



**2020 – 2021  
Community Needs Assessment Addendum**

In 2017, IMPACT Community Action conducted its 2018 - 2019 Community Needs Assessment to survey a cross-section of Columbus and Franklin County residents. The purpose of this Community Needs Assessment was to identify areas in which IMPACT could improve existing programs and services and/or create new programs and service offerings, based on feedback from the community.

IMPACT developed seven unique survey questionnaires that were administered to the following stakeholders: 1) Community Partners, 2) Community Residents, 3) Community Representatives (i.e., elected officials and community leaders), 4) Businesses and Vendors, and 5) Funders, Donors, and 6) Volunteers.

Based on the data collected, IMPACT identified the 5 Key Findings detailed in the links below.

**During 2018 and 2019, IMPACT broadened its research and leveraged the following resources and partnerships to build this Addendum: *NOTE: Links will be active upon publishing to our website, November, 2019.***

**Additional Data Sources Reviewed, Investigated and Examined:**

- Evaluation feedback from [Capital University](#) analyses on most needed programs to assist low-income individuals and families rise out of poverty.
- [Ohio State University/Criminal Justice Research Center](#)/Sociology Department Students, Lesley Schneider and Eric LaPlant interviewed 76 participants from IMPACT's Re-Entry Work Readiness and Employment Plus Programs.
- [Post-event feedback and survey results](#). Poverty Simulation at Westerville North High School on May 10, 2018:
- *"2019 State of Poverty in Ohio Report"* by Strategic Research Group as commissioned by the Ohio Association of Community Action Agencies.
- ["Rise Together A Blueprint For Reducing Poverty in Franklin County"](#) report.
- [2018 – 2019 Community Health Community Health Needs Assessment](#)
- More than 1,200 surveys from Low-income residents to gauge 1) customer experience, 2) customer satisfaction, 3) service gap reduction
- More than 800 surveys during its 2018 – 2019 Fresh Produce Market events to gauge 1) food insecurity and 2) prioritization of basic needs (i.e., food, housing, medicine, etc.), and 3) current economic status as compared to the previous year

- Policy Matters, Economic Policy Institute, July 20, 2017 “The Effects of Minimum Wage Hikes on Ohio Workers.”
- “Occupational Employment and Wages in Columbus, Ohio - May 2018”
- Identified Columbus and Franklin County employers who have raised their minimum wage to \$13/hr. and above

**During 2018 and 2019, IMPACT conducted the following activities to support the 2018-2019 Community Needs Assessment:**

- Conducted a SWOT Analysis to identify our internal and external factors that will affect the agency’s ability to act on our ability to act on areas and issues identified in the needs assessment in the present and future
- Participated in Steering Committee and Workgroup to help the Franklin County Commissioners compile the [“Rise Together A Blueprint For Reducing Poverty in Franklin County”](#) report. IMPACT used that data to create action items to advance that roadmap
- Conducted Poverty Simulations in Westerville, OH in partnership with Westerville City Schools and the Westerville Area Resource Ministry (WARM) to highlight the rise in Suburban Poverty and to educate local residents. Based on the outcomes of this initial offering, the Westerville Chamber of Commerce, through its Leadership Westerville Program, added the Poverty Simulation to its curriculum in 2019, in partnership with the Ohio Association of Community Action Agencies, as facilitated by IMPACT Community Action
- Conducted 25 IMPACT *ConnecTours* from its Home Energy Assistance Program (HEAP) to increase access to services for residents in Westerville, Gahanna, Clintonville, and other parts of Columbus and Franklin County, who may have transportation barriers or unfamiliarity with available community resources
  - Increased distribution of daily and weekly bus passes, and gas cards to eligible, low-income residents to overcome transportation barriers
- Collaborated with the Franklin County Prosecutor’s Office to identify Community Assets within designated populations of low-income customers
- Participated on the Steering Committee and various workshops in the Research for the Business First Roundtable Discussion
- Participated in the Columbus Affordable Housing Tour, Glennon Sweeney, Senior Research Associate and Michael Outreach, Research Associate/GIS Specialist, Kirwan Institute for Study of Race and Ethnicity, The Ohio State University.

The Community Needs Assessment Addendum will describe 1) what IMPACT Community Action has done differently, 2) how the information was used, and 3) which changes, programs or services have been enhanced, created, or retired.

Additionally, the Community Needs Assessment Addendum will describe the specific actions taken during the 2018-2019 grant cycle that IMPACT Community Action has taken to address the [5 Key Findings](#) and Program Opportunities identified in the 2018-2019 Community Needs Assessment and identify any changes or additions to our focus areas.

Click here to view the Community Needs Assessment Process.

[Assessment Process.pdf](#)

Click here to view the Data Collection Forms:

[..\2018-2019 Needs Assessment\FORMS\Board Members Survey.pdf](#)

[..\2018-2019 Needs Assessment\FORMS\Business.pdf](#)

[..\2018-2019 Needs Assessment\FORMS\Funders Donors Volunteers.pdf](#)

[..\2018-2019 Needs Assessment\FORMS\Partners.pdf](#)

[..\2018-2019 Needs Assessment\FORMS\Individual - Community Needs Assessment Questions.pdf](#)

[..\2018-2019 Needs Assessment\FORMS\Representative - Community Survey.pdf](#)