing	Individuals and families need free or low-cost mental health and medical health care	Adults need education and employment development
4	Advocacy, infrastructure and community engagement	n/a	Advocacy, infrastructure and community engagement	Advocacy, infrastructure and community engagement	Individuals and families need free or low-cost mental health and medical health care	Advocacy, infrastructure and community engagement	Advocacy, infrastructure and community engagement
5	Individuals and families need free or low-cost mental health and medical health care	n/a	Individuals and families need free or low-cost mental health and medical health care	Adults need education and employment development	Advocacy, infrastructure and community engagement	Adults need education and employment development	Individuals and families need free or low-cost mental health and medical health care

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- *Community forums were not held due to the COVID-19 pandemic, although several focus groups included service provider representatives who were also community members and/or Project BRAVO clients.
- Access to COVID-19 vaccine was identified in several research modalities as a high-priority need, however, long-term, vaccination needs will not represent a major community need (e.g., after the pandemic subsides).

Sources utilized to obtain the Quantitative Data for the Community Assessment (CA) – Indicate the sources used by either checking the applicable boxes and/or providing a description:

☒ The Community Commons website www.communitycommons.org

☒ Other sources. Identify the other sources that were utilized: See Appendix: Sources and citations of quantitative and qualitative data.

The key findings on the causes and conditions of poverty can be found on pages 14-15 of this report.

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XIV. Agency Strengths, Challenges, and Opportunities

The recent process resulted in the following information required for the Community Assessment:

Organizational Strengths	Challenges	Opportunities and Assets
Community advocacy	Not enough funding	Do more of the same
Culturally-based	Not enough staff	Additional offices (i.e., outside city limits)
Effective use of limited funds	Constrained by public funder regulations	More visibility
Shift to support services to break the cycle of poverty	Responsiveness/timing	Additional connections with school districts
Addresses major service gaps		Break down silos among departments
Very reliable		Present metrics on a community dashboard
Great staff and leadership		

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XV.   Assessment Approval

The Project BRAVO Community Assessment, as per TDHCA requirements, was approved by the Board of Directors on May 25, 2021, during its monthly meeting. The previous Community Assessment was approved by the Board of Directors on December 4, 2018, during its monthly meeting.

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XVI.   Top 5 Needs of El Paso County (CSBG CAP Form)

Below is a screen shot of the CSBG 2022 CAP Form for submission. The link to the TDHCA site with the requisite forms is: https://www.tdhca.state.tx.us/community-affairs/csbg/additional-requirements.htm.

Subrecipient:				
Needs Assessment				
Need #	Need	Outcome	Organization(s)/Program Providing Services or Strategies	County(ies) where provided
1				
2				
3				
4				
5				
Gaps in Services				
Need #	Narrative of Gaps in Services	How can this gap be bridged?	What can the Subrecipient do to bridge this gap?	What can other organizations do to bridge this gap?
1				
2				
3				
4				
5				

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XVII. Appendices

This document contains the following appendices:

Appendix A: Secondary Research and Data Summaries

Appendix B: 211 Data Analysis

Appendix C: Client / Community Survey Instrument

Appendix D: Client / Community Survey Select Results

Appendix E: Community Stakeholder Interview Guide

Appendix F: Focus Group Discussion and Community Forum Moderator's Guide

Appendix G: Supplementary Tables and Data

    Appendix G1: Veterans Profile

    Appendix G2: Crime Statistics

    Appendix G3: Federally Qualified Health Centers, Other Health Service Sites in El Paso County

    Appendix G4: Housing Needs Summary

Appendix H: Sources and Citations of Quantitative and Qualitative Data

Appendix I: Community Resource Directory

Appendix J: Results Oriented Management and Accountability (ROMA) Cycle

Appendix K: Needs Groups Exercise

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A.   Appendix A: Secondary Research and Data Summaries

1.   Social & Economic Factors

a)   *The Social Vulnerability Index*

The Social Vulnerability Index (SVI) helps identify areas of community health need. Developed by the Centers for Disease Control and Prevention as a metric for analyzing population data to identify vulnerable populations, the SVI's measures are housed within the domains of Socioeconomic Status, Household Composition and Disability, Minority Status and Language, Housing, and Transportation. The tool may be used to rank overall population wellbeing and mobility relative to County and State averages. It can also be used to determine the most vulnerable populations during disaster preparedness and global pandemics.

Notable SVI characteristics are seen in Exhibit 8 for El Paso County and the city of El Paso compared with state and national averages. Data in this table comes from the 2019 American Community Survey 5-Year Estimates, with trends and changes noted by arrows ↑↓. An upward arrow (↑) indicates an increase of more than 10% from the 2010 American Community Survey 5-Year estimate, a downward arrow (↓) indicates a decrease of more than 10%. If no arrow is present, there is no notable change from 2010.

Exhibit 8: Social Vulnerability Index, 2019 (With 2010 Change Rates for Comparison where change is greater than 10%)

	USA	Texas	El Paso County	El Paso
Population	324,697,795	28,260,856↑	836,062	679,813
Below Poverty	13.4%↓	14.7%↓	20.2%↓	19.1%↓
Unemployed[5]	6.3%↓	7.2%	8.1%↓	8.1%↓
Median Income	$62,843↑	$61,874↑	$48,903	$48,542
Age 65+	15.6%↑	12.3%↑	11.9%↑	13.7%↑
Median Age	38.1	34.6	32.2	32.9
Age 17 or Younger	22.6%	26.0%	27.5%	26.7%
Household with Disability	12.6%	11.5%	13.7%	13.7%
Single-Parent Households	29.0%↓	28.3%↓	32.6%↑	32.2%↑
Ethnic Minority	39.3%↑	58.0%	88.0%	87.2%
Do not Speak English[6]	8.4%	13.7%	31.8↑	29.3↑
Multi-Unit Housing Structures	26.3%	25.0%	24.3%	27.2%
Mobile Homes	6.2%	7.1%	5.5%	2.7%
No Vehicle	8.6%	5.3%↑	7.0%↑	7.5%↑

SOURCE: American Community Survey (ACS) 2019, 2010, 5-Year Estimates.
https://data.census.gov/cedsci/table?q=population&g=0100000US_0400000US48_0500000US48029_1600000US4865000&tid=ACSDP5Y2019.DP05&moe=false&hidePreview=true

- Median incomes rose in El Paso County from 2010-2019, however, median incomes in El Paso County and the city of El Paso ($48,903, $48,542, respectively) are much lower than the Texas and national averages.
- The percent of single parent households in El Paso County and the city of El Paso has increased, while the state and national averages have decreased.

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[5]December 2020 Unemployment Rates. Unemployment rates have spiked from December 2019, but over a 10-year span have not changed drastically. Unemployment in El Paso in December 2010 was 9.1% SOURCE: Bureau of Labor Statistics.
https://data.bls.gov/timeseries/LASST480000000000004?amp%253bdata_tool=XGtable&output_view=data&include_graphs=true

[6] Speak English "Less Than Well" per American Community Survey.

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- Nearly nine in ten (88.0%) residents of El Paso County identify as an Ethnic minority (Non-White, or Hispanic or Latino.) The National average of ethnic minority status is 39.3%.

b) *Disability Status*

Exhibit 9: Disability Status by Age

	United States	Texas	El Paso County	El Paso
Overall	12.6%	11.5%	14.0%	13.9%
Under 5 years	0.7%	0.7%	1.3%	1.2%
5 to 17 years	5.5%	5.4%	7.1%	6.4%
18 to 34 years	6.3%	5.9%	7.2%	7.2%
35 to 64 years	12.6%	11.9%	14.5%	14.3%
65 to 74 years	24.8%	27.9%	33.6%	32.0%
75 years and over	48.4%	52.0%	59.2%	58.2%

SOURCE: ACS, 2019 5-Year Estimates.

- El Paso County (14.0%) has a higher percent of households with a disability than the Texas (11.5%) and national (12.6%) averages.
- The age groups experiencing the highest rates of disability in El Paso County are seniors age 65-74 (33.6%) and seniors aged 75 and over (59.2%).
- Around 7% (7.1%) of school aged children in El Paso County experience some form of disability.

Exhibit 10: Disability by Type

	United States	Texas	El Paso County	El Paso
With a vision difficulty	2.3%	2.5%	3.8%	3.4%
With a cognitive difficulty	5.1%	4.6%	5.3%	5.3%
With an ambulatory difficulty	6.9%	6.3%	7.5%	7.7%
With a self-care difficulty	2.6%	2.5%	3.1%	3.1%
With an independent living difficulty	5.8%	5.2%	6.6%	6.7%

SOURCE: ACS, 2019 5-Year Estimates.

- The most common forms of disability in El Paso County are ambulatory difficulty (7.7%) and independent living difficulty (6.6%).

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c) *Single Parent Households*

Exhibit 11: Households and Families

	United States	Texas	El Paso County	El Paso
Single Parent HH	29.0%	28.3%	31.4%	32.2%
Single Parent HH, Female Householder	27.7%	26.9%	30.0%	30.9%
Single Parent HH, Male Householder	1.3%	1.4%	1.4%	1.3%
Living Alone	15.4%	13.4%	12.5%	13.3%
65+ Living Alone	7.5%	5.6%	5.7%	6.1%

SOURCE: ACS, 2019 5-Year Estimates.

- Approximately one in three households in El Paso County are single-parent households. As noted in the Social Vulnerability Index, Single-Parent Households may indicate a vulnerable population, which may experience a lack of childcare options and/or a single source of income.
- El Paso County has approximately 414 daycares.[7] This includes 150 home-based programs and 264 centers. A link that provides detailed profiles of each and a searchable feature to help identify resources can be found here: https://childcarecenter.us/texas/el_paso_tx_childcare .
- More information about childcare can be found in the Appendix.

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[7] CareLulu, https://www.carelulu.com/daycare-preschool/zip/79901;radius=20

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d)   Education

Exhibit 12: Education – Highest Level Reached

	United States	Texas	El Paso County	El Paso
Less than High School graduate	5.1%	8.2%	11.7%	11.5%
High school graduate (includes equivalency)	27.0%	25.0%	30.7%	29.4%
Some college, no degree	20.4%	21.6%	51.6%	52.3%
Associate degree	8.5%	7.2%	8.2%	8.2%
Bachelor's degree or Higher	19.8%	19.5%	15.8%	16.7%
Graduate or professional degree	12.4%	10.4%	7.6%	8.4%

SOURCE: ACS, 2019 5-Year Estimates.

- Educational attainment is typically a strong indicator of future economic status. The Bureau of Labor Statistics estimates Americans with a graduate or professional degree earn three times more than individuals without a high school diploma.[8]
- El Paso County and the city of El Paso, where incomes are lower than the Texas and national average, the rates of educational attainment are also much lower.
- One in nine (11.7%) El Paso County residents are not high school graduates.

Exhibit 13: Education – High School Graduation Rates, by Ethnicity

	United States	Texas	El Paso County	El Paso
White	92.9%	93.9%	95.5%	95.6%
Black or African American	86.0%	89.8%	95.4%	95.7%
Hispanic or Latino	68.7%	66.4%	74.5%	76.4%
Asian	87.1%	88.2%	90.1%	90.1%
American Indian or Alaska Native	80.3%	80.3%	81.1%	80.2%
Other	62.7%	60.8%	63.9%	66.5%

SOURCE: ACS, 2019 5-Year Estimates.

- Students identifying as "other" average the lowest rate of High School completion in all comparative regions, with students who identify as Hispanic or Latino average the second lowest High School completion rate.
- Students who identify as Hispanic or Latino in El Paso County and the city of El Paso have better high school graduation rates than the state or national average.

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[8] US Bureau of Labor Statistics. https://www.bls.gov/careeroutlook/2016/data-on-display/education-matters.htm#:~:text=According%20to%20data%20from%20the,decreases%20as%20educational%20attainment%20rises.&text=That's%20more%20than%20triple%20the,than%20a%20high%20school%20diploma.

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e) *Employment and Unemployment*

Exhibit 14: Unemployment

	United States	Texas	El Paso Metropolitan Area
December 2019	3.6%	3.5%	3.6%
December 2020	6.7%	6.9%	8.1%

SOURCE: Bureau of Labor Statistics.

- Unemployment has more than doubled in the El Paso Metropolitan Area from December 2019 to December 2020. Unemployment in the El Paso Metropolitan Area was similar to the rates in Texas and the United States prior to the COVID-19 pandemic, but now has a higher rate.[9]
- The total number of currently unemployed residents in the El Paso Metropolitan Area is 29,486.

Exhibit 15: Unemployment, El Paso Metropolitan Area, 2010-2020 (Unemployment Rate as Percent)
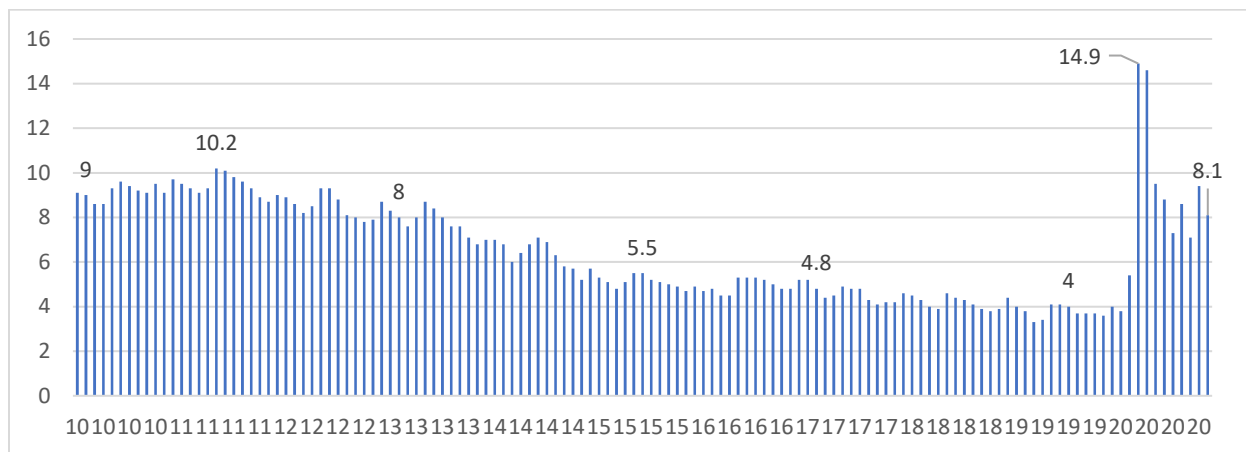
SOURCE: Bureau of Labor Statistics.

- Unemployment in the El Paso Metropolitan area was on a steady decline from 2010 to 2019, prior to the COVID-19 pandemic.
- Unemployment peaked in April 2020 (14.9%) and has been declining since then.

