West Central Missouri Community Action Agency

2026 Community Needs Assessment

Serving Bates, Benton, Cass, Cedar, Henry, Hickory, Morgan, St. Clair, and Vernon Counties

Report Purpose

This assessment lifts up community voice, local data, partner insight, customer experience, and final prioritization results to guide strategic planning, partnership development, funding decisions, advocacy, and continuous improvement across the region.

Prepared for: Board of Directors, Leadership Team, Staff, Funders, Community Partners, and Community Members

Prepared by: Community Services / CNA Planning Team

Board approval scheduled: August 27, 2026

Executive Snapshot

Core message
Families are not experiencing isolated needs. Housing, transportation, child care, utilities, healthcare, food access, and financial stability function as an interconnected system. When one area fails, others quickly deteriorate.

Input source	Scale / role in the CNA
Individuals and families	Approximately 685 survey respondents, including current clients, older adults, people living alone, low-income households, and people reporting disability or health limitations.
Community stakeholders	225 regional stakeholder responses, including professionals from healthcare, human services, education, and other community sectors.
Customer satisfaction survey	263 responses from the 2025 customer satisfaction survey, used to incorporate customer experience and customer input into planning.
Community conversations and town halls	Local input preserving lived experience, community strengths, rural barriers, stigma, navigation challenges, and county-level context.
Board, leadership, and staff prioritization	Final prioritization included Board of Directors, leadership, and agency staff because their pulse on communities and families is essential to a true assessment.

Final priority tier	Need areas
Tier 1: Highest priority	1. Housing; 2. Child Care; 3. Financial Stability / Basic Needs
Tier 2: High priority	4. Transportation; 5. Working Households / ALICE; 6. Utilities / Energy Stability
Tier 3: Systems priorities	7. Benefit Cliffs / Public Policy; 8. Relational / Simplified Access; 9. Coordinated Service Systems

What the CNA is telling us

- The highest-ranked priorities are infrastructure and stability needs, not isolated program categories.
- Housing and child care rose to the top across weighted criteria and overall priority ranking.
- Financial stability, transportation, and working-household instability form the next major priority cluster.
- Customer experience reinforces that West Central's relational, respectful service approach is a community asset and should be protected as strategies evolve.

How to Read This Report

This report is designed for multiple audiences. Some readers may use the full report for planning and funding alignment, while others may rely on the Executive Snapshot, final priorities, and Community Action Organizational Standards Alignment appendix.

Audience	How this report may be used
Funders	Understand demonstrated community need, priority investment areas, local barriers, community assets, and opportunities for coordinated funding.
Board members	Guide governance, strategic planning, approval of the CNA, and accountability to the communities served.
Leadership and staff	Align programs, work plans, outreach, partnerships, advocacy, and customer experience improvements with identified needs.
Community partners	Identify shared priorities and opportunities for collaboration, referral coordination, and systems change.
Community members	See how local voices, customer input, and community experience are reflected in West Central's assessment and planning process.

Reader shortcut
For a quick overview, begin with the Executive Snapshot, What Changed Since the Last CNA?, Final Key Needs, Prioritization Process, and Moving Forward Together sections.

Report Contents

This report is organized to support both public transparency and internal planning. The front sections summarize the most important findings for readers who need a quick understanding of regional need. The middle sections document the data sources and community voice that shaped those findings. The final sections connect the CNA to prioritization, organizational standards, ROMA, and the next strategic planning cycle.

Executive Summary

The Dual Reality of West Central Missouri

The 2026 Community Needs Assessment reveals a region experiencing two truths at the same time. Individuals and families are under increasing pressure from the cost of basic living, including utilities, food, housing scarcity, healthcare, transportation, child care, and other household necessities. For many residents, one routine disruption such as a vehicle repair, illness, utility spike, or child care breakdown can quickly become a household crisis.

At the same time, residents describe their communities as safe, caring, and rooted in strong neighbor networks, family ties, faith communities, and local helpers. Trust is deeply relational. People often turn first to informal supports before approaching formal services, and many delay asking for help because of pride, stigma, transportation barriers, confusion, or fear of judgment.

> **Central finding**
> Instability in the region is not caused by a single unmet need. It is caused by multiple systems that do not work together well enough for the realities of rural households. Housing, transportation, child care, healthcare, utilities, food, employment, and service navigation are deeply connected.

About West Central and Our Service Area

West Central Missouri Community Action Agency (West Central) has served west central Missouri for more than 60 years. As a Community Action Agency, West Central's work is rooted in the belief that local solutions should be shaped by local people, local conditions, and the voices of those most directly affected by poverty and instability.

West Central's primary nine-county service area includes **Bates, Benton, Cass, Cedar, Henry, Hickory, Morgan, St. Clair, and Vernon Counties**. Together, these counties reflect both the strengths and challenges of rural Missouri: close-knit communities, strong local identity, neighbor-to-neighbor support, and deep community pride, alongside persistent barriers related to housing, transportation, child care, healthcare access, utilities, food security, workforce stability, and service navigation.

Including West Central's service area, mission, vision, and long-standing role in the region is an important part of this Community Needs Assessment (CNA). The CNA is not only a data report; it is also a reflection of West Central's responsibility to understand changing community conditions, listen to residents and partners, and use what is learned to guide planning, advocacy, partnerships, and action.

West Central's mission and vision provide the foundation for this work:

Mission: West Central helps people and communities reach their fullest potential by cultivating and coordinating resources, building partnerships, and advocating for change.

Vision: West Central envisions a region where people and communities are thriving.

For more than six decades, West Central has worked alongside individuals, families, community partners, public leaders, and local organizations to reduce poverty, strengthen family and community stability, and respond to emerging needs. This assessment continues that legacy by combining community voice, data, customer experience, partner insight, and prioritization results into a shared understanding of what the region needs now and where collective effort should be focused next.

Purpose, Methodology, and Participation

The purpose of the 2026 CNA is to identify and analyze family, agency, and community-level needs across West Central's service area and to support strategic planning, CSBG planning, program development, partnership alignment, advocacy, resource allocation, and evaluation. The process used a mixed-methods approach combining quantitative data, surveys, stakeholder insight, partner and hospital data, community conversations, town halls, customer satisfaction data, internal leadership listening, and final prioritization results. Together, these sources allow the report to describe what residents are experiencing, what partners are observing, where system gaps are occurring, and how West Central can respond through planning and coordinated action.

Data source	What it contributed
Individual and Family Survey	Approximately 685 individual responses, including current clients, older adults, people living alone, low-income households, and people reporting disability or health limitations.
Community Stakeholder Survey	225 stakeholder responses from regional professionals, including healthcare, human services, education, and other community sectors.
Customer Satisfaction Survey	263 responses measuring service experience, timeliness, respect, needs met, awareness of programs, recommendation, and impact on ability to meet family needs.
Community Conversations and Town Halls	County-level and community-level input on lived experience, local barriers, community strengths, and participant-generated priorities.
Partner and Hospital Data	Social determinants of health, behavioral health trends, access gaps, healthcare migration, and partner observations.
Leadership and Staff Listening	Internal operational insight about intake, navigation, referrals, verification, service access, and opportunities for improved coordination.
Data Walk and Prioritization	Board, leadership, and staff-facing synthesis used to interpret findings, identify key needs, and support final prioritization.

As with any community assessment, the findings should be interpreted as a combined picture rather than a single statistical snapshot. Survey results reflect the people who participated, including a large share of current customers and older adults. Stakeholder and town hall input adds important professional and place-based context, while partner and hospital data help connect local needs to broader systems. The strength of the CNA is the convergence of these sources: different forms of evidence repeatedly point to the same interconnected pressures across housing, child care, transportation, utilities, basic needs, healthcare access, and service navigation.

This CNA also provides the assessment foundation for West Central's CSBG Community Action Plan. In alignment with Community Action Organizational Standard 4.2, the findings, final key needs, and prioritization results will be used to develop or update outcome-based, anti-poverty strategies that tie directly to the community assessment. This ensures the CSBG Plan and related work plans are grounded in documented community need, community voice, and the causes and conditions of poverty identified through the CNA process.

Community Profile and Regional Conditions

West Central serves a nine-county region in west central Missouri where county-level conditions vary significantly. The CNA findings show that regional averages can hide important differences by geography, population group, infrastructure, and local service capacity. Growth counties and rural counties are experiencing different pressures, so the strategic response must be flexible enough to address both fast-growing communities and communities facing population decline, limited services, aging infrastructure, and long-distance access barriers.

Regional condition	Finding	Planning implication
Uneven growth	Overall regional growth is approximately 2%; Cass County growth is approximately 8%; multiple rural counties declined by up to 14%.	Growth-related pressure and rural decline require different but coordinated strategies.
Demographic shift	The regional Hispanic population increased approximately 35%, while non-Hispanic growth was about 1%.	Outreach, navigation, and communication should be culturally and linguistically responsive.

Regional condition	Finding	Planning implication
Age and dependency	The region has a working-age core alongside significant populations under age 5 and over age 65.	Households may face child care and aging-related demands at the same time.
Household vulnerability	Household growth was approximately 1.7%, and 14% of households are female-headed with no spouse present.	Family supports, child care, housing, and financial stabilization remain important.
Child poverty	Overall poverty declined to approximately 12%, but child poverty for ages 0 to 5 is approximately 18.8%.	Generational poverty risk remains and requires prevention-oriented strategies.
Child care and workforce	Infant child care supply meets about 28% of need; families spend about 17% to 19% of income for care; 25% of parents report leaving jobs due to child care issues.	Child care should be treated as family stability and workforce infrastructure.
Distance and access	Long commute patterns and limited transit options amplify other system gaps.	Transportation must be considered in every major strategy.

What Changed Since the Last CNA?

The demographic profile is especially important because need does not look the same across the region. Older adults, people living alone, people with disabilities or health limitations, families with young children, working households slightly above eligibility thresholds, and growing Hispanic communities may experience different barriers to access, stability, and trust. Strategic planning should use these differences to shape outreach, service design, partnerships, and performance measures.

The 2026 assessment cycle shows a shift from individual program needs toward broader system pressures. The most important change is not simply that needs remain high; it is that needs are more interconnected, more affected by infrastructure gaps, and more likely to affect households that are working, aging, disabled, or slightly above traditional eligibility thresholds.

Area of change	What changed or became clearer	Strategic meaning
Regional growth and decline	Cass County growth and rural county population decline are creating different pressures in different parts of the service area.	Strategies should be flexible by geography rather than one-size-fits-all.
Demographic change	Growth in Hispanic residents points to a stronger need for culturally and linguistically responsive outreach and service access.	Navigation and partnership strategies should reflect changing communities.
Poverty and cost of living	Overall poverty may appear lower, but households report rising costs, low margins, and instability beyond the poverty line.	Eligibility thresholds alone do not describe need.
Child care	Child care is now clearly tied to workforce participation, employer stability, and economic mobility.	Child care should be treated as workforce and community infrastructure.
Transportation	Transportation appears across employment, healthcare, food access, social connection, and services.	Every major strategy should consider mobility and rural distance.
Service access and trust	Residents described pride, stigma, difficulty reaching a human, and confusing systems as barriers.	Relational service delivery, simplified navigation, and warm handoffs should remain central.

The Rural Reality

Many of the challenges identified in this CNA are intensified by geography. Distance affects whether a person can reach work, healthcare, child care, food resources, education, training, and agency services. In a rural region, lack of transportation does not stand alone; it changes the real cost and feasibility of every other support.

Rural reality	How it shows up in the CNA	Planning response
Distance acts as a cost multiplier	Fuel costs, long trips, and lack of alternatives make basic appointments, food access, education, and employment harder to sustain.	Build strategies that account for travel, vehicle reliability, mobile access, and flexible delivery.
Provider and service deserts affect multiple needs	Healthcare, child care, housing, and specialized services may be unavailable or concentrated outside a resident's county.	Use partnerships and regional approaches instead of assuming services exist in every community.
Privacy and stigma matter more in small communities	Residents may avoid help because everyone knows everyone or because they fear judgment.	Protect dignity, confidentiality, and relational trust in outreach and service delivery.
One breakdown can create a cascade	A car repair, missed shift, child care gap, illness, or utility spike can quickly affect housing, food, employment, and health.	Bundle stabilization supports and create warm handoffs across programs and partners.

Integrated Data Narrative

Across all data sources, one consistent story emerges: families are not facing one barrier at a time. They are navigating systems that are fragmented, geographically distant, difficult to access, and often misaligned with the realities of low-margin rural households.

The assessment also shows that traditional poverty measures are not enough to explain hardship. Some households are outside eligibility thresholds but still cannot meet the true cost of living. Others are older adults or people with disabilities whose primary needs may center on safety, stability, dignity, and access rather than workforce pathways alone. The agency response must balance workforce development with stabilization, navigation, advocacy, and system design.

- Instability is interconnected across housing, transportation, utilities, food, child care, healthcare, and income pressure.
- Cost of living has outpaced the ability of many households to stay stable.
- Housing supply, transportation, and child care are primary structural drivers of distress.
- The working poor are often excluded from assistance because eligibility thresholds do not reflect current living costs.
- The safety net can feel fragmented, repetitive, and hard to navigate.
- Relational trust, neighbor networks, faith communities, and local helpers remain major assets.

CNA statement
Instability in our region is the result of multiple systems failing to operate together, not a single unmet programmatic need.

Causes and Conditions of Poverty

The CNA identifies both the conditions people are experiencing and the underlying causes or system factors that contribute to those conditions. This distinction is important for funders, partners, and Board members because conditions often describe what families are facing now, while causes point toward the systems that must change over time.

Conditions of poverty	Contributing causes / system factors
Housing instability and housing cost burden	Limited affordable housing supply, rising rents and home prices, aging housing stock, and limited development capacity.
Utility disconnections and energy insecurity	Rising utility costs, seasonal spikes, limited household income, and assistance that may arrive close to crisis points.
Food insecurity and limited healthy food access	Affordability, transportation costs, benefit insufficiency, and household income instability.
Child care shortages and care affordability barriers	Insufficient provider capacity, limited infant care, high costs, and workforce/market constraints.
Transportation barriers	Long rural distances, limited public transit, vehicle reliability issues, and high fuel/repair costs.
Healthcare access issues	Provider shortages, out-of-county care migration, transportation barriers, and health costs.
Working household instability	Wages not keeping pace with inflation, eligibility cliffs, and households slightly above assistance thresholds.
Difficulty navigating services	Fragmented intake, repeated documentation, disconnected referrals, digital barriers, and limited access to a live person.

What We Heard from Individuals and Families

Approximately 685 individuals participated in the individual and family survey. The respondent profile shows a highly vulnerable population: 88.1% were current West Central clients, 69% were age 55 or older, 57% lived alone, 64.2% reported annual household incomes below $20,000, 82.5% reported annual household incomes below $30,000, and 67.5% reported having a disability or health condition affecting daily activities.

Theme	Key finding	Representative voice
Cost of living	41.7% had to choose between utilities and other necessities; 31.5% could not pay for basic needs; 23.1% had bills sent to collections; 19.3% had to choose between housing expenses and other necessities.	“People feel like there is nowhere left to turn but prices keep going up… so they just struggle in silence.”
Utility stability	Nearly 27% reported experiencing a utility shutoff or coming close during the past year.	“Funds are not available until almost shut off date. It is a scary feeling knowing you qualify for help but not being able to get it quick enough.”
Food affordability	40.1% said healthy food costs too much; 28.4% experienced not having enough food; 17.5% had food benefits run out before month-end.	“I just go without because I have to drive 20 miles each way if my truck is running.”
Health crisis cascade	41.3% experienced a major health problem or family crisis. Among those households, 50.7% struggled to meet basic needs, 38.1% struggled with transportation costs, 32.7% struggled to access medical care, and 18.0% experienced work disruptions.	“I did not ask for any help until I ended up with heart failure.”
Transportation	Transportation barriers affect employment, healthcare, food access, service access, and social connection.	“There is not help or reliable transportation available in my county.”
Trust and navigation	Top information sources were friends and family at 60.8%, Facebook at 35.2%, and service providers at 22.0%.	“Nobody answers the phone or it is an AI version that cannot do what a human can.”

Theme	Key finding	Representative voice
Pride and stigma	Respondents described pride, embarrassment, shame, fear of judgment, and not wanting others to know as reasons people delay help.	“They are embarrassed to ask for help in a small town where everyone knows them.”
Working poor eligibility gaps	Many described earning just above assistance thresholds while still being unable to afford basic needs.	“They make enough to fall just over the threshold of qualifying.”

What We Heard from Community Stakeholders and Partners

The stakeholder survey reflects the views of 225 regional professionals, including healthcare, human services, education, and other sectors. Stakeholders confirmed that the region’s most urgent needs are structural and interconnected, with housing stability rising clearly to the top.

Key Sector Engagement for Organizational Standards Alignment

The CNA connects stakeholder survey results, partner data, and community engagement to the five key sectors referenced in CSBG Organizational Standard 2.2: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

Top stakeholder priority	Response %	Count
Housing Stability	71.05%	108
Financial Stability	38.82%	59
Transportation	37.50%	57
Food Security	36.84%	56
Child Care	36.18%	55
Workforce and Employment	34.21%	52

Partner and Hospital Data

Regional partner and hospital data connected social determinants of health to downstream clinical outcomes. Mental health and substance use ranked as top unmet needs across counties, suicide and depression indicators were elevated, provider ratios ranged from approximately 1 provider per 2,000 residents to 1 provider per 8,000 residents by county, and up to approximately 77% of residents receive care outside their home county. Housing instability, food insecurity, transportation barriers, chronic disease risk factors, and economic instability repeatedly appeared as upstream drivers of health outcomes.

Community Conversations and Town Halls

Community conversations and town halls added place-based nuance and human meaning to the survey and partner data. Participants described daily friction rather than isolated categories. They talked about transportation, child care, paperwork, trust, stigma, and local pride as connected parts of one lived experience.

Town hall insight	Meaning for planning
Interconnected friction: “If one thing breaks, everything else falls.”	Strategies should bundle services and reduce the number of separate doors a household must enter.
Transit and child care strain: “Child care is like another mortgage.”	Transportation and child care should be treated as economic infrastructure.

Town hall insight	Meaning for planning
Re-application bureaucracy: “We have to start over from scratch.”	Simplified intake, document reuse, and warm handoffs should be priorities.
Stigma squeeze: “People decide to suffer instead of asking for help.”	Outreach must protect dignity, privacy, and trust.
Social cohesion: “All in all, my community is a pretty nice place.”	Local relationships, churches, neighbors, and trusted helpers are assets.

Leadership Listening and Organizational Implications

Leadership and staff reflections connected external community need to internal agency practice. The findings suggest that West Central has an opportunity to strengthen its role as a stabilizer, navigator, convener, and backbone partner across the region.

Level	Where the pressure lands	Opportunity for West Central
Family level	Financial instability, housing deprivation, and child care access barriers.	Stabilization, navigation, bundled supports, and prevention before crisis.
Community level	Limited transportation, housing supply constraints, and uneven regional capital.	Convene partners, align resources, support local and regional advocacy.
Agency level	Rigid verification loops, fragmented intake points, siloed program rules, and complicated referral flows.	Simplify access, reduce duplication, improve cross-program coordination, and preserve human-centered service delivery.

Community Assets & Strengths

The CNA intentionally balances needs with existing strengths. Community members described local pride, safety, neighbors helping neighbors, faith and family networks, and trusted relationships as protective factors. These assets do not erase hardship, but they provide a foundation for strategies that feel local, relational, and dignified.

Asset / protective factor	What the CNA heard or observed	How to build on it
Community pride and social cohesion	Residents described communities as caring, peaceful, and supportive even while naming serious barriers.	Use community-based outreach and local champions rather than relying only on formal systems.
Neighbor, family, and faith networks	Residents often turn first to people they trust before approaching formal services.	Strengthen referral pathways through trusted messengers and faith/community partners.
West Central trust and service experience	Survey and community voice indicate that respectful, human-centered service is a strength.	Protect direct human contact, especially for older adults, people with disabilities, and residents with limited digital access.
Partner awareness of systems gaps	Stakeholders clearly identified housing, transportation, child care, working instability, and fragmented referrals as system issues.	Use the CNA as a convening tool for cross-sector action.
Board, leadership, and staff engagement	Prioritization included Board of Directors, leadership, and all agency staff.	Maintain shared ownership of the CNA and connect findings to planning, training, and advocacy.

Customer Satisfaction and Customer Input

Customer satisfaction data was included in the CNA to ensure West Central's planning process reflects not only community needs, but also the experience of people receiving services. The 2025 customer satisfaction survey included 263 responses and provides important insight into how customers experience access, respect, timeliness, and overall support.

Overall, the results show that customers report a very positive experience with West Central services. Most respondents were assisted in person at a West Central office or through the Mobile Action Center, while a smaller share received help by phone, email, Zoom, or another virtual option. The data suggests that in-person and mobile service access remain especially important within the region, particularly for customers who may prefer or need direct human support.

Customers overwhelmingly reported that they were helped in a timely manner, treated with respect, had their needs met, and were informed about available West Central programs and services. Nearly all respondents also said they would recommend West Central to friends and family and that, as a result of West Central services, they were better able to meet their family's needs.

These findings reinforce one of the broader themes of the CNA: relational, respectful, human-centered service is a strength of West Central and should be protected as the agency continues to improve access, coordination, outreach, and efficiency. In a region where residents often describe confusion, stigma, transportation barriers, digital barriers, and difficulty reaching a live person, the customer satisfaction results point to the importance of maintaining trust-based service delivery while also simplifying navigation and strengthening cross-program coordination.

The open-ended comments also provide an opportunity to better understand what customers value most, where service access can continue to improve, and how West Central can use customer experience as part of ongoing strategic planning and continuous improvement.

How this informs planning
The satisfaction data supports CNA themes around relational service delivery, trust, respect, timely response, and helping customers understand available programs and services. These findings should inform planning, outreach, and customer experience improvements.

