2023

Children's Board
HILLSBOROUGH COUNTY
www.ChildrensBoard.org

Community Town Halls

Final Report

Acknowledgements

The process for understanding the needs of Hillsborough County families and the successes and challenges of community stakeholders was no easy task. Through a series of eight *(8)* in-person Community Town Halls spread across the County, two virtual Community Stakeholder Town Halls and a county-wide Community Survey for both families and community stakeholders, this effort helped to increase our understanding of family needs in Hillsborough County and the system of care that supports them.

In no way could this immense effort be possible without the support, dedication and contributions of the following individuals and organizations. We would like to specifically acknowledge their efforts in ensuring the successful conclusion of this work. On behalf of the Children's Board of Hillsborough County, we would like to sincerely thank the many individuals and stakeholders that participated in this endeavor.

Thank you to the many stakeholders that shared this information with their communities, participated in the Virtual Town Halls and completed the Community Stakeholder Survey.

And thank you to all the families who participated in making their voices heard in our Community Town Halls and completing our Community Survey.

Children's Board of Hillsborough County

Kelley Parris, *Executive Director*

Maria Negron, *Director of Programs*

Community Town Hall Team

Nestor Ortiz, *Project Lead & Facilitator*

Sky Jensing, *Project Coordinator*

Rosie Ortiz, *Bilingual Translation*

Aiden Mena, *Photographer & Event Prep*

Tyheshia Scott, *Director Children's Board Family Resource Centers,* Lutheran Services of Florida

Trish James, *CBHC Representative*

Dexter Lewis, *CBHC Representative*

Solymar Medina-Cruz, *CBHC Representative*

Timothy Bennett, *CBHC Representative*

Diana Diaz, *Data Analysis*,
President, Captivating Creative, LLC.

Program Support Partners & Stakeholders

The Children's Board Family Resource Centers

Greater Palm River Pointe Family Services

City of Tampa Parks and Recreation

Firehouse Cultural Center

Mort Elementary Community Partnership School

Crossover Church

Hillsborough County Tampa Public Library

East Tampa Community Development Corporation

Hillsborough County Division of Social Services

Top Kids Bilingual Preschool

Organizations who provided space as a Town Hall venue noted in bold above.

Table of Contents

Executive Summary

The 2023 **Children's Board of Hillsborough County** *(CBHC)* Community Town Halls served as an opportunity to engage families of Hillsborough County, to better understand their specific needs as a community and a county. This work was done through a series of in-person facilitated Community Town Halls and through a paper or digital County-wide Community Needs Survey for families. Additionally, Community Stakeholders representing various non-profits, government entities, businesses, associations, and other institutions invested in the success of children and families in Hillsborough County, were engaged to better understand the current system of care. Each action, activity and event was done in partnership and under the general oversight of the Children's Board of Hillsborough County.

Based on a calculation that considers *Community Town Hall* participants, *Community Survey* respondents and *Community Stakeholder* feedback, a *Community Needs Value* score was tabulated and a list of **Twenty-Eight *(28)* Community Needs** were identified. Four hundred and eighty *(480)* parents from various backgrounds, ages and races assisted in creating a list of *Critical Needs*, *Imperative Needs*, *Important Needs* and *Acknowledged Needs* to understand levels of priority among the original Twenty-Eight *(28)* Community Needs. This calculation was applied to all community needs identified throughout this report.

Each need was given a value using the *Community Needs Value* calculation and subsequently ranked in order of greatest need to least. The fifteen most pressing needs among Hillsborough County families are:

Critical Needs	Imperative Needs	Important Needs
1. **Mental/Emotional Health**	6. **Socialization**	11. **Immigration Services**
2. **Stable/Affordable Housing**	7. **Language Access/Support**	12. **Education Resources**
3. **Child/Afterschool Care**	8. **Food Support**	13. **Financial Stability/Supports**
4. **Parenting Classes/Training**	9. **Transportation**	14. **Physical Health**
5. **Parent Support Systems**	10. **Healthy Nutrition**	15. **Employment Programs**

This was followed by thirteen *(13)* **Acknowledged Needs**

16. **Services for Children with Special Needs**
17. **Technology Access/Support**
18. **Family Activities**
19. **Recreation**
20. **De-Stigmatization of Families Accessing Resources**
21. **Health Care**
22. **Respite/Self Care**
23. **Community Safety & Crime Prevention**
24. **Outdoor Spaces**
25. **Domestic Violence Prevention**
26. **Career Training**
27. **Financial Literacy**
28. **Clothing**

These needs are described in detail in the *Presentation of Report Findings* section of this report. When the Twenty-Eight *(28)* Community Needs reflected in this report are sorted and placed into *categories-of-closest association*, they produce a different range of *Community Needs Value* scores. The *Impact Implications* of responding to one need and the impact that response can have on other needs is demonstrated in the *Need Implications Table* found on page 48.

Parents noted the needs of their Children in different subject areas with the most **Critical Need** for children being *Mental Health Support* followed by *Extra-Curricular Activities*. *Academic Supports* and *Positive Role Models* were considered children's **Imperative Needs** with *Socialization* and *Safe Environments* serving as **Important Needs**. **Acknowledged Needs** included:

1. Out-of-School Time Programming
2. Food/Nutrition
3. Outlets for Play
4. Financial Literacy
5. Recreation
6. Services for Children with Special Needs
7. Resources
8. Creative Spaces

Regional Community Data was presented by Community which included the eight (8) sites. *Brandon, Central Tampa, North County, Plant City, South County, South Tampa, Temple Terrace*, and *Town 'N Country*. Each community created their own list of Critical, Imperative, Important and Acknowledged Needs based on Community Survey and Community Town Hall responses.

Brandon

The **Brandon** community is inclusive of Greater Palm River, Progress Village, Brandon and Valrico areas and reflects the perspectives of forty-eight *(48)* community-engaged participants.

- **Affordable Housing** was identified as their primary critical issue with parents noting constant rent increases, lack of affordable housing and stricter rental requirements as major contributing factors to their lack of housing access.
- **Transportation** was noted as the second *(2nd)* Critical Need with families citing unreliable public options and lack of automobile affordability.
- The third *(3rd)* Critical Need was identified as general **Health Care** to include physical, mental and emotional health and the costs and access issues associated with receiving care.

- Brandon families also identified Financial Stability, Language Access, and Food/Nutrition as Imperative Needs.
- Important Needs for Brandon families included Parenting Classes, Financial Literacy and Technology Access.
- For their Children, families identified Out-of-School Time programming, Positive Role Models and Recreation among their children's Critical Needs.
- Academic Supports, Resources for children with Special Needs, Mental Health support served as Imperative and Food/Nutrition closing out the Important Needs.

Central Tampa

Central Tampa reflects the perspectives of fifty-four *(54)* community-engaged participants.

- **Parenting Classes** were identified as the primary critical issue with parents feeling unprepared around issues regarding their children and the need for parents to learn how to manage their high stress or depression.
- **Mental Health** was noted as the 2nd Critical Need with families feeling overwhelmed with external and internal stressors that continue to grow.
- The 3rd Critical Need was identified as **Socialization** with parents looking for opportunities to decompress and engage with other parents.

- Central Tampa families also identified Support Systems, Childcare and Affordable Housing as Imperative needs.
- Important needs for Central Tampa families included Employment Programs, Outdoor Spaces and Transportation.
- For their Children, Central Tampa families identified Mental Health Supports, Extra-Curricular Activities and Socialization among their children's Critical Needs.
- Academic Supports served as the solitary Imperative need.

North County

The **North County** community is inclusive of Lutz, Lake Magdalene and the Uptown areas and reflects the perspectives of forty-eight *(48)* community-engaged participants.

- **Affordable Housing** was identified as their number one *(1)* Critical issue noting the lack of affordable housing that's safe and accessible as major factors.
- **Childcare** was noted as the second *(2nd)* Critical Need with families citing affordability, income restrictions for scholarships, and quality as areas of concern.
- The third *(3rd)* Critical Need was identified as **Parenting Classes** to include stages of development, learning styles and healthy ways to discipline and communicate.

- North Tampa families also identified Immigration Services, Mental Health Support and Parent Supports as Imperative Needs.
- Important Needs for North County families included Financial Stability, Food Support, and Education Resources.
- For their Children, families identified Role Models, Academic Supports and Extra-Curricular Activities among their children's Critical Needs.
- Socialization and Resources served as Imperative Needs for North County Children.

Plant City

Plant City reflects the perspectives of thirty-seven *(37)* community-engaged participants.

- **Parenting Classes** was identified as their primary Critical Need with parents wanting to learn about the positive ways to discipline and practical ways to take healthy action serving as major drivers.
- **Immigration Services** was noted as the second *(2nd)* Critical Need with families finding it difficult to navigate the various complicated systems needed for their families to succeed.
- The third *(3rd)* Critical Need was identified as **Mental Health Supports** with parents hoping to learn how to reduce mental health stressors themselves.

- Plant City families also identified Parent Support, Physical Health and Technology Support as Imperative Needs.
- Important Needs for Plant City families include Career Training and Resources for Children with Special Needs.
- For their Children, Plant City families identified Extra-Curricular Activities, Socialization and Mental Health Supports among their children's Critical Needs.
- Academic Supports and Healthy Nutrition served as children in Plant City's Imperative Needs.

South County

The **South County** community is inclusive of the Wimauma, Ruskin and Sun City areas and reflects the perspectives of seventy-five *(75)* community-engaged participants.

- **Childcare** was identified as their primary Critical Need with parents noting affordability, capacity and increasing demand as areas for major concern.
- **Recreation** was noted as the second *(2nd)* Critical Need with families wanting more opportunities for families to bond and do more things locally.
- The third *(3rd)* Critical Need was identified as **Socialization,** with parents looking for opportunities to combat isolation by engaging with other South County parents.

- South County families also identified <u>Parenting Classes, Respite Care</u> and <u>Mental Health Supports</u> as Imperative Needs.
- Important Needs for South County families included <u>Stable Housing, Food Support</u> and <u>Financial Literacy.</u>
- For their Children, South County families identified <u>Mental Health Supports, Extra-Curricular Activities</u> and <u>Role Models</u> among their children's Critical Needs.
- <u>Safe environments</u> and <u>Creative Spaces</u> served as their children's Imperative Needs.

South Tampa

The **South Tampa** community reflects the perspectives of seventeen *(17)* community-engaged participants.

- **Socialization** was identified as their primary Critical Need with parents noting a need for parents to interact with other parents.
- **Parenting Classes** was noted as the second *(2nd)* Critical Need with families wanting more opportunities for families to bond and do more things locally.

- The third *(3rd)* Critical Need was identified as **Mental Health Supports** for families who are feeling overwhelmed.
- For their Children, South Tampa families identified <u>Outlets for Play</u> among their children's Critical Needs.

Temple Terrace

The **Temple Terrace** community reflects the perspectives of twenty-nine *(29)* community-engaged participants.

- **Affordable Housing** was identified as their primary Critical Need with parents noting lack of housing options causing a dramatic decrease in affordability as an area for major concern.
- **Mental Health** was noted as the 2nd Critical Need with families wanting more access and understanding.
- The 3rd Critical Need was identified as **De-Stigmatization of Families Accessing Resources**

with parents looking for a better way to navigate systems especially among non-English speakers.
- Temple Terrace families also identified <u>Healthcare, Childcare</u> and <u>Food Support</u> as Imperative Needs.
- Important Needs for Temple Terrace families included <u>Family Activities</u>.
- Parents living in Temple Terrace identified <u>Mental Health Supports</u> and <u>Financial Literacy</u> among their children's Critical Needs.

Town 'N Country

The **Town 'N Country** community reflects the perspectives of twenty-nine *(29)* community-engaged participants.

- **Healthy Nutrition** was identified as their primary Critical Need with parents noting the lack of access to healthy selections and increasing food expenses as cause for major concern.
- **Childcare** was noted as the second *(2nd)* Critical Need with families noting the need for after-hours care and affordability as issues of concern.
- The third *(3rd)* Critical Need identified was **Mental Health Supports** with parents noting the additional stresses parents face as well as the lack of resource information making it harder to manage.
- Town 'N Country families also identified <u>Parent Supports, Language Support</u> and <u>Family Activities</u> as Imperative Needs.
- Parents living in Town 'N Country identified <u>Mental Health Supports, Extra-Curricular Activities</u> and <u>Safe Environment</u> among their children's Critical Needs.

Community Stakeholders

Community Stakeholders representing nonprofits, government agencies, health centers, educational institutions and businesses among others provided a unique look into the system-of-care provided to Hillsborough families.

- Stakeholders identified **Stable/Affordable Housing, Child/Afterschool Care, Mental/Emotional Health, Education Resources** and **Transportation** as the most Critical Needs among the communities they serve.
- They noted **Language Access/Support, Food Support, Employment Programs, Parent Support System** and **Socialization** among the Imperative Needs.
- Important Needs were represented by **Resources for Children with Special Needs, Immigration Services, Domestic Violence Prevention, Physical Health** and **Community Safety & Crime Prevention**.

Most of the Stakeholder-identified needs matched similarly with the needs identified by communities with a few exceptions.

- The *level of administrative difficulty a person may face when requesting, applying, or receiving services* is slightly less than somewhat difficult at forty-one *(41)* out of *100 (most difficult).*
- *F*ifty-one percent *(51%)* of families indicated they have been *made to feel a sense of guilt or shame by organizations when applying for or receiving services*.
- A look at the importance of <u>meeting clients where they are</u> and the <u>types of information sharing,</u> they subscribe to was also similar to the needs identified by the community, with <u>partnerships</u> serving as the number one-way Stakeholders share information with the community.

"Como un proveedor de la comunidad, estoy agradecido que el CBHC esta escuchando las voces de familia. Programación que se enfoque en las necesidades de la comunidad es importante para poder ser exitosos."
- Participante de abierto 2023

Children's Board
HILLSBOROUGH COUNTY
www.ChildrensBoard.org

2023 Community Town Halls Introduction

"As a community provider, I am grateful CBHC is listening to family voices. Programming that focuses on community need is pivotal to success."
– 2023 Community Town Hall Participant

Commitment to our Community

The mission of the Children's Board is to invest in partnerships and quality programs to support the success of all children and families in Hillsborough County.

It is our vision that Hillsborough County will be recognized as one of the top places in the nation to raise children.

The vision, mission, and goals of the Children's Board of Hillsborough County is guided by the following core values:

Integrity

Demonstrating honesty and sincerity in all of our dealings.

Upholding only the highest ethical principles.

Making decisions that reflect the highest standards of proper stewardship and accountability of resources.

Excellence

Projecting professionalism in everything we do.

Being accountable for our actions.

Delivering every product and service in an outstanding manner.

Developing a quality workforce.

Showing pride in our efforts and the community in which we live and work.

Respect

Showing consideration or regard for an individual or institution.

Assessing all people on their merits.

Valuing diversity and accepting individual differences.

Teamwork

Working in full cooperation and mutual support that inspires trust, loyalty, and respect to achieve a common goal.

Creating and maintaining a spirit of service.

Statement of Intended Purpose

The **Children's Board of Hillsborough County** *(CBHC)* regularly seeks feedback from the citizens of Hillsborough County through a myriad of community engagement activities including the facilitation of community town hall meetings; community surveying, research and review of local data reports and trends; and stakeholder agency engagements.

In anticipation of major funding releases in Fiscal Year 2024 for Fiscal Year 2025 Investment Grants, the Children's Board has contracted with **16 Point Compass Consulting, LLC.,** to organize and facilitate eight *(8)* Community Town Hall meetings and two *(2)* Community Stakeholder Virtual Town Hall meetings *to include diverse business sectors.*

16 Point Compass Consulting was also charged with gathering feedback through the implementation of a Hillsborough County-wide digital and paper community survey, available in both English and Spanish. From the collection and analysis of all data received, a 2023 Final Community Engagement Report was developed and is presented here with the intent of aligning Children's Board focus areas with the needs of Hillsborough County families.

***

8 Community Town Hall Areas of Focus
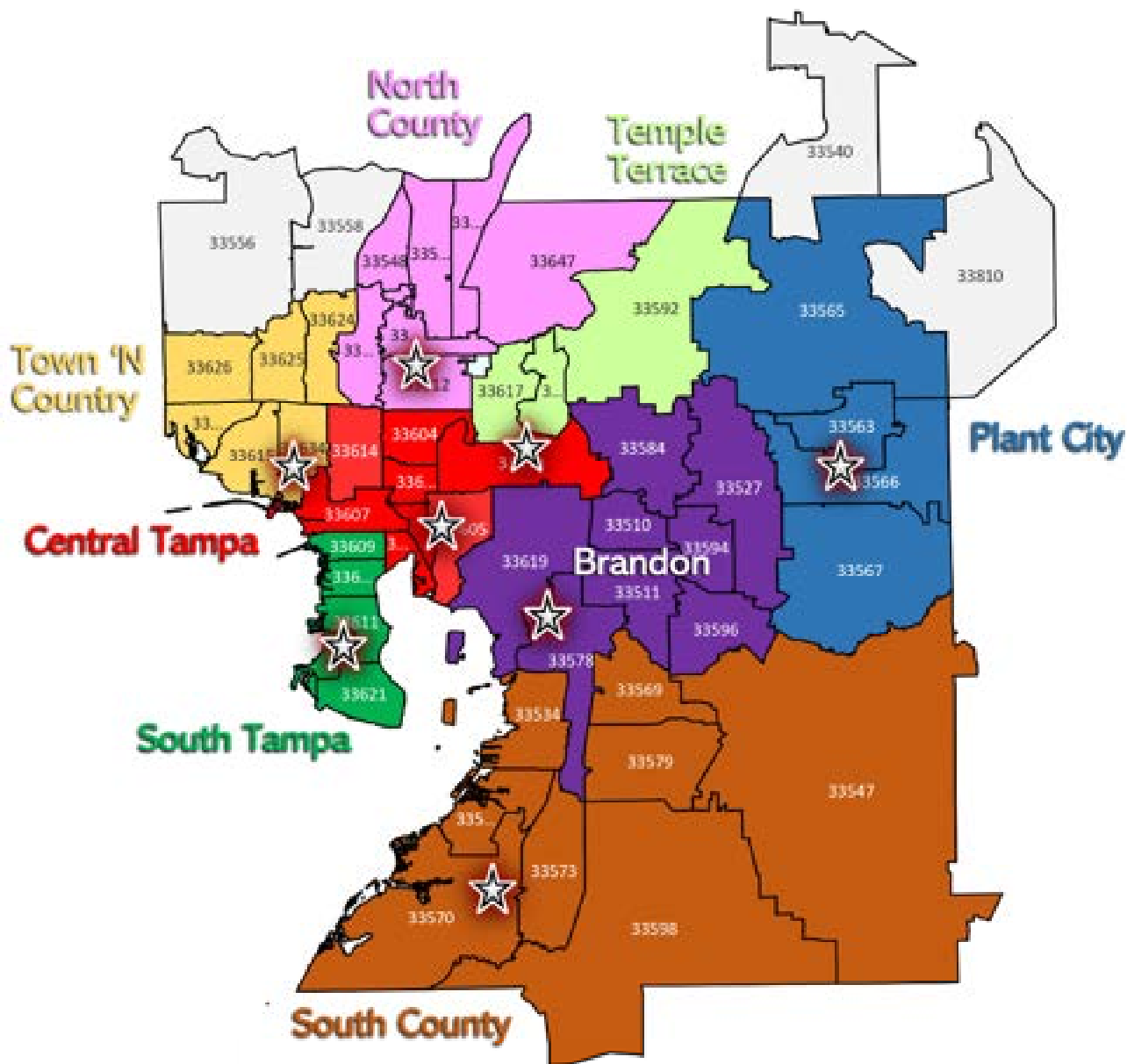
M.1 – Communities of Institutional Focus Map

Although the research conducted as part of this County-wide community engagement effort is intended to understand and support all Hillsborough County families, the Community Town Halls were held at seven *(7)* regionally located Children's Board Family Resource Centers with historically identified needs found in those areas. Accessible engagement of all Hillsborough County communities is an institutional imperative for the Children's Board of Hillsborough County as well as **16 Point Compass Consulting, LLC.** All community engagement efforts employed as part of this research were designed with a focused intention on remaining accessible to the broadest contingent of our Hillsborough County community.

***

Accessibility & Research Acknowledgments

Bilingual Acknowledgement

According to the *US Census 2020 ACS 5-Year Survey*, *over twenty-two percent (22.82%)* of Hillsborough County residents are Spanish speakers. That percentage increases greatly in the communities of *Town 'N Country*; *South County* including Ruskin, Wimauma and Sun City Center; and *East County* to include Plant City.

To ensure Spanish speaking families found in all our communities were engaged in the ways that were accessible to them, bilingual supports were provided at all levels of community engagement. These supports included equal English to Spanish translation of the CBHC2023.com website, marketing flyers and community survey. Additionally, Spanish translation was provided at all Community Town Hall events.

Research Acknowledgement

The research data found within this report including all feedback, summary statements, key takeaways, assessments, results, and outcomes was made using the best information and research data available based on the research activity parameters and associated methodology. All statements made throughout this report are a narrative representation of the data analysis, comments, feedback and responses made during research activities.

We recognize that this report is not an all-encompassing reflection of each community's specific or underlying needs but rather a representative sample of needs as identified by community town hall and survey participants that reflect those communities. Additionally, this report will give the reader a glimpse into some of the collective challenges and success of Community Stakeholders' work in supporting Hillsborough County Families.

*** *** ***

Research Activities
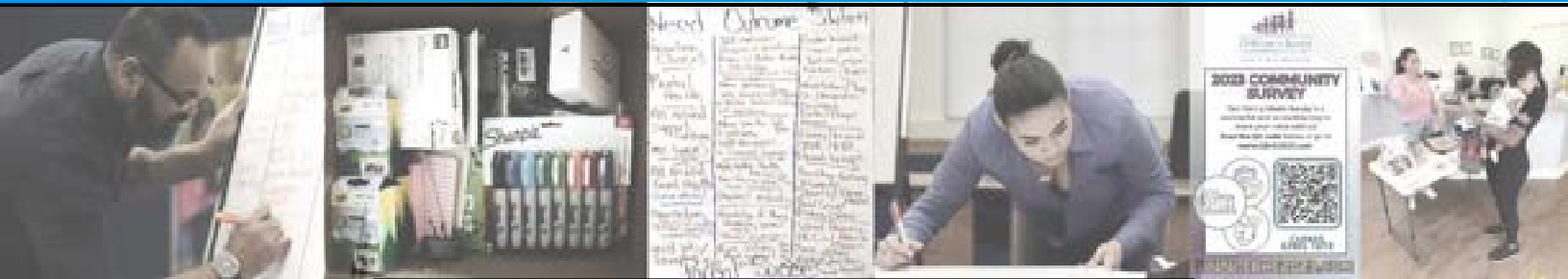
The ten *(10)* Community Town Halls included eight *(8)* in-person Town Halls and two *(2)* Virtual Town Halls for Community Stakeholders to participate. The Community Town Halls were between one and half *(1.5)* to two *(2)* hours in length, free and open to the public. Meals were served to attendees and gift cards were given out at the conclusion of each event. Although open to the public, residents from each Town Hall community were encouraged to attend.

All Town Hall events were facilitated by Nestor Ortiz of *16 Point Compass Consulting, LLC.* with Spanish language translation provided by Rosie Ortiz also with *16 Point Compass Consulting, LLC*.

In addition to the Community Town Halls, **Mini-Community Town Halls** were conducted in communities where additional data was desired. The Mini-Community Town Halls were a condensed in-person version of the full Community Town Hall with *Mini-Community Town Hall Forms* capturing parent's voices and replacing the full facilitation. The Mini-Community Town Hall forms can be found in the appendices of this report.

A Hillsborough County-wide **Community Needs Survey** was carried out over the course of eight

(8) weeks from March 2023 to the end of April 2023. The community survey included a *Family Needs Survey* as well as a *Community Stakeholder Survey*. The Family Needs Survey was provided in both English and Spanish. There were several ways to complete the *Family Needs Survey* including digitally by phone or online; downloading and printing a copy and completing it by hand; or by picking up a copy at the Childrens Board main office, a local Children's Board Family Resource Center or through one of our partner agencies that provided paper copies upon request.

Two, one-hour *(1)* hour **Virtual Stakeholder Town Halls** were conducted via Zoom for Community Stakeholders to participate.

Each of the four community engagement activities employed (*listed above*) and specific data collection instruments used (*found in the appendices*) served as a unique data input instrument which when merged and analyzed provided the basis for everything found throughout this report.

Demographic Data

There was a total of one hundred and forty-five **(145)** Community Town Hall attendees not including the fifty-seven **(57)** Community Stakeholders, that were asked to share their demographic data as part of the sign-in process. Although requested, the sharing of their demographic data was not required to participate. The following reflects data of Community Town Hall engaged participants that chose to share their information.

Age Bracket

For example, 21 attendees were between the ages of 51 and 100.

