



Comprehensive Community Needs Assessment
Executive Summary
January 2026

The purpose of this document is to provide current and accurate information to the WCCA Board of Directors, Management Team, and Strategic Planning Committee. This allows the agency to make the most informed strategic decisions possible regarding CSBG (Community Service Block Grant) funding as well as other agency resources. CSBG funds must contribute to the achievement of one or more of the three Community Action goals:

- Individuals and families with low incomes are stable and achieve economic security;
- Communities where people with low incomes live are healthy and offer economic opportunity;
- People with low incomes are engaged and active in building opportunities in communities.

This report is intended to act as a “Road Map” that demonstrates the linkages between community needs and the programs and services that are offered in our ten county service area.

Service Area:

Ten counties in Southwest Iowa: Cass, Crawford, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, and Shelby.

Approach:

WCCA gathered information through surveys from citizens of Southwest Iowa about barriers, challenges, gaps in service, and hardships that programs of WCCA could attempt to address. WCCA examined the results of the Iowa Community Action Agencies Client Needs Assessment, Iowa Community Action Agency Needs Assessment- Community Stakeholders, Community Action Partnership Assessment, WCCA Client Demographics and Customer Satisfaction Surveys. This insured an excellent mix of information from a sample of the total population of WCCA’s service area. This information assists WCCA in identifying:

- Program design and options
- Areas of need
- Priorities
- Gaps in service
- Emerging trends that may affect programming

WCCA uses the Community Needs Assessment results, along with our Mission and Vision to design all programs and services to meet the needs of low-income families and individuals.

Mission

Empowering families and individuals to achieve their highest potential.

Vision

Enhanced quality of life for communities, families and individuals.

Iowa Community Action Agencies Client Needs Assessment Results (2024):

The client needs assessment survey was distributed to WCCA clients in our ten county service area either by email or were given a hard copy to fill out. The survey focused on collecting information regarding the needs of low-income individuals and families in WCCA's ten county service area.

Survey Respondent Demographics:

387 WCCA clients participated in the survey. The most common characteristics among the survey respondents were:

- Female (77%)
- White (96%)
- Ethnicity (not Hispanic, Latino, or Spanish origin) (96%)
- One or two person households (56%)
- Under the age of 55 (64%)
- Children living in the household (51%)

Client Needs:

Throughout the service area, survey respondents indicated issues centered around:

- Housing Repairs
- Housing (Rent/Mortgage)
- Basic needs
- Utility costs
- Transportation

Challenges/Problems Citizens Face:

The main obstacles blocking self-sufficiency for individuals or families are:

- Food/Clothing
- Finding a living wage job
- Safe/affordable housing/rent assistance
- Obtaining a technical/vocational or two/four year degree
- Help with utility bills/energy efficient housing
- Dependable transportation
- Affordable child care
- Affordable healthcare/dental care

West Central Community Action Client Satisfaction:

Clients were asked to rate their overall satisfaction of WCCA programs and employees.

- 97% stated they had a positive experience when receiving services
- 96% stated they were helped in a timely manner
- 97% stated they were treated with respect
- 94% of clients said that they received the information and services they needed
- 97% stated they would refer someone to WCCA
- 49% of clients learned about our agency from family and friends

Iowa Community Action Agencies Needs Assessment-Community Stakeholders Results (2025):

The survey was emailed to community-based organizations, private businesses, educational institutions, local government, health care providers, faith based organizations, financial/banking institutions and other various service organizations in our ten county area. The survey focused on collecting information regarding the perceived needs of low-income people from community stakeholders.

Survey Respondent Demographics:

221 WCCA Stakeholders participated in the survey. The most common characteristics among the survey respondents were:

- White (87%)
- Community-Based Organization respondents (42%)
- Connected with WCCA in some format within the past 12 months (66%)
- Not a current WCCA Employee (65%)

County Representation of Survey Respondents

Cass	15.84%
Crawford	9.05%
Fremont	1.36%
Harrison	4.07%
Mills	2.71%
Monona	2.71%
Montgomery	4.07%
Page	1.81%
Pottawattamie	45.26%
Shelby	13.12%

Community Needs:

Throughout the service area, survey respondents indicated the top issues centered around:

- Housing:
 - 77% of respondents stated there is not enough safe & affordable housing units.
- Child Care:
 - 71% of respondents stated there is a lack of accessible & affordable child care facilities.
- Unemployment/Low wages/Education or skills do not match available job opportunities:
 - 64% of respondents stated that skills or education doesn't match available jobs.
- Transportation:
 - 58% of respondents stated there's an insufficient number of accessible and affordable public transportation.
- Mental Health/Substance Abuse:
 - 57% of respondents stated there is insufficient access to behavioral and/or mental health care services.