Community Voice Highlights by Priority Area

Priority area	Community voice / stakeholder insight	Why it matters
Housing	"Housing, food, utilities."	Housing is experienced as part of a broader survival stack, not as a stand-alone issue.
Child Care	"Child care is like another mortgage."	Care costs can erase the value of work and limit workforce participation.
Transportation	"There is not help or reliable transportation available in my county."	Distance determines access to food, work, care, school, services, and connection.
Financial Stability / Basic Needs	"People feel like there is nowhere left to turn but prices keep going up."	Households are facing persistent strain even when they are working or connected to services.
Service Access	"Nobody answers the phone or it is an AI version that cannot do what a human can."	Human-centered navigation remains essential for trust and access.

Final Key Needs and Strategic Priority Areas

Based on the full integration of quantitative data, individual/family survey results, stakeholder perspectives, partner and hospital data, community conversations, customer satisfaction data, and leadership listening, nine final key needs emerged.

Need area	Need statement	Evidence summary
Access to affordable, safe, and stable housing	Expand affordable housing stock, improve housing quality, and stabilize families before housing loss.	Housing was the top stakeholder priority at 71.05%, and 86.52% cited rising prices while 76.60% cited lack of units.
Access to affordable and reliable child care	Increase safe, affordable, consistent care options, including infant care, and treat child care as workforce infrastructure.	Infant child care supply meets about 28% of need; families spend about 17% to 19% of income on care; 25% of parents report leaving jobs due to child care issues.
Accessible and flexible transportation solutions	Develop rural mobility models, vehicle repair safety nets, and flexible transportation options.	Transportation affects employment, healthcare, food access, service access, and social connection.
Affordable utilities and energy stability supports	Strengthen rapid-response utility assistance, prevention, and energy affordability strategies.	41.7% of individual survey respondents had to choose between utilities and other necessities, and nearly 27% experienced or nearly experienced a utility shutoff.
Financial stability, basic needs, and emergency safety nets	Coordinate food, income, and emergency supports that help households absorb shocks.	Health crises, bills, food costs, debt collections, and basic needs insecurity show low financial margins.
Financial stability for working households not yet self-sufficient	Support working households above eligibility thresholds but below true self-sufficiency.	Stakeholders identified working families as an underserved population and residents described falling just above thresholds.
Barriers created by benefit cliffs and public policy structures	Pursue tapered supports and advocacy that do not punish wage growth.	59.48% of stakeholders reported families are constantly or frequently forced to decline promotions or raises due to benefit cliff fear.
Relational service delivery and simplified access	Protect human-centered navigation and simplify intake, verification, and communication.	Residents rely on friends and family, distrust automated systems, and report confusion about where to begin.
Coordinated, integrated service systems across agencies and regions	Improve closed-loop referrals, data sharing, and cross-sector alignment.	Only 5.88% of human service professionals reported a strong, data-integrated referral loop.

How Priorities Were Determined

Final priorities were determined through a structured process that combined multiple data sources, shared interpretation, and broad input from governance, leadership, and staff perspectives.

Step	Description
1. Gather input	Individual/family survey, stakeholder survey, customer satisfaction data, town halls/community conversations, partner and hospital data, and internal listening.
2. Integrate findings	Data walk materials translated quantitative data, qualitative voice, and partner insight into a shared narrative.
3. Apply scoring criteria	Needs were reviewed using severity, frequency, barrier to stability, gap in services, and equity impact.

Step	Description
4. Rank priorities	Board members, leadership, and staff participated in final prioritization to reflect community pulse and agency insight.
5. Connect to action	Priority results will inform strategic planning, work plans, partnership development, advocacy, and resource alignment.

Why this process matters
The final priorities reflect both evidence and judgment. They are grounded in data, influenced by community voice, and reviewed by people close to community conditions, service delivery, governance, and agency strategy.

Prioritization Process and Voting Status

West Central used the final prioritization process to move from data review to strategic direction. Respondents included the Board of Directors, leadership, and agency staff. This broad participation was intentional because each group has an important voice in the CNA, and their day-to-day pulse on communities and families is key to a true assessment.

Measure	Answered	Skipped	Result type
Severity	53	0	Weighted average by need area
Frequency	44	9	Weighted average by need area
Barrier to Stability	42	11	Weighted average by need area
Gap in Services	42	11	Weighted average by need area
Equity Impact	42	11	Weighted average by need area
Overall Priority Rank	38	15	Priority score by ranked choice question

Final prioritization finding
The final results confirm the CNA's central message: the highest-priority needs are not isolated program issues. They reflect interconnected infrastructure and stability challenges, with housing, child care, basic needs, transportation, and working-household instability forming the strongest priority cluster.

Strategic Implications and Path Forward

The findings point toward an agency strategy that balances immediate stabilization with systems-level change. The report should inform the next strategic plan, CSBG work plans, community action plan, advocacy priorities, resource development, partner convening, and internal workflow improvement.

Strategic implication	What it means in practice
Focus on systems, not isolated programs	Pair crisis supports with related structural supports, such as housing navigation, transportation, child care, benefits counseling, or warm referrals.
Protect relational access	Maintain direct human contact and trust-based outreach while improving efficiency.
Use West Central's backbone role	Convene partners around housing, transportation, child care, healthcare access, food systems, and referral coordination.

Strategic implication	What it means in practice
Lift community voice	Keep direct quotes visible in board materials, strategic planning documents, staff training, and partner communication.
Balance stabilization and advocacy	Continue critical services while also addressing eligibility gaps, benefit cliffs, coordination failures, and policy barriers.
Design for older adults and people with disabilities	Ensure strategies are not overly workforce-centered and include stability, safety, dignity, and access for non-workforce populations.

Family, Agency, and Community Levels of Need

The CNA connects findings across family, agency, and community levels. This ensures the assessment is useful for strategic planning and not limited to direct-service needs alone.

Level	Need / implication identified in the CNA
Family level	Households experience cost-of-living strain, utility instability, food affordability issues, housing pressure, health-related financial shocks, transportation barriers, child care gaps, and eligibility cliffs.
Agency level	West Central must protect relational access, simplify navigation, reduce duplication, improve referral coordination, and balance stabilization with systems-level action.
Community level	The region needs cross-sector strategies for housing, child care, transportation, healthcare access, workforce stability, food systems, and coordinated service infrastructure.

ROMA Cycle Integration

The CNA fits directly within the ROMA cycle by linking assessment, planning, implementation, achievement of results, and evaluation. The purpose is not only to document needs but to guide action and measure progress.

ROMA phase	How this CNA supports the phase
Assessment	Collects and analyzes quantitative data, survey results, community voice, partner data, customer satisfaction data, and internal operational insight.
Planning	Identifies nine key needs and provides a prioritization framework for board, leadership, and staff input.
Implementation	Guides strategies, work plans, partnerships, resource allocation, and advocacy.
Achievement of Results	Creates a basis for selecting outcomes and indicators tied to family, agency, and community-level change.
Evaluation	Supports ongoing review of progress, gaps, customer experience, community feedback, and strategy adjustment.

Moving Forward Together

The findings contained in this assessment cannot be addressed by any single organization. Housing, child care, transportation, financial stability, health access, and service navigation require coordinated action among residents, local governments, nonprofit organizations, educational institutions, healthcare providers, businesses, faith communities, and funders.

West Central is committed to using these findings to guide strategic planning, program development, partnership building, advocacy, resource alignment, and continuous improvement. The agency invites community partners, funders, public leaders, and residents to use this report as a shared starting point for action.

Call to action
Use this CNA to identify where your organization, community group, public office, school, business, coalition, or funding strategy can align with one or more of the final priorities. The next step is not simply acknowledging need; it is building coordinated solutions that help families, agencies, and communities move from crisis response toward lasting stability.

Appendix A: Verbatim Voice Directory

Cost of Living and Financial Strain

"Prices going up. And nothing is cheap."

"Not enough money."

"People feel like there is nowhere left to turn but prices keep going up… so they just struggle in silence."

Utility and Energy Assistance

"People need help before they reach a crisis point."

"Funds are not available until almost shut off date."

Food Security and Basic Needs

"Healthy food costs too much."

"Every time I have had to go to the food pantry this has happened so I just go without because I have to drive 20 miles each way if my truck is running."

Transportation Barriers

"There is not help or reliable transportation available in my county."

"Transportation is the number one obstacle reported to us."

Pride, Stigma, and Asking for Help

"They are embarrassed to ask for help in a small town where everyone knows them."

"Feeling ashamed of needing the help."

Information and Navigation

"They do not know who to ask or where to start."

"The information needed to get those services is long and sometimes hard."

Working Poor and Eligibility Gaps

"They make enough to fall just over the threshold of qualifying."

"They do not qualify for aid because their income is right above the federal poverty line."

Appendix B: Community Action Organizational Standards Alignment

This appendix shows how the CNA aligns with Community Action Organizational Standards that are relevant to community assessment, consumer input, key sector engagement, strategic planning, customer satisfaction, and Board acceptance.

Standard	Requirement summary	Where addressed in this CNA
1.2	Analyze information collected directly from low-income individuals as part of the community assessment.	Executive Snapshot; Purpose/Methodology; Individuals and Families section; Verbatim Voice Directory.
2.2	Use information gathered from key community sectors, including community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.	Community Stakeholders and Partners section; Key Sector Engagement subsection.
3.1	Conduct a community assessment and issue a report within the past three years.	This CNA report and public distribution after approval.
3.2	Include current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for the service area.	Community Profile and Regional Conditions; demographic and poverty profile.
3.3	Collect and analyze both qualitative and quantitative data on geographic service areas.	Purpose/Methodology; Community Profile; Integrated Data Narrative; Individuals and Families; Stakeholders; Town Halls; Partner/Hospital data.
3.4	Include key findings on the causes and conditions of poverty and the needs of assessed communities.	Executive Snapshot; Causes and Conditions of Poverty; Final Key Needs; Prioritization; Strategic Implications.
3.5	Governing board formally accepts the completed community assessment.	Board approval August 27, 2026.
4.2	The organization's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.	Purpose/Methodology; Final Key Needs; How Priorities Were Determined; Prioritization Process and Voting Status; Strategic Implications; ROMA Cycle Integration; future CSBG Community Action Plan and related work plans.
6.3	Strategic plan contains family, agency, and/or community goals.	Strategic Implications; Family, Agency, and Community Levels of Need; ROMA Cycle Integration.
6.4	Customer satisfaction data and customer input collected as part of the community assessment are included in strategic planning.	Customer Satisfaction and Customer Input section; Strategic Implications; ROMA Cycle Integration.

Organizational Standards Evidence Checklist

This checklist is included to make the CNA easier to use for Board review, leadership follow-up, organizational standards documentation, and strategic planning preparation. The approved CNA should be retained with the supporting evidence packet, including survey summaries, stakeholder data, community voice materials, customer satisfaction documentation, prioritization materials, public release documentation, and signed Board minutes once approval is complete.

Standard	How the CNA addresses it	Evidence to retain	Status / follow-up
1.2	The CNA analyzes information collected directly from individuals and families, including current customers, low-income households, older adults, people living alone, and people reporting disability or health limitations.	Approved CNA, individual/family survey summary, survey instrument or export, data summaries, community voice appendix, and town hall/forum notes where applicable.	Addressed in the report and evidence packet.
2.2	The CNA uses information from key community sectors through the stakeholder survey, partner data, community conversations, and the Key Sector Engagement subsection.	Stakeholder survey summary, stakeholder respondent sector summary, partner data, meeting/town hall notes, and any documentation showing engagement from community-based, faith-based, private sector, public sector, and educational institution partners.	Addressed; stakeholder section should remain explicit about all five sectors.
3.1	The CNA documents the completed 2026 Community Needs Assessment and will serve as the issued report once approved and released.	Final approved CNA, release date, public distribution method, website screenshot, email distribution list, social media post, press release, or other public release documentation.	Final Board acceptance and public distribution documentation.
3.2	The CNA includes community profile and demographic findings and should be supported by current data on poverty and its prevalence related to gender, age, and race/ethnicity across the nine-county service area.	Current poverty and demographic data tables by gender, age, race/ethnicity, and service area; data source notes; and any supporting Community Commons, Census, or other demographic source materials used.	Addressed in summary; retain detailed supporting data in the evidence packet and appendix/source file.
3.3	The CNA collects and analyzes both qualitative and quantitative data across the geographic service area.	Quantitative data walk, survey summaries, partner/hospital data, customer satisfaction data, qualitative comments, town hall notes, stakeholder input, and prioritization results.	Addressed in methodology and throughout the report.
3.4	The CNA clearly identifies key findings on the causes and conditions of poverty and summarizes final assessed community needs.	Executive Snapshot, Causes and Conditions of Poverty section, Final Key Needs, prioritization results, and strategic implications.	Addressed in the report.
3.5	The governing Board formally approves the completed CNA	Signed Board minutes showing review, motion, vote, and approval of the CNA.	August 27, 2026 Board approval.
4.2	The CNA establishes the assessment basis for the CSBG Community Action Plan and connects final priority needs to outcome-based, anti-poverty strategies.	Approved CNA, final key needs, prioritization results, ROMA cycle documentation, CSBG Community Action Plan, CSBG work plans, outcome measures, and Board or leadership documentation showing how CNA priorities were carried into action planning.	Addressed in the CNA; carry forward into the CSBG Community Action Plan and related outcome-based work plans.
6.3	The CNA prepares the next strategic planning cycle by identifying family, agency, and community levels of need.	Family, Agency, and Community Levels of Need section; Strategic Implications; ROMA Cycle Integration; and future strategic plan goals.	Addressed for CNA readiness; carry forward into the strategic plan.
6.4	The CNA includes customer satisfaction data and customer input as part of planning and continuous improvement.	Customer Satisfaction and Customer Input section, 2025 customer satisfaction survey/resource guide, analysis summary, Board reporting documentation, and future strategic planning materials showing how customer input was used.	Addressed in the report; carry forward into strategic planning documentation.

Appendix C: Source and Supporting Materials

The materials listed in this appendix were used to develop, verify, and support the 2026 Community Needs Assessment. This source index documents the primary evidence base for the report and provides a reference point for Board members, leadership, staff, funders, partners, and future reviewers throughout the 2026–2029 planning cycle.

Source / supporting material	Summary / purpose	Where reflected in the report
Leadership Listening Stations	Organizes findings at the family, agency, and community levels and connects external community need to internal operations, service access, and strategic planning implications.	Leadership Listening and Organizational Implications; Family, Agency, and Community Levels of Need; Strategic Implications.
Community Conversations and Town Halls: What We Heard	Captures place-based lived experience, community strengths, stigma, transportation barriers, child care strain, re-application fatigue, and local priorities shared through conversations and town halls.	Community Conversations and Town Halls; Appendix A: Verbatim Voice Directory; Community Voice Highlights by Priority Area.
Missouri Community Action Network Report	Provides demographic, poverty, regional condition, and Community Action context used to support the service-area profile and organizational standards documentation.	Community Profile and Regional Conditions; What Changed Since the Last CNA?; Organizational Standards Alignment.
West Central 2026 Community Stakeholder Survey and Results	Documents regional professional and partner perspectives on housing, transportation, child care, financial stability, workforce barriers, benefit cliffs, and referral-system gaps.	What We Heard from Community Stakeholders and Partners; Key Sector Engagement; Final Key Needs.
West Central 2026 Individual Survey and Results	Captures individual and family experience, including cost-of-living strain, utilities, food insecurity, transportation, health crisis impacts, pride/stigma, service navigation, and eligibility gaps.	Individuals and Families; Appendix A; Final Key Needs; Community Voice Highlights.
Customer Satisfaction Survey	Provides customer experience data related to timeliness, respect, needs met, service awareness, recommendation, and the role of West Central services in helping households meet family needs.	Customer Satisfaction and Customer Input; Strategic Implications; Organizational Standards Alignment.
CNA Data Walk Summary and Prioritization Materials	Synthesizes quantitative data, survey voice, partner insight, town hall themes, and leadership discussion into the shared data narrative used for final prioritization.	Executive Snapshot; Integrated Data Narrative; How Priorities Were Determined; Prioritization Process and Voting Status.
WCMCAA Customer Profile and Demographic Trends | FFY18–FFY25	Companion demographic trend document showing WCMCAA customer profile changes from FFY18 through FFY25, including data maturity context, participant growth, household growth, poverty level, age, disability, housing, income, and benefits trends.	Community Profile and Regional Conditions; What Changed Since the Last CNA?; Integrated Data Narrative; Final Key Needs; Organizational Standards Alignment.

Supporting documentation retained: West Central retained the supporting evidence packet for this CNA, including survey summaries, stakeholder data, community voice materials, customer satisfaction documentation, prioritization materials, demographic/source files, Board approval documentation, CSBG Community Action Plan alignment materials, outcome-based work plan documentation, and public release records relevant to Community Action Organizational Standards 3.1, 3.2, 3.5, 4.2, and 6.4.

ANALYSIS BY LEVEL OF NEED (LEADERSHIP LISTENING STATIONS)

OVERVIEW

Feedback from the Leadership Listening Stations reflects needs across three interconnected levels:

- **Individual/Family Level –** Barriers directly impacting households
- **Community/System Level –** Gaps in broader systems and resources
- **Agency/Operational Level –** Internal processes affecting service delivery

Many themes overlap across levels, reinforcing the need for coordinated, multi-level solutions.

INDIVIDUAL / FAMILY LEVEL NEEDS

These needs directly impact a household's ability to achieve stability and self-sufficiency.

Key Needs Identified

- **Financial instability and affordability challenges**, including difficulty meeting basic needs
- **Housing access barriers**, including deposits, rental requirements, and limited availability
- **Transportation limitations** affecting access to employment, medical care, and services
- **Limited access to child care**, impacting workforce participation
- **Barriers to employment and job access**, including lack of supports needed to maintain employment
- **Difficulty navigating application processes and program requirements**
- **Preference for in-person support and direct communication with staff**

What This Means

Families are experiencing **layered barriers**, where one challenge (e.g., child care) directly affects another (e.g., employment, income, housing stability).

COMMUNITY / SYSTEM-LEVEL NEEDS

These reflect gaps or limitations in the broader environment that affect multiple households.

Key Needs Identified

- **Insufficient supply of safe, affordable housing**
- **Limited landlord participation and housing partnerships**
- **Transportation infrastructure gaps**, particularly in rural areas
- **Limited availability of child care across communities**
- **Funding constraints and gaps in resources available to meet community needs**
- **Limited community awareness of available programs and services**
- **Need for stronger cross-sector partnerships**, including:
    - Landlords and property owners
    - Employers and workforce partners
    - Financial institutions and utility companies
    - Faith-based and community organizations

What This Means

The challenges facing families are not isolated—they are influenced by **system-level constraints in housing, workforce, transportation, and resource availability**.

AGENCY / OPERATIONAL LEVEL NEEDS

These are internal opportunities that impact how effectively services are delivered.

Key Needs Identified

- **Limited live response (phone and in-person)** and reliance on automated systems

- **Inconsistent staffing and support at hubs and front desks**
- **Complex application processes and documentation requirements**
- **Technology and system inefficiencies**, including manual processes and outdated tools
- **Need for staff training and cross-training to improve service delivery**
- **Opportunities to improve website navigation and communication tools**
- **Limited capture and sharing of client success stories and program impact**

What This Means

Internal systems and processes directly affect:

- How easily clients can access help
- The consistency of service delivery
- The overall client experience

CROSS-LEVEL INSIGHTS (IMPORTANT FOR LEADERSHIP)

Several themes span all three levels:

ACCESS TO SERVICES

- Family Level: Clients struggle to reach staff
- System Level: Navigation of services is complex
- Agency Level: Phone systems and staffing create barriers

➡️ **Implication:** Access must be redesigned as a system, not just a front desk function.

HOUSING STABILITY

- Family Level: Clients cannot secure housing
- System Level: Limited units and landlord participation
- Agency Level: Need for stronger partnerships and solutions

➡️ **Implication:** Housing requires coordinated systems change, not just program expansion.

WORKFORCE PARTICIPATION

- Family Level: Child care and transportation barriers
- System Level: Limited availability of supports
- Agency Level: Opportunity to align services (e.g., Workforce YOU)

➡️ **Implication:** Workforce solutions must address multiple barriers at once.

SUMMARY STATEMENT

The Leadership Listening Station findings demonstrate that community needs exist at multiple, interconnected levels. While individuals and families face immediate barriers related to housing, employment, and access to services, these challenges are influenced by broader system gaps and internal operational factors.

Addressing these needs will require:

- **Client-centered service improvements at the agency level**
- **Strengthened partnerships and system coordination at the community level**
- **Targeted supports that address multiple barriers simultaneously at the family level**

COMMUNITY CONVERSATIONS & TOWN HALLS
WHAT WE HEARD

Leadership data walk summary based on compiled community and individual conversation notes

This summary is intended to preserve the power of what was shared across community conversations and town halls while making it easier to review and use. Rather than reducing the notes to a simple list of issues, this document highlights the major patterns, tensions, and lived experiences that surfaced across counties. The goal is to carry forward both the themes and the voice behind them so leadership can see not only what barriers were named, but how those barriers are experienced in real life.

THE STORY EMERGING ACROSS COMMUNITIES

Across counties, people described communities with real strengths, willing helpers, and local resource points—but they also described systems that are hard to navigate and often unable to respond to the way real life actually works.

The strongest message was not simply that families need help. It was that housing, transportation, child care, food access, health, employment, and financial stability are deeply connected. When one part breaks down, the rest often falls with it.

People did not describe isolated problems. They described layered barriers: no transportation means missed work, missed healthcare, or inability to get groceries; child care costs make work feel impossible; low wages do not offset the loss of benefits; and confusing systems require people to tell their story over and over again.

