

August 2022

Purpose of the Community Needs Assessment

A community needs assessment identifies the strengths and resources available in the community to meet the needs of children, youth, and families. The assessment focuses on the capabilities of the community, including its citizens, agencies, and organizations. It provides a framework for developing and identifying services and solutions and building communities that support and nurture children and families.

PCCT will conduct a community needs assessment every 3 years to obtain a thorough understanding of the community, including what services are already in place, and what types of service gaps and barriers to service currently exist for our proposed population and specific service boundaries (For proposed population and specific service boundaries see APPENDIX A). Through the community needs assessment process, a variety of data-gathering methods will be used to collect data and help the agency identify resources needed to better serve our mission and the community.

Methodology Used

A community assessment may be limited to a compilation of demographic data from census records, results of Assessments conducted by others, and informal feedback from community partners. Or, assessments may be expanded to include focus group discussions, town meetings, interviews with stakeholders, and telephone or mailed Assessments to partnership members and the community.

The PCCT CNA included planning sessions with agency team members, Assessments of key community stakeholders, service recipients, and agency employees, as well as researching and compiling available secondary data sets that inform and guide development of the community needs assessment report with key findings.

An Assessment Committee was created to provide general oversight and assistance for the project. The initial committee represents a variety of roles within the agency. The Assessment Committee met on August 5th, 2022 to review the Assessment tools and provide guidance about priorities and considerations for the needs assessment process.

A five-domain typology was utilized to organize all assessment data collected. For purposes of the assessment a domain is defined as an area of influence affecting local community conditions and the quality of life of people residing in the service area.

The community assessment is comprehensive as it describes general community conditions in Tulsa County while also being targeted to local conditions contributing to highest needs of residents in the county. The five domains examined include:

1. Child and Family Well-being
 - a. Child and Family services and programs
 - b. Health and Healthcare

2. Education Indicators
3. Economic Indicators
 - a. Income/ Poverty
 - b. Unemployment
4. Housing Indicators
5. Accessibility
 - a. Nutrition and Food
 - b. Transportation
 - c. Emergency Services

The Community Needs Assessment is based on a comprehensive review of both qualitative and quantitative data sources including: (1) Assessment data collected from both key informants (community stakeholders, PCCT employees) and service recipients and (2) quantitative data from relevant secondary data sources.

The primary components of the Community Needs Assessment include:

1. Planning session with the assessment team made up of key PCCT employees.
2. Primary research to gather input from key informants (local community-based organizations, public and private agencies, educational institutions, faith-based organizations, community residents), service recipients/current service recipients, and/or current PCCT program employees in the county through:
 - Assessment of persons familiar with the service system and needs of target persons,
 - Assessment of current PCCT program employees,
 - Assessment of current PCCT service recipients receiving services in the service area
3. Secondary research and meta-analysis of available data sets used to inform needs and local conditions within the county.
 - Informational websites and other information describing local county indicators and needs.

Planning Sessions:

PCCT convened an initial planning team meeting on August 5, 2022 to discuss the community needs assessment process, timeline and activities necessary to carry out the project, solicit input on questions to include in Assessments, and plan for Assessment distribution and discussions.

Meeting participants reviewed draft Assessment instruments and offered suggestions. Assessment distribution plans and promotion plans for recruiting local participation in the community discussions were also developed.

Internal consulting team planning and communications with PCCT employees was ongoing throughout the project, and the assessment team met on October 24th, 2022 to review a draft of the community needs assessment report and identify key findings and recommendations.

Primary Research:

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Community Stakeholder Assessment

An online Assessment was designed to collect information from key informants in Tulsa County. The community Assessment could be completed on-line from any computer or mobile device with Internet access.

Team members were provided with instructions for accessing and completing the Assessment via a web link or QR code and encouraged to disseminate information about the Assessment as widely as possible within the service area.

On-line Assessments were completed by service providers working in community agencies and organizations and other key informants familiar with local community conditions and service needs of target population in the county. Assessments were provided in Spanish and English.

A total of 26 (2 Spanish/ 24 English) responses to the on-line Assessment were received from key informants in Tulsa County.

PCCT Employees Assessment

An online Assessment was designed to collect information from PCCT program employees. The Assessment could be completed on-line from any computer or mobile device with Internet access.

Program employees were provided with instructions for accessing and completing the Assessment via a web link or QR code and encouraged to disseminate information about the Assessment as widely as possible within the service area.