Legend: 18 - 24 | 25 - 34 | 35 - 50 | 51 - 100
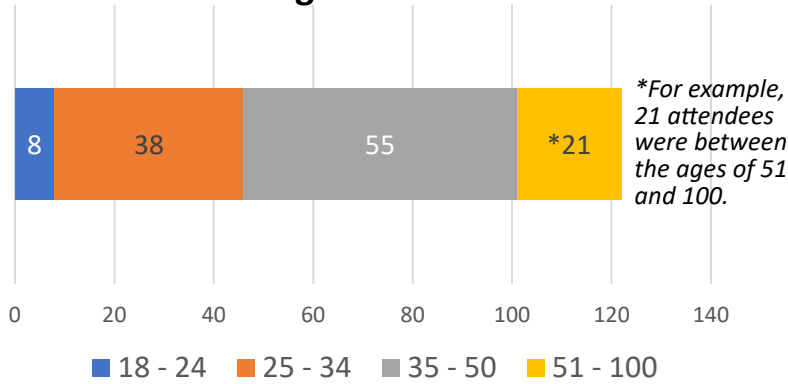
C.2 – Community Town Hall Participants' Demographic Data - Age Bracket

Preferred Language

Spanish 44%
English 56%
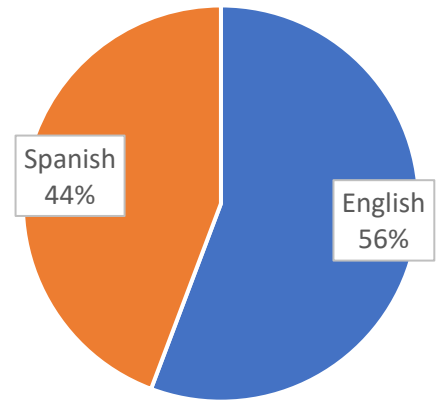
C.3 – Community Town Hall Participants' Demographic Data - Preferred Language

Race | Ethnicity

White, 26
Asian, 2
Prefer not to say, 5
Black or African American , 30
Other, 6
Native Hawaiian, 2
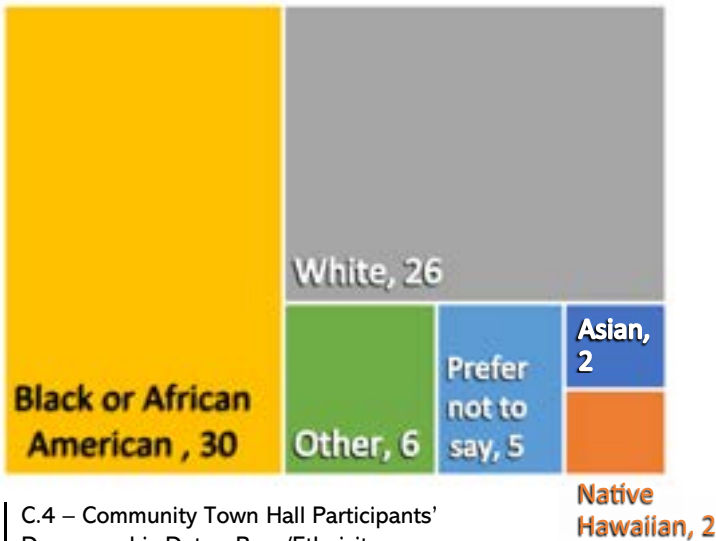
C.4 – Community Town Hall Participants' Demographic Data - Race/Ethnicity

44%

Or 63 of those who responded, identified themselves as being of Hispanic/Latin descent.

Gender

21 Male
124 Female
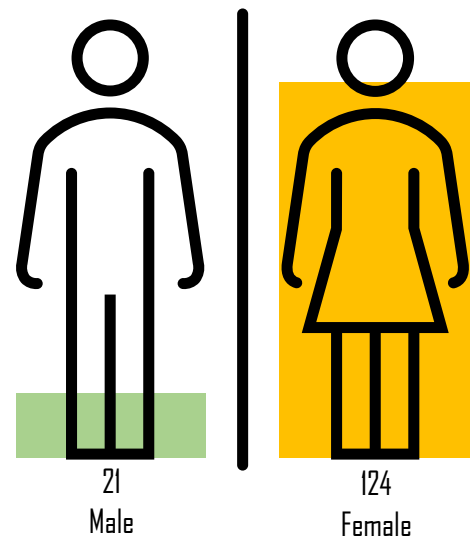
C.5 – Community Town Hall Participants' Demographic Data - Gender

Zip Code Map of Engaged Participants

The *Community Town Halls (112), Mini Town Halls (33) and Community Stakeholder Town Halls (57)* reflect a combined total of two hundred and two *(202)* direct community-engaged participants, shown in the zip code density map at right.

The darker colors represent higher numbers of participants from that zip code with a maximum number of twenty *(20)*. The lighter the color, the fewer the number of Town Hall participants from that zip code with a minimum number of one *(1)*.

Community Town Hall
Participants
N=202

1   20
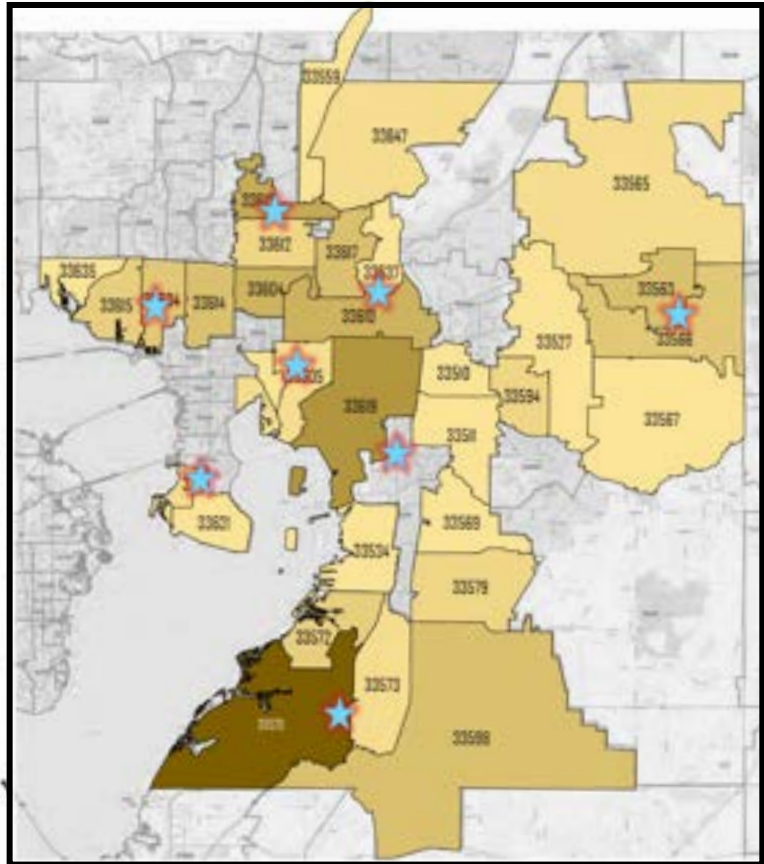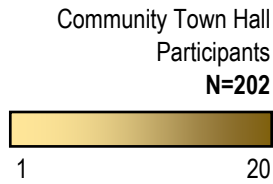
M.2 – Community Town Hall Attendee Heat Map
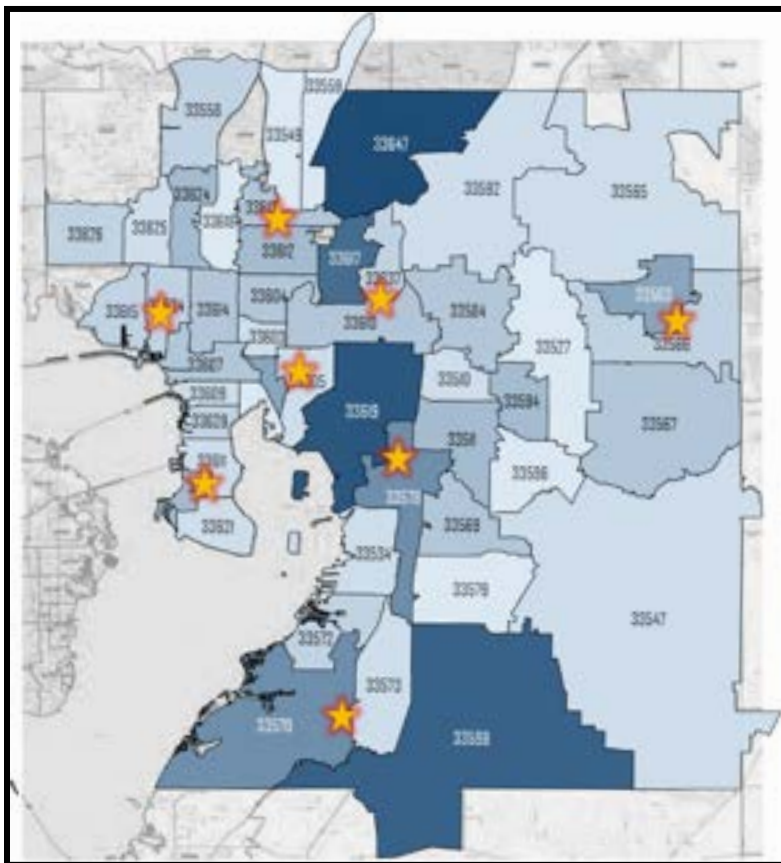
The *Community Needs Survey* was completed by two-hundred and seventy-eight *(278)* unique respondents to include Community Stakeholders and families as reflected in the zip code density map at left.

The darker colors represent higher numbers of participants from that zip code that completed the survey with a maximum number of fifteen *(15)*. The lighter the color, the fewer number of Community Survey completions from that zip code with a minimum number of one *(1)*.

Community Survey
Respondents
N=278

1   15
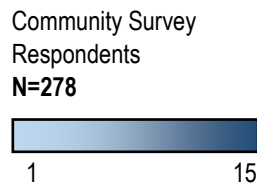
M.3 – Community Needs Survey Respondent Heat Map

Zip Code Map of Engaged Participants

Two hundred and two *(202)* Community Town Hall participants, combined with two-hundred and seventy-eight *(278)* Community Survey respondents, reflects Hillsborough County-wide participation of a total four-hundred and eighty *(480)* community-engaged Hillsborough County residents covering fifty-one *(51)* of the fifty-three *(53)* Hillsborough County zip codes. The zip code density map below shows the varying levels of combined town hall and survey engagements with darker colors representing more participation from that zip code and lighter colors representing less.
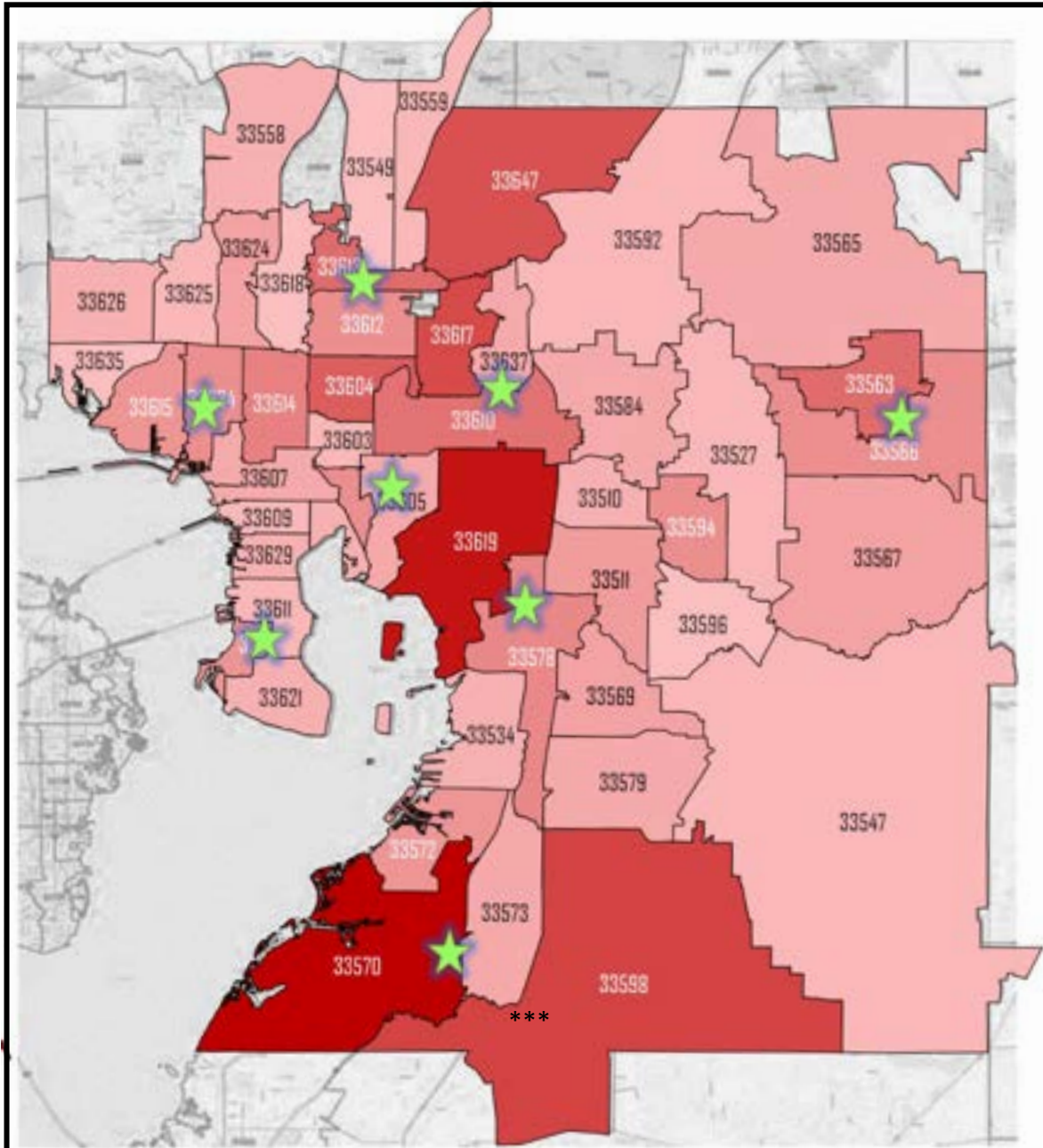
Combined Community Survey Respondents
and Community Town Hall Participants

N=480

1   35

M.4 – Combined Community Engaged
Participants Heat Map

Children's Board
HILLSBOROUGH COUNTY

www.ChildrensBoard.org

"Gave me more insight of the needs of parents and their children in regard to services I offer."
– Community Stakeholder

"Me dio mas entendimiento de cuales son las necesidades de los padres y niños sobre los servicios que ofrezco."
– Miembro de Comunidad de depositarios

Presentation of Research Findings

The following presentation of report findings consists of three *(3)* individual sections.

1. *County-wide Data presented by General Need, Categorized Need and Child Need*
2. *Regional Data presented by Individual Community*
3. *Community Stakeholder Data*

Each section will come with its own general framework based on the data collected, tools used in collecting that data and the concluding product based on the results.

County-wide Data Presented by Need

The Needs noted throughout this section and throughout this report were identified using data gathered from the *Community Family Needs Survey, Community Stakeholder Survey, ten (10) Community Town Halls* including the two *(2) Community Stakeholder Virtual Town Halls* and *Mini-Community Town Halls*. All needs and their subsequent rankings reflected throughout this report were based on a calculation using three primary data sources.

|	
1 – 9 community needs were identified by participants of each of 8 Community Town Halls (CTH).	i.e., Brandon CTH Needs 1 - 9
Community Survey (CS) needs were identified and sorted by Zip Code	*i.e., Brandon CS Needs*
These data sets were added together and produced a complete set of up to 9 Community Needs. These Community Needs were given a specific *point value* between 5 and 1 based on highest to lowest priority for that community, in increments of .5…. *5, 4.5, 4, 3.5, etc.*	Brandon CTH Needs (1 – 9) **+** Brandon CS Needs **= Brandon Ranked Community Needs (1 – 9)**
Community Stakeholders contributed to understanding *Community Needs* through discussion from the Community Stakeholder Town Halls (CSTH). Discussion points were documented and quantified to produce a list of ranked Community Need.	*CSTH Identified Community Needs*
Community Stakeholder Survey (CSS) data was processed, analyzed, and quantified to produce a list of ranked Community Need.	*CSS-Identified Community Needs*
These data sets were added together and produced a complete set of Community Needs. These Community Needs were given a specific *point value* between 5 and 1 based on highest to lowest priority and in increments of .25…. *5, 4.75, 4.5, 4.25, 4, 3.75, etc.*	CSTH-Identified Community Needs **+** CSS-Identified Community Needs **= Community Stakeholder-Identified Needs**
General *Community Family Needs Survey* (CFS) data was analyzed, logged, and given a *point value* using the same values of 5 – 1 in increments of .5. The point value was determined by the frequency that need was noted throughout the entire Community Survey dataset.	**= CFS Community Needs**
The *point values* for each dataset's identified Need were tabulated and given a final cumulative total. That calculation, referred to as the *Community Needs Value* was organized and is presented to you here.	
Community-specific Ranked Community Needs **+ Community Stakeholder-Identified Needs** **+ CFS Community Needs** **= Community Needs Value *(CNV or CNV Score)***	T.1 – Community Needs Value *(CNV)* Calculation Table

The calculation used to determine ranked needs and other research determinations found throughout this report is sound. No needs found within this report serve as a full and complete depiction of a community's needs.

***

County-wide Data Presented by Need
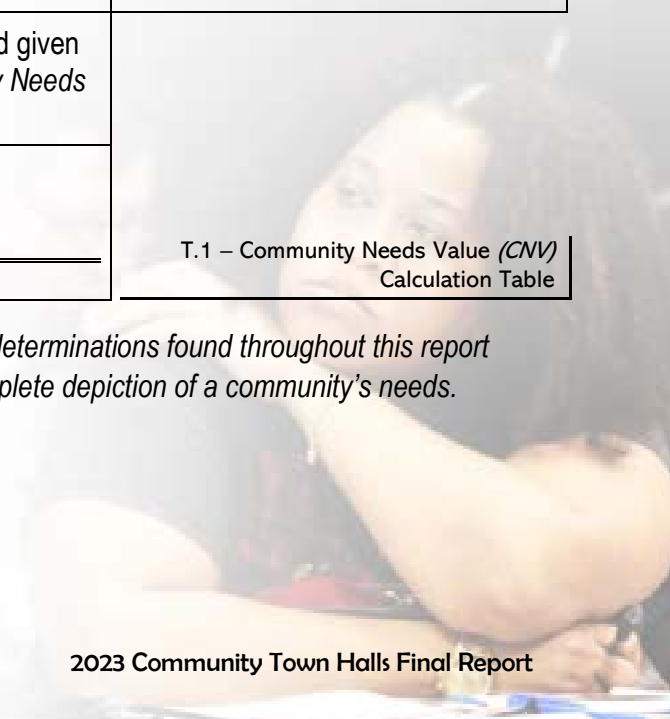
28 Community Needs

The fifteen *(15)* most pressing County-wide needs according to parents and stakeholders, displayed in ranking order are listed at right:

Twenty-eight *(28)* specific needs were identified throughout the County at varying levels of value, impact and concern based on the category or community in which respondents belonged.

Each of the needs listed to the right reflects current and growing needs and concerns among families and stakeholders alike.

Child needs as conveyed by parents, can be found further along in this section and throughout the *Regional Data Presented by Community*. Although several young people ages eight *(8)* – eighteen *(18)* informally participated in the Community Town Halls, no intentional efforts were made to engage young people in this research.

The twenty-eight *(28)* **Community Needs** identified throughout the County include *(in ranking order)*:

The next sixteen *(16)* – twenty-eight *(28)* most pressing needs noted by families in ranking order are listed below:

Critical Needs
1. **Mental/Emotional Health Supports**
2. **Stable/Affordable Housing**
3. **Child/Afterschool Care**
4. **Parenting Classes/Training**
5. **Parent Support Systems**

Imperative Needs
6. **Socialization**
7. **Language Access/Supports**
8. **Food Support**
9. **Transportation**
10. **Healthy Nutrition**

Important Needs
11. **Immigration Services**
12. **Education Resources**
13. **Financial Stability/Supports**
14. **Physical Health**
15. **Employment Programs**

Acknowledged Needs 16-28
16. **Resources for Children with Special Needs**
17. **Technology Access/Supports**
18. **Family Activities**
19. **Recreation**
20. **De-Stigmatization of Families Accessing Resources**
21. **Health Care**
22. **Respite/Self Care**
23. **Community Safety & Crime Prevention**
24. **Outdoor Spaces**
25. **Domestic Violence Prevention**
26. **Career Training**
27. **Financial Literacy**
28. **Clothing**

County-wide Data by Ranked Need

Need	Value
Mental/Emotional Health Supports	35
Stable/Affordable Housing	30
Child/Afterschool Care	28
Parenting Classes	24
Parent Support Systems	17
Socialization	17
Language Access/Supports	13
Food Supports	13
Transportation	12
Healthy Nutrition	12
Immigration Services	11
Education Resources	10
Financial Stability/Supports	8
Physical Health	6
Employment Programs	5
Health Care	5
Respite/Self Care	5
Community Safety & Crime Prevention	5
Outdoor Spaces	5
Resources for Children with Special Needs	4
Technology Access/Supports	4
Family Activities	3
Recreation	3
De-Stigmatization for Families Accessing Resources	3
Domestic Violence Prevention	2
Career Training	2
Financial Literacy	2
Clothing	1

The following pages will provide summarized key details regarding each of the top fifteen *(15)* County-wide Community Needs

G.1 – 28 Community needs Ranked by Community Needs Value

Each *Critical Need Profile* will show:

- **Community Needs Value**, which is the score given to each need based on the calculation referenced above.
- **The percentage (%) of county-wide impact** or how many communities throughout the County noted this need in some fashion based on eight *(8)* Town Hall communities, the Community Survey and Community Stakeholder data.
- **Need Statement** or general narrative statement of community/family need.
- **Challenges & Barriers** or the underlying reasons why the Need exists and/or persists.
- **What Parents would like to see,** or the suggestions made by parents to community members and stakeholders that are helping them resolve the Need.

Critical Needs

Critical Needs are those identified <u>most frequently by members of the community through the Community Survey</u> and <u>identified as major needs among Community Town Hall and Mini-Community Town Hall participants.</u> They also reflect <u>needs identified by Community Stakeholders as the most pressing and of greatest current concern by way of feedback received through Community Stakeholder Town Halls and Community Survey data</u>.

The following list of **Critical Needs** identified by community members include:

1. **Mental/Emotional Health**
2. **Stable/Affordable Housing**
3. **Child/Afterschool Care**
4. **Parenting Classes/Training**
5. **Parent Support Systems**

The five *(5)* Critical Needs listed below hold *Community Need Values* between seventeen *(17) and thirty-five (35) (highest); r*eflect between sixty (*60%*) and ninety (*90%*) *(highest)* of the ten *(10)* distinct county-wide inputs and impact between four *(4)* and seven *(7)* of the Town Hall communities.

1. Mental/Emotional Health Supports (35)   critical

At a Community Needs Value of thirty-five *(35)*, **Mental/Emotional Health Supports** represents the highest identified need throughout Hillsborough County, reflecting ninety *(90)*% of the ten *(10)* distinct inputs and directly impacting seven *(7)* of the eight *(8)* Town Hall communities. Increasing demands of children and limited resources are causing parents to mentally disengage. Parents from across the county are stretched, overwhelmed, and struggling to cope with the day-to-day responsibilities of raising a family and have indicated a high need for Mental & Emotional Health services and support.

Challenges/Barriers
- The **stigma** around poor mental health continues to prevent families from seeking support.
- Responding to physical health continues to supersede any mental health needs.
- Stakeholders have acknowledged that these services are more an **access issue** than anything else.
- The process to identify, register, and secure mental health services is unknown or unclear to families.
- The costs associated with receiving mental health supports are a major area of concern.
- The few agencies that do offer mental health services are routinely at capacity.

Parents would like to see:
- Easily accessible information on how to start the process for receiving mental/emotional services.
- More support provided by government agencies, social services organizations and other health-related systems.
- The knowledge that there are accessible resources available to parents in moments of crisis would help.
- Access to someone to share issues with and might not be looking for a long-term solution.

County-wide Data by Ranked Need

2. Stable/Affordable Housing (30)

critical

At a *Community Needs Value* of thirty *(30)*, **Stable/Affordable Housing** represents the second highest need throughout Hillsborough County, reflecting seventy *(70%)* of the ten *(10)* distinct inputs and directly impacting five *(5)* of the eight *(8)* Town Hall communities. This also reflects the highest *Needs Value* average of any other need at *4.25*. Housing was Stakeholders' highest area of concern at seventy *(70%)* and noted as the top issue of growing concern. With housing in critical demand due to booming population growth in the Tampa Bay area, gentrification, exploitative landlords and other factors, parents are struggling to not only find housing but to stay in their homes.

Challenges/Barriers

- Parents are taking the risk of moving further away where things are more affordable, but where safety, jobs and other resources are limited.
- Increasing displacement may cause loss of community for children and negatively impact learning outcomes.
- Many parents are strategizing on what to do if forced to relocate as the requirements for moving into new housing become more restrictive.
- Increases in rent and uncertainty are placing parents' mental health at risk.
- Families noted no real forthcoming solutions that they can try to work towards as one of their biggest frustrations.