THEMES HEARD REPEATEDLY ACROSS THE COMMUNITIES

- **Basic needs remain unstable for many households.** Affordable housing, utilities, food access, safe living conditions, and in some cases the absence of basic infrastructure surfaced as ongoing realities.
- **Transportation is a major access issue.** Transportation was repeatedly tied to employment, healthcare, errands, groceries, and independence—especially in rural communities where services and jobs are far apart.
- **Child care is both a family issue and a workforce issue.** Participants described child care as expensive, limited, hard to trust, and often misaligned with work schedules.
- **Workforce barriers are about more than jobs alone.** There is a mismatch between what employers need, what jobs offer, and what households can realistically manage when transportation, child care, and benefits are all in the equation.
- **Access to services is inconsistent and often unclear.** In many cases, resources were described as existing, but not visible, accessible, or communicated in ways that reach people effectively.

- **Systems feel fragmented and repetitive.** Participants described disconnected referrals, repeated paperwork, weak handoffs, and the burden of starting over each time they seek help.
- **Communities still have strengths worth building on.** Local organizations, food pantries, schools, libraries, and informal support networks were consistently named as important assets.

The themes above were not abstract—they were reflected clearly in how people described their experiences in their own words.

POWERFUL VOICES

These statements reflect the tone, frustration, and reality shared across the conversations. Where possible, the language is preserved closely so the voice is not lost.

> *"People decide to suffer instead of asking for help."*
>
> *"It's HARD."*
>
> *"No one is looking out for our kids…they look so unhealthy."*
>
> *"Child care is like another mortgage."*
>
> *"We have to start over from scratch."*
>
> *"There is a catch-22 where they cannot work and keep benefits."*
>
> *"It's like being a mouse caught in trap or maze – you can't find your way out."*
>
> *"People in power need to know what it's like to be poor."*
>
> *"It's gut-wrenching for households to have to deal with the cliff effect."*
>
> *"All in all, my community is a pretty nice place."*

WHAT THIS MEANS ACROSS COMMUNITIES

Across the conversations, participants described a consistent set of challenges that cut across communities. Housing, child care, employment, transportation, food access, and healthcare are not experienced as separate issues—they are deeply connected, and when one breaks down, others quickly follow.

Participants repeatedly described systems that are difficult to navigate and feel disconnected. Paperwork, repeated applications, and weak handoffs create frustration and make it harder to get timely, coordinated help.

In many communities, distance itself is a barrier. Individuals described traveling significant distances for work, healthcare, or basic services, often without reliable transportation—reinforcing isolation and limiting access to opportunity.

Barriers to accessing support were not only structural, but also personal and social. Participants described pride, stigma, and fear of judgment as real factors that prevent people from seeking help. Even when services exist, individuals may not engage due to embarrassment, lack of trust, or concern about how they will be perceived.

Transportation and child care surfaced as some of the most persistent barriers, affecting nearly every part of daily life. Limited availability, high cost, and logistical challenges make it difficult to maintain employment, access services, and meet basic needs.

Many participants also described a mismatch between available jobs, household realities, and system requirements. Low wages, benefit cliffs, and disability income limits create situations where moving forward can feel risky or unrealistic, even when opportunities are present.

In some cases, participants described severe conditions, including unstable housing situations, long delays in accessing services, and difficulty meeting basic needs such as food, utilities, and healthcare.

At the same time, community resource hubs—particularly food pantries—were described as critical access points for both support and information, highlighting both their importance and the gaps in the broader system.

There was also a clear tension between strengths and challenges. While participants named local organizations, informal supports, and a willingness to help one another, they also struggled to identify what is working at a broader system level—pointing to a need for stronger alignment, visibility, and coordinated effort.

CLOSING REFLECTION

Taken together, these conversations suggest that communities do have assets, local commitment, and points of connection. But they also make clear that many families are carrying the burden of navigating fragmented systems while trying to survive rising costs, limited options, and unstable supports.

The importance of this body of qualitative data is not just that it identifies needs. It shows how those needs interact, how they wear on people over time, and where leadership may need to focus if the goal is not simply to respond to hardship, but to reduce the conditions that keep hardship in place.

Missouri Community Action Network Report

Location

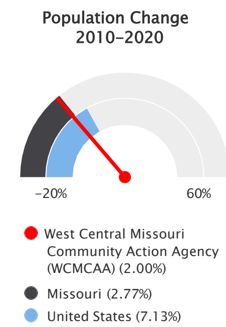
West Central Missouri Community Action Agency (WCMCAA)

Population Profile

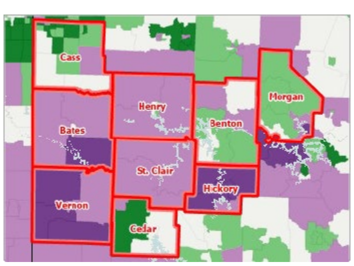
Population Change

Population change within the report area from 2010-2020 is shown below. During this ten-year period, total population estimates for the report area grew by 2 percent, increasing from 233,014 persons in 2010 to 237,670 persons in 2020.

Report Area	Total Population, 2010 Census	Total Population, 2020 Census	Population Change, 2010-2020	Population Change, 2010-2020, Percent
West Central Missouri Community Action Agency (WCMCAA)	233,014	237,670	4,656	2.00%
Bates County, MO	17,049	16,042	-1,007	-5.91%
Benton County, MO	19,056	19,394	338	1.77%
Cass County, MO	99,499	107,824	8,325	8.37%
Cedar County, MO	13,982	14,188	206	1.47%
Henry County, MO	22,272	21,946	-326	-1.46%
Hickory County, MO	9,627	8,279	-1,348	-14.00%
Morgan County, MO	20,565	21,006	441	2.14%
St. Clair County, MO	9,805	9,284	-521	-5.31%
Vernon County, MO	21,159	19,707	-1,452	-6.86%
Missouri	5,988,913	6,154,913	166,000	2.77%
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.



View larger map

Population Change, Percent by Tract, US Census Bureau 2010 - 2020

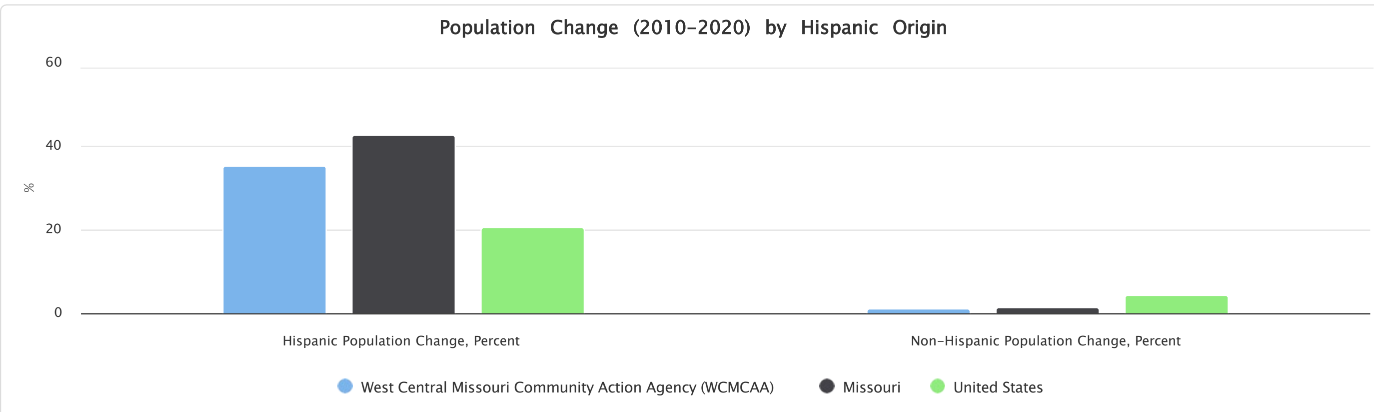
- Over 10.0% Increase (+)
- 2.0 - 10.0% Increase (+) Less Than 2.0% Change (+/-)
- 2.0 - 10.0% Decrease (-)
- Over 10.0% Decrease (-)
- No Population or No Data
- West Central Missouri Community Action Agency (WCMCAA)

Population Change (2010-2020) by Hispanic Origin

This indicator reports the Hispanic or Latino population change in the report area.
The percentage values could be interpreted as, for example, *"Of all the Hispanic population within the report area, there is a population change of (value) during the report time period."*

Report Area	Hispanic Population Change, Total	Hispanic Population Change, Percent	Non-Hispanic Population Change, Total	Non-Hispanic Population Change, Percent
West Central Missouri Community Action Agency (WCMCAA)	2,155	35.39%	2,501	1.10%
Bates County, MO	60	21.82%	-1,067	-6.36%
Benton County, MO	19	6.53%	319	1.70%
Cass County, MO	1,595	39.99%	6,730	7.05%
Cedar County, MO	57	27.94%	149	1.08%
Henry County, MO	204	55.28%	-530	-2.42%
Hickory County, MO	41	45.05%	-1,389	-14.57%
Morgan County, MO	81	22.19%	360	1.78%
St. Clair County, MO	8	4.71%	-529	-5.49%
Vernon County, MO	90	26.79%	-1,542	-7.41%
Missouri	90,597	42.64%	75,401	1.31%
United States	11,163,011	20.61%	11,100,922	4.30%

Data Source: US Census Bureau, Decennial Census. 2020.



Total Population Change (2010-2020) by Race

This indicator reports the total population change of the report area by combined race and Hispanic ethnicity.

Note: Some of the combined race/ethnicity groups use acronyms for their names in the following table. The full forms are as followed:

- *Non-Hispanic AIAN = Non-Hispanic American Indian or Alaska Native*
- *Non-Hispanic NPI = Non-Hispanic Native Hawaiian or Pacific Islander*
- *Non-Hispanic Other = Non-Hispanic Some Other Race*

Report Area	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic AIAN	Non-Hispanic Asian	Non-Hispanic NPI	Non-Hispanic Other	Non-Hispanic Multiple Race	Hispanic/Latino
West Central Missouri Community Action Agency (WCMCAA)	-8,466	1,471	-31	266	29	660	8,572	2,155
Bates County, MO	-1,497	12	-2	21	7	16	376	60
Benton County, MO	-377	19	-5	-2	-5	37	652	19
Cass County, MO	306	1,460	-2	218	16	364	4,368	1,595
Cedar County, MO	-533	43	28	-2	4	34	575	57
Henry County, MO	-1,430	-42	-12	39	-7	59	863	204
Hickory County, MO	-1,630	-13	-25	-1	-8	27	261	41
Morgan County, MO	-275	3	-8	-14	6	53	595	81
St. Clair County, MO	-799	-21	5	7	6	22	251	8
Vernon County, MO	-2,231	10	-10	0	10	48	631	90
Missouri	-186,824	5,625	-566	34,936	3,530	17,005	201,699	90,597
United States	-5,122,185	2,254,139	4,595	5,153,427	140,453	1,087,053	7,583,494	11,163,011

Data Source: US Census Bureau, Decennial Census. 2020.

Percent Population Change (2010-2020) by Race

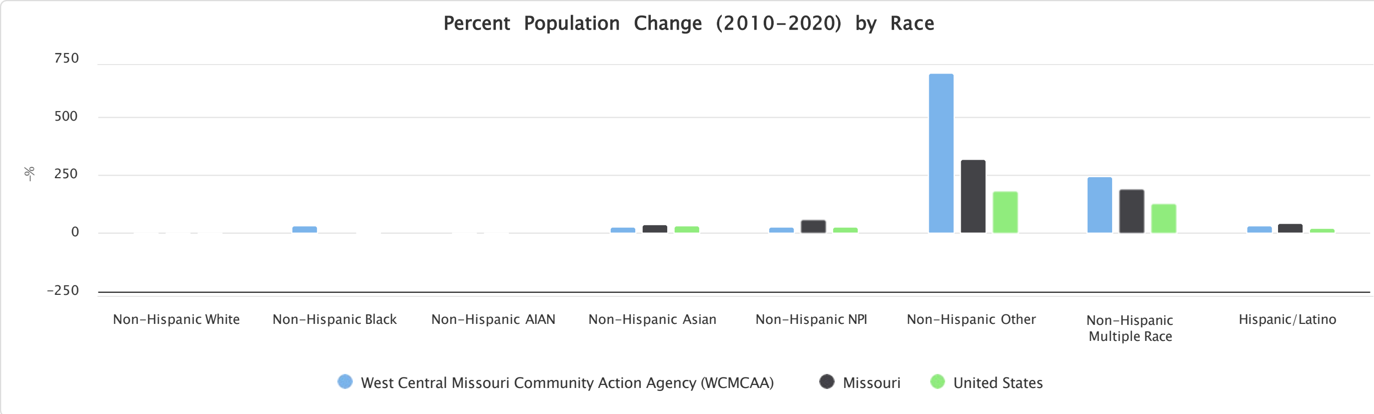
This indicator reports the total population change of the report area by combined race and Hispanic ethnicity.
The percentage values could be interpreted as, for example, *"Of all the non-Hispanic white population within the report area, there is a population change of (value) during the report time period."*

Note: Some of the combined race/ethnicity groups use acronyms for their names in the following table and chart. The full forms are as followed:

- *Non-Hispanic AIAN = Non-Hispanic American Indian or Alaska Native*
- *Non-Hispanic NPI = Non-Hispanic Native Hawaiian or Pacific Islander*
- *Non-Hispanic Other = Non-Hispanic Some Other Race*

Report Area	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic AIAN	Non-Hispanic Asian	Non-Hispanic NPI	Non-Hispanic Other	Non-Hispanic Multiple Race	Hispanic/Latino
West Central Missouri Community Action Agency (WCMCAA)	-3.91%	35.28%	-2.47%	26.47%	27.88%	687.50%	244.08%	35.39%
Bates County, MO	-9.19%	8.39%	-2.13%	77.78%	350.00%	320.00%	181.64%	21.82%
Benton County, MO	-2.06%	33.93%	-4.76%	-3.77%	-100.00%	528.57%	285.96%	6.53%
Cass County, MO	0.34%	42.39%	-0.40%	34.99%	25.81%	551.52%	255.14%	39.99%
Cedar County, MO	-3.97%	307.14%	38.89%	-4.55%	133.33%	No data	269.95%	27.94%
Henry County, MO	-6.74%	-19.18%	-11.88%	75.00%	-53.85%	737.50%	308.21%	55.28%
Hickory County, MO	-17.57%	-54.17%	-37.31%	-6.25%	-100.00%	2,700.00%	183.80%	45.05%
Morgan County, MO	-1.40%	2.44%	-7.08%	-18.67%	300.00%	1,325.00%	191.94%	22.19%
St. Clair County, MO	-8.53%	-44.68%	8.62%	58.33%	600.00%	2,200.00%	167.33%	4.71%
Vernon County, MO	-11.05%	10.00%	-7.09%	0.00%	125.00%	1,200.00%	233.70%	26.79%
Missouri	-3.85%	0.82%	-2.35%	35.93%	61.25%	316.55%	190.03%	42.64%
United States	-2.60%	5.98%	0.20%	35.62%	29.16%	179.59%	127.07%	20.61%

Data Source: US Census Bureau, Decennial Census. 2020.

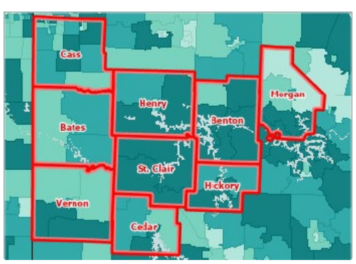


Age and Gender Demographics

Population by gender within the report area is shown below. According to ACS 2019-2023 5-year population estimates for the report area, the female population comprised 50.7% of the report area, while the male population represented 49.3%.

Report Area	0 to 4 Male	0 to 4 Female	5 to 17 Male	5 to 17 Female	18 to 64 Male	18 to 64 Female	Over 64 Male	Over 64 Female
West Central Missouri Community Action Agency (WCMCAA)	6,958	6,723	21,225	19,768	67,966	67,474	21,762	27,310
Bates County, MO	463	460	1,504	1,339	4,729	4,525	1,293	1,653
Benton County, MO	421	393	1,398	1,198	5,253	5,041	2,818	3,128
Cass County, MO	3,122	3,116	10,099	9,600	31,965	32,383	7,840	10,634
Cedar County, MO	526	482	1,325	1,162	3,880	3,656	1,510	1,757
Henry County, MO	679	604	1,787	1,887	6,210	6,085	2,094	2,676
Hickory County, MO	176	165	651	496	2,133	2,124	1,166	1,419
Morgan County, MO	697	704	1,843	1,690	5,812	5,627	2,261	2,578
St. Clair County, MO	273	234	761	713	2,580	2,451	1,066	1,256
Vernon County, MO	601	565	1,857	1,683	5,404	5,582	1,714	2,209
Missouri	184,154	175,761	526,598	500,058	1,846,473	1,856,008	437,554	595,664
United States	9,688,436	9,251,463	28,005,434	26,699,905	101,632,138	101,140,117	22,891,164	30,750,968

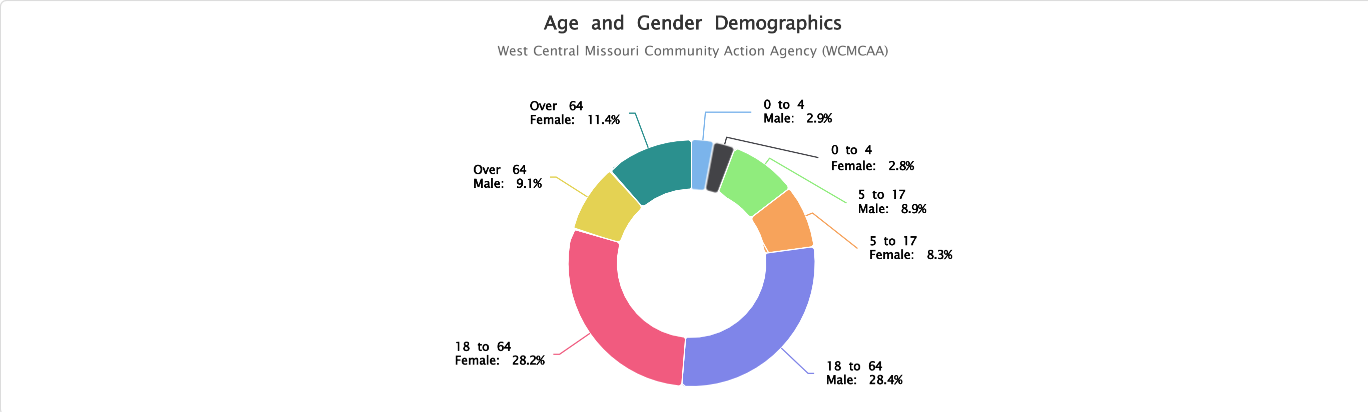
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Median Age by Tract, ACS 2019-23

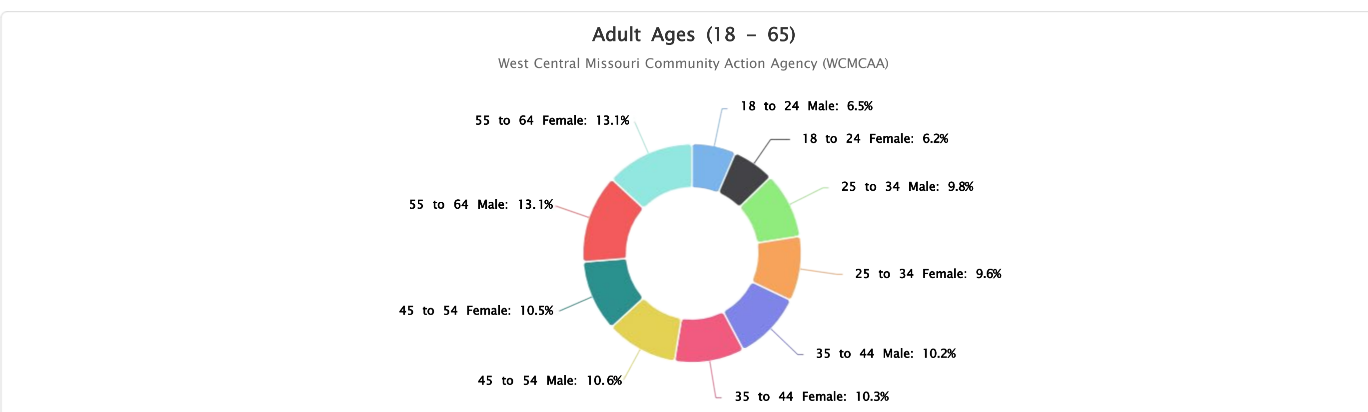
- Over 45.0
- 40.1 - 45.0
- 35.1 - 40.0
- Under 35.1
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



Adult Ages (18 - 65)

Report Area	18 to 24 Male	18 to 24 Female	25 to 34 Male	25 to 34 Female	35 to 44 Male	35 to 44 Female	45 to 54 Male	45 to 54 Female	55 to 64 Male	55 to 64 Female
West Central Missouri Community Action Agency (WCMCAA)	8,799	8,443	13,238	12,963	13,764	14,011	14,387	14,283	17,778	17,774
Bates County, MO	635	569	1,022	899	882	970	971	914	1,219	1,173
Benton County, MO	556	542	844	764	847	862	1,196	1,142	1,810	1,731
Cass County, MO	4,235	4,018	6,529	6,509	6,950	7,214	6,811	6,860	7,440	7,782
Cedar County, MO	512	437	721	685	735	732	875	781	1,037	1,021
Henry County, MO	789	762	1,217	1,201	1,263	1,282	1,273	1,208	1,668	1,632
Hickory County, MO	264	312	290	237	407	364	395	463	777	748
Morgan County, MO	732	671	1,069	1,109	1,079	1,031	1,212	1,204	1,720	1,612
St. Clair County, MO	336	257	456	458	498	485	540	527	750	724
Vernon County, MO	740	875	1,090	1,101	1,103	1,071	1,114	1,184	1,357	1,351
Missouri	287,175	277,003	406,400	406,641	392,741	390,650	359,824	364,086	400,333	417,628
United States	15,469,750	14,837,891	23,035,736	22,461,896	21,889,354	21,603,533	20,376,268	20,471,445	20,861,030	21,765,352

Data Source: US Census Bureau, American Community Survey. 2019-23.