On-line Assessments were completed by program employees who work directly with the target population in the county. Assessments were provided in Spanish and English.

A total of 37 (4 Spanish/ 33 English) responses to the on-line Assessment were received from PCCT employees in Tulsa County.

Service Recipient Assessment

An online Assessment was designed to collect information from service recipients in Tulsa County. The Assessment could be completed on-line from any computer or mobile device with Internet access.

Service Recipients were provided with instructions for accessing and completing the Assessment via a web link or QR code and encouraged to disseminate information about the Assessment to all service recipients within the service area.

On-line Assessments were completed by current and past service recipients in PCCT programs in Tulsa County. Assessments were provided in Spanish and English.

A total of 25 (English) responses to the on-line Assessment were received from Service Recipients in Tulsa County.

Secondary Data Review and Research:

Secondary data sets were also reviewed, and quantitative data drawn from these data sets were analyzed to identify key indicators that inform local causes of community conditions in Tulsa County. This data is discussed in detail for each domain examined in subsequent sections of the report. A list of secondary data sources reviewed is included as Appendix B.

Results

Primary Research:

The complete results of the key informant Assessment for Tulsa County may be found in APPENDIX C.

The complete results of the service recipient Assessment for Tulsa County may be found in APPENDIX D.

Secondary Data Review and Research:

Data for families with children living in Oklahoma show there's a need to provide added supports and/or connections to resources. Families with children are experiencing high stress, especially due to the pandemic. The following family challenges were identified by The Annie E. Casey Foundation's 2021 Kids Count Databook (March 2021):

- Oklahoma ranked 42nd in the U.S. in overall child wellbeing.
- 13% of Oklahoma households with children reported they sometimes or often do not have enough food to eat.
- 15% of Oklahoma households with children reported slight or no confidence in paying their rent or mortgage.
- 34% of Oklahoma households fall below the 200% poverty index.
- 17% of Oklahoma households with children did not have health insurance.
- 25% of Oklahoma households with children reported feeling down, depressed, or hopeless.

Narrowing the research further, we find some concerning data for the area we serve (Tulsa area):

- In Tulsa County, 26% of children under the age of 5 live in poverty (according to the Casey Family Programs Community Opportunity Map 2015-2019).
- According to The New American Economy's report, Addressing the Needs of Vulnerable Communities During COVID-19 (December 2021), in Tulsa:
Nearly half of BIPOC (Black, Indigenous, and People of Color) residents and more than two-fifths of immigrants reported needing mental health care during the pandemic; of those, more than one-third of both groups said it was difficult to access mental health services.
- 15% of BIPOC residents and 12% of immigrants reported not having a local organization they could rely on for assistance.
- And when they needed mental health support, about one-third of BIPOC residents and immigrant groups found it difficult to access services, indicating a gap in needed services exists for these communities.

Findings from the 2021 Tulsa Equality Indicators Report show that while there are 31 mental health and substance abuse treatment and service centers in Midtown Tulsa, there are only two in west Tulsa, seven in east Tulsa, and nine in north Tulsa. This demonstrates unequal access to mental health services in some of the lowest income areas of Tulsa. While we serve the greater Tulsa area, we will have targeted outreach in west, east, and north Tulsa.

Additionally, there are several organizations that provide similar services, however, there are waiting lists for these services across Tulsa. One of our goals is to identify areas where cross referral can happen so that service recipients aren't waiting for services in one place when they potentially could be served elsewhere.

For example, in the 2020-2024 Child and Family Services Plan released by the Oklahoma Dept. of Human Services (OKDHS), a goal is identified to provide preventative measures to stop maltreatment before it occurs (which is in line with our mission). One method of achieving this goal is to provide home visitation for safety checks and parental education. OKDHS currently partners with PCCT as well as Family & Children's Services to provide home visitation but the report identifies that there are still delays in provision of services impacting positive outcomes for families.

Lastly, information from the Saint Francis Health System, Inc, Community Health Needs Assessment 2020-2022 indicated lack of health insurance/access to healthcare, education, access to food/groceries, housing, mental health, poverty, and transportation were among the top indicators of comparison to PCCT assessed needs.

Summary of Primary Areas of Need Identified in the Service Area

Key informant Assessment respondents identified the primary areas of greatest need for Tulsa County residents. Key informants completing the Assessment identified (1) Healthcare, (2) Transportation, and (3) Affordable Housing services as the top three areas of need for residents in Tulsa County.