Challenges/Problems Citizens Face:

Community stakeholders believe the greatest challenges low-income households are currently facing are:

- Housing
- Unemployment/Low wages/Education or skills do not match available job opportunities
- Food insecurity/basic needs being met
- Childcare
- Medical, Dental, Mental Healthcare/substance abuse
- Transportation

Community Strengths:

Survey respondents indicated our service area had many strengths when addressing the needs of low-income families and children:

- Sufficient number of accessible and affordable early childhood/pre-school education programs and education resources for school age children.
- Sufficient number of recreational opportunities (parks, gardens, fitness centers) and community facilities (libraries), and grocery stores.
- Sufficient number of food resources (food pantries, meal programs, community gardens)
- Sufficient number of health care services (hospitals, medical centers).
- Sufficient number of police personnel, emergency medical technicians, and fire department personnel.
- Violent crime is not an issue and there are positive relations between police and the community.

Survey respondents also stated that strengths included: West Central Community Action, food pantries, clothing rooms, LIHEAP, Head Start, schools and ministerial associations. It was also noted that community members are very supportive in providing food, clothing, and monetary donations to local organizations.

Satisfaction Results:

Community Stakeholders were asked to rate West Central Community Action on several factors on a scale of Poor, Fine/Adequate, Good, Very Good and Excellent.

- Your relationship with WCCA.
 - 97% fine-excellent, 3% poor
- Your familiarity with WCCA programs and services.
 - 91% fine-excellent, 9% poor
- How well is WCCA valued in the community?
 - 99% fine-excellent, 1% poor
- How well is WCCA meeting the needs of low-income people in the community?
 - 95% fine-excellent, 5% poor

Respondents who connected with WCCA over the past 12 months:

- Agency staff I interacted with were friendly and helpful.
 - 96% agree-strongly agree, 2% undecided, 2% disagree
- Agency staff conducted business in a professional manner.
 - 96% agree-strongly agree, 4% undecided, 0% disagree
- Agency staff had a thorough knowledge of agency programs and services.
 - 94% agree-strongly agree, 6% undecided, 0% disagree

WCCA's Service Area Community Demographics:

(Community Action Partnership Community Needs Assessment and US Census data)

Population Profile:

Overall WCCA's service area has seen a -2.24% change in population from 2010-2020 according to the US Census/American Community Survey. The total population decreased in all counties except for Pottawattamie with growth of 0.55%. Fremont County had the largest decline of -11.24%.

Report Area	Total Population, 2010 Census	Total Population, 2020 Census	Population Change, 2010-2020	Population Change, 2010-2020, Percent
Report Location	209,720	205,028	-4,692	-2.24%
Cass County, IA	13,956	13,127	-829	-5.94%
Crawford County, IA	17,096	16,525	-571	-3.34%
Fremont County, IA	7,441	6,605	-836	-11.24%
Harrison County, IA	14,928	14,582	-346	-2.32%
Mills County, IA	15,059	14,484	-575	-3.82%
Monona County, IA	9,243	8,751	-492	-5.32%
Montgomery County, IA	10,740	10,330	-410	-3.82%
Page County, IA	15,932	15,211	-721	-4.53%
Pottawattamie County, IA	93,158	93,667	509	0.55%
Shelby County, IA	12,167	11,746	-421	-3.46%
Iowa	3,046,357	3,190,369	144,012	4.73%
United States	312,471,161	334,735,155	22,263,994	7.13%

Note: This indicator is compared to the state average.
Data Source: US Census Bureau, Decennial Census, 2020. Source geography: Tract

Age and Gender Demographics: (US Census/ACS-American Community Survey)

Age 0-4	5.8%
Age 5-17	17.0%
Age 18-24	8.0%
Age 25-34	11.3%
Age 35-44	11.5%
Age 45-54	12.2%
Age 55-64	14.8%
Age 65+	19.4%

- Females (50.38%)
- Males (49.62%)

Race Demographics:

WCCA's service area is 95.43% white, 1.45 % African American, and all other races combined were 3.12%.

Population in Poverty by Race:

Percentage of population in poverty in the report area by race alone.

White	10.37%
African American	19.48%
Native American/Alaska Native	28.43%
Asian	17.06%
Native Hawaiian/Pacific Islander	14.39%
Some Other Race	15.46%
Multiple Race	20.10%

Ethnicity Demographics:

92.60% of WCCA’s service area is not Hispanic or Latino. (ACS)

Population in Poverty by Ethnicity:

Hispanic/Latino	24.95%
Not Hispanic/Latino	9.79%

Poverty:

2020 poverty estimates show a total of 21,819 persons (all ages) living below the poverty level (100% of the Federal Poverty Income Guidelines) in WCCA’s service area. The report area poverty rate of 10.92% is below the state average of 11.11%. Crawford County had the highest poverty rate of 18.73%, while Mills County had the lowest of 6.94%.