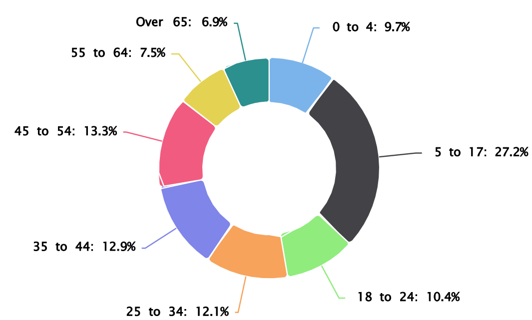
Hispanic Ages (Male and Female Combined)

Report Area	0 to 4	5 to 17	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	Over 65
West Central Missouri Community Action Agency (WCMCAA)	866	2,429	923	1,081	1,149	1,182	673	611
Bates County, MO	30	116	60	66	33	42	17	22
Benton County, MO	38	72	27	71	21	48	58	42
Cass County, MO	579	1,623	618	713	794	778	404	319
Cedar County, MO	57	49	0	4	56	11	46	74
Henry County, MO	36	223	41	99	112	35	73	31
Hickory County, MO	0	78	31	0	9	7	6	13
Morgan County, MO	101	56	59	44	12	193	24	47
St. Clair County, MO	19	42	34	20	48	0	29	11
Vernon County, MO	6	170	53	64	64	68	16	52
Missouri	30,383	79,254	40,196	47,946	43,065	31,093	21,960	18,027
United States	4,997,308	14,089,638	7,144,070	9,681,702	9,073,750	7,554,461	5,546,356	5,044,304

Data Source: US Census Bureau, American Community Survey. 2019-23.

Hispanic Ages (Male and Female Combined)

West Central Missouri Community Action Agency (WCMCAA)

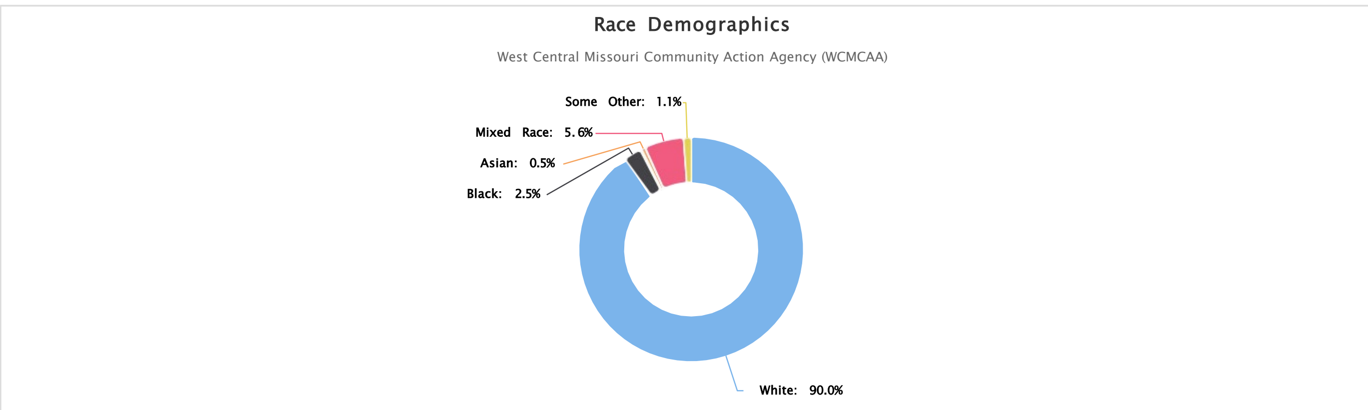


Race Demographics

Population by gender within the report area is shown below. According to ACS 2019-2023 5 year population estimates, the white population comprised 89.96% of the report area, black population represented 2.49%, and other races combined were 1.97%. Persons identifying themselves as mixed race made up 5.59% of the population.

Report Area	Total Population	White Total	Black Total	American Indian Total	Asian Total	Native Hawaiian Total	Some Other Total	Mixed Race Total
West Central Missouri Community Action Agency (WCMCAA)	241,130	216,912	5,997	623	1,210	142	2,765	13,481
Bates County, MO	16,121	15,018	344	65	64	14	50	566
Benton County, MO	19,887	18,524	178	151	29	8	122	875
Cass County, MO	109,393	93,594	4,970	259	773	118	2,050	7,629
Cedar County, MO	14,440	13,547	63	44	0	0	153	633
Henry County, MO	22,194	20,633	160	48	52	1	79	1,221
Hickory County, MO	8,501	8,075	11	1	45	0	25	344
Morgan County, MO	21,430	20,022	46	24	85	0	140	1,113
St. Clair County, MO	9,451	8,842	74	11	23	0	75	426
Vernon County, MO	19,713	18,657	151	20	139	1	71	674
Missouri	6,168,181	4,831,646	686,616	16,830	127,846	9,681	106,663	388,899
United States	332,387,540	210,875,446	41,070,890	2,924,996	19,352,659	629,292	21,940,536	35,593,721

Data Source: US Census Bureau, American Community Survey. 2019-23.



Race Demographics - Male

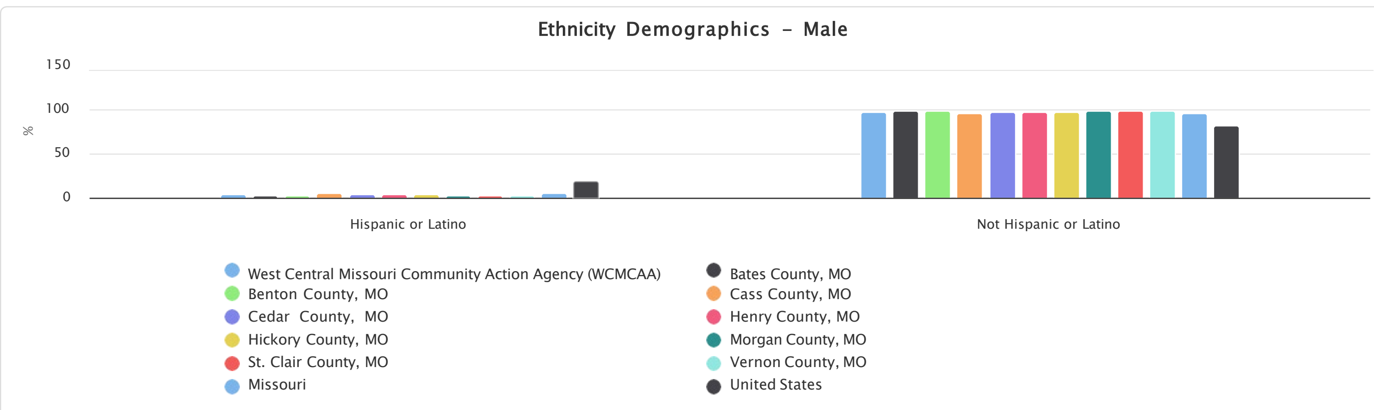
Report Area	White Male	Black Male	American Indian Male	Asian Total	Native Hawaiian Male	Some Other Male	Mixed Race Male
West Central Missouri Community Action Agency (WCMCAA)	107,613	3,299	306	513	83	1,457	6,584
Bates County, MO	7,540	231	38	50	9	3	273
Benton County, MO	9,341	167	68	0	8	75	468
Cass County, MO	45,896	2,638	112	316	64	1,032	3,602
Cedar County, MO	6,845	28	24	0	0	105	381
Henry County, MO	10,217	68	28	3	1	64	561
Hickory County, MO	4,045	7	1	10	0	25	209
Morgan County, MO	10,062	29	24	51	0	67	598
St. Clair County, MO	4,553	54	4	2	0	35	149
Vernon County, MO	9,114	77	7	81	1	51	343
Missouri	2,391,021	325,551	9,103	60,599	4,848	55,203	194,365
United States	104,671,621	19,716,762	1,477,015	9,277,715	317,116	11,234,190	17,850,668

Data Source: US Census Bureau, American Community Survey. 2019-23.

Ethnicity Demographics - Male

Report Area	Total Males Hispanic / Latino	Total Males Not Hispanic / Latino	Percent Males Hispanic / Latino	Percent Males Not Hispanic / Latino
West Central Missouri Community Action Agency (WCMCAA)	4,553	115,302	3.80%	96.20%
Bates County, MO	184	7,960	2.26%	97.74%
Benton County, MO	183	9,944	1.81%	98.19%
Cass County, MO	2,964	50,696	5.52%	94.48%
Cedar County, MO	222	7,161	3.01%	96.99%
Henry County, MO	353	10,589	3.23%	96.77%
Hickory County, MO	134	4,163	3.12%	96.88%
Morgan County, MO	210	10,621	1.94%	98.06%
St. Clair County, MO	77	4,720	1.61%	98.39%
Vernon County, MO	226	9,448	2.34%	97.66%
Missouri	158,645	2,882,045	5.22%	94.78%
United States	31,941,775	132,603,312	19.41%	80.59%

Data Source: US Census Bureau, American Community Survey. 2019-23.



Race Demographics - Female

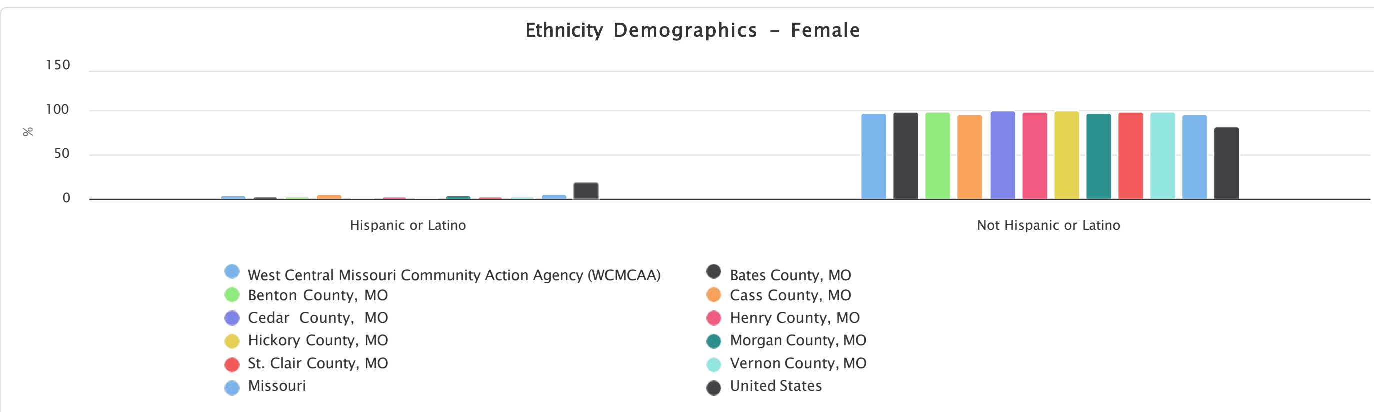
Report Area	White Female	Black Female	American Indian Female	Asian Female	Native Hawaiian Female	Some Other Female	Mixed Race Female
West Central Missouri Community Action Agency (WCMCAA)	109,299	2,698	317	697	59	1,308	6,897
Bates County, MO	7,478	113	27	14	5	47	293
Benton County, MO	9,183	11	83	29	0	47	407
Cass County, MO	47,698	2,332	147	457	54	1,018	4,027
Cedar County, MO	6,702	35	20	0	0	48	252
Henry County, MO	10,416	92	20	49	0	15	660
Hickory County, MO	4,030	4	0	35	0	0	135
Morgan County, MO	9,960	17	0	34	0	73	515
St. Clair County, MO	4,289	20	7	21	0	40	277
Vernon County, MO	9,543	74	13	58	0	20	331
Missouri	2,440,625	361,065	7,727	67,247	4,833	51,460	194,534
United States	106,203,825	21,354,128	1,447,981	10,074,944	312,176	10,706,346	17,743,053

Data Source: US Census Bureau, American Community Survey. 2019-23.

Ethnicity Demographics - Female

Report Area	Total Females Hispanic / Latino	Total Females Not Hispanic / Latino	Percent Females Hispanic / Latino	Percent Females Not Hispanic / Latino
West Central Missouri Community Action Agency (WCMCAA)	4,361	116,914	3.60%	96.40%
Bates County, MO	202	7,775	2.53%	97.47%
Benton County, MO	194	9,566	1.99%	98.01%
Cass County, MO	2,864	52,869	5.14%	94.86%
Cedar County, MO	75	6,982	1.06%	98.94%
Henry County, MO	297	10,955	2.64%	97.36%
Hickory County, MO	10	4,194	0.24%	99.76%
Morgan County, MO	326	10,273	3.08%	96.92%
St. Clair County, MO	126	4,528	2.71%	97.29%
Vernon County, MO	267	9,772	2.66%	97.34%
Missouri	153,279	2,974,212	4.90%	95.10%
United States	31,189,814	136,652,639	18.58%	81.42%

Data Source: US Census Bureau, American Community Survey. 2019-23.



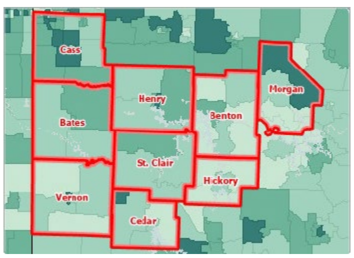
Households

This indicator compares two separate American Community Survey (ACS) 5-year estimates to create a 5-year change in total households.
The change in number of households within the report area are from 2014-2018 ACS, and 2019-2023 ACS.

Total households for the report area increased by 1,627, or 1.74% in those areas reporting 2023 ACS 5-year data. This compares to a statewide increase of 2.91%.

Report Area	Total Households (2019)	Total Households (2023)	Change in Households	Percent Change
West Central Missouri Community Action Agency (WCMCAA)	93,269	94,896	1,627	1.74%
Bates County, MO	6,547	5,975	-572	-8.74%
Benton County, MO	7,872	8,166	294	3.73%
Cass County, MO	39,770	42,311	2,541	6.39%
Cedar County, MO	5,842	5,636	-206	-3.53%
Henry County, MO	9,328	9,248	-80	-0.86%
Hickory County, MO	3,976	3,457	-519	-13.05%
Morgan County, MO	7,588	8,198	610	8.04%
St. Clair County, MO	4,139	4,090	-49	-1.18%
Vernon County, MO	8,207	7,815	-392	-4.78%
Missouri	2,414,521	2,484,834	70,313	2.91%
United States	120,756,048	127,482,865	6,726,817	5.57%

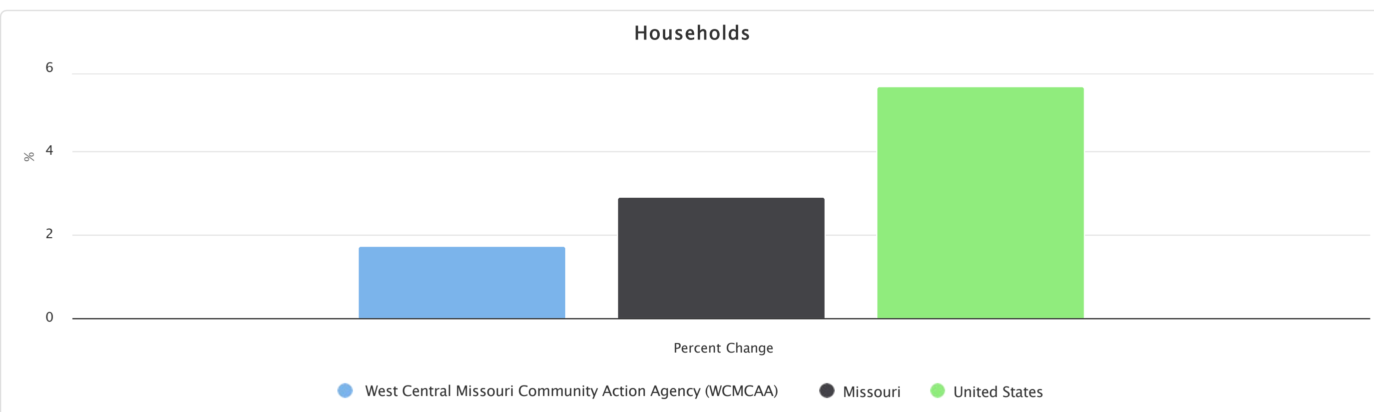
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Total Households by Tract, ACS 2019-23

- Over 2,000
- 1,501 - 2,000
- 1,001 - 1,500
- Under 1,001
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

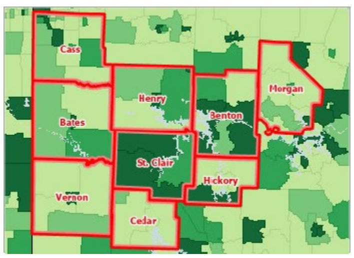


Families

The American Community Survey (ACS) estimated there were 63,680 families in the report area in 2023. Married couple families comprised 78.67% of the total number. Families headed by men without wives comprised 7.3% of the total, while women without husbands headed 14.03% of families.

Report Area	Total Number of Families	Married Couple	Female, Spouse Absent	Male, Spouse Absent
West Central Missouri Community Action Agency (WCMCAA)	63,680	50,097	8,935	4,648
Bates County, MO	4,134	3,229	543	362
Benton County, MO	5,262	4,305	610	347
Cass County, MO	30,753	23,873	4,703	2,177
Cedar County, MO	3,432	2,937	316	179
Henry County, MO	5,759	4,206	1,040	513
Hickory County, MO	1,886	1,606	140	140
Morgan County, MO	5,292	4,333	559	400
St. Clair County, MO	2,427	1,775	367	285
Vernon County, MO	4,735	3,833	657	245
Missouri	1,551,913	1,164,188	274,063	113,662
United States	82,220,165	60,193,570	15,592,781	6,433,814

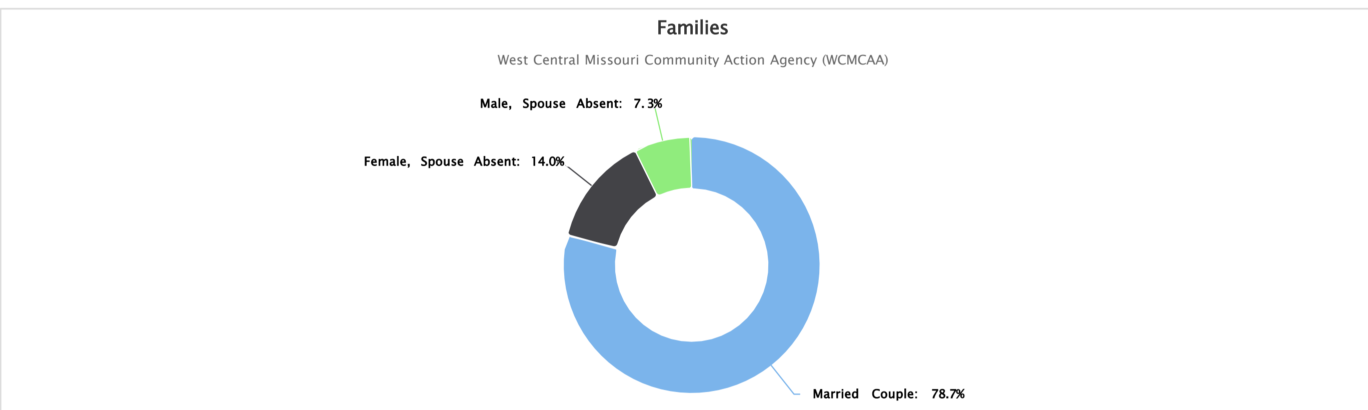
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Single Parent Households with Children (Age 0-17), Percent by Tract, ACS 2019-23

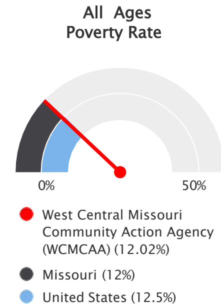
- Over 38.0%
- 32.1 - 38.0%
- 26.1 - 32.0%
- Under 26.1%
- No Households with Children Reported
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



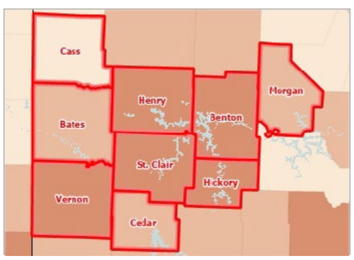
Poverty

2023 poverty estimates show a total of 28,991 persons living below the poverty level in the report area. Poverty information is at 100% of the federal poverty income guidelines.

Report Area	All Ages No. of Persons	All Ages Poverty Rate	Age 0-17 No. of Persons	Age 0-17 Poverty Rate	Age 5-17 No. of Persons	Age 5-17 Poverty Rate
West Central Missouri Community Action Agency (WCMCAA)	28,991	12.02%	8,414	15.63%	5,933	14.80%
Bates County, MO	2,204	13.90%	601	16.40%	420	15.40%
Benton County, MO	3,679	18.10%	836	24%	586	22.20%
Cass County, MO	7,698	7%	2,176	8.60%	1,555	8.10%
Cedar County, MO	2,163	15%	741	21.30%	518	20.90%
Henry County, MO	3,621	16.30%	1,100	22.40%	803	22.5%
Hickory County, MO	1,487	17.5%	426	28.20%	303	27.70%
Morgan County, MO	3,206	14.90%	1,005	20.40%	696	19.30%
St. Clair County, MO	1,735	18.20%	560	27.80%	393	26.60%
Vernon County, MO	3,198	16.90%	969	21.30%	659	19.90%
Missouri	723,813	12%	197,439	14.70%	134,329	13.5%
United States	40,763,043	12.5%	11,445,264	16%	8,139,044	15.30%



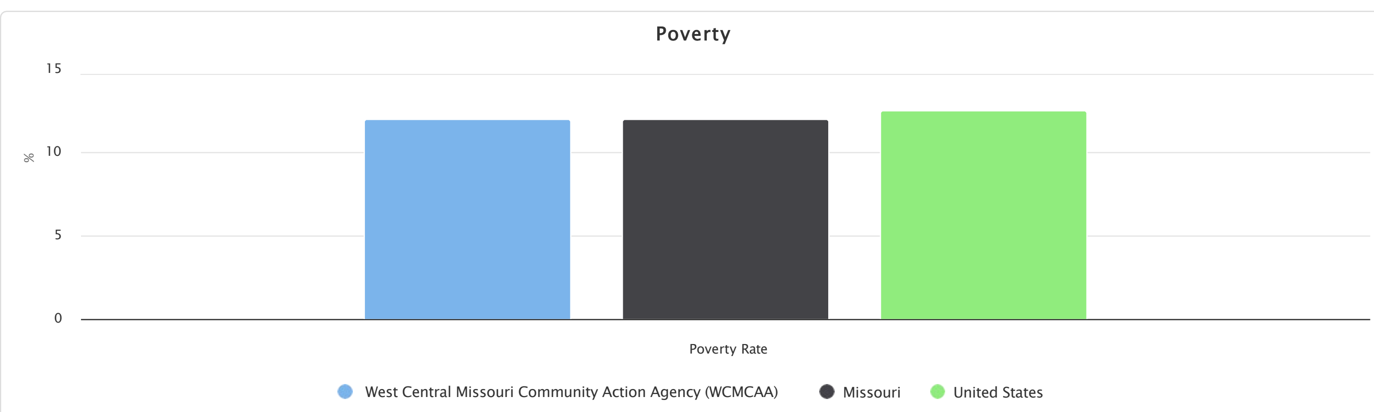
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, Small Area Income and Poverty Estimates. 2023.