Parents would like to see:
- Agencies come together to provide solutions and speak to leaders on behalf of residents.
- Possible partnership with the school system in some way.
- More information on shelters in preparation for significant rent increases or inevitable evictions for something minor so landlords can re-rent at higher prices.

3. Child/Afterschool Care (28)

critical

At a *Community Needs Value* of twenty-eight *(28)*, **Child/Afterschool Care** represents the third highest need throughout Hillsborough County with it reflecting seventy *(70%)* of the ten *(10)* distinct inputs and directly impacting five *(5)* of the eight *(8)* Town Hall communities. This served as the second highest need among Community Stakeholders at 53%. Caregivers are feeling like the childcare problem lacks reasonable solutions. Increasing demand and lack of capacity is especially concerning for parents living in densely populated parts of the county.

Challenges/Barriers

- Child and Afterschool Care were deemed increasingly impossible to find for those without resources.
- Families with affordable and accessible childcare seem to lack quality programming and may be mentally/physically unsafe.
- Parents expressed additional frustrations due to late fees because they must travel further for something affordable.
- With an increased population growth, affordability, safety, and quality were noted as significant barriers to childcare.
- Staff shortages in childcare facilities reduce capacity in the system making it more difficult to find centers.
- Housing displacement is making it harder to find childcare in less resourced communities.

Parents would like to see:
- Child and Afterschool Care open in the evening hours for parents who work at night.
- An online database of daycare facilities with availability, ratings and prices that is updated regularly.
- Access to assistance to place their children in higher quality facilities.
- Development of a shared services alliance, neighborhood initiatives and family childcare networks.

County-wide Data by Ranked Need

4. Parenting Classes/Training (24)

critical

At a *Community Needs Value* of twenty-four *(24)*, **Parenting Classes/Training** represents the fourth highest need throughout Hillsborough County reflecting sixty *(60%)* of the ten *(10)* distinct inputs and directly impacting six *(6)* of the eight *(8)* Town Hall communities. Most parents expressed the need for parenting classes and training as part of a deeper desire to understand how to effectively communicate with their child in healthy ways and how to navigate those moments when their child chooses to act out.

Challenges/Barriers
- Parents are feeling too emotionally and mentally drained to acknowledge their child's needs.
- Less time and mental capacity to spend with their child after dealing with work and financial stressors.
- Parenting the way they were parented.

Parents would like to see:
- Classes about various learning styles, stages of development and social/emotional intelligence.
- Having a parent emergency hotline or number for parents to get advice on what to do and when to do it.
- A virtual network of parents clustered together to serve as a functioning and consistent support system based on community or other category that makes sense. *Basketball moms*, etc.
- Opportunities to interact with other parents who may be going through something similar.
- Although the majority of discussion was about children younger than 12, there were many parents of teenagers who want to know how to handle the emotional challenges of teens and their ability to self-regulate.

5. Parent Support Systems (17)

critical

At a *Community Needs Value* of seventeen *(17)*, **Parent Support System** represents the fifth highest need throughout Hillsborough County, reflecting sixty *(60%)* of the ten *(10)* distinct inputs and directly impacting four *(4)* of the eight *(8)* Town Hall communities. Several parents expressed the feeling that they are the only ones experiencing the challenges of parenting. They knew this was false but acknowledged *"that if you don't talk to someone who has kids your kid's age, it's hard to imagine a shared experience."* Sharing the successes and frustrations of parenting is viewed by many parents as a cathartic reducer of stress.

Challenges/Barriers
- Lack of support either from families or friends.
- Difficult for some parents to share, they may be struggling and need support from family and friends.
- Households where parents don't have the time, resources, or network to create a support system.
- Many parents indicated the need to create a support system for themselves that would help them move through some of the lower moments of parenting.
- This was especially true of many single parent homes that expressed needing additional encouragement and allyship every so often.

Parents would like to see:
- Virtual support groups that can get together at later times after the children go to bed.
- A parent advocate that will reach out and check in a provide reassurance as simple as *"it's going to be ok."*
- Parent nights.
- Family activities they take home and do with their children and share the results with other families.
- Parent journaling groups where each parent is assigned an activity with their children and documents the experience for future discussion.

"*I love it, great for expressing your feelings without being judged.*"

– Community Town Hall Attendee

"*Me Encanto, bueno para expresar sus opiniones sin ser juzgado.*"

– Participante del Cabildo Abierto

Imperative Needs

Imperative Needs are those identified <u>frequently by members of the community through the Community Survey</u> and <u>identified as serious needs among Community Town Hall and Mini-Community Town Hall participants.</u> They also reflect <u>needs identified by Community Stakeholders as pressing and of serious current concern by way of feedback received through Community Stakeholder Town Halls and Community Survey data</u>.

The following list of **Imperative Needs** identified by community members include:

| 6. Socialization | 7. Language Access/Supports | 8. Food Support | 9. Transportation | 10. Healthy Nutrition |

The five *(5)* Imperative Needs listed below hold *Community Need Values* between twelve *(12) and seventeen (17); r*eflect between forty (*40%*) and fifty (*50%*) of the 10 distinct county-wide inputs and impact between two *(2)* and three *(3)* Town Hall communities.

6. Socialization (17)

At a *Community Needs Value* of seventeen *(17)*, **Socialization** represents the sixth highest need throughout Hillsborough County with it reflecting fifty *(50%)* of the ten *(10)* distinct inputs and directly impacting three *(3)* of the eight *(8)* Town Hall communities. A recent report by the US Surgeon General's office declared that social isolation and loneliness have become an epidemic among the US population. The pandemic has caused many people to self-isolate and have struggled to break free.

Challenges/Barriers

- With a desire to avoid bars and other "typical" social environment for adults, parents don't know where to go.
- The cost of living combined with increasing traffic and distance continues to prevent people from exploring outside of their own communities.
- People in general find it difficult to initiate bringing a community of people together or creating a community on their own.
- Many expressed feelings of loneliness while other parents expressed a need to just *"get away for a little while"* with other adults.

Parents would like to see:

- Opportunities to interact with other adults in environments that are free, emotionally, and physically safe and supportive.
- Various community facilitated events outside with support from local agencies for neighborhood parent meetups.
- Connections through activities that they can do separately with their families and then come together to share their experiences.

County-wide Data by Ranked Need

7. Language Access/Supports (13)

imperative

At a *Community Needs Value* of thirteen *(13)*, **Language Access/Supports** represents the seventh highest need throughout Hillsborough County and directly impacting three *(3)* of the eight *(8)* Town Hall communities. Parents whose primary language is not English have found it difficult to navigate traditional systems like schools and accessing resources due to language barriers. Primary language is not represented in publications and other materials.

Challenges/Barriers

- When a non-native speaker does seek resources, they are often relegated to "waiting for someone" who can speak Spanish or dismissed as inferior because they do not speak English.
- Many Community Stakeholders noted the difficulty in engaging with other language speakers, either due to lack of capacity or staffing diversity that represents other languages.
- Feelings of guilt, shame or embarrassment causes some parents to apply for resources reluctantly.

Parents would like to see:
- All materials and publications in other languages especially those of government resources and supports.
- Website that will translate all web content especially those related to resources.

8. Food Supports (13)

imperative

At a *Community Needs Value* of thirteen *(13)*, **Food Support** represents the 8th highest need throughout Hillsborough County with it reflecting fifty *(50%)* of the ten *(10)* distinct inputs and directly impacting three *(3)* of the eight *(8)* Town Hall communities. For the purposes of this report, food support has been defined as the access and supply of food, not necessarily the nutritional value of that food. Healthy Nutrition is acknowledged separately.

Challenges/Barriers

- Many parents are facing the difficulty of having to decide between food and housing or utilities or other challenging financial decisions due to the increasing cost of food.
- Increased costs in housing, transportation and childcare have intensified the burden of food costs.
- Although many families indicated wanting to provide healthier options for their families, many noted simply having enough food to feed their families was a stretch.
- Food insecurity creates new ways of thinking about scarcity and what efforts you must take to continue to provide for your family.

Parents would like to see:
- Shared cooking days among a support system of other parents.
- Free grocery deliveries for historically under-resourced and geographically isolated communities.
- Community gardens.

County-wide Data by Ranked Need

9. Transportation (12)

imperative

At a *Community Needs Value* of twelve *(12)*, **Transportation** represents the ninth highest need throughout Hillsborough County, reflecting forty *(40%)* of the ten *(10)* distinct inputs and directly impacting two *(2)* of the eight *(8)* Town Hall communities. Parents shared concerns about the lack of reliable transportation and the impact that has on the success of their family. Lack of mobility has caused families to "*miss out*" on resources available to them. Transportation served as the fifth major area of need expressed by Stakeholders.

Challenges/Barriers

- Increase in inflation has dramatically increased the cost of car ownership.
- The pandemic caused many people to isolate and decrease their use of public transportation. These numbers have not rebounded to pre-pandemic levels and have negatively impacted schedules causing more people to feel that public transit is increasingly less reliable.
- Families are spending more time searching for resources they can apply for from home rather than a physical location.
- Some families are feeling stuck in their communities and becoming more isolated because Hillsborough County is "*too large to traverse on foot especially for a family with children*."

Parents would like to see:
- A parent's direct pick-up service similar to the *Seniors Ride* van.
- Resources that are delivered to a community for local door to door distribution.
- Resource partnerships with local organizations that can serve as a local resource pick up locations.

10. Healthy Nutrition (12)

imperative

At a *Community Needs Value* of twelve *(12)*, **Healthy Nutrition** represents the tenth highest need throughout Hillsborough County, reflecting forty *(40%)* of the ten *(10)* distinct inputs and directly impacting three *(3)* of the eight *(8)* Town Hall communities. Like Food Support, families noted the need for more food but they have to go to sources that provide less quality or foods of limited nutritional value. Higher prices have caused them to settle for consuming more processed, higher sodium foods.

Challenges/Barriers

- Families have found food banks are not a substantive alternative to healthy fresh selections as you are relegated to foods that are highly processed products.
- This is especially troubling for populations where diabetes, high cholesterol and high blood pressure are characteristic of those communities.
- Increase in cost and limited availability in certain communities are causing people to think more consciously about nutrition.
- Lack of access to healthy food options has caused families to eat fewer nutritional foods.
- Parents noted the continued "*assault*" of junk food in historically under-resourced communities. This makes things cheaper and easier for people to lean into the unhealthy options.

Parents would like to see:
- Government and community groups supporting more local community gardens.
- A vegetable delivery truck with free produce in communities with historically low health outcomes.
- A locally produced cooking show where people can demonstrate what they've made with healthy options.

"*Me gusto la comida... bendiciones*"

– *Participante del Cabildo Abierto*

"*I enjoyed the food... blessings.*"

– *Community Town Hall Attendee*

Important Needs

Important Needs are those identified <u>less frequently by members of the community through the Community Survey</u> and <u>identified as minor needs among Community Town Hall and Mini-Community Town Hall participants</u>. They also reflect <u>needs identified by Community Stakeholders as pressing and of thoughtful current concern by way of feedback received through Community Stakeholder Town Halls and Community Survey data</u>.

The following list of **Important Needs** identified by community members include:

11. Immigration Services	12. Education Resources	13. Financial Stability/ Supports	14. Physical Health	15. Employment Programs

The five *(5)* Important Needs listed below hold *Community Need Values* between five *(5)* and eleven *(11); r*eflect between twenty (*20%*) and forty *(40%)* of the 10 distinct county-wide inputs and impact between two *(1)* and three *(3)* Town Hall communities.

11. Immigration Services (11)

important

At a *Community Needs Value* of eleven *(11),* **Immigration Services** represents the eleventh highest need throughout Hillsborough County, reflecting forty *(40%)* of the ten *(10)* distinct inputs and directly impacting two *(2)* of the eight *(8)* Town Hall communities. Dramatic increases in immigrants and refugees moving into Hillsborough County that coincides with an immense general population growth of the area.

Challenges/Barriers

- An increase in population to include immigrants from other countries has created a community in need of immigration services and refugee support.
- Shared as most difficult was navigating the systems new families need to prosper in the county including schools, social services, medical resources, housing, and employment.
- Immigration is already a highly complicated and laborious process to manage alone, while also raising children and finding food and getting around and becoming familiar with the area is overwhelming for some families.
- Limits on language access and negative experiences with some residents add an additional burden.

Parents would like to see:
- Immigration services should also include helping new non-English speakers learn how to navigate the various parts of a new reality.
- An immigrant advocate who immigrants and refugees can reach out to when confused about a specific system.
- A simple to understand refugee/immigrant-specific *Welcome to Hillsborough County Package* (in their language) that can be delivered to any new family with resources included: map of the area, transportation guide and other helpful information.

County-wide Data by Ranked Need

12. Education Resources (11)

important

At a *Community Needs Value* of ten *(10)*, **Education Resources** represents the twelfth highest need throughout Hillsborough County, reflecting thirty *(30%)* of the ten *(10)* distinct inputs and directly impacting one *(1)* of the eight *(8)* Town Hall communities. With the residual effects of the pandemic in children's learning loss, limited access to educational resources and schools struggling to find, place and keep quality personnel, the need for more educational support among children is evident.

Challenges/Barriers
- Access to quality educational opportunities, school options and school choice was noted as not being meaningful when the lottery is opaque, and transit isn't provided.
- For many adults, educational opportunities continue to be an inaccessible path for them to take, only made worse by other looming priorities mentioned throughout this report.
- Schools are becoming increasingly more political.
- Decline in qualified teachers and continued reduction of resources in schools add additional layers of difficulty.

Parents would like to see:
- More information on vocational programs to be shared with children and parents.

13. Financial Stability/Supports (8)

important

At a *Community Needs Value* of eight *(8)*, **Financial Stability/Supports** represents the eleventh highest need throughout Hillsborough County, reflecting forty *(40%)* of the ten *(10)* distinct inputs and directly impacting three *(3)* of the eight *(8)* Town Hall communities. Parents noted financial stability at varying levels and in different forms of support including assistance with utilities, rent and other financially burdensome costs.

Challenges/Barriers
- Inflation at a thirty-year high is one of the reasons for increasingly high prices for goods and services.
- Higher prices make it harder to budget appropriately and still be able to provide for a family.
- In many communities, low-wage jobs continue to prevent families from maintaining the expenses of a four-person home.
- Many teachers don't have access to services like food or mortgage assistance as their income disqualifies them.
- Numerous statements were made about the additional scrutiny and restrictive eligibility requirements for services and programs that used to be less restrictive.

Parents would like to see:
- Employment programs that are free and accessible would help to increase employment prospects and to generate more family income.
- Ways to make additional income through a variety of means while gaining skills to improve their chances of getting a better job.

14. Physical Health (6)

important

At a *Community Needs Value* of six *(6)*, **Physical Health** represents the fourteenth highest need throughout Hillsborough County, reflecting thirty *(30%)* of the ten *(10)* distinct inputs and directly impacting one *(1)* of the eight *(8)* Town Hall communities. Parents noted the need for better physical health outcomes through exercise and other activities but struggle to get time away from children, work and other responsibilities to stay dedicated to improving their physical health.

Challenges/Barriers
- Parents noted there not being enough time to make their physical health a priority over everything else parents have to handle on a daily basis.
- Not knowing where to start or what the priority should be was noted by some parents.
- Some parents acknowledged feeling selfish when they do something for themselves that is health-related.
- Lots of people do not have health insurance.
- Some families are taking care of children and the health of ailing parents and don't know where to turn for physical health supports.

Parents would like to see:
- Communities that can support physical health by offering incentives for positive neighborhood health outcomes.
- Community activities the whole family can do together like family exercise competitions and races.
- A healthcare navigator that holds people accountable to meeting their physical health goals.
- A Healthy Hillsborough guidebook for families with all free healthy things to do in Hillsborough County.
- More after-work options like dance classes and cooking groups where parents can enjoy healthy activities together in a safe environment.
- More education on overall physical health including sex education, hygiene and weight control.

15. Employment Programs (5)

important

At a *Community Needs Value* of five *(5)*, **Employment Programs** represent the fifteenth highest need throughout Hillsborough County with it reflecting twenty *(20%)* of the ten *(10)* distinct inputs and directly impacting one *(1)* of the eight *(8)* Town Hall communities. Parents indicated a desire to increase their employment prospects by participating in free employment programs that can teach them a lucrative skill and possibly provide a portable certificate they can use elsewhere.

Challenges/Barriers
- Transportation, especially for those who live further outside of the urban center and have limited choices for good-paying jobs in their communities.
- Since low-skill, low-wage jobs are more accessible, families have learned how to do more with less.
- A post-pandemic employment market and increasing displacement have created even more need in areas of employment and economic prosperity among families that have little to no support in this area.
- Lack of reliable transportation continues to get in the way of many families' access to better paying jobs.

Parents would like to see:
- Virtual employment programs in which parents can participate in the evening.
- Paid internships for parents to get the experience needed.
- Employment programs that are actual pathways to something better.

"This was a fun, but educational workshop. Nestor was an amazing facilitator... he covered multiple factors concerning families first... we need more workshops like this!!"

– Community Town Hall Attendee

"Fue un taller divertido pero educacional. Nestor es un maestro maravilloso...cubrió muchos temas sobre cómo poner a la familia primero...necesitamos más talleres como este!!"

— Participante del Cabildo Abierto

Acknowledged Needs

Acknowledged Needs are those identified by members of the community through the Community Survey and identified as community needs among Community Town Hall and Mini-Community Town Hall participants. They also reflect needs identified by Community Stakeholders as areas of concern by way of feedback received through Community Stakeholder Town Halls and Community Survey data.

The following list of **Acknowledged Needs** identified by community members include:

16. **Resources for Childrens with Special Needs**
17. **Technology Access/Support**
18. **Family Activities**
19. **Recreation**
20. **De-Stigmatization of Families Accessing Resources**
21. **Health Care**
22. **Respite/Self Care**
23. **Community Safety & Crime Prevention**
24. **Outdoor Spaces**
25. **Domestic Violence Prevention**
26. **Career Training**
27. **Financial Literacy**
28. **Clothing**

The thirteen *(13)* Acknowledged Needs listed below hold *Community Need Values* between two *(2) and five (5); r*eflect between ten (*10%*) and twenty (*20%)* of the ten *(10)* distinct county-wide inputs and impact between one *(1)* and two *(2)* Town Hall communities.

Each Acknowledged Need Profile will show:

- **Community Needs Value**, which is the score given to each need based on the calculation referenced above.
- **The percentage (%) of county-wide impact** or how many communities throughout the County noted this need in some fashion based on eight *(8)* Town Hall communities, the Community Survey and Community Stakeholder data.
- **General Statement** or narrative statement of community/family need and may include causes, impacts and outcomes, suggestions and solutions, possible alternatives or any key takeaways or points of note.

County-wide Data by Ranked Need

acknowledge

16

Resources for Children with Special Needs

A CNV score of five (5), impacting three (3) of eight (8) Town Hall communities and reflecting twenty (20%) of the county. Parents of children with special needs would like access to resources and supports that will allow their children to thrive rather than continue to experience poor treatment. The school system shouldn't be the only resource provider of support available to families. Parents acknowledged not having a lot of places to go in support of special needs, noting the limited support provided at daycares and other childcare centers.

17

Technology Access/Support

A CNV score of five (5), impacting two (2) of eight (8) Town Hall communities and reflecting thirty (30%) of the county. Parents showed concern about limited technology access. Limited connectivity in the areas they live have only made parents to feel even more behind. Additionally, schools continue to rely more on technology, creating a wider gap among parents. Parents would like to see an increase in their access to technology as well as in their technology comprehension. Specific topics noted include *how to navigate safely online* and in *social media* especially when applying for resources.

18

Family Activities

A CNV score of five (5), impacting two (2) of eight (8) Town Hall communities and reflecting thirty (30%) of the county. Parents would like to see more organized family activities available to them in and around their community with activities for the whole family. Parents are in need of experiences that create opportunities for family bonding, communication and trust. Families also noted a desire to build community where they live, work and play and not have to drive somewhere else.

19

Recreation

A CNV score of five (5), impacting one (1) of eight (8) Town Hall communities and reflecting ten (10%) of the county. South County families identified outdoor recreation activities for families as a major need. Although there are outdoor spaces, none of them appear to be conducive for the whole family to enjoy. These spaces need to include healthy activities and events for the whole family to encourage physical health, family bonding and time away from technology for children and adults.

20

De-Stigmatization of Families Accessing Resources

A CNV score of four (4), impacting two (2) of eight (8) Town Hall communities and reflecting thirty (30%) of the county. Parents expressed concerns regarding the amount of stigmatization that comes with needing to access resources especially among those with language barriers or who struggle to understand procedures. Parents would like to see more navigators that have "*insider access*" or more access to information and connections on navigating resource systems and will advocate on their behalf. Of the total community survey respondents, fifty-eight *(58%)* noted being made to feel a sense of guilt, shame or negative stigma when applying for or receiving resource or services.

County-wide Data by Ranked Need

acknowledged

21	**Health Care** *A CNV score of four (4), impacting one (1) of eight (8) Town Hall communities and reflecting twenty (20%) of the county.* Access to physical health care was acknowledged as hard to obtain for many, primarily due to lack of insurance and affordability. Families noted lack of transportation, high health care costs and the need for after-hours access due to work as some of the additional causes for their limited access. Primary Health Care is seen as a luxury for some families, allowing their health care decisions to be made in reaction to emergencies rather than as part of consistent preventative care. Families indicated a struggle to utilize public health options but noted resources as difficult to receive in a timeframe that meets their immediate needs.

22	**Respite/Self Care** *A CNV score of three (3), impacting three (3) of eight (8) Town Hall communities and reflecting twenty (20%) of the county.* Parents acknowledged the need for time to recuperate from the day-to-day parenting and work. Activities that would allow parents to "*get away and recharge*" for a few hours a week would have significant value in their ability to cope and work through issues more intentionally and thoughtfully. Parent night outs where children can be dropped off for a few hours was suggested.

23	**Community Safety & Crime Prevention** *A CNV score of three (3), impacting two (2) of eight (8) Town Hall communities and reflecting ten (10%) of the county.* Families in different locations noted the need for more focus on crime and safety in their areas. Lack of affordable housing and limited transportation means that many families must sacrifice living in less safe areas throughout the county.

24	**Outdoor Spaces** *A CNV score of three (3), impacting two (2) of eight (8) Town Hall communities and reflecting twenty (20%) of the county.* Parents noted wanting more access to outdoor physical spaces throughout their community. This was noted more in the areas of *Central Tampa* and *Town 'N Country*. Although there seems to be plenty to do in Tampa, there is often a cost associated with those activities, whether because of parking, food or other expenses. "*Just looking for a free place to go for a nice time outside.*"

25	**Domestic Violence Prevention** *A CNV score of two (2), impacting all eight (8) Town Hall communities and reflecting an unknown percent of county-wide impact.* Domestic violence was noted during the *Community Stakeholder Town Hall* as a major cause for concern but was not brought up at any of the Community Town Halls nor in the Community Survey. This does not eliminate Domestic Violence Prevention as a need to be addressed but instead acknowledges that a community town hall and community survey may not be the safest place for such discussions.

26	**Career Training** *A CNV score of two (2), impacting two (2) of eight (8) Town Hall communities and reflecting ten (10%) of the county.* Unlike Employment Programs, Career Training focuses exclusively on the educational components to gain additional employability skills. Parents would like access to vocational training and other skill development programs that will help increase their chances of getting a better job which would create more income for living expenses and recreation.

County-wide Data by Ranked Need

acknowledged

27	**Financial Literacy**
	A CNV score of two (2), impacting two (2) of eight (8) Town Hall communities and reflecting ten (10%) of the county. Parents would like to learn more about how to budget their dollars to avoid the traps of late fees, and predatory lending. Much of the financial literacy interest was spent on how to stretch their existing dollars versus investing given their limited resources. Parents are looking to increase their financial literacy in areas on budgeting, credit recovery, savings, investing and other strategies to prepare for a successful financial future for their family to break the cycle of poverty.

28	**Clothing**
	A CNV score of one (1), impacting one (1) of eight (8) Town Hall communities and reflecting ten (20%) of the county. Noted as an issue for the least number of parents, there is still cause for families to have access to clothing, not just for themselves but more importantly for their children. Access helps to avoid bullying and creates increased self-confidence and less shame.

acknowledged

Categorized Needs

Categorized Needs refers to needs grouped into categories based on their similar focus or closest association to one another. The following section will explain further, **Categorized Need**, **Categories of Closest Association**, and **Impact Implications**. This section was created and developed based on the analysis of family and stakeholder discussions and community survey data of need and their frequently shared connection to one another.

County-wide Data by Categorized Need

The twenty-eight *(28)* individual Community Needs displayed in the previous section were specific to the conversations and statements made regarding that unique need. A clear distinction between similar or like needs were made in the individual statements and thus were intentionally separated in this report.

For the needs with a lower *Community Needs Value*, this lower "value" may be interpreted as having less community impact. Many of the needs, however, can be linked or categorized with other needs of *closest-association* and thus change its overall community value.

For example, one could easily combine *Financial Stability* with *Financial Literacy* as they often come together when discussing either, or *Immigration Services/Support* with *Language Access* as these are also often associated.