Employment by Industry Type, El Paso County (see Exhibit 16 below)

- Most common industry sectors: Educational Services, Health Care, and Social Assistance.
- Least common industry type: Agriculture, Forestry, Fishing, Hunting and Mining
- Fewer people work in manufacturing jobs (6.5%) than the Texas average (8.5%). More work in Transportation and warehousing and utilities (7.2%) than the Texas average (5.9%).

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[9] The relatively sharp rise in El Paso Metropolitan Area unemployment is not unexpected since lower-wage jobs tend to be more vulnerable to economic downturns and, as show above, El Paso County's median income is far below state and national averages.

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Exhibit 16: Employment by Industry Type

	United States		Texas		El Paso County		El Paso	
Civilian employed population 16 years and over	154,842,185		13,253,631		352,290		292,997	
Agriculture, forestry, fishing and hunting, and mining:	2,743,687	1.8%	397,032	3.0%	3,778	1.1%	2,353	0.8%
Construction	10,207,602	6.6%	1,137,958	8.6%	22,292	6.3%	16,559	5.7%
Manufacturing	15,651,460	10.1%	1,125,176	8.5%	23,040	6.5%	18,786	6.4%
Wholesale trade	4,016,566	2.6%	378,542	2.9%	9,335	2.6%	7,591	2.6%
Retail trade	17,267,009	11.2%	1,507,002	11.4%	41,741	11.8%	34,547	11.8%
Transportation and warehousing, and utilities:	8,305,602	5.4%	777,044	5.9%	25,189	7.2%	19,646	6.7%
Information	3,114,222	2.0%	227,928	1.7%	6,418	1.8%	5,360	1.8%
Finance and insurance, and real estate and rental and leasing:	10,151,206	6.6%	884,408	6.7%	16,800	4.8%	14,725	5.0%
Professional, scientific, and management, and administrative and waste management services:	17,924,655	11.6%	1,524,750	11.5%	38,161	10.8%	32,467	11.1%
Educational services, and health care and social assistance:	35,840,954	23.1%	2,863,828	21.6%	90,199	25.6%	76,406	26.1%
Arts, entertainment, and recreation, and accommodation and food services:	14,962,299	9.7%	1,216,771	9.2%	35,617	10.1%	30,678	10.5%
Other services, except public administration	7,522,777	4.9%	684,780	5.2%	14,878	4.2%	12,371	4.2%
Public administration	7,134,146	4.6%	528,412	4.0%	24,842	7.1%	21,508	7.3%

SOURCE: SOURCE: ACS, 2019 5-Year Estimates.

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2. Physical Environment

a) *Housing and Household Characteristics*

Exhibit 17: Housing Characteristics

	United States	Texas	El Paso County	El Paso
Median Home Value	$217,500	$172,500	$121,500	$127,400
Average Monthly Rent	$1,062	$1,045	$838	$837
Vacancy Rate	12.1%	11.4%	9.4%	9.4%

SOURCE: ACS, 2019 5-Year Estimates.

- The median home values in El Paso County are about 30% lower than the Texas and national average.
- While monthly rents are about 45% lower in El Paso County than the state and national average, vacancy rates are also lower, meaning it may be difficult for some individuals to move.
- More housing data is available in the Appendix, which shows that a higher percentage of households in El Paso are cost burdened.

b) *Transportation*

Exhibit 18: Commute and Transportation

	United States	Texas	El Paso County	El Paso
Mean Travel Time to Work (Minutes)	27.6	27.2	23.7	23.2
Use Public Transit	5.0%	1.3%	1.4%	1.6%
Drive Alone	75.9%	80.1%	80.7%	81.1%
No Vehicle	8.6%	5.3%	1.9%	2.1%

SOURCE: ACS, 2019 5-Year Estimates.

- El Paso County residents average lower commute times than the state and national average.
- Fewer El Paso County residents (2.1%) are without a vehicle than the Texas (5.3%) and national average (8.6%).

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Exhibit 19: Homelessness in El Paso, 2010-2020
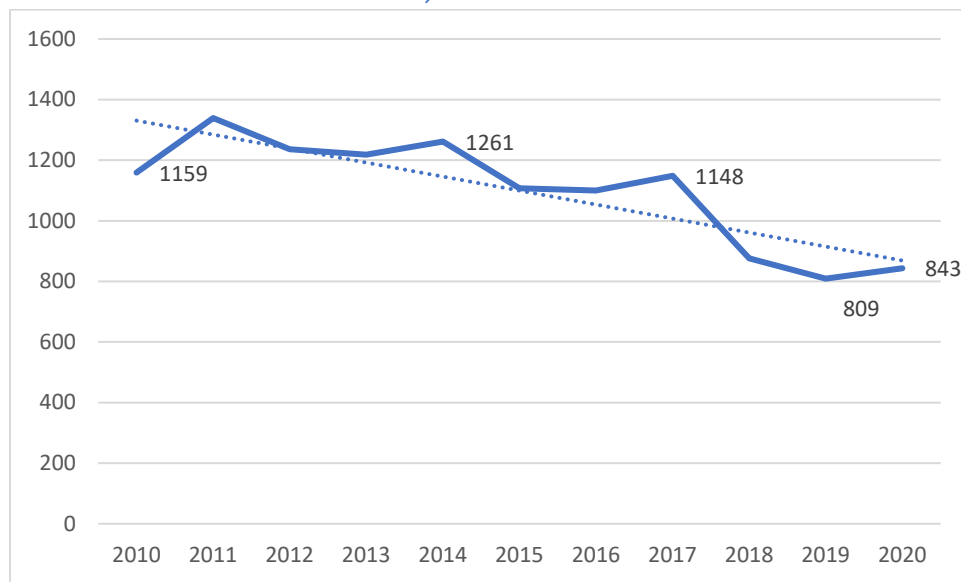
SOURCE: The El Paso Coalition for the Homeless, Point in Time Count, 2010-2020.

- Homelessness in El Paso declined overall from 2010 to 2020, but it ticked up in the most recent year.
- The homeless count for El Paso in 2019 was 809 individuals, the lowest amount in over the past 10 years of Point in Time Counting. Numbers were up slightly in 2020 – with 843 individuals counted.

c)   People Experiencing Homelessness

Exhibit 20: Homelessness by Type

Type	Count
Unsheltered	162
Sheltered	495
Transitional Housing	186
Total	843

SOURCE: The El Paso Coalition for the Homeless, Point in Time Count, 2020.

- Most El Pasoans experiencing homelessness are sheltered (495) or are in some form of transitional housing (186).
- Of the 843 individuals experiencing homelessness in El Paso, 55 are veterans.[10] For more information on veterans, see Appendix.

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[10] SOURCE: The El Paso Coalition for the Homeless, Point in Time Count, 2020.

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3. Population Health Measures

a) *General Health Status*

Exhibit 21: Health Status

	Texas	El Paso County
Poor or Fair Health	21%	27%
Poor Physical Health Days	3.7	4.4
Poor Mental Health Days	3.8	3.9

SOURCE: County Health Rankings, https://www.cdc.gov/500cities

- El Paso County residents experience more poor mental health days per month (4.4) than the Texas average (3.8). Self-reported health status is a general measure of health-related quality of life (HRQoL) in a population. Measuring HRQoL helps characterize the burden of disabilities and chronic diseases in a population.[11]

b) *Mortality and Morbidity*

Exhibit 22: Leading Causes of Death[12]

	United States	Texas	El Paso County
Heart Disease	165.0	160.2	123.8
Cancer	152.5	143.7	123.0
Stroke	37.6	38.1	29.7
Accidents	49.4	38.0	27.9
Alzheimer's disease	31.0	33.7	35.9
Chronic Lower Respiratory Disease	40.9	37.6	26.0
Diabetes	21.5	20.6	34.9
Cirrhosis (Liver Disease)	10.9	14.5	25.2
Septicemia	10.6	15.1	12.5
Suicide	14.0	13.3	9.7

SOURCE: Centers for Disease Control and Prevention, National Center for Health Statistics: Underlying Cause of Death 1999-2017 on CDC Wonder Online Database. 2017. https://www.sanantonio.gov/Portals/0/Files/health/News/Reports/Mortality/2017MortalityReport.pdf

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[11] County Health Rankings. https://www.countyhealthrankings.org/explore-health-rankings/measures-data-sources/county-health-rankings-model/health-outcomes/quality-of-life/poor-mental-health-days

[12] Deaths per 100,000 population.

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- The leading cause of death in El Paso is heart disease (123.8), a number much lower than the state and national rates. The second leading cause of death is cancer.
- Areas where El Paso experiences worse rates than Texas and the nation include Alzheimer's, Diabetes, and Cirrhosis (Liver Disease).

Exhibit 23: Chronic Disease Incidence

	United States	Texas	El Paso County
Heart Disease	26.8%	29.0%	23.0%
High Blood Pressure	57.2%	59.9%	56.4%
Asthma	5.0%	4.9%	5.1%
Diabetes	9.5%	10.0%	10.5%

SOURCE: Community Commons, Centers for Medicare and Medicaid Services
https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Medicare-Geographic-Variation/GV_PUF
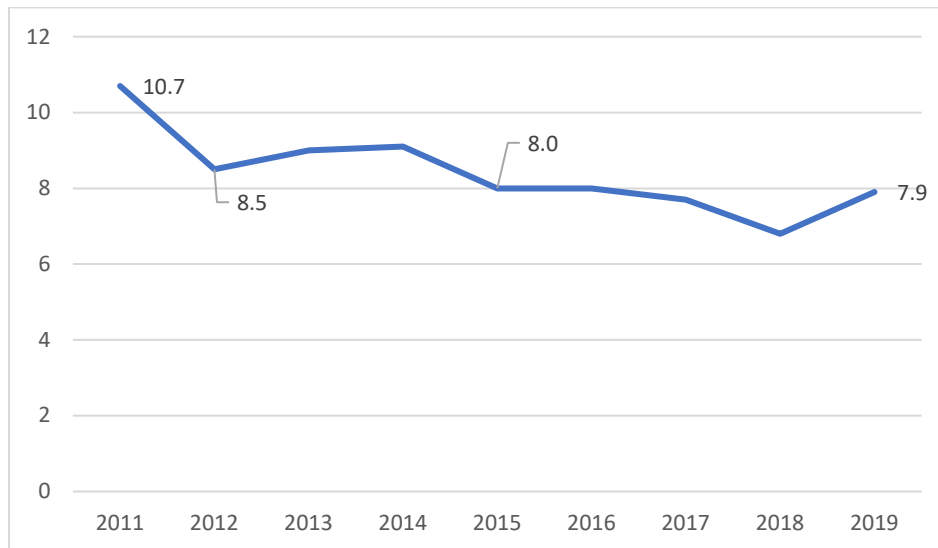
- Nearly one in four (23.0%) El Paso County residents experience heart disease, and more than half (56.4%) of El Paso County residents have high blood pressure.
- The Texas and El Paso average for diabetes incidence is slightly higher than the national average

c) *Behavioral Health and Suicide*

Exhibit 24: Depression Rates over Time

https://www.cdc.gov/brfss/brfssprevalence/index.html
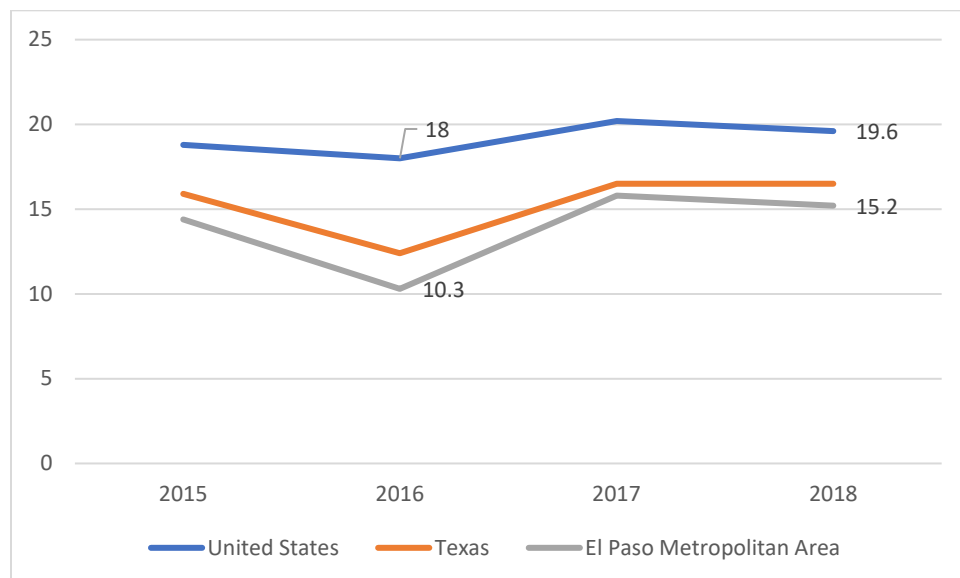
- Depression rates in the El Paso Metropolitan Area have risen over the past few years, after a gradual decrease from 2015 to 2016. It is estimated these numbers have risen again during the COVID-19 pandemic. A CDC study in June 2020 found 40.9% of respondents reported at least one adverse mental or behavioral health condition, including symptoms of anxiety disorder or depressive disorder (30.9%).[13]
- El Paso averages slightly lower rates of depression than the Texas average.

Exhibit 25: Suicide Rates[14]

	United States	Texas	El Paso County
Suicide Rate (Age Adjusted)	13.6	12.9	10.3
Male	21.7	20.6	17.1
Female	6.0	5.6	4.1

SOURCE: Community Commons, Centers for Medicare and Medicaid Services, https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Medicare-Geographic-Variation/GV_PUF

- Suicide rates in El Paso County are slightly lower than the Texas and US average.
- In El Paso County, men are more than four times as likely than women to commit suicide.

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[13] Centers for Disease Control, Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic. https://www.cdc.gov/mmwr/volumes/69/wr/mm6932a1.htm

[14] The age adjusted suicide rates from Community Commons Centers from Medicare and Medicaid Services are similar but not exact to the suicide rate numbers from the statewide "Leading Cause of Death" count. Number of deaths per 100,000 population.