☐ View larger map

Population Below the Poverty Level, Percent by County, SAIPE 2023

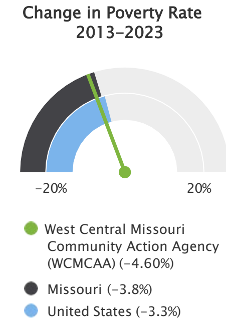
- Over 30%
- 22.01% - 30%
- 16.01% - 22%
- 12.01% - 16%
- Under 12%
- West Central Missouri Community Action Agency (WCMCAA)



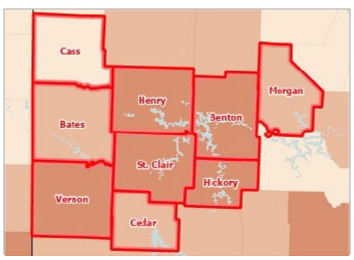
Poverty Rate Change

Poverty rate change in the report area from 2013 to 2023 is shown below. According to the U.S. Census, the poverty rate for the area decreased by -4.60%, compared to a national change of -3.3%.

Report Area	Persons in Poverty 2013	Poverty Rate 2013	Persons in Poverty 2023	Poverty Rate 2023	Change in Poverty Rate 2013-2023
West Central Missouri Community Action Agency (WCMCAA)	37,794	16.62%	28,991	12.02%	-4.60%
Bates County, MO	3,485	21.6%	2,204	13.9%	-7.7%
Benton County, MO	4,316	23.1%	3,679	18.1%	-5.0%
Cass County, MO	9,078	9.2%	7,698	7.0%	-2.2%
Cedar County, MO	3,491	25.5%	2,163	15.0%	-10.5%
Henry County, MO	3,991	18.4%	3,621	16.3%	-2.1%
Hickory County, MO	2,272	24.7%	1,487	17.5%	-7.2%
Morgan County, MO	4,367	22.0%	3,206	14.9%	-7.1%
St. Clair County, MO	2,437	26.4%	1,735	18.2%	-8.2%
Vernon County, MO	4,357	21.5%	3,198	16.9%	-4.6%
Missouri	928,778	15.8%	723,813	12.0%	-3.8%
United States	48,810,868	15.8%	40,763,043	12.5%	-3.3%



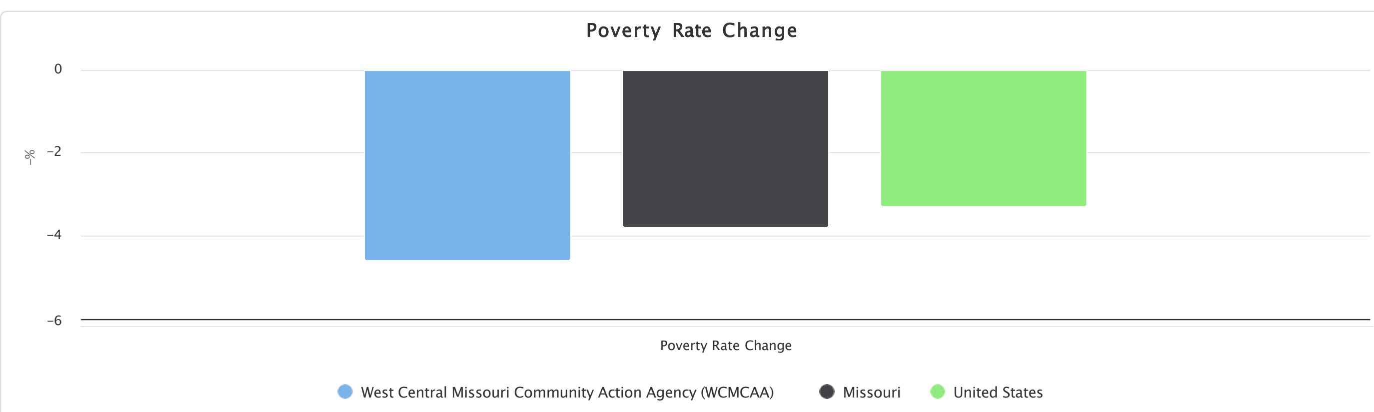
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, Small Area Income and Poverty Estimates. 2023.



☐ View larger map

Population Below the Poverty Level, Percent by County, SAIPE 2023

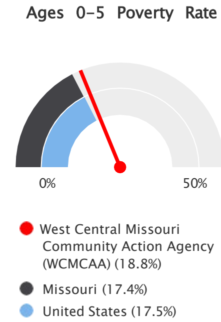
- Over 30%
- 22.01% - 30%
- 16.01% - 22%
- 12.01% - 16%
- Under 12%
- West Central Missouri Community Action Agency (WCMCAA)



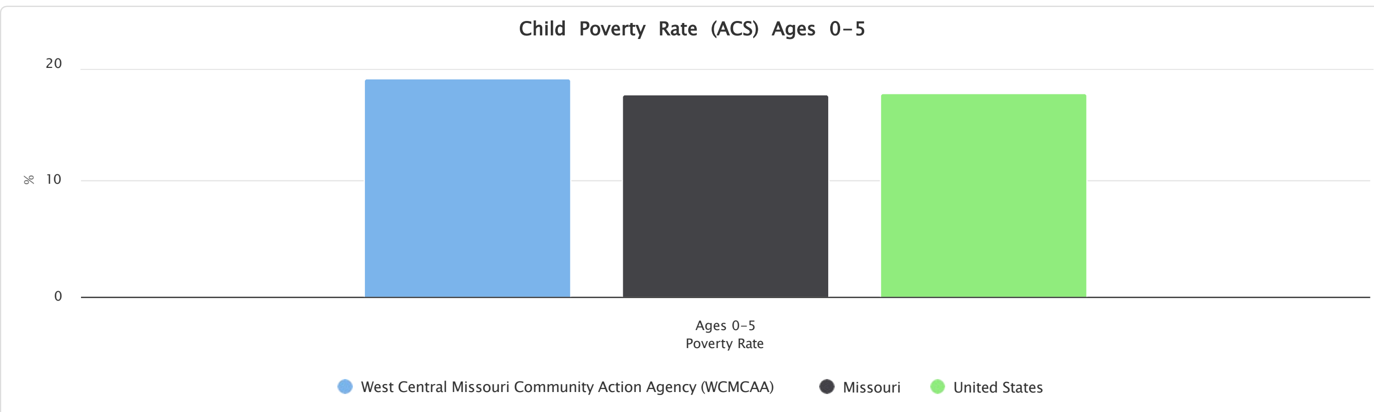
Child Poverty Rate (ACS) Ages 0-5

Population and poverty estimates for children age 0-5 are shown for the report area. According to the American Community Survey (ACS) 5-year data, an average of 18.8% of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 17.5%.

Report Area	Ages 0-5 Total Population	Ages 0-5 In Poverty	Ages 0-5 Poverty Rate
West Central Missouri Community Action Agency (WCMCAA)	16,165	3,041	18.8%
Bates County, MO	1,110	345	31.1%
Benton County, MO	971	376	38.7%
Cass County, MO	7,372	994	13.5%
Cedar County, MO	1,120	209	18.7%
Henry County, MO	1,535	269	17.5%
Hickory County, MO	406	111	27.3%
Morgan County, MO	1,732	316	18.2%
St. Clair County, MO	577	59	10.2%
Vernon County, MO	1,342	362	27.0%
Missouri	426,783	74,377	17.4%
United States	22,444,213	3,926,390	17.5%



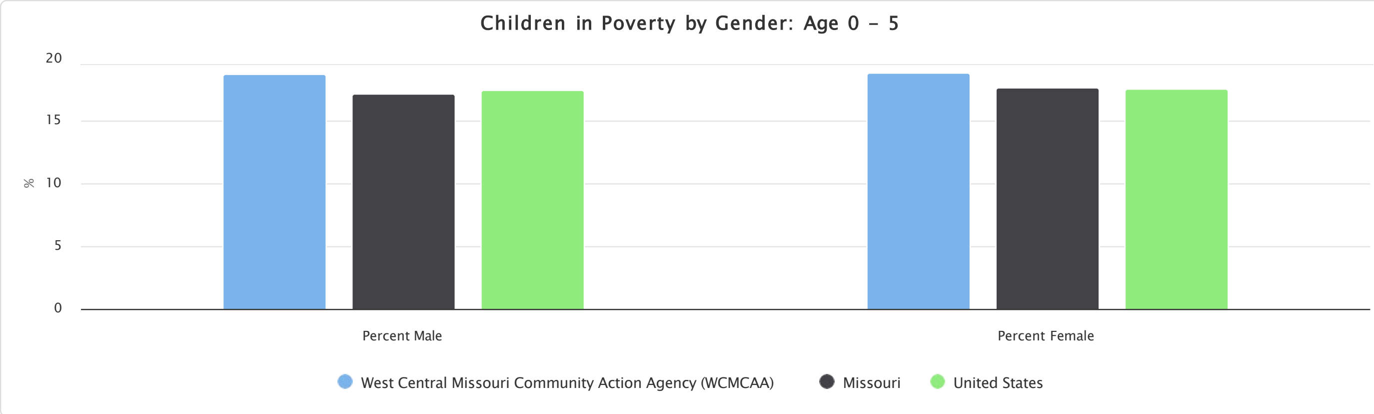
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



Children in Poverty by Gender: Age 0 - 5

Report Area	Total Male	Total Female	Percent Male	Percent Female
West Central Missouri Community Action Agency (WCMCAA)	1,509	1,532	18.73%	18.89%
Bates County, MO	113	232	19.89%	42.80%
Benton County, MO	236	140	47.20%	29.72%
Cass County, MO	508	486	14.06%	12.93%
Cedar County, MO	118	91	19.63%	17.53%
Henry County, MO	166	103	20.27%	14.39%
Hickory County, MO	55	56	32.54%	23.63%
Morgan County, MO	154	162	19.13%	17.48%
St. Clair County, MO	25	34	8.09%	12.69%
Vernon County, MO	134	228	19.88%	34.13%
Missouri	37,622	36,755	17.21%	17.66%
United States	2,004,052	1,922,338	17.45%	17.54%

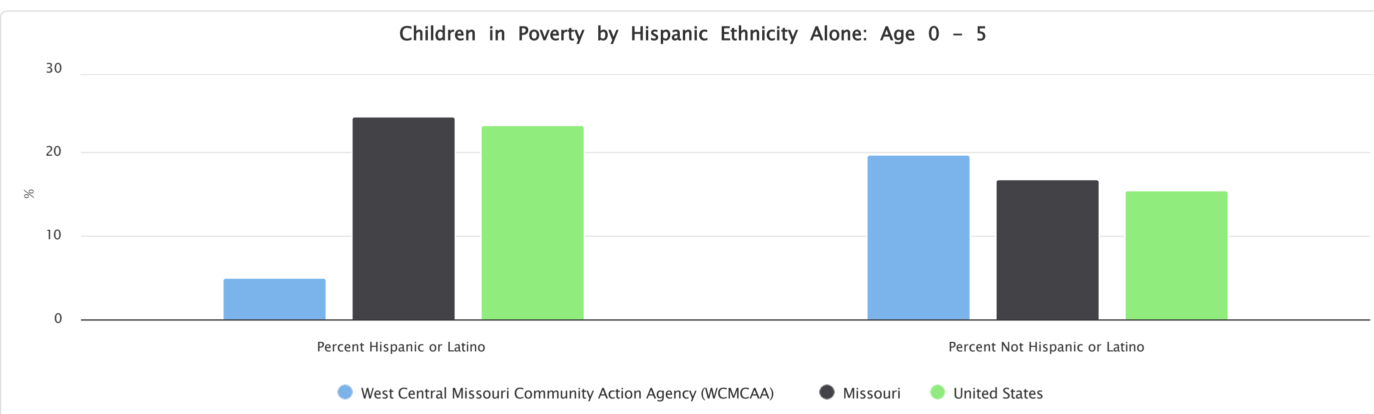
Data Source: US Census Bureau, American Community Survey. 2019-23.



Children in Poverty by Hispanic Ethnicity Alone: Age 0 - 5

Report Area	Total Hispanic or Latino	Total Not Hispanic or Latino	Percent Hispanic or Latino	Percent Not Hispanic or Latino
West Central Missouri Community Action Agency (WCMCAA)	51	2,990	4.93%	19.76%
Bates County, MO	0	345	0.00%	31.34%
Benton County, MO	28	348	62.22%	37.58%
Cass County, MO	23	971	3.19%	14.60%
Cedar County, MO	0	209	0.00%	19.66%
Henry County, MO	0	269	0.00%	18.19%
Hickory County, MO	0	111	No data	27.34%
Morgan County, MO	0	316	0.00%	19.59%
St. Clair County, MO	0	59	0.00%	10.61%
Vernon County, MO	0	362	0.00%	27.10%
Missouri	8,681	65,696	24.30%	16.80%
United States	1,374,500	2,551,890	23.34%	15.42%

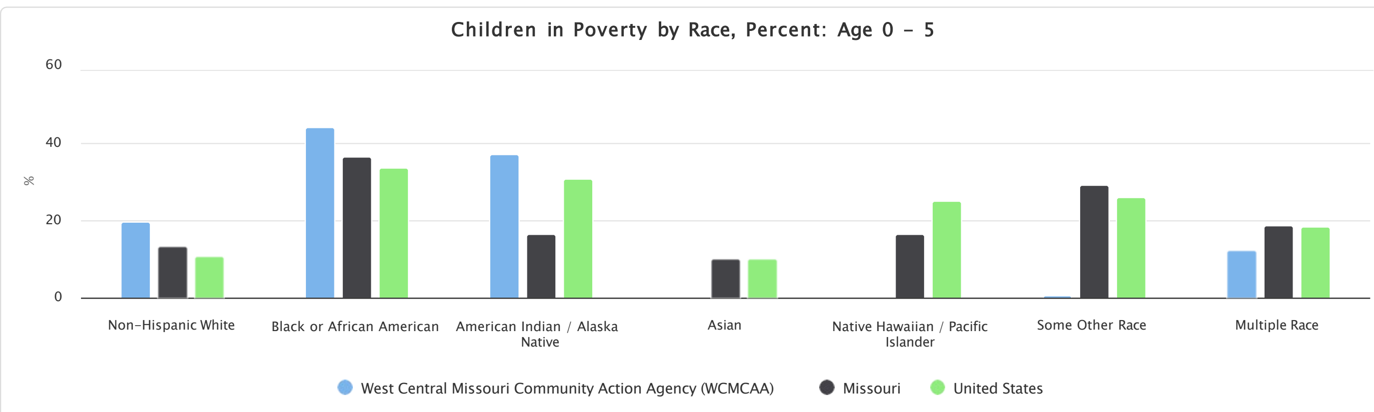
Data Source: US Census Bureau, American Community Survey. 2019-23.



Children in Poverty by Race, Percent: Age 0 - 5

Report Area	Non-Hispanic White	Black or African American	American Indian / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
West Central Missouri Community Action Agency (WCMCAA)	19.38%	43.94%	37.14%	0.00%	0.00%	0.38%	12.10%
Bates County, MO	29.28%	100.00%	0.00%	0.00%	No data	No data	33.33%
Benton County, MO	38.62%	0.00%	No data	No data	No data	No data	37.25%
Cass County, MO	12.84%	40.59%	33.33%	No data	0.00%	0.49%	10.22%
Cedar County, MO	20.97%	No data	52.38%	No data	No data	0.00%	0.00%
Henry County, MO	19.02%	No data	0.00%	No data	No data	No data	2.08%
Hickory County, MO	28.61%	No data	No data	No data	No data	No data	0.00%
Morgan County, MO	18.25%	No data	No data	No data	No data	0.00%	32.38%
St. Clair County, MO	10.33%	No data	No data	No data	No data	0.00%	15.79%
Vernon County, MO	28.10%	No data	No data	0.00%	No data	No data	17.65%
Missouri	13.10%	36.27%	16.21%	9.88%	16.38%	28.91%	18.43%
United States	10.76%	33.41%	30.73%	10.02%	24.92%	25.76%	18.38%

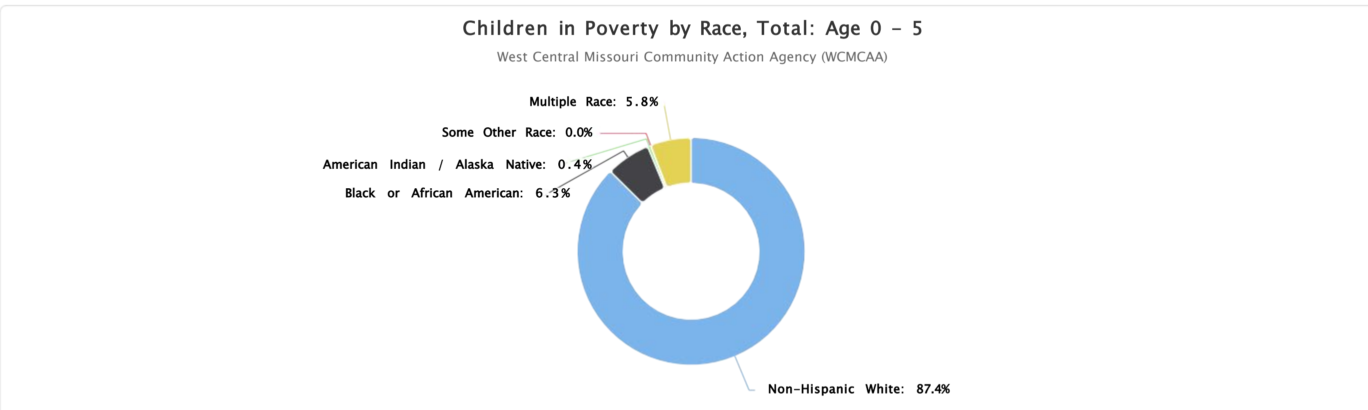
Data Source: US Census Bureau, American Community Survey. 2019-23.



Children in Poverty by Race, Total: Age 0 - 5

Report Area	Non-Hispanic White	Black or African American	American Indian / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
West Central Missouri Community Action Agency (WCMCAA)	2,647	192	13	0	0	1	175
Bates County, MO	308	28	0	0	0	0	9
Benton County, MO	348	0	0	0	0	0	19
Cass County, MO	721	164	2	0	0	1	102
Cedar County, MO	198	0	11	0	0	0	0
Henry County, MO	267	0	0	0	0	0	2
Hickory County, MO	111	0	0	0	0	0	0
Morgan County, MO	282	0	0	0	0	0	34
St. Clair County, MO	56	0	0	0	0	0	3
Vernon County, MO	356	0	0	0	0	0	6
Missouri	38,078	19,872	191	709	211	2,854	9,303
United States	1,134,397	1,003,018	63,868	115,322	11,827	448,794	729,994

Data Source: US Census Bureau, American Community Survey. 2019-23.

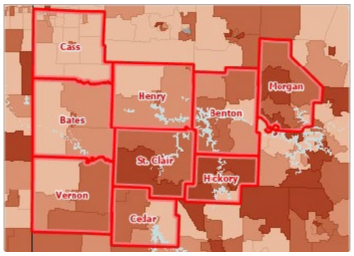


Seniors in Poverty

Poverty rates for seniors, including data for all counties from the 2000 Census as of April 1, 2000, and data from the American Community Survey as average values for the 2019 to 2023 period are shown in below.