Report Area	Total Population	Population in Poverty	Population in Poverty, Percent
Report Location	199,738	21,819	10.92%
Cass County, IA	12,733	1,428	11.21%
Crawford County, IA	16,801	3,147	18.73%
Fremont County, IA	6,742	547	8.11%
Harrison County, IA	13,799	1,200	8.70%
Mills County, IA	14,825	1,029	6.94%
Monona County, IA	8,470	1,081	12.76%
Montgomery County, IA	9,843	1,233	12.53%
Page County, IA	14,081	1,746	12.40%
Pottawattamie County, IA	91,118	9,399	10.32%
Shelby County, IA	11,326	1,009	8.91%
Iowa	3,051,284	339,090	11.11%
United States	318,564,128	40,910,326	12.84%

Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: Tract

Poverty rate change for WCCA’s service area during 2010-2020 decreased by -3.26%, compared to a national decrease of -3.4%. All counties were lower with Pottawattamie County having the greatest decrease at -5.3%. Monona County had no change at 11%.

Report Area	Persons in Poverty 2010	Poverty Rate 2010	Persons in Poverty 2020	Poverty Rate 2020	Change in Poverty Rate 2010-2020
Report Location	26,759	13.12%	19,507	9.86%	-3.26%
Cass County, IA	1,877	13.7%	1,349	10.8%	-2.9%
Crawford County, IA	2,204	13.1%	2,069	12.5%	-0.6%
Fremont County, IA	813	11.2%	601	9.1%	-2.1%
Harrison County, IA	1,468	10.0%	1,129	8.3%	-1.7%
Mills County, IA	1,364	9.4%	1,186	8.3%	-1.1%
Monona County, IA	991	11.0%	922	11.0%	0.0%
Montgomery County, IA	1,512	14.4%	1,125	11.6%	-2.8%
Page County, IA	2,103	14.6%	1,785	13.2%	-1.4%
Pottawattamie County, IA	13,219	14.5%	8,407	9.2%	-5.3%
Shelby County, IA	1,208	10.2%	934	8.3%	-1.9%
Iowa	368,965	12.5%	313,752	10.2%	-2.3%
United States	46,215,956	15.3%	38,371,394	11.9%	-3.4%

Note: This indicator is compared to the state average.
 Data Source: US Census Bureau, *Small Area Income and Poverty Estimates*, 2020. Source geography: County

9,474 households or 11.33% are living in poverty. Crawford (16.0%) and Monona (13.6%) Counties have the largest percentage of households in poverty. Mills County has the lowest percentage at 7.0%. The state average is 11.1%.

Report Area	Total Households	Households in Poverty	Percent Households in Poverty
Report Location	83,599	9,474	11.33%
Cass County, IA	5,901	738	12.5%
Crawford County, IA	6,388	1,023	16.0%
Fremont County, IA	2,952	256	8.7%
Harrison County, IA	6,094	624	10.2%
Mills County, IA	5,442	382	7.0%
Monona County, IA	3,988	543	13.6%
Montgomery County, IA	4,479	535	11.9%
Page County, IA	6,414	783	12.2%
Pottawattamie County, IA	36,875	4,038	11.0%
Shelby County, IA	5,066	552	10.9%
Iowa	1,273,941	141,443	11.1%
United States	122,354,219	15,312,497	12.5%

Note: This indicator is compared to the state average.
 Data Source: US Census Bureau, *American Community Survey*, 2016-20. Source geography: County

12.77% of females live in poverty in WCCA’s service area compared to 9.03% of males. For the State of Iowa, 12.25% of females and 9.95% of males live in poverty. In the United States, 13.99% of females and 11.64% of males live in poverty.

Report Area	Male	Female	Male, Percent	Female, Percent
Report Location	8,914	12,905	9.03%	12.77%
Cass County, IA	606	822	9.58%	12.82%
Crawford County, IA	1,301	1,846	15.43%	22.05%
Fremont County, IA	197	350	5.87%	10.33%
Harrison County, IA	426	774	6.13%	11.31%
Mills County, IA	348	681	4.72%	9.14%
Monona County, IA	446	635	11.07%	14.30%
Montgomery County, IA	512	721	10.53%	14.47%
Page County, IA	771	975	10.92%	13.88%
Pottawattamie County, IA	3,894	5,505	8.70%	11.88%
Shelby County, IA	413	596	7.44%	10.32%
Iowa	150,447	188,643	9.95%	12.25%
United States	18,171,512	22,738,814	11.64%	13.99%

Data Source: US Census Bureau, American Community Survey, 2016-20.

