



2015 Webb County Community Action Agency  
Community Needs Assessment

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# 2015 Webb County Community Action Agency Community Needs Assessment

## I. Methodology used to determine needs in the CSBG Service Area

Surveys provided the primary source of data for this Community Needs Assessment; the questionnaires on the survey are designed to provide basic personal information as well as being the main source of information for the assessment. The survey allows a participant to classify Webb County community needs by Category and by specific needs within a category. A rating scale from 0 to 4 where “Don’t Know” is denoted as “0”, “Not Needed” is denoted as “1”, “Rarely Needed” is denoted as “2”, “Needed” is denoted as “3” and “Very Needed” is denoted as “4”.

Interviews were used as an additional way of obtaining information and supplemented the surveys. The main advantages of an interview are; the information received is more detailed, adding qualitative information to quantitative answers in questionnaires; and misunderstandings may be avoided, as the respondent is able to ask clarifying questions. The interview method is called the structured or formalized interview as opposed to an open interview. The structured interview followed a list of questions decided upon beforehand by our needs assessment team. Changes and/or additions to the questions were not made; however, the interviewer was of course required to answer clarifying questions from the respondents, whenever necessary. Interviews were primarily with community leaders, county judges, directors of other service providers in charge of departments with the responsibility of supervising a number of staff and dealing with the community.

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## II. Plan of Action

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Surveys will provide the primary source of data for this needs assessment study consisting of 4 attachments (see attachment E) with its open ended questionnaire and rating scale we should be able to identify community concerns and needs and rank them accordingly after compiling and eventually tabulating the data, Surveys are going to be distributed throughout all community centers within Webb County.

Flyers will be posted at all community centers including some public buildings in the effort to notify the public of this study. Service providers both private and governmental that deal with the community in services outside our scope will also be provided surveys to reach as many community participants as possible and to list their needs and or concerns and questions originating from their clients and also to poll their employees based on personal experiences with clients. Volunteers and participating staff will conduct surveys at both public and commercial areas such as schools, libraries and shopping centers within Webb County.

County elected officials, county judge, civic leaders and service provider directors are approached regularly by community members and constituents within their precincts so additional surveys will be distributed and or interviews will be conducted by staff targeting such community leaders. It is our belief that by conducting the survey in this manner we will be able to target many different community demographics as possible, such as those made up by age groups, gender, employment, communities they live in, etc. The surveys will be collected from each center, including staff and volunteers and from other service providers from which they will be tabulated and analyzed to identify and determine the most important needs and or concerns stressed by our community.

Approximately 600 surveys were distributed throughout the community within Webb County; 446 surveys were collected and tabulating the results of the survey, verified the findings as statistically significant. Surveys were distributed targeting all four precincts each supported by a neighborhood community center. A staff person was hired, Ms. Elizabeth Castaneda to coordinate needs assessment activities at each center. The surveys conducted by Ms. Castaneda targeted low-income families and individuals within their designated areas, Formalized interviews were also conducted with community leaders, county judges, and directors of service providers that assist with services outside our scope. The list of questions used for the interviews were created internally by experienced staff that dealt directly with answering questions from the community, however the interview was not limited to the list of questions provided. Surveys were also distributed targeting teenagers and single parents this was done outside public schools, with the assistance of school leaders and community members,

Surveys were also distributed at all pick-up locations operating under Rural Transportation for rural community members that utilize rural Transportation as a primary source of transit. Additional surveys were distributed at several different commercial areas; shopping centers to best reach community members that aren't dependent on social services to get a broader reflection of community concerns and needs within Webb County.

Ms. Castaneda was assisted by Ms. Mayra Granados, Ms. Maricela Benavides, Ms. Maria Silva, and the following service providers participated in distributing the surveys: Mr. Joe Gutierrez, Texas A& M University, College of Architecture - Colonias Program, Texas A & M International University, and Laredo Housing Authority. Blank copy of surveys  
instrument attached

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III. Timetable for conducting Community Needs Assessment

1. Community Needs Assessment (CAN) Timeline: **(Deadline: June 30, 2015)**

#	Timeline	Dates	Activity
1.	2 Weeks	March 26 <sup>th</sup> - April 9th	Planning & Developing Forms
2.	4 Weeks	April 10 <sup>th</sup> – May 11th	Collecting Data (Qualitative and Quantitative Data)
3.	2.5 Weeks	May 12 <sup>th</sup> – May 29th	Analyzing Data
4.	4 Weeks	June 1 <sup>st</sup> – June 30th	Preparing CNA Report
Total	12.5 Weeks	March 26 <sup>th</sup> – June 30th	

2. Strategic Plan: 2015 TDHCA Guidance Pending. **(Deadline: October 31, 2015)**

3. Community Action Plan (CAP): 2015 TDHCA Guidance Pending **(Deadline: October 31, 2015)**

- TDHCA Training Division has scheduled a Webb County CAA – Advisory Board of Directors Training. The training is scheduled on **July 15-16, 2015**.