Report Area	Seniors in Poverty 2000	Senior Poverty Rate 2000	Seniors in Poverty 2023	Senior Poverty Rate 2023
West Central Missouri Community Action Agency (WCMCAA)	3,440	10.57%	4,722	9.58%
Bates County, MO	380	14.10%	283	9.54%
Benton County, MO	353	9.60%	747	12.47%
Cass County, MO	464	5.20%	945	5.10%
Cedar County, MO	384	14.20%	372	11.17%
Henry County, MO	528	13.90%	480	9.97%
Hickory County, MO	247	11.00%	410	15.37%
Morgan County, MO	353	9.70%	707	14.49%
St. Clair County, MO	338	17.60%	358	15.36%
Vernon County, MO	393	13.30%	420	11.11%
Missouri	70,476	9.89%	104,272	9.99%

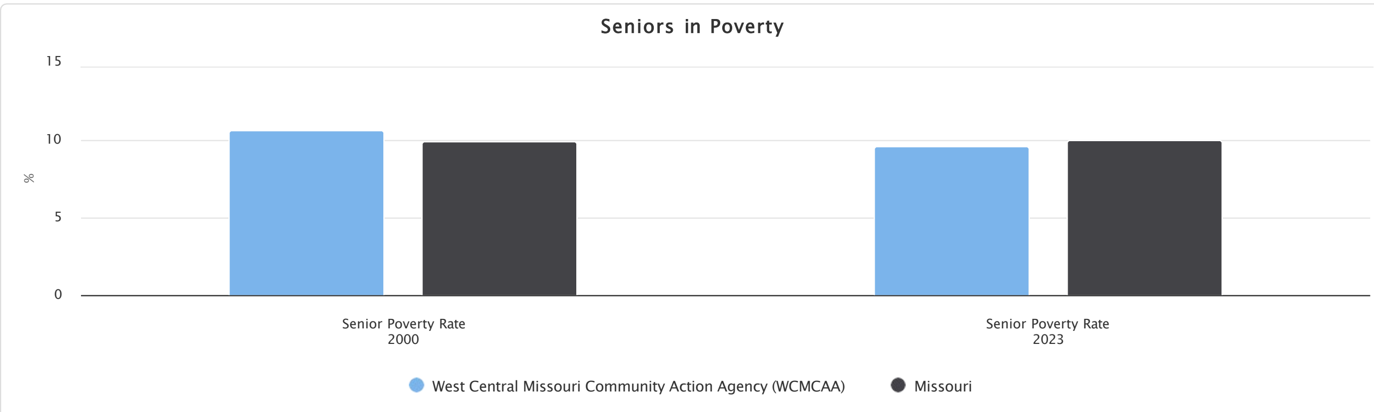
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Population Below the Poverty Level, Senior (Age 65+), Percent by Tract, ACS 2019-23

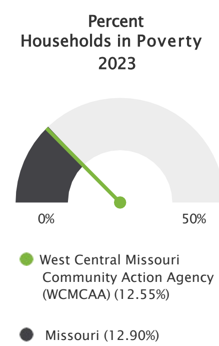
- Over 17.0%
- 12.1 - 17.0%
- 7.1 - 12.0%
- Under 7.1%
- No Population Age 65+ Reported
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



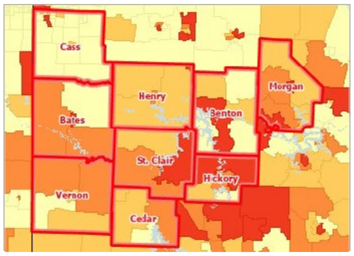
Households in Poverty

The table below shows the number and percentage of households in poverty in the report area. In 2023, it is estimated that there were 11,913 households, or 12.55%, living in poverty within the report area, compared to a statewide average of 12.90%. *Note: The total household measurements for poverty reports are lower than population totals for some other indicators, as poverty data collection does not include people in group quarters. See "Show more details" for more details.*

Report Area	Total Households 2000	Households in Poverty 2000	Percent Households in Poverty 2000	Total Households 2023	Households in Poverty 2023	Percent Households in Poverty 2023
West Central Missouri Community Action Agency (WCMCAA)	82,900	10,279	12.40%	94,896	11,913	12.55%
Bates County, MO	6,521	956	14.66%	5,975	1,187	19.87%
Benton County, MO	7,444	1,166	15.66%	8,166	1,370	16.78%
Cass County, MO	30,236	1,836	6.07%	42,311	2,855	6.75%
Cedar County, MO	5,664	1,051	18.56%	5,636	846	15.01%
Henry County, MO	9,192	1,379	15.00%	9,248	1,369	14.80%
Hickory County, MO	3,947	713	18.06%	3,457	760	21.98%
Morgan County, MO	7,847	1,147	14.62%	8,198	1,571	19.16%
St. Clair County, MO	4,031	820	20.34%	4,090	772	18.88%
Vernon County, MO	8,018	1,211	15.10%	7,815	1,183	15.14%
Missouri	2,197,214	258,419	11.76%	2,484,834	320,580	12.90%



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Family Households Living Below the Poverty Level, Percent by Tract, ACS 2019-23

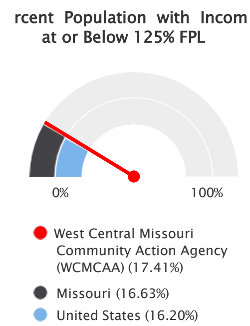
- Over 15.0%
- 11.1 - 15.0%
- 7.1 - 11.0%
- Under 7.1%
- No Family Households Reported
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Poverty Rate 125% (ACS)

In the report area 17.41% or 41,261 individuals are living in households with income below 125% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

Note: The total population measurements for poverty reports are lower than population totals for some other indicators, as poverty data collection does not include people in group quarters. See "Show more details" for more information.

Report Area	Population, Total	Population with Income at or Below 125% FPL	Population with Income at or Below 125% FPL, Percent
West Central Missouri Community Action Agency (WCMCAA)	236,932	41,261	17.41%
Bates County, MO	15,693	3,486	22.21%
Benton County, MO	19,602	4,154	21.19%
Cass County, MO	108,083	10,911	10.10%
Cedar County, MO	14,227	3,999	28.11%
Henry County, MO	21,823	4,719	21.62%
Hickory County, MO	8,337	2,507	30.07%
Morgan County, MO	21,013	4,804	22.86%
St. Clair County, MO	9,146	1,873	20.48%
Vernon County, MO	19,008	4,808	25.29%
Missouri	5,994,199	996,667	16.63%
United States	324,567,147	52,586,920	16.20%



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.

Family Poverty Rate 125% (ACS)

In the report area 12.15% or 7,739 family households are living with income below 125% of the Federal Poverty Level (FPL).

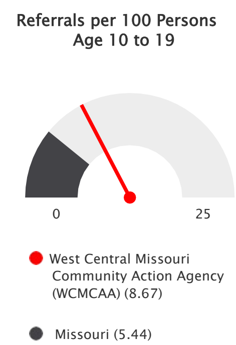
Report Area	Family Households, Total	Families with Income at or Below 125% FPL	Families with Income at or Below 125% FPL, Percent
West Central Missouri Community Action Agency (WCMCAA)	63,680	7,739	12.15%
Bates County, MO	4,134	700	16.93%
Benton County, MO	5,262	704	13.38%
Cass County, MO	30,753	2,379	7.74%
Cedar County, MO	3,432	597	17.40%
Henry County, MO	5,759	858	14.90%
Hickory County, MO	1,886	469	24.87%
Morgan County, MO	5,292	906	17.12%
St. Clair County, MO	2,427	367	15.12%
Vernon County, MO	4,735	759	16.03%
Missouri	1,551,913	179,482	11.57%
United States	82,220,165	9,735,584	11.84%

Data Source: US Census Bureau, American Community Survey. 2019-23.

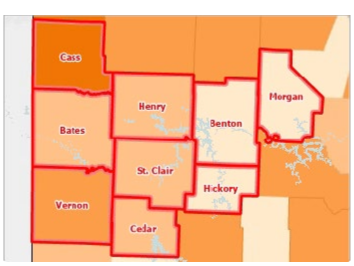
Juvenile Court Referrals

The number of juvenile court referrals in the latest data release year within the report area is shown below, in addition to the number of referrals per 100 persons age 10 to 19. The rate for the report area was 8.67 which was higher than the statewide rate of 5.44.

Report Area	Number of Referrals	Referrals per 100 Persons Age 10 to 19
West Central Missouri Community Action Agency (WCMCAA)	2,738	**8.67**
Bates County, MO	235	10.87
Benton County, MO	95	4.53
Cass County, MO	1,184	7.88
Cedar County, MO	206	10.86
Henry County, MO	243	8.89
Hickory County, MO	56	6.48
Morgan County, MO	119	4.43
St. Clair County, MO	135	11.03
Vernon County, MO	465	16.09
Missouri	43,874	5.44



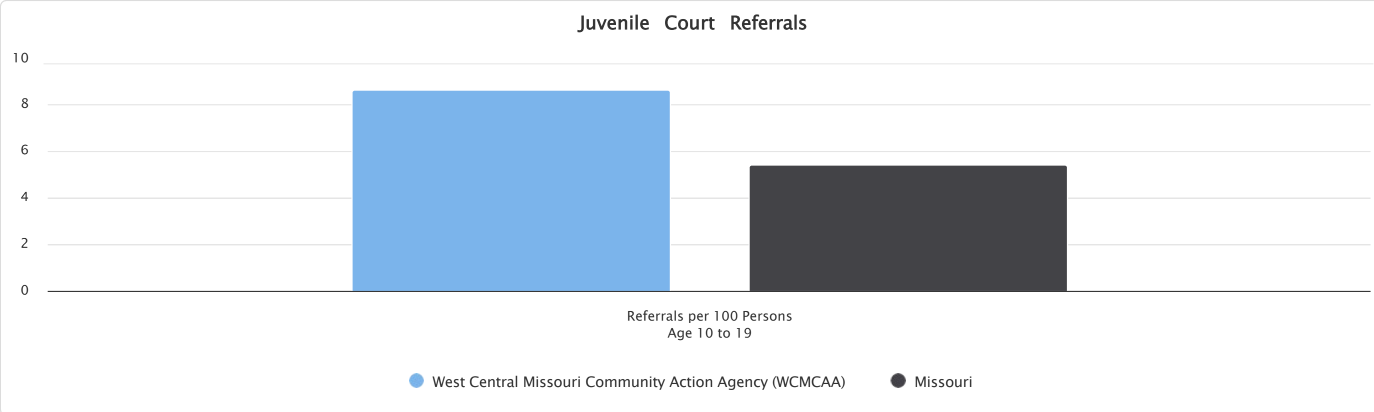
Note: This indicator is compared to the state average.
Data Source: Office of State Courts Administrator (OSCA). 2023.



View larger map

Juvenile Court Referrals, Number of Referrals by County, MO DSS 2023

- Over 535
- 260 - 535
- 131 - 260
- Under 131
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

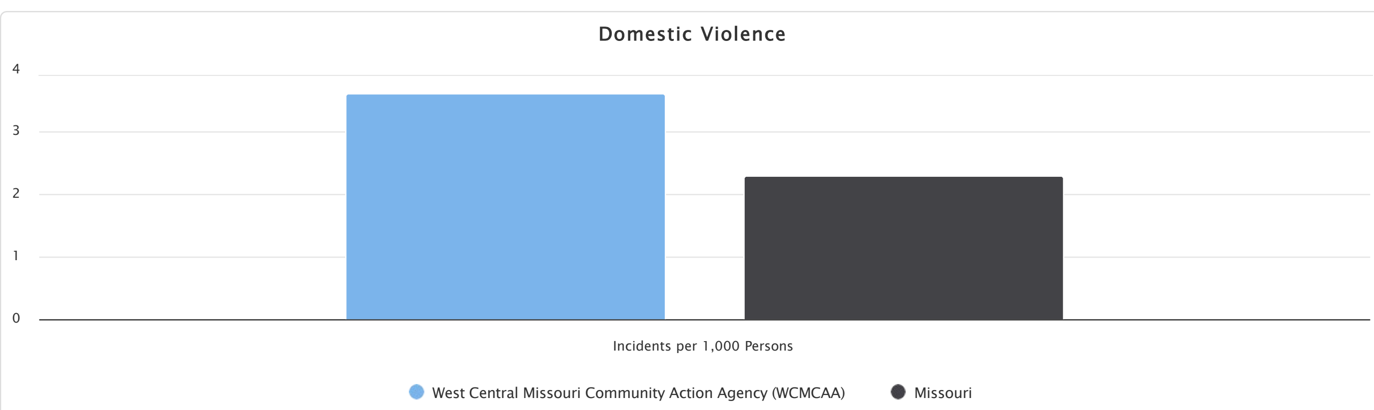


Domestic Violence

Reported incidents of domestic violence within the report area are shown in the table. According to the Missouri State Highway Patrol's Uniform Crime Reporting Program, a total of 871 incidents were reported in 2024.

Report Area	Spouses	Former Spouses	With Children in Common	Related by Blood	Related by Marriage	Not Married, Residing Together	Not Married, Formerly Residing Together	Total Number of Reported Incidents	Incidents per 1,000 Persons
West Central Missouri Community Action Agency (WCMCAA)	150	27	78	236	18	95	13	871	3.61
Bates County, MO	14	2	10	22	3	1	No data	90	5.58
Benton County, MO	8	3	2	10	No data	8	1	39	1.96
Cass County, MO	81	15	46	146	11	54	7	511	4.67
Cedar County, MO	7	1	3	13	No data	13	1	50	3.46
Henry County, MO	24	5	12	22	3	2	No data	101	4.55
Hickory County, MO	2	No data	No data	2	No data	No data	No data	5	0.59
Morgan County, MO	12	1	5	21	1	16	4	71	3.31
St. Clair County, MO	2	No data	No data	No data	No data	1	No data	4	0.42
Vernon County, MO	No data	No data	No data	No data	No data	No data	No data	0	0.00
Missouri	2,241	405	992	3,593	494	2,165	363	14,122	2.29

Data Source: US Census Bureau, American Community Survey. 2024.

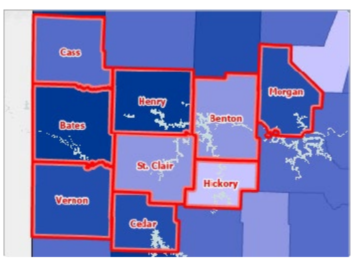


Violent Crime

The Summary Reporting System (SRS) has been a national method of collecting Uniform Crime Reporting statistics for the FBI since the 1930s. The National Incident-Based Reporting System (NIBRS) was developed in the 1980s to illustrate the volume, diversity and complexity of crime more effectively than the original SRS method. This indicator reports the rate of violent crime offenses reported by law enforcement agency. Number of crimes committed per 100,000 residents. Total number of violent crimes reported including murder, rape, robbery, and aggravated assault. • MURDER: The willful killing of one person by another or the killing of another person through gross negligence. Also includes the non-violent offense of Controlled Substance Homicide. • RAPE: The carnal knowledge of a female forcibly and against her will. Also includes attempts to commit forcible rape. • ROBBERY: The taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or the threat of force or violence and/or by putting the victim in fear. • AGGRAVATED ASSAULT: An unlawful attack by one person upon another for the purpose of inflicting severe or aggravated bodily injury. This type of assault usually is accompanied using a weapon or by means likely to produce death or great bodily harm. Rate per 100,000 population of violent crime within the report area are shown in the below table. According to the Missouri State Highway Patrol's Uniform Crime Reporting Program, a Rate of 18 murders, 2,624 assaults, 57 armed robberies, 482 rapes and 3,183 index violent crime rate were reported in 2023.

Report Area	Homicide	Assault	Robbery	Forcible Rape	Index Violent Crime Rate
West Central Missouri Community Action Agency (WCMCAA)	18	2,624	57	482	3,183
Bates County, MO	0	640	18	105	765
Benton County, MO	0	123	5	30	159
Cass County, MO	1	138	16	31	187
Cedar County, MO	6	333	6	41	389
Henry County, MO	4	592	0	147	744
Hickory County, MO	0	10	0	10	20
Morgan County, MO	4	412	4	33	455
St. Clair County, MO	0	85	0	42	128
Vernon County, MO	0	287	4	39	331
Missouri	9	350	53	47	461

Data Source: Missouri State Highway Patrol. 2023.



☐ View larger map

Violent Crimes, Rate (Per 100,000 Pop.) by County, MO State Highway Patrol 2023

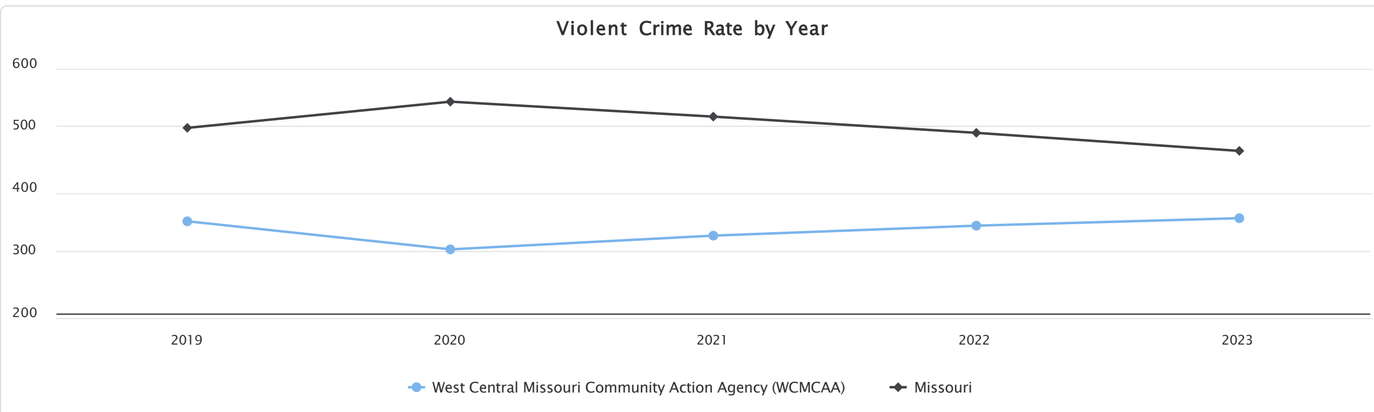
- Above 500
- 300.1 - 500
- 180.1 - 300
- 85.1 - 180
- Under 85.1
- West Central Missouri Community Action Agency (WCMCAA)

Violent Crime Rate by Year

According to the Missouri State Highway Patrol's Uniform Crime Reporting Program, the rates of violent crime per 100,000 population for the report area are detailed as follows. In the year 2019, the rate was 348. For 2020, the rate increased to 303. The following year, 2021, saw a rate of 325, while 2022 reported a rate of 341. Finally, in 2023, the rate reached 353. These figures represent the number of violent crimes per 100,000 individuals for each respective year.

Report Area	2019	2020	2021	2022	2023
West Central Missouri Community Action Agency (WCMCAA)	348	303	325	341	353
Bates County, MO	329	205	578	777	765
Benton County, MO	251	251	190	195	159
Cass County, MO	203	241	164	218	187
Cedar County, MO	382	354	486	458	389
Henry County, MO	684	275	450	500	744
Hickory County, MO	10	31	251	167	20
Morgan County, MO	518	145	43	358	455
St. Clair County, MO	181	288	342	85	128
Vernon County, MO	575	937	424	317	331
Missouri	498	540	516	490	461

Data Source: Federal Bureau of Investigation, FBI Crime Data Explorer. 2023.

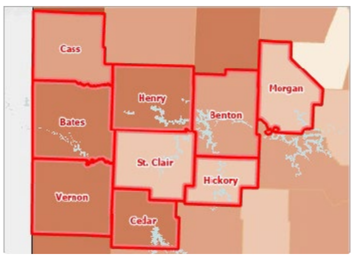


Property Crime

The Summary Reporting System (SRS) has been a national method of collecting Uniform Crime Reporting statistics for the FBI since the 1930s. The National Incident-Based Reporting System (NIBRS) was developed in the 1980s to illustrate the volume, diversity and complexity of crime more effectively than the original SRS method. This indicator reports the rate of property crime offenses reported by law enforcement agency. Number of crimes committed per 100,000 residents. Total number of property crimes reported including burglary, theft, motor vehicle theft, and arson etc. • Arson: The willful or malicious burning, or attempt to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, personal property of another. • Burglaries: The unlawful entry, or attempted entry, of a structure to commit a felony or a theft. • Larcenies: The unlawful taking, carrying, leading, or riding away of property from the possession or constructive possession of another. • Automotive Thefts: The theft or attempted theft of a motor vehicle. A burglaries rate per 100,000 population 265, a larcenies rate per 100,000 population 1,011, automotive thefts per 100,000 population 158, and incidents rate of arson per 100,000 population 8 were reported in 2023. The total property crime rate was 1,443 in 2023.

Report Area	Burglaries	Larcenies	Auto Theft	Arson	Property Crimes Rate
West Central Missouri Community Action Agency (WCMCAA)	265	1,011	158	8	1,443
Bates County, MO	429	1,088	236	12	1,767
Benton County, MO	190	575	169	20	955
Cass County, MO	105	1,013	132	1	1,253
Cedar County, MO	709	743	152	27	1,633
Henry County, MO	854	1,557	257	27	2,696
Hickory County, MO	115	230	83	10	440
Morgan County, MO	58	329	63	0	450
St. Clair County, MO	267	417	139	0	823
Vernon County, MO	375	2,279	258	4	2,918
Missouri	257	1,372	480	17	2,127

Data Source: Missouri State Highway Patrol. 2023.



☐ View larger map

Property Crimes, Rate (Per 100,000 Pop.) by County, MO State Highway Patrol 2023

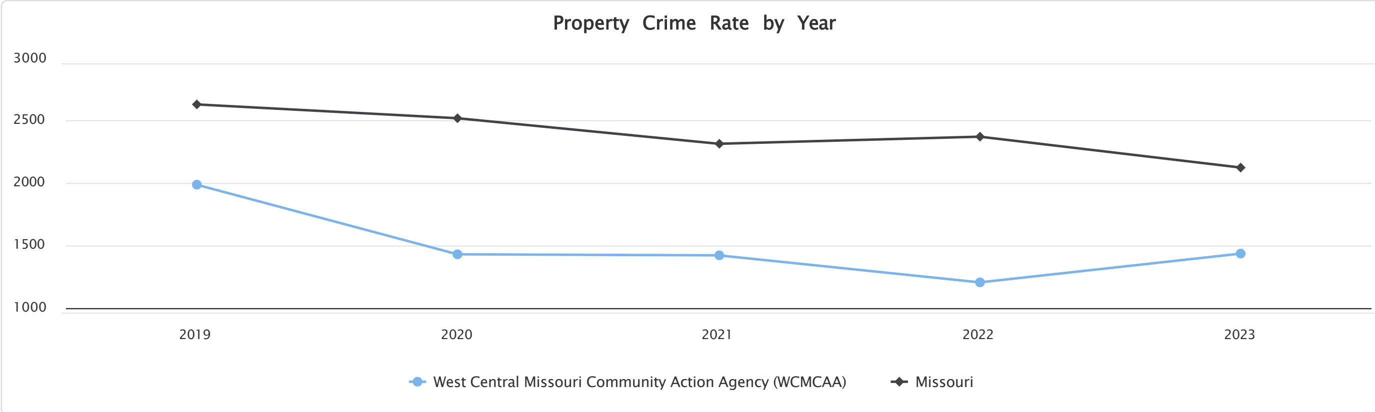
- Over 3200
- 1600.1 - 3200
- 900.1 - 1600
- 420.1 - 900
- Under 420.1
- West Central Missouri Community Action Agency (WCMCAA)

Property Crime Rate by Year

According to the Missouri State Highway Patrol's Uniform Crime Reporting Program, the rates of property crime per 100,000 population for the report area are detailed as follows. In the year 2019, the rate was 1,990. For 2020, the rate increased to 1,431. The following year, 2021, saw a rate of 1,423, while 2022 reported a rate of 1,206. Finally, in 2023, the rate reached 1,437. These figures represent the number of property crimes per 100,000 individuals for each respective year.