Child poverty rates for ages 0-4 average 15.5% for Iowa, 19.1% for the United States, and 18.0% for WCCA’s service area. Montgomery County has the highest rate of 21.9%, while Mills County has the lowest at 5.2%.

Report Area	Ages 0-4 Total Population	Ages 0-4 In Poverty	Ages 0-4 Poverty Rate
Report Location	11,619	2,092	18.0%
Cass County, IA	648	92	14.2%
Crawford County, IA	1,058	227	21.5%
Fremont County, IA	353	38	10.8%
Harrison County, IA	796	59	7.4%
Mills County, IA	765	40	5.2%
Monona County, IA	452	78	17.3%
Montgomery County, IA	588	129	21.9%
Page County, IA	743	157	21.1%
Pottawattamie County, IA	5,647	1,164	20.6%
Shelby County, IA	569	108	19.0%
Iowa	192,133	29,730	15.5%
United States	19,294,872	3,679,064	19.1%

Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: County

Child poverty rates for ages 5-17 average 12.5% for Iowa, 16.9% for the United States, and 11.9% for WCCA's service area. Crawford County has the highest rate of 25.3%, while Shelby County has the lowest at 6.4%.

Report Area	Ages 5-17 Total Population	Ages 5-17 In Poverty	Ages 5-17 Poverty Rate
Report Location	34,224	4,060	11.9%
Cass County, IA	2,189	227	10.4%
Crawford County, IA	3,119	789	25.3%
Fremont County, IA	1,070	85	7.9%
Harrison County, IA	2,368	204	8.6%
Mills County, IA	2,694	210	7.8%
Monona County, IA	1,343	179	13.3%
Montgomery County, IA	1,723	309	17.9%
Page County, IA	1,999	318	15.9%
Pottawattamie County, IA	15,772	1,614	10.2%
Shelby County, IA	1,947	125	6.4%
Iowa	522,506	65,375	12.5%
United States	52,770,902	8,919,635	16.9%

Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: County

3,156 Seniors (persons age 65 and older) are living in poverty or 8.3% of WCCA's service area. All counties are equal to or above the state average of 7.0%, except for Mills County at 5.0% and Montgomery County at 6.3%. The United States average is 9.3%.

Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
Report Location	37,974	3,156	8.3%
Cass County, IA	2,792	330	11.8%
Crawford County, IA	2,751	266	9.7%
Fremont County, IA	1,436	119	8.3%
Harrison County, IA	2,542	238	9.4%
Mills County, IA	2,713	136	5.0%
Monona County, IA	2,007	199	9.9%
Montgomery County, IA	1,987	125	6.3%
Page County, IA	3,256	257	7.9%
Pottawattamie County, IA	15,974	1,310	8.2%
Shelby County, IA	2,516	176	7.0%
Iowa	514,976	36,247	7.0%
United States	51,072,143	4,756,707	9.3%

Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: County

Employment:

The current unemployment rate (September 2022) for WCCA’s service area is 2.3%, the state average is 2.4% and the United States average is 3.3%. All counties have an unemployment rate lower than the national average. Shelby County has the lowest at 1.9% and Crawford County has the highest at 2.9%.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Location	102,841	100,467	2,374	2.3%
Cass County, IA	6,738	6,604	134	2.0%
Crawford County, IA	7,804	7,579	225	2.9%
Fremont County, IA	3,685	3,596	89	2.4%
Harrison County, IA	7,161	7,004	157	2.2%
Mills County, IA	7,180	7,039	141	2.0%
Monona County, IA	4,363	4,261	102	2.3%
Montgomery County, IA	4,875	4,768	107	2.2%
Page County, IA	6,307	6,162	145	2.3%
Pottawattamie County, IA	48,470	47,318	1,152	2.4%
Shelby County, IA	6,258	6,136	122	1.9%
Iowa	1,711,895	1,671,291	40,604	2.4%
United States	164,462,664	159,003,147	5,459,518	3.3%

*Note: This indicator is compared to the state average.
Data Source: US Department of Labor, Bureau of Labor Statistics. 2022 - September. Source geography: County*

Household Income:

The average state median income \$62,362. All counties are below except for Harrison and Mills Counties.

