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Leading change.

***Community  
Needs  
Assessment  
Report  
2018***

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## **I. Executive Summary**

Panhandle Community Services (PCS), as a community action agency serves the 26 counties in the Texas panhandle. Between January and May 2018 PCS undertook a rigorous community needs assessment process. This report documents the process, results and analyses the agency employed to determine the unmet or under-met needs of low-income families and the communities in the Panhandle.

The purpose of this report is to guide PCS and the region in decision-making, strategizing, and planning programs and services to assist low income families become self-sufficient. In the process of developing this document, PCS set no agenda except to provide a solid, unbiased assessment of the needs in the region.

The needs assessment combines quantitative data from national data and qualitative data from PCS clients, the public community, area leaders and key informants and others to determine the most important needs and gaps throughout the Panhandle region. The primary focus of the needs assessment is to identify needs and barriers that exist and that prevent low-income people from achieving self-sufficiency, independent of government assistance.

PCS identified five major needs within the Panhandle- 1) Full-time Jobs; 2) Jobs paying more than \$12.00 per hour; 3) affordable housing for rent or purchase; 4) low cost/free activities for youth and; 5) affordable dental care.

While lack of employment and education are the main cause for these needs, it results in conditions such as the need for affordable housing, activities for youth and dental care.

## **II. Background on Community Needs Assessment**

Panhandle Community Services (PCS) conducted this Community Needs Assessment (CNA) in compliance with the Community Services Block Grant (CSBG) Act and it will also be used to drive planning of current and future programing.

The Project Team (See Appendix-1: Project Team) was organized in late January 2018 to complete the Community Needs Assessment. The Team developed a plan and timetable (See Appendix-II- Timetable) to monitor the progress and make corrections as needed to meet the requirement. At the initial meeting the Team agreed that in addition to the regulatory requirement, this was an opportunity to achieve other goals:

1. To develop a workable strategic plan;
2. To learn what barriers/needs and gaps in services that impact the ability of low income families in becoming self-sufficient;
3. To improve our direct working relationships with current partners and recruit new partners, including the families we serve;
4. To learn the system (organizational) barriers/needs and gaps that prevent low income families from becoming self-sufficient;
5. To increase the visibility of Panhandle Community Services in the Panhandle.

The plan focused on five domains: Employment, Education, Health, Housing and Food & Nutrition as these have the greatest impact on one's ability to become self-sufficient. In addition to the domains, the Team also agreed to focus on two target populations- youth and seniors. Youth, because they are the most underserved population in our service area and seniors because they are one the largest served population in our service area. The team also wanted to deeply explore transportation to understand its specific needs and how it impacts the success of the other five domains. PCS is a major provider of transportation services in the Panhandle.

It was agreed that both quantitative and qualitative data was necessary to meet the identified goals. Quantitative data would be gathered from multiple federal and other national data sources in accordance with identified domains. The Qualitative data consisted of:

1. Surveys designed and distributed through multiple channels.
2. Regional focus and forum groups to review information collected from quantitative data and survey findings;
3. Area experts and community leaders to identify additional needs and potential root causes of poverty;
4. Various assessments and planning reports in the domains.

The Team outlined the process for engaging both Board and staff in the CNA process. The board would discuss the CNA process at three meetings that would be held in February, April and June 2018. At the February meeting, the Board would be trained on their planning role and requirements of the CNA. In April they would receive a progress report and in June they would review and approve the final report. The Board would also be asked to complete the survey and participate in planning meetings, focus groups/forums and recommend key informants in their area.

PCS staff would also be trained on requirements and how to distribute and collect surveys, help recruit local individuals and organizations for the focus groups and key informants. At the "All Staff Meeting" in April we would conduct a focus group of staff.

Once the data is collected, the Project Team would analyze the data. The data would be summarized using tables, charts, graphs and other illustrations to effectively convey the current state of the service area.

The final step would be to draft a report to be presented to the Board of Directors for review and approval and placed on the PCS website for public review and comment. In the Fall of 2018, PCS will begin working with partners and reconvene the focus groups to discuss strategies to address the needs identified in the community needs assessment.

### **III. Organizational Profile**

Panhandle Community Services (PCS) is a community action agency that began in Potter County in 1966 and now provides services to low income individuals and families across the upper 26 counties of the Texas Panhandle. The mission of PCS is to work with community partners to change lives and lead change for low-income people bridging the gap from poverty to self-sufficiency.

PCS administers a core of seven program areas that provide services to low income families.

1. Community Service Block Grant (CSBG) is the signature funding for a community action agency. PCS uses these funds to assist low income families bridge the gap from poverty to self-sufficiency using a family development approach. The program takes a long-term approach and bundles services around the entire family based on their needs. In 2017 82 families were actively participating in this program, with 23 (28%) leaving the program with a living wage. Funds are also used to provide direct and referrals services for any low-income person or families that may need emergency or crisis assistance.



2. The Housing Choice Voucher Program (HCV) is the largest program administered by Panhandle Community Services. HCV is designed to provide quality housing to low income families and individuals throughout the Panhandle. With these vouchers, eligible families can select housing in their communities that meet quality standards set by the United States Department of Housing and Urban Development. PCS has been allocated 1991 vouchers, including 65 for veterans. In 2017, because of funding levels and high rental costs, PCS only provided 1357 households with vouchers, including 60 veterans and nearly 100 students enrolled in one of the two community colleges and West Texas A&M University working on becoming self-sufficient. In 2017, the program was revised to include preferences aimed at encouraging more families to move toward homeownership and self-sufficiency.
3. Comprehensive Energy Assistance Program is the highest demand program administered by PCS. This program provides utility assistance to low income families. Using a combination of federal, private and local funding, the program partners with families to meet their energy costs and provides education to families on ways to reduce their energy costs. In 2017, over 2,700 families received assistance from PCS. In addition, 121 families received assistance with utilities from private funds.
4. Demand Response Transportation is designed to provide transportation to all areas of the Panhandle. This service can be used for local transportation for work, shopping, medical or any other needs. Since Amarillo serves as the hub for most medical and commercial services, most families use the transportation services to access medical providers in Amarillo. In 2017, 122,665 rides were provided to families' in addition, PCS provides transportation to work under an initiative called "Transit to Work". With this program, PCS provides direct transportation to worksites under a joint venture between the employer, employee and PCS. There were 200 individual riders (85,882 trips) were provided under the transit to work initiative.
5. Retired Seniors Volunteer Program (RSVP) connects seniors with volunteer opportunities in twelve counties of the Panhandle. Seniors volunteer in hospitals, food pantries, school systems and other non-profit organizations. In 2017, 898 seniors volunteered 113,561 hours.
6. Weatherization and Home Repair is designed to reduce energy loss and improve the living conditions in low income homes. By combining public and private resources in 2017, PCS was able to assist 78 households to reduce their energy burden and improve their home conditions.
7. Healthcare Access and Education assists people in the Panhandle with obtaining quality healthcare through public and private resources. The program assists families in locating a health plan that meets their needs and provides education on how to improve their health in various ways. In 2017, 600 families were assisted with locating a plan, resolving issues about their current coverage and/or health education.

#### **IV. Community Needs Assessment Results Overview**

In an effort to complete the CNA, we collected data from several venues. We used both qualitative and quantitative data collection methods. A quantitative data set from Community Commons was collected with demographic information to develop a profile of each county and it's ranking against both Texas and National ratings. Among our selected domains, we were able to gain some insight into the barriers and gaps for families in the Panhandle. The Community Commons – Community Action Partnership HUB and Community Health Needs Assessment Report was created and analyzed by the Project Team.

To obtain quantitative data, we:

- received 1157 of 1300 surveys (89% return rate) from across the Panhandle;
- conducted four focus groups; and
- met with eight key informants in the region

The Board members and staff completed the surveys, participated in focus groups and data analysis. Once all the information was collected the Project Team met over two days to analyze the information and identify needs, patterns and trends.

The Project Team spent over eight hours reviewing the data and developing the needs and strategies to address the identified needs.

## V. Community Needs Assessment Process Overview

As noted below, a project timeline was developed and implemented to ensure that our process produced a quality community needs assessment. The Project Team met each week for at least one hour to review progress and process. The timeline was adjusted twice. Once to allow more time for survey collections and the second time for focus groups.

PCS worked diligently to include all levels of staff, Board and community members in the CNA process through various platforms and processes. As noted in the plan, all board members completed a survey and three participated in their area focus groups/forums. The staff assisted with and completed surveys, recruited and participated in focus groups /forum and recommended key informants. The planned focus group at the “All Staff Meeting” did not occur due to longer than planned presentations by other trainers. The Team did ask staff to complete a survey to ensure that their comments were included. Forty-nine staff completed the survey.

PCS staff talked about the CNA with individuals and community meetings such as the COC, CRCG meetings and other educational and social services partners. They were encouraged to complete the survey and participate in the focus/forum groups. Several organizations participated in one or the other or both.

2018 C.N.A Implementation Timeline (Updated 3/22/2018)

Activity		February				March				April					May				
		2/5	2/12	2/19	2/26	3/5	3/12	3/19	3/26	4/2	4/9	4/16	4/23	4/30	5/7	5/14	5/21	5/28	5/31
Surveys	Survey Construction - Design, Address List Prep, Etc.																		
	Survey Distribution/Collection - 700 Person Target																		
	Survey Organization - Upload Data into Survey Monkey, Generate Report																		
Focus Groups	Focus Group Planning - Attendees, Frequency, Venues, Design, Etc.																		
	Conduct Focus Groups - Facilitation and Response Gathering																		
	Gather Focus Group Response Analysis																		
Key Informants	Key Informant Planning - Determine Key Informants, Questions, Etc.																		
	Conduct Key Informant Interviews - Facilitation and Response Gathering																		
	Key Informant Interview Response Analysis																		
Community Forums	Community Forum Planning - Attendees, Venue, Frequency, Etc.																		
	Conduct Community Forums - Facilitation and Response Gathering																		
	Community Forum Response Analysis																		
Data Analysis	Complete Data Analysis - ID Needs, Gaps, Issues Roots of Poverty																		
Plan Drafting and Completion	Plan Writing - Compile all Data and Construct the Final Plan Draft																		
	Plan Writing - Final Draft Reviewed by Staff, Final Revision Made																		
	Final Version of C.N.A Completed and Submitted to TDHCA																		

## VI. Data Collection Methods

In addition to the quantitative data described above, the qualitative data was collected using the following methods:

### a. Surveys

We used a combination of methods to get people to complete the surveys. They included:

1. Social media- notices were placed on the PCS Facebook page and local newspapers that directed the reader to the electronic version on Survey Monkey. Of those that completed the survey, 608 (52.5%) did so via Survey Monkey.
2. Staff participation- in addition to the social media, paper copies of the survey were placed at in each service center, where they were completed and returned to staff and entered in survey monkey. Likewise, surveys were given to transportation drivers for riders to complete and these surveys were returned to the area service center or the central office in Amarillo and entered in Survey Monkey. Of the total collected, 549 (47.5%) were entered from a paper survey.

Respondents were asked to respond to questions regarding their quality of life and resources within their community on a 4-point Likert scale (illustrated below) and given a variety of opportunities to add written comments.

Don't know	No need	Minor need	Major need
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Responses were weighted and then the total weighted average for each question was tallied to determine the level of need in the community. The level of need is ranked as follows, based on the weighted average of each question.

Weighted Average Range	Level of Need
0 - 1	Need Unknown
1 - 2.25	No Need
2.25 – 3.25	Minor Need
3.25 – 4	Major Need
4 +	Extreme Need

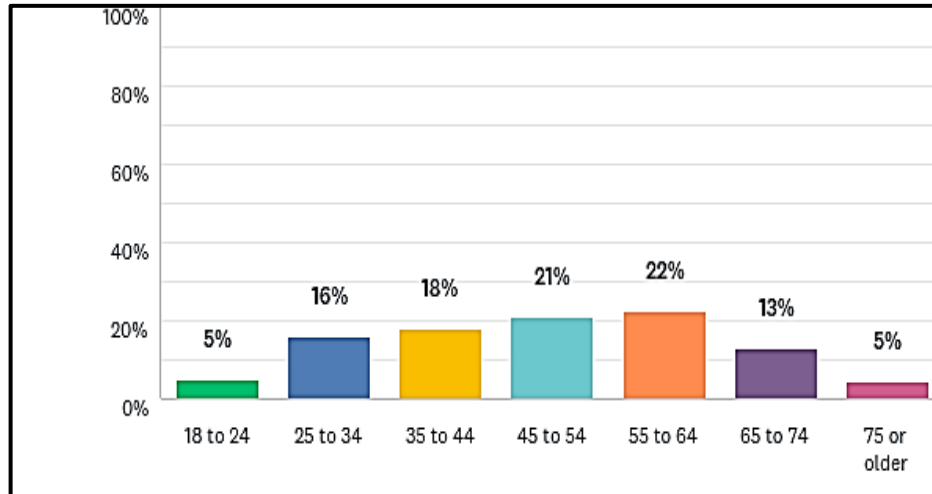
We received at least one survey from each county, with Potter County having the largest number with 298.

The survey represented a diverse group of people. Forty percent (434) were program participants; 36.5% (392) were the public; nearly 10% (106) were other employees; 3.2% (34) local elected /public officials; all PCS current Board members and 44% (49) of the PCS employees completed the survey.

Mostly female (81%) white, not Hispanic (57%); (27%) Hispanics and nearly 10% African-American. They tended to be non-veterans (95%).