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## IV. Background Information on Webb County, Texas Service Area

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Webb County is located in South Texas along the U.S. Mexican Border. It is unique in that it is the only U.S. City to operate international bridges between two Mexican states, The International Trade industry in Laredo is the source of its economic strength. More than one third of all U.S. trade with Mexico is transported through the Port of Laredo. In fact, Laredo is recognized as the largest inland port in the United States,

Since 1986, there has been a record increase in residential, commercial and industrial development. The retail sector has also grown in the last few years with ties to the Mexican economy which is unmistakable. However with a population of over 254,829 (2013 ACS), the County has increased its purchasing power as a result of the number of people employed. New businesses ventures have begun within the county including largest volume Wal-Mart store, stadium, and a new Mercy Regional Medical Center/ Doctors Hospital, Target, HEB Chain of Grocery stores, SAM'S Club, Renovated Shopping mall, and dozens of new industrial parks.

Institutional growth and expansion is also having a direct impact on the counties economy, notably, Texas A & M International University. Student and employee spending has spurred the economic activity within our community and even assisted in bringing additional service establishments catering to a growing student population. In the same manner, United Independent School district (UISD) has undergone tremendous growth in its districts population creating a demand for more schools, expanding school campuses and increasing their workforce to accommodate the additional institutions and growth of its population.

### Housing for Webb County

- Housing affordability has been a challenge in the past for Webb County. Major growth in the development of affordable housing and colonias has allowed Webb County owner/rental occupancy numbers to increase over the past years. In regards to housing that are currently available 55,206 out of which 50,740 units were occupied. HUD census data report of 2000 was obtained comparing statistical data with Factfinder.census.gov.
  - Owner occupied housing rates are marginally greater 65.7 % (compared to 65.1% for the state),
  - Rental occupied housing rates are marginally smaller -34.3% (compared to 34.9% for the state).
  - Vacant housing rates are marginally smaller -8.10/0 (compared to 9% for the state).

### Poverty in Webb County

- Webb County has one of the highest poverty rates in the nation (of cities with population greater than 100,000 people).
  - Families below the poverty levels are much greater 28.1% (compared to 15.7% for the state).
  - Individuals below poverty level are doubled 30.61% (compared to 17.5% to the state),
  - Families with female householders (no husbands present) below the poverty level is much greater 33.22% (compared to 19.14% for the state)

## Population Distribution and Growth

- The population for Webb County is 254,829, as reported on the *2013 American Community Survey*.
- 10.6% are estimated to be age 5 and under (compared to 8.4% for the state).
- 63.8% are estimated to be age 18.64 (compared to 71.5% for the state).
- 7.6% are estimated to be age 65 and over (compared to 8.4 for the state).
- The ethnic distribution in Webb County supports a majority of Hispanics with a noticeably small amount of Anglos.
- The Anglo population is smaller-4.9% (compared to 52.4% for the state).
- The African American population is smaller- 0.5% (compared to 12% for the state).
- The Hispanic population is greater 94% (compared to 32% for the state).
- The percentage of other races is smaller-0.6% (compared to 13.3% for the state).

## Webb County Educational Attainment

- High school graduate/ including equivalency is smaller-17.9% (compared to 24.8% for the state).
- Some college no degree is smaller-15.9% (compared to 24.4% for the state).
- Associates degree is the same at 5.2% (compared to 5.2% for the state).
- Bachelor's degree is smaller-8.6% (compared to 15.6% for the state).
- Graduate or professional degree is smaller-5.3% (compared to 7.6% for the state).

## Webb County Literacy Rate

- National Institute for Literacy surveyed a group of 89, 857 individuals.
- Age group consisted. of 16\* the Institute found that approximately 48% of the population of Webb County is a Literacy level: 1. This means that they can read a little but not well enough to fill out a job application, read a food label, or read a simple story to a child.

## Webb County High school drop-out rate

- 2013 ACS shows that high school drop-out rate for Webb County students from grades 7-12 was at 1.0% of 22,077 students.