Report Area	Estimated Population	Median Household Income
Cass County, IA	12,491	\$55,301
Crawford County, IA	16,552	\$56,707
Fremont County, IA	6,604	\$62,234
Harrison County, IA	13,602	\$63,118
Mills County, IA	14,289	\$76,010
Monona County, IA	8,382	\$58,079
Montgomery County, IA	9,698	\$54,767
Page County, IA	13,523	\$52,739
Pottawattamie County, IA	91,380	\$61,607
Shelby County, IA	11,253	\$54,234
Iowa	3,076,000	\$62,362
United States	322,448,689	\$67,340

Data Source: US Census Bureau, Small Area Income and Poverty Estimates. 2020. Source geography: County

Nutrition:

Free or reduced price lunches are served to qualifying students in families with income below 130% (free lunch) or under 185% (reduced price) of the US federal poverty threshold as part of the federal National School Lunch Program (NSLP).

Out of 35,221 total public school students in the report area, 17,536 were eligible for the free or reduced price lunch program. This represents 49.8% of public school students, which is higher than the state average of 41.2%. The United States average was 53.2%. Crawford County had the highest at 63.1%, while Harrison County had the lowest at 33.6%.

Report Area	Total Students	Students Eligible for Free or Reduced Price Lunch	Students Eligible for Free or Reduced Price Lunch, Percent
Report Location	35,221	17,536	49.8%
Cass County, IA	3,277	1,558	47.5%
Crawford County, IA	3,096	1,954	63.1%
Fremont County, IA	1,121	494	44.1%
Harrison County, IA	2,506	843	33.6%
Mills County, IA	2,485	981	39.5%
Monona County, IA	1,250	676	54.1%
Montgomery County, IA	1,579	783	49.6%
Page County, IA	2,487	1,222	49.1%
Pottawattamie County, IA	15,517	8,266	53.3%
Shelby County, IA	1,903	759	39.9%
Iowa	499,582	206,067	41.2%
United States	42,378,208	22,336,198	53.2%

Note: This indicator is compared to the state average.

Data Source: National Center for Education Statistics, [NCES - Common Core of Data](#). 2020-2021. Source geography: Address

SNAP:

11.4% of households in WCCA’s service area received SNAP payments during 2020. The state average is 9.81% and the United States average is 11.35%.

Report Area	Households Receiving SNAP Total	Households Receiving SNAP Percent
Report Location	9,525	11.4%
Cass County, IA	853	14.46%
Crawford County, IA	743	11.63%
Fremont County, IA	280	9.49%
Harrison County, IA	540	8.86%
Mills County, IA	436	8.01%
Monona County, IA	481	12.06%
Montgomery County, IA	652	14.56%
Page County, IA	733	11.43%
Pottawattamie County, IA	4,248	11.52%
Shelby County, IA	559	11.03%
Iowa	124,971	9.81%
United States	13,892,407	11.35%

Transportation:

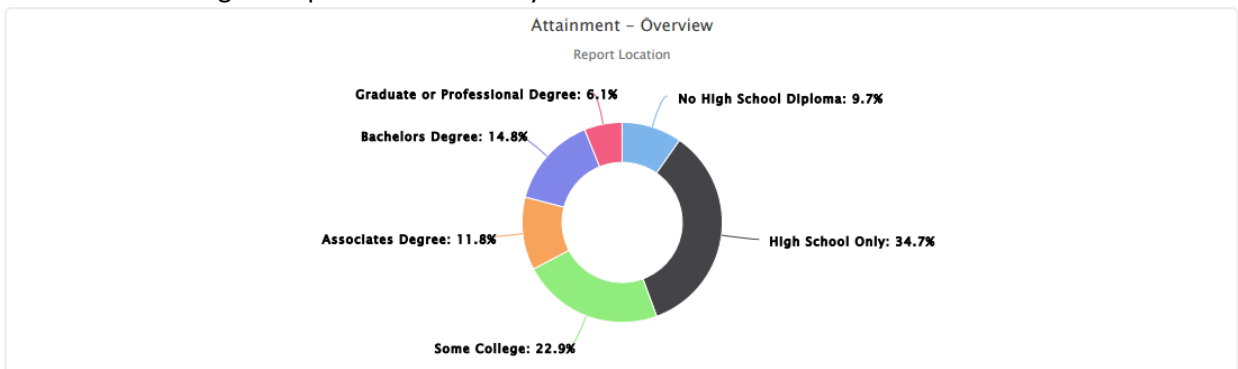
5.72% of households in WCCA’s service area do not have a motor vehicle. The state average is 5.68% and the United States average is 8.45%. All WCCA counties are lower than the national average. Fremont County has the lowest at 3.46% and Cass County has the highest at 6.78%.