The age of the respondents varied. However, this population is representative of the individuals served by PCS in 2017.

**Chart II – Respondent Age**



As it relates to education, the respondents were more educated than the population served by PCS and identified in Community Commons. Among the PCS served individuals, they tend to be less educated than the survey. We attribute the results to the number of the public that responded to the survey.

**Chart III – Respondent Education**

ANSWER CHOICES	RESPONSES	
Did not attend school	0%	2
0-8th grade	4%	44
9-12 grade	11%	119
GED	6%	66
Graduated from high school	21%	228
Some College	18%	204
Trade School Certificate	7%	78
Associate Degree	12%	130
Bachelor Degree	7%	77
Masters Degree	15%	162
TOTAL		1,110

While nearly 24% of the respondents were married with children, 30% were single, 17% were single female with children.

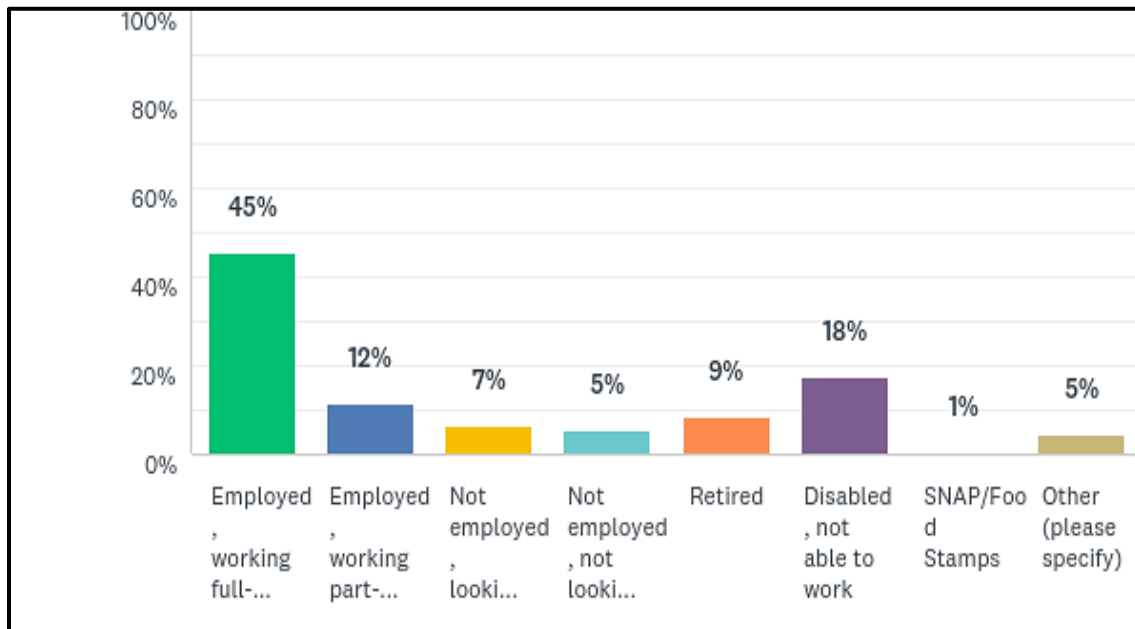


Chart IV – Respondent Household Type

ANSWER CHOICES	RESPONSES	
Single	31%	346
Adult Female with Children	17%	192
Adult Male with Children	2%	17
Married with Children	23%	264
Married with No Children	10%	116
Two or More Adults with Children	4%	47
Two or More Adults without Children	5%	57
Multi-Generational - Children, Parent(s), Grandparent(s), etc...	5%	61
Other (please specify)	2%	24
<b>TOTAL</b>		<b>1,124</b>

In the area of employment, the respondents were not reflective of the people served by PCS which tend to have less full-time and part-time employment. Again, we attribute this difference to the number of people from the general population that completed the surveys.

Chart V – Respondent Income Status



**b. Focus Group and Forums**

Because of both time and distance, the focus groups and forums were combined and organized into six regions based on geographic locations, population and similarities of counties. The map below illustrates the regional breakdown.

Chart VI – Focus Groups and Forums

Dallam		Sherman	Hansford	Ochiltree	Lipscomb
Hartley		Moore	Hutchinson	Roberts	Hemphill
Oldham		Potter	Carson	Gray	Wheeler
Deaf Smith		Randall	Armstrong	Donley	Collingsworth
Parmer	Castro	Swisher	Briscoe	Hall	Childress

Two members of the coordinating team conducted the focus groups. One as facilitator and the other as recorder. The moderators educated the group on the findings of the quantitative data and surveys. The focus groups provided input into the contributing factors, community resources and potential solutions. The information from the focus groups and forums were recorded on a designed form.

The meetings, except Amarillo were held on the same day. Amarillo was held two days earlier because of the large number of invitees. All the meetings were from 11:30-1:30 at the regional location and a box lunch was provided. The group size ranged from 5-18 people. One focus group was not included in the analysis due to a lack of participation.

Chart VII below lists the location date and time for each of the Focus Groups/Forum.

**Chart VII – Focus Group Locations**

<b>Region</b>	<b>Date/Time</b>	<b>Location</b>	<b># of Attendees</b>
Region 1 – Deaf Smith, Parmer, Castro and Swisher	April 30, 2018 11:30 – 1:30 pm	Hereford Community Center Lounge Room 100 Ave C Hereford Texas	20
Region 2 Briscoe, Hall, Donley, Collingsworth and Childress	May 1, 2018 11:30 – 1:30 pm	Clarendon College-Childress Campus 1902 Ave G, Suite 1 Childress, TX	15
Region 3 – Oldham, Potter, Randall, Carson and Armstrong	April 20, 2018 11:30 – 1:30 pm	Panhandle Community Services 1309 SW 8 <sup>th</sup> Ave Amarillo, TX	17
Region 4 – Gray, Wheeler, and Hutchinson	April 30, 2018 11:30 – 1:30 pm	Panhandle Community Services 411 N Cuyler Street Pampa, TX	5
Region 5 – Dallam, Sherman, Hartley, and Moore	April 30, 2018 11:30 – 1:30 pm	Dumas Economic Development Corporation 900 North Dumas Ave, Dumas, TX	5
Region 6 – Hansford, Ochiltree, Lipscomb, Hemphill and Roberts	April 30, 2018 11:30 – 1:30 pm	Perryton Senior Center 1200 SW 15 <sup>th</sup> Street Perryton, TX	0

The focus group attendees included three board members, eleven staff and representatives of food pantries, rental and other emergency service organizations, colleges, hospitals, advocacy groups, libraries, and state and federal agencies.

**Chart VIII – Focus Group Attendees**

<b>Focus Groups Attendees</b>			
<b>Name</b>	<b>Organization</b>	<b>Focus Group Locations</b>	<b>Sector of the Community</b>
Carolyn Withergoon	Coalition of Health Services	Amarillo	Community-based Organization
Jim Womack	Family Support Services	Amarillo	Community-based Organization
Sheila Rizcallah	Amarillo ISD	Amarillo	Educational Institution
Jennifer Weaver	AISD - Counselor San Jacinto	Amarillo	Educational Institution
Anthony B. Harris	St. John Baptist Church	Amarillo	Faith-based Organization
Matt Stringer	Legal Aid NWTN	Amarillo	Community-based Organization
Amy Wagner	Texas A&M AgriLife	Amarillo	Public Sector
Kimberly Ford	Department of Human Services	Amarillo	Public Sector
Paetan Cardle	Texas A&M AgriLife	Amarillo	Public Sector
Steve Cross	Workforce Solutions	Amarillo	Public Sector
Mary Twitty	Panhandle Community Services	Amarillo	Staff
Audra Rea	Panhandle Community Services	Amarillo	Staff/NCRT
LaRue Johnson	Panhandle Community Services	Amarillo	Staff
Dede Ballou	Panhandle Community Services	Amarillo	Staff
Kay Cruse	Panhandle Community Services	Amarillo	Staff
Grace Holman	Childress Food Pantry	Childress	Faith-based Organization
Lila Hoobien	Childress Food Pantry	Childress	Faith-based Organization
Roger & Minnie Simmons	Central Church of Christ	Childress	Faith-based Organization
Louis D Ellerbrook	First United Methodist Church Childress	Childress	Faith-based Organization
Trey & Lea Morgan	Church of Christ	Childress	Faith-based Organization
Daniel Downey	First Baptist - Memphis Ministerial Alliance	Childress	Faith-based Organization FBC Memphis, TX
Gene Weinette	First United Methodist Church Wellington	Childress	Faith-based Organization
Beverly Burrow	Clarendon Area Rep	Childress	Private Sector
Monica Sullivan	Care Net - Dumas	Dumas	Community-based Organization
Genevieve Sheets	Moore County Commissioner	Dumas	Local government/Board Member
Erica Brewer	Moore County Hospital District	Dumas	Public Sector
Chris Alexander	Friona Chamber of Commerce	Hereford	Community-based Organization
Elia Moreno	Cal Farley's CEC	Hereford	Community-based Organization
Anna Padilla	Panhandle Community Services	Hereford	Community-based Organization
Lydia Villanier	CASA del Lano	Hereford	Community-based Organization/Board Member
Ted Taylor	Nazarene Family Church	Hereford	Faith-based Organization
Rachel Salazar	Motivation Education & Training	Hereford	Public Sector
Sheila Underhill	Motivation Education & Training	Hereford	Public Sector
Michael M. Rodriguez	Motivation Education & Training	Hereford	Public Sector
Elayne Matthews	Deaf Smith County Adult Probation	Hereford	Public Sector
Rita Huron	Swisher County Head Start	Hereford	Educational Institution
Stephanie Barrientos	Swisher County Head Start	Hereford	Educational Institution
Evelyn Taylor	Deaf Smith County Library	Hereford	Public Sector
Janet Sammann	Castro County Hospital District	Hereford	Public Sector
Jiee Saucedo	Workforce Solutions	Hereford	Public Sector
Mary Gamboa	TX Department of Human Services	Hereford	Public Sector
Carol Robinson	TX Department of Human Services	Hereford	Public Sector
Kimberly Ford	TX Department of Human Services	Hereford	Public Sector
Mary Guzman	TX Department of Human Services	Hereford	Public Sector
Christina Cristian	Panhandle Community Services	Hereford	Staff/NCRT
Jackie Perez	Tralee Crisis Center	Pampa	Community-based Organization
Aaron Lopez	Clarendon College	Pampa	Educational Institution/ Board Member
Elizabeth Carroll	Panhandle Community Services	Pampa	Staff
Lori Covil	Panhandle Community Services	Pampa	Staff

### **c. Key Informants**

The Project Team conducted ten key informant interviews, two in each of the selected domains. One of the key informants were planners or administrator with knowledge of the field and the other was a practitioner, actively working on the area. Below is the list and domains of the key Informants.

**Chart IX – Key Informants**

<b>Domain</b>	<b>Name</b>	<b>Position</b>	<b>Organization</b>
Education	Dr. Russell Lowry-Hart	President	Amarillo College
Employment	Marin Rivas	Director, Workforce Development	Panhandle Regional Planning Commission
Economic Development/Housing	Dusty Beyer	Director, Economic Development	Panhandle Regional Planning Commission
Health	Dr. Richard Jordan	Dean of Medical School	Texas Tech University Health Service Center
Health	Tommy Sweat	Director	Panhandle Area Health Education Center
Food/Nutrition	Zack Wilson	Executive Director	High Plains Food Bank
Food/Nutrition	Dyron Howell	Executive Director	Snack Pack 4 Kids
Senior Care	Melissa Carter	Director	Area Agency on Aging
Youth Services	Martina Reyes	Director	Boys and Girls Club

### **d. Other Resources**

During the last two years, there has been several state and local governments, foundations and partnership agencies that have conducted studies/ research of subjects that effect low income people. We reviewed and/or participated in the development of these plans. These were used as supportive information in our needs assessments. They include:

- Panhandle Regional Planning Commission 2017 Comprehensive Economic Development Strategy Update – Economic Development Plan
- 2016-2017 Texas School Breakfast Report Card – Comprehensive Report of the Free Lunch
- National Foundation to End Senior Hunger – Report on Senior Hunger
- 2-1-1 Texas Service Need Request Report – Listing of Service Calls for 2017
- United Way of Amarillo and Canyon Community Needs Report – Strategic Plan
- Amarillo 50+ Active Adult Programming Needs Assessment and Facility Feasibility Study – Feasibility Study of Services for Seniors in Amarillo
- Mary E. Bivins Foundation Seniors and Hunger Report – Study of Hunger Among the Elderly



## VII. Community Profile

The service area of Panhandle Community Services is the upper 26 counties known as the Texas Panhandle. These counties are in the northern region of Texas, bounded by Oklahoma and New Mexico. The region is primarily rural, except for Amarillo, the largest city in the region. The population of the Panhandle in 2015 was 436,375, an 8.32% increase since 2000. However, as shown below, this is a small increase compared to 12.47% for Texas and 27.27% for the United States.