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Exhibit 26: Youth Suicide Rates, 2016-2020[15]
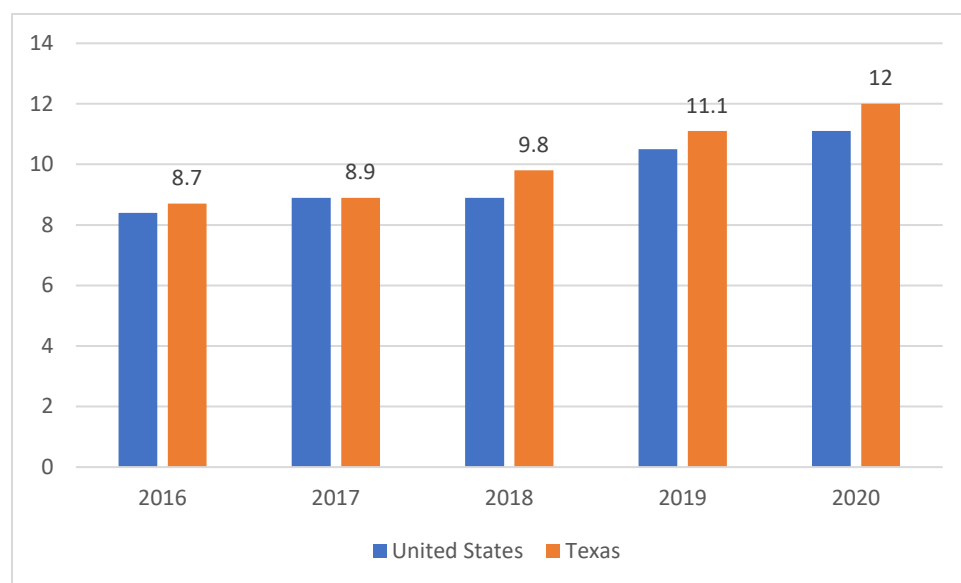
SOURCE: United Health Foundation, America's Health Rankings
https://www.americashealthrankings.org/explore/health-of-women-and-children/measure/teen_suicide/state/TX

- Youth suicides are increased in Texas since 2016, up from 8.7 to 12.0 per 100,000 adolescents – slightly higher than US rates. Corresponding rates for El Paso County were unavailable.

4. Other Physical Health Measures

a) Select Lifestyle Measures

Exhibit 27: Physical Health Indicators

	United States	Texas	El Paso County
Adults who are Obese	29.50%	31.3%	31.5%
Current Smokers	15.7%	15.0%	13.8%
Physical Inactivity	22.1%	23.1%	20.0%

SOURCE: Community Commons, Centers for Medicare and Medicaid Services,
https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Medicare-Geographic-Variation/GV_PUF

- El Paso County residents have slightly better average rates of physical inactivity than the state and national average. Still, one in every five El Paso County residents does not get any form of

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[15] Number of deaths by suicide per 100,000 adolescents ages 15-19

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physical activity. Physical activity may play an important role in the management of general health issues, as well as mild-to-moderate mental health conditions, especially depression and anxiety.[16]

5.   Childhood Abuse and Neglect

Exhibit 28: Childhood Abuse and Neglect[17], El Paso County, 2011-2019

SOURCE: Healthy El Paso Del Norte.

http://www.healthypasodelnorte.org/indicators/index/view?indicatorId=10&localeId=2645&comparisonId=7225

- ● Child abuse rates fell slowly in El Paso County between 2011 to 2019, then experienced a slight increase in 2019.
- ● El Paso experienced slightly better rates of child abuse (7.9) than the Texas average (9.1[18]).

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[16] Paluska, Schwenk. "Physical Activity and Mental Health." https://link.springer.com/article/10.2165/00007256-200029030-00003

[17] Per 1,000 Children.

[18] SOURCE: Healthy El Paso Del Norte.

http://www.healthypasodelnorte.org/indicators/index/view?indicatorId=10&localeId=2645&comparisonId=7225

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a)   Household Support and Foster Care

Exhibit 29: TANF[19] Program Cases, El Paso County, January 2019 – December 2020
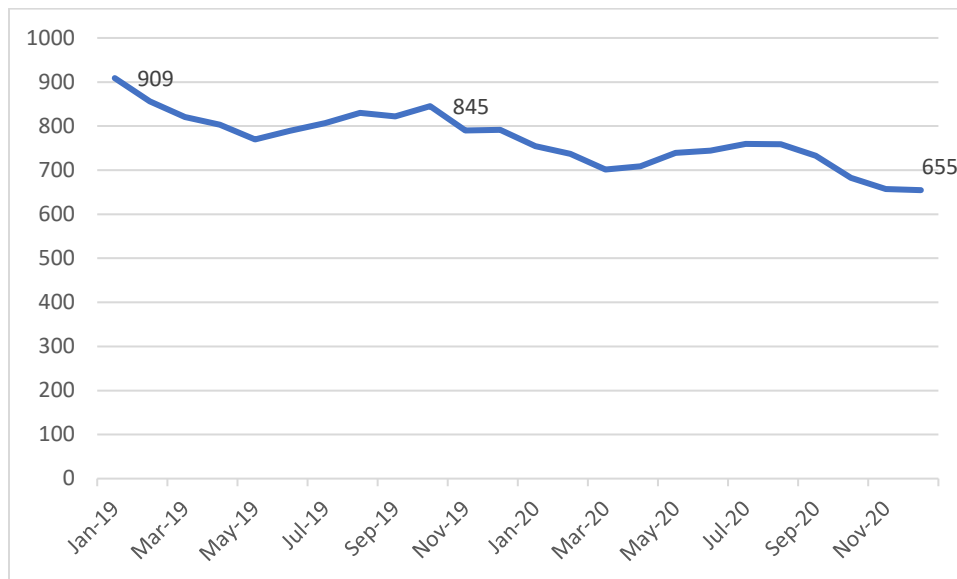
SOURCE: Texas Health and Human Services. https://hhs.texas.gov/about-hhs/records-statistics/data-statistics/temporary-assistance-needy-families-tanf-statistics

- The number of TANF cases in El Paso County has fallen over the past two years.
- In December 2020, there were 655 TANF cases in El Paso County, with an average payment of $213[20].

Exhibit 30: SNAP, or Supplemental Nutrition Assistance Program

	Texas	El Paso County
Number of Cases	1,578,737	67,128
Number Eligible	3,577,888	152,805
Percent Eligible on SNAP	44.1%	43.9%
Average Payment/Case	$261.20	$258.63

SOURCE: Texas Department of Health and Human Services, https://hhs.texas.gov/about-hhs/records-statistics/data-statistics/supplemental-nutritional-assistance-program-snap-statistics

- Many El Paso County families (152,805) utilize SNAP program resources.
- Less than half of eligible families are utilizing SNAP in El Paso County (43.9%).

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[19] " Temporary Assistance for Needy Families"

[20]SOURCE: Texas Health and Human Services. https://hhs.texas.gov/about-hhs/records-statistics/data-statistics/temporary-assistance-needy-families-tanf-statistics

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Exhibit 31: Foster Care

	Texas	El Paso County
Children 0-17	7,338,445	229,502
Children in Foster Care	15,904	251
Population of Children in Foster Care	0.22%	0.11%

SOURCE: Texas Department of Family and Protective Services, https://www.dfps.state.tx.us/About_DFPS/Monthly_Data/default.asp American Community Survey, 2019 5-Year Estimates
https://data.census.gov/cedsci/table?q=population&g=0100000US_0400000US48_0500000US48029_1600000US4865000&tid=ACSDP5Y2019.DP05&moe=false&hidePreview=true

- A lower rate of children in El Paso County (0.11%) are in foster care than the Texas average (0.22%).
- Children in Foster Care may more highly correlate to Adverse Childhood Experiences (ACEs) than those who are not in Foster Care. Findings suggest that children entering the foster care system are already vulnerable and at risk of experiencing ACEs during foster care and psychological distress during adulthood.[21]

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[21] Bruskas. "Adverse Childhood Experiences and Psychosocial Well-Being of Women Who Were in Foster Care as Children."
https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3783064/#:~:text=Conclusion%3A,and%20psychological%20distress%20during%20adulthood.

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6. Health System Capacity and Use

Exhibit 32: Healthcare Providers

	Texas	El Paso County
Primary Care Physicians	1,640:1	2,080:1
Mental Health Providers	1,730:1	2,250:1
Dentists	880 to 1	1,080:1

SOURCE: County Health Rankings, https://www.cdc.gov/500cities

- El Paso County has poorer rates of primary care, mental health, and dental providers per person than the Texas average.
- Access to care is a barrier that can prevent or limit access to needed health care services, which may increase the risk of poor health outcomes and health disparities.[22]
- For more information on capacity, see information about Federally Qualified Health Centers in the Appendix.

Exhibit 33: Primary Care

	United States	Texas	El Paso County
Visited doctor in last 12 months	76.2%	74.2%	71.5%
Visited doctor in last 12 months: 1-2 times	23.8%	24.0%	23.8%
Visited doctor in last 12 months: 3-5 times	22.8%	22.2%	21.3%
Visited doctor in last 12 months: 6+ times	29.6%	28.1%	26.4%

SOURCE: ESRI Data, 2020.

- Most primary care rates are slightly lower than, or equal to state and national averages.
- Approximately 70% of El Paso County residents saw a doctor in the past year (71.5%), though that percentage is slightly lower than state and national averages.
- While only 23.8% of people saw a doctor two times, 26.4% of people saw a doctor 6+ times.

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[22]US Department of Health and Human Services, Healthy People 2020, "Access to health Services." https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-health/interventions-resources/access-to-health#2

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Exhibit 34: Maternal and Child Health

	United States	Texas	El Paso County
Teen Birth Rate[23]	22.7	34.3	44.8
Low Birth Weight	8.20%	8.40%	9.10%
Infant Mortality[24]	5.8	5.5	4.4

SOURCE: Community Commons, Centers for Medicare and Medicaid Services, https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Medicare-Geographic-Variation/GV_PUF CDC, National Center for Health Statistics, https://www.cdc.gov/nchs/pressroom/sosmap/infant_mortality_rates/infant_mortality.htm

- Teen births are much more common in El Paso County (44.8) than the Texas (34.3) and National average (22.7). Though its teen birth rate is high, El Paso County averages a slightly slower rate of infant mortality (4.4) than the Texas and national averages.

Exhibit 35: Insurance Status

	United States	Texas	El Paso County
Uninsured Population	8.8%	17.2%	20.3%
Male (Uninsured)	9.8%	18.0%	20.3%
Female (Uninsured)	7.9%	16.5%	20.3%
Uninsured Seniors	0.8%	1.9%	2.8%
Uninsured Children	5.1%	10.8%	9.6%

SOURCE: Community Commons, Centers for Medicare and Medicaid Services, https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Medicare-Geographic-Variation/GV_PUF

- The rates of people without insurance in Paso County are more than double the national average.
- Nearly one in 10 (9.6%) of children in El Paso County is uninsured.

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[23] Per 1,000 women age 15-19

[24] Deaths per 1,000 live births

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a)   *Drug Use and Substance Misuse Profile*

Exhibit 36: Prescription Drug Status

	United States	Texas	El Paso County
Used prescription drug for asthma	3.9%	3.7%	3.5%
Used prescription drug for depression	6.2%	5.6%	4.4%
Used prescription drug for diabetes (insulin dependent)	2.3%	2.4%	3.2%
Used prescription drug for diabetes (non-insulin depend)	4.5%	4.5%	5.3%

SOURCE: ESRI Data, 2020.

- Compared to Texas averages, depression rates in the El Paso Metropolitan Area are lower[25], and slightly fewer El Paso County residents use prescription drugs for depression.

Exhibit 37: Drug Overdose Death Rates, 2004-2018[26]

SOURCE: Healthy Paso Del Norte.
http://www.healthypasodelnorte.org/indicators/index/view?indicatorId=10&localeId=2645&comparisonId=7225
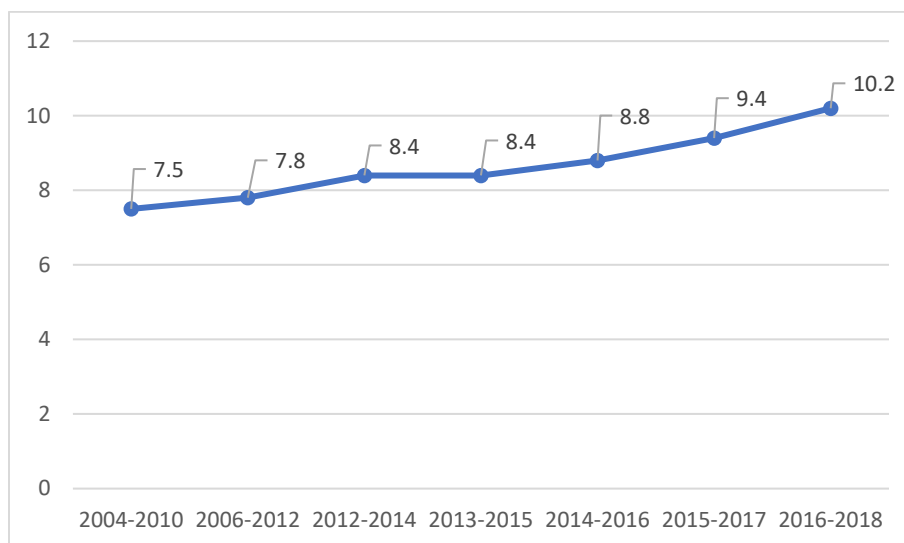
- Drug overdose deaths rose about 35% in El Paso County from 2004-2018.
- The rate of drug overdoses in El Paso county (10.2) is similar to the Texas rate (10.4) – both of which are much lower than the national rate (21.0[27])

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[25] See Exhibit 24

[26] Rolling rates were compiled over 2- and 6-year periods. Per 100,000 population.