The list below reflects the **twenty-eight *(28)* Community Needs** rearranged into *CATEGORIES OF CLOSEST ASSOCIATION* along with the cumulative total of their *Community Needs Value*.

Education Resources, Technology Access/Support and Resources for Children with Special Needs create a combined *Community Needs Value* of **20**	Mental/Emotional Health, Respite Care and De-Stigmatization of Families Accessing Resources create a combined *Community Needs Value* of **42**.
Physical Health and Health Care create a combined *Community Needs Value* of **10**	Recreation, Outdoor Spaces and Family Activities create a combined *Community Needs Value* of **13**.
Parent Support Systems, Parenting Classes & Training and Socialization create a combined *Community Needs Value* of **58**.	Community Safety & Crime Prevention, Stable/Affordable Housing and Transportation create a combined *Community Needs Value* of **45**
Financial Literacy and Financial Stability & Support create a combined *Community Needs Value* of **10**.	Immigration Services and Language Access/Support creates a combined *Community Needs Value* of **24**.
Food Support & Healthy Nutrition offer a cumulative *Community Needs Value* of **25**	Employment Program and Career Training create a combined *Community Needs Value* of **7**.

L.2 – 28 Community Needs in Categories of Closest Association

Like Chemistry experiments, joining basic compounds to create a more valuable element, in a social sciences context, joining community needs together gives them a collectively different value with different properties and structure. When grouped according to *categories of closest association (as shown above)*, needs that were once lower among the individual *Community Needs Values* move up significantly in "*Community Value*." When these *Need Categories of Closest Association* are ranked, community values shift, which places higher value in areas that may create significantly more potential for overall impact.

County-wide Data by Categorized Need

Ranked Need Categories of Closest Association

58	Parent Support Systems (17), Parenting Classes/Training (24) and Socialization (17)
45	Community Safety & Crime Prevention (3), Stable/Affordable Housing (30) and Transportation (12)
42	Mental/Emotional Health (35), Respite/Self Care (3) and De-Stigmatization of Families Accessing Resources (4)
25	Food Support (13) & Healthy Nutrition (12)
24	Immigration Services (11) and Language Access/Support (13)
20	Education Resources (10), Technology Access/Support (5) and Resources for Children with Special Needs (5)
13	Recreation (5), Outdoor Spaces (3) and Family Activities (5)
10	Physical Health (6) and Health Care (6)
10	Financial Literacy (2) and Financial Stability/Support (8)
7	Employment Program (5) and Career Training (2)

Some needs are hard to keep to one category as they play lots of different roles and can impact many other needs. _Child/Afterschool Care_ and _Domestic Violence Prevention_ for example, are those distinctive community needs that are difficult to assign to one category as they fit in almost any needs category. The impact of a family's access to affordable, quality _Child/Afterschool Care_ can be tremendous. _Domestic Violence Prevention_ could be closely associated with _Socialization_, a _Support System_ or _Stable/Affordable Housing_ and _Transportation_.

Categorizing need based on association has created higher community value in some areas and lower in others as noted above. This in no way means organizations should focus on what has the highest value but instead on the things that are right for that organization and the communities and populations they hope to serve.

It would be risky to believe that a low or high _Community Needs Value_ should determine where organizations invest their resources and efforts. _Employment Programs_ and _Career Training, when_ combined through _categories of closest association_, offer a _Community Needs Value_ of seven _(7)_. However, the positive impact on a family who now has increased career prospects to better, higher-wage employment is exponential.

We aren't just limited to the _needs with the closest association_. When you add additional needs to each of the categorized needs, the potential positive impact and its _value_ to that Community also grows exponentially.

Knowing what works for an individual community is incredibly difficult to establish from numbers alone. Organizations and communities must be thoughtful and deliberate in their approaches to supporting the success of a community. In addition to the _Need Categories of Closest Association (shown above)_, this report also acknowledges the **Impact Implications** of meeting one need and the effect that has on other needs.

County-wide Data by Categorized Need

When it comes to an individual or family's group of specific needs, the impact of those needs can become more difficult to precisely determine. Needs and their impact are flexible as numerous variables can influence the success of a need being met or not. For example, most things can affect your *Mental Health*. *Childcare* can impact your *Transportation* and the same can be said the other way around. *Healthy Nutrition* can improve *Career Prospects* and *Socialization* can help positively impact a person's *Physical Health*.

This "*domino effect*" or **casual sequence** has significant value when looking at a complete **system of care**. This is not to say that correlation equals causation but simply that the implications behind each need-based action may have underlying effects that positively (*or negatively*) impact other factors in a person's life.

The **Need Implications Table** below demonstrates the interconnectedness of need and the impact implications of responding to one need and how that may affect another or several additional needs. This visual is based on the *Community Needs Value (CNV)* with darker colors corresponding to higher *Community Needs* and lighter grey colors corresponding to lower CNVs and is yet another way to visualize the interconnectivity of our response to a community's needs.
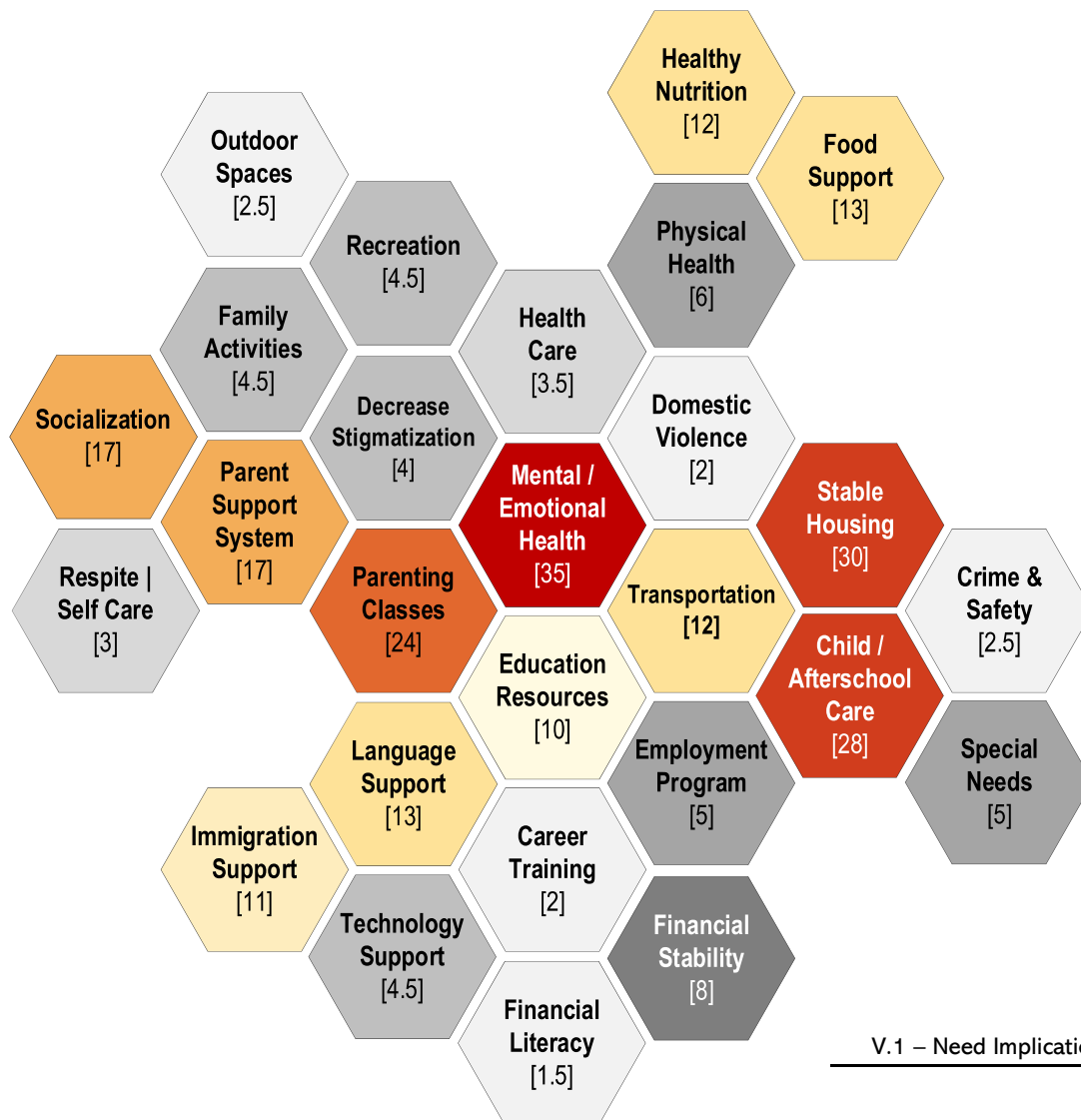
V.1 – Need Implications Table

County-wide Data by Categorized Need

To demonstrate this, the **Need Implications Table** *(Table 3.2 at right)* begins by meeting the initial need of **Child/Afterschool Care** *(highlighted in green)* and notes the impact implications on other needs *(highlighted in black)*.

You can see that although the initial need of **Child/Afterschool Care** serves as the primary area of concern, once met, the individual and or family stand to benefit in other areas of need including *Mental/Emotional Health*, *Socialization*, *Respite/Self Care*, *Employment Programs*, and *Financial Stability*, among others.
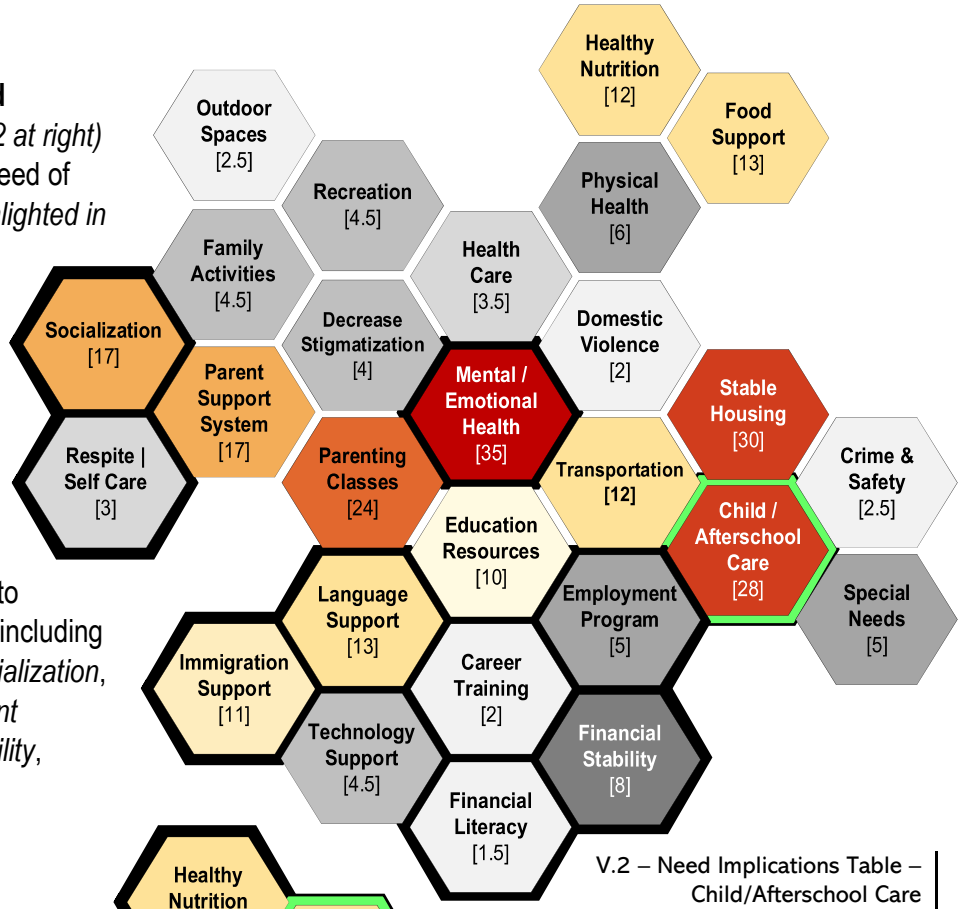
V.2 – Need Implications Table – Child/Afterschool Care
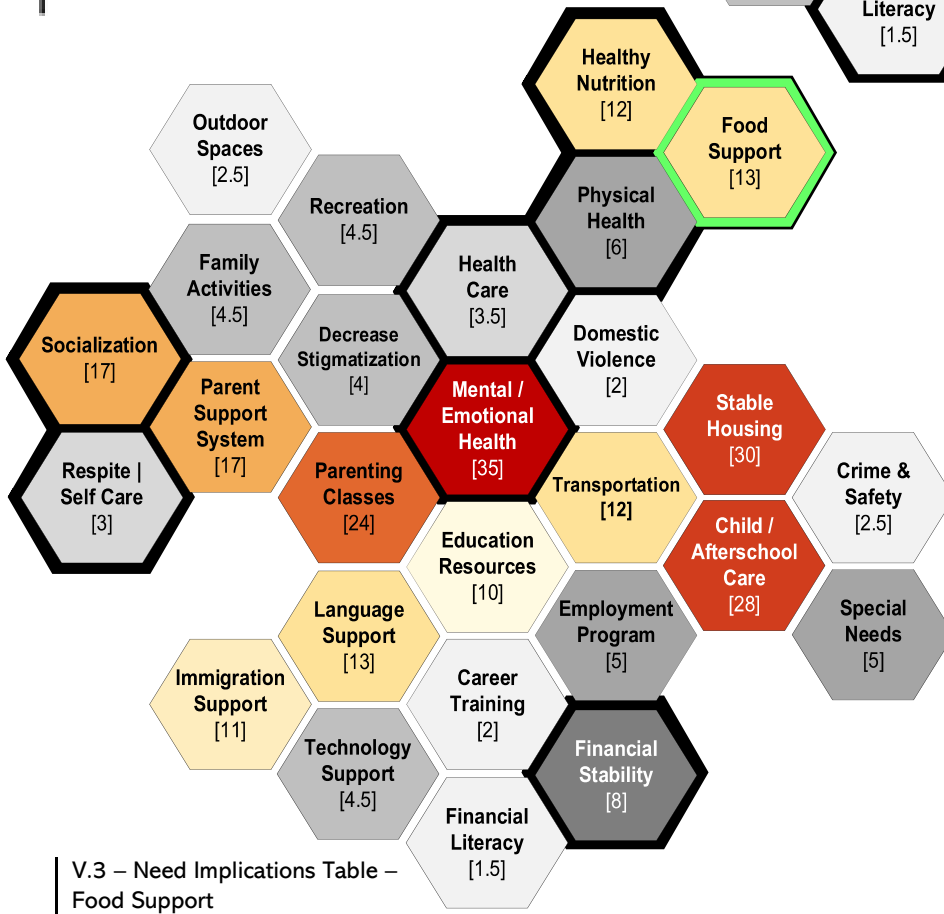
V.3 – Need Implications Table – Food Support

Another example *(Need Implications Table 3.3 at left)* begins by meeting the initial need of **Food Support** *(highlighted in green)* and the potential impact implications on other needs *(highlighted in black)* after having that need met.

Food Support could provide substantive gains to other need areas including *Financial Stability*, *Physical Health*, and *Healthy Nutrition, among others.*

"*Por favor hagan esto para los jóvenes.*"

— *Participante del Cabildo Abierto*

"*Please do this for young people.*"

— *Community Town Hall Attendee*

County-wide Data by Ranked Child Need

As part of further understanding the needs of families throughout Hillsborough County, parents shared what _they believe their_ children _need to ensure their overall success_. After completing the same _Community Needs Value_ calculation, the following list is of **Child Needs** as expressed by Hillsborough County parents.

The chart at right shows **Ranked Child Needs** in order from the greatest need expressed by parents to the least.

Child Needs	Brandon	Central Tampa	North County	Plant City	South County	South Tampa	Temple Terrace	Town 'N Country	Cumulative Total
Mental Health	3	5		4	5		5	5	27
Extra-Curricular Activities		5	4	5	5			5	23
Academic Supports	4	4	5	4					15
Positive Role Models	5		5		4				14
Socialization		4	4	5					12
Safe Environments					4			4	8
Out-of-school Time	5								5
Food/Nutrition	2				3				5
Outlets						5			5
Financial Literacy							5		5
Recreation	4								4
Resource for Children with Special Needs	3								3
Resources			3						3
Creative Spaces					3				3

C.6 – Ranked Child Need per Community-of-Institutional-Focus

Each Need Profile will show:

- **Community Needs Value**, which is the score given to each need based on the calculation referenced above.
- How many communities noted this need among eight *(8)* Town Hall communities and Community Survey data.
- **Causes** or the fundamental reasons why the Need exists and/or persists.
- **Impacts & Outcomes** or the negative impact the unaddressed Need has on families and the positive outcome on the family once the Need is addressed.
- **Solutions** as expressed by parents that could help to resolve the Need.

County-wide Data by Ranked Child Need

1 **Mental Health**	Receiving a *CNV* score of twenty **(27)** and impacting six **(6)** of the eight **(8)** Town Hall communities. **Mental Health** among children is the greatest need according to parents.

Causes	**Impact & Outcome**
• *always competing with other people because of social media* • bullying, pressure of having to be physically perfect and increasing expectations at school • *"the world is getting harder for a young person to grow up without feeling depressed, scared or bitter"*	• Mental health supports for their child will help them navigate the feelings and emotions they may not have experienced before and will help them avoid turning to drugs as a way to cope. • "*Good head on their shoulders*" when confronted with people and issues that challenge their mental well-being. • Being able to talk to others about their feelings, insecurities and deep emotions will allow them to process and create a mindset of durable and resilient vulnerability openly and safely. • Help to reduce resentment, build resilience and self-regulation. • Children need to earn skills to cope with the difficulties of navigating a world that is more connected than ever before and where children feel they have to meet a certain standard to be accepted. • Someone for their child to speak to and work through their issues was noted as a more effective strategy than them asking their kid "what's wrong?" all the time.

Solutions

- Parents want to see more mental health resources embedded in programs that children participate in normally.
- Parents would like to be knowledgeable about mental health services in order to understand how to support their children.
- Would like to see more structured and supervised recreation in their community that all children have access to and are not limited by cost or lack of transportation.
- Currently parents utilize activities at places of worship and resource centers.

critical

2	Extra-Curricular Activities	Receiving a *CNV* score of twenty-three (**23**) and impacting five (**5)** of the eight (8) Town Hall communities. **Extra-Curricular Activities** among children is the greatest need according to parents.

Causes	Impact & Outcome
• Parents noted the difficulty in finding positive out-of-school-time programs and activities their children can get excited about participating in.	• Middle school students who really need socialization and exposure to new things. • A great way to reduce the amount of phone usage is to increase their engagement with the outside world. • "*There seems to be a missed opportunity here.*" Exposure to new things would be of significant benefit to many children. • Parents see extra-curricular activities for their children as needed support. • Activities that help stimulate children's learning and increase positive socialization skills with peers while promoting mental and emotional health are all outcomes that children do not have at school or home. • Parents would like to see a safe place where children can share different opinions and be encouraged to talk about their differences.

Solutions

- Safer and more structured out-of-school time programming offerings.
- Safe spaces for self-expression, creativity and community activities.
- Access to affordable, quality summer camps and learning programs.
- Activities outside were preferred as it also engages children with nature.
- Additional activities to socialize with children their age in an environment that is safe and supportive and will teach good decision making.

critical

County-wide Data by Ranked Child Need

3	Academic Supports	Receiving a *CNV* score of fifteen *(15)* and impacting four *(4)* of the eight *(8)* Town Hall communities. **Academic Supports** among children is the greatest need according to parents.

Causes	Impact & Outcome
• According to parents, children are struggling to keep up with their academics and are learning from what they see on social media more than school.	• Parents want to help their children learn but feel as if they do not know enough about the ways children learn to assist. • Parents would like to see more academic support provided to their children, noting concerns about the school system becoming more difficult for their children to navigate. • Parents would like to see more free tutoring, more programs at the library, connection to higher education and venues that encourage various learning models.

Solutions

- Access to additional educational supports such as tutoring, reading assistance and for some, language learning.
- More free programs offered in libraries and other easily accessible locations including online activities that are fun and engaging.
- Free tutoring programs and online resources would be helpful as long as they are during times and in locations that are accessible for children and parents.
- Learning programs, tools and other materials that can encourage children to learn but in fun and engaging ways that also involve the parents.
- Teen programs at local libraries was suggested as well as affordable overnights for teens at local museums like Glazer Children's Museum.

4	**Positive Role Models**	Receiving a *CNV* score of fourteen *(14)* and impacting three *(3)* of the eight *(8)* Town Hall communities. **Positive Role Models** for children is the greatest need according to parents.

Causes	Impact & Outcome
• Parents do not know where to go to find positive role models for their children. • Limited services for children who need other positive adults in their lives. • Parents feel schools no longer have the capacity to provide individual development for their children.	• Many parents feel that a positive role model or other invested adult in their child's life would have a significant impact on how that child matures. • Several parents noted positive male leadership in their child's life would add extra value. • Caring adults who their children can turn to when they don't want to share with their parents is important. • Parents feel challenged to be able to provide the positive support their child needs consistently.

Solutions

- Role models through afterschool programs and sports.
- Families would like to see their children engage with more mentors, coaches and even peer-to-peer supports.

imperative

County-wide Data by Ranked Child Need

5	Socialization	Receiving a *CNV* score of twelve *(12)* and impacting three *(3)* of the eight *(8)* Town Hall communities. **Socialization** among children is the greatest need according to parents.

Causes	Impact & Outcome
• They noted a major concern with children always on their phones and giving the sense *"that's how children interact these days."*	• Opportunities to engage with other children in places that are safe, positive, and conducive for understanding how to socialize with others in the "real world." • Lack of socialization causes fear among some parents as they worry about their children becoming more isolated as they age. • Peer-to-peer interactions in safe and structured environments would add major value to a child's overall development which can positively impact their search for gainful employment in the future.

Solutions
- Peer-to peer interactions through service was also noted.

6	Safe Environments	Receiving a *CNV* score of eight *(8)* and impacting two *(2)* of the eight *(8)* Town Hall communities. **Safe Environments** among children is the greatest need according to parents.

Causes	Impact & Outcome
No causes noted by respondents.	• Parents know that young people need safe spaces for them to be emotionally and mentally free from bullies and other threats. • Helps build positive socialization with others while learning how to build healthy relationships. • Parents noted a lack of safe environments in South County for their children to socialize other than church groups for youth. • Town 'N Country parents noted the lack of safe environments where children can socialize and play without parents worrying about their child's mental or physical safety.

Solutions
- Free weekend outdoor programs for just children.
- Nights where children are in charge and can run a fake store or restaurant for adult customers.

County-wide Data by Ranked Child Need

7	**Out-Of-School-Time Programs**	Parents would like to see more after-school programs for their children, either through the community, neighborhood, school or other programs. Many families are concerned about the amount of time their children spend isolated or on the phone. Parents would like to see more programs that get children interacting with other children and exposing them to new things. Benefits will be increases in self-esteem and self-reliance.
8	**Food/ Nutrition**	Plant City parents would like to see better health outcomes through healthy nutrition, proper sleep and other healthy habits but are unsure how to teach or explain why it is important. Parents would be interested in a community-centered program that challenges children to make better nutrition choices by using motivational incentives.
9	**Outlets**	An outlet for children to learn, play and create, where they can not only have new experiences and discover the world but learn how to navigate new spaces and make decisions for themselves.
10	**Financial Literacy**	The importance of young people learning about the various aspects of money from an early age will set them up for future financial success. This is especially important for teenagers exploring their first job. Parents would like to see long-term experiential learning opportunities for their children to practice managing a bank account and bills in an environment that is safe and supportive.
11	**Recreation**	Parents see the positive benefits to recreation for their children but fear for the safety of their children going to the park alone or playing outside unsupervised. Parents would like to see more structured and supervised recreation in their community that all children have access to and are not limited by cost or lack of transportation. Currently parents utilize activities at places of worship and resource centers.
12	**Resources for Children with Special Needs**	Parents would like more programming for young people with special needs as well as resources for parents of children with special needs. Many parents don't know how to support their children and the schools offer little to no assistance due to capacity issues. There is a shortage of special needs support within childcare facilities.
13	**Resources**	North County parents indicated a need for children's resources like school supplies, clothing and other materials that will help build confidence. Having the resources they need means they can focus more on learning rather than feeling a sense of shame for limited resources. Clothing will help reduce the fear of being bullied.
14	**Creative Spaces**	Healthy, creative spaces for young people to explore their talents through art, music, writing and other creative endeavors are needed in South County. Parents would love to see their children enjoying a new hobby while working on creative ways to reflect and express themselves.

"Fue una grand experiencia y de gran importancia para la comunidad"

– Participante del Cabildo Abierto

"This was an amazing experience and important for the community."

– Community Town Hall Attendee

Regional Data Presented by Community

The **Regional Data by Community** presented below will reflect each community's top <u>Needs for Parents</u> followed by the top <u>Needs for Children</u> as identified through all data inputs received on behalf of that community. This includes data gathered from the *Community Town Halls*, *Mini-Town Halls* and *Community Surveys*. Each presentation of community results is reflective of that specific community's unique needs based on the zip codes presented in each community profile.