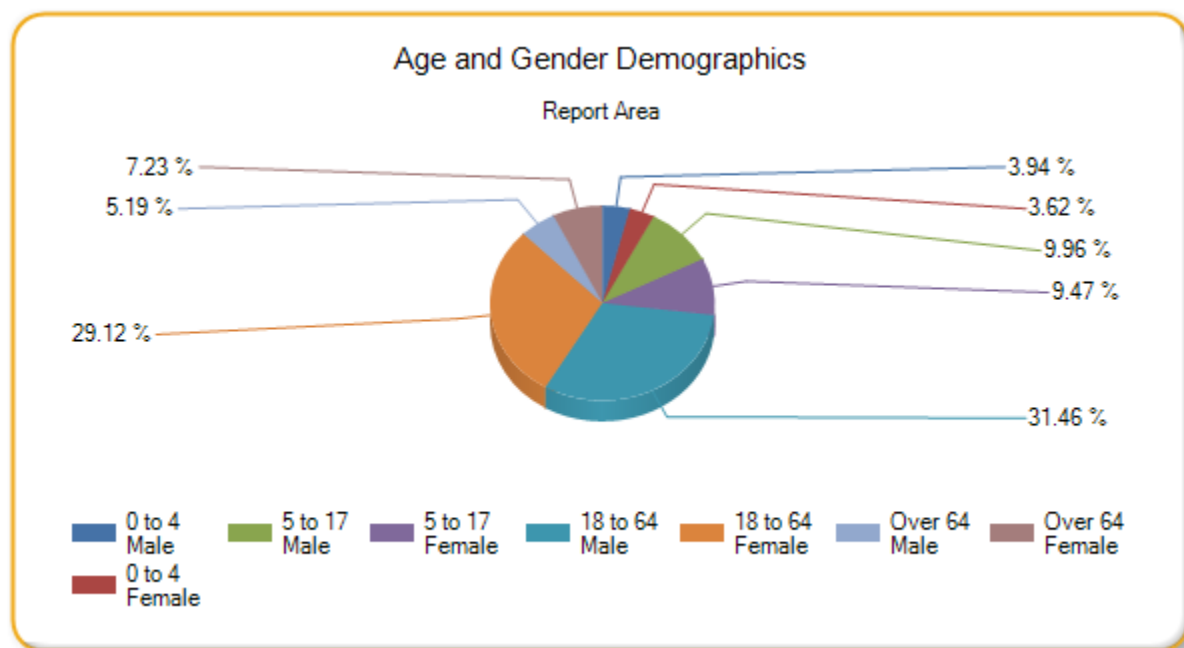
**Chart X - Population**

	Total Population, 2015 ACS	Total Population, 2000 Census	Population Change from 2000-2015 Census/ACS	Percent Change from 2000-2015 Census/ACS
<b>Panhandle</b>	<b>436,375</b>	<b>402,862</b>	<b>33,513</b>	<b>8.32%</b>
<b>Texas</b>	<b>26,538,614</b>	<b>20,851,820</b>	<b>5,686,794</b>	<b>27.27%</b>
<b>United States</b>	<b>316,515,021</b>	<b>281,421,906</b>	<b>35,093,115</b>	<b>12.4%</b>

Demographically, the Panhandle is less diverse than Texas and the United States. The white population in the Panhandle is 372,855 or 88.54% of the total population, with small African-American population of 4.91%, followed by 3.19% that are mixed or multi race. While a significant number of citizens in the Panhandle identify as white, 74,279 (33.48%) of the males and 68,158 (31.78%) of the females also identify themselves as Hispanic. This is less than the state of Texas (38.93% for males and 37.92% for females), but more than fifty percent higher than the United States. The United States Hispanic population is 16.66 % female and 17.62% male.

As it relates to gender, the Panhandle is nearly evenly split. Forty-nine percent of people in the Panhandle are female, compared to 50.55% male.

**Chart XI – Age and Gender**



To determine the economic status of the Panhandle, we used several indicators- unemployment rate, household income, household ownership, educational attainment and per capita income, in comparison with the state of Texas and the United States. As indicated in the charts below, the Panhandle is slightly below the State of Texas and the United States on per capita and Median Household Income, but significant lower on unemployment.

## Chart XII – Household Income by County

Panhandle Area	Median Household Income
Armstrong County, TX	\$55,198
Briscoe County, TX	\$42,261
Carson County, TX	\$61,083
Castro County, TX	\$43,372
Childress County, TX	\$37,732
Collingsworth County, TX	\$38,775
Dallam County, TX	\$47,559
Deaf Smith County, TX	\$45,713
Donley County, TX	\$36,862
Gray County, TX	\$49,415
Hall County, TX	\$32,158
Hansford County, TX	\$55,215
Hartley County, TX	\$66,231
Hemphill County, TX	\$71,177
Hutchinson County, TX	\$53,085
Lipscomb County, TX	\$60,955
Moore County, TX	\$49,345
Ochiltree County, TX	\$67,136
Oldham County, TX	\$53,797
Parmer County, TX	\$46,827
Potter County, TX	\$40,353
Randall County, TX	\$62,080
Roberts County, TX	\$71,859
Sherman County, TX	\$54,010
Swisher County, TX	\$40,584
Wheeler County, TX	\$51,114
Texas	\$55,668
United States	\$55,775

## Chart XIII – Income Levels

Report Area	Median Household Income	Per Capita Income
Panhandle Area	no data	\$24,041.6
Armstrong County, TX	\$59,737	\$28,669
Briscoe County, TX	\$38,603	\$22,323
Carson County, TX	\$66,023	\$28,400
Castro County, TX	\$39,459	\$21,068
Childress County, TX	\$36,633	\$19,861
Collingsworth County, TX	\$39,743	\$20,269
Dallam County, TX	\$41,345	\$19,997
Deaf Smith County, TX	\$43,373	\$18,846
Donley County, TX	\$36,681	\$20,204
Gray County, TX	\$43,288	\$21,555
Hall County, TX	\$30,950	\$17,378
Hansford County, TX	\$44,219	\$22,867
Hartley County, TX	\$63,004	\$21,740
Hemphill County, TX	\$62,813	\$30,082
Hutchinson County, TX	\$49,353	\$24,875
Lipscomb County, TX	\$63,125	\$30,237
Moore County, TX	\$49,802	\$19,495
Ochiltree County, TX	\$51,517	\$25,995
Oldham County, TX	\$50,893	\$23,452
Parmer County, TX	\$45,326	\$20,381
Potter County, TX	\$38,159	\$20,283
Randall County, TX	\$60,972	\$30,480
Roberts County, TX	\$63,889	\$31,314
Sherman County, TX	\$51,987	\$22,436
Swisher County, TX	\$37,040	\$18,437
Wheeler County, TX	\$52,221	\$26,184
Texas	\$53,207	\$26,999
United States	\$53,889	\$28,930

There is a high number of people in the Panhandle (18.80%) that did not graduate from high school. Eleven (42%) of the counties have more than 20% of the youth with less than a high school diploma. The number that receive a high school diploma, some college and an AA degree are higher than the state of Texas and equal or slightly lower than the United States. However, the Panhandle has less people with bachelors and graduate/professional degrees compared to the United States. This has a major impact of economic development in the Panhandle.

**Chart XIV – Educational Attainment by County**

Panhandle	Percent No High School Diploma	Percent High School Only	Percent Some College	Percent Associates Degree	Percent Bachelor's Degree	Percent Graduate or Professional Degree
Panhandle Region	18.8%	27.51%	26.31%	7.48%	13.86%	6.04%
Armstrong County, TX	9.31%	24.3%	34%	9.5%	16.1%	6.9%
Briscoe County, TX	24.22%	25.6%	22.4%	6%	16%	5.8%
Carson County, TX	10.17%	28.4%	28%	9.1%	15.4%	9%
Castro County, TX	29.94%	33.1%	19.5%	4.2%	9.4%	3.8%
Childress County, TX	13.11%	40.1%	22.1%	7.9%	11.6%	5.2%
Collingsworth Cnty, TX	21.3%	32.7%	24.5%	6.4%	10.9%	4.3%
Dallam County, TX	25.42%	33.3%	25%	5.2%	9%	2.1%
Deaf Smith County, TX	27.84%	30.8%	21.1%	5.4%	10.8%	4%
Donley County, TX	16.5%	33.5%	26.7%	8.1%	9.6%	5.6%
Gray County, TX	19.52%	33%	25.3%	8.6%	9.8%	3.8%
Hall County, TX	26.54%	27.9%	27.7%	5.2%	8.9%	3.8%
Hansford County, TX	24.7%	29.6%	21.5%	4.8%	15.1%	4.3%
Hartley County, TX	20.23%	34.3%	19.4%	4.8%	16%	5.3%
Hemphill County, TX	17.63%	25.8%	27.8%	4.4%	19.9%	4.5%
Hutchinson County, TX	15.83%	31.2%	30.1%	7.7%	10.8%	4.3%
Lipscomb County, TX	17.38%	37.2%	20%	6.8%	14.2%	4.4%
Moore County, TX	35.87%	26.1%	20.6%	5.3%	9.5%	2.6%
Ochiltree County, TX	25.23%	29.3%	23.5%	6.8%	10.5%	4.7%
Oldham County, TX	16.38%	19.6%	29%	7.2%	20.2%	7.6%
Parmer County, TX	32.26%	30.4%	18.3%	3.7%	10.7%	4.6%
Potter County, TX	23.93%	27.8%	26.2%	7.2%	10.3%	4.5%
Randall County, TX	8.23%	22.1%	29.9%	9.4%	20.4%	9.9%
Roberts County, TX	3.41%	30.2%	30.8%	3.7%	25.2%	6.7%
Sherman County, TX	26.55%	27.9%	19%	5.9%	16.1%	4.6%
Swisher County, TX	21.77%	35%	23.4%	4%	11.2%	4.8%
Wheeler County, TX	18.7%	31.3%	26.6%	6.5%	13.4%	3.5%
<b>Texas</b>	<b>18.06%</b>	<b>25.2%</b>	<b>22.5%</b>	<b>6.7%</b>	<b>18.2%</b>	<b>9.4%</b>
<b>United States</b>	<b>13.35%</b>	<b>27.8%</b>	<b>21.1%</b>	<b>8.1%</b>	<b>18.5%</b>	<b>11.3%</b>

As chosen below, the unemployment rate in the Panhandle is very low. We contribute the low unemployment rate to the types of industries in the region, which tend to be family based and small (less than 200 people) businesses. Except for retail changes and processing plants, the employment opportunities in the Panhandle, is primarily small and family businesses.

**Chart XV – Unemployment Rate by County**

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Panhandle Region	208,067	202,242	5,825	2.8%
Armstrong County, TX	961	939	22	2.3%
Briscoe County, TX	514	495	19	3.7%
Carson County, TX	3,030	2,949	81	2.7%
Castro County, TX	3,184	3,094	90	2.8%
Childress County, TX	2,897	2,808	89	3.1%
Collingsworth County, TX	1,140	1,099	41	3.6%
Dallam County, TX	3,987	3,911	76	1.9%
Deaf Smith County, TX	8,080	7,863	217	2.7%
Donley County, TX	1,523	1,470	53	3.5%
Gray County, TX	7,774	7,429	345	4.4%
Hall County, TX	1,024	971	53	5.2%
Hansford County, TX	2,736	2,674	62	2.3%
Hartley County, TX	2,947	2,885	62	2.1%
Hemphill County, TX	2,170	2,121	49	2.3%
Hutchinson County, TX	9,275	8,817	458	4.9%
Lipscomb County, TX	1,582	1,536	46	2.9%
Moore County, TX	11,129	10,836	293	2.6%
Ochiltree County, TX	4,174	4,037	137	3.3%
Oldham County, TX	892	871	21	2.4%
Parmer County, TX	4,768	4,656	112	2.3%
Potter County, TX	57,412	55,843	1,569	2.7%
Randall County, TX	70,344	68,648	1,696	2.4%
Roberts County, TX	422	410	12	2.8%
Sherman County, TX	1,199	1,164	35	2.9%
Swisher County, TX	2,648	2,551	97	3.7%
Wheeler County, TX	2,255	2,165	90	4%
Texas	13,501,846	13,002,576	499,270	3.7%
United States	161,580,864	155,179,638	6,401,226	4%

Home and business occupancy is an indication of stability of a community. In the Panhandle both were high.



**Chart XVI – Homeowners**

Report Area	Owner Occupied Homes 2000	Owner Occupied Homes 2000	Owner Occupied Homes 2015	Owner Occupied Homes 2015
Panhandle Region	103,067	69.19%	104,726	58.05%
Armstrong County, TX	633	78.93%	543	58.2%
Briscoe County, TX	558	77.07%	500	50.76%
Carson County, TX	2,067	83.68%	2,046	73.84%
Castro County, TX	1,964	71.13%	1,751	55.1%
Childress County, TX	1,745	70.53%	1,531	49.77%
Collingsworth County, TX	1,020	78.83%	863	58.47%
Dallam County, TX	1,462	63.1%	1,373	47.67%
Deaf Smith County, TX	4,163	67.36%	4,214	59.65%
Donley County, TX	1,179	74.71%	999	46.77%
Gray County, TX	6,807	77.41%	6,067	59.98%
Hall County, TX	1,147	74.1%	785	40.59%
Hansford County, TX	1,498	74.71%	1,487	63.74%
Hartley County, TX	1,226	76.43%	1,156	58.5%
Hemphill County, TX	985	76.95%	1,065	61.74%
Hutchinson County, TX	7,322	78.88%	6,370	60.18%
Lipscomb County, TX	938	77.84%	855	58.8%
Moore County, TX	4,774	70.48%	4,650	58.48%
Ochiltree County, TX	2,365	72.52%	2,695	66.56%
Oldham County, TX	488	66.39%	487	58.32%
Parmer County, TX	2,403	72.34%	2,200	57.79%
Potter County, TX	24,484	60.07%	24,977	51.44%
Randall County, TX	28,989	70.29%	33,535	63.29%
Roberts County, TX	286	79.01%	296	73.27%
Sherman County, TX	827	73.58%	777	60.75%
Swisher County, TX	2,058	70.36%	1,901	59.09%
Wheeler County, TX	1,679	78.02%	1,603	59.17%
Texas	4,716,959	63.8%	5,693,770	55.25%
United States	69,815,753	66.19%	74,712,091	56.03%

The housing vacancy rates are an indicator of the stability of the community. The chart below indicates the vacancy rate in the Panhandle which is twice that of Texas and the United States and one-third and one-fourth higher than the state of Texas and the United States, respectively.