[27] SOURCE: Healthy Paso Del Norte.
http://www.healthypasodelnorte.org/indicators/index/view?indicatorId=10&localeId=2645&comparisonId=7225

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Exhibit 38: Substance Use Demographics, Texas

	Alcohol		Cocaine/Crack		Heroin		Prescription		Meth-		Marijuana		Benzo-		Synthetic	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Number of Admissions (#)	17,778	100.0%	6,043	100.0%	10,328	100.0%	2,546	100.0%	12,519	100.0%	16,886	100.0%	1,337	100.0%	698	100.0%
Sex (%)																
Male	11,977	67.4%	3,207	53.1%	6,128	59.3%	1,005	39.5%	5,492	43.9%	11,744	69.5%	564	42.2%	479	68.6%
Female	5,801	32.6%	2,836	46.9%	4,200	40.7%	1,541	60.5%	7,027	56.1%	5,142	30.5%	773	57.8%	219	31.4%
Race/Ethnicity(%)																
White, Non-Hisp	9,612	54.1%	1,700	28.1%	6,500	62.9%	1,845	72.5%	9,602	76.7%	5,235	31.0%	785	58.7%	282	40.4%
African-Am/Black, Non-Hisp	2,266	12.7%	2,583	42.7%	599	5.8%	240	9.4%	500	4.0%	4,551	27.0%	144	10.8%	97	13.9%
Hispanic/Latino	5,609	31.6%	1,692	28.0%	3,125	30.3%	433	17.0%	2,237	17.9%	6,876	40.7%	389	29.1%	313	44.8%
Asian	77	0.4%	20	0.3%	20	0.2%	0	0.0%	23	0.2%	73	0.4%	0	0.0%	0	0.0%
Other	214	1.2%	48	0.8%	84	0.8%	28	1.1%	157	1.3%	151	0.9%	19	1.4%	6	0.9%
Age Group (%)																
Other	259	1.5%	145	2.4%	76	0.7%	34	1.3%	251	2.0%	6,612	39.2%	226	16.9%	195	27.9%
18-25	1,998	11.2%	586	9.7%	2,019	19.5%	328	12.9%	2,312	18.5%	4,473	26.5%	349	26.1%	182	26.1%
26-44	9,391	52.8%	3,162	52.3%	6,568	63.6%	1,714	67.3%	8,429	67.3%	5,141	30.4%	684	51.2%	284	40.7%
45+	6,130	34.5%	2,150	35.6%	1,665	16.1%	470	18.5%	1,527	12.2%	660	3.9%	78	5.8%	37	5.3%
Average Age	39		40		34		35		33		25		28		26	
Route of Administration (%)																
Smoked	62	0.3%	3,197	52.9%	228	2.2%	10	0.4%	6,668	53.3%	16,584	98.2%	6	0.4%	685	98.1%
Inhaled	18	0.1%	2,590	42.9%	1,410	13.7%	58	2.3%	1,240	9.9%	14	<0.1%	30	2.2%	0	0.0%
Injected	8	<0.1%	148	2.4%	8,602	83.3%	187	7.3%	4,118	32.9%	7	<0.1%	4	0.3%	0	0.0%
Oral/Other/Unknown	17,690	99.5%	108	1.8%	88	0.9%	2,291	90.0%	493	3.9%	281	1.7%	1,297	97.0%	13	1.9%
None	9,448	53.1%	2,054	34.0%	4,045	39.2%	844	33.2%	4,640	37.1%	7,545	44.7%	213	15.9%	242	34.7%
Alcohol	8	<0.1%	1,761	29.1%	907	8.8%	292	11.5%	1,822	14.6%	3,773	22.3%	184	13.8%	54	7.7%
Cocaine/Crack	2,391	13.4%	119	2.0%	1,244	12.0%	122	4.8%	739	5.9%	381	8.2%	98	7.3%	60	8.6%
Heroin	308	1.7%	109	1.8%	3	<0.1%	115	4.5%	396	3.2%	132	0.8%	45	3.4%	6	0.9%
Prescription Opioids	296	1.7%	55	0.9%	641	6.2%	196	7.7%	325	2.6%	311	1.8%	135	10.1%	5	0.7%
Methamphetamine**	1,314	7.4%	295	4.9%	1,407	13.6%	272	10.7%	76	0.6%	1,365	8.1%	159	11.9%	64	9.2%
Marijuana	3,205	18.0%	1,327	22.0%	939	9.1%	276	10.8%	3,627	29.0%	8	<0.1%	401	30.0%	223	31.9%
Benzodiazepines	431	2.4%	124	2.1%	924	8.9%	345	13.6%	417	3.3%	1,504	8.9%	18	1.3%	26	3.7%
Synthetic Cannabinoids***	85	0.5%	34	0.6%	31	0.3%	5	0.2%	95	0.8%	314	1.9%	18	1.3%	2	0.3%

Notes

***Admissions:** Includes all admissions to programs treating substance use disorders reported to the clinical Management for Behavioral Health Services (CMBHS) of the Texas HHSC, Behavioral

****Methamphetamine:** Includes amphetamines and methamphetamine.

*** HHSC collects data on "Other Cannabinoids", which may not include all the synthetic cannabinoids.

Percentages may not sum to 100 due to either rounding, missing data, and/or because not all possible categories are presented in the table (and category frequencies may not add to drug total because not all possible categories are presented in the table).

Data Not Availabale for Synthetic Stimulants

SOURCE: Data provided to the Texas NDEWS SCE by the Texas Health and Human Services Commission, Behavioral Health Services (HHSC BHS).

https://sacada.org/wp-content/uploads/2018/08/2018-Regional-Needs-Assessment.pdf

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B.   Appendix B: 211 Data Analysis

Included in the analysis was data from 2-1-1 that detailed much information about the needs of the community. The 2020 data was analyzed, and the below needs were identified and prioritized:

Priority	Need	Quantity
1	Rent Payment Assistance	8,823
2	Electric Service Payment Assistance	6,139
3	COVID-19 Diagnostic Tests	3,840
4	COVID-19 Control	2,866
5	Water Service Payment Assistance	2,464
6	Gas Service Payment Assistance	2,172
7	Food Pantries	1,990
8	Rent Payment Assistance * COVID-19	1,667
9	Housing Related Coordinated Entry	1,300
10	Food Stamps/SNAP Applications	1,196
11	Electric Service Payment Assis * COVID-19	1,103
12	Food Stamps/SNAP Applications * COVID-19	900
13	Talklines/Warmlines * COVID-19	879
14	Housing Authorities	841
15	Food Pantries * COVID-19	833
16	School Closure Related Breakfa * COVID-19	737
17	State Unemployment Insurance * COVID-19	723
18	Undesignated Temporary Financi * COVID-19	708
19	Low Income/Subsidized Private Rental Housing	598
20	EBT Card Services	513

- Of the top ten needs, six were housing related.

- Two of the top six needs (#3 & #4) related to COVID-19.

- Two (#7 and #10) of the top ten needs addressed food insecurity.

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Thank you for taking this short Community Assessment survey for Project BRAVO to help us identify our community's current needs and issues. This will take less than 10 minutes. Please complete the survey by Friday, March 19.

Enter to Win: If you want to be eligible to win a $100 gift card, include your contact information at the end. Your personal information and your answers will not be shared or connected to your responses.

Please note that this survey is not an application for services.

Thank you!

ESPAÑOL

Gracias por realizar esta breve encuesta de Evaluación de la comunidad para el Proyecto BRAVO con el fin de ayudarnos a identificar las necesidades y problemas actuales de nuestra comunidad. El proceso tardará menos de 10 minutos. Por favor complete la encuesta antes del viernes 19 de marzo.

Participa para ganar: si quiere ser elegible para ganar una tarjeta de regalo de $100, incluya su información de contacto al final. Su información personal y sus respuestas no se compartirán ni se relacionarán con sus respuestas.

Tenga en cuenta que esta encuesta no es una solicitud de servicios.

¡Muchas gracias!

1. What language would you like to take the survey in? / ¿En qué idioma le gustaría realizar la encuesta?
   ○ English / Inglés
   ○ Spanish / Español

* 2. What is your home zip code?

[   ]

3. Do you or people you know in our community need these services?" Please rate the level for each of these Community Needs. Choose "Unsure" if you have no opinion or knowledge about the issue.

	Not Needed	Rarely Needed	Needed	Very Needed	Unsure
Help with applying for Social Security, SSDI, WIC, TANF, etc.	○	○	○	○	○

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	Not Needed	Rarely Needed	Needed	Very Needed	Unsure
Help finding resources in the community (for example, healthcare, housing, education)	○	○	○	○	○
Affordable child care	○	○	○	○	○
Food	○	○	○	○	○
Transportation	○	○	○	○	○
Legal services	○	○	○	○	○
Neighborhood clean-up projects	○	○	○	○	○
Crime awareness or crime reduction	○	○	○	○	○
Public parks and facilities in your neighborhood	○	○	○	○	○
Learning about different careers	○	○	○	○	○
GED classes	○	○	○	○	○
English as a Second Language classes	○	○	○	○	○
Reading, writing, and math classes for adults	○	○	○	○	○
Computer skills training	○	○	○	○	○
Help to attend trade or technical school, or college	○	○	○	○	○
Help finding a job	○	○	○	○	○
Help with job skills, training & job search	○	○	○	○	○
Financial education/Budgeting classes/credit repair	○	○	○	○	○
Parenting classes	○	○	○	○	○
Healthy eating/cooking workshops	○	○	○	○	○
Classes on how to improve personal relationships, resolving conflicts, etc.	○	○	○	○	○
Mental health, marriage, and other counseling services	○	○	○	○	○

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	Not Needed	Rarely Needed	Needed	Very Needed	Unsure
Programs and activities for youth (ages 12-18)	○	○	○	○	○
Programs and activities for seniors	○	○	○	○	○
Affordable housing	○	○	○	○	○
Help paying rent or mortgage	○	○	○	○	○
Home buyer education	○	○	○	○	○
Help for major home repairs	○	○	○	○	○
Counseling to prevent mortgage default	○	○	○	○	○
Help with utility bills	○	○	○	○	○
Help to make my home more energy efficient (weatherization)	○	○	○	○	○
Health insurance/ affordable medical care	○	○	○	○	○
Prescription assistance	○	○	○	○	○
Citizenship classes	○	○	○	○	○
Voter education, registration, and community organizing	○	○	○	○	○
Services for immigrants	○	○	○	○	○
Affordable internet or technology	○	○	○	○	○

Are there any unmet needs in the community that were not listed? If yes, please add them.

4. Have you ever used services from Project BRAVO?

○ Yes

○ No

○ Not sure

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5. If so, tell us how happy you were with the services you received by checking either Poor, Fair, Good, Excellent, or No Opinion.

	Poor	Fair	Good	Excellent	No Opinion
How did the staff treat you?	○	○	○	○	○
Did staff do what they said they would do to help you?	○	○	○	○	○
Did the staff help you in a timely manner?	○	○	○	○	○
How was your overall experience?	○	○	○	○	○

Please share details if your experience was good or bad.

6. What Project BRAVO services did you use?

- [ ] Tuition assistance and employment coaching
- [ ] GED, or Adult Basic Education
- [ ] Medication assistance or pharmacy discounts
- [ ] Eye exams or eyeglasses
- [ ] Referral services for health clinics or other healthcare
- [ ] Utility assistance
- [ ] Affordable Apartments
- [ ] Other (please specify)

- [ ] Foreclosure Prevention
- [ ] Homebuyer classes
- [ ] Rental assistance
- [ ] Mortgage assistance
- [ ] Weatherization
- [ ] Air conditioner and furnace repair/startups

A Little About You

None of this information is required; it's only to learn more about people who may need our services.

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7. Please select your involvement with Project BRAVO. (check all that apply)

☐ Project BRAVO service user

☐ Project BRAVO Board member

☐ Provider of community-based (non-Project BRAVO) social services

☐ Person working in local or state government

☐ Other (please specify)

☐ Project BRAVO Staff Member

☐ Educational institution

☐ Private sector

☐ Person living in the El Paso County community

8. What is your age?

○ Under 18

○ 18-24

○ 25-34

○ 35-44

○ 45-54

○ 55-64

○ 65-74

○ 75+

○ Prefer not to answer

9. What is your gender?

○ Female

○ Male

○ Non-binary

○ Prefer not to share

10. What is your race? [Check all that apply]

☐ White or Caucasian

☐ Black or African American

☐ Hispanic, Latino or Latinx

☐ Asian or Asian American

☐ American Indian or Alaska Native

☐ Native Hawaiian or other Pacific Islander

☐ Another race

☐ Prefer not to share

11. Which of the following ranges best describes your total annual household income in the past year?

○ Under $10,000

○ Between $10,001 and $16,000

○ Between $16,001 and $21,000

○ Between $21,001 and $26,000

○ Between $26,001 and $32,000

○ Between $32,001 and $37,000

○ Between $37,001 and $42,500

○ More than $42,501

○ Prefer not to share

12. Do you own or rent your home?

◯ Own

◯ Rent

◯ Other (please specify)

[   ]

13. How many people live in your household, including yourself?

[   ]

14. Do you live in a single parent household?

◯ Yes

◯ No

15. Do you live in a multi-generation household, or a household with three or more generations living together?

◯ Yes

◯ No

16. What is your contact information? [Optional, but needed for entry to win the gift card]

Name	[ ]
Address	[ ]
Address 2	[ ]
City/Town	[ ]
State/Province	-- select state -- ▾
ZIP/Postal Code	[ ]
Email Address	[ ]
Phone Number	[ ]

Thank you for your participation!

* 17. ¿Cuál es el código postal de su domicilio?

[   ]

18. ¿Usted o las personas que conoce en nuestra comunidad necesitan estos servicios? Califique el nivel para cada una de estas necesidades de la comunidad. Elija "No estoy seguro" si no tiene una opinión o si no conoce sobre el tema.

	No necesario	Raras veces necesario	Necesario	Muy necesario	No estoy seguro
Ayuda para solicitar Seguro Social, SSDI, WIC, TANF, etc.	○	○	○	○	○
Ayuda para encontrar recursos en la comunidad (por ejemplo, atención médica, vivienda, educación)	○	○	○	○	○
Cuidado infantil asequible	○	○	○	○	○
Comida	○	○	○	○	○
Transporte	○	○	○	○	○
Asistencia legal	○	○	○	○	○
Proyectos de limpieza de vecindarios	○	○	○	○	○
Concienciación sobre el crimen o reducción del crimen	○	○	○	○	○
Parques públicos e instalaciones en su vecindario	○	○	○	○	○
Aprendiendo sobre diferentes carreras	○	○	○	○	○
Clases para la prueba de desarollo educativo general (GED)	○	○	○	○	○
Clases de inglés como segundo idioma	○	○	○	○	○
Clases de lectura, escritura y matemáticas para adultos	○	○	○	○	○
Capacitación básica en el uso de computadoras	○	○	○	○	○
Ayuda para asistir a una escuela técnica o comercial, o a la universidad	○	○	○	○	○
Ayuda para encontrar un trabajo	○	○	○	○	○
Ayuda con habilidades laborales, capacitación y búsqueda de trabajo	○	○	○	○	○

	No necesario	Raras veces necesario	Necesario	Muy necesario	No estoy seguro
Financiero educación/presupuestación clases/reparación de crédito	○	○	○	○	○
Clases de crianza	○	○	○	○	○
Talleres de cocina/alimentación saludable	○	○	○	○	○
Clases sobre cómo mejorar las relaciones personales, resolución de conflictos, etc.	○	○	○	○	○
Servicios de consejería de salud mental, matrimonio y otros	○	○	○	○	○
Programas y actividades para jóvenes (de 12 a 18 años)	○	○	○	○	○
Programas y actividades para personas mayores	○	○	○	○	○
Vivienda económica	○	○	○	○	○
Ayuda para pagar el alquiler o la hipoteca	○	○	○	○	○
Educación para compradores de vivienda	○	○	○	○	○
Ayuda para reparaciones importantes en el hogar	○	○	○	○	○
Asesoramiento para prevenir el incumplimiento de la hipoteca	○	○	○	○	○
Ayuda con las facturas de servicios públicos	○	○	○	○	○
Ayuda para que mi hogar sea más eficiente energéticamente (climatización)	○	○	○	○	○
Seguro médico/atención médica asequible	○	○	○	○	○
Ayuda con medicamentos	○	○	○	○	○
Clases de ciudadanía	○	○	○	○	○
Educación, registro y organización comunitaria de votantes	○	○	○	○	○

	No necesario	Raras veces necesario	Necesario	Muy necesario	No estoy seguro
Servicios para inmigrantes	○	○	○	○	○
Internet o tecnología asequibles	○	○	○	○	○

¿Hay necesidades insatisfechas en la comunidad que no se nombraron? Si es así, agréguelas.