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V. Survey Instruments

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See Attached *Blank* Survey Instruments

## Attachment A - Community Needs Survey for Residents

\_\_\_\_\_ (agency name) would like your input to better serve you.

**City and County where you live:** \_\_\_\_\_

Check one of these choices to let us know who completed the survey:

Local Official  Client  Volunteer  Board Member  Resident  Other, describe: \_\_\_\_\_

**Circle the number that reflects your opinion on the need for each item.**

CATEGORY	NEEDS	Don't Know (0)	Not Needed (1)	Rarely Needed (2)	Needed (3)	Very Needed (4)
<i>Assistance</i>	Help with applying for Social Security, SSDI, WIC, TANF, etc.					
	Help finding resources in the community					
	Finding Child Care					
	Food					
	Transportation					
	Legal Services					
<i>Case Management</i>	Assistance with goals and self-sufficiency					
<i>Community</i>	Neighborhood clean-up projects					
	Crime awareness or crime reduction					
	Public parks and facilities					
	Employment opportunities					
<i>Education</i>	GED classes					
	English as a Second Language Classes					
	Adult Education or Night School					
	Computer Skills Training					
	Assistance to attend trade or technical school, or college					
<i>Employment</i>	Help finding a job					
	Help with job skills, training & job search					
<i>Family Support</i>	Financial Education/Budgeting Classes/Credit Counseling					
	Parenting Classes					
	Nutrition Education/Healthy Eating Education workshops					
	Classes on healthy relationships, resolving conflicts, etc.					
	Counseling services					
	Programs and Activities for Youth (ages 12-18)					
	Programs and Activities for Seniors					
<i>Housing</i>	Affordable Housing					
	Help paying rent					
	Help with utility bills					
	Help to make my home more energy efficient (weatherization)					
<i>Medical</i>	Health Insurance/ Affordable Medical Care					
	Prescription Assistance					

**Thank you for taking time to provide us your feedback.**

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VI. Community Needs Assessment Results Overview (2 Pages)

# COMMUNITY NEEDS ASSESSMENT RESULTS OVERVIEW (Page 1 of 2)

**Subrecipient:**

The Community Services Block Grant (CSBG) Act requires States administering this grant to secure a Community Needs Assessment from CSBG eligible entities. Subrecipients must submit this *Community Needs Assessment Results Overview* along with a *2015 CSBG Community Needs Assessment (CNA) Report* by June 30, 2015. Refer to the *Develop a CNA Report* section of this document for guidance on creating a CNA report.

1. **Community Needs Assessment Overview** - Complete the table with the requested information for each county in the CSBG service area..

#	County	* Poverty Population	# of Residents Surveyed	# Clients Surveyed	# of Community Forum Held	# of Focus Group held	# of Elected Officials Interviewed	# of Board Members Interviewed	# of Organizations Interviewed
1	Webb	79,270	221	225	2	0	19	6	23
2									
3									
4									
5									
6									
7									
8									
9									
10									

\* Poverty Population according to the numbers published by the *Community Commons website*

## COMMUNITY NEEDS ASSESSMENT RESULTS OVERVIEW (Page 2 of 2)

Subrecipient: Webb County Community Action Agency

1. *Overview of top 5 needs by type of data collection method* - Complete the table with the requested information for each county in the CSBG service area: .

#	Surveys	Forums	Focus Group	Elected Officials Interviewed	Organizations Interviewed	Quantitative Data	FINAL RANKING OF TOP NEEDS
1	Transportation, Networking, and Child Care Assistance	Job Skills Training, Finding Job Employment	N/A	ESL, Trade School and Adult Education	Job Skills Training Employment	Under-Employment, Job Skills Training Employment	Employment
2	Job Skills Training Employment	Help Paying Rent, Help Paying Utility Bills Housing	N/A	Help Paying Rent, Help Paying Utility Bills and Affordable Housing	High School Degree/GED, Adult Education	Affordable Housing and Help Paying Utility Bills Housing	Housing
3	Classes on Health Relationships Family Support	Computer Training Education	N/A	Job Skills Training Employment	Help Paying Rent, Help Paying Utility Bills Housing	High School Degree/GED, Adult Education	Education
4	Computer Training Education	Child Care Assistance	N/A	Nutrition Ed. Healthy Eating Family Support	Assistance Finding Resources in the Community	Transportation, Networking, Food and Child Care Assistance	Assistance Services
5	Health Insurance and Prescription Assistance Medical	Public Parks and Facilities Community	N/A	Transportation, Emergency Services and Food Assistance	Nutrition Ed. Healthy Eating Family Support	Employment Opportunities Community	Family Support