**Chart XVII – Vacancy Rates by County**

Panhandle	Residential Addresses	Vacant Residential Addresses	Residential Vacancy Rate	Business Addresses	Vacant Business Addresses	Business Vacancy Rate
Panhandle Region	195,737	10,273	5.2%	22,626	2,787	12.3%
Armstrong County, TX	585	31	5.3%	16	0	0%
Briscoe County, TX	582	60	10.3%	26	1	3.8%
Carson County, TX	964	32	3.3%	48	4	8.3%
Castro County, TX	2,597	337	13%	322	123	38.2%
Childress County, TX	3,325	345	10.4%	467	91	19.5%
Collingsworth Cnty, TX	1,784	136	7.6%	247	39	15.8%
Dallam County, TX	3,318	188	5.7%	461	38	8.2%
Deaf Smith Cnty, TX	7,735	358	4.6%	774	125	16.1%
Donley County, TX	1,250	24	1.9%	51	0	0%
Gray County, TX	12,136	1,086	8.9%	1,718	283	16.5%
Hall County, TX	1,770	236	13.3%	236	67	28.4%
Hansford County, TX	1,891	102	5.4%	251	6	2.4%
Hartley County, TX	1,650	92	5.6%	114	7	6.1%
Hemphill County, TX	2,054	93	4.5%	239	24	10%
Hutchinson Cnty, TX	12,770	898	7%	1,269	176	13.9%
Lipscomb County, TX	725	25	3.4%	45	0	0%
Moore County, TX	7,838	326	4.2%	949	55	5.8%
Ochiltree County, TX	4,420	309	7%	515	46	8.9%
Oldham County, TX	240	2	0.8%	12	0	0%
Parmer County, TX	3,369	188	5.6%	288	29	10.1%
Potter County, TX	57,243	3,173	5.5%	9,174	1,084	11.8%
Randall County, TX	60,966	1,497	2.5%	4,859	476	9.8%
Roberts County, TX	381	26	6.8%	14	1	7.1%
Sherman County, TX	263	26	9.9%	10	1	10%
Swisher County, TX	3,199	431	13.5%	269	63	23.4%
Wheeler County, TX	2,682	252	9.4%	252	48	19%
Texas	11,854,524	307,588	2.6%	1,164,708	106,323	9.1%
United States	146,832,025	3,825,190	2.6%	13,835,679	1,232,945	8.9%

## VIII. KEY FINDINGS ON CAUSES AND CONDITIONS OF POVERTY

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### a. Causes of Poverty

We found that there are two primary causes of poverty in the Panhandle-employment and education. Employment includes the lack of employment opportunities; employment that meet the current and/or future employment needs or pay a living wage (\$25.00 per hour) and benefits.

While the region has a low (2.8%), there is a significant number of low income people that are not employment or unemployed and those that are employed are not making a living wage.

Amarillo (Potter & Randall Counties) with a population of 249, 114 people comprises 57% of the population and as a result it is the commercial, medical and financial epicenter of the region. However, other than medical and education, there are very few jobs that pay a living wage. The economics of the remaining counties of the Panhandle is oil, beef and agriculture. The Northeast Area (Hansford, Ochiltree, Lipscomb Hutchinson, Roberts, Hemphill). The primary industry is oil production and related industries and family farming. In 2015 this area was growing because of oil reproduction. By 2016 the oil production had decreased, resulting in loss of industries and population. The Northwest Area (Sherman, Hartley, Moore and Dallam). The primary industries are agricultural both large family farm and commercial farming. Moore County has experienced large population growth because of small business growth. The Southwest Area (Deaf Smith, Parmer, Castro, Swisher). Beef production is the major industry. Parmer has a large meat packing plant, while Swisher has a prison. The Southeast Area (Briscoe, Hall, Childress Donley, Collingsworth). Mostly family farming except for Childress County which is showing small developments along highway 287.

Jobs opportunities in high technology, wind and other high technology industries that pay a living wage, is not available in the Panhandle.

Likewise, a significant amount of the students in the Panhandle do not graduate from high school or college, resulting in few people with skills to meet the current and changing skills needed for the future jobs. For those that do complete a bachelor level education or higher, they tend to move away for better employment opportunities. There are three Colleges and one University in the region. Except for medical and education, future planning is needing to meet the needs of the future employment opportunities. Except for West Texas University is the only campus in the region with an emphasis in technology or other skill sets needed for future

The Team conducted an analysis of all the data and concluded that the following were both causes and conditions of poverty. The counties that no significant need or cause was present based on data was not included in the below chart.

**Chart XVIII-Summary of the causes and conditions of poverty by county**

County	Causes of Poverty	Conditions of Poverty
Armstrong County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Briscoe County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Carson County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses bedroom community to Amarillo</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Castro County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Childress County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future.</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Collingsworth County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Dallam County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing</p>

	attainment; no focus on areas of the future, access to trade schools	stock; affordable of housing  Food: Access (transportation), food deserts, limited food pantry availability
Deaf Smith County, TX	Employment: low educated workforce, bulk of jobs don't pay well, manufacturing industry, small/family businesses.  Education: Low education attainment; no focus on areas of the future, access to trade schools	Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.  Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing  Food: Access (transportation), food deserts, limited food pantry availability
Donley County, TX	Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.  Education: Low education attainment; no focus on areas of the future, access to trade schools	Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.  Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing  Food: Access (transportation), food deserts, limited food pantry availability
Gray County, TX	Employment: low educated workforce, bulk of jobs don't pay well, oil industry variable, small/family businesses.  Education: Low education attainment; no focus on areas of the future, access to trade schools	Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.  Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing  Food: Access (transportation), food deserts, limited food pantry availability
Hall County, TX	Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.  Education: Low education attainment; no focus on areas of the future, access to trade schools	Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.  Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing  Food: Access (transportation), food deserts, limited food pantry availability
Hansford County, TX	Employment: low educated workforce, bulk of jobs don't pay well, oil industry variable, small/family businesses.  Education: Low education attainment; no focus on areas of the future, access to trade schools	Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.  Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing  Food: Access (transportation), food deserts, limited food pantry availability
Hartley County, TX	Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.  Education: Low education attainment; no focus on areas of the future, access to trade schools	Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.  Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing  Food: Access (transportation), food deserts, limited food pantry availability
Hemphill County, TX	Employment: low educated workforce, bulk of jobs don't pay well, oil industry variable, small/family businesses.  Education: Low education attainment; no focus on areas of the future, access to trade schools	Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.  Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing  Food: Access (transportation), food deserts, limited food pantry availability



Hutchinson County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, oil industry variable, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Lipscomb County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, oil industry variable, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Moore County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Ochiltree County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Oldham County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Parmer County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses, meat packing company.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Potter County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, high percentage of retail jobs.</p> <p>Education: Low education attainment; no focus on areas of the future.</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>

Randall County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; limited focus on areas of the future</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Roberts County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Sherman County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Swisher County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>
Wheeler County, TX	<p>Employment: low educated workforce, bulk of jobs don't pay well, variable, small/family businesses.</p> <p>Education: Low education attainment; no focus on areas of the future, access to trade schools</p>	<p>Health: Lack of dental care and/or affordability with Medicaid insurance, lack of health insurance, not eligible for Medicaid, lack of mental health services.</p> <p>Housing: Safe housing to rent and buy due to lack of quality housing stock; affordable of housing</p> <p>Food: Access (transportation), food deserts, limited food pantry availability</p>

## IX. PROFILE FOR EACH COUNTY

### Demographics of Poverty Population

There are 67,399 (16.06%) persons that live below 100% of the poverty guidelines in the Panhandle. In Texas the poverty rate 16.07% and 15.11% for the United States. Within the Panhandle five (20%) of the counties have 20% or more of their individuals that live below the poverty level.

**Chart XIX - Individual Poverty Population by County**

Report Area	Total Population	Population in Poverty	Percent Population in Poverty
Panhandle Region	419,708	67,399	16.06%
Armstrong County, TX	1,841	177	9.61%
Briscoe County, TX	1,651	239	14.48%
Carson County, TX	5,915	351	5.93%
Castro County, TX	7,749	1,256	16.21%
Childress County, TX	5,880	1,342	22.82%
Collingsworth Cnty, TX	2,958	582	19.68%
Dallam County, TX	6,989	1,129	16.15%
Deaf Smith County, TX	18,828	3,235	17.18%
Donley County, TX	3,205	481	15.01%
Gray County, TX	21,348	3,359	15.73%
Hall County, TX	3,098	889	28.7%
Hansford County, TX	5,477	1,096	20.01%
Hartley County, TX	4,446	326	7.33%
Hemphill County, TX	4,104	484	11.79%
Hutchinson County, TX	21,616	3,561	16.47%
Lipscomb County, TX	3,455	358	10.36%
Moore County, TX	21,930	3,908	17.82%
Ochiltree County, TX	10,515	1,322	12.57%
Oldham County, TX	1,624	215	13.24%
Parmer County, TX	9,752	1,637	16.79%
Potter County, TX	114,870	25,187	21.93%
Randall County, TX	125,963	13,245	10.51%
Roberts County, TX	939	17	1.81%
Sherman County, TX	3,034	413	13.61%
Swisher County, TX	6,992	1,639	23.44%
Wheeler County, TX	5,529	951	17.2%
<b>Texas</b>	<b>26,334,005</b>	<b>4,397,307</b>	<b>16.7%</b>
<b>United States</b>	<b>310,629,645</b>	<b>46,932,225</b>	<b>15.11%</b>

Among the 156,224 households in the Panhandle, 23,382 (14.97%) are households of poverty. Poverty is defined as households at or under 100% of the federal poverty income guidelines. This slightly below the state of Texas (15.5%) and slightly above the United States (14.4%). Within the Panhandle ten counties have households that poverty is 15% higher.

**Chart XX – Household in Poverty by County**

Report Area	Total Households	Households in Poverty	Percent Households in Poverty
<b>Panhandle Region</b>	<b>156,224</b>	<b>23,382</b>	<b>14.97%</b>
Armstrong County, TX	714	53	7.4%
Briscoe County, TX	675	105	15.6%
Carson County, TX	2,293	151	6.6%
Castro County, TX	2,501	369	14.8%
Childress County, TX	2,391	466	19.5%
Collingsworth Cty, TX	1,109	212	19.1%
Dallam County, TX	2,256	325	14.4%
Deaf Smith County, TX	6,194	1,179	19%
Donley County, TX	1,311	220	16.8%
Gray County, TX	8,250	989	12%
Hall County, TX	1,155	272	23.6%
Hansford County, TX	1,972	304	15.4%
Hartley County, TX	1,769	95	5.4%
Hemphill County, TX	1,466	165	11.3%
Hutchinson County, TX	8,297	1,313	15.8%
Lipscomb County, TX	1,198	108	9%
Moore County, TX	6,893	1,101	16%
Ochiltree County, TX	3,696	521	14.1%
Oldham County, TX	640	82	12.8%
Parmer County, TX	3,224	485	15%
Potter County, TX	43,227	8,812	20.4%
Randall County, TX	48,770	5,142	10.5%
Roberts County, TX	350	7	2%
Sherman County, TX	986	101	10.2%
Swisher County, TX	2,594	517	19.9%
Wheeler County, TX	2,293	288	12.6%
Texas	9,149,196	1,419,466	15.5%
<b>United States</b>	<b>116,926,305</b>	<b>16,811,595</b>	<b>14.4%</b>

The racial breakdown of people in poverty in the Panhandle, indicate that African American make up the largest group in poverty as indicated in the charts below, African- America make up 31.1% of the poverty population compared to 22.63% for Texas and 26.22% of the United States.