Service recipients assessed identified priority needs from a more personal perspective based on their individual experiences in seeking assistance. Since service recipients were asked to identify the needs and issues from a more personal perspective, the primary needs identified by service recipients tend to reflect the individual needs and individual perspective only of those responding to the Assessment. Consequently, the primary needs identified by service recipients are not necessarily consistent with the more general needs of residents identified by key informants. The most prevalent areas of need identified by those service recipients who responded to the Assessment include (1) Safe, Affordable Housing, (2) Financial Literacy, and (3) Food and Nutrition Assistance.

Summary of secondary research indicates the common and greatest need in areas including, healthcare and mental health and access to needed services, housing, and access to food and nutrition.

The assessment committee reviewed all Assessment responses and secondary data collected and based on that review the following priority needs were identified for the proposed population in Tulsa County:

1. Transportation Needs
2. Safe, Affordable Housing
3. Financial Literacy
4. Access to Food and Nutrition Programs
5. Childcare Needs
6. Access to Job Skills

Community Needs and Resources

The Assessments were designed to identify overall areas of need as well as the priority needs within each of the five distinct domains assessed.

Potential Areas of Partnership with Other Agencies and Organizations

PCCT has developed several cooperative and collaborative partnerships with other agencies and organizations in Tulsa County which are drawn upon to assist the agency in conducting its mission. A total of 13 persons working for other agencies and organizations in the service area responded to the questions.

Here is a list of organizations that provide services aligning with the top 6 priority categories. We will begin establishing or nurturing relationships with these organizations to ensure our community members and services recipients have a clear pathway to access necessary services to meet their needs. There are additional resources listed in Appendix E which we will also begin researching to establish solid relationships.

1. Madison Strategies, MODUS
2. Habitat for Humanity, Salvation Army Pathway of Hope, Tulsa Housing Authority
3. Oklahoma Central Credit Union, Goodwill
4. Catholic Charities, Dream Center, R&G Grocers
5. Childcare Resource Center, Community Service Council
6. Goodwill

In addition, here is a list of organizations providing similar services to PCCT. We will explore where there is potential for cross-referral or where referral pathways need to be strengthened to create a stronger partnership for meeting community needs. Perhaps families do not meet criteria for services at one organization but would qualify at a different organization.

1. Healthy Start
2. Children First
3. Family and Children's Services
4. Community Action Project Tulsa

**Future exploration for the Community Needs Assessment:*

- *Breakdown the demographics of each domain and identify opportunities to provide additional outreach to specific demographic populations.*

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- *Compare a greater number of secondary sources, including other organizations who serve a similar target population.*
- *Provide additional information regarding Maslow's Hierarchy of Needs and intersection of needs.*
- *Determine how best to utilize our Family Resource Navigator to ensure the basic needs of our service recipients are met so they can focus on higher level needs, improving their ability to focus on mental and emotional needs.*

APPENDIX A

(Proposed population and specific service boundaries)

Our proposed priority population will be families with children ages 0-12 living in the Tulsa area who are at or below the poverty index.

Targeted subcategories include:

1. Families with children and infants to age 12
2. Families who are or have experienced intense stress and/or mental health issues.
3. Families experiencing language barriers
4. Homeless residents at the Tulsa County Emergency Shelter

Our proposed service area boundaries will be Tulsa County. While the majority of families we serve live in Tulsa County, we also serve residents who live in Rogers, Wagoner, Muskogee, Okmulgee, Creek, and Osage counties, however they will not be included for the purposes of this community needs assessment.

APPENDIX B

(List of secondary data sources reviewed)

1. www.aecf.org/interactive/databook?l=40
2. <https://caseyfamily.caimaps.info/cailive?location=Tulsa&fid=20264&searchType=city>
3. https://www.cityoftulsa.org/media/17632/1021-covid-survey-report-tulsa_v4-1.pdf
4. <https://issuu.com/saintfrancistulsa/docs/chna19?e=32494011/70414518>

APPENDIX C

(Complete results of the key informant Assessment)

Complete list of questions and possible responses

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:ba490e1b-65ea-375d-ae5d-fbe04cf2870d>

English

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:f5cb03bd-e2ad-368a-8d16-3eee456a50b2>

Spanish

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:152acdb3-2842-35cc-bf72-863cecd6234a>

APPENDIX D

(Complete results of the service recipient Assessment)