Report Area	2019	2020	2021	2022	2023
West Central Missouri Community Action Agency (WCMCAA)	1,990	1,431	1,423	1,206	1,437
Bates County, MO	1,978	1,406	1,704	1,704	1,767
Benton County, MO	1,915	1,473	1,201	985	955
Cass County, MO	1,827	1,534	1,195	1,363	1,253
Cedar County, MO	2,071	1,821	2,217	1,299	1,633
Henry County, MO	3,321	1,314	1,934	1,240	2,696
Hickory County, MO	850	703	503	482	440
Morgan County, MO	1,158	446	281	630	450
St. Clair County, MO	1,369	1,690	909	406	823
Vernon County, MO	3,421	2,499	2,869	2,747	2,918
Missouri	2,634	2,523	2,318	2,375	2,127

Data Source: Federal Bureau of Investigation, FBI Crime Data Explorer. 2023.

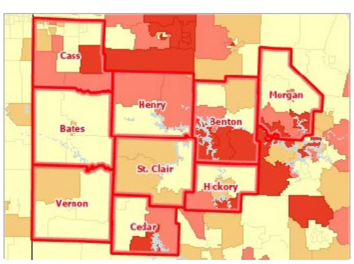


Veterans, Age and Gender Demographics

Veterans, Age and Gender Demographics show the number of veterans living in the report area. According to the American Community Survey (ACS), 9.10% of the adult population in the report area are veterans, which is more than the national average of 6.44%.

Report Area	Veterans Total	Veterans Male	Veterans Female	% Pop over 18 Total	% Pop over 18 Males	% Pop over 18 Females
West Central Missouri Community Action Agency (WCMCAA)	16,954	15,763	1,191	9.10%	17.23%	1.26%
Bates County, MO	958	869	89	7.76%	14.08%	1.44%
Benton County, MO	2,084	1,984	100	12.65%	23.90%	1.22%
Cass County, MO	7,072	6,427	645	8.48%	15.92%	1.50%
Cedar County, MO	1,171	1,085	86	10.71%	19.65%	1.59%
Henry County, MO	1,769	1,688	81	10.31%	20.06%	0.93%
Hickory County, MO	840	792	48	12.01%	22.93%	1.35%
Morgan County, MO	1,537	1,474	63	9.32%	17.78%	0.77%
St. Clair County, MO	691	645	46	9.27%	17.20%	1.24%
Vernon County, MO	832	799	33	5.55%	11.09%	0.42%
Missouri	354,505	323,467	31,038	7.44%	13.97%	1.27%
United States	16,569,149	14,907,774	1,661,375	6.44%	11.85%	1.26%

Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

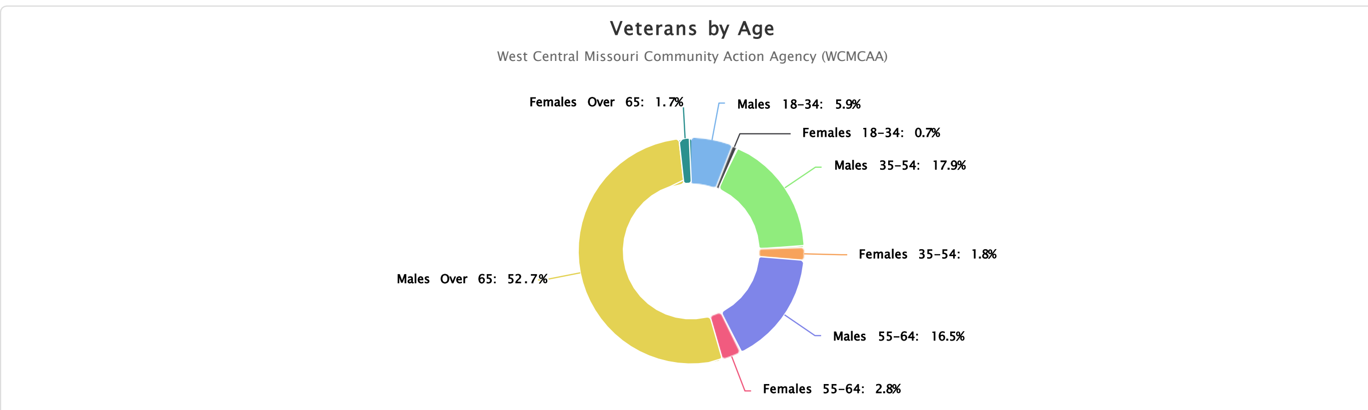
Veterans, Percent of Total Population by Tract, ACS 2019-23

- Over 13%
- 11.1 - 13.0%
- 9.1 - 11.0%
- Under 9.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Veterans by Age

Report Area	Veteran Age Males 18-34	Veteran Age Females 18-34	Veteran Age Males 35-54	Veteran Age Females 35-54	Veteran Age Males 55-64	Veteran Age Females 55-64	Veteran Age Males Over 65	Veteran Age Females Over 65
West Central Missouri Community Action Agency (WCMCAA)	1,000	121	3,029	310	2,794	468	8,940	292
Bates County, MO	73	36	124	25	198	17	474	11
Benton County, MO	21	0	296	59	397	41	1,270	0
Cass County, MO	460	73	1,382	167	1,330	214	3,255	191
Cedar County, MO	55	0	258	3	137	57	635	26
Henry County, MO	116	9	466	8	203	41	903	23
Hickory County, MO	12	0	111	17	69	31	600	0
Morgan County, MO	75	0	206	6	225	26	968	31
St. Clair County, MO	22	3	127	0	124	38	372	5
Vernon County, MO	166	0	59	25	111	3	463	5
Missouri	23,301	4,032	64,899	11,527	59,648	8,732	175,619	6,747
United States	1,138,276	252,691	3,313,277	635,260	2,666,294	404,470	7,789,927	368,954

Data Source: US Census Bureau, American Community Survey. 2019-23.

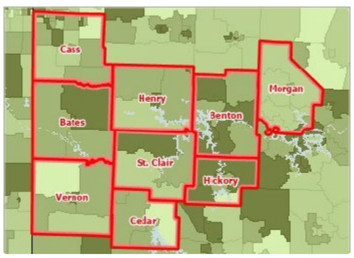


Population Geographic Mobility

Information about population in-migration are calculated by assessing changes in residence within a one year period. Of the 238,483 persons residing in the report area, an estimated 7.33% relocated to the area, according to the latest American Community Survey 5-year estimates. Persons who moved to a new household from outside of their current county of residence, from outside their state of residence, or from abroad are considered part of the in-migrated population. Persons who moved to a new household from a different household within their current county of residence are not included.

Report Area	Total Population	Population In-Migration	Percent Population In-Migration
West Central Missouri Community Action Agency (WCMCAA)	238,483	17,489	7.33%
Bates County, MO	15,971	1,402	8.78%
Benton County, MO	19,710	1,611	8.17%
Cass County, MO	108,452	7,776	7.17%
Cedar County, MO	14,202	868	6.11%
Henry County, MO	21,851	1,931	8.84%
Hickory County, MO	8,396	939	11.18%
Morgan County, MO	21,050	1,069	5.08%
St. Clair County, MO	9,381	704	7.50%
Vernon County, MO	19,470	1,189	6.11%
Missouri	6,098,976	395,721	6.49%
United States	328,888,644	19,939,931	6.06%

Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

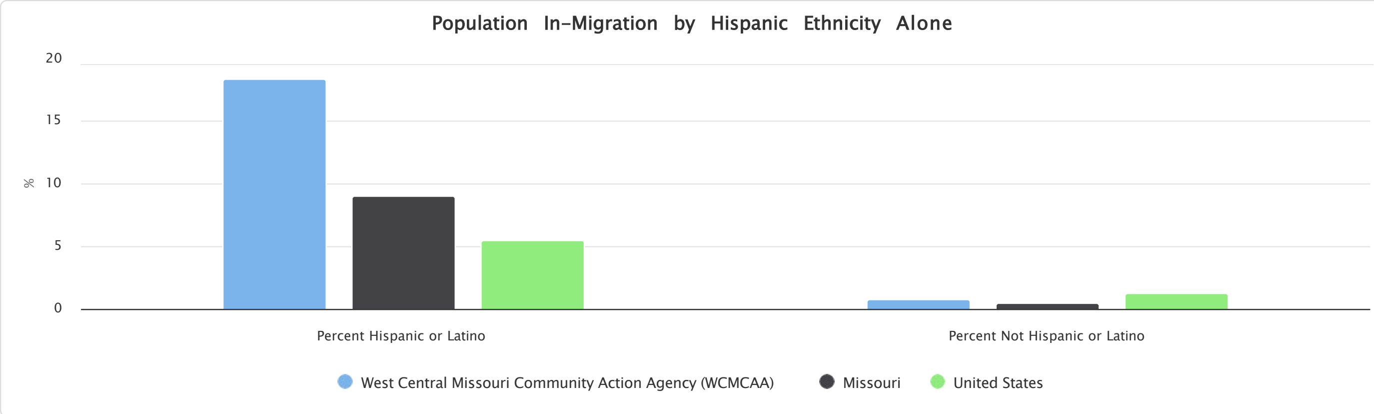
Population Migrated from Outside of the County, State, or Country, Percent of Total Population by Tract, ACS 2019-23

- Over 8.0%
- 5.1 - 8.0%
- 2.1 - 5.0%
- Under 2.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Population In-Migration by Hispanic Ethnicity Alone

Report Area	Total Hispanic or Latino	Total Not Hispanic or Latino	Percent Hispanic or Latino	Percent Not Hispanic or Latino
West Central Missouri Community Action Agency (WCMCAA)	1,622	15,867	18.42%	0.71%
Bates County, MO	63	1,339	16.32%	0.40%
Benton County, MO	56	1,555	15.14%	0.29%
Cass County, MO	1,049	6,727	18.09%	1.02%
Cedar County, MO	12	856	4.04%	0.09%
Henry County, MO	282	1,649	45.26%	1.33%
Hickory County, MO	1	938	0.69%	0.01%
Morgan County, MO	83	986	16.94%	0.40%
St. Clair County, MO	25	679	12.38%	0.27%
Vernon County, MO	51	1,138	10.34%	0.27%
Missouri	27,612	368,109	9.02%	0.48%
United States	3,385,498	16,554,433	5.44%	1.27%

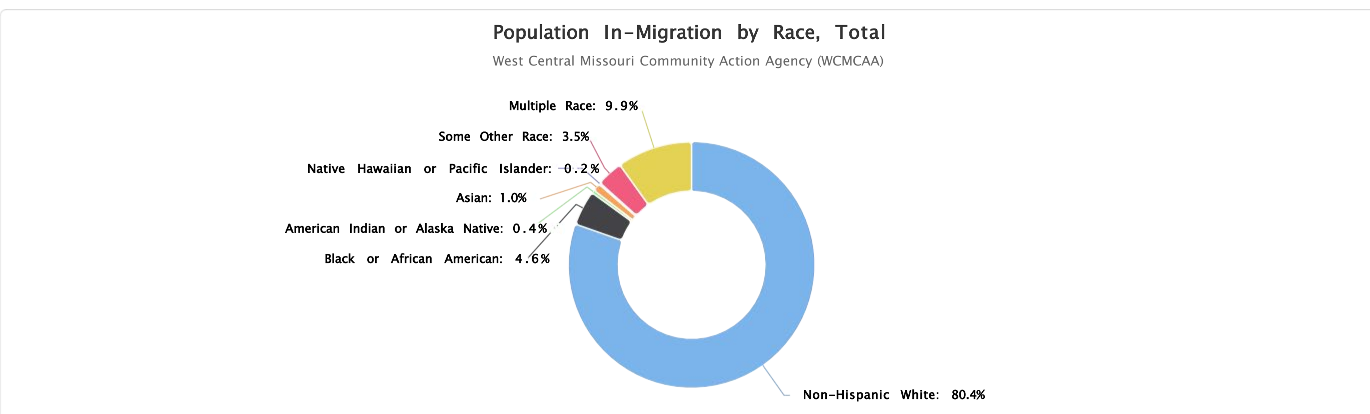
Data Source: US Census Bureau, American Community Survey. 2019-23.



Population In-Migration by Race, Total

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
West Central Missouri Community Action Agency (WCMCAA)	14,057	806	70	182	34	608	1,732
Bates County, MO	1,277	21	0	0	0	6	98
Benton County, MO	1,352	93	0	16	0	34	116
Cass County, MO	5,677	558	69	136	34	350	952
Cedar County, MO	660	18	0	0	0	72	118
Henry County, MO	1,586	41	1	21	0	53	229
Hickory County, MO	906	0	0	0	0	0	33
Morgan County, MO	920	20	0	0	0	30	99
St. Clair County, MO	648	28	0	0	0	24	4
Vernon County, MO	1,031	27	0	9	0	39	83
Missouri	294,322	43,824	1,590	14,951	1,080	9,374	30,580
United States	12,364,425	2,544,095	174,934	1,515,441	46,744	1,141,294	2,152,998

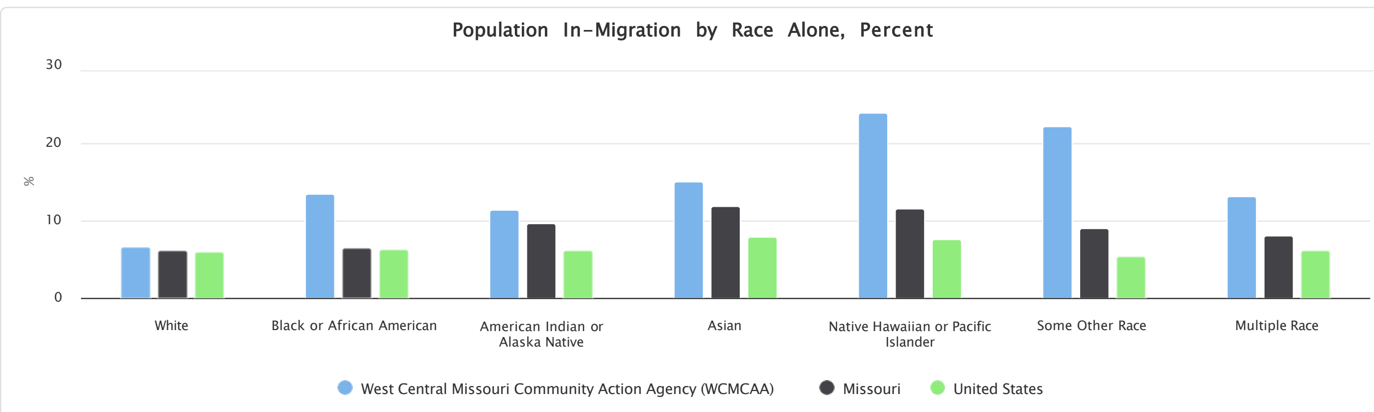
Data Source: US Census Bureau, American Community Survey. 2019-23.



Population In-Migration by Race Alone, Percent

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
West Central Missouri Community Action Agency (WCMCAA)	6.55%	13.47%	11.38%	15.04%	23.94%	22.16%	13.05%
Bates County, MO	8.59%	6.10%	0.00%	0.00%	0.00%	12.00%	17.31%
Benton County, MO	7.36%	52.25%	0.00%	55.17%	0.00%	27.87%	13.57%
Cass County, MO	6.12%	11.26%	26.64%	17.59%	28.81%	17.08%	12.65%
Cedar County, MO	4.96%	28.57%	0.00%	No data	No data	47.06%	18.64%
Henry County, MO	7.80%	25.63%	2.22%	40.38%	0.00%	67.09%	19.20%
Hickory County, MO	11.37%	0.00%	0.00%	0.00%	No data	0.00%	9.59%
Morgan County, MO	4.67%	43.48%	0.00%	0.00%	No data	25.00%	9.33%
St. Clair County, MO	7.38%	37.84%	0.00%	0.00%	No data	32.00%	0.95%
Vernon County, MO	5.60%	17.88%	0.00%	6.47%	0.00%	54.93%	12.31%
Missouri	6.15%	6.45%	9.54%	11.81%	11.56%	8.92%	8.05%
United States	5.92%	6.26%	6.04%	7.90%	7.53%	5.27%	6.16%

Data Source: US Census Bureau, American Community Survey. 2019-23.

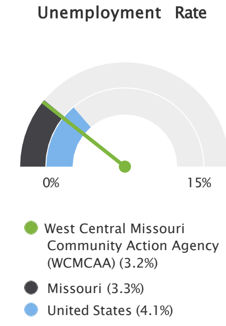


Employment

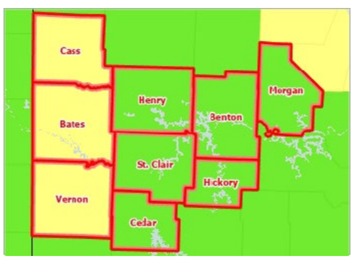
Current Unemployment

Labor force, employment, and unemployment data for each county in the report area is provided in the table below. Overall, the report area experienced an average 3.2% unemployment rate in December 2025.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
West Central Missouri Community Action Agency (WCMCAA)	116,755	112,975	3,780	3.2%
Bates County, MO	7,501	7,273	228	3.0%
Benton County, MO	7,454	7,133	321	4.3%
Cass County, MO	60,217	58,470	1,747	2.9%
Cedar County, MO	5,582	5,388	194	3.5%
Henry County, MO	10,906	10,566	340	3.1%
Hickory County, MO	2,816	2,662	154	5.5%
Morgan County, MO	8,510	8,143	367	4.3%
St. Clair County, MO	4,209	4,064	145	3.4%
Vernon County, MO	9,560	9,276	284	3.0%
Missouri	3,190,413	3,086,234	104,179	3.3%
United States	171,978,146	164,905,410	7,072,735	4.1%



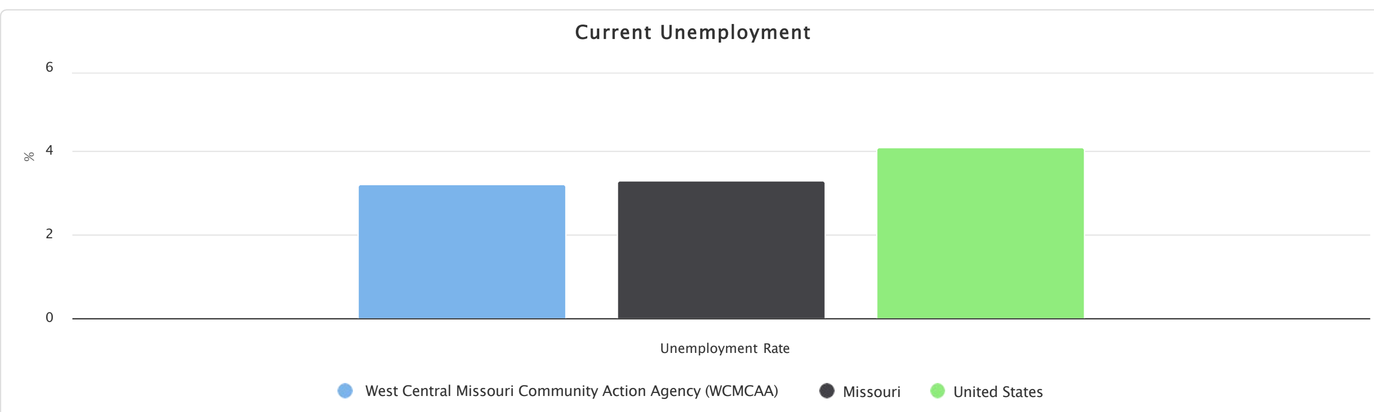
Note: This indicator is compared to the state average.
Data Source: US Department of Labor, Bureau of Labor Statistics. 2025 - December.



☐ View larger map

Unemployment, Rate by County, BLS 2025 - December

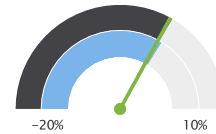
- Over 12.0%
- 9.1 - 12.0%
- 6.1 - 9.0%
- 3.1 - 6.0%
- Under 3.1%
- West Central Missouri Community Action Agency (WCMCAA)



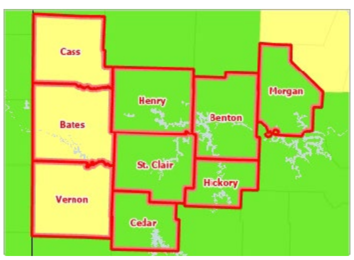
Unemployment Change

Unemployment change within the report area from December 2024 to December 2025 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this one year period fell from 3.4% to 3.2%.