**Chart XXI - Population in Poverty by Race by County**

Report Area	White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
Report Area	52,209	5,104	653	2,558	71	3,493	3,311
Armstrong County, TX	177	0	0	0	0	0	0
Briscoe County, TX	212	19	0	0	7	0	1
Carson County, TX	328	0	1	0	0	0	22
Castro County, TX	1,035	33	0	5	0	145	38
Childress County, TX	1,156	28	0	95	0	40	23
Collingsworth City, TX	365	30	64	0	0	119	4
Dallam County, TX	1,012	15	1	0	0	0	101
Deaf Smith County, TX	2,451	23	61	52	0	474	174
Donley County, TX	410	27	8	0	2	0	34
Gray County, TX	2,884	111	69	0	0	156	139
Hall County, TX	710	81	0	0	0	80	18
Hansford County, TX	974	0	14	0	0	108	0
Hartley County, TX	259	1	0	0	0	23	43
Hemphill County, TX	385	0	0	0	0	99	0
Hutchinson County, TX	2,844	218	76	40	0	242	141
Lipscomb County, TX	269	0	1	5	0	73	10
Moore County, TX	2,717	30	75	712	0	302	72
Ochiltree County, TX	1,139	7	8	0	0	21	147
Oldham County, TX	205	0	0	0	0	3	7
Parmer County, TX	1,184	35	47	21	19	250	81
Potter County, TX	17,759	3,391	77	1,472	43	857	1,588
Randall County, TX	11,391	859	84	156	0	355	400
Roberts County, TX	17	0	0	0	0	0	0
Sherman County, TX	371	9	5	0	0	1	27
Swisher County, TX	1,175	158	62	0	0	68	176
Wheeler County, TX	780	29	0	0	0	77	65
Texas	3,054,970	697,386	26,264	129,228	3,024	373,974	112,461
United States	28,424,685	10,111,248	692,998	2,009,019	108,956	3,765,448	1,819,871



**Chart XXII - Population in Poverty Race Alone, Percent by County**

Report Area	White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian/Pacific Islander	Some Other Race	Multiple Race
Report Area	14.49%	31.1%	21.91%	23.68%	12.93%	22.66%	24.91%
Armstrong County, TX	10.38%	0%	0%	no data	no data	0%	0%
Briscoe County, TX	14.23%	45.24%	no data	no data	100%	0%	1.23%
Carson County, TX	5.76%	0%	3.57%	0%	0%	0%	22%
Castro County, TX	14.94%	57.89%	0%	10.87%	0%	39.4%	11.84%
Childress County, TX	23.25%	14.14%	0%	54.29%	0%	33.06%	23.71%
Collingsworth City, TX	15.32%	30.3%	45.39%	0%	no data	40.61%	10.26%
Dallam County, TX	15.96%	16.13%	0.74%	0%	no data	0%	54.89%
Deaf Smith County, TX	14.97%	10.22%	60.4%	71.23%	0%	40.17%	20.26%
Donley County, TX	13.81%	23.08%	24.24%	0%	100%	0%	44.74%
Gray County, TX	15.65%	21.43%	20.6%	0%	0%	12.21%	22.1%
Hall County, TX	28.05%	36.82%	0%	0%	no data	49.38%	11.11%
Hansford County, TX	19.37%	0%	45.16%	0%	no data	32.14%	0%
Hartley County, TX	6.46%	3.13%	no data	0%	no data	13.86%	19.72%
Hemphill County, TX	10.57%	0%	0%	0%	no data	39.13%	0%
Hutchinson County, TX	14.76%	48.02%	29.46%	28.99%	0%	31.59%	19.61%
Lipscomb County, TX	9.08%	0%	3.57%	33.33%	0%	23.4%	7.87%
Moore County, TX	16.21%	3.7%	63.56%	37.75%	no data	16.9%	12.72%
Ochiltree County, TX	12.47%	50%	4.82%	0%	no data	2.69%	36.48%
Oldham County, TX	12.91%	no data	0%	0%	no data	100%	25.93%
Parmer County, TX	14.22%	26.32%	50.54%	100%	82.61%	28.34%	29.89%
Potter County, TX	19.54%	35.53%	16.78%	24.42%	36.13%	25.48%	35.59%
Randall County, TX	9.97%	26.44%	11.1%	7.57%	0%	14.31%	12.73%
Roberts County, TX	1.84%	no data	no data	0%	no data	0%	0%
Sherman County, TX	13.26%	81.82%	21.74%	no data	no data	0.85%	32.14%
Swisher County, TX	19.59%	49.38%	55.86%	0%	0%	29.06%	57.33%
Wheeler County, TX	15.91%	19.46%	0%	0%	0%	28.31%	39.63%
Texas	15.46%	22.63%	21.17%	11.13%	13.96%	24.39%	17.16%
United States	12.44%	26.22%	27.59%	12.33%	20.07%	25.37%	19.27%

Females tend to make-up a larger part of the poverty population. According to the US Census, 18.32% are females in poverty, compared to 14.15% of males. The poverty population in Texas is 18.76% female and 15.69% male. The number of males in the United States is 14.18% and 16.71%. In thirteen counties in the Panhandle, female headed households are at 50% or higher live in poverty.

**Chart XXIII - Population in Poverty by Gender**

Report Area	Total Male	Total Female	Percent Male	Percent Female
Panhandle Region	29,510	38,657	14.15%	18.32%
Armstrong County, TX	49	81	5.14%	8.77%
Briscoe County, TX	156	151	18.18%	19.02%
Carson County, TX	202	233	7%	7.58%
Castro County, TX	672	667	16.84%	17.35%
Childress County, TX	573	604	19.82%	20.6%
Collingsworth County, TX	229	446	15.58%	29.42%
Dallam County, TX	511	672	13.78%	20.67%
Deaf Smith County, TX	1,687	2,268	18.1%	23.49%
Donley County, TX	247	338	15.27%	19.96%
Gray County, TX	1,266	1,558	11.84%	14.74%
Hall County, TX	417	427	26.49%	27.21%
Hansford County, TX	455	484	16.46%	17.8%
Hartley County, TX	123	172	5.29%	7.48%
Hemphill County, TX	266	236	13.3%	11.41%
Hutchinson County, TX	1,394	2,099	12.82%	19.42%
Lipscomb County, TX	120	197	6.5%	12.4%
Moore County, TX	2,081	2,340	18.31%	22.04%
Ochiltree County, TX	605	842	11.23%	16.21%
Oldham County, TX	72	142	9.46%	16.21%
Parmer County, TX	751	945	14.83%	19.76%
Potter County, TX	10,956	14,510	19.27%	24.71%
Randall County, TX	5,425	7,651	8.89%	12.09%
Roberts County, TX	9	5	2.06%	1.02%
Sherman County, TX	117	259	7.5%	17.62%
Swisher County, TX	708	887	20.49%	24.58%
Wheeler County, TX	419	443	15.02%	16.35%
Texas	2,002,420	2,470,031	15.69%	18.76%
United States	21,410,511	26,338,532	14.18%	16.71%

**Chart XXIV - Population in Poverty by Race Alone by County**

Report Area	White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Panhandle Region	14.61%	34.38%	22.24%	24.67%	17.04%	22.97%	23.15%
Armstrong Cnty, TX	7.7%	0%	0%	no data	0%	0%	0%
Briscoe County, TX	17.41%	61.11%	0%	no data	100%	0%	0%
Carson County, TX	7.2%	1.85%	5.13%	0%	0%	0%	27.54%
Castro County, TX	15.33%	54.29%	0%	0%	0%	37.7%	24.61%
Childress Cnty, TX	21.56%	9.06%	0%	51.2%	0%	10.2%	8.7%
Collingsworth Cnty, TX	18.58%	38%	69.35%	0%	no data	44.24%	16.28%
Dallam County, TX	15.87%	26.19%	0.83%	0%	no data	22.95%	56.77%
Deaf Smith Cnty, TX	18.43%	16.67%	46.75%	61.02%	no data	45.42%	26.96%
Donley County, TX	14.57%	58.51%	33.33%	100%	100%	0%	66.67%
Gray County, TX	13.15%	18.55%	8.57%	0%	0%	14.6%	15.94%
Hall County, TX	25.58%	45.76%	0%	0%	no data	37.88%	4.38%
Hansford Cnty, TX	17.79%	no data	66.67%	0%	no data	2.26%	0%
Hartley Cnty, TX	4.76%	3.45%	0%	0%	no data	23.97%	19.79%
Hemphill Cnty, TX	8.59%	0%	0%	0%	no data	55.46%	0%
Hutchinson Cnty, TX	14.35%	49.09%	28.74%	31.34%	0%	28.46%	18.46%
Lipscomb Cnty, TX	8.84%	0%	6.06%	14.81%	0%	14.98%	5.22%
Moore Cnty, TX	17.34%	24.53%	50.29%	46.03%	no data	16.27%	13.41%
Ochiltree Cnty, TX	15.07%	54.05%	3.21%	27.5%	no data	0.4%	8.21%
Oldham County, TX	12.59%	55.56%	0%	0%	no data	40%	25.81%
Parmer County, TX	14.26%	27.74%	68.94%	no data	82.61%	32.85%	21.15%
Potter County, TX	19.77%	38.36%	17.57%	22.39%	26.15%	22.53%	33.1%
Randall County, TX	9.84%	27.05%	16.72%	11.29%	0%	13.98%	13.95%
Roberts County, TX	1.54%	no data	0%	0%	no data	0%	0%
Sherman Cnty, TX	11.96%	no data	26.09%	no data	no data	10.16%	23.21%
Swisher County, TX	20.55%	26.06%	6.06%	0%	no data	37.67%	48.7%
Wheeler County, TX	14.6%	23.73%	100%	0%	0%	24.12%	23.81%
Texas	15.88%	23.58%	21.52%	11.56%	15.25%	25.58%	18.06%
United States	12.7%	27%	28.3%	12.57%	20.96%	26.53%	19.94%

Of the people over the age of 16 years of age, 16.31 % lack literacy skills. This is less than the State of Texas (19%) and more than the United States (14.64%). This has a major factor in the ability of low income families becoming self-sufficient. Seventy-five percent of the counties have a literacy rate above 20%.

**Chart XXV – Adult Literacy by County**

Report Area	Estimated Population over 16	Percent Lacking Literacy Skills
Panhandle Region	290,935	16.31%
Armstrong County, TX	1,575	9%
Briscoe County, TX	1,264	15%
Carson County, TX	4,897	10%
Castro County, TX	5,562	26%
Childress County, TX	4,726	20%
Collingsworth County, TX	2,336	15%
Dallam County, TX	4,335	21%
Deaf Smith County, TX	12,623	27%
Donley County, TX	3,005	10%
Gray County, TX	15,744	14%
Hall County, TX	2,791	25%
Hansford County, TX	3,828	23%
Hartley County, TX	3,266	13%
Hemphill County, TX	2,450	12%
Hutchinson County, TX	17,147	14%
Lipscomb County, TX	2,337	17%
Moore County, TX	13,871	32%
Ochiltree County, TX	6,490	22%
Oldham County, TX	1,358	11%
Parmer County, TX	6,922	30%
Potter County, TX	80,970	20%
Randall County, TX	81,275	7%
Roberts County, TX	669	7%
Sherman County, TX	2,265	18%
Swisher County, TX	5,550	18%
Wheeler County, TX	3,679	15%
Texas	15,936,279	19%
United States	219,016,209	14.64%

We examined factors that contributed to poverty, including education, health, housing and food and nutrition.

## Chart XXVI – Housing Age by County

Total housing units, median year built and median age in 2015 for the report area are shown below. Housing units used in housing age include only those where the year built is known. The average age of housing is 50 years old.

Report Area	Total Housing Units	Median Year Built	Median Age (from 2015)
Panhandle Region	180,417		no data
Armstrong County, TX	933	1961	53
Briscoe County, TX	985	1957	57
Carson County, TX	2,771	1969	45
Castro County, TX	3,178	1965	49
Childress County, TX	3,076	1968	46
Collingsworth County, TX	1,476	1958	56
Dallam County, TX	2,880	1969	45
Deaf Smith County, TX	7,064	1968	46
Donley County, TX	2,136	1969	45
Gray County, TX	10,115	1959	55
Hall County, TX	1,934	1957	57
Hansford County, TX	2,333	1965	49
Hartley County, TX	1,976	1975	39
Hemphill County, TX	1,725	1971	43
Hutchinson County, TX	10,585	1967	47
Lipscomb County, TX	1,454	1967	47
Moore County, TX	7,951	1974	40
Ochiltree County, TX	4,049	1971	43
Oldham County, TX	835	1969	45
Parmer County, TX	3,807	1970	44
Potter County, TX	48,557	1964	50
Randall County, TX	52,988	1979	35
Roberts County, TX	404	1957	57
Sherman County, TX	1,279	1964	50
Swisher County, TX	3,217	1961	53
Wheeler County, TX	2,709	1964	50
Texas	10,305,607	1984	30
United States	133,351,840	1976	38

The list of housing that is unsafe and unsanitary in the region is much higher than that of the state of Texas and the United States.