The needs below have been calculated and are presented in **Three Tiers of Community Need** highlighting three *(3)* **Critical Needs,** three *(3)* **Imperative Needs** and three *(3)* **Important Needs**. The three tiers of community needs are followed by child needs.

Children's Board
HILLSBOROUGH COUNTY
www.ChildrensBoard.org

"Fue una muy buena experiencia y espero asistir a otro cabildo abierto. Información buena, excelente conversación y nos entendieron"

– Participante del Cabildo Abierto

"This experience was great and hope to attend another community town hall. Great information, conversation was awesome and very understanding."

– Community Town Hall Attendee

Brandon/Greater Palm River

Brandon/Greater Palm River/Progress Village Community Profile

Community Zip Codes
33584 / 33527 / 33594 / 33596 / 33508 / 33509
33510 / 33511 / 33569 / 33610 / 33619

The *Community Town Hall* was facilitated on April 3, 2023 at **Palm River Pointe Family Services in Greater Palm River** with twelve *(12)* community residents in attendance. Thirty-six *(36)* *Community Surveys* from the community zip codes were also submitted. No *Mini-Community Town Hall* data was collected.

This reflects a total of forty-eight *(48)* community-specific engaged participants from two *(2)* individual data sources.
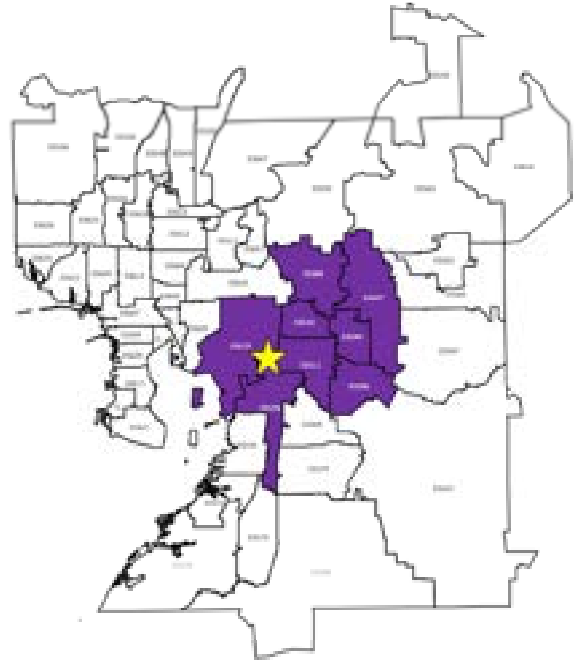
The following is a summary of Community Survey data specific to **Brandon** families.

Positive family stability among members of their household were represented at ninety *(90%)* of Brandon families.

Those who indicated researching resources for their family 2-3 times per month on average represented sixty-six *(66%)* of families. Most families indicated they wait until things are most dire and they have exhausted all other options like family and friends before reaching out to organizations for assistance. When unable to find assistance, many families indicated relying on faith and will simply do without if all else fails.

Greater Palm River Community Town Hall

"Thank you for this. I feel Heard, Engaged and Valued!."

Brandon families noted avoiding resource organizations if they can, due to being made to feel guilt or shame when applying came in at seventy-five *(75%)* of families. Brandon families indicated not feeling a part of the community at seventy *(70%)* while sixty-three *(63%)* of families believe that the lower income parts of Brandon fail in supporting families.

Families primarily hear about available resources through online searches; word of mouth; social media/websites and by receiving emails.

Greater Palm River Community Town Hall

Brandon

Critical Needs for Parents in Brandon

critical

1. Affordable Housing

Affordable Housing was the highest concern among Brandon residents. Rents continue to increase and the requirements to move somewhere else is becoming stricter and creating pressure to seek more affordable housing. Families are leaning primarily on other family members for support, the greatest impact is on their mental health. Parents wanted more information on shelters.

2. Transportation

Many families stressed the frustration of trying to constantly seek reliable transportation. Public transportation in Brandon appears to be underutilized due to lack of punctuality. Lack of mobility options has resulted in families' inability to access resources that they cannot find in Brandon. Parents are spending more time searching for services and employment they can access from home.

3. Health Care

Access to physical, mental and emotional health care for parents in Brandon is difficult to access. Families noted a lack of transportation, the expense, and the need for after-hours access due to work. Parents noted utilizing 211, local church and friends when struggling mentally or emotionally. Physical health is seen as a luxury for some.

Imperative Needs for Parents in Brandon

imperative

1. Financial Stability

Parents noted the need for a variety of financial stability supports. Assistance with utilities, rent, childcare and other financially burdensome costs would be helpful. Employment programs that are free and accessible to increase employment prospects and financial stability.

2. Language Access

Families noted challenges with finding employment, accessing resources and navigating their child's school interactions due to language barriers. Often, their primary language is not represented in materials and organizations are not equipped to engage through an interpreter. Spanish was mentioned more often than other languages.

3. Food/Nutrition

Parents noted the need for more food from other sources due to increasing prices for staples. Nutrition is often sacrificed for the less expensive and unhealthy options. The few food banks in the area are inaccessible especially for people without transportation. Parents wanted to see more community gardens.

Important Needs for Parents in Brandon

important

1. Parenting Classes

Parents noted the need for additional tools to help them manage the day-to-day parenting challenges, including how to reduce stress and communicate with their children in healthy ways. Several noted having a number to call would help considerably.

2. Financial Literacy

Parents would like to learn more about how to budget their money to avoid the trap of late fees and predatory lending. Much of the financial literacy interest was around managing their existing dollars versus investing, given limited resources.

3. Technology Access

Parents expressed concerns about limited technology access. The result of limited connectivity is children falling behind while schools continue to rely more on technology. This has created an even wider technology gap for parents to manage.

Brandon

Critical Needs for Children in Brandon

1. Out of School Time

Parents would like to see more after school programs for their children. Either through the community, neighborhood, school or other program, many families are concerned about the amount of time their children spend isolated or on the phone. Parents would like to see more programs that get children interacting with other children and exposing them to new things. Benefits will be increased in self-esteem and self-reliance.

2. Positive Role Models

Families would like to see their children engage with more mentors, coaches and even peer-to-peer supports. Parents feel challenged to be able to provide the positive supports their child needs consistently. Parents lack the access to positive role models for their children. Parents feel schools no longer have the capacity to handle individual development for their children.

3. Recreation

Parents see the positive benefits to recreation for their children but fear for the safety of their children going to the park alone or playing outside unsupervised. Parents would like to see more structured and supervised recreation in their community that all children have access to and are not limited by cost or lack of transportation. Currently parents utilize activities at places of worship and resource centers.

Imperative Needs for Children in Brandon

1. Academic Supports

Parents would like more academic supports for their children. This includes free tutoring, more programs at the library, connection to higher education and places that encourage various learning models and acknowledges various learning styles. Children are struggling to keep up and are learning through social media more than school.

2. Resource for Children with Special Needs

Parents would like more programming for young people with special needs as well as resources for parents with children with special needs. Many parents don't know how to support their children and the schools offer little to no assistance due to capacity issues. There is a shortage of special needs support within childcare facilities.

3. Mental Health

Parents are nervous about increasing mental health issues among children. Virtual bullying and self-comparison through social media has only made things worse for children. Parents feel they have nowhere for their children to get the mental health support they need. Parents would like more information other than what they find on social media.

Important Needs for Children in Brandon

1. Food/Nutrition

Healthy nutrition for their children is something parents acknowledged needing additional support with for the reasons listed above. Not sure what children are eating at school if at all.

No additional CHILD needs were expressed by Brandon families during the Community Town Halls or captured through Community Survey data.

Brandon

Brandon/Greater Palm River Summary

The Brandon community is inclusive of *Greater Palm River, Progress Village, Brandon* and *Valrico* areas and reflects the perspectives of forty-eight *(48)* community engaged participants. The Brandon community identified the following needs as Critical, Imperative, or Important needs for Parents and their Children.

- **Affordable Housing** was identified as their primary Critical issue with parents noting constant rent increases, lack of affordable housing and stricter rental requirements as major contributing factors to their lack of housing access.

- **Transportation** was noted as the second *(2nd)* Critical Need with families citing unreliable public options and lack of automobile affordability.

- The third *(3rd)* Critical Need was identified as general **Health Care** to include physical, mental and emotional health and the costs and access issues associated with receiving care.

- Brandon families also identified Financial Stability, Language Access, and Food/Nutrition as Imperative Needs.

- Important Needs for Brandon families included Parenting Classes, Financial Literacy and Technology Access.

- For their Children, families identified Out-of-School Time programming, Positive Role Models and Recreation among their children's Critical Needs.

- Academic Supports, Resources for children with Resources for Children with Special Needs, Mental Health support served as Imperative and Food/Nutrition closing out the Important Needs.

Brandon

Central Tampa

Central Tampa Community Profile

Community Zip Codes
33602 / 33603 / 33604 / 33605 / 33606 / 33607 /
33610 / 33614

The *Community Town Hall* was facilitated on April 12, 2023 at the **Children's Board of Hillsborough County**, Palm Ave location with nine *(9)* community residents in attendance. Thirty-one *(31)* *Community Surveys* from the community zip codes were also submitted along with fourteen *(14)* *Mini-Community Town Hall* forms.

This reflects a total of fifty-four *(54)* community-specific engaged participants from three *(3)* individual data sources.
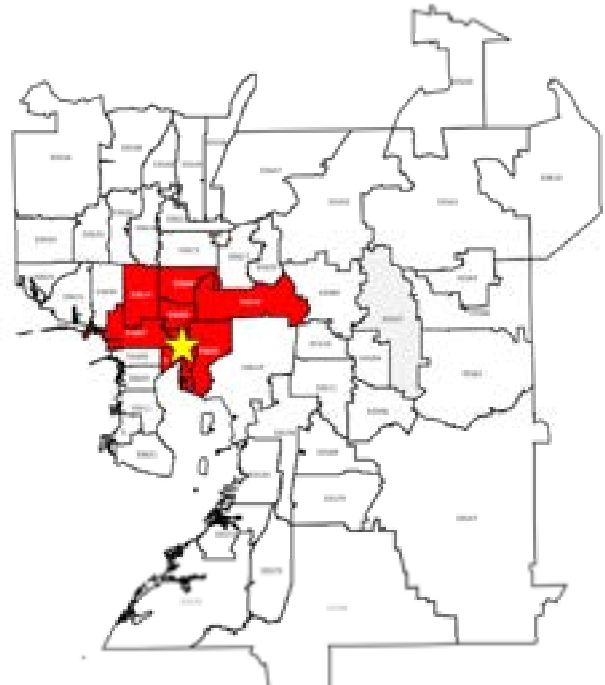
The following is a summary of Community Survey data specific to Central Tampa families.

"I'm really in need of adult programs to help me deal with my sadness, and my kids see it."

Central Tampa Community Town Hall @ Children's Board of Hillsborough County

Families expressed having some level of positive family stability among members of their household at seventy-three *(73%)*. Families who felt they were better off pre-pandemic came in at seventy *(70%)* of respondents.

Central Tampa Families that have already researched and inquired about resources in 2023 represented seventy *(70%)* of respondents while sixty-five *(65%)* of Central Tampa families indicated already receiving some form of food, housing or health care assistance.

Although seventy *(70%)* of Central Tampa families indicated feeling a part of their community, many noted a slight superficiality to their community experience. They feel that although the community supports families in crisis "*quite well*" for others needing support to meet their needs, it is not easily available. The majority of parents were unaware of where their local community or resource center was.

Central Tampa families primarily hear about available resources through email listserves and social media.

Critical Needs for Parents in Central Tampa

1. Parenting Classes

The overwhelming majority of Central Tampa families noted the need for parenting classes and training. Parents feel unprepared to address disciplinary issues, stress reduction and alternative methods to addressing these issues. Parents are also looking for opportunities to connect with other adults and share frustrations about parenting. Parents hope to use the parenting classes to help build patience and understanding.

2. Mental Health

Parents would like to see more mental health resources made easily available and accessible. Noting the concerns and frustrations of life in general, many Central Tampa parents are feeling stretched, overwhelmed and struggling to cope. Several parents noted increasing demands of children and limited resources are causing "them to simply checkout." Parents have no idea where to turn for help other than family.

3. Socialization

Parents want opportunities to interact with other adults to decompress in environments that are free, safe and supportive. "*Not Bars*" many parents noted just being able to share, laugh and "*be real*" with other adults would provide a major boost to their mental health. Several parents expressed feeling alone while others simply want to get away and talk to others about issues. Parents are feeling lost and do not know where to turn.

Imperative Needs for Parents in Central Tampa

1. Support System

Support systems where parents can turn when struggling through the hardest moments of life surfaced as a major need for some parents. Services noted included support groups, a call line specifically for parents, and an advocate or "*buddy*" that can check in occasionally. People to provide encouragement and shared community.

2. Childcare

Childcare was noted as a major need for parents who expressed concerns about over-capacity at daycares throughout Tampa. This appears to be a growing concern for many especially those that live in the central core where "*everything is becoming more expensive.*" Affordability, safety and quality were noted as the major barriers.

3. Affordable Housing

Numerous families noted the lack of affordable, quality housing throughout Tampa in the safer parts of Tampa. Parents don't know where to turn as shelters are full and landlords are becoming less accommodating with the challenges of an increased cost of living.

Important Needs for Parents in Central Tampa

1. Employment Programs

Parents indicated a desire to increase their employment prospects by participating in free employment programs that can teach them a lucrative skill and possibly provide a portable certificate program. Parents want to do different types of work but don't know where to access opportunities.

2. Outdoor Spaces

Parents noted wanting more access to physical spaces. Although there seems to be plenty to do in Tampa, often there is a cost associated with parking, food, or other expenses. Parents are simply looking for a free place to go for an enjoyable time outside.

3. Transportation

Central Tampa parents noted feeling physically stuck because public transportation is unreliable and because traffic is so bad, they feel staying home is the only viable option. Parents want low-no cost alternatives to current options but don't know where to begin looking.

Critical Needs for Children in Central Tampa

1. Mental Health

Parents believe that mental health supports for their child would benefit them greatly. Noting virtual bullying and other external influencing factors as having a significantly detrimental effect on their child's temperament and emotions that swings unpredictably and frequently. Wanting someone for their child to speak to and work through their issues was noted as a more effective strategy than simply asking their child *"what's wrong?"* all the time.

2. Extra-Curricular Activities

Many parents would like to see safer and more structured out-of-school time programming for their children. Safe spaces for self-expression, creativity and community activities were noted as more desirable for their child's overall development than activities and clubs at school. Access to affordable, quality summer camps and learning programs was also high on parent's list of additional activities.

3. Socialization

Positive socialization for Central Tampa children was a high priority for parents. Opportunities to engage with other children in places that are safe, positive and conducive for understanding how to interact with others in the "real world" were important for parents. Peer-to-peer interactions through service was also noted as desirable.

Imperative Needs for Children in Central Tampa

1. Academic Supports

Learning programs, tools and other materials that can encourage children to learn in fun and engaging ways that also involve the parents was expressed by many families. Teen programs at local libraries was suggested as well as affordable overnights for teenagers at local museums and other informal-education institutions was also highlighted. Environments like these make learning fun and accessible.

No additional child needs were expressed by Central Tampa families during the Community Town Halls, Mini Town Halls or captured through Community Survey data.

Central Tampa

Central Tampa Summary

Central Tampa reflects the perspectives of fifty-four *(54)* community engaged participants. The Central Tampa community identified the following needs as Critical, Imperative, or Important needs for Parents and their Children.

- **Parenting Classes** were identified as the primary Critical issue with parents feeling unprepared around issues regarding their children and the need for parents to learn how to manage their high stress or depression.

- **Mental Health** was noted as the second *(2nd)* Critical Need with families feeling overwhelmed with external and internal stressors that continue to grow.

- The third *(3rd)* Critical Need was identified as **Socialization** with parents looking for opportunities to decompress and engage with other parents.

- Central Tampa families also identified Support Systems, Childcare and Affordable Housing as Imperative needs.

- Important needs for Central Tampa families included Employment Programs, Outdoor Spaces and Transportation.

- For their Children, Central Tampa families identified Mental Health Supports, Extra-Curricular Activities and Socialization among their children's Critical Needs.

- Academic Supports served as the solitary Imperative need.

Central Tampa

North County

North County Community Profile

Community Zip Codes
33612 / 33613 / 33618 / 33548 / 33549 / 33558 /
33559 / 33647

The *Community Town Hall* was facilitated on April 4, 2023 at the **Mort Community School**, with seven *(7)* community residents in attendance. Thirty *(30)* *Community Surveys* from the community zip codes were also submitted. A Mini-Community Town Hall was conducted at Crossover Church on April 30, 2023 where an additional eleven *(11)* *Mini-Community Town Hall* forms were collected.

This reflects a total of forty-eight *(48)* community-specific engaged participants from three *(3)* individual data sources.
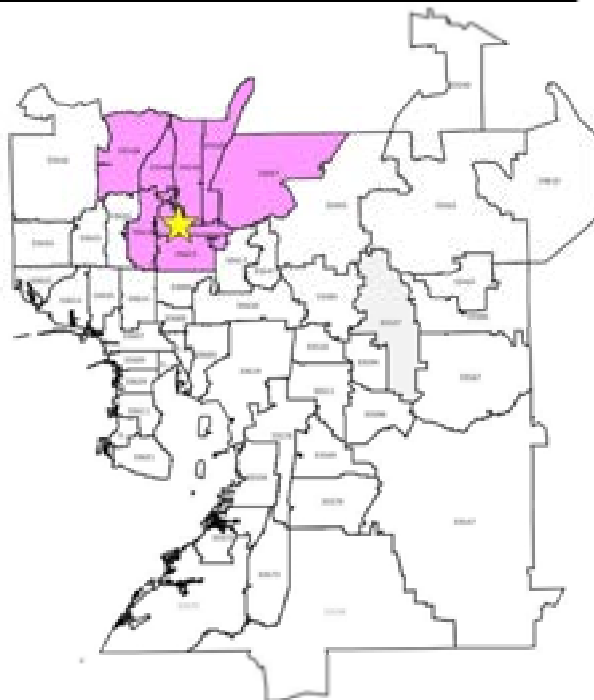
The following is a summary of Community Survey data specific to North County families.

North County Mini-Community Town Hall at Crossover Church

Families expressed having a high level of positive family stability among members of their household at eighty-five *(85%)* of respondents. The majority of families reported no change in their family's livelihood pre to post pandemic.

Many families in North County use public resources like libraries, tutoring, kinship and healthcare services consistently. When unable to find the resources and supports they need, families indicated they will simply stop looking and "*hope everything works out.*"

"Many of the resources are income based or part of assistance programs so we can't access their help and could really use it."

Many North County families reported resources being easily accessible however some may be ineligible due to income restrictions. None of the respondents indicated using their local community or family resource centers. In North County sixty *(60%)* of families indicated not feeling a part of their community. More than half of respondents at sixty *(60%)* reported the community does a good job of supporting families. North County families primarily become aware of available resources through *social media/websites; online searches and through friends and family*.

North County Community Town Hall at Mort Community School

North County

Critical Needs for Parents in North County

1. Affordable Housing

North County parents noted the lack of affordable and safe housing in the area. Several parents mentioned that *"even the bad apartments cost too much."* Families mentioned the need to either live with other people or move out and relocate further away where rent might be slightly cheaper but no jobs. Safety in areas with affordable housing is one of the most noted concerns for parents.

2. Childcare

Parents would like affordable childcare that's accessible and where they don't have to worry about their children *getting sick, bullied,* or *ignored* by staff. Parents would like safe environments for their children to learn how to socialize with other children. Several parents noted making too much money and being locked out of affordability programs. Parents lean heavily on their older children taking care of their younger siblings.

3. Parenting Classes

Parents expressed continuing to struggle with how to respond to their children in healthier ways for both the child and the parent. Parents would like training on various learning styles and stages of development in addition to social/emotional intelligence. A handful of new parents noted searching various websites and social media for parenting suggestions but were unsure of what or who to trust.

Imperative Needs for Parents in North County

1. Immigration Services

Several North County parents indicated a need for immigration and refugee supports. They shared that navigating the various systems like schools, housing, and medical resources, in addition to immigration procedures is incredibly overwhelming. Language barriers add an additional burden to their experience and they feel like the ones who suffer are their children.

2. Mental Health

North County parents struggle with their mental health and would like access to more mental health supports. Parents would like to know that there is somewhere they can turn to help process through the difficult moments. A phone number or virtual engagement with someone would be preferred but would also consider an in-person opportunity if it were easily accessible.

3. Parent Support

Parents see significant value in the support of other parents. This could come in the form of local support groups where parents get together. Parents are seeking a safe place to listen and share their experiences being a parent and encourage each other. Several parents noted feeling like they are "*the only ones going through this with their child.*"

Important Needs for Parents in North County

1. Financial Stability

Financial stability for parents in North County was not just about financial literacy but how to make more money through various means while also gaining skills to improve their chances of getting a better job. Parents also wanted education on how to avoid fees, late notices and improve their credit.

2. Food Support

Although parents noted wanting to eat healthier and have access to better options, many parents would simply like to afford enough food to feed their family. "*food is expensive and money doesn't go as far as it used to.*"

3. Educational Resources

Parents would like to see more educational resources for parents specifically to include vocational training and certificate programs to improve employment options.

Critical Needs for Children in North County

1. Role Models

Many parents feel that a positive role model or other invested adult in their child's life would have a significant impact on their child's development. Several parents noted having a positive male leadership in their child's life would add extra value. Caring adults who their children can turn to when they don't want to share with their parents is important. Role models through afterschool programs and sports would be a good start.

2. Academic Supports

Parents would like to see more academic supports provided to their children as they feel the school system is becoming harder for children to navigate. Parents want to help their children learn but feel they don't know enough about the ways children learn to help. Free tutoring programs and online resources would be helpful if they are during times and in locations that are accessible for the child and parents.

3. Extra-Curricular Activities

Parents would like to see their children participate in more extra-curricular activities outside of school but are not satisfied with the limited programming options. This is especially true for middle school students who need more opportunities for socialization and exposure to new things. Outdoor activities were preferred as it also gets children engaging with nature. Parents don't think allowing their children outside to play is safe anymore.

Imperative Needs for Children in North County

1. Socialization

Opportunities for positive socialization for young people in North County would be appreciated. Peer-to-peer interactions in safe and structured environments would add major value to a child's overall emotional health. Parents believe this will also help their children gain the social skills necessary to find gainful employment in the future.

2. Resources

North County parents indicated a need for children's resources like school supplies, clothing and other materials that will help build confidence and inspire self-expression. Having the resources, they need allows them to focus more on learning rather than feeling a sense of shame for having limited resources. Appropriate clothing will help reduce the fear of being bullied.

No additional child needs were expressed by North County families during the Community Town Halls, Mini Town Halls or captured through Community Survey data.

North County Summary

The **North County** community is inclusive of Lutz, Lake Magdalene and the University areas and reflects the perspectives of forty-eight *(48)* community engaged participants. The North County community identified the following needs as Critical, Imperative or Important needs for Parents and their Children.

- **Affordable Housing** was identified as their number one *(1)* Critical issue noting the lack affordable housing that's safe and accessible as major factors.

- **Childcare** was noted as the second *(2nd)* Critical Need with families citing affordability, income restrictions for scholarships, and quality as areas of concern.

- The third *(3rd)* Critical Need was identified as **Parenting Classes** to include stages of development, learning styles and healthy ways to discipline and communicate.

- North Tampa families also identified Immigration Services, Mental Health Support and Parent Supports as Imperative Needs.

- Important Needs for North County families included Financial Stability, Food Support, and Education Resources.

- For their Children, families identified Role Models, Academic Supports and Extra-Curricular Activities among their children's Critical Needs.

- Socialization and Resources served as Imperative Needs for North County Children.

Plant City

Plant City Community Profile

Community Zip Codes
33563 / 33564 / 33565 / 33566 / 33567

The *Community Town Hall* was facilitated on April 8, 2023 at the **Children's Board Family Resource Center in Plant City** with twenty *(20)* community residents in attendance. Seventeen *(17)* *Community Surveys* from the community zip codes were also submitted. No *Mini-Community Town Hall* forms were collected.

This reflects a total of thirty-seven *(37)* community-specific engaged participants from two *(2)* individual data sources.
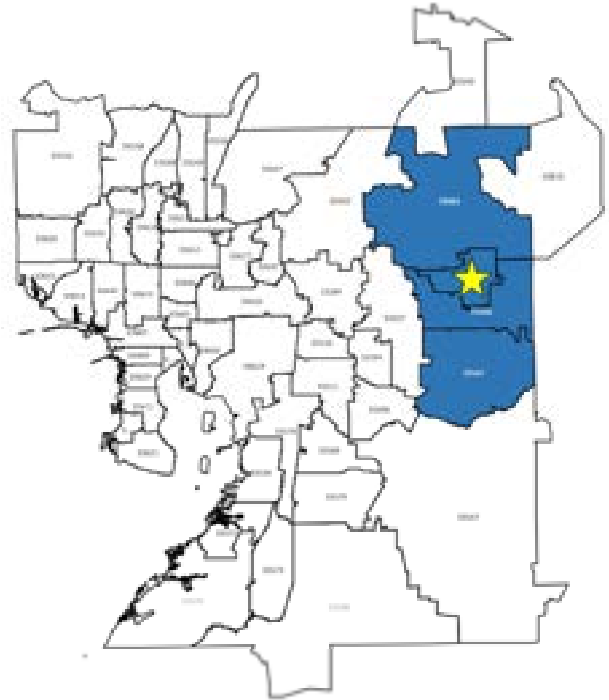
The following is a summary of Community Survey data specific to Plant City families.