Complete list of questions and possible responses

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:ba490e1b-65ea-375d-ae5d-fbe04cf2870d>

English

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:8a0df9c6-0bf1-3b18-b5eb-749fc696ddca>

Spanish

No Responses

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APPENDIX E

(List of Additional Resources)

<u>Food</u>	
Broken Arrow Neighbors	918-251-7781
Catholic Charities	918-919-4673
Dream Center	918-430-9984
Helping Hands	918-584-6923
John 3:16 (Family & Youth Center)	918-592-1186
Neighbor for Neighbor	918-425-5578
Neighbor's Along the Line	918-582-3491
Restore Hope	918-582-5766
Tulsa County Social Services	918-596-5560
DHS (North-Food Stamps)	918-430-2300
DHS (Downtown-Food Stamps)	918-581-2401

<u>Meals</u>	
Salvation Army	918-582-7201
Tulsa County Social Services	918-596-5560
John 3:16 Mission	918-587-1186
Loaves & Fishes	918-234-8577
Sodexo/Senior Nutrition	918-832-1427
Meals on Wheels	918-627-4103
Western Neighbors	918-445-8840

<u>Financial Assistance</u>	
Helping Hands	918-584-6923
Iron Gate- Trinity Episcopal	918-582-4128
John 3:16 Mission	918-587-1186
Neighbor for Neighbor	918-425-5578
Open Bible Fellowship	918-497-5511
Restore Hope	918-582-5766
Salvation Army	918-582-7201
Tulsa First Baptist Church	918-587-6068
Western Neighbors	918-445-8840

<u>Shelter/Housing</u>	
Tulsa Emergency Shelter	918-595-5591
Salvation Army	918-582-7201
Day Center for Homeless	918-583-5588
Dayspring Villa (Women & Children)	918-245-4075
DVIS	918-585-3163
Youth Emergency Shelter	918-582-0061
Mental Health Association	918-585-1213
Twelve & Twelve (12 & 12)	918-664-4224
Youth Services of Tulsa	918-582-0061

<u>Clothing</u>	
Assistance League of Tulsa	918-832-8832
Catholic Charities	918-585-8167
Dream Center	918-430-9984
Emergency Infant Services	918-582-5766
Neighbor for Neighbor	918-425-5578
Western Neighbors	918-445-8840

<u>Transportation: Gas & Bus</u>	
Dream Center	918-430-9984
Neighbor for Neighbor	918-425-5578
Neighbor's Along the Line	918-582-3491
Salvation Army Center of Hope	918-582-7201
South Tulsa Community House	918-724-5597

<u>Medical Services</u>	
Baby-line (Prenatal Appointments)	918-838-0694
Dream Center	918-430-9984
Health Department	918-582-9355
Neighbor for Neighbor	918-425-5578
Morton Health Services	918-587-2171
OSU Health Care Centers	918-582-1972
OU Pediatric Clinic	918-619-4300
OU Family Medicine	918-619-4400
Tulsa County Social Services	918-596-5560

<u>Prescription/ Medical Needs</u>	
Catholic Charities	918-949-4673
Christ for Humanity	918-836-2424
Gift of Sight (donated glasses)	918-627-6227
Helping Hands	918-584-6923
Ministry Center	918-585-5310
Neighbor for Neighbor	918-425-5578
Tulsa County Pharmacy	918-596-5560
TSHA	918-832-8742
Western Neighbors	918-445-8840

<u>Dental Services</u>	
Dream Center	918-430-9984
E. Oklahoma Donated Dental Svc.	918-742-5544
John Tomblin Clinic (kids only)	918-594-4860
Morton Comprehensive	918-587-2171
Neighbor for Neighbor	918-425-5578

<u>Counseling/ Mental Health Services</u>	
Actions Steps Counseling	918-764-9098
Associated Centers of Therapy	918-492-2554
Center for Counseling & Education	918-747-6800
Community Service Council	918-585-5551
Crossroads Clubhouse	918-749-2141
Family & Children's Services	918-587-9471
Parkside Utica Center	918-582-2131
Youth Services of Tulsa	918-582-0061

<u>Children's Services</u>	
Birthright of Tulsa	918-481-4884
Child Care Resource Center	918-834-2273
Community Service Council	918-585-5551
Emergency Infant Service	918-528-2469
Parent Child Center of Tulsa	918-599-7999
WIC	918-594-4820