**Chart XXVII – Number of Unsafe, Unsanitary Homes by County**

Report Area	Occupied Housing Units 2000	Housing Units without Plumbing 2000	Percent without Plumbing 2000	Occupied Housing Units 2015	Housing Units without Plumbing 2015	Percent without Plumbing 2015
Panhandle Region	148,973	796	0.53%	156,224	673	0.43%
Armstrong Cmty, TX	802	2	0.22%	714	0	0%
Briscoe County, TX	724	6	0.6%	675	0	0%
Carson County, TX	2,470	7	0.25%	2,293	3	0.13%
Castro County, TX	2,761	35	1.09%	2,501	30	1.2%
Childress Cnty, TX	2,474	22	0.72%	2,391	0	0%
Collingsworth Cnty, TX	1,294	7	0.41%	1,109	0	0%
Dallam County, TX	2,317	7	0.26%	2,256	0	0%
Deaf Smith Cnty, TX	6,180	50	0.72%	6,194	19	0.31%
Donley Cnty, TX	1,578	2	0.08%	1,311	0	0%
Gray County, TX	8,793	18	0.17%	8,250	46	0.56%
Hall County, TX	1,548	13	0.65%	1,155	4	0.35%
Hansford Cnty, TX	2,005	9	0.39%	1,972	12	0.61%
Hartley County, TX	1,604	10	0.57%	1,769	0	0%
Hemphill Cnty, TX	1,280	4	0.26%	1,466	0	0%
Hutchinson Cnty, TX	9,283	53	0.49%	8,297	38	0.46%
Lipscomb Cnty, TX	1,205	11	0.71%	1,198	3	0.25%
Moore County, TX	6,774	29	0.39%	6,893	26	0.38%
Ochiltree Cnty, TX	3,261	0	0%	3,696	35	0.95%
Oldham County, TX	735	0	0%	640	4	0.63%
Parmer County, TX	3,322	23	0.62%	3,224	0	0%
Potter County, TX	40,760	283	0.63%	43,227	306	0.71%
Randall County, TX	41,240	168	0.39%	48,770	97	0.2%
Roberts County, TX	362	0	0%	350	2	0.57%
Sherman Cnty, TX	1,124	7	0.55%	986	0	0%
Swisher County, TX	2,925	26	0.78%	2,594	24	0.93%
Wheeler County, TX	2,152	4	0.15%	2,293	24	1.05%
Texas	7,393,354	54,853	0.67%	9,149,196	50,000	0.55%
United States	106,741,426	736,626	0.69%	116,916,306	498,998	0.43%

**Chart XXVIII – Free and Reduced Lunch Program by County**

Report Area	Total Students	Number Free/Reduced Price Lunch Eligible	Percent Free/Reduced Price Lunch Eligible
Panhandle Region	86,997	50,679	58.25%
Armstrong County, TX	357	146	40.9%
Briscoe County, TX	374	191	51.07%
Carson County, TX	1,259	384	30.5%
Castro County, TX	1,707	1,349	79.03%
Childress County, TX	1,152	594	51.56%
Collingsworth County, TX	604	371	61.42%
Dallam County, TX	437	293	67.05%
Deaf Smith County, TX	4,352	3,594	82.58%
Donley County, TX	593	314	52.95%
Gray County, TX	4,251	2,358	55.47%
Hall County, TX	538	374	69.52%
Hansford County, TX	1,451	754	51.96%
Hartley County, TX	1,886	1,109	58.8%
Hemphill County, TX	1,050	420	40%
Hutchinson County, TX	4,237	2,016	47.58%
Lipscomb County, TX	876	463	52.85%
Moore County, TX	5,092	3,445	67.66%
Ochiltree County, TX	2,425	1,322	54.52%
Oldham County, TX	849	436	51.35%
Parmer County, TX	2,381	1,801	75.64%
Potter County, TX	25,535	18,564	72.7%
Randall County, TX	21,805	8,251	37.84%
Roberts County, TX	209	38	18.18%
Sherman County, TX	789	447	56.65%
Swisher County, TX	1,566	1,132	72.29%
Wheeler County, TX	1,222	513	41.98%
Texas	5,233,736	3,074,591	58.75%
United States	50,436,641	26,213,915	52.12%



**Chart XXIX – Households Receiving SNAP by County**

Report Area	Households Receiving SNAP Total	Households Receiving SNAP Percent	Households Receiving SNAP Income Below Poverty	Households Receiving SNAP Income Above Poverty	Households Not Receiving SNAP Total	Households Not Receiving SNAP Percent	Households Not Receiving SNAP Income Below Poverty	Households Not Receiving SNAP Income Above Poverty
Panhandle Region	18,815	12%	9,967	8,848	137,409	88%	13,415	123,994
Armstrong County, TX	14	1.96%	11	3	700	98.04%	42	658
Briscoe County, TX	89	13.19%	48	41	586	86.81%	57	529
Carson County, TX	117	5.1%	50	67	2,176	94.9%	101	2,075
Castro County, TX	305	12.2%	114	191	2,196	87.8%	255	1,941
Childress County, TX	325	13.59%	220	105	2,066	86.41%	246	1,820
Collingsworth County, TX	115	10.37%	69	46	994	89.63%	143	851
Dallam County, TX	246	10.9%	121	125	2,010	89.1%	204	1,806
Deaf Smith County, TX	991	16%	657	334	5,203	84%	522	4,681
Donley Coty, TX	131	9.99%	87	44	1,180	90.01%	133	1,047
Gray County, TX	806	9.77%	438	368	7,444	90.23%	551	6,893
Hall County, TX	205	17.75%	124	81	950	82.25%	148	802
Hansford County, TX	203	10.29%	148	55	1,769	89.71%	156	1,613
Hartley County, TX	92	5.2%	37	55	1,677	94.8%	58	1,619
Hemphill County, TX	120	8.19%	81	39	1,346	91.81%	84	1,262
Hutchinson County, TX	1,138	13.72%	656	482	7,159	86.28%	657	6,502
Lipscomb County, TX	63	5.26%	24	39	1,135	94.74%	84	1,051
Moore County,	946	13.72%	531	415	5,947	86.28%	570	5,377

TX								
Ochiltree County, TX	359	9.71%	198	161	3,337	90.29%	323	3,014
Oldham County, TX	35	5.47%	23	12	605	94.53%	59	546
Parmer County, TX	349	10.83%	210	139	2,875	89.17%	275	2,600
Potter County, TX	7,750	17.93%	4,352	3,398	35,477	82.07%	4,460	31,017
Randall County, TX	3,714	7.62%	1,361	2,353	45,056	92.38%	3,781	41,275
Roberts County, TX	15	4.29%	5	10	335	95.71%	2	333
Sherman County, TX	49	4.97%	21	28	937	95.03%	80	857
Swisher County, TX	425	16.38%	253	172	2,169	83.62%	264	1,905
Wheeler County, TX	213	9.29%	128	85	2,080	90.71%	160	1,920
Texas	1,229,337	13.44%	637,555	591,782	7,919,859	86.56%	781,911	7,137,948
United States	15,399,651	13.17%	7,892,966	7,506,685	101,526,654	86.83%	8,918,629	92,608,025

Total institutional Medicare and Medicaid providers, including hospitals, nursing facilities, federally qualified health centers, rural health clinics and community mental health centers for the report area are shown. According to the U.S. Department of Health and Human Services, there were 151 active Medicare and Medicaid institutional service providers in the report area in the fourth quarter of 2016. Most importantly is the data that indicates that there is no community mental health center in the Panhandle. People in need of mental health, including drug related treatment, must leave the Panhandle to obtain treatment. In addition, because of the low number of hospitals and nursing home facilities, it limits the access to care for many low income families.

**Chart XXX – Medicare and Medicaid Providers by County**

Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Panhandle Region	151	22	37	4	23	0
Armstrong County, TX	2	0	1	0	1	0
Briscoe County, TX	1	0	0	0	1	0
Carson County, TX	3	1	1	0	1	0
Castro County, TX	6	1	1	0	1	0
Childress County, TX	5	1	1	0	1	0
Collingsworth Cnty, TX	7	1	1	0	3	0
Dallam County, TX	9	1	2	1	1	0
Deaf Smith Cnty, TX	2	0	0	0	1	0
Donley County, TX	7	1	3	0	0	0
Gray County, TX	2	0	1	0	1	0
Hall County, TX	6	1	1	0	1	0
Hansford County, TX	4	1	1	0	0	0
Hartley County, TX	7	1	2	0	3	0
Hemphill County, TX	2	0	1	0	1	0
Hutchinson Cnty, TX	8	1	2	0	2	0
Lipscomb County, TX	5	1	1	0	1	0
Moore County, TX	6	1	2	0	1	0
Ochiltree County, TX	43	7	10	3	0	0
Oldham County, TX	16	0	3	0	0	0
Parmer County, TX	1	0	1	0	0	0
Potter County, TX	3	1	1	0	1	0
Randall County, TX	6	2	1	0	2	0
Texas	7,850	697	1,214	417	302	15
United States	72,892	7,175	15,652	7,666	4,156	163

**Chart XXXI – Persons Receiving Medicare by County**

Report Area	Persons Over 65 Receiving Medicare	Disabled Persons Receiving Medicare	Total Persons Receiving Medicare
Panhandle Region	56,904	9,064	66,248
Armstrong County, TX	376	37	413
Briscoe County, TX	372	26	398
Carson County, TX	936	106	1,042
Castro County, TX	976	106	1,082
Childress County, TX	1,013	197	1,211
Collingsworth County, TX	544	61	606
Dallam County, TX	1,311	147	1,458
Deaf Smith County, TX	2,240	365	2,604
Donley County, TX	747	83	829
Gray County, TX	3,631	626	4,257
Hall County, TX	647	92	738
Hansford County, TX	831	71	902
Hartley County, TX	no data	no data	142
Hemphill County, TX	493	34	527
Hutchinson County, TX	3,207	561	3,768
Lipscomb County, TX	509	58	568
Moore County, TX	2,018	271	2,290
Ochiltree County, TX	1,073	113	1,186
Oldham County, TX	386	35	421
Parmer County, TX	1,190	139	1,329
Potter County, TX	27,501	4,877	32,378
Randall County, TX	4,146	757	4,903
Roberts County, TX	no data	no data	137
Sherman County, TX	427	37	463
Swisher County, TX	1,364	173	1,538
Wheeler County, TX	966	92	1,058
Texas	6,129,098	1,147,940	7,277,456
United States	46,727,720	8,856,429	55,584,149

Health Care, as a benefit is very important to low income families. In the Panhandle 17.32 % of individuals are uninsured, compared to 17.09% for Texas and 9.21% in the United States. Roberts County, the least populated county in the Panhandle has the lowest number of uninsured persons in the region and is the only county close to the National Average.

**Chart XXXII – Uninsured Population**

Report Area	Insurance Population (2015 Estimate)	Number Insured	Number Uninsured	Percent Uninsured
Panhandle Region	436,375	288,723	75,567	17.32%
Armstrong County, TX	1,943	1,237	273	18.1%
Briscoe County, TX	1,670	754	376	33.3%
Carson County, TX	6,068	4,185	779	15.7%
Castro County, TX	7,948	4,529	1,965	30.3%
Childress County, TX	7,059	3,967	637	13.8%
Collingsworth County, TX	3,058	1,663	821	33.1%
Dallam County, TX	7,014	4,562	1,867	29%
Deaf Smith County, TX	19,245	12,377	4,046	24.6%
Donley County, TX	3,588	1,906	521	21.5%
Gray County, TX	22,983	13,918	3,897	21.9%
Hall County, TX	3,203	1,679	713	29.8%
Hansford County, TX	5,559	3,433	1,330	27.9%
Hartley County, TX	6,121	3,078	797	20.6%
Hemphill County, TX	4,115	2,883	802	21.8%
Hutchinson County, TX	21,858	14,748	3,571	19.5%
Lipscomb County, TX	3,483	2,355	676	22.3%
Moore County, TX	22,281	14,481	5,347	27%
Ochiltree County, TX	10,642	7,058	2,541	26.5%
Oldham County, TX	2,071	1,292	247	16%
Parmer County, TX	10,004	6,044	2,373	28.2%
Potter County, TX	122,352	76,802	24,202	24%
Randall County, TX	126,782	95,426	14,551	13.2%
Roberts County, TX	931	671	80	10.7%
Sherman County, TX	3,066	1,855	769	29.3%
Swisher County, TX	7,713	4,214	1,330	24%
Wheeler County, TX	5,618	3,606	1,056	22.7%
Texas	26,538,614	19,140,106	4,536,765	17.09%
United States	316,515,021	237,874,187	29,165,227	9.21%

**Chart XXXIII - County Strengths, Assets, Gaps and Trends**

County	Community Strengths and Assets	Gaps in Service and Barriers	Trends	Research Methodologies and Conclusions
<b>Armstrong</b>	Food pantry at the school  Bedroom community of Amarillo	No Grocery Store  Transportation to DHS office is unavailable or a full day  Lack of quality jobs  Transportation  Mental health access  Substance abuse  Irreparable homes  Can't maintain homes  Schools are preparing for a test & not life	The population of Armstrong County has decreased by 9.54% over the last 5 years.  The Unemployment Rate in Armstrong County is 2.3%  The Median Household Income is \$55,198  18.1% of the population is uninsured.  There is 1 Nursing home and 1 Rural Health Clinic but no hospital.	Surveys Focus Groups Key Informant Interviews
<b>Briscoe</b>	PCS provides help with Utilities.  1 Grocery Store in Quitaque, TX	Transportation to grocery stores.  No Grocery Store in Silverton.  Elderly- has to decide food or RX  Don't get enough on SNAP card  Drugs Medicare education and Legal education  Dental Care is more important than medical & prescriptions  Weatherization services  Generational Poverty	The population of Briscoe County has decreased by 6.7% over the last 5 years.  The Unemployment Rate in Briscoe County is 3.7%  The Median Household Income is \$42,261  33.3% of the population is uninsured.  Briscoe County doesn't have a Nursing home nor a hospital but does have a Rural Health Clinic.	Surveys Focus Groups Key Informant Interviews
<b>Carson</b>	Food pantry at school  Thriftway Grocery Store in town	Transportation to DHS office is unavailable or a full day  Transportation to Amarillo for Medical Appointments.  People are turning down pay raise so that benefits are affected like CHIP, food stamps. Lack of employment opportunities in the town.  Mental health access Substance abuse treatment  Only Market Rate housing available  Elderly families can't repair homes.  Access to credit lending	The population of Carson County has decreased by 6.88% over the last 5 years.  The Unemployment Rate in Carson County is 2.7%  The Median Household Income is \$61,083  15.7% of the population is uninsured. There is 1 Nursing home and 1 Rural Health Clinic and 1 hospital.	Surveys Focus Groups Key Informant Interviews