Report Area	Total Occupied Households	Households with No Motor Vehicle	Households with No Motor Vehicle, Percent
Report Location	83,599	4,783	5.72%
Cass County, IA	5,901	400	6.78%
Crawford County, IA	6,388	429	6.72%
Fremont County, IA	2,952	102	3.46%
Harrison County, IA	6,094	262	4.30%
Mills County, IA	5,442	205	3.77%
Monona County, IA	3,988	164	4.11%
Montgomery County, IA	4,479	182	4.06%
Page County, IA	6,414	416	6.49%
Pottawattamie County, IA	36,875	2,395	6.49%
Shelby County, IA	5,066	228	4.50%
Iowa	1,273,941	72,384	5.68%
United States	122,354,219	10,344,521	8.45%

Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: Tract

Education:

9.7% of people over the age of 25 do not have a high school diploma or HiSET in WCCA’s service area. The state average is 7.53% and the United States average is 11.47%. Crawford County has the highest rate at 18.19%, while Fremont County has the lowest rate at 6.04%. All counties have rates lower than the national average except Crawford County.



Adult Literacy:

The percent lacking adult literacy skills for Iowa is 14.9%, and 17.3% for WCCA’s service area. Crawford County has the highest rate at 30.5% while Fremont and Mills Counties have the lowest rate at 13.6%.

Housing:

8.63% of households in WCCA's service area have housing (owners & renters) costs of 50% or more of their total income. All counties have a lower percentage than the state average of 9.65%.

Report Area	Total Households	Severely Burdened Households	Severely Burdened Households, Percent
Report Location	83,599	7,215	8.63%
Cass County, IA	5,901	429	7.27%
Crawford County, IA	6,388	524	8.20%
Fremont County, IA	2,952	186	6.30%
Harrison County, IA	6,094	487	7.99%
Mills County, IA	5,442	478	8.78%
Monona County, IA	3,988	325	8.15%
Montgomery County, IA	4,479	303	6.76%
Page County, IA	6,414	559	8.72%
Pottawattamie County, IA	36,875	3,534	9.58%
Shelby County, IA	5,066	390	7.70%
Iowa	1,273,941	122,961	9.65%
United States	122,354,219	16,837,694	13.76%

Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: Tract

Substandard Housing:

This report shows the number and percentage of owner- and renter-occupied housing units having at least one of the following conditions: 1) lacking complete plumbing facilities, 2) lacking complete kitchen facilities, 3) with 1 or more occupants per room, 4) selected monthly owner costs as a percentage of household income greater than 30%, and 5) gross rent as a percentage of household income greater than 30%. 22.08% of occupied housing in WCCA's service area has 1 or more substandard conditions. Pottawattamie County has the highest rate of 24.47%.

Report Area	Total Occupied Housing Units	Occupied Housing Units with One or More Substandard Conditions	Occupied Housing Units with One or More Substandard Conditions, Percent
Report Location	83,599	18,459	22.08%
Cass County, IA	5,901	1,323	22.42%
Crawford County, IA	6,388	1,537	24.06%
Fremont County, IA	2,952	547	18.53%
Harrison County, IA	6,094	1,071	17.57%
Mills County, IA	5,442	1,158	21.28%
Monona County, IA	3,988	717	17.98%
Montgomery County, IA	4,479	759	16.95%
Page County, IA	6,414	1,333	20.78%
Pottawattamie County, IA	36,875	9,022	24.47%
Shelby County, IA	5,066	992	19.58%
Iowa	1,273,941	294,289	23.10%
United States	122,354,219	38,476,032	31.45%

Note: This indicator is compared to the state average.

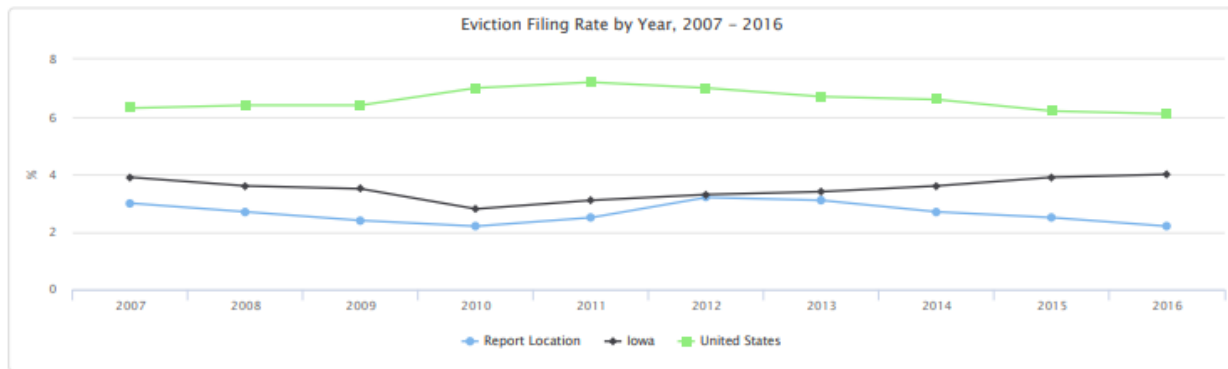
Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: Tract

Eviction Filings:

The 2016 Eviction Lab reports that 488 or 1.98% of eviction filings, ended in an eviction. The state average is 2.01% and the United States average is 2.34%. Pottawattamie County has the highest eviction rate at 3.19% and Monona County has the lowest rate at 0.09%.