Having a high level of positive family stability among members of their household was expressed by forty-five *(45%)* of families. Families who reported *no change in their family's livelihood pre to post pandemic* represented the greatest response at eighty *(80%)*.

In 2023, sixty *(60%)* of families have already reached out to organizations for resources. Most families reported resources not being easily accessible to families. The majority of families were not satisfied with their access to quality education for their children. Every respondent has been made to feel a sense of shame or guilt when applying for resources or seeking assistance.

Families primarily utilize *social media/websites; word of mouth; email/listservs and friends and family* when looking for resources.

"Our Latin/Hispanic community is disproportionately impacted by a lack of resources. Where I live never gets its fair share of county resources or attention and we could really use it."

Plant City Community Town Hall at the Children's Board Family Resource Center in Plant City

Plant City

Critical Needs for Parents in Plant City

critical

1. Parent Classes

Parents would like to participate in parent training that will allow them to learn about their child's needs and how to respond to behavioral issues. Learning about the positive ways to discipline and actions to take in response to various behaviors appeared to have the most value. Parents noted that parenting classes could also serve as pseudo support system for parents who may not have a support system at home.

2. Immigration Services

Plant City families shared the need for more immigration services. They noted the difficulty in navigating systems and have found current immigration resources *(they believe as)* purposefully difficult. A part of immigration services should be to help navigate non-English speakers through the various parts of a new cultural reality. Getting children registered for school, navigating the bus system and other issues are a major challenge.

3. Mental Health

Plant City parents would like more resources to learn how to reduce their mental health stress. They would like to be able to speak to someone when they might be struggling, but more important to parents was learning how to self-manage their mental health. Access to physical and mental health activities like yoga, exercise and mindfulness exercises would be an additional benefit.

Imperative Needs for Parents in Plant City

imperative

1. Parent Support

Plant City parents see value in additional parent support outside of those received from family and friends. These supports could look like parent nights, family activities they can do at home, or just the ability to share with others. This could help reduce the strain of the everyday stressors especially for single parent households that feel they don't get a break.

2. Physical Health

Plant City parents noted the need for better physical health outcomes through exercise and other activities but struggle to get time away from children, work, and other responsibilities to stay dedicated to maintaining a routine. Parents shared wanting more after-work options like dance classes and cooking groups where parents can enjoy healthy activities together in a safe space.

3. Technology Support

Families expressed concern with falling technologically behind. Parents would like to increase their computer knowledge and awareness including how to navigate safely online, social media and when applying for resources. This would also make it easier for parents to support their child's educational success.

Important Needs for Parents in Plant City

important

1. Career Training

Parents would like to access vocational training and other skill development programs that will help increase their chances of getting a better job. This would allow them to do something they enjoy, are proud of, and make enough money to be financially stable.

2. Resource for Children with Special Needs

Parents of children with special needs would like access to resources and supports that will allow their child to thrive rather than be treated like there is something wrong with them. Parents of children with special needs are really struggling to get the resources their children need to be successful.

No additional ADULT needs were expressed by Plant City families during the Community Town Halls or captured through Community Survey data.

Plant City

Critical Needs for Children in Plant City

1. Extra-Curricular Activities

Parents indicated a major need for more structured activities for their children outside of school. Parents noted this serving as a great way to reduce screen time and increase their engagement with the outside world. Parents have found it difficult to find positive out-of-school program activities that their children can get excited about. "*There seems to be a missed opportunity here.*" Exposure to new things would be a significant benefit to many children.

2. Socialization

Plant City parents would like to see their children given opportunities to socialize in structured but fun activities and engagement that builds their child's socialization skills. One of the major concerns noted was children's preoccupation with their phones and other technologies. It becomes justified with "*that's how children interact these days.*" This causes fear among some parents about their children becoming more isolated as they mature.

3. Mental Health

Discussions of bullying, pressure of having to be physically perfect and increasing expectations at school are reasons for children to be struggling mentally. Parents want mental health supports that will increase their child's mental resiliency and coping skills to prepare them for navigating a world that is increasingly more connected and where children feel obligated to meeting a certain standard to be accepted.

Imperative Needs for Children in Plant City

1. Academic Support

Plant City parents noted the importance of their children having access to additional educational supports such as tutoring, reading, and for some, language learning. Parents would like to see more cost-free programs offered at libraries and other easily accessible locations and including online activities that are fun and engaging.

2. Healthy Nutrition

Plant City parents would like to see better health outcomes for their children through healthy nutrition, proper sleep, and other healthy habits, but are unsure how to teach or explain why it is important. Parents would be interested in a community-centered program that challenges children to make better choices with incentives for developing good decision-making skills.

No additional child needs were expressed by Plant City families during the Community Town Halls or captured through Community Survey data.

Plant City

Plant City Summary

Plant City reflects the perspectives of thirty-seven *(37)* community engaged participants. The Plant City community identified the following needs as Critical, Imperative, or Important needs for Parents and their Children.

- **Parenting Classes** was identified as their primary Critical issue with parents wanting to learn about the positive ways to discipline and practical ways to take healthy action serving as major drivers.

- **Immigration Services** was noted as the second *(2nd)* Critical Need with families finding it difficult to navigate the various complicated systems needed for their families to succeed.

- The third *(3rd)* Critical Need was identified as **Mental Health Supports** with parents hoping to learn how to reduce mental health stressors themselves.

- Plant City families also identified Parent Support, Physical Health and Technology Support as Imperative Needs.

- Important Needs for Plant City families include Career Training and Resources for Children with Special Needs.

- For their Children, Plant City families identified Extra-Curricular Activities, Socialization and Mental Health Supports among their children's Critical Needs.

- Academic Supports and Healthy Nutrition served as children in Plant City's Imperative Needs.

South County

South County (Wimauma/Ruskin/Sun City)
Community Profile

Community Zip Codes
33534 / 33547 / 33569 / 33570 / 33572 / 33573 / 33579 / 33578

The *Community Town Hall* was facilitated on April 11, 2023 at the **Firehouse Cultural Center in Ruskin** with thirty-eight *(38)* community residents in attendance. Thirty-six *(36)* *Community Surveys* from the community zip codes were also submitted. One *(1)* *Mini-Community Town Hall* form was collected.

This reflects a total of seventy-five *(75)* community-specific engaged participants from three *(3)* individual data sources.

South County Community Town Hall @ Firehouse Cultural Center in Ruskin

Families that have already reached out for resources in 2023 represented fifty-seven *(57%)* of respondents. Many families indicated researching for services as often as daily but on average about two to three 2-3 times per week unless the need arises.

South County Community Town Hall @ Firehouse Cultural Center in Ruskin

The following is a summary of Community Survey data specific to South County families.

Family stability in South County was recorded at sixty-four *(64%)* of families noting their family stability as strong. Families that stated things were better for their family pre-pandemic than post represented the majority at fifty-seven *(57%)*.

"CHILDCARE! My husband and I work fulltime and a daycare that has evening hours would be so helpful"

Many families will accept resources whether they are currently needed or not due to feelings of future scarcity. The majority of families reported that resources were not easily accessible for families in South County.

Families primarily utilize *social media/websites; word of mouth; and friends and family* when looking for resources.

South County

Critical Needs for Parents in South County

1. Childcare

Childcare was the number one need among parents in South County. Most daycares are limited by increasing demand and lack of capacity. For the few families that do have access to "*somewhat*" affordable childcare in their respective neighborhoods, the *lack of quality programming* and *mental and physical safety* concerns for their children are the prevailing anxieties with many of the current offerings. Parents also acknowledged a need for after-hours care.

2. Recreation

South County families identified outdoor recreation activities for families as a major need. Although there are outdoor spaces, none of them appear to be conducive for the whole family to enjoy. The need for these spaces to include healthy activities and events for the whole family would encourage good physical health, family bonding and time away from technology for children and adults.

3. Socialization

Parents in South County are seeking opportunities for positive socialization to combat isolation and feelings of loneliness. Parent-specific socialization provides an opportunity to share stories and learn from other parents' experiences. Parents have searched social media for local South County-specific opportunities and continue to come up short in finding activities that do not involve drinking.

Imperative Needs for Parents in South County

1. Parent Classes

South County parents would like to see more opportunities for enhancing parenting skills, tips and techniques for supporting their children through the various stages of development, understanding learning styles, how to engage teenagers and how to self-regulate through the difficult parenting moments. Parents go online and social media but they are missing the ability to share real experiences in real time.

2. Respite Care

Parents acknowledged the need for time to recuperate from the day-to-day stress of parenting and work. Activities that would allow parents to "*get away and recharge*" even for a few hours a week would make a significant difference in their ability to cope and navigate through issues more intentionally and thoughtfully. Parent night outs where children can be dropped off at a safe place for a few hours was suggested.

3. Mental Health

Parents in South County continue to struggle with mental health issues and noted not having a lot of options. Therapy and other mental health supports will help parents in the moments when they feel most challenged. Wanting access to these supports, parents are open to online and other virtual options where they do not have to leave home as some are single parents.

Important Needs for Parents in South County

1. Stable Housing

Parents are nervous about what housing may look like long term especially for families that rent. Concerns about being priced out of stable housing and having no place to go or a landlord doing "*things*" to get them out of their home continues to worry some families with no meaningful solutions in sight.

2. Food Support

Parents want to be able to feed their families healthy meals but are limited by what they can afford at the grocery stores. Food is increasingly more expensive with some parents suggesting shared cooking days with friends and neighbors.

3. Financial Literacy

Parents would like to learn more about budgeting, credit recovery, savings, investing and other strategies to prepare for a successful financial future. This was shared as a way for their family to break the cycle of poverty that has always existed for them.

Critical Needs for Children in South County

1. Mental Health

Parents see value in their children having access to mental and emotional health supports that help to build resilience and self-regulation. Access to these types of supports is believed to help young people communicate better about issues they may be confronting. Parents would like some of these supports to include them as parents to help build understanding and increase connections.

2. Extra-Curricular Activities

South County parents see extra-curricular activities for their children as a tremendous benefit. Activities that will help stimulate children's learning, increase positive socialization with peers and promotes mental and emotional health are all outcomes that children may not have at school or home. Parents want a safe place for children to share different opinions and are encouraged to talk about their differences.

3. Role Models

Parents would like there to be more role models and other positive and caring adults in the lives of children in South County. Role models can help to open minds through experiences and help build a foundational understanding of their real world, beyond what parents may be able to provide at home.

Imperative Needs for Children in South County

1. Safe Environments

Parents know that young people need safe spaces for them to be emotionally and mentally free from bullies and other threats to their healthy development. Environments where children feel safe can begin positive socialization while learning how to build healthy relationships with others. Parents acknowledged the lack of safe places in South County for healthy social activities for youth.

2. Creative Spaces

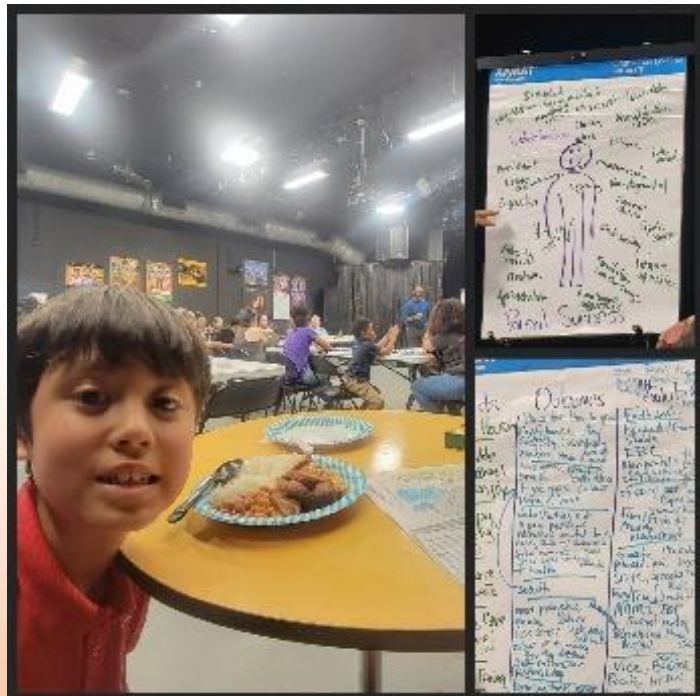Healthy, creative spaces for young people to explore their talents through art, music, writing and other creative endeavors are very much needed in South County. Parents would love to see their children enjoying a new hobby while working on themselves through free self-expression.

No additional child needs were expressed by South County families during the Community Town Halls or captured through Community Survey data.

South County

South County Summary

The **South County** community is inclusive of the Wimauma, Ruskin and Sun City areas and reflects the perspectives of seventy-five *(75)* community engaged participants. The South County community identified the following needs as Critical, Imperative, or Important needs for Parents and their Children.

- **Childcare** was identified as their primary Critical issue with parents noting affordability, capacity and increasing demand as areas for major concern.

- **Recreation** was noted as the second *(2nd)* Critical Need with families wanting more opportunities for families to bond and do more things locally.

- The third *(3rd)* Critical Need was identified as **Socialization,** with parents looking for opportunities to combat isolation by engaging with other South County parents.

- South County families also identified Parenting Classes, Respite Care and Mental Health Supports as Imperative Needs.

- Important Needs for South County families included Stable Housing, Food Support and Financial Literacy.

- For their Children, South County families identified Mental Health Supports, Extra-Curricular Activities and Role Models among their children's Critical Needs.

- Safe environments and Creative Spaces served as their children's Imperative Needs.

This photo was taken and sent by the father of a child who attended the town hall and appreciated it so much they sent a thank you photo

South Tampa

South Tampa Community Profile

Community Zip Codes
36609 / 33611 / 33616 / 33621 / 33629

A Mini-*Community Town Hall* was facilitated on April 19, 2023 at the **Top Kids Bilingual Center in South Tampa** where eight *(8)* Mini-Community Town Halls were collected with three *(3)* representing South Tampa zip codes. Fourteen *(14)* *Community Surveys* from the community zip codes were submitted.

This reflects a total of seventeen *(17)* community-specific engaged participants from two *(2)* individual data sources.

The following is a summary of Community Survey data specific to South Tampa families.

Mini-Community Town Hall @ Top Kids Bilingual Daycare

Family stability in South Tampa was recorded at eighty-six *(86%)* level of satisfaction or *having most or all of what their families need to be successful*. Families that reported similar outcomes for their family pre and post covid represented sixty *(60%). B*y May of 2023, seventeen *(17%)* of respondents indicated they had already begun reaching out for resources. Most families shared that they research for resources a couple of times a year.

Most families acknowledged that resources were not easily accessible for families in South Tampa reflecting sixty-seven *(67%)* of respondents.

South Tampa families primarily utilize *social media/websites; community calendars; online searches and friends and family* when looking for resources.

South Tampa

Critical Needs for Parents in South Tampa

1. Socialization

South Tampa parents indicated a desire for more opportunities for socialization with other parents both with their children and without. "*Just space for parents to be adults.*" Physical spaces outside with accessible events was also mentioned as a need for some families.

2. Parenting Classes

Parents noted wanting to participate in parenting classes to educate themselves on how to address issues with their children in a calm and supportive manner. Parents also want to be a "*child detective*" with the ability to read between the lines when their child is or is not expressing themselves appropriately.

3. Mental Health

Parents indicated a need for mental and emotional health supports for families and single parents who are feeling overwhelmed with stressors and not knowing how to handle it.

No additional parent needs were expressed by South Tampa families during the Mini-Community Town Halls or captured through the Community Survey data.

Critical Need for Children in South Tampa

1. Outlets

An outlet for children to learn, play and create. Where they can not only have new experiences and discover the world but will learn how to navigate new spaces and things and decide what they like and do not like for themselves.

No additional child needs were expressed by South Tampa families during the Mini-Community Town Halls or captured through Community Survey data.

South Tampa Summary

The **South Tampa** community reflects the perspectives of seventeen *(17)* community engaged participants. The South County community identified the following needs as Critical, Imperative, or Important needs for Parents and their Children.

- **Socialization** was identified as their primary Critical issue with parents noting a need for parents to interact with other parents.

- **Parenting Classes** was noted as the second *(2nd)* Critical Need with families wanting more opportunities for families to bond and do more things locally.

- The third *(3rd)* Critical Need was identified as **Mental Health Supports** for families who are feeling overwhelmed.

- For their Children, South Tampa families identified Outlets for Play among their children's Critical Needs.

Temple Terrace

Temple Terrace Community Profile

Community Zip Codes
33592 / 33617 / 33637

A *Community Town Hall* was facilitated on April 1, 2023 at the **Children's Board Family Resource Center in Temple Terrace** with ten **(10)** community residents in attendance. Seventeen **(17)** *Community Surveys* from the community zip codes were submitted and two **(2)** Mini-Town Hall forms were collected.

This reflects a total of twenty-nine **(29)** community-specific engaged participants from three **(3)** individual data sources.

The following is a summary of Community Survey data specific to Temple Terrace families.

Family stability in Temple Terrace was noted as having *most or all of what their families need to be successful* at sixty-two **(62%)** of families. Temple Terrace families also reported their family being better off before the pandemic, were represented at thirty-seven **(37%)**. Since May of 2023, fifty **(50%)** of respondents reported reaching out for resources while most families acknowledged researching for

Temple Terrace Community Town Hall @ Children's Board Family Resource Center in Temple Terrace

resources a couple of times a week.
The majority of Temple Terrace families at seventy-five **(75%)** acknowledged that resources were not easily accessible for families in Temple Terrace. All Temple Terrace respondents indicated being made to feel guilt or a sense of shame when seeking assistance or applying for resources.

Families primarily utilize *social media/websites; walk ins and word of mouth* when looking for resources.

"Would love to have a worker assigned to our family who would check in and provide resources as they arise, help with applying for services if needed."

Critical Needs for Parents in Temple Terrace

1. Affordable Housing

Temple Terrace families noted the importance of stable and affordable housing as a primary impacting factor in positive family dynamics. Concerns focused on housing becoming less affordable and becoming scarcer. The impact on children in these households was mentioned to be far reaching. Displacement may cause loss of community for both the child and the family and may negatively impact learning outcomes.

2. Mental Health

Parents in Temple Terrace continue to acknowledge the importance of mental health supports for families, parents specifically. Access to mental health resources would allow for more involvement with their child while creating stronger bonds. Currently parents seek support from county social workers and the county health system but would like to see mental health integrated into other accessible programs and services.

3. De-Stigmatization of Families Accessing Resources

Parents expressed concerns regarding the amount of stigma they feel when accessing resources. This is especially true when there are language barriers or struggle to understanding procedures that may change without warning. Parents would like to see more navigators that have more access to information or connections for navigating resource systems and who will advocate on their behalf.

Imperative Needs for Parents in Temple Terrace

1. Healthcare

Temple Terrace families need healthcare but acknowledged that costs associated with accessing healthcare are a major determining factor to whether someone from the household can access medical services when needed. Many families will only make a healthcare decision as a last resort for fear of being surprised by unexpected costs. Families would utilize public health options but noted many are difficult to access in a timely manner.

2. Childcare

Temple Terrace families continue to face a childcare shortfall due to limited capacity among providers as well as increasing childcare rates. Parents are feeling burdened with having to choose a place that may be affordable but is away from home and less developmentally focused or even less safe for their child. Parents would like more options and creative ways of supporting their children's development.

3. Food Support

Temple Terrace families indicated the need for support with accessing healthy food for their family due to increasing food costs. They also wanted to know how to choose and prepare healthier options their children want to eat. Parents want to prepare meals that have more nutritional value but note that less nutritious items are less expensive and can feed more people.

Important Needs for Parents in Temple Terrace

1. Family Activities

Temple Terrace parents would like to see more activities in their community for the whole family to enjoy and not simply an event for children. Events that are intentional about engaging the whole family in experiences that create opportunities for family bonding, communication and trust building.

No additional parent needs were expressed by Temple Terrace families during the Community Town Halls or captured through Community Survey data.

Critical Needs for Children in Temple Terrace

1. Mental Health

Temple Terrace parents know how important it is for children to have a "*good head on their shoulders*" when confronted with people and issues that challenge their mental well-being. Being able to talk to others about their feelings, insecurities and deep emotions will allow them to process and create a mindset of durable and resilient vulnerability openly and safely. Parents want to see more mental health resources in programs that children participate in routinely.

2. Financial Literacy

The importance of young people learning about the various aspects of money from an early age will set them up for future financial success. This is especially urgent for teenagers that are getting their first job. Temple Terrace parents would like to see programming that provides opportunities for children to practice long-term money management in an environment that is safe and supportive.

No additional child needs were expressed by Temple Terrace families during the Community Town Halls or captured through Community Survey data.

Temple Terrace

Temple Terrace Summary

The **Temple Terrace** community reflects the perspectives of twenty-nine *(29)* community engaged participants. The Temple Terrace community identified the following needs as Critical, Imperative, or Important needs for Parents and their Children.

- **Affordable Housing** was identified as their primary Critical issue with parents noting lack of housing options causing a dramatic decrease in affordability as an area for major concern.

- **Mental Health** was noted as the 2nd Critical Need with families wanting more access and understanding.

- The 3rd Critical Need was identified as **De-Stigmatization of Families Accessing Resources** with parents looking for a better way to navigate systems especially among non-English speakers.

- Temple Terrace families also identified Healthcare, Childcare and Food Support as Imperative Needs.

- Important Needs for Temple Terrace families included Family Activities.

- Parents living in Temple Terrace identified Mental Health Supports and Financial Literacy among their children's Critical Needs.

Town 'N Country

Town 'N Country Community Profile

Community Zip Codes
33614 / 33615 / 33624 / 33625 / 33626
33634 / 33635

A *Community Town Hall* was facilitated on March 30, 2023 at the **Jackson Springs Community Center in Town 'N Country** with sixteen *(16)* community residents in attendance. Twenty *(20)* *Community Surveys* from the community zip codes were submitted and two *(2)* Mini-Town Hall forms were collected.

This reflects a total of twenty-eight *(28)* community-specific engaged participants from three *(3)* individual data sources.

The following is a summary of Community Survey data specific to Town 'N Country families.

Town 'N Country Community Town Hall @ Jackson Springs Community Center in Town 'N Country

Town 'N Country families expressed having a higher level of family stability at sixty-six *(66%)* of respondents, having most or all of what their families need to be successful. The majority of families at sixty-seven *(67%)* reported things for their family being the same for them pre or post pandemic.

By May of 2023, fifty *(50%)* of Town 'N Country respondents reported reaching out for resources in 2023 and acknowledged researching for resources an average of a few times a year or when the need is most pressing.

The majority of respondents noted that resources were not easily accessible due to distance or strict eligibility requirements. Half of Town 'N Country families or fifty *(50%)* of respondents have been made to feel a sense of guilt or shame when inquiring or applying for supports. Families primarily utilize *social media/websites; word of mouth, walk-ins, online searches and friends and family* when looking for resources.

> I felt like my voice and the voices of the community are being heard. The use of translators was a huge gift that I greatly appreciate. I feel valued, respected, and heard.

Critical Needs for Parents in Town 'N Country

1. Healthy Nutrition

Town 'N Country families expressed a need for healthy food and nutrition options as they feel there is a lack of fresh produce and the options that do exist are far away or extremely expensive. Parents would also like to use cooking healthy meals with their family as a way to bond and learn about healthy nutrition together. Many parents believe that unhealthy junk food continues to plague the area and would like to see better and more affordable options.

2. Childcare

Town 'N Country families would like to see affordable childcare in their communities or at least would like access to assistance that will allow them to place their child in a high-quality early learning setting. They noted the need for daycare and other child centers to remain open later than 6:00 p.m. as it's hard with traffic to make it on time. Parents are also frustrated with the late fees daycares charge but feel like there is no other choice for them.

3. Mental Health

Parents are looking for a safe place to find mental health supports. They seem to care less about whether those supports are a formal therapist or community yoga but something that will help give them mental clarity and "*work through the noise.*" Families know there are resources available but don't know where to look or who to ask. Parents noted that it was getting harder to cope with all the stressors.

Imperative Needs for Parents in Town 'N Country

1. Parent Supports

Parents need overall supports that will give them advice when they need it, teach them skills, share their frustrations and successes of being a parent and maybe give them opportunities to explore new parenting styles. Parents in Town 'N Country are feeling overloaded and are looking for supports that will not reduce the stress but teach them how to better manage the stress.

2. Language Support

Parents shared their frustrations with the lack of multi-language instructions and supports with a particular focus on navigating various systems like school and social services. Parents would like to see publications and other resource necessary materials to be in more languages. They also noted the lack of patience service providers have for non-English speakers.

