

## Community Needs Assessments

*All Community Action Agencies in Massachusetts conduct comprehensive Community Needs Assessments on a regular basis, most recently in 2017, to identify the urgent needs of low-income individuals in their communities and develop strategic plans that define strategies and services to meet those needs and strengthen communities.*



### Top Needs Identified Across the State in 2017



#### **Housing**

- Availability
- Affordability
- Quality



#### **Workforce Development**

- Jobs that pay living wage
- Adult education and affordable job training
- English as a second language classes



#### **Financial Capability**

- Free tax preparation
- Financial education, financial coaching, credit repair assistance



#### **Early Education & Care**

- Accessibility
- Affordability
- Quality



#### **Basic Needs: Food, Heat & Health**

- Food security
- Heating help programs (fuel assistance & energy efficiency initiatives)
- Access to mental health services
- Access to substance abuse resources (including opioid addiction treatment)

*Community Action Agencies, along with MASSCAP, are working to create programs and partnerships as well as advocate for policies to meet these needs. We are at the forefront of providing vulnerable populations with innovative services that help move individuals and families to economic independence.*

*By employing thousands throughout the state, and by administering services whose funds create an important multiplier effect throughout communities, Community Action Agencies are important economic engines, especially in the Gateway cities of Massachusetts. Last year, FY2017, CAAs helped more than 600,000 people in need.*