Report Area	Renter Occupied Households	Eviction Filings	Evictions	Eviction Filing Rate	Eviction Rate
Report Location	24,592	529	488	2.15%	1.98%
Cass County, IA	1,707	18	18	1.05%	1.05%
Crawford County, IA	1,827	9	9	0.49%	0.49%
Fremont County, IA	782	3	3	0.38%	0.38%
Harrison County, IA	1,420	11	11	0.77%	0.77%
Mills County, IA	1,193	4	3	0.34%	0.25%
Monona County, IA	1,064	1	1	0.09%	0.09%
Montgomery County, IA	1,316	25	23	1.9%	1.75%
Page County, IA	1,876	20	18	1.07%	0.96%
Pottawattamie County, IA	12,207	425	389	3.48%	3.19%
Shelby County, IA	1,200	13	13	1.08%	1.08%
Iowa	365,324	14,520	7,358	3.97%	2.01%
United States	38,372,860	2,350,042	898,479	6.12%	2.34%

Note: This indicator is compared to the state average.
 Data Source: Eviction Lab, 2016. Source geography: Census Tract



Broadband Access:

Percentage of population with access to high-speed internet.

Report Area	Total Population (2020)	Access to DL Speeds > 25MBPS (2021)
Report Location	203,437	99.16%
Cass County, IA	12,817	99.89%
Crawford County, IA	16,834	95.05%
Fremont County, IA	6,729	98.38%
Harrison County, IA	13,928	100.00%
Mills County, IA	14,766	100.00%
Monona County, IA	8,598	99.73%
Montgomery County, IA	9,935	98.93%
Page County, IA	15,073	96.34%
Pottawattamie County, IA	93,327	100.00%
Shelby County, IA	11,430	99.31%
Iowa	3,163,416	98.72%
United States	332,650,128	97.65%

Note: This indicator is compared to the state average.

Data Source: Federal Communications Commission, [National Broadband Map](#). June 2021. Source geography: Tract

WCCA Client Demographics (FY 2025)

Age and Gender Demographics:

0-5	7.9%
6-13	15.9%
14-17	7.9%
18-24	6%
25-44	19.2%
45-54	9.9%
55-59	4.8%
60-64	7.5%
65-74	12.9%
75+	8%

- Females (57%)
- Males (43%)

Race Demographics:

Black or African American	2.42%
White	87.23%
American Indian or Alaskan Native	0.75%
Asian	0.41%
Native Hawaiian or Pacific Islander	1.90%
Multi-Race	3.07%
Other	4.22%

Ethnicity Demographics:

92% of WCCA's clients are not Hispanic or Latino.

Education:

0-8 th Grade	4.73%
9 th -12 th Grade/Non-Graduate	23.30%
High School Grad/HiSET	37.59%
HiSET/Equivalency Diploma	9.02%
12+ some Post-Secondary	11.11%
2 or 4 year College Graduate	9.31%
Graduate or other post-secondary	0.77%
Unknown/Not reported	4.17%

Housing:

Own/Buy	47.2%
Rent	51.4%
Homeless	0.6%
Other	1.0%

Poverty Level:

Up to 50%	23.42%
51% to 75%	16.15%
76% to 100%	20.07%
101% to 125%	16.38%
126% to 150%	12.95%
151% to 175%	7.17%
176% to 200%	3.74%
201% and over	0.12%

Summary of Findings

This Comprehensive Needs Assessment covers a multitude of data. The Community Needs Assessment should be more than just gathering information and analyzing data; it can be the basis for creating change. It provides a snapshot of the communities and families we serve, which includes their economic well-being, educational status, health, and welfare. This assessment is to aid WCCA in its planning process to help determine what programs and services to offer and the impact it is having on families as well as the community. Building relationships in the community is the strongest tool in the fight against poverty. Communication and outreach efforts to residents and other community service providers is necessary to ensure that everyone has current information and access to programs and services. The report demonstrates how important social services and public benefits are to low-income families in helping them cope with poverty.