Castro	2 Grocery Stores  Snack Pak 4 Kids	<p>Dimmitt – lack of transportation for training Summer youth – Amarillo – holds the purse strings</p> <p>Mental health issues – affordability for meds Substance abuse Human trafficking – lack of education</p> <p>GED – Computer literacy – basic – language barrier Lack of knowledge Education the staff about generational poverty</p> <p>Quality of homes, no building of homes</p> <p>lack of housing too many families living together cannot afford housing do not have the money to pay deposit for house, utilities, child care</p>	<p>The population of Castro County has decreased by 4.07% over the last 5 years.</p> <p>The Unemployment Rate in Castro County is 2.8%</p> <p>The Median Household Income is \$43,372</p> <p>30.3% of the population is uninsured. There is 1 Nursing home and 1 Rural Health Clinic and 1 hospital.</p>	Surveys Focus Groups Key Informant Interviews
	Meals on Wheels, however its freezer Needs to be checked & it's not good.  Food Bank  HUD vouchers  Habitat for Humanity  Churches working together  Clarendon College @ Childress has: Cosmetology Nursing And some Workforce training  Pantry has 6 routes  Pick up food on Friday	<p>Access – lots of stores but transportation is the issue</p> <p>Elderly – food or RX?</p> <p>Dental Care</p> <p>Prescriptions</p> <p>Childcare Child Sickness 65+ struggle to find jobs</p> <p>Job Readiness</p> <p>Passing drug test is a biggie</p> <p>Drug tests are \$97.00 upfront</p> <p>Affordability Condition of housing</p> <p>New housing at upper income level but not lower lever</p> <p>churches being burned out because of “working the system”</p> <p>Need ESL &amp; GED classes but unable to find teachers in Childress</p>	<p>The population of Childress County has decreased by 8.18% over the last 5 years.</p> <p>The Unemployment Rate in Childress County is 2.8%</p> <p>The Median Household Income is \$37,732</p> <p>13.8% of the population is uninsured. There is 1 Nursing home and 1 Rural Health Clinic and 1 hospital.</p>	
	Food Pantry  Meals on Wheels provides hot meals	<p>Transportation to grocery stores</p> <p>Elderly – Food or RX?</p> <p>Don't get enough on SNAP card</p>	<p>The population of Collingsworth County has decreased by 4.62% over the last 5 years.</p> <p>The Unemployment Rate in Collingsworth County is 3.6%</p>	



	<p>Churches working together</p> <p>1 grocery store</p>	<p>Wellington – gambling</p> <p>Churches being burned out because of “working the system”</p> <p>Financial Training</p> <p>Generation Poverty</p>	<p>The Median Household Income is \$38,775</p> <p>33.1% of the population is uninsured. There is 1 Nursing home and 1 Rural Health Clinic and 1 hospital.</p>	
<b>Dallam</b>	<p>Lowes’ does food delivery</p> <p>Medical indigent care is available.</p> <p>First Baptist Church</p> <p>Hospital district or Area Aging.</p>	<p>People don’t have jobs, don’t have daycare, nor transportation. Transit that runs from end of town to the other fixed route locally.</p> <p>No drivers ed.</p> <p>Medical can be “financed” but dental can’t.</p> <p>Substance &amp; alcohol abuse.</p> <p>Not enough houses to buy or rent for the general population</p>	<p>The population of Dallam County has INCREASED by 12.73% over the last 5 years.</p> <p>The Unemployment Rate in Dallam County is 1.9%</p> <p>The Median Household Income is \$47,559</p> <p>29% of the population is uninsured. There are 2 Nursing home and 1 Rural Health Clinic and 1 hospital.</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>
<b>Deaf Smith</b>	<p>Culinary art offered in high schools</p> <p>Kids café</p> <p>Snack Pak 4 kids</p> <p>Summer lunch program</p> <p>Car pool to the local stores</p> <p>Dog food plant: 70-100 people</p> <p>Caviness Cargill</p> <p>Flour mill – Arrowhead Mills</p> <p>Indigent care – Regence – Hereford</p> <p>MH/MR – Plainview</p> <p>Tele – Med</p> <p>Churches offer support groups – 7:00 Sunday nights</p> <p>One Amarillo – Human Trafficking</p> <p>Lora Street – live 58</p> <p>SCHS families receiving financial management since 2017</p>	<p>Revolving door – lack of stability – vocational skills – drug screen – child care – not my fault – leave for irresponsibility – build work history – accountability – responsibility – losing benefits.</p> <p>Transportation to a job – passing drug screen</p> <p>No night daycare 3-11 – comfort of benefits</p> <p>Vocational skills</p> <p>Evening care</p> <p>Mental health issues – affordability for meds</p> <p>Substance abuse</p> <p>Human trafficking – lack of education</p> <p>GED – Computer literacy – basic – language barrier</p> <p>Lack of knowledge</p> <p>Education the staff about generational poverty</p> <p>Lack of financial skills – fixed income – lack of shelters – transportation time factor (crisis center)</p> <p>Energy efficiency – lack of housing – why – doubling up of families – affordability – educated – training, job skills – crisis in family availability program eligibility time factor</p> <p>Quality of homes, no building of homes</p> <p>lack of housing</p> <p>too many families living together cannot afford housing</p>	<p>The population of Deaf Smith County has INCREASED by 3.69% over the last 5 years.</p> <p>The Unemployment Rate in Deaf Smith County is 2.7%</p> <p>The Median Household Income is \$45,713</p> <p>24.6% of the population is uninsured. There is 1 Rural Health Clinic but no hospitals or nursing homes.</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>

		do not have the money to pay deposit for house, utilities, child care		
<b>Donley</b>	<p>Food Pantry</p> <p>1 school teaches resource life skills</p> <p>HUD vouchers Clarendon - Housing authority</p> <p>Home buying Classes</p> <p>Churches working together</p> <p>Clarendon College: Cosmetology Nursing</p> <p>PCS helps elderly and can adapt</p>	<p>Transportation to grocery stores</p> <p>Elderly – Food or RX?</p> <p>Childcare</p> <p>65+ have trouble finding employment</p> <p>Job Readiness</p> <p>Rent - Affordability Condition of housing Slum lords</p> <p>Buy - Affordability New housing at upper income level but not lower lever</p> <p>Churches being burned out because of “working the system”</p> <p>Financial Training Issue but how to get them there</p> <p>High Schools – have moved out and working because home life is bad</p> <p>Generational and need to break the cycle Delivery of food vs taking to store</p>	<p>The population of Donley County has decreased by 6.27% over the last 5 years.</p> <p>The Unemployment Rate in Donley County is 3.5%</p> <p>The Median Household Income is \$36,862</p> <p>21.5% of the population is uninsured. There is 1 Hospital and 3 Nursing homes but no rural health clinics.</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>
<b>Gray</b>	<p>2 schools provide snack Pak Mama’s cabinet</p> <p>PCS services</p> <p>Agrilife Master Wellness</p> <p>Harvest House</p> <p>GED offered by Clarendon College</p> <p>One dentist helps one client per year</p> <p>Shepard’s Helping Hand’s</p> <p>Salvation Army</p> <p>Golden Phoenix (for elderly)</p> <p>Pregnancy Crisis</p>	<p>Community Day Care is limited in spots CCMS has a waiting list</p> <p>Job Training: Mentorship needed Not all are aware of Certifications through Clarendon College</p> <p>Jobs with Benefits Good jobs are few Child care and non-traditional work schedule</p> <p>People are not educated on budget for food</p> <p>Nutrition Education</p> <p>WIC Classes online may have lost human connection</p> <p>Buying cheap food on food stamps because kids will eat it</p> <p>Transportation</p> <p>Clients do not want to use a bank;</p>	<p>The population of Gray County has INCREASED by 1.05% over the last 5 years.</p> <p>The Unemployment Rate in Gray County is 4.4%</p> <p>The Median Household Income is \$49,415</p> <p>21.9% of the population is uninsured. There is 1 Nursing Home and 1 Rural Clinic but no hospital.</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>

	Center	<p>not saving money; need Credit Repair; need help setting up savings &amp; checking Dental No Assistance</p> <p>Mental Health Have to qualify for TPC Self-Medicating or not medicating at all Falling through cracks PCP seeing them</p>		
<b>Hall</b>	<p>Food box giveaway once monthly</p> <p>1 local grocery store</p> <p>HUD vouchers</p> <p>Churches working together</p> <p>Community Garden</p>	<p>Transportation to stores (outside of Memphis)</p> <p>In Memphis they have to have background check</p> <p>No jobs in Memphis (especially for Nurses)</p> <p>Memphis needs transportation and PCS Can't pay for it up front Waiting all day in Amarillo for appointments Calling the 1-800 number</p>	<p>The population of Hall County has decreased by 15.31% over the last 5 years.</p> <p>The Unemployment Rate in Hall County is 5.2%</p> <p>The Median Household Income is \$32,158</p> <p>29.8% of the population is uninsured. There is 1 Nursing Home, 1 Rural Clinic, and 1 hospital.</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>
<b>Hansford</b>		<p>More Outreach to see what, if any, services are needed in this County.</p> <p>Possibly a need to develop more partnerships in order to provide services in this County.</p>	<p>The population of Hansford County has INCREASED by 3.54% over the last 5 years.</p> <p>The Unemployment Rate in Hansford County is 2.3%</p> <p>The Median Household Income is \$55,215</p> <p>27.9% of the population is uninsured. There is 1 Nursing Home and 1 Hospital but no Rural Health Clinic.</p>	<p>Surveys</p> <p>Key Informant Interviews</p> <p>***attempted to conduct Focus Group, but there was no community representation**</p> <p>*</p>
<b>Hartley</b>		<p>Closest grocery store and daycare are in Dalhart (not in the community of Hartley, TX)</p>	<p>The population of Hartley County has INCREASED by 10.55% over the last 5 years.</p> <p>The Unemployment Rate in Hartley County is 2.1%</p> <p>The Median Household Income is \$66,231</p> <p>20.6% of the population is uninsured. There are 2 Nursing Homes and 3 Rural Clinics but no hospital.</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>
<b>Hemphill</b>	<p>Canadian is tight-knit community that seems to care for its members.</p> <p>Despite our outreach efforts, they do not appear to be interested in services.</p>		<p>The population of Hemphill County has INCREASED by 22.8% over the last 5 years.</p> <p>The Unemployment Rate in Hemphill County is 4.4%</p> <p>The Median Household Income is \$71,177</p> <p>21.9% of the population is uninsured. There is 1 Nursing</p>	<p>Surveys</p> <p>Key Informant Interviews</p> <p>***attempted to conduct Focus Group, but there was no community representation**</p> <p>*</p>

			Home and 1 Rural Clinic but no hospital.	
<b>Hutchinson</b>	<p>PCS</p> <p>Agrilife Master Wellness</p> <p>Salvation Army</p>	<p>Childcare Job Training Mentorship needed</p> <p>Jobs with Benefits</p> <p>Students will take out extra financial aid &amp; loans to live off of</p> <p>GED is a need</p> <p>Dental, no Assistance</p> <p>Mental Health, only if qualify for TPC</p> <p>Job Readiness: -Generational poverty -Difficult to partner with the school (The school needs curriculum-based services) -Youth need mentors Pregnancy Prevention Sensitive topic in a conservative town difficulty getting approval to talk -Generational and coincides with poverty</p> <p>Activities -Not a lot to do (lots of parties)</p>	<p>The population of Hutchinson County has decreased by 8.38% over the last 5 years.</p> <p>The Unemployment Rate in Hutchinson County is 4.9%</p> <p>The Median Household Income is \$53,085</p> <p>19.5% of the population is uninsured. There are 2 Nursing Homes and 2 Rural Clinics and 1 hospital.</p>	<p>Surveys Focus Groups Key Informant Interviews</p>
<b>Lipscomb</b>		<p>More Outreach to see what, if any, services are needed in this County.</p> <p>Possibly a need to develop more partnerships in order to provide services in this County.</p>	<p>The population of Lipscomb County has INCREASED by 13.94% over the last 5 years.</p> <p>The Unemployment Rate in Lipscomb County is 2.9%</p> <p>The Median Household Income is \$60,955</p> <p>22.3% of the population is uninsured. There is 1 Nursing Home and 1 Rural Clinic and 1 hospital.</p>	<p>Surveys Key Informant Interviews ***attempted to conduct Focus Group, but there was no community representation** *</p>
<b>Moore</b>	<p>Medical indigent care is available.</p> <p>Help only available in Dumas for men</p> <p>Nazareth church in Cactus</p> <p>First Baptist Church</p> <p>Hospital district</p> <p>Mentoring for 5<sup>th</sup> and 6<sup>th</sup> graders</p>	<p>Need for transit that runs from end of town to the other fixed route locally.</p> <p>No drivers ed.</p> <p>No translation at the food pantry.</p> <p>Elderly in Moore county need food.</p> <p>Medical can be "financed". Dental is not.</p> <p>Substance &amp; alcohol abuse.</p> <p>Already not enough housing and with expansion coming in... Not enough houses to buy or rent for the general population</p>	<p>The population of Moore County has INCREASED by 10.74% over the last 5 years.</p> <p>The Unemployment Rate in Moore County is 2.6%</p> <p>The Median Household Income is \$49,345</p> <p>27% of the population is uninsured. There are 2 Nursing Homes and 1 Rural Clinic and 1 hospital.</p>	<p>Surveys Focus Groups Key Informant Interviews</p>