[   ]

19. ¿Ha utilizado alguna vez los servicios del Proyecto BRAVO?

○ Sí

○ No

○ No estoy seguro

20. Si es así, díganos su grado de satisfacción con los servicios que recibió marcando Malo, Regular, Bueno, Excelente o Sin opinión.

	Malo	Regular	Bueno	Excelente	Sin opinión
¿Cómo lo trató el personal?	○	○	○	○	○
¿El personal hizo lo que dijo que haría para ayudarlo?	○	○	○	○	○
¿Le ayudó el personal de manera oportuna?	○	○	○	○	○
¿Cómo fue su experiencia general?	○	○	○	○	○

Comparta los detalles si su experiencia fue buena o mala.

[   ]

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21. ¿Qué servicios de Proyecto BRAVO utilizó?

- [ ] Asistencia para la matrícula y asesoramiento laboral
- [ ] Prueba de desarollo educativo general (GED) o educación básica para adultos
- [ ] Asistencia con medicamentos o descuentos de farmacia
- [ ] Exámenes de la vista o anteojos
- [ ] Servicios de remisión para clínicas de salud u otro tipo de atención médica
- [ ] Ayuda con los recibos de luz, gas o agua
- [ ] Apartamentos asequibles
- [ ] Otro (por favor especifique)

- [ ] Asesoramiento y prevención de ejecución hipotecaria
- [ ] Clases para compradores de vivienda
- [ ] Asistencia para la renta
- [ ] Asistencia hipotecaria
- [ ] Climatización
- [ ] Reparación/arranque de aires acondicionados y calefacción

_____

Un poco acerca de usted

No se requiere ninguna de esta información; es solo para obtener más datos sobre las personas que pueden necesitar nuestros servicios.

22. Seleccione su participación en el Proyecto BRAVO. (marque todo lo que corresponda)

- [ ] Usuario del servicio Project BRAVO
- [ ] Miembro de la Junta del Proyecto BRAVO
- [ ] Proveedor de servicios sociales comunitarios (ajenos al Proyecto BRAVO)
- [ ] Persona que trabaja en el gobierno local o estatal
- [ ] Otro (por favor especifique)

- [ ] Miembro del personal del Proyecto BRAVO
- [ ] Institución educativa
- [ ] Sector privado
- [ ] Persona que vive en la comunidad del condado de El Paso

_____

23. ¿Cuál es su edad?

- ( ) Menos de 18 años
- ( ) 18 a 24
- ( ) 25 a 34
- ( ) 35 a 44
- ( ) 45 a 54

- ( ) 55 a 64
- ( ) 65 a 74
- ( ) Más de 75
- ( ) Prefiero no responder

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24. ¿Cuál es su género?

○ Femenino

○ Masculino

○ No binario

○ Prefiero omitirlo

25. ¿Cuál es su raza? [Marque todas las que correspondan]

○ Blanco o caucásico   ○ Nativo americano o nativo de Alaska

○ Negro o afroamericano   ○ Nativo de Hawái o de otras Islas del Pacífico

○ Hispano, latino o latinx   ○ Otra raza

○ Asiático o asiático americano ○ Prefiero omitirlo

26. ¿Cuál de los siguientes rangos describe mejor su ingreso familiar anual total en el año pasado?

○ Menos de $10,000   ○ Entre $32,001 y $37,000

○ Entre $10,001 y $16,000   ○ Entre $37,001 y $42,500

○ Entre $16,001 y $21,000   ○ Más de $42,501

○ Entre $21,001 y $26,000   ○ Prefiero omitirlo

○ Entre $26,001 y $32,000

27. ¿Es propietario o renta su casa?

○ Propia

○ Renta

○ Otro (por favor especifique)

[   ]

28. ¿Cuántas personas viven en su hogar, incluyéndole a usted?

[   ]

29. ¿Vive en un hogar monoparental?

○ Sí

○ No

30. ¿Vive en un hogar de varias generaciones o en un hogar con tres o más generaciones viviendo juntas?

○ Sí

○ No

31. ¿Cuál es su información de contacto? [Opcional, pero necesario para participar y ganar la tarjeta de regalo]

Nombre	
Dirección	
Dirección 2	
Ciudad/Provincia	
Estado/Provincia	-- select state --
Código Postal	
Dirección de correo electrónico	
Número de teléfono	

¡Gracias por su participación!

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D. Appendix D: Client / Community Survey Select Results

1. Languages Chosen for the Survey

What language would you like to take the survey in? / ¿En qué idioma le gustaría realizar la encuesta?		
Survey Language	Number of Respondents	Percent of Respondents
English / Inglés	790	64.6
Spanish / Español	433	35.4

2. Project BRAVO Service Use

Have you ever used services from Project BRAVO?		
Response	Number of Respondents	Percent of Respondents
Yes	916	88.8
No	106	10.3
Not sure	9	0.9
Total	1,031	100.0

3. Gender

Gender	Percent of Respondents
Female	79.4
Male	20.6

4. Home Ownership

Home Ownership Status	Percent of Respondents
Own	47.1
Rent	52.9

5. Project BRAVO Use Status

Project BRAVO Status	Percent of Respondents
Project BRAVO clients	89.3
Not Project BRAVO clients	10.7

6. Project BRAVO Involvement

Type of Project BRAVO Involvement	
Project BRAVO Involvement	Percent of Cases
Project BRAVO service user	57.1%
Project BRAVO Board member	2.3%
Provider of community-based (non-Project BRAVO) social services	3.9%
Person working in local or state government	3.0%
Project BRAVO Staff Member	6.6%
Educational institution	2.4%
Private sector	1.1%
Person living in the El Paso County community	40.4%
Other	7.5%

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7. Top Need Based on Ethnicity / Hispanic Status

	Hispanic			Non-Hispanic	
Rank	**Need**	**Average Score**		**Need**	**Average Score**
1	Help with utility bills *	3.63		Help with utility bills *	3.60
2	Help paying rent or mortgage *	3.35		Help paying rent or mortgage *	3.25
3	Affordable internet or technology *	3.25		Affordable internet or technology *	3.24
4	Health insurance/ affordable medical care *	3.25		Affordable housing *	3.16
5	Food *	3.21		Computer skills training *	3.15
6	Affordable housing *	3.19		Food *	3.15
7	Help for major home repairs *	3.16		Health insurance/ affordable medical care *	3.13
8	Help finding resources in the community (for example, healthcare, housing, education) *	3.16		Help finding resources in the community (for example, healthcare, housing, education) *	3.10
9	Computer skills training *	3.15		Prescription assistance *	3.06
10	Prescription assistance *	3.15		Help for major home repairs *	3.04
11	Help to make my home more energy efficient (weatherization) *	3.13		Help to make my home more energy efficient (weatherization) *	3.03
12	Programs and activities for youth (ages 12-18) *	3.10		Help with applying for Social Security, SSDI, WIC, TANF, etc. *	3.03
13	Help to attend trade or technical school, or college *	3.05		Financial education/Budgeting classes/credit repair *	2.99
14	Help finding a job *	3.05		Programs and activities for youth (ages 12-18) *	2.98
15	Help with applying for Social Security, SSDI, WIC, TANF, etc. *	3.05		Help with job skills, training & job search *	2.98
16	Financial education/Budgeting classes/credit repair *	3.03		Help finding a job *	2.97
17	Help with job skills, training & job search *	3.03		Programs and activities for seniors *	2.97
18	English as a Second Language classes *	2.98		Help to attend trade or technical school, or college *	2.96
19	Learning about different careers *	2.97		Healthy eating/cooking workshops *	2.92
20	Mental health, marriage, and other counseling services *	2.97		English as a Second Language classes *	2.92
21	Programs and activities for seniors *	2.96		Home buyer education *	2.91
22	Healthy eating/cooking workshops *	2.96		Legal services *	2.89
23	Home buyer education *	2.96		Learning about different careers *	2.88
24	GED classes *	2.89		Classes on how to improve personal relationships, resolving conflicts, etc. *	2.88
25	Public parks and facilities in your neighborhood *	2.88		Mental health, marriage, and other counseling services *	2.87
26	Affordable child care *	2.87		Transportation *	2.83
27	Counseling to prevent mortgage default *	2.87		Affordable child care *	2.82

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28	Legal services *	2.86		Counseling to prevent mortgage default*	2.79
29	Transportation *	2.86		GED classes *	2.77
30	Neighborhood clean-up projects *	2.85		Reading, writing, and math classes for adults *	2.77
31	Crime awareness or crime reduction *	2.85		Crime awareness or crime reduction *	2.73
32	Citizenship classes *	2.83		Citizenship classes *	2.73
33	Classes on how to improve personal relationships, resolving conflicts, etc.*	2.83		Public parks and facilities in your neighborhood *	2.71
34	Reading, writing, and math classes for adults *	2.82		Neighborhood clean-up projects *	2.71
35	Services for immigrants *	2.76		Voter education, registration, and community organizing *	2.68
36	Voter education, registration, and community organizing *	2.70		Services for immigrants *	2.64
37	Parenting classes *	2.60		Parenting classes *	2.59

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8. Top Needs Based on Client Status

Project BRAVO Client / Project BRAVO Non-client

Rank	Need	Average Score	Project BRAVO Non-client	Average Score
1	Help with utility bills *	3.63	Help with utility bills *	3.59
2	Help paying rent or mortgage *	3.35	Affordable internet or technology *	3.21
3	Affordable internet or technology *	3.29	Help paying rent or mortgage *	3.20
4	Health insurance/ affordable medical care *	3.24	Food *	3.14
5	Affordable housing *	3.22	Health insurance/ affordable medical care *	3.10
6	Food *	3.21	Help finding resources in the community (for example, healthcare, housing, education) *	3.06
7	Computer skills training *	3.21	Help to make my home more energy efficient (weatherization) *	3.06
8	Prescription assistance *	3.16	Help for major home repairs *	3.00
9	Help for major home repairs *	3.15	Affordable housing *	3.00
10	Help finding resources in the community (for example, healthcare, housing, education) *	3.15	Prescription assistance *	2.99
11	Help to make my home more energy efficient (weatherization) *	3.12	Programs and activities for youth (ages 12-18) *	2.91
12	Programs and activities for youth (ages 12-18) *	3.11	Help with applying for Social Security, SSDI, WIC, TANF, etc. *	2.89
13	Help to attend trade or technical school, or college *	3.08	Programs and activities for seniors *	2.89
14	Help finding a job *	3.08	Computer skills training *	2.89
15	Help with applying for Social Security, SSDI, WIC, TANF, etc. *	3.07	Help finding a job *	2.89
16	Help with job skills, training & job search *	3.06	English as a Second Language classes *	2.87
17	Financial education/Budgeting classes/credit repair *	3.05	Help with job skills, training & job search *	2.87
18	Healthy eating/cooking workshops *	3.00	Neighborhood clean-up projects *	2.84
19	Programs and activities for seniors *	2.99	Crime awareness or crime reduction *	2.84
20	Learning about different careers *	2.99	Financial education/Budgeting classes/credit repair *	2.82
21	Mental health, marriage, and other counseling services *	2.99	Help to attend trade or technical school, or college *	2.82
22	Home buyer education *	2.98	Healthy eating/cooking workshops *	2.82
23	English as a Second Language classes *	2.98	Home buyer education *	2.81
24	GED classes *	2.92	Learning about different careers *	2.80
25	Transportation *	2.91	Public parks and facilities in your neighborhood *	2.79

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26	Affordable child care *	2.90		Classes on how to improve personal relationships, resolving conflicts, etc. *	2.73
27	Legal services *	2.90		Mental health, marriage, and other counseling services *	2.73
28	Counseling to prevent mortgage default *	2.89		Transportation *	2.72
29	Classes on how to improve personal relationships, resolving conflicts, etc. *	2.87		Affordable child care *	2.71
30	Public parks and facilities in your neighborhood *	2.86		Reading, writing, and math classes for adults *	2.69
31	Reading, writing, and math classes for adults *	2.84		Legal services *	2.67
32	Citizenship classes *	2.84		Citizenship classes *	2.67
33	Neighborhood clean-up projects *	2.82		Counseling to prevent mortgage default *	2.63
34	Crime awareness or crime reduction *	2.81		GED classes *	2.63
35	Services for immigrants *	2.74		Voter education, registration, and community organizing *	2.62
36	Voter education, registration, and community organizing *	2.72		Services for immigrants *	2.51
37	Parenting classes *	2.63		Parenting classes *	2.43

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Project BRAVO

Community Assessment

Stakeholder Interview Guide

Introduction

Good morning [or afternoon]. My name is [Tara Auclair or Scott Good or Katelyn Michaud or Sonia Colchado] from Crescendo Consulting Group. We are working with Project BRAVO to conduct a community assessment for El Paso County.

The purpose of this call is to learn more about community needs and currently available resources, and to collect your insights regarding service gaps, and ways to better meet community needs.

The discussion will include questions from a few broad categories and will take less than 30 minutes.

Do you have any questions for me before we start?

Introduction

Access, Availability, and Delivery of Services

1. When you think of the good things about living in the community, what comes to mind? *[PROBE: outdoor activities, lifestyle, other]*
2. Generally, what are some of the challenges to living here?
3. Like any area, there may be some poverty, emergency services & food, employment challenges, and housing issues in the area. What are the biggest challenges?
   [PROBE: What actions can make an impact on the issues? Are there any "low hanging fruit" that would be addressed quickly?]
4. What programs seem to be the most helpful providing services to individuals and families struggling with these issues?
5. Do you feel that certain populations have a more difficult time accessing services? [PROBE: immigrants, indigenous population, LGBTQ]
6. What are the three greatest challenges the community will face in the next three years?

Head Start and Early Childhood Education

7. What is your general perception of the ability of local providers to meet Early Childhood (i.e., services for those prenatal to age 5) services and education needs?
8. Are there parts of the area where needs are greater?
   [PROBE: This could mean geographic area / towns, lower income neighborhoods, ethnic or racially defined communities, or others]
9. What are some of the greatest assets or most helpful organization working to meet current needs?
10. What are the most challenging issues around meeting the needs of "higher-need" groups with regard to early childhood services and education?

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11. If you could do two or three actions to better meet the needs and opportunities among these community groups, what would you do?

Housing, Unemployment, and Transportation

12. Describe the job market in the area.
    [PROBES: Generally, are "good" jobs here, and can people get them? Is it easy to find a full-time job with good pay, benefits and retirement? Are wages adequate to keep the young people in the area?]
13. Do you (or constituents) have reliable transportation to work, the grocery store, doctors, school, etc.?
14. Is it difficult to find affordable housing in your community?
    [PROBE: To what degree do you or other community members struggle with utility bills or home maintenance needs?]

Enhancing Communications and Information

15. What are the challenges to greater awareness and understanding of the availability of services and ways to access them?
    [PROBE: How do consumers generally learn about access to and availability of services in the county (e.g., on-line directory; hotline; word of mouth)?]