Main Conditions of Poverty (need):

Basic needs not being met

- Food/Clothing
- Affordable/Safe Housing
- Mental Health/Substance Abuse

Basic Needs:

Survey participants indicated they need help in addressing their basic needs such as food, clothing, transportation, housing, child care, and mental health/substance abuse treatment. WCCA programs and services as well as community partnerships and collaborations are key in addressing these situations.

- **Food/Clothing:** Survey participants indicated that having adequate food and clothing is an obstacle for low-income individuals and families. Food insecurity and hunger are problems that require numerous strategies to address, from emergency assistance to ongoing food support. Programs that make a valuable impact include: SNAP, WIC, CACFP, school lunch programs, and food pantries. Obtaining basic household items is also a struggle (laundry soap, toiletries, furniture, appliances, etc.).
- **Housing:** There's an inadequate number of quality, affordable housing units available for low-income families. Low-income families also need assistance with deposits, rent, utility bills and making their homes more energy efficient. The fair market rent for a two bedroom home is simply out of reach for a minimum wage earner.
- **Mental Health/Substance Abuse:** Individuals and families do not have access to affordable mental health and substance abuse services. The lack of financial resources is a barrier to regular treatment options.

Main Causes of Poverty (why the need exists):

- Lack of higher education
- Lack of employment opportunities with living wage
- Lack of dependable transportation
- Lack of child care homes/centers
- Lack of affordable and safe housing
- Lack of access to Mental Health/Substance abuse treatment options

Education:

Early childhood education is critical in preparing children for a formal learning environment. The lack of a high school diploma or further education will affect the future earning potential and financial stability of individuals and families for generations. Early education programs play a significant role in providing

children from families with low-incomes the skills, training, and early interventions they need. Educational attainment is vital to the economic health of the communities we serve.

Employment Opportunities:

The surveys indicated there is a gap between available jobs and the community resident's skill level. Based upon the data, people do not have the skills required to qualify for jobs in today's market; additional skills training and education are needed to obtain a living wage job.

Transportation:

Transportation continues to be a barrier to low-income families. Data shows the majority of respondents have access to a vehicle, but that transportation is not always reliable or affordable. Public transportation is limited or non-existent due to the nature of our rural communities in our service area.

Child Care:

Child care is the foundational building block for communities to hire employees. It is a vital workforce support that allows parents to work to meet their family's needs. Survey respondents stated it was the number one factor that contributed to employment issues, they also indicated there is an insufficient number of evening and weekend options available. Having affordable child care options and child care financial assistance is critical in helping families and employers. Lack of child care homes/centers is a nationwide issue which continues to shrink on a daily basis.

Housing:

There's an inadequate number of quality, affordable housing units available for low-income families. Low-income families simply cannot afford the rent and utilities on a monthly basis. The homes that are available for low-income families are many times old, unsafe, and not energy efficient.

Mental Health/Substance Abuse:

Mental Health/Substance Abuse is a complex issue that prevents many people from obtaining and maintaining employment, stable home environments, housing, and overall self-sufficiency. Mental Health/Substance abuse has a direct impact on the communities in which people live. Many rural communities lack services and access to proper treatment options.

Summary of Customer Satisfaction Information

Overall customer satisfaction results are extremely positive. WCCA seems to be doing an excellent job of providing essential services and programs to low-income clients in a helpful and friendly manner. Over 97% of survey participants stated they had a positive experience when receiving services from WCCA. Over 94% of stakeholders gave WCCA high ratings for value, professionalism, relationships with community partners and knowledge of agency programs and services. WCCA should be proud of the long standing reputation we have in our ten county service area.

Summary of Community/Client Demographic Information

The assessment of the client and community demographics overall reaffirms what we already knew about the population and counties we serve.

- We have lost overall population.
- We have children and seniors living in poverty.
- We have some areas with higher poverty rates than the state average.
- We have clients that lack higher education and/or employment specific skill sets.
- We have a large number of children receiving free or reduced price lunches.
- We have clients living in unsafe and unsanitary homes.
- We have an insufficient number of child care options.

The significant issue is the gap between wages and the cost of living. The high cost of housing, cost and lack of child care, and lack of dependable transportation make access to jobs, and social services costly and difficult. West Central Community Action is committed to operate programs and collaborate with other organizations in order to assure the best possible support and outcomes for clients. These organizations include State Agencies, local governments, schools, non-profits, medical and mental health providers, utilities, local businesses, and faith based organizations. Our biggest asset in meeting the challenges we face and developing opportunities for our clients is the resilience of our community members, staff, and partners. While WCCA does not meet every need identified in the surveys, the Agency has services and referral options in place to combat many of the issues that clients are facing in our communities.