		<p>23 different languages</p> <p>ESL</p> <p>Medicare education</p>		
<b>Ochiltree</b>		<p>More Outreach to see what, if any, services are needed in this County.</p> <p>Possibly a need to develop more partnerships in order to provide services in this County.</p>	<p>The population of Ochiltree County has INCREASED by 18.17% over the last 5 years.</p> <p>The Unemployment Rate in Ochiltree County is 3.3%</p> <p>The Median Household Income is \$67,1362</p> <p>26.5% of the population is uninsured. There is 1 Nursing Home and 1 Rural Clinic and 1 hospital.</p>	<p>Surveys</p> <p>Key Informant Interviews</p> <p>***attempted to conduct Focus Group, but there was no community representation**</p> <p>*</p>
<b>Oldham</b>	<p>Snack pack at Vega and Wildorado schools</p> <p>1 grocery store</p>	<p>Convenient transportation to DHS office is unavailable or a full day</p> <p>Transportation</p> <p>Surcharges on license</p> <p>Lack of employment opportunities</p> <p>Mental health treatment access</p> <p>Substance abuse treatment access</p> <p>Non-repairable homes</p> <p>Training &amp; Vocational opportunities</p>	<p>The population of Oldham County has decreased by 5.22% over the last 5 years.</p> <p>The Unemployment Rate in Oldham County is 2.4%</p> <p>The Median Household Income is \$53,797</p> <p>16% of the population is uninsured. There are 3 Nursing Homes but no Rural Clinics and no hospitals.</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>
<b>Parmer</b>	<p>Snack Pak 4 kids</p> <p>Summer lunch program</p>	<p>Lack of grocery store- only Family Dollar or Allsup's</p> <p>Transportation issue to Dimmitt or Hereford for bigger stores.</p> <p>GED – Computer literacy – basic – language barrier</p> <p>Lack of knowledge</p> <p>ESL classes</p> <p>Housing needed</p>	<p>The population of Parmer County has decreased by .12% over the last 5 years.</p> <p>The Unemployment Rate in Parmer County is 2.3%</p> <p>The Median Household Income is \$46,827</p> <p>28.2% of the population is uninsured. There is 1 Nursing Homes but no Rural Clinics and no hospitals.</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>
<b>Potter</b>	<p>Food pantries at school</p> <p>GED</p> <p>Program clinics for wrongful arrests/surcharges</p> <p>Heal the city</p>	<p>Lack of means</p> <p>Healthy food is too expensive</p> <p>Convenient Transportation to DHS office is unavailable or a full day</p> <p>Lose benefit/Easier not to work</p> <p>People are turning down pay raise</p>	<p>Over and over again, we heard that Amarillo has an abundance of providers &amp; resources BUT we all cling to our methods, our intakes, and are very Silo. We all have confidentiality but then the client has to conquer barriers such as transportation, scheduling, and other inconveniences; When 1 common system could be used to gather</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>

Randall	<p>Homebuyer's program</p> <p>Workforce Investment Opportunities Act</p>	<p>so that benefits are affected like CHIP, food stamps.</p> <p>Felony background check</p> <p>Language issues &amp; Customs</p> <p>Lack of quality job</p> <p>Transportation</p> <p>Surcharges on license</p> <p>Physical</p> <p>Lack of employment</p> <p>Mental health treatment</p> <p>Substance abuse</p> <p>There are not any extended hour daycare centers for workers who work over night or shifts that vary.</p> <p>Salaries have not kept up with housing market</p> <p>Not repairable homes</p> <p>Can't maintain homes</p> <p>Access to credit lending</p> <p>Students are not college ready - preparing for a test &amp; not life</p>	<p>and assess IF we would work together as a community.</p> <p>We also heard that we, collectively as a community, are good at having meetings and talking but need to be more action orientated.</p> <p>The population of Potter County has decreased by 7.76% over the last 5 years.</p> <p>The Unemployment Rate in Potter County is 2.7%</p> <p>The Median Household Income is \$40,353</p> <p>24% of the population is uninsured. There is 1 Rural Health Clinic and 1 Hospital</p>	Surveys Focus Groups Key Informant Interviews
	<p>Food pantries at school</p> <p>GED programs</p> <p>Program clinics for wrongful arrests/surcharges</p> <p>Heal the city</p> <p>Homebuyer's program</p> <p>Workforce Investment Opportunities Act</p>	<p>Lack of means</p> <p>Healthy food is too expensive</p> <p>Convenient</p> <p>Transportation to DHS office is unavailable or a full day</p> <p>Lose benefit/Easier not to work</p> <p>People are turning down pay raise so that benefits are affected like CHIP, food stamps.</p> <p>Felony background check</p> <p>Language issues &amp; Customs</p> <p>Lack of quality job</p> <p>Transportation</p> <p>Surcharges on license</p> <p>Physical</p> <p>Lack of employment</p> <p>Mental health treatment</p> <p>Substance abuse</p>	<p>Over and over again, we heard that Amarillo has an abundance of providers &amp; resources BUT we all cling to our methods, our intakes, and are much Siloed. We all have confidentiality but then the client has to conquer barriers such as transportation, scheduling, and other inconveniences; When 1 common system could be used to gather and assess IF we would work together as a community.</p> <p>We also heard that we, collectively as a community, are good at having meetings and talking but need to be more action orientated.</p> <p>.....</p> <p>The population of Randall County has INCREASED by 21.54% over the last 5 years.</p> <p>The Unemployment Rate in Randall County is 2.4%</p> <p>The Median Household Income is \$62,080</p> <p>13.2% of the population is uninsured. There are 2 Rural</p>	

		<p>Environmental</p> <p>Salaries have not kept up with housing market</p> <p>Not repairable homes</p> <p>Can't maintain homes</p> <p>Access to credit lending</p> <p>Students are not college ready - preparing for a test &amp; not life</p>	Health Clinics and 2 Hospitals	
<b>Roberts</b>	<p>Miami a very small community and they appear to meet each other's needs and to care for its members.</p> <p>Despite our outreach efforts, they do not appear to be interested in services.</p>		<p>The population of Roberts County has INCREASED by 4.96% over the last 5 years.</p> <p>The Unemployment Rate in Roberts County is 2.8%</p> <p>The Median Household Income is \$71,859</p> <p>10.7% of the population is uninsured. There is no data on Rural Health Clinics, Nursing Facilities, or Hospitals</p>	<p>Surveys</p> <p>Key Informant Interviews</p> <p>***attempted to conduct Focus Group, but there was no community representation**</p> <p>*</p>
<b>Sherman</b>	<p>Snack Pak for kids is in the schools</p>	<p>More Outreach to see what, if any, services are needed in this County.</p> <p>Possibly a need to develop more partnerships in order to provide services in this County.</p>	<p>The population of Sherman County has decreased by 3.77% over the last 5 years.</p> <p>The Unemployment Rate in Sherman County is 2.9%</p> <p>The Median Household Income is \$54,010</p> <p>29.3% of the population is uninsured. There is no data on Rural Health Clinics, Nursing Facilities, or Hospitals</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>
<b>Swisher</b>	<p>Snack pack for kids</p> <p>Summer lunch program</p> <p>Car pool to the local stores</p> <p>Mental Health treatment in Plainview</p> <p>Churches offer support groups</p>	<p>Transportation to a job, passing drug screen</p> <p>No night daycare for 3-11pm shifts – comfort of benefits</p> <p>Vocational skills</p> <p>Evening care</p> <p>Mental health issues – affordability for meds</p> <p>Substance abuse</p> <p>Human trafficking – lack of education</p> <p>GED – Computer literacy – basic – language barrier</p> <p>Lack of knowledge</p> <p>Education the staff about generational poverty</p> <p>Lack of financial skills – fixed income – lack of shelters – transportation time factor (crisis center)</p> <p>Energy efficiency – lack of housing</p>	<p>The population of Swisher County has decreased by 7.94% over the last 5 years.</p> <p>The Unemployment Rate in Swisher County is 3.7%</p> <p>The Median Household Income is \$40,584</p> <p>24% of the population is uninsured. There is no data on Rural Health Clinics, Nursing Facilities, or Hospitals</p>	<p>Surveys</p> <p>Focus Groups</p> <p>Key Informant Interviews</p>

		– why – doubling up of families – affordability – educated – training, job skills – crisis in family availability program eligibility time factor  Quality of homes, no building of homes  lack of housing too many families living together cannot afford housing do not the money to pay deposit for house, utilities child care lack of homes, money management classes		
Wheeler	PCS services  Agrilife Master Wellness  Some limited Indigent Care through county  There is a grocery store in Wheeler.	Big Waiting list for MOW (Shamrock)  Transportation to grocery store  Nutrition Education  WIC Classes online may have lost human connection  Buying cheap food on food stamps because kids will eat it  Need for GED Classes  Transportation  Clients do not want to use a bank; payday loans, not saving money Need Credit Repair	The population of Wheeler County has INCREASED by 6.32% over the last 5 years.  The Unemployment Rate in Wheeler County is 4%  The Median Household Income is \$51,114  22.7% of the population is uninsured. There is no data on Rural Health Clinics, Nursing Facilities, or Hospitals	Surveys Focus Groups Key Informant Interviews

*X. Top 5 Needs for each County - See Attachment # IX*

*XI. Needs for the Service Area – See Attachment # X*

## **XII. CAA Organizational Strengths, Assets, and Challenges**

### **b. Assets**

PCS provides services through a network of thirteen Service Centers strategically located throughout the Panhandle. Each Service Center is linked on a network that provides communication by phone, computer and video conferencing. The network also supports three program databases that allow managers real time information about program operations. In addition, each Center is equipped with a kiosk station that provides computerized free access to services such as SNAP, TANF, Assistance Check (HCV), Social Security Administration, Texas Workforce Commission and individual wage information. In 2017, PCS also completed a major renovation of the Amarillo Service Center and Central Office placing all line staff together in one location for better communication and team work among program staff.

In addition, PCS has an estimated 10% of its annual budget in unrestricted funds.



### c. Strengths

The annual budget for PCS in 2017 was approximately 17.1 million dollars, from 25 different funding sources including federal, state, local and private funds. Ninety-six percent of these funds goes to direct services for families and the remaining four percent for administration. PCS has received an unqualified audit each year for the last five years.

PCS is governed by a 15-member Tri-partite Board of Directors, including five public officials, five low income people and five private businesses or organizations. In addition to a community action agency, the PCS Board of Directors is also a Public Housing Authority and Transit Authority. The Board is very knowledgeable and actively engaged in the direction of the agency. They receive training both as a part of their regular meetings, but also state and national training conferences on their roles and responsibilities. In the last five years, there has been a quorum at every meeting of the Board.

PCS works with over 500 partnering organizations (public, private and faith-based) throughout the Panhandle. PCS works with these agencies and organizations to provide quality services to low income families in the Panhandle. These agencies help PCS to fulfill our mission by providing a wide range of services, including food, education, childcare, employment, health and housing. PCS has 108 employees of which about 55 (50%) are part-time transportation drivers. One of the qualities of the PCS staff is in addition to their academic credentials, many are certified in their area of work. They include:

Certification	Number
Certified Community Action Professional	1
National Certified ROMA Trainer	2
National Certified Healthcare Navigators	16
State Certified Navigators	16
Family Development Specialists	5
Certified Housing Specialists	4
Certified Housing Inspectors	2
Certified Public Accountant	1
Energy Auditors	1
Quality Control Inspector	2
Certified BPI Professional	2
Certified Public Accountant	1

### d. Challenges

Like most non-profits, funding to meet the mission of the organization is critical. For PCS about 97% of its funding is categorical federal funds. As a result, as priorities changes, it can put our funding at risk and impact our ability to meet the needs of low income individuals and families in the Panhandle. For example, a shift in funding for healthcare caused a 67% reduction in funding, greatly reducing the number of people that we could assist with health insurance through the Marketplace. PCS has developed a set of strategies to reduce our dependency on federal funding from 97% to 75% over a five-year period.

While the thirteen service centers provide quality service delivery to low income families in the Panhandle, the maintenance of these centers are a major challenge. Many of these sites need

major repairs, including the repair of flooring, rooftops, network and parking areas. PCS is developing a plan to address these items over the next five years.

As noted above, the Board of Directors has been vital to the growth and direction of PCS. By December 2018, 60% of the members will leave the Board due to term limits, elections and resignations. This will result in a knowledge gap and large learning curve for new board members. To prepare new board members, the annual 2-day board retreat will include training for new board members on their roles and responsibilities.

Like funding, database systems at PCS tend to be categorical. Traditionally, databases were created and/or required to collect information, track the service(s) provided and produce reports for specific funding sources. Now program/client database are a major tool for managing program operations to achieve stated goals. It includes not only the ability to analyze information about what's working, but what and why strategies are not working and adjust as needed. This data is critical to demonstrating the impact of the agency and the change in the community.

PCS has three program databases. These systems do not talk to each other, nor do all of them collect the information needed to develop an unduplicated count of the families served by PCS, as well as the collective impact these services (direct and referral) have on assisting families out of poverty in the Panhandle. While each of the programs can demonstrate their ability to meet program requirements, we are working on the how these can demonstrate the impact of PCS in the Panhandle to alleviate poverty.

As our population ages, so do many people that provide services to low income people. Many of the small partnership agencies are operated by volunteers. As the volunteers become seniors, many of the agencies are reducing hours or closing operations due to a lack of help. This is particularly impacting the agencies such as food pantries and other emergency services, particularly in the faith-based community. As this trend continues, it will impact our ability to make referrals and increase the amount of PCS resources that will have to be dedicated to emergency services to assist families.