Affordability of Health Care and Basic Needs

16. What are some of the health issues that the community faces (i.e., obesity, diabetes, depression, etc.)?
    [PROBE: What are the challenges to better health care in the area?]
17. To what degree are community members or families struggling with access to nutritious food, prescription medication, health care, or other services?
    [PROBE: What are some resources or services that work really well?]

Immigration, Civic Engagement, & Community Involvement

18. What are some of the biggest needs for New Americans? [PROBES: English as a secondary language, undocumented or migrant worker support, general assistance, immigration, civic engagement and community involvement]
19. How hard is it for new Americans to get involved in society? [PROBES: through volunteerism, environmentalism, political activism or other service, or for those with kids, education and integrating into school]?

COVID-19 Pandemic Impacts

20. How has the COVID-19 pandemic impacted your area? What are people struggling with the most?
21. Do you think the pandemic impacted any specific subpopulations (such as age groups, racial/ethnic groups, income brackets, etc.) more than others?

Project BRAVO

22. What is your opinion about Project BRAVO?
    [PROBE: Can you describe the range of services offered by Project BRAVO? Does the staff treat people well? How well is Project BRAVO meeting community needs? What, if anything, could they do differently?

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Magic Wand Question: If money and resources weren't an issue, what is one thing you would do for your community?

Thank you for your time.

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Project BRAVO

Community Assessment

Focus Group Guide

Introduction

- *Welcome participants and introduce yourself.* Thank you for taking the time to join us for this important discussion. My name is {NAME} and I work for Crescendo Consulting Group.

- *Explain the general purpose of the discussion.* As mentioned in your invitation, we are working with Project BRAVO to evaluate county-wide needs of the local community.

    o   The purpose of this meeting is to learn more about your insights regarding the community, gaps you've identified, and ways to better meet community needs.

- *Explain the necessity for note taking and recording.* We're taking notes and recording the session to assist us in recalling what you say. We will describe our discussion in a written report; however, individual names will not be used. Please consider what you say and hear here to be confidential.

- *Describe logistics.* Logistics are a bit different than normal since we're virtual, but we'd appreciate it if you gave us your full attention for the next hour or so. If you need to take a break to use the restroom, please do.

- *Describe protocol for those who have not been to a group before.* For those of you who have not participated in a focus group before, the basic process is that I will ask questions throughout our session, however, please feel free to speak up at any time. In fact, I encourage you to respond directly to the comments other people make. If you don't understand a question, please let me know. We are here to ask questions, listen, and make sure everyone has a chance to share and feels comfortable. If you have a private question, feel free to type it in the Chat area of the software. Please be respectful of the opinions of others.

- *Seek participants' honest thoughts and opinions.* Honest opinions are the key to this process, and there are no right or wrong answers to the questions. I'd like to hear from each of you and learn more about your opinions, both positive and negative.

- *Questions?* Do you have any questions for me before we start?

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Access, Availability, and Delivery of Services

23. *When you think of the good things about living in the community, what comes to mind? [PROBE: outdoor activities, lifestyle, other]*
24. Generally, what are some of the challenges to living here?
25. Like any area, there may be some poverty, emergency services & food, employment challenges, and housing issues in the area. What are the biggest challenges?
    [PROBE: What actions can make an impact on the issues? Are there any "low hanging fruit" that would be addressed quickly?
26. What programs seem to be the most helpful providing services to individuals and families struggling with these issues?
27. Do you feel that certain populations have a more difficult time accessing services? [PROBE: immigrants, indigenous population, LGBTQ]
28. What are the three greatest challenges the community will face in the next three years?

Head Start and Early Childhood Education

29. What is your general perception of the ability of local providers to meet Early Childhood (i.e., services for those prenatal to age 5) services and education needs?
30. Are there parts of the area where needs are greater?
    [PROBE: This could mean geographic area / towns, lower income neighborhoods, ethnic or racially defined communities, or others]
31. What are some of the greatest assets or most helpful organization working to meet current needs?
32. What are the most challenging issues around meeting the needs of "higher-need" groups with regard to early childhood services and education?
33. If you could do two or three actions to better meet the needs and opportunities among these community groups, what would you do?

Housing, Unemployment, and Transportation

34. Describe the job market in the area.
    [PROBES: Generally, are "good" jobs here, and can people get them? Is it easy to find a full-time job with good pay, benefits and retirement? Are wages adequate to keep the young people in the area?]
35. Do you (or constituents) have reliable transportation to work, the grocery store, doctors, school, etc.?
36. Is it difficult to find affordable housing in your community?
    [PROBE: To what degree do you or other community members struggle with utility bills or home maintenance needs?]

Enhancing Communications and Information

37. What are the challenges to greater awareness and understanding of the availability of services and ways to access them?
    [PROBE: How do consumers generally learn about access to and availability of services in the county (e.g., on-line directory; hotline; word of mouth)?]

Affordability of Health Care and Basic Needs

38. What are some of the health issues that the community faces (i.e., obesity, diabetes, depression, etc.)?
    [PROBE: What are the challenges to better health care in the area?]

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39. To what degree are community members or families struggling with access to nutritious food, prescription medication, health care, or other services?
[PROBE: What are some resources or services that work really well?]

Immigration, Civic Engagement, & Community Involvement

40. What are some of the biggest needs for New Americans? [PROBES: English as a secondary language, undocumented or migrant worker support, general assistance, immigration, civic engagement and community involvement]
41. How hard is it for new Americans to get involved in society? [PROBES: through volunteerism, environmentalism, political activism or other service, or for those with kids, education and integrating into school]?

COVID-19 Pandemic Impacts

42. How has the COVID-19 pandemic impacted your area? What are people struggling with the most?
43. Do you think the pandemic impacted any specific subpopulations (such as age groups, racial/ethnic groups, income brackets, etc.) more than others?

Project BRAVO

44. What is your opinion about Project BRAVO?
[PROBE: Can you describe the range of services offered by Project BRAVO? Does the staff treat people well? How well is Project BRAVO meeting community needs? What, if anything, could they do differently?

Magic Wand Question: If money and resources weren't an issue, what is one thing you would do for your community?

Thank you for your time.

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G. Appendix G: Supplementary Tables and Data

1. Appendix G1: Veterans Profile

Veterans play an important role in the fabric of the El Paso culture and service environment. As shown in the table below, El Paso County has a higher percentage of veterans in the adult population than the U.S. or Texas average.

	El Paso County	Percent of Adult Population		
Measure	**Number of Veterans**	**El Paso County**	**U.S.**	**Texas**
Civilian population 18 years and over	47,484	8.1	7.3	7.0
	El Paso County	**Percent of Veterans**		
PERIOD OF SERVICE	**Number of Veterans**	**El Paso County**	**U.S.**	**Texas**
Gulf War (9/2001 or later) veterans	19,204	40.4	19.3	25.7
Gulf War (8/1990 to 8/2001) veterans	13,514	28.5	20.7	25.6
Vietnam era veterans	11,926	25.1	35.7	33.0
Korean War veterans	2,251	4.7	8.1	6.1
World War II veterans	822	1.7	3.5	2.4
SEX				
Male	41,758	87.9	91.1	89.4
Female	5,726	12.1	8.9	10.6
AGE				
18 to 34 years	9,846	20.7	8.8	12.2
35 to 54 years	15,086	31.8	23.5	28.4
55 to 64 years	7,553	15.9	17.8	17.6
65 to 74 years	8,618	18.1	26.4	23.5
75 years and over	6,381	13.4	23.5	18.3
RACE AND HISPANIC OR LATINO ORIGIN				
White alone	36,725	77.3	82.1	79.4
Black or African American alone	6,082	12.8	11.9	14.0
American Indian and Alaska Native alone	370	0.8	0.8	0.6

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Asian alone	559	1.2	1.7	1.2
Native Hawaiian and Other Pacific Islander alone	23	-	0.2	0.2
Some other race alone	2,306	4.9	1.3	2.3
Two or more races	1,419	3.0	2.0	2.2
Hispanic or Latino (of any race)	25,150	53.0	6.9	18.7
White alone, not Hispanic or Latino	15,021	31.6	77.2	64.1

MEDIAN INCOME IN THE PAST 12 MONTHS (IN 2019 INFLATION-ADJUSTED DOLLARS)				
	El Paso County	Percent of Veterans		
	Number of Veterans	El Paso County	U.S.	Texas
Civilian population 18 years and over with income	42,792	NA	NA	NA
Male	43,077	NA	NA	NA
Female	40,819	NA	NA	NA
EDUCATIONAL ATTAINMENT				
Civilian population 25 years and over	45,519	NA	NA	NA
Less than high school graduate	2,537	5.6	5.9	5.4
High school graduate (includes equivalency)	9,304	20.4	28.0	22.8
Some college or associate's degree	20,594	45.2	37.3	40.4
Bachelor's degree or higher	13,084	28.7	28.8	31.3
EMPLOYMENT STATUS				
Civilian population 18 to 64 years	32,485	NA	NA	NA
Labor force participation rate	NA	75.1	76.6	78.1
Civilian labor force 18 to 64 years	24,403	NA	NA	NA
Unemployment rate	NA	5.2	4.4	4.6
POVERTY STATUS IN THE PAST 12 MONTHS				
Civilian population 18 years and over for whom poverty status is determined	46,565	NA	NA	NA
Income in the past 12 months below poverty level	2,995	6.4	6.8	6.5
Income in the past 12 months at or above poverty level	43,570	93.6	93.2	93.5
DISABILITY STATUS				
Civilian population 18 years and over for whom poverty status is determined	46,565	NA	NA	NA
With any disability	12,559	27.0	29.3	28.9
Without a disability	34,006	73.0	70.7	71.1

Source: American Community Survey, 2019 5-Year Estimates. Available at
https://data.census.gov/cedsci/table?q=S2101&g=0100000US_0400000US48_0500000US48141&tid=AC SST5Y2019.S2101&moe=false&hidePreview=true

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2.   Appendix G2: Crime Statistics

Overall crime in El Paso has steadily declined since 2004. The Texas violent crime rate and statistics by year from 1999 to 2018 shown in the table below include the FBI's Uniform Crime Reporting (UCR) Program, violent crime statistics are composed of four offenses: murder/homicide and nonnegligent manslaughter, rape, robbery, and aggravated assault.

- The El Paso TX crime rate for 2018 was **370.98** per 100,000 population, a **2.08% decline** from 2017.

- Since 2004, violent crime rates have dropped approximately 60% in El Paso County—a rate greater than that of the Texas average (about 20%) and the U.S. average (about 17%).
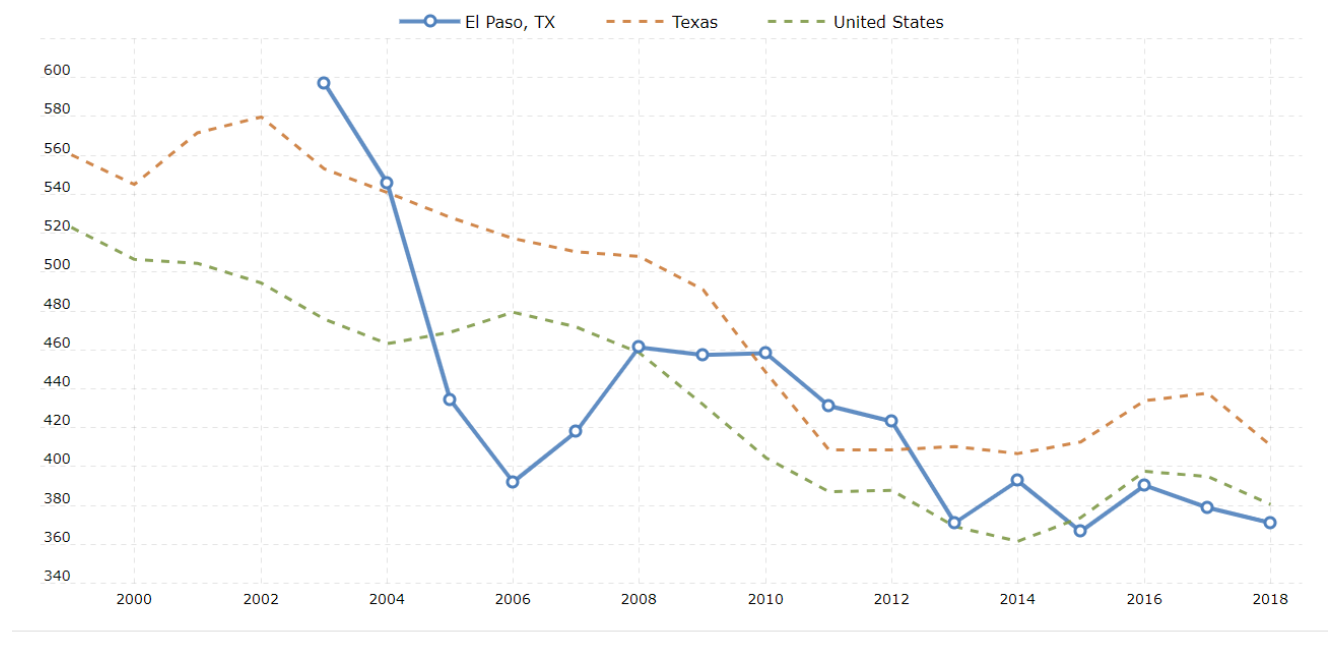
Data Source: Federal Bureau of Investigation - Crime in the U.S.