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

The Community Commons website [www.communitycommons.org](http://www.communitycommons.org)

Other sources. Identify the other sources that were utilized: **2010 U.S. Census Data**

**Note: Subrecipients that need more space than what is provided in this form may develop their own forms with the same information or add additional pages of this form.**

**2015 WEBB COUNTY COMMUNITY ACTION AGENCY  
COMMUNITY NEEDS ASSESSMENT RESULTS OVERVIEW**

# Poverty Population	# of Residents Surveyed	# Clients Surveyed	# Community Forum Held	# of Focus Group held	Elected Officials Interviewed	Board Members Interviewed	Organizations Interviewed
79,270	221	225	2	N/A	<p>Hon. Judge Hugo Martinez</p> <p>Hon. Justice of the Peace Pepe Salinas</p> <p>Hon. Justice of the Peace Oscar Liendo</p> <p>Hon. City Councilman Rudy Gonzalez</p> <p>Hon. City Councilman Roberto Balli</p> <p>Hon. Commissioner Resaura "Wawi" Tijerina</p> <p>Risk Management Director Ms. Cynthia Mares</p> <p>Hon. Treasurer Della Perales</p> <p>Hon. Commissioner John Galo</p> <p>Hon. District Clerk Esther Degollado</p> <p>Hon. Justice of the Peace Hector Liendo</p> <p>Hon. City Councilman Esteban Rangel</p> <p>Hon. City Councilman Alejandro Perez</p> <p>Hon. Sheriff Martin Cuellar</p> <p>Bail Bond Chairman Mr. Gregorio Castaneda Jr.</p> <p>Hon. Commissioner Frank Sclaraffa</p> <p>Hon. LISD Trustee Dr. Cecilia Moreno</p> <p>Hon. County Attorney Marco Montemayor</p> <p>Hon. Mayor Raul Reyes</p>	<p>Dr. Henry Carranza</p> <p>Ms. Rosie Centeno</p> <p>Ms. Maria E. Montemayor</p> <p>Mr. Erasmo Villarreal</p> <p>Ms. Raquel Ibarra</p> <p>Ms. Maria D. Palacios</p>	<p>Laredo Housing Authority</p> <p>Webb County Headstart</p> <p>Texas Workforce-CCS</p> <p>HR Employment Solutions</p> <p>City Of Laredo-WIC</p> <p>TAMU-Continuing Education</p> <p>TAMU- Special Programs</p> <p>Salvation Army</p> <p>Laredo Regional Food Bank</p> <p>South Texas Regional Fed. Credit Union</p> <p>LCC-Ms.Cynthia Mares</p> <p>Bethany House</p> <p>Veterans Service Office</p> <p>Catholic Social Services</p> <p>SCAN</p> <p>Gateway Community Health Clinic</p> <p>Economic Development</p> <p>Laredo Crime Stoppers</p> <p>TABC</p> <p>CASA De Mesercoordia</p> <p>Border Region Behavioral Health Center</p> <p>Texas A&amp;M Colonias</p> <p>Webb County Indigent Health</p>

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VII. CSBG Sub-Recipient Profile Sheet

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Name of CSBG Sub-Recipient Organization: Webb County Community Action Agency

Counties in CSBG Service Area: Webb County

Submission Date: June 30, 2015

Completed By: CSBG staff persons: Ms. Elizabeth Castaneda  
Ms. Mayra Granados  
Ms. Maricela Benavides

Name and Title of CSBG Community Needs Assessment Coordinator: Ms. Elizabeth Castaneda

Webb County CAA Executive Director: Mr. Juan Vargas

Webb County CAA Deputy Director Mr. James Flores

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VIII. Webb County CAA Needs Assessment Support Documentation

All qualitative and quantitative Support Documentation is available upon request.