3. Family Activities

Parents think it's important to have more family activities in Town 'N Country for families to gather and build community. Parents feel that most activities for families cost money and the things that may be free are far away which requires reliable transportation. More activities in the community means more family bonding.

No additional parent needs were expressed by Town 'N Country families during the Community Town Halls or captured through Community Survey data.

Critical Needs for Children in Town 'N Country

1. Mental Health

Parents expressed a concern for their children's mental health. They noted feeling like the world is getting harder for a young person to navigate without feeling depressed, scared, or bitter, as they are always competing with other children on social media. Mental health supports for their children will help them navigate the feelings and emotions they may have not experienced before and will help them avoid turning to drugs to cope.

2. Extra-Curricular Activities

Town 'N Country parents feel their young people need other activities for them to socialize with other kids their age in an environment that is safe and supportive and will teach and encourage good decision-making skills. *"Kids need to have fun and decompress as much as adults do."* Currently teens turn inward to their phone or video games but need a sense of purpose.

3. Safe Environment

Town 'N Country parents feel that children need a safe environment to be children. There are few safe environments in Town 'N Country where a child can be a child without parents worrying about their mental or physical safety. Parents offered suggestions ranging from free weekend outdoor programs for just children or nights where children are in charge and can run a pretend store or restaurant for adult customers.

No additional child needs were expressed by Town 'N Country families during the Community Town Halls or captured through Community Survey data.

Town 'N Country Summary

The **Town 'N Country** community reflects the perspectives of twenty-nine *(29)* community engaged participants. The Town 'N Country community identified the following needs as Critical, Imperative, or Important needs for Parents and their Children.

- **Healthy Nutrition** was identified as their primary Critical issue with parents noting the lack of access to healthy selections and increasing food expenses as cause for major concern.

- **Childcare** was noted as the second *(2nd)* Critical Need with families noting the need for after-hours care and affordability as issues of concern.

- The third *(3rd)* Critical Need identified was **Mental Health Supports** with parents noting the additional stresses parents face as well as the lack of resource information making it harder to manage.

- Town 'N Country families also identified Parent Supports, Language Support and Family Activities as Imperative Needs.

- Parents living in Town 'N Country identified Mental Health Supports, Extra-Curricular Activities and Safe Environment among their children's Critical Needs.

Community Stakeholder Data

Community Stakeholders that provide services and supports to Hillsborough County families came together and contributed to further understanding the challenges and successes of effectively providing services and supports to residents of Hillsborough County. Representing various professional sectors of our community including *non-profits, community organizations, government agencies, business leaders, associations, community groups* and *other community-facing entities*, stakeholders were given two unique opportunities to share their thoughts.
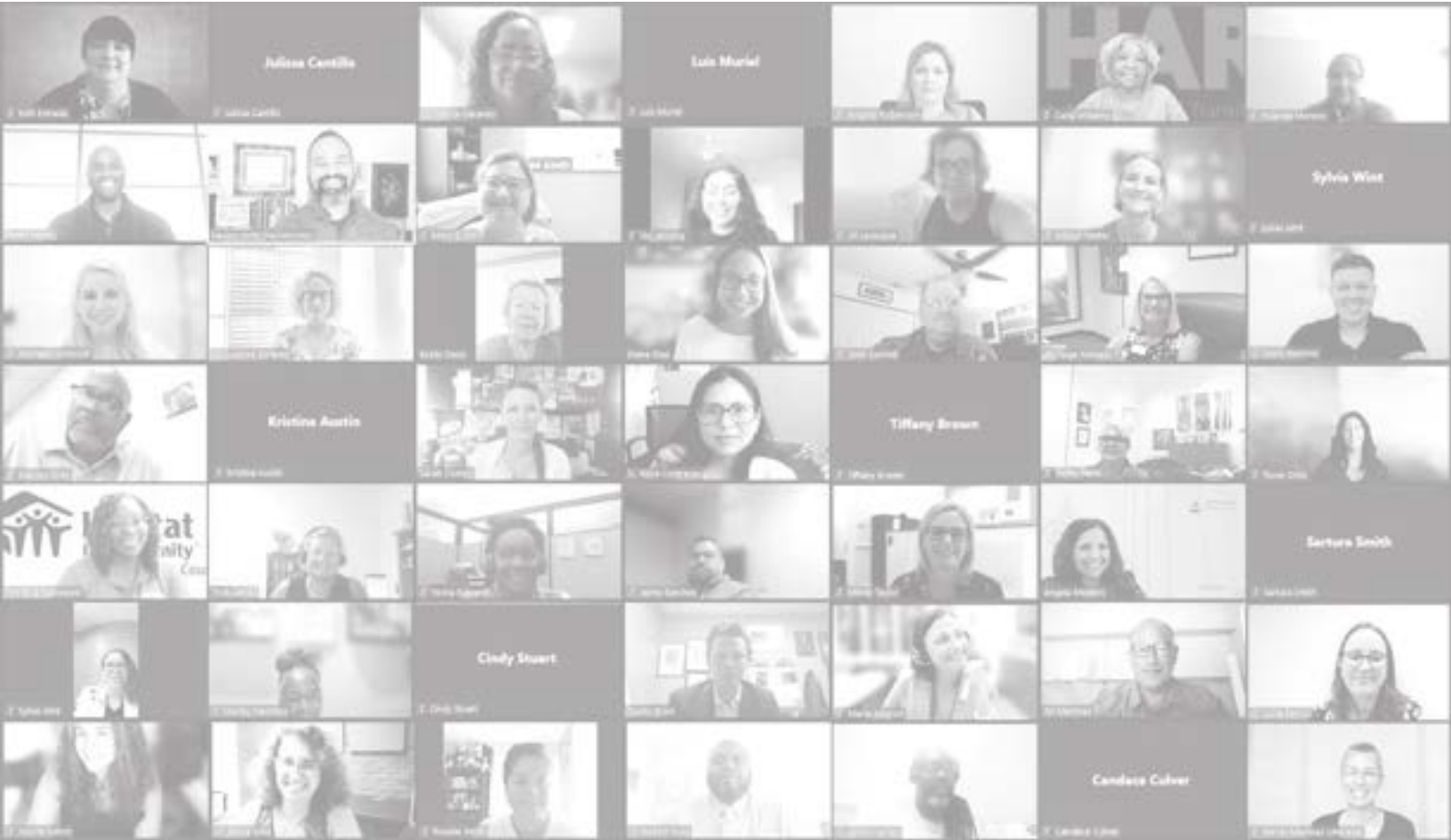
Community Stakeholder Information

The following information reflects discussion summaries and analysis of one hundred and eleven *(111)* Community Stakeholder inputs to include two *(2)* **Virtual Town Hall** discussions with fifty-seven *(57)* participating Stakeholders and fifty-four (**54**) **Community Stakeholder Survey** responses.

The majority of Community Stakeholders indicated providing services to all parts of Hillsborough County at seventy-four *(74%)* with the areas of *South County, Central Tampa, Brandon* and *Central Hillsborough* receiving the highest level of targeted stakeholder focus.

Most Community Stakeholders self-identified as representing a Community Non-profit at sixty-eight *(68%)* and Local Businesses and Business-Supporting Entities at twelve *(12%)*. Government Agencies were represented at ten *(10%)* and Education Institutions were represented at six *(6%)*, with the remaining four *(4%)* of stakeholder data represented by Parent Associations, Centers of Faith and Grassroots Organizations among others.

Community Stakeholder Data

Community Stakeholders, through town hall discussion and stakeholder surveying, shared what they believed to be the <u>most pressing or greatest need among the communities they serve</u>. The following list of needs has been calculated and is presented in **Three Tiers of Community Need**.

Critical Needs

Need	Score
Stable/Affordable Housing	5
Child/Afterschool Care	4.75
Mental/Emotional Health	4.5
Education Resources	4.25
Transportation	4

Imperative Needs

Need	Score
Language Access/Support	3.75
Food Support	3.5
Employment Program	3.25
Parent Support System	3
Socialization	2.75

Important Needs

Need	Score
Resources for Children with Special Needs	2.5
Immigration Services	2.25
Domestic Violence Prevention	2
Physical Health	1.75
Community Safety & Crime Prevention	1.5

C.7 – Three Tiers of Community Stakeholder-Identified Need

Limited resources in areas regarding Special Needs, Immigration Services, Domestic Violence Prevention, Physical Health and Community Safety & Crime Prevention were all acknowledged to needs of serious concern as all have been made worse by the pandemic.

Without major investments in these areas, the needs among families and among the stakeholders will only become more dire.

A few notable comments of concern:

Housing is not simply an affordability issue but gentrification, shelter capacity, exploitative landlords and lack of housing investment in under-resourced communities.

Lack of accessible quality and affordable **Childcare** continues to challenge families.

Mental Health concerns are becoming more prevalent, and access is a major issue as many agencies do not provide such supports and families do not know where to look.

Education Resources are needed due in part to post-pandemic learning loss, fallout from workforce shortages i.e., bus drivers and teachers along with limited resources for already-under resourced schools.

Transportation has become less affordable and less reliable post pandemic with rural communities needing it more than those near the city center.

Growth among non-English speakers continues to climb while community stakeholders acknowledge their continuing lack of capacity to respond with appropriate access to **Language** resources and services.

Food Support is needed to combat the long-term effects of food insecurity due to rising food costs, limited access to healthy food providers and lack of nutrition education.

A post-pandemic employment market, increasing displacement and limited mobility options have strengthened the needs for **Employment Programs**.

Facing a litany of external challenges, **Parent Support Systems** are crucial in providing additional parenting resources including parent support groups and training.

A growing national public health crisis, isolation and loneliness can be mitigated with various opportunities for structured parent programs from **Socialization and Connection**.

Community Stakeholder Data

When Stakeholder-identifed needs are compared against parent neeeds, many align in relatively close proximity. There are however some differences among the two lists.

Mental Health and Parent Support Systems are noted at a higher level of need among parents than those noted by stakehodlers.

Education Resources are less of a concern among parents while Employment Programs were not included among Parent's Top fifteen *(15)*.

Some parent-identified needs were not included among the stakeholder-identified top fifteen *(15)* needs.

Other notable differences are illustrated on the chart below.

C.8 – Stakeholder/Parent Needs Ranked Comparison

Top 15 Stakeholder-Identified Needs, Ranked

Need	Value
Stable/Affordable Housing	5
Child/Afterschool Care	4.75
Mental/Emotional Health	4.5
Education Resources	4.25
Transportation	4
Language Access/Support	3.75
Food Support	3.5
Employment Program	3.25
Parent Support System	3
Socialization	2.75
Resources for Children with Special Needs	2.5
Immigration Services	2.25
Domestic Violence Prevention	2
Physical Health	1.75
Community Safety & Crime Prevention	1.5

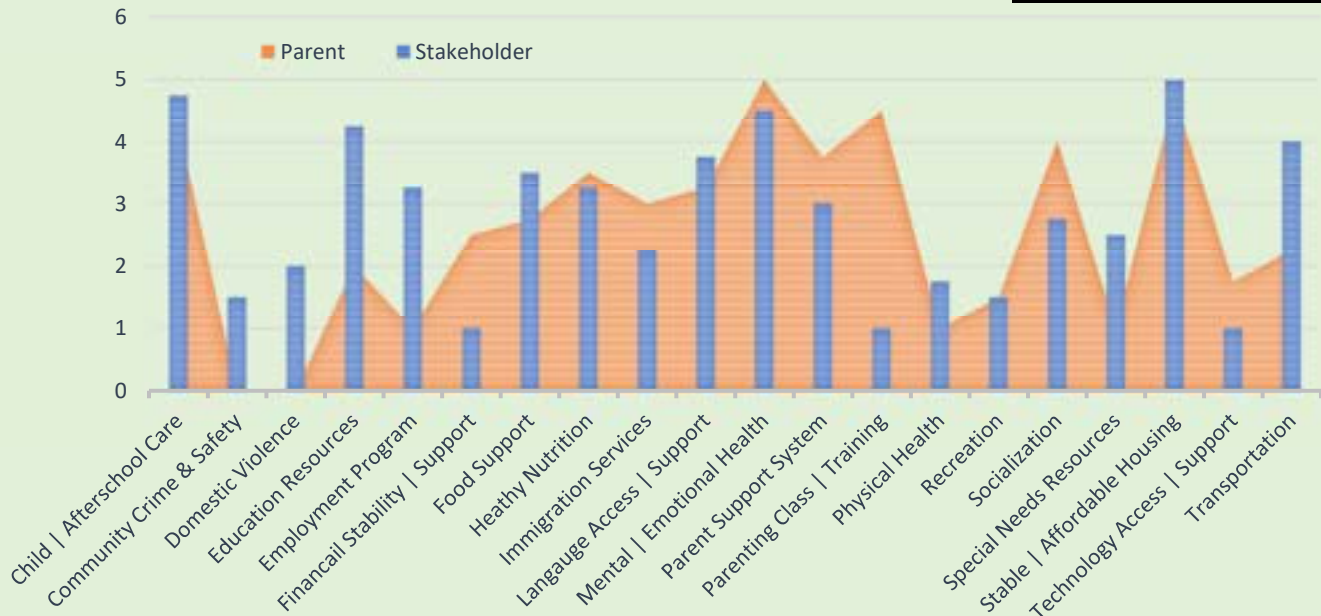**Top 15 Parent-Identified Needs, Matched to Stakeholder Ranking**

Value	Need
4.75	Stable/Affordable Housing
4.25	Child/Afterschool Care
5	Mental/Emotional Health
2	Education Resources
2.25	Transportation
3.25	Language Access/Support
2.75	Food Support
3.75	Parent Support System
4	Socialization
3	Immigration Services

Parent Needs not noted in Stakeholder Top 15

Value	Need	Value	Need
1.75	Technology Access/Support	4.5	Parenting Class/Training
1.5	Recreation	3.5	Heathy Nutrition
		2.5	Financial Stability/Support

STAKEHOLDER/PARENT NEEDS COMPARISON

G.2 – Stakeholder/Parent Needs Comparison

Legend: ■ Parent ■ Stakeholder

X-axis categories: Child | Afterschool Care, Community Crime & Safety, Domestic Violence, Education Resources, Employment Program, Financail Stability | Support, Food Support, Heathy Nutrition, Immigration Services, Langauge Access | Support, Mental | Emotional Health, Parent Support System, Parenting Class | Training, Physical Health, Recreation, Socialization, Special Needs Resources, Stable | Affordable Housing, Technology Access | Support, Transportation

Community Stakeholder Data

Stakeholders acknolwedged the challenges and successes in providing resources and supports to the communities they serve.

Many Stakeholders noted the value of evaluating the impact, satisfaction and effectiveness of their service delivery by engaging clients or customers. Below you will find a list of the most promising assessment methods used by Stakeholders.

1 Needs Assessment & Satisfaction Surveys including online, written and verbal and Community Engagements including listening sessions, door knocking, and virtual open houses received more than forty-six *(46%)* of the responses.

2 Personal Stories & Testimonials and Through Community Partners received the next highest level, garnering twenty-six *(26%)*.

3 Program Evaluation/Feedback*;* Community Advisory Boards*;* and Observational Interviews garnered nineteen *(19%)* of responses collectively.

Other strategies of note included:

- Referrals
- Check-ins with Leadership
- Informal Feedback

Stakeholders found the most significant factors for clients successfully receiving services to be:

Personal Investment/Commitment	Resource Knowledge	Immigration Status
	Language	Resource Navigation Support
Childcare	Welcoming/Supportive Staff	Engagement
Transportation	Timing of Services	Community Partnerships
	Financial Concerns	

Agencies that intentionally engaged and created buy-in on behalf of their clients saw better service and retention outcomes. Genuine investment in the individual and the deliberate removal of barriers for the client created more trust.

With a maximum of one-hundred *(100) (extremely difficult)* the average level of administrative difficulty a potential client may face when requesting, applying, or receiving resources for the first time was identified by stakeholders as forty-one *(41)* or slightly less than somewhat difficult. This includes the number of forms to complete, documents to submit or approvals to obtain.

V.4 – Level of Stakeholder Administrative Difficulty

41

Not Difficult	Somewhat Difficult	Extremely Difficult
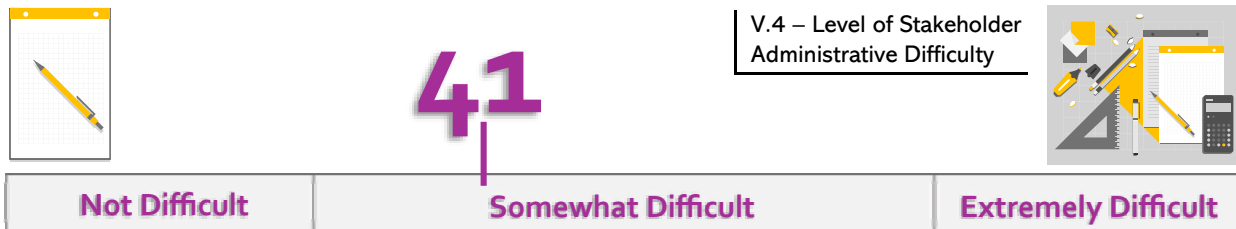
The majority or forty-four *(44%)* of stakeholders noted being Very Involved with *direct navigational support with clients applying for resources,* while twenty-two *(22%)* of stakeholders noted being either Extremely Involved or Somewhat Involved, and nine *(9%)* being Barely Involved to Not Involved.

Community Stakeholder Data

Community Stakeholders shared a wide variety of ideas and strategies to engage their customers and clients directly. Some of the most popular and effective examples had to do with **MEETING CLIENTS WHERE THEY ARE**. This idea, also known as *Direct In-Community Engagements*, was expressed in both the Stakeholder Town Hall participants and noted consistently throughout the Community Stakeholder Survey. The following is a reflection summary of the most salient points made during this Stakeholder discovery.

Meeting clients where they are does not mean clients/customers will come to an organization less, but simply that the *intentionality* exhibited in reaching out to people in the neighborhoods they call home is received more favorably by members of that community.

One of the best ways to engage intentionally is to speak their **language,** in a sense. Specifically ensuring that members of that community receive resource information in ways they understand. Nothing says *this is not for me* like seeing a flyer in a language you can't read or understand.

Community events provide a great platform for your organization to share information, directly engage the community and be a part of something that creates an intentional connection for residents to enjoy. Join them where you can find them.

Community service agencies that **meet consistently** and get to know each other, not just in the sharing of information but in the *cultivation of effective provider networks* and in the *ideation and creation of systemic efficiencies through internal provider pathways* appear to be the most effective in significantly impacting a community's positive trajectory. In other words, *Organizations that get together regularly, do more.*

Organizations should always be **building and cultivating relationships** within the communities they serve. Although you may be "*good for now*", not knowing what the future holds may place your organization in a relational deficit when trying to provide a new service or engage with a different demographic than what you are accustomed too.

If your organization has the capacity to provide long-term one-on-one direct engagement through a case manager, navigator, or community outreach practitioner then congratulations, you have one of the most effective ways of supporting client success.

As with any level of engagement, organizations should always be demographically conscious of their audience. Sharing resources on social media to your community that is primarily over the age of fifty *(50)* may not be the best way to engage. Make sure your organization's engagement strategies consider the demographics of the population it serves.

Fifty-one *(51%)* of families indicated they've been _made to feel a sense of guilt or shame when applying for or receiving resources or services_. This is especially true among non-English speakers.

"Organizations reach out to us, but it never feels genuine. Usually, a generic email that never feels like they are speaking to me or my family's needs."- Community Resident

Community Stakeholder Data

Stakeholders noted INFORMATION SHARING as one of the most valuable ways of ensuring the successful execution of their mission. Stakeholders noted their most frequently used information-sharing strategies presented below.

Stakeholders' Information-sharing Strategies	Frequency of Use
Partnerships	30%
Word of mouth	27%
Social media posts	23%
Community meetings/event attendance	22%
Direct customer/client engagement	19%
Listservs or other generic email strategies	15%
Flyers, posters and other marketing materials	15%
Community presentations	13%
Organizational website	9%
Grassroots outreach like door knocking	8%
Placement tabling at a local library or grocery store	7%
Virtual engagements (*as technology access allows*)	7%
Community publications, i.e newspapers/newsletters	6%
Producing community events	6%
Community calendars	5%
Text threads like WhatsApp	5%
Walk-ins	3%
1 to 30-person community convening i.e town halls	3%
Direct random calls /texts to members community	2%
Community bus tours	2%
411 or other resource hotline	1%

Community residents shared below, the methods they found to be the most successful ways to find and/or apply for resources.

Method	%	%	Method
Social Media /Website	37%		
Word of Mouth	27%	8%	Community Advocate
Friends/Family	24%	7%	Direct Customer/Client Engagement
Online Search Engine	20%	6%	Community Meetings/Event Attendance
Email Distribution/Listservs	14%	5%	Producing Community Events
Flyers/Other Marketing Materials	13%	4%	Partnerships
Community Calendars	12%	4%	Community Presentations
Walk Ins	11%	4%	Third Party Agencies
Community Publications i.e Newspapers	9%	2%	411 or Other Resource Hotline

From a Community Stakeholder. Although it might seem like the most passive of engagements, your website is open 24/7, 365. This is one of your best ways of giving communities access to the information and resources they need to make the most informed decision. It's important that your organization's website is kept up-to-date and relevant with new services, procedures, and if possible, success stories that highlight the impact of your services. Three simple actions any organization should take to ensure their website maximizes its fundamental purpose:

1. Make sure your website is easy to navigate with language that's accessible to the target audience.

2. Provide enough information to allow the reader to leave feeling satisfied but not overwhelmed.

3. Create elements for interaction. Static informational websites have value but creating simple to use tools for a an individual to complete, test, play with, or inform can create more awareness and investment in your organization.

Community Stakeholder Data

Partnerships appeared to be one of the most impactful and effective ways of supporting the success of communities. Doing all you can on the front end to look at opportunities for partnership and collaboration is a great way to ensure when new initiatives are created, your organization is included in the conversation. Two additional types of partnerships should also be considered when developing a partner development strategy.

School partnerships can be an incredible way to engage the community but can be difficult to share information on local resources. Local schools can still provide support in sharing resources but may require more effort on behalf of the organization to reach out and attend school functions. All schools put on events for their students and, their parents. Getting connected to the people (PTA or administrators) in charge of coordinating these events could prove beneficial.

Business partners like to see advocacy. Although they may not provide direct services in the same way non-profits do, they are often open to the idea of partnership. This is especially true if an organization's community engagement efforts are aligned in some way with that of the business. Property managers, grocery stores and local retailers may focus exclusively on revenue-generation, but they also have a part to play in engaging communities in ways that meet constituent needs not associated with the business.

Case Study as Shared by A Community Stakeholder:

A local property manager of a low-income community provides information on family resources in their main office, placing bags full of resource information on tenants' doors monthly and having a quarterly open house for their community where resource providers can come and engage with their community.

This not only created a sense of community within the complex, built rapport between the property owners and their tenants and also demonstrated a genuine investment in the success of everyone living in that community.

Community Stakeholder Data

Wins and losses are inevitable in any organization, business, or institution actively trying to do good work for people.

The statements at right represent the acknowledged **SUCCESSES** and **CHALLENGES** to effective service or program delivery with the size of the words representing the number of stakeholder statements noted.

Partner engagement and satisfaction
Experienced staff

Addressing the greatest need
Trust from community
Community partnerships

Identifying needs and creating free programs
Increasing awareness of community needs
Communications

One-on-one attention with clients
Increased program attendance
Network of assistance partnerships
Reducing enrollment limits
County-wide accessibility

Location of services
Participant commitment
Awareness of services
Technology
Eligibility criteria

Participant commitment
Timely product delivery
Availability of resources
Childcare

Timing of services
Transportation
Language barriers

Funding/sustainability

Organizational capacity/Eligibility Requirements

Stakeholders were asked *"What else would help your organization meet demand of communities?"*

||||||||||||| **Intentional** and Mutually Beneficial Local Collaboration and Partnerships.

||||||||||| **Investment** from and access to large/medium-sized funders in community.

|||||||| **More opportunities** to promote and market services to specific targeted areas.

||||||| **An interconnected** and consistent data gathering, research, measurement and evaluation operation where key indicators are shared.

|||||| **Regular, facilitated** opportunities to connect as a community of stakeholders.

||||| **Combination** of access points (digital, phone, online, walk-in, travel to client, partners).

||| **Bilingual** Supports.

||| **Community asset** mapping is important for engagement.

|| **Being able to increase** community engagement with such a small staff.

|| **Strong advocacy** by Community Leaders.

I **Financial assistance** to test your systems.

I A simple to use, **Services Engagement Platform** for clients.

I Easy to use digital programming database to enter outcomes and results.

I **Cross training** in services to understand the different sectors within the nonprofit space.