Source: Macrotrends, 2020. Available at https://www.macrotrends.net/cities/us/tx/el-paso/crime-rate-statistics#:~:text=The%20El%20Paso%20TX%20crime,a%206.47%25%20increase%20from%202015

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3. Appendix G3: Federally Qualified Health Centers and Other Health Service Sites in El Paso County

HRSA identified Federally Qualified Health Centers include the following:

CENTRO DE SALUD FAMILIAR LA FE, INC 1314 E Yandell Dr El Paso, TX 79902
CENTRO SAN VICENTE 8061 Alameda Ave El Paso, TX 79915
PROJECT VIDA HEALTH CENTER 3607 Rivera Ave El Paso, TX 79905

Service sites associated with these providers and other health-related sites are included in the map below.
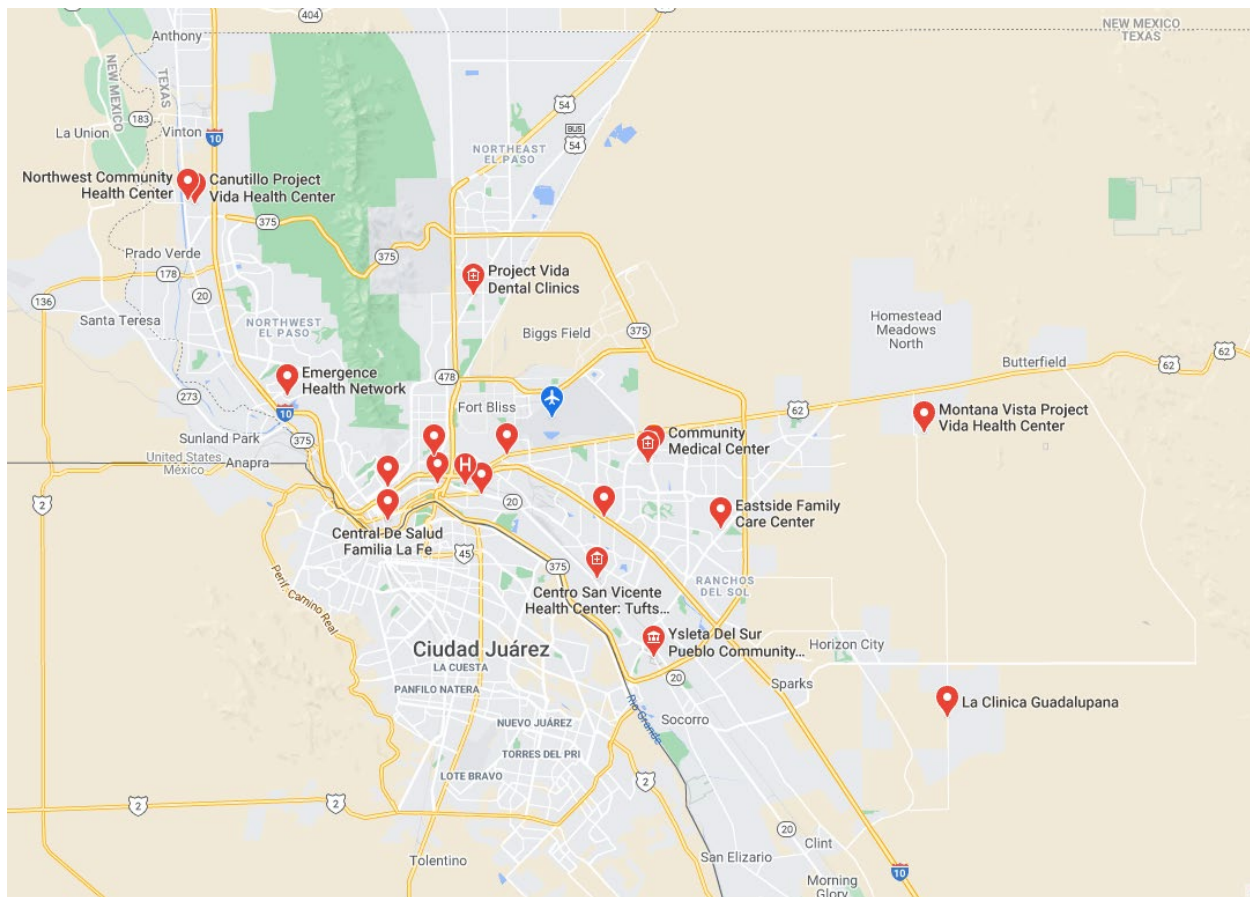
4.   Appendix G4: Housing Needs Summary

El Paso County has approximately 260,00 households. As shown in the table below, 37,955 rental households and 28,600 owner households (total of 66,555, or 25% of all households) are "cost burdened" meaning that more than 30% of their total household income goes toward pay rental or home ownership costs. Nearly half that many are paying more than 50% of their income for housing / rental costs.

Housing Needs Summary Tables

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Substandard Housing - Lacking complete plumbing or kitchen facilities	490	320	165	70	1,045	165	100	250	45	560
Severely Overcrowded - With >1.51 people per room (and complete kitchen and plumbing)	950	535	585	320	2,390	235	565	630	165	1,595
Housing cost burden greater than 50% of income (and none of the above problems)	10,850	4,850	1,100	25	16,825	6,300	4,320	1,985	415	13,020
Housing cost burden greater than 30% of income (and none of the above problems)	13,915	11,790	10,105	2,145	37,955	8,805	8,105	8,325	3,365	28,600

NOTE: AMI means "Area Median Income."

Source: U.S. Housing and Urban Development, 2013-2017 County average as shown in the CHAS Database

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H. Appendix H: Sources and Citations of Quantitative and Qualitative Data

As per the guidance provided by the Texas Department of Housing and Community Affairs, the following section includes a list of sources and other related citations used in the creation of the 2021 Community Assessment submitted by Project BRAVO.

Data Source	Information/Rates
American Community Survey	Poverty, population and demographics, gender, race/ethnicity, languages, income by race/ethnicity, Social Vulnerability Index, disability, households and families, education, employment, housing, transportation
Centers for Disease Control and Prevention/ Community Commons	Health status and statistics, health system capacity and use, chronic disease incidence, health indicators, insurance
Crescendo Consulting Group – Community Survey, Focus Groups, Interviews – 2021	Community needs, service gaps, Project BRAVO assessment, demographics
CSBG Report (2020)/ Project BRAVO	Client demographics, services provided
El Paso Del Norte	Child abuse and neglect, drug overdose
ESRI Analytical Service, 2020	County profile and service area description, primary care, drug and substance use
Robert Wood Johnson Foundation	Causes of poverty
Secretary's Advisory Committee on Health Promotion and Disease Prevention Objectives for 2020	Social determinants of health
Texas Department of Health and Human Services	Household support and foster care, food insecurity, substance use
The El Paso Coalition for the Homeless	Homelessness
The Opportunity Atlas	Disparities
US Bureau of Labor Statistics	Education, unemployment
U.S. Housing and Urban Development	Housing needs
2-1-1	Community needs

I. Appendix I: Community Resources Directory

Organization	Address	Phone	Website	Category
2-1-1 Texas	N/A	2-1-1	http://www.211texas.org/	Information & Referral
AARP	Houston Office, 2323 S. Shepherd Dr., Ste 1100 Houston, TX 77019	866-227-7443	https://local.aarp.org/el-paso-tx	Aging / workforce training
ACLU	El Paso Office, P.O. Box 8306 Houston, TX 77288-8306	915-533-8091	www.aclutx.org	Legal Services
Alliance of Border Collaboratives	2524 Montana Ave El Paso, TX 79903	915-584-2875	www.abc-ep.org	Collaborative-health, housing, advocacy
American GI Forum National Veterans Outreach Program	5959 Gateway Blvd W El Paso, TX 79925	915-774-0525	www.agif-nvop.org	Veterans services
Amistad	3210 Dyer St. El Paso, TX 79930	915-532-3790	www.projectamistad.org	ADTRC-Aging, Disability & Transportation Resource Center
Annunciation House Shelter for Migrants	815 Myrtle Ave El Paso, TX 79901	915-545-4509	https://annunciationhouse.org/	Advocacy / Immigration
Anthony ISD	840 6th Street Anthony, TX 79821	915-886-6500	www.anthonyisd.net	Education / School District
Bank of America Neighborhood Lending	Maria Serravalle, Regional Manager maria.serravalle@b	N/A	www.bankofamerica.com/mortgage/neighborhood-lending	Banks / Financial Institutions

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Bienvivir	2300 McKinley Ave. El Paso, Texas 79930	915-562-3444	www.bienvivir.org	Health services / older adults / PACE
Border Network for Human Rights	2115 N. Piedras Street El Paso, TX 79930	915-577-0724	www.bnhr.org	Advocacy / Immigration
Burnett Specialists	6070 Gateway East Suite 309 El Paso, Texas 79905	915-779-3770	www.burnettspecialists.com	For-profit / Staffing agency
Canutillo ISD	7965 Artcraft El Paso, TX 79932	915-877-7400	www.canutillo-isd.org	Education / School District
Canutillo Middle School	7311 Bosque Canutillo, TX 79835	915-877-7900	http://canutillocms.ss6.sharpschool.com	Education / School District
Catholic Diocese of El Paso	499 St. Matthews St El Paso, TX 79907	915-872-8400	www.elpasodiocese.org	Faith based
Catholic Diocese of El Paso – Peace and Justice Ministry	499 St. Matthews Street, Building F El Paso, TX 79907	915-872-8422	https://www.elpasodiocese.org/peace-and-justice.html	Faith Based (Spanish dominant)
Center Against Sexual & Family Violence	580 Giles Road El Paso, TX 79915	915-593-7300	www.casfv.org	Health services / children
Center for Employment & Training	294 Candelaria Street El Paso, TX 79907	915-859-1070	https://cetweb.edu/location/el-paso-tx	Employment training
Centro de Salud La Fe	1314 E. Yandell El Paso, TX 79902	915-534-7979	www.lafe-ep.org	Health services / FQHC

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Centro del Obrero Fronterizo (La Mujer Obrera)	2000 Texas Ave. El Paso, TX	915-217-1135	www.mujerobrera.org	Advocacy / Immigration / Workforce / Environment
Centro San Vicente	8061 Alameda Avenue El Paso, TX 79915	915-859-7545	www.sanvicente.org	Health services / FQHC
City of El Paso	300 N. Campbell El Paso, TX 79901	915-212-0000 or 3-1-1	www.elpasotexas.gov	Government
City of El Paso Department of Public Health	5115 El Paso Drive El Paso, TX 79905	915-212-0000 or 3-1-1	www.elpasotexas.gov/public-health	Government
Ciudad Nueva Community Outreach	528 E. Yandell El Paso, TX 79902	915-521-2951	www.ciudadnueva.org	Outreach & Advocacy
Clint ISD	14521 Horizon Blvd. El Paso, TX 79928	915-926-4000	www.clint.net	Education/School District
County of El Paso	500 E. San Antonio El Paso, TX 79901	915-546-2000	www.epcounty.com	Government / Immigration
David L. Carrasco Job Corps	11155 Gateway Blvd W El Paso, TX 79935	915-594-0022	https://davidlcarrasco.jobcorps.gov	Workforce training
DentaQuest	Multiple locations of providers	800-516-0165	https://dentaquest.com/state-plans/regions/texas/	Medicaid provider
Department of Aging and Disability Services	Rio Grande AAA 8037 Lockheed, Suite 100 El Paso, TX 79925	2-1-1 915-533-0998	www.dads.state.tx.us	Government / Older adults / People with disabilities
Department of Veteran Affairs	El Paso Vet Center 1155 Westmoreland Drive, Suite 121 El Paso, TX 79925	915-772-0013	www.va.gov	Veterans services

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Diocesan Migrant & Refugee Services, Inc.	2400 Yandell Dr El Paso, TX 79903	915-532-3975	www.dmrs-ep.org	Legal Services / Immigration
El Paso Center for Children	2200 N. Stevens Street El Paso, TX 79930	915-565-8361	www.epccinc.org	Health services / children
El Paso Community College	Administrative Services Center 9050 Viscount Blvd. El Paso, TX 79925	915-831-3722	www.epcc.edu	Education / College-Trade Nonprofit
El Paso Community Foundation	333 North Oregon St., 2nd Floor El Paso, TX 79901	915-533-4020	www.epcf.org	Foundation
El Paso County Attorney's Office	500 E. San Antonio 5th Floor, Suite 503 El Paso, TX 79901	915-546-2050	www.epcounty.com/ca	Legal services
El Paso Electric Company	P.O. Box 982 El Paso, TX 79960	915-543-5711	www.epelectric.com	Utilities
El Paso Health	1145 Westmoreland Drive El Paso, TX 79925-5615	915-532-3778	www.elpasohealth.com	Medicaid provider
El Paso Hispanic Chamber of Commerce	2401 E Missouri Ave El Paso, TX 79903	915-566-4066	www.ephcc.org	Chamber of Commerce
El Paso Humane Society	4991 Fred Wilson El Paso, TX 79906	915-532-6971	www.hselpaso.org	Animal welfare
El Paso ISD	1014 N. Stanton El Paso, TX 79902	915-230-2000	www.episd.org	School District

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El Paso Matters	El Paso Matters c/o El Paso Community Foundation 333 N. Oregon, Second Floor El Paso, TX 79901 news@elpasomatters.org	N/A	https://elpasomatters.org	Non-profit News, Media Education
El Paso Nonprofit Exchange	PO Box 27160 El Paso, TX 79926-7160	N/A	www.epnonprofits.org	Nonprofit
El Pasoans Fighting Hunger	9541 Plaza Circle El Paso, TX 79927	915-298-0353	www.epfhfb.org	Food pantry
Emergence Health Network	One San Jacinto Plaza 201 E Main St. El Paso, TX 79901	915-887-3410	www.ehnelpaso.org	Mental health services
Empowering Hands Employment Services	3215 Pershing Dr El Paso, TX 79903	915-239-1777	http://empowering-hands.com/	Employment training
Fabens ISD	821 NE 'G' Avenue El Paso, TX 79838	915-765-2600	www.fabensisd.net	Education / School District
Fannie Mae	Director, Credit, Foreclosure Prevention and Borrower Outreach sandra_almanzan@fanniemae.com	N/A	www.fanniemae.com	Banks / Financial Institutions
Government Employees Credit Union (GECU)	PO Box 20998 El Paso, TX 79998-0998	915-778-9221	www.gecu.com	Banks / Financial Institutions

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Habitat for Humanity	1400 Hardaway #329 El Paso, TX 79903	915-755-6633	www.habitatelpaso.org	Housing
HOPE Border Institute	8330 Park Haven Ave El Paso, TX 79907	915-872-8400 ext.200	www.hopeborder.org	Advocacy / Immigration
Housing Authority of the City of El Paso	5300 East Paisano Drive El Paso, TX 79905	915-849-3742	www.hacep.org	Housing
IRS	700 E. San Antonio El Paso, TX 79901	915-834-6508	www.irs.gov/help/contact-my-local-office-in-texas	Financial education / advocacy
Jose Damian Elementary	6300 Strahan Road El Paso, TX 79932	915-877-6800	http://jde.canutillo-isd.org/	Education / School District
Kelly Center for Hunger Relief (Kelly Memorial Food Bank)	915 N. Florence El Paso - TX 79902	915-261-7499	www.kmfp.org	Food pantry
Las Americas Immigrant Advocacy Center	1500 E. Yandell Dr. El Paso, TX 79902	915-544-5126	www.las-americas.org	Advocacy / Immigration
Lower Valley Water District	1557 FM RD 1110 Clint, TX 79836	915-791-4480	www.lvwd.org	Utilities
MCNA Dental	Provider locations	844-350-6262	www.mcnatx.net	Medicaid provider
Mexicanos en Exilio	1430 E. Yandell Dr El Paso, TX 79902	915-544-0441	www.mexenex.org	Advocacy / Immigration
Mountain Star FCU	2229 E Yandell Dr. El Paso, TX 79903	888-843-3207	www.mountainstarfcu.org	Banks / Financial Institutions
NAACP	2155 Wedgewood Dr El Paso, TX 79925	915-751-6490	www.naacpelpasobranch6175.org	Advocacy / Equity