2015 Webb County Community Action Agency  
Community Needs Assessment - Survey Tally Totals

Assistance	TRANSPORTATION	1405
Employment	HELP WITH JOB SKILLS, TRAINING & JOB SEARCH	1381
Assistance	HELP FINDING RESOURCES IN THE COMMUNITY	1372
Family Support	CLASSES ON HEALTHY RELATIONSHIPS, RESOLVING CONFLCTS	1371
Education	COMPUTER SKILLS TRAINING	1311
Assistance	FINDING CHILD CARE	1309
Medical	HEALTH INSURANCE/AFFORDABLE MEDICAL CARE	1308
Medical	PRESCRIPTION ASSISTANCE	1270
Education	ENGLISH AS A SECOND LANGUAGE CLASSES	1266
Housing	HELP PAYING RENT	1265
Family Support	PARENTING CLASSES	1261
Education	ASSISTANCE TO ATTEND TRADE OR TECHNICAL SCHOO, OR COLLEGE	1260
Family Support	PROGRAMS AND ACTIVITIES FOR YOUTH(12-18)	1257
Family Support	COUNSELING SERVICES	1250
Family Support	PROGRAMS AND ACTIVITIES FOR SENIORS	1240
Community	PUBLIC PARKS AND FACILITIES	1236
Assistance	FOOD	1222
Education	ADULT EDUCATION OR NIGHT SCHOOL	1219
Employment	HELP FINDING A JOB	1213
Community	EMPLOYMENT OPPORTUNITIES	1208
Housing	HELP TO MAKE MY HOME MORE ENERGY EFFICIENT	1202
Community	CRIME AWARENESS OR CRIME REDUCTION	1200
Community	NEIGHBORHOOD CLEAN UP PROJECTS	1199
Family Support	FINANCIAL EDUCATION/BUDGETING CLASSES/CREDIT COUNSELING	1175
Family Support	NUTRITION/EDUCATION/HEALTHY EATING WORKSOPS	1147
Housing	HELP WITH UTILIY BILLS	1140
Assistance	LEGAL SERVICES	1098
Housing	AFFORDABLE HOUSING	1090
Education	GED CLASSES	1080
Case Management	ASSISTANCE WITH GOALS AND SELF-SUFFICIENCY	823

Webb County CAA - Community Needs Assessment

<u>CATEGORY:</u>		<u>NEED:</u>	<u>Total:</u>	<u>Top Five Needs:</u>
1	Assistance	TRANSPORTATION	1405	1.) <u>Assistance:</u> Transportation 2.) <u>Employment:</u> Help with Job Skills, Training & Job Search 3.) <u>Family Support:</u> Classes on healthy relationships, resolving conflicts 4.) <u>Education:</u> Computer Skills Training 5.) <u>Medical:</u> Health Insurance
2	Employment	HELP WITH JOB SKILLS, TRAINING & JOB SEARCH	1381	
	Assistance	HELP FINDING RESOURCES IN THE COMMUNITY	1372	
3	Family Supp	CLASSES ON HEALTHY RELATIONSHIPS, RESOLVING CONFLICTS	1371	
4	Education	COMPUTER SKILLS TRAINING	1311	
	Assistance	FINDING CHILD CARE	1309	
5	Medical	HEALTH INSURANCE/AFFORDABLE MEDICAL CARE	1308	
	Medical	PRESCRIPTION ASSISTANCE	1270	
	Education	ENGLISH AS A SECOND LANGUAGE CLASSES	1266	
6	Housing	HELP PAYING RENT	1265	
	Family Supp	PARENTING CLASSES	1261	
		ASSISTANCE TO ATTEND TRADE OR TECHNICAL SCHOOL, OR COLLEGE	1260	
	Family Supp	PROGRAMS AND ACTIVITIES FOR YOUTH(12-18)	1257	
	Family Supp	COUNSELING SERVICES	1250	
	Family Supp	PROGRAMS AND ACTIVITIES FOR SENIORS	1240	
7	Community	PUBLIC PARKS AND FACILITIES	1236	
	Assistance	FOOD	1222	
	Education	ADULT EDUCATION OR NIGHT SCHOOL	1219	
8	Employment	HELP FINDING A JOB	1213	
	Community	EMPLOYMENT OPPORTUNITIES	1208	
	Housing	HELP TO MAKE MY HOME MORE ENERGY EFFICIENT	1202	
	Community	CRIME AWARENESS OR CRIME REDUCTION	1200	
	Community	NEIGHBORHOOD CLEAN UP PROJECTS	1199	
		FINANCIAL EDUCATION/BUDGETING CLASSES/CREDIT		
	Family Supp	COUNSELING	1175	
	Family Supp	NUTRITION/EDUCATION/HEALTHY EATING WORKSHOPS	1147	
	Housing	HELP WITH UTILITY BILLS	1140	
	Assistance	LEGAL SERVICES	1098	
	Housing	AFFORDABLE HOUSING	1090	
	Education	GED CLASSES	1080	
9	Case Manag	ASSISTANCE WITH GOALS AND SELF-SUFFICIENCY	823	