Datasets

All Community Needs, Ranked
Town Hall communities + Community Surveys + Stakeholders

Need	Brandon	Central Tampa	North County	Plant City	South County	South Tampa	Temple Terrace	Town 'N Country	Community Survey	Stakeholders	Community Needs Value
Mental/Emotional Health		5	3	4	3	4	5	4	4	5	35
Stable/Affordable Housing	5	3	5		2		5		5	5	30
Child/Afterschool Care		3	5		5		3	5	4	5	28
Parenting Class/Training	2	5	4	5	4	5					24
Parent Support System		4	3	4				4	1	3	17
Socialization		4			4	5			1	3	17
Language Access/Support	3							3	3	4	13
Food Support	4		2				3		1	4	13
Transportation	5	1							2	4	12
Heathy Nutrition	3				2			5	3		12
Immigration Services			4	5					1	2	11
Education Resources			1						5	4	10
Financial Stability/Support	4		2		1				2		8
Physical Health				3					1	2	6
Employment Program		2								3	5
Resources for Children with Special Needs				2					1	3	5
Recreation					5						5
Family Activities							2	3			5
Technology Access/Support	1			3					1		5
De-Stigmatization of Families Accessing Resources							4				4
Health Care							4				4
Respite/Self Care					3						3
Community Safety & Crime Prevention									1	2	3
Outdoor Spaces		2							1		3
Domestic Violence Prevention										2	2
Career Training				2							2
Financial Literacy	2										2

C.9 – All Community Needs, Ranked

Chart C.9 above shows each community need noted during the Community Town Halls process, ranked according to highest *Community Needs Value* to lowest and sorted per community-of-institutional-focus.

Town Hall communities by Location,
Ranked by Critical, Imperative & Important Needs

Critical Needs			
Brandon	Stable/Affordable Housing	Transportation	Food Support
Central Tampa	Parenting Class/Training	Mental/Emotional Health	Socialization
North County	Stable/Affordable Housing	Child/Afterschool Care	Parenting Class/Training
Plant City	Parenting Class/Training	Immigration Services	Mental/Emotional Health
South County	Child/Afterschool Care	Recreation	Socialization
South Tampa	Socialization	Parenting Class/Training	Mental/Emotional Health
Temple Terrace	Stable/Affordable Housing	Mental/Emotional Health	De-Stigmatization of Families Accessing Resources
Town 'N Country	Heathy Nutrition	Child/Afterschool Care	Mental/Emotional Health

Imperative Needs			
Brandon	Financial Stability/Support	Language Access/Support	Heathy Nutrition
Central Tampa	Parent Support System	Child/Afterschool Care	Stable/Affordable Housing
North County	Immigration Services	Mental/Emotional Health	Parent Support System
Plant City	Parent Support System	Physical Health	Technology Access/Support
South County	Parenting Class/Training	Respite/Self Care	Mental/Emotional Health
South Tampa			
Temple Terrace	Health Care	Child/Afterschool Care	Food Support
Town 'N Country	Parent Support System	Language Access/Support	Family Activities

Important Needs			
Brandon	Parenting Class/Training	Financial Literacy	Technology Access/Support
Central Tampa	Employment Program	Outdoor Spaces	Transportation
North County	Financial Stability/Support	Food Support	Education Resources
Plant City	Career Training	Resources for Children with Special Needs	
South County	Stable/Affordable Housing	Heathy Nutrition	Financial Stability/Support
South Tampa			
Temple Terrace	Family Activities		
Town 'N Country			

T.3 – Town Hall Community Needs,
Ranked by Community

Critical Needs	
Mental/Emotional Health	• Would like to see a simplified understanding of how and where to access mental health supports per community. • A phone number or virtual engagement would be preferred for single parent families. • More resources on how to reduce and manage their own mental stresses themselves. • Access to additional physical and mental activities like yoga, meditation and/or exercise would be beneficial. • Mental/Emotional Health supports for parents should be offered in other programs and services in which parents and children participate in. • Partner with local universities and other social workers in training to offer listening ear in communities. • Have mental health professionals provide as much flexibility as possible to accommodate parent schedules. • Virtual Mental/Emotional Health support groups with bi-weekly check-ins. • A standard client intake question for resource providers should be about thier mental health.
Stable/Affordable Housing	• Agencies come together to provide solutions and speak to leaders on behalf of residents. • Stakeholders assisting with other family needs to help reduce the burden. • Possible partnership with the school system.
Child/Afterschool Care	• Child and Afterschool Care open in the evening hours for parents who work at night. • More creative options for childcare including local or neighborhood initiatives. • Online database of daycare facilities with availability, ratings and prices updated regularly. • Access to assistance to place their children in higher quality facilities. • Development of a shared services alliance and family childcare networks.
Parenting Classes/Training	• Having a parent emergency hotline or number for parents to get parenting advice. • Parenting classes that are free and work with busy family schedules. • Accountability parent network for new parents to get connected. • A virtual network of parents clustered together based on community or other category that makes sense. Baseball moms, etc.
Parent Support Systems	• Virtual support groups that can get together at later times after children go to bed. • A call specifically for parents where someone over the phone can say "it's going to be ok." • A parent advocate that will reach out and check in on occasion. • Parent nights for parents to build community. • Family activities they take home and do with their children and share with other families. • Parent journaling groups where each parent is assigned an activity with their children and documents the experience for future discussion.

Imperative Needs	
Socialization	• Various community facilitated events outside with support from local agencies for neighborhood parent meetups. • Get parents connected through activities that they can do separately with their families and then come together to share their experiences.
Language Access/Support	• Ensure all materials and publications are in other languages, especially those of government resources and support. • Create a website that will translate all web content especially those related to resources.
Food Support	• Shared cooking days among a support system of other parents. • Free grocery deliveries for historically under-resourced and geographically isolated communities. • More community gardens.
Transportation	• A Parent's Direct pick-up service similar to the Seniors Ride van. • Resources delivered directly to a community for local distribution. • Resource partnerships with local community organizations that can serve as a local resource pick up location.
Healthy Nutrition	• Government and community groups supporting more local community gardens. • A vegetable delivery truck similar to ice cream trucks for a healthy food option. • Free produce in communities with historically lagging health outcomes. • A locally produced cooking show where people can demonstrate what they prepared with certain healthy options.

Important Needs	
Immigration Services	• Immigration services should also include helping new non-English speakers learn how to navigate the various parts of a new cultural reality. • Having an advocate who immigrants and refugees can reach out to when lost or confused. • A Simple to understand Refugee/Immigrant-specific *Welcome to Hillsborough County Package* (in their language) that can delivered to any new family with resources included, map of the area, transportation guide and other helpful information.
Education Resources	No suggestions or solutions regarding *Educational Resources* were offered.
Financial Stability/Supports	No suggestions or solutions regarding *Financial Stability/Supports* were offered.
Physical Health	• Create communities that can support each other's physical health by offering incentives for total neighborhood health outcomes. • Create more community activities the whole family can do together like family exercise competitions or treasure hunts. • Would like to see a healthcare navigator that holds you accountable to meeting your physical health goals. • A community organization can incentivize making good choices with apple watches or similar incentive (for people who don't have insurance). • A Hillsborough Health guidebook for families with a list of all the free healthy family activities to do in Hillsborough County.
Employment Programs	• Virtual employment programs that parents can participate in the evening. • Paid internships to get the experience parents need. • Employment programs that are an actual pathway to something better.

Suggestions/Recommendations Made

Acknowledged Needs	
Resources for Children with Special Needs	• An easier path to a child development or psychological assessment for your child.
Technology Access/Support	• Increase parents access AND computer knowledge including how to navigate safety online and on social media especially when applying for resources.
Family Activities	• More organized family activities available in their community that have activities for the whole family with experiences that create opportunities for family bonding, communication, and trust.
Recreation	• Healthy activities and events for the whole family would encourage physical health, family bonding, and time away from technology for children and adults.
De-Stigmatization of Families Accessing Resources	• More navigators that have "*insider access*" or more access to information and connections on navigating resource systems and will advocate on their behalf.
Health Care	No suggestions or solutions regarding HealthCare were offered.
Respite/Self Care	• Activities that would allow parents to "*get away and recharge*" even for a few hours a week. • Parent night outs where children can be dropped off for a few hours.
Community Safety & Crime Prevention	No suggestions or solutions regarding *Community Safety & Crime Prevention* were offered.
Outdoor Spaces	No suggestions or solutions regarding *Outdoor Spaces* were offered.
Domestic Violence Prevention	No suggestions or solutions regarding *Domestic Violence Prevention* were offered.
Career Training	• Access to vocational training and other skill development programs that will increase their chances of getting a better job which would allow them to do something they enjoy, are proud of and makes enough money to be financially secure.
Financial Literacy	• Learn more about how to budget their dollars to avoid the trappings of late fees, and predatory lending and how to stretch their existing dollars versus investing. • Additional knowledge to focus on budgeting, credit recovery, savings, investing and other strategies to prepare for a successful financial future for their family to break the cycle of poverty.
Clothing	No suggestions or solutions regarding *Clothing* were offered.

Appendices

Type		Name	Pg. #
Visuals	*V.1*	Need Implications Table	43
	V.2	Need Implications Table – Child/Afterschool Care	44
	V.3	Need Implications Table – Food Support	44
	V.4	Level of Stakeholder Administrative Difficulty	89

Type		Name	Pg. #
Charts	*C.1*	Community Town Hall Participants' Demographic Data - Age Bracket	16
	C.2	Community Town Hall Participants' Demographic Data - Preferred Language	16
	C.3	Community Town Hall Participants' Demographic Data - Race/Ethnicity	16
	C.4	Community Town Hall Participants' Demographic Data - Gender	16
	C.5	Ranked Child Need per Community-of-Institutional-Focus	46
	C.6	Three Tiers of Community Stakeholder-Identified Need	87
	C.7	Stakeholder/Parent Needs Ranked Comparison	88
	C.8	All Community Needs, Ranked	95

Type		Name	Pg. #
Graphs	*G.1*	28 Community needs Ranked by Community Needs Value	23
	G.2	Stakeholder/Parent Needs Comparison	88

Type		Name	Pg. #
Maps	*M.1*	Communities of Institutional Focus Map	13
	M.2	Community Town Hall Attendee Heat Map	17
	M.3	Community Needs Survey Respondent Heat Map	17
	M.4	Combined Community Engaged Participants Heat Map	18

Type		Name	Pg. #
Lists	*L.1*	Alphabetical List of 28 Community Needs	22
	L.2	28 Community Needs in Categories of Closest Association	41

Type		Name	Pg. #
Tables	*T.1*	Calculation Table to Determine Community Needs Value *(CNV)*	21
	T.2	Town Hall community's Needs, Ranked by Community	96

Cabildos Abiertos 2023

Queremos escuchar sobre cuáles son las necesidades de las familias del condado de Hillsborough. En específico, sobre que necesitan los padres de familia y los niños en este momento para poder ser exitosos. Se le pide favor de llenar este formulario para así compartir su voz con nosotros.

Nombre:	Codigo Postal:

Edad: [ ] 18 – 24 [ ] 25 – 34 [ ] 35 – 50 [ ] 51 – 100	Genero: [ ] Femenino [ ] Masculino [ ] Otro:	Raza / Etnia: [ ] Indio Americano/Nativo de Alaska [ ] Asiatico [ ] Blanco [ ] Negro(a)/Afroamericano [ ] Nativo Hawaiano u otro Isleno del Pacifico [ ] Prefiero no decir [ ] Otro

[ ] Hispano o de Descendencia Latina

Idioma Preferido:	Para recibir un resumen de los resultados cuando el reporte sea finalizado, favor de añadir su correo electrónico abajo.

Correo Electronico:

Describa los rasgos, comportamientos, y características de un padre de familia exitoso

(la definición suya)

La mayor necesidad externa que tengo como padre, cual si la tuviera cumplida me ayudaría ser el padre exitoso que deseo es:

1

El resultado de recibir lo que necesito seria:

2 *Que hiciera esto para usted? ¿Como lo ayudaría?*

Si esa necesidad no se le pudiera cumplir, cual seria una alternativa o una solución que le podría dar un resultado parecido?

Adonde mas pudiera acudir? A quien mas le podría pedir ayuda?

La mayor necesidad externa que tiene mi niño(s), que si la tuviera cumplida y le ayudaría a ser exitoso es:

1

El resultado de que mi niño(s) recibiera lo que necesita seria:

2 *Que hiciera esto para su niño? ¿Como lo ayudaría?*

Si esa necesidad no se le pudiera cumplir, cual seria una alternativa o una solución que le podría dar a su niño(s) un resultado parecido?

Adonde mas pudiera acudir? A quien mas le podría pedir ayuda?

2023 Community Town Halls

We want to hear about the needs of Hillsborough County families. Specifically, what do parents and children need right now to be successful. Please complete this form to share your voice with us.

Name	Zip Code:

Age: [ ] 18 – 24 [ ] 25 – 34 [ ] 35 – 50 [ ] 51 – 100	Gender: [ ] Female [ ] Male [ ] Other:	Race / Ethnicity: [ ] American Indian/Alaskan Native [ ] Asian [ ] White [ ] Black/African American [ ] Native Hawaiian or Other Pacific Islander [ ] Prefer not to say [ ] Other

[ ] Of Hispanic or Latin Descent

Preferred Language	Add your email below to receive a summary of the results once the report is completed.

Email:

Describe the traits, actions, behaviors or characteristics of a successful parent

NH

However you choose to define successful parent.

Cabildos Abiertos 2023

Queremos escuchar sobre cuáles son las necesidades de las familias del condado de Hillsborough. En específico, sobre que necesitan los padres de familia y los niños en este momento para poder ser exitosos. Se le pide favor de llenar este formulario para así compartir su voz con nosotros.

Nombre:

Codigo Postal:

Edad:
[ ] 18 – 24
[ ] 25 – 34
[ ] 35 – 50
[ ] 51 – 100

Genero:
[ ] Femenino
[ ] Masculino
[ ] Otro:

Raza / Etnia:
[ ] Indio Americano/Nativo de Alaska
[ ] Asiatico [ ] Blanco
[ ] Negro(a)/Afroamericano
[ ] Nativo Hawaiano u otro Isleno del Pacifico
[ ] Prefiero no decir [ ] Otro

[ ] Hispano o de Descendencia Latina

Idioma Preferido:

Para recibir un resumen de los resultados cuando el reporte sea finalizado, favor de añadir su correo electrónico abajo.

Correo Electronico:

Describa los rasgos, comportamientos, y características de un niño exitoso

(la definición suya)

La mayor necesidad externa que tiene mi niño(s), que si la tuviera cumplida y le ayudaría a ser exitoso es:

1

El resultado de que mi niño(s) recibiera lo que necesita seria:

2 *Que hiciera esto para su niño? ¿Como lo ayudaría?*

Si esa necesidad no se le pudiera cumplir, cual seria una alternativa o una solución que le podría dar a su niño(s) un resultado parecido?

Adonde mas pudiera acudir? A quien mas le podría pedir ayuda?

2023 Community Town Halls

We want to hear about the needs of Hillsborough County families. Specifically, what do parents and children need right now to be successful. Please complete this form to share your voice with us.

Name

Zip Code:

Age:
[ ] 18 – 24
[ ] 25 – 34
[ ] 35 – 50
[ ] 51 – 100

Gender:
[ ] Female
[ ] Male
[ ] Other:

Race / Ethnicity:
[ ] American Indian/Alaskan Native
[ ] Asian [ ] White
[ ] Black/African American
[ ] Native Hawaiian or Other Pacific Islander
[ ] Prefer not to say [ ] Other

[ ] Of Hispanic or Latin Descent

Preferred Language

Add your email below to receive a summary of the results once the report is completed.

Email:

Describe the traits, actions, behaviors or characteristics of a successful child

However you choose to define successful child.

NH

A major external **NEED** my child(ren) has that would help them be successful is..

1

The **OUTCOME/RESULT** of my child(ren) getting what they *NEED (1)* would be…

2 *What would it do for them? How would it help them?*

If that *NEED (1) could NOT be met,* an **ALTERNATIVE SOULTION** that could still give them a similar *OUTCOME/RESULT (2)* would be…

Where else could they go? Who else can they you turn to?

Celebrating Family Voices
2023 Community Needs Survey for Families

Thank you for **Celebrating Family Voices** with us by sharing yours!

The following questions should take you no longer than 15 minutes but will help us tremendously in understanding the various needs, challenges and successes of Hillsborough County residents, families and children.

1 Your Household **Zip Code**

2 **Gender** (of the parent/guardian completing the survey)

☐ Female
☐ Male

☐ Other (please specify)

3 **How did you hear** about the Community Survey?

☐ Children's Board of Hillsborough County
☐ Local Children's Board Family Resource Center
☐ Community Nonprofit
☐ Local Business
☐ Social Media
☐ Friend/Family

☐ Parenting Group or Association
☐ Government Agency
☐ School District of Hillsborough County
☐ Daycare, YMCA, Boys & Girls Club or other Local Childcare Facility
☐ Local Library
☐ Other (please specify)

4 **How many people** are living in your household?

5 How many children, **by school grade level**, currently live in your household?

Birth - Pre-School Age _____

Kindergarten - 5th Grade _____

Middle School - (6 - 8) _____

High School - (9 - 12) _____

Understanding Your Family's Needs
In nine questions...

6 On a scale from 1-5, **how stable** would you say your family is regarding the services/resources it needs to be successful?

☐ 1 - We are in a consistent state of need in most areas and lean heavily on services and resources for our family to be successful

☐ 2 - We are consistently struggling and often lean on community services and others to get us through

☐ 3 - We have access to the basics but need more to get us to a place of stable success

☐ 4 - We have most of what we need but on occasion have to lean on others

☐ 5 - We have everything we need as a family to be successful

☐ Other (please specify)

7 **Have you reached out** to any community organizations, city or county services, faith-based institutions or other human service organizations for family resources in 2023?

☐ Yes

☐ No

☐ Other (please specify)

8 What would you say are three of your family's **most pressing LONG TERM** or ongoing needs? *Long Term needs are those that have been and continue to be an issue and require a significant amount of planning and/or effort over a period of time.*

☐ Food *including healthy nutrition*

☐ Community Crime and Safety

☐ Physical Spaces Outside of Home *including parks and libraries*

☐ Housing/Shelter

☐ Clothing

☐ Utilities

☐ Education Resources for Children

☐ Education Resources for Adults *including skills training & development*

☐ Physical Health Care

☐ Community Socialization/Activities

☐ Special Needs Resources

☐ Emotional/Mental Health Care

☐ Child Care

☐ Technology

☐ Transportation

☐ Parenting Support Services

☐ Language Access

☐ Financial/Economic Supports *including financial literacy*

☐ Immigration Resources

Other (please specify)

9 What would you say are three of your family's **most pressing SHORT TERM** or immediate needs, if any? *Short Term needs are those that can be resolved rather quickly with little effort and/or planning.*

10 Were things **better for your family prior to the pandemic** or has it always been like this?

☐   It's always been like this   ☐   Things are better now

☐   It was better prior to the pandemic   ☐   Other (please specify)

☐   I can't really tell

11 On average, how often do you find yourself **researching**, **inquiring** and/or **applying** for resources, programs and/or services for your family?

☐   Daily   ☐   A few times throughout the year

☐   A couple of times a week   ☐   Only when the need is arises

☐   Weekly   ☐   Rarely ever

☐   A couple of times a month   ☐   Never

☐   Monthly   ☐   Other (please specify)

12 At what point do you **find yourself reaching out** to organizations and agencies for resources and/or services for your family?

☐   When things are most dire   ☐   Before the help is needed

☐   As soon as I notice that we may need   ☐   After I've exhausted all other
     some help   family/friends options

☐   As soon as I hear that resources are   ☐   Other (please specify)
     available whether its a need for my
     family or not

13 **What do you and your family do** in those moments when you are unable to find the necessary resources?

14 What resources, services or **programs have you recently or are currently receiving** that you have found to be essential to the success of your family?

Understanding Your Family's Access
In seven questions...

15 Are the resources, services and supports your family needs most often, **easily accessible to you**?

☐ Yes

☐ No

☐ Not really

☐ Sometimes Yes and sometimes No

☐ Depends on the resources and services

☐ Other (please specify)

16 What methods have you found to be the **most successful way to find and/or apply for resources**, services or supports?

☐ Community Publications including Newspapers /

☐ Newsletters

☐ Social Media / Website

☐ Community Calendars

☐ Word of Mouth

☐ Walk Ins

☐ Email Distribution / Listservs

☐ Partnerships

☐ Flyers / Other Marketing Materials

☐ Community Presentations

☐ Direct Customer / Client Engagement

☐ Producing Community Events

☐ Community Meetings / Event Attendance

☐ Online Search Engine

☐ 411 or Other Resource Hotline

☐ Friends / Family

☐ Community Advocate

☐ Third Party Agencies

☐ Other (please specify)

17 What resources, programs or services would have the greatest positive impact on the success of your family **if you had access to it**?

18 Are there any needs that you and/or your family have had that you **have not** been able to locate resources for? If so, what needs?

19 What types of things could organizations do to make the process **easier for you and your family to access** the resources and services you need?

20 Are you ever **given the opportunity to share** your family's voice regarding your needs?

☐ **Yes**, and **that's important** to me

☐ **Yes**, but **it's not important** to me

☐ **No**, and **that's important** to me

☐ **No**, but it's **not important** to me

☐ **Other** (please specify)

21 Have you ever been **made to feel a sense of guilt**, shame or negative stigma when applying for or receiving resources or services?

☐ **Yes**, but it **does not** bother me

☐ **Yes**, it bothers me but I will still come for resources

☐ **Yes**, and it makes me not want to come back for help

☐ **No**, and it **does not** bother me

☐ **No**

☐ **Other** (please specify)

Understanding Your Family's Community
In eight questions...

22 Which Hillsborough County **neighborhoods, communities and/or areas** do you consider yourself a member?

☐ **Brandon** *to include those areas found near Valrico. Palm River, Mango & Seffner areas*

☐ **Temple Terrace**

☐ **East County** *to include those areas found near Plant City areas*

☐ **South County** *to include those areas found near Sun City, Ruskin, & Wimauma areas*

☐ **South Tampa** *to include those areas found near Gandy, MacDill, Hyde Park & West Shore areas*

☐ **Riverview** *to include those areas found near Bloomingdale, Gibsonton, Lithia, Progress Village areas*

☐ **Central Tampa** *to include those areas found near Downtown, Ybor, East & West Tampa areas*

☐ **North Hillsborough** *to include those areas found near Lutz, Lake Magdalene & University areas*

☐ **Central** Hillsborough to include those areas found near Egypt Lake, & Sulphur Springs areas

☐ **West Hillsborough** *to include those areas found near Westchase, Town 'N Country, Carrollwood & Citrus Park areas*

☐ **North East Hillsborough** *to include those areas found near Tampa Palms, Pebble Creek & Thonotosassa*

☐ **North West Hillsborough** *to include those areas found near Lake Fern, Cheval & Greater Northdale areas*

☐ **Other** (please specify)

23 Is there **anyone in the community** that you can turn to help you find, identify and apply for resources and/or services? If so, who?

24 Have you noticed any **specific groups or populations** in your community that are disproportionately impacted by a lack of resources? If so, who?

25 What resources, services, programs or support systems **could your community benefit** the most from?

26 Do you feel **a part of the community** you belong to?

☐ Yes and that matters to me   ☐ No but it doesn't matter to me

☐ Yes but it doesn't matter to me   ☐ Other (please specify)

☐ No and that matters to me

27 How well do you feel your community supports families and individuals **facing crisis or adversity**?

☐ Extremely Well   ☐ Not So Well

☐ Very Well   ☐ Horribly

☐ Somewhat Well   ☐ Other (please specify)

28 How satisfied are you with your **family's access to QUALITY services** listed below?

	Extremely Satisfied	Very Satisfied	Satisfied	Less Than Satisfied	Not Satisfied
Children's Education	[ ]	[ ]	[ ]	[ ]	[ ]
Affordable Childcare	[ ]	[ ]	[ ]	[ ]	[ ]
Affordable Nutritious Foods	[ ]	[ ]	[ ]	[ ]	[ ]
Affordable and Reliable Internet	[ ]	[ ]	[ ]	[ ]	[ ]

29 Do you have a **neighborhood, community, or resource center** in your area?

☐ Yes

☐ No

☐ Not Sure

☐ Other (please specify)

30 Are you a member or have you ever utilized you local community, neighborhood or resource center?

☐ Yes, I'm a member

☐ Yes, I frequent it often

☐ Yes, a handful of times

☐ Yes

☐ No

☐ No, It's too far

☐ No, I don't see the point

☐ No, I don't know what they do

☐ Other (please specify)

31 Would you like to **Celebrate Family Voices** with us in person by attending one of our Community Town Halls in your area??

☐ Yes – If Yes, please go to **CBHC2023.com** to register for the next Community Town Hall in your area or you can add your email address and/or phone on the line below and we will get you registered.

– **END** –

Thank you for completing the Survey! Feel free to encourage your family and friends to complete this survey as all of our Hillsborough County residents and families voices count!

Now that you're done, let's get it this survey submitted to make sure your family's voice is counted!

You can drop your completed **Community Needs Survey** at one of our
Drop Off locations which you can find on **CBHC2023.com**

*

You can also **mail** or **drop** off your completed survey at the
Children's Board of Hillsborough County at 1002 E Palm Ave, Tampa, FL 33605

*

You can also scan the completed survey and send to **nortiz@16pointcompass.com**
or take pictures of each page and text to **813.727.1707**

Nestor Ortiz, President & CEO

nortiz@16PointCompass.com/813.727.1707

www.16PointCompass.com