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Office of Commissioner Stout	500 E. San Antonio, Suite 301 El Paso, Texas 79901	915-546-2111	www.epcounty.com/comm2	Government
Opportunity Center for the Homeless	P.O. Box 63 El Paso, TX 79941-0063	915-577-0069	https://homelessopportunitycenter.org/	Homeless / shelter
Paso del Norte Children's Development Center	1101 E Schuster Ave El Paso, TX 79902	915-544-8484	www.pdnchildrens.org	Child Health / ECI
Paso del Norte Health Foundation	221 N. Kansas Street, Suite 1900 El Paso, TX 79901	915-544-7636	www.pdnfoundation.org	Foundation
Project Punto de Partida	1201 E. Yandell El Paso, TX. 79902	915-262-0002	www.recoveryalliance.net/puntodepartida.html	Substance abuse services
Project VIDA	3607 Rivera Ave. El Paso, TX 79905	915-533-7057	www.pvida.net	Health services / FQHC
Prudential Financial	1340 Adabel Dr El Paso, TX 79936	N/A	www.prudential.com	Financial education / advocacy
Rebuilding Together	6400 Airport Road, Bldg A, Ste G. El Paso, TX 79925	915-832-7010	www.rebuildingtogetherelpaso.org	Housing
Red Cross	3620 Admiral St. El Paso, TX 79925	915-592-0208	https://www.redcross.org/local/texas/central-and-south-texas/about-us/locations/west-texas.html?CID=organic_gmb_listings	Disaster recovery
Region 19, Head Start	11670 Chito Samaniego El Paso, TX 79936	915-790-4600	www.esc19hs.net	Education / Head Start

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Reynolds Home	8023 San Jose Rd El Paso, TX 79915	915-274-2598	https://reynoldshome.org/	Homeless / shelter
Rio Grande Council of Governments	8037 Lockheed, Ste. 100, El Paso, TX 79925	915 -533-0998	www.riocog.org	Government / Aging / Environment / Legal
Rio Grande Reentry Council/Dismas Charities	Dismas Charities 7011 Alameda Avenue El Paso, TX 79915	502-636-2033	www.bop.gov/locations/rrc/index.jsp?contract=15BRRC19D00000008	Formerly incarcerated
Robles Community Outreach and Referral Systems	Martina Elena Robles martinarobles65@yahoo.com	N/A	N/A	Outreach & Advocacy
Ronald McDonald House Charities of El Paso	300 E. California Avenue El Paso, TX 79902	915-542-1522	www.rmhcelp.org	Health / housing
Salvation Army of El Paso	4300 E. Paisano Dr El Paso, TX 79905	915-544-9811	www.salvationarmytexas.org/elpaso	Homeless / shelter
San Elizario ISD	1050 Chicken Ranch Rd. PO Box 920 San Elizario, TX 79849	915-872-3900	www.seisd.net	Education / School District
San Juan Diego	14520 Montana Avenue El Paso, TX 79938	915-855-2217	http://sanjuandiegochurch.com/	Faith Based
Silva Magnet/Jefferson High School	121 Val Verde St. EL Paso, TX 79905	915-236-7600	www.episd.org/silva	Education / High School
Social Security Administration	11111 Gateway Blvd W El Paso, TX 79935	866-563-9310	www.ssa.gov	Government

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Socorro ISD	12440 Rojas Drive El Paso, TX 79928	915-937-0000	www.sisd.net	Education / School District
Southwest Key Program	315 E Franklin Ave El Paso, TX 79901	915-532-0600	www.swkey.org	Immigration / Child / Shelter
St. Vincent de Paul Society	499 St. Matthews Street El Paso, TX 79907	915-872-8412	https://catholicfoundationelpaso.org/donate-to-a-fund/ministries-charities/st-vincent-de-paul-society	Faith Based
Superior Health Plan	1575 N Resler Dr El Paso, TX 79912	877-391-5923	www.superiorhealthplan.com	Medicaid provider
Texas A&M – Colonias Program	10400 Socorro Rd. El Paso, TX 79927	915-860-9590	https://colonias.arch.tamu.edu/serving-in/western/index.html	Advocacy / Education / Colonias
Texas Department of Criminal Justice	El Paso I DPO (DRC) - Region V 13 Founders Blvd. El Paso, TX 79906	915-778-4233	www.tdcj.texas.gov	Formerly incarcerated
Texas Department of Family and Protective Services (Adult Protective Services)	401 E Franklin Ave #350 El Paso, TX 79901	915-834-5743	www.dfps.state.tx.us/Adult_Protection	Government / Health & Welfare / Older Adults & People with disabilities
Texas Department of Family and Protective Services (Child Protective Services)	7400 Diana Dr El Paso, TX 79904	915-759-3497	www.dfps.state.tx.us/Child_Protection	Government / Health & welfare / Children
Texas Department of State Health Services	401 East Franklin, Suite 210 El Paso, TX 79901 Mail Code 1903	915-834-7675	www.dshs.state.tx.us	Medicaid provider
Texas Division of Emergency Management	11612 Scott Simpson El Paso, TX 79936	915-849-4005	https://tdem.texas.gov/region-4/	Government / Disaster Recovery

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Texas Gas Service	1301 S. Mopac Expressway, Suite 400 Austin, TX 78746	800-700-2443	www.texasgasservice.com	Utilities
Texas Health and Human Services Commission	1314 Lomaland Dr El Paso, TX 79935	915-595-6711	www.hhsc.state.tx.us	Medicaid provider
Texas RioGrande Legal Aid	301 South Texas Avenue Mercedes, TX 78570	956-447-4800	www.trla.org	Legal Services
Texas Star Health Plan-Maximus Enrollment Broker	N/A	800-964-2777	www.maximus.com	Medicaid provider
Texas Tech University Paul L. Foster School of Medicine	5001 El Paso Drive El Paso, TX 79905	915-215-8000	https://elpaso.ttuhsc.edu/som/	Health services
Texas Veterans Commission	5001 N. Piedras, Room B El Paso, TX 79930	915-564-7852	www.tvc.texas.gov	Veterans services
Texas Workforce Commission/Texas Workforce Solutions	Workforce Solutions Borderplex - Administrative Offices 304 Texas Ave Suite 1401 El Paso, TX 79901	915-887-2600	www.twc.state.tx.us https://borderplexjobs.com/	Workforce training
The El Paso Coalition for the Homeless	6044 Gateway Blvd E #211 El Paso, TX 79905	915-843-2170	www.epchomeless.org	Homeless
The Stephen A. Cohen Military Family Clinic at Endeavors	1390 George Dieter Drive, Suite 140 El Paso, Texas 79936	915-320-1390	https://endeavors.org/cohen-clinic-el-paso/	Mental health / Veterans

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| Tierra del Sol Housing Corporation	6801 Viscount Blvd El Paso, TX 79925	915-771-0557	www.tdshc.org	Housing
United Bank of El Paso	United Bank of El Paso 401 E. Main El Paso, TX 79901	915-231-2500	www.unitedbank.com www.unitedelpaso.com	Banks / Financial Institutions
United States District Court Western District of Texas	525 Magoffin Ave El Paso, TX 79901	915-534-6725	www.txwpt.uscourts.gov	Formerly incarcerated
United Way of El Paso	100 N Stanton St #500 El Paso, TX 79901	915-533-2434	www.unitedwayelpaso.org	Nonprofits / fundraising / Disaster Recovery
University Medical Center	4815 Alameda Ave. El Paso, TX 79905	915-544-1200	www.umcelpaso.org	Government / Health services
University of Texas at El Paso	500 West University Avenue El Paso, TX 79968	915-747-5000	www.utep.edu	Education / College-Trade Nonprofit
Urgent Care Hospice	5310 El Paso Drive El Paso, TX 79905	915-213-5453	www.urgentcareep.page	Health services / Hospice
UT-Health Science Center at Houston	El Paso Campus	5130 Gateway Boulevard East MCA 308 El Paso, TX 79905	915-975-8520	https://sph.uth.edu/campuses/el-paso	Health services
UTEP El Paso Collaborative for Academic Excellence	Union East Building Rm 306 500 W University Ave. El Paso, TX 79902	915-747-7865	www.utep.edu/epcae	Education / College-Trade nonprofit
Wells Fargo	Corporate Philanthropy & Community Relations	N/A	www.wellsfargo.com	Banks / Financial Institutions / Funder

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	Jerry.Romero@wellsfargo.com			
Western Technical College	9451 Diana El Paso, TX 79924	800-225-5984	www.westerntech.edu	Education / College-Trade for Profit
Workforce Solutions Borderplex	Blue Flame Building 304 Texas Ave. Suite 1401 El Paso, TX 79901	915-887-2600	www.borderplexjobs.com	Government / Workforce
YMCA	810 Wyoming Ave El Paso, TX 79902	915-533-3941	www.elpasoymca.org	Health & Wellness
Ysleta ISD	9600 Sims Dr. El Paso, TX 79925	915-434-0000	www.yisd.net	Education / School District
YWCA	201 E. Main, Suite 400 El Paso, TX 79901	915-519-0000	www.ywcaelpaso.org	Health & Wellness

The Community Resources List is not comprehensive and is made up of organizations that work in partnership with Project BRAVO to provide resources for low income clients. If you would like your organization to become a community partner, please email contact@projectbravo.org.

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J. Appendix J: Results Oriented Management and Accountability (ROMA) Cycle

Like many other Community Action Agencies (CAAs) that focus on the transition to self-sufficiency rather than simply providing services, Project BRAVO utilizes the Results Oriented Management and Accountability (ROMA) Cycle, a management and accountability process developed by the National Association for State Community Services Programs (NASCSP). Based upon principles contained in the Government Performance and Results Act of 1993, ROMA provides a framework for continuous growth and improvement among local CAAs and a basis for state leadership and assistance.[28]

The Results Oriented Management and Accountability Cycle

Project BRAVO and other CAAs that utilize the ROMA cycle are encouraged to undertake implementation actions that focus on results-oriented management and accountability, per the below.
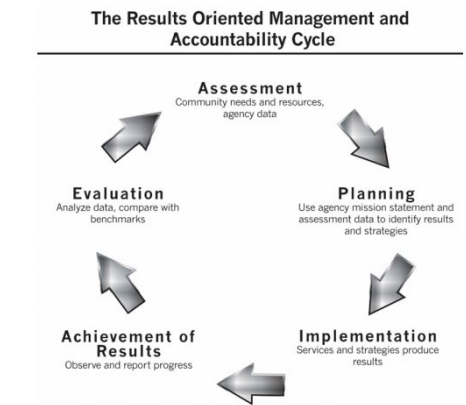
Results Oriented Management Principles

- Assess poverty needs and conditions within the community.
- Define a clear anti-poverty mission for the CSBG (Community Services Block Grant) Network and the strategies and services to address those needs, both immediate and longer term, in the context of existing resources and opportunities in the community.
- Identify specific improvements, or results, to be achieved among people with low incomes and communities in which they live.
- Organize and implement programs, services, and strategies within the agency and among partnering organizations, to achieve anticipated results.

Results Oriented Accountability Principles

- Develop and implement processes to identify, measure, and record improvements in the condition of people with low incomes and the communities in which they live that result from CSBG Network intervention.

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[28] NASCSP, ROMA. https://nascsp.org/csbg/csbg-resources/roma/. Image Source: NASCSP, Introduction to ROMA. https://nascsp.org/wp-content/uploads/2018/02/intro-to-roma-for-boards.pdf

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- Use information about outcomes, or results, among agency tripartite boards and staff to determine overall effectiveness; inform annual and long-range planning; and promote new funding and community partnership activities.
- Encourage state CSBG offices and state CAA associations to work in coordination to advance ROMA performance-based concepts among CSBG Eligible Entities through ongoing training and technical assistance.

Project BRAVO's Community Assessment was developed with ROMA cycle in mind.

K. Appendix K: Needs Groups Exercise

Need Group Rank	Need Group	Need Identified	ROMA Goals	Overall Rank
1	Resources for households to meet basic living expenses	Help with utility bills (e.g., electric, water, gas)	Family goals	1
		Help to make homes more energy efficient (weatherization)	Family goals	9
		Access to healthy and affordable food, especially in the rural county areas	Community goals	11
		Providing basic utilities to neighborhoods or homes in rural areas	Agency goals	12
		Food pantries	Community goals	14
		Help for major home repairs	Agency goals	20
		Children's access to food during weekends and summers	Agency goals	21
		Safe housing that meets health and safety codes	Family goals	24
		Help with applying for Social Security, SSDI, WIC, TANF, or other community service organization assistance programs	Family goals	34

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		Food stamps, EBT, Lone Star Card, and SNAP applications	Family goals	37
		Help finding resources in the community (for example: healthcare, housing, education)	Family goals	41
		Citizenship classes	Family goals	43

Need Group Rank	Need Group	Need Identified	ROMA Goals	Overall Rank
2	Safe and affordable housing	Help paying rent or mortgage	Community goals	2
		Supply of affordable housing	Agency goals	7
		Homebuyer education and counseling	Agency goals	18
		Counseling to prevent mortgage default	Agency goals	23
		More regulations for landlords to provide safe housing in rural communities	Community goals	26

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Need Group Rank	Need Group	Need Identified	ROMA Goals	Overall Rank
3	Education and employment development	Affordable childcare	Family goals	3
		Financial education/budgeting classes/credit repair	Agency goals	6
		Access to affordable internet services	Community goals	10
		Computer skills training	Agency goals	13
		GED classes and/or adult education	Family goals	15
		Help to attend trade or technical school, or college	Agency goals	16
		Transportation from rural areas to the city of El Paso	Community goals	17
		Help finding a job	Agency goals	19
		Help with job skills, training & job search	Community goals	22
		Transportation within rural communities	Agency goals	25

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		Reading, writing, and math classes for adults	Agency goals	28
		Transportation within the city of El Paso	Community goals	29
		Access to affordable technology /computer devices	Agency goals	30
		English as a Second Language classes	Agency goals	33
		Parenting classes	Agency goals	38
		Programs and activities for youth (ages 12-18)	Agency goals	39
		Legal services for low income individuals	Agency goals	40
		Learning about different careers	Family goals	42
		Children's reading skills	Family goals	45

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Need Group Rank	Need Group	Need Identified	ROMA Goals	Overall Rank
4	Advocacy, infrastructure & community engagement	Voter education, registration, and community organizing	Community goals	31
		Increased advocacy to support resource equality	Community goals	32
		Public parks and facilities in neighborhoods	Community goals	44
		Neighborhood clean-up projects	Community goals	46
		Classes to improve personal relationships, resolve conflicts, etc.	Community goals	47
		Programs and activities for seniors	Community goals	48
		Crime awareness or crime reduction	Community goals	49
5	Free or low-cost mental health and medical health care	Health insurance / affordable medical care	Community goals	5
		Prescription assistance	Family goals	8
		Healthy eating/cooking workshops	Family goals	27

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		Mental health, marriage, and other counseling services	Family goals	35
		Children's counseling services	Family goals	36
		** Urgent or crisis services, emergency health management and preparedness	Community goals	4