Report Area	Unemployment December 2024	Unemployment December 2025	Unemployment Rate December 2024	Unemployment Rate December 2025	Rate Change
West Central Missouri Community Action Agency (WCMCAA)	3,884	3,780	3.4%	3.2%	-0.2%
Bates County, MO	261	228	3.5%	3.0%	-0.4%
Benton County, MO	333	321	4.6%	4.3%	-0.3%
Cass County, MO	1,735	1,747	2.9%	2.9%	0.0%
Cedar County, MO	194	194	3.5%	3.5%	0.0%
Henry County, MO	338	340	3.2%	3.1%	-0.1%
Hickory County, MO	172	154	6.3%	5.5%	-0.8%
Morgan County, MO	391	367	4.5%	4.3%	-0.2%
St. Clair County, MO	146	145	3.6%	3.4%	-0.1%
Vernon County, MO	314	284	3.4%	3.0%	-0.5%
Missouri	100,430	104,179	3.2%	3.3%	0.0%
United States	6,591,405	7,072,735	3.9%	4.1%	0.3%



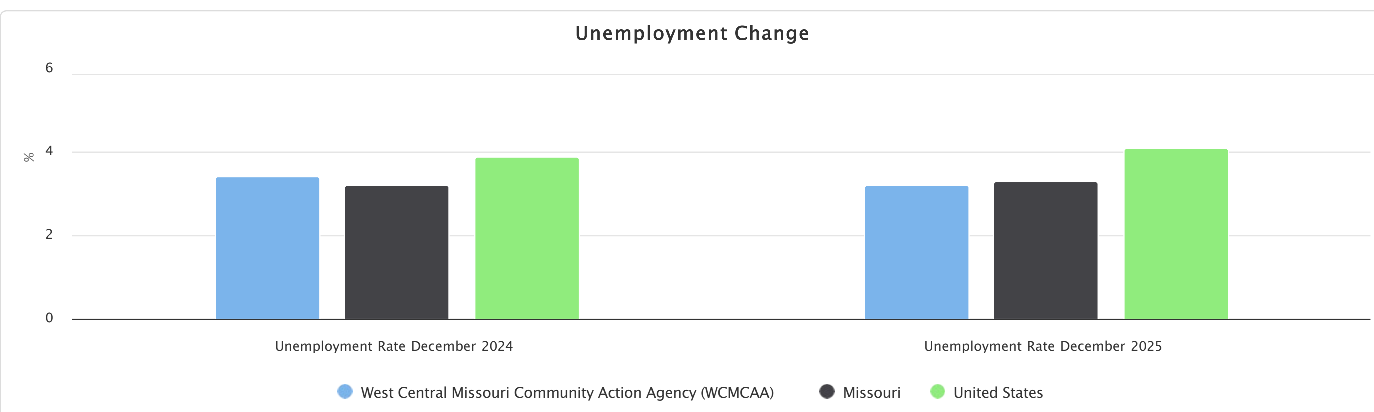
Note: This indicator is compared to the state average.
Data Source: US Department of Labor, Bureau of Labor Statistics. 2025 - December.



View larger map

Unemployment, Rate by County, BLS 2025 - December

- Over 12.0%
- 9.1 - 12.0%
- 6.1 - 9.0%
- 3.1 - 6.0%
- Under 3.1%
- West Central Missouri Community Action Agency (WCMCAA)

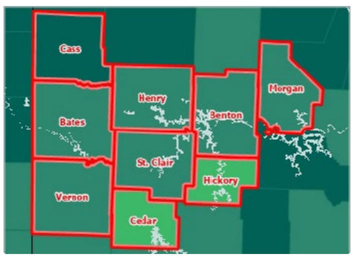


Household Income

Median annual household incomes in the report area for 2023 are shown in the table below. Since this reports a median amount, a "Report Area" value is not able to be calculated.

Report Area	Estimated Population	Median Household Income
Bates County, MO	15,856	$56,178
Benton County, MO	20,326	$50,946
Cass County, MO	109,971	$85,283
Cedar County, MO	14,420	$48,789
Henry County, MO	22,215	$55,216
Hickory County, MO	8,497	$48,213
Morgan County, MO	21,517	$52,072
St. Clair County, MO	9,533	$50,578
Vernon County, MO	18,923	$53,602
Missouri	6,031,775	$68,484
United States	326,104,344	$77,719

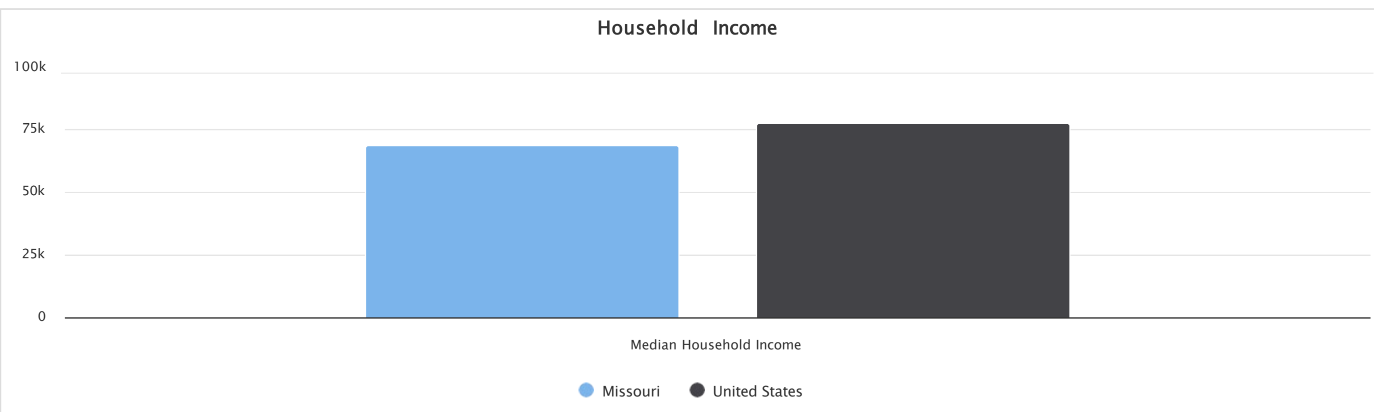
Data Source: US Census Bureau, Small Area Income and Poverty Estimates. 2023.



☐ View larger map

Median Household Income by County, SAIPE 2023

- Over $60,000
- $50,001 - $60,000
- $40,001 - $50,000
- Under $40,000
- West Central Missouri Community Action Agency (WCMCAA)

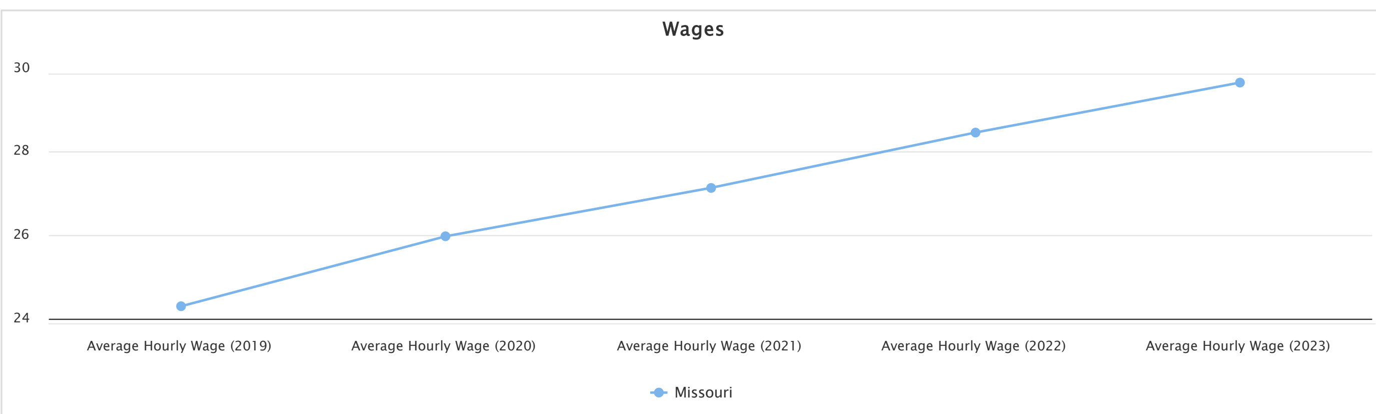


Wages

Average hourly and annual wages in the selected county(s) for the last five years are shown below. Due to limitations of the data, there is no calculation for average hourly or average annual wage for the report area.

Report Area	Average Hourly Wage (2019)	Average Annual Wage (2019)	Average Hourly Wage (2020)	Average Annual Wage (2020)	Average Hourly Wage (2021)	Average Annual Wage (2021)	Average Hourly Wage (2022)	Average Annual Wage (2022)	Average Hourly Wage (2023)	Average Annual Wage (2023)
Bates County, MO	$16.1	$33,467	$17.03	$35,418	$17.73	$36,879.00	$19.10	$39,725.00	$19.73	$41,029.00
Benton County, MO	$14.73	$30,647	$15.65	$32,549	$16.90	$35,151.00	$17.47	$36,336.00	$17.65	$36,716.00
Cass County, MO	$17.93	$37,282	$19.5	$40,571	$20.46	$42,558.00	$21.65	$45,027.00	$22.51	$46,818.00
Cedar County, MO	$13.93	$28,976	$14.88	$30,926	$15.68	$32,607.00	$16.62	$34,561.00	$18.21	$37,872.00
Henry County, MO	$18.15	$37,726	$19.65	$40,848	$20.48	$42,605.00	$21.28	$44,268.00	$22.39	$46,581.00
Hickory County, MO	$12.95	$26,921	$14.28	$29,699	$15.36	$31,948.00	$15.75	$32,752.00	$16.69	$34,706.00
St. Clair County, MO	$13.8	$28,700	$15.08	$31,355	$15.98	$33,231.00	$17.01	$35,384.00	$18.46	$38,389.00
Vernon County, MO	$17.88	$37,171	$19.08	$39,664	$19.51	$40,586.00	$20.59	$42,832.00	$21.34	$44,386.00
Missouri	$24.3	$50,536	$25.98	$54,046	$27.14	$56,447.00	$28.47	$59,225.00	$29.67	$61,711.00

Data Source: Missouri Department of Economic Development, Missouri Economic Research and Information Center. 2023.



Living Wage

The living wage shown is the hourly rate that an individual must earn to support their family, if they are the sole provider and are working full-time (2080 hours per year). Effective January 1, 2025 the Minimum Hourly Wage for Missouri is $13.75.

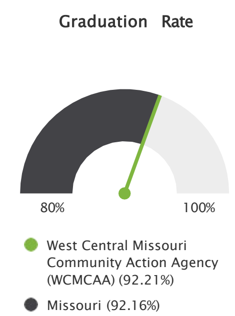
Report Area	One Adult	One Adult One Child	Two Adults	Two Adults One Child	Two Adults Two Children
Bates County, MO	$20.49	$35.01	$14.55	$20.14	$24.62
Benton County, MO	$19.12	$33.90	$13.74	$19.36	$23.87
Cass County, MO	$22.84	$40.39	$16.06	$22.82	$28.59
Cedar County, MO	$18.84	$33.15	$13.58	$18.99	$23.36
Henry County, MO	$18.85	$32.82	$13.55	$18.79	$23.00
Hickory County, MO	$18.87	$32.55	$13.90	$18.67	$22.75
Morgan County, MO	$18.92	$32.46	$13.74	$18.62	$22.67
St. Clair County, MO	$18.41	$31.84	$13.54	$18.30	$22.07
Vernon County, MO	$19.24	$33.33	$13.82	$19.09	$23.27
Missouri	$20.87	$37.08	$14.80	$21.06	$26.24

Data Source: Massachusetts Institute of Technology, Living Wage Calculator. February 2025.

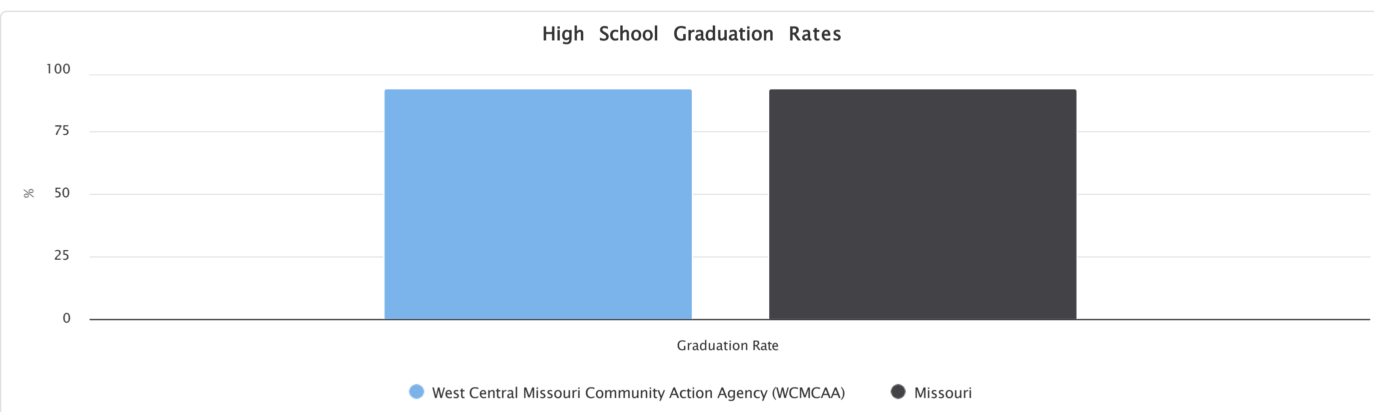
High School Graduation Rates

The number of 2024 high school graduates and the graduation rate in the report area are shown in the table. The report area average graduation rate was 92.21%, compared to the statewide rate of 92.16%

Report Area	Enrollment	Graduates	Graduation Rate
West Central Missouri Community Action Agency (WCMCAA)	2,735	2,522	92.21%
Bates County, MO	176	171	97.16%
Benton County, MO	174	165	94.83%
Cass County, MO	1,439	1,329	92.36%
Cedar County, MO	139	123	88.49%
Henry County, MO	320	297	92.81%
Morgan County, MO	155	149	96.13%
St. Clair County, MO	91	79	86.81%
Vernon County, MO	241	209	86.72%
Missouri	66,531	61,314	92.16%



Note: This indicator is compared to the state average.
Data Source: Missouri Department of Elementary & Secondary Education. 2024.



Child Care Costs

For the 2023 Market Rate Survey, Missouri Department of Health and Senior Services, which is responsible for licensing childcare facilities, provided a list of all licensed facilities.

County	Type of Care	Infant Full	Infant Half	Infant Part	Preschool Full	Preschool Half	Preschool Part	School Age Full	School Age Half	School Age Part
BATES	Center	$34.00	$25.50	$17.00	$26.87	$20.15	$13.44	$30.00	$22.50	$15.00
BATES	Group	$30.00	$22.50	$15.00	$25.00	$18.75	$12.50	$22.34	$16.76	$11.17
BATES	Family Home	$25.00	$18.75	$12.50	$20.00	$15.00	$10.00	$21.00	$15.75	$10.50
BENTON	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
BENTON	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
BENTON	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
CASS	Center	$40.00	$30.00	$20.00	$31.00	$23.25	$15.50	$29.16	$21.87	$14.58
CASS	Group	$30.00	$22.50	$15.00	$25.00	$18.75	$12.50	$22.34	$16.76	$11.17
CASS	Family Home	$40.00	$30.00	$20.00	$26.00	$19.50	$13.00	$13.12	$9.84	$6.56
CEDAR	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
CEDAR	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
CEDAR	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
HENRY	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
HENRY	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
HENRY	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
HICKORY	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
HICKORY	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
HICKORY	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
MORGAN	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
MORGAN	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
MORGAN	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
ST CLAIR	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
ST CLAIR	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
ST CLAIR	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
VERNON	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
VERNON	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
VERNON	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00

Data Source: Missouri Department of Social Services, Child Care Market Rate Survey.

Daytime Rates - Regulated and Faith Based

County	Type of Care	Infant Full	Infant Half	Infant Part	Preschool Full	Preschool Half	Preschool Part	School Age Full	School Age Half	School Age Part
BATES	Center	$37.00	$27.75	$18.50	$29.00	$21.75	$14.50	$25.00	$18.75	$12.50
BATES	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
BATES	Family Home	$17.50	$13.13	$8.75	$14.00	$10.50	$7.00	$14.70	$11.03	$7.35
BENTON	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
BENTON	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
BENTON	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
CASS	Center	$29.85	$22.39	$14.93	$29.80	$22.35	$14.90	$26.85	$20.14	$13.43
CASS	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
CASS	Family Home	$28.00	$21.00	$14.00	$18.20	$13.65	$9.10	$9.18	$6.89	$4.59
CEDAR	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
CEDAR	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
CEDAR	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
HENRY	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
HENRY	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
HENRY	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
HICKORY	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
HICKORY	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
HICKORY	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
MORGAN	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
MORGAN	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
MORGAN	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
ST CLAIR	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
ST CLAIR	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
ST CLAIR	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
VERNON	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
VERNON	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
VERNON	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00

Data Source: Missouri Department of Social Services, Child Care Market Rate Survey.

Evening and Weekend Rates - Licensed

County	Type of Care	Infant Full	Infant Half	Infant Part	Preschool Full	Preschool Half	Preschool Part	School Age Full	School Age Half	School Age Part
BATES	Center	$39.10	$29.33	$19.55	$30.90	$23.18	$15.45	$34.50	$25.88	$17.25
BATES	Group	$34.50	$25.88	$17.25	$28.75	$21.56	$14.38	$25.69	$19.27	$12.85
BATES	Family Home	$28.75	$21.56	$14.38	$23.00	$17.25	$11.50	$24.15	$18.11	$12.08
BENTON	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
BENTON	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
BENTON	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
CASS	Center	$46.00	$34.50	$23.00	$35.65	$26.74	$17.83	$33.53	$25.15	$16.77
CASS	Group	$34.50	$25.88	$17.25	$28.75	$21.56	$14.38	$25.69	$19.27	$12.85
CASS	Family Home	$46.00	$34.50	$23.00	$29.90	$22.43	$14.95	$15.09	$11.32	$7.54
CEDAR	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
CEDAR	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
CEDAR	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
HENRY	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
HENRY	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
HENRY	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
HICKORY	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
HICKORY	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
HICKORY	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
MORGAN	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
MORGAN	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
MORGAN	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
ST CLAIR	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
ST CLAIR	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
ST CLAIR	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
VERNON	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
VERNON	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
VERNON	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50

Data Source: Missouri Department of Social Services, Child Care Market Rate Survey.

Evening and Weekend Rates - Regulated and Faith Based

County	Type of Care	Infant Full	Infant Half	Infant Part	Preschool Full	Preschool Half	Preschool Part	School Age Full	School Age Half	School Age Part
BATES	Center	$42.55	$31.91	$21.28	$33.35	$25.01	$16.68	$28.75	$21.56	$14.38
BATES	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
BATES	Family Home	$20.13	$15.09	$10.06	$16.10	$12.08	$8.05	$16.91	$12.68	$8.45
BENTON	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
BENTON	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
BENTON	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
CASS	Center	$34.33	$25.75	$17.16	$34.26	$25.70	$17.13	$30.88	$23.16	$15.44
CASS	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
CASS	Family Home	$32.20	$24.15	$16.10	$20.93	$15.70	$10.47	$10.56	$7.92	$5.28
CEDAR	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
CEDAR	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
CEDAR	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
HENRY	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
HENRY	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
HENRY	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
HICKORY	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
HICKORY	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
HICKORY	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
MORGAN	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
MORGAN	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
MORGAN	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
ST CLAIR	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
ST CLAIR	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
ST CLAIR	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
VERNON	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
VERNON	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
VERNON	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05

Data Source: Missouri Department of Social Services, Child Care Market Rate Survey.

Child Care Facilities

The number of licensed child care facilities and total maximum capacity of slots within the report area are shown below. According to the Missouri Department of Health and Senior Services, there were a total of 89 licensed child care facilities in the report area in 2025, with a combined maximum capacity of 4,672 children.

Report Area	Number of Facilities	Total Maximum Capacity
West Central Missouri Community Action Agency (WCMCAA)	89	4,672
Bates County, MO	7	140
Benton County, MO	9	301
Cass County, MO	41	2,986
Cedar County, MO	7	170
Henry County, MO	7	460
Hickory County, MO	3	77
Morgan County, MO	4	200
St. Clair County, MO	1	40
Vernon County, MO	10	298
Missouri	2,830	166,815

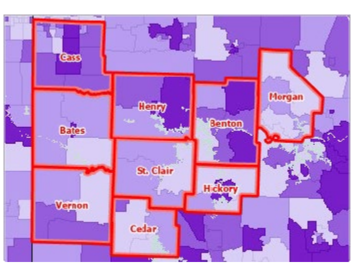
Data Source: US Department of Health & Human Services, Missouri Department of Health & Senior Services. 2025.

Commuter Travel Patterns

This indicator shows the method of transportation workers used to travel to work for the report area. Of the 105,099 workers in the report area, 77.7% drove to work alone while 9.0% carpooled. 0.1% of all workers reported that they used some form of public transportation, while others used some optional means including 1.7% walking or riding bicycles, and 1.1% used taxicabs to travel to work.

Report Area	Workers 16 and Up	Percent Drive Alone	Percent Carpool	Percent Public Transportation	Percent Bicycle or Walk	Percent Taxi or Other	Percent Work at Home
West Central Missouri Community Action Agency (WCMCAA)	105,099	77.7%	9.0%	0.1%	1.7%	1.1%	10.5%
Bates County, MO	6,758	79.5%	7.8%	0.2%	1.6%	1.1%	9.9%
Benton County, MO	6,911	79.8%	10.9%	0.0%	2.5%	1.7%	5.1%
Cass County, MO	54,689	78.9%	6.7%	0.1%	1.2%	0.8%	12.3%
Cedar County, MO	5,308	76.5%	9.8%	0.4%	1.9%	2.8%	8.6%
Henry County, MO	9,088	82.7%	8.9%	0.1%	1.6%	0.3%	6.4%
Hickory County, MO	2,428	74.2%	18.0%	0.0%	1.3%	0.7%	5.8%
Morgan County, MO	7,849	66.6%	18.8%	0.0%	2.2%	1.1%	11.3%
St. Clair County, MO	3,782	76.5%	13.6%	0.1%	2.8%	0.5%	6.6%
Vernon County, MO	8,286	73.4%	8.7%	0.1%	3.6%	2.5%	11.7%
Missouri	2,938,053	76.4%	8.0%	0.9%	2.0%	1.1%	11.6%
United States	157,645,183	70.2%	8.5%	3.5%	2.9%	1.5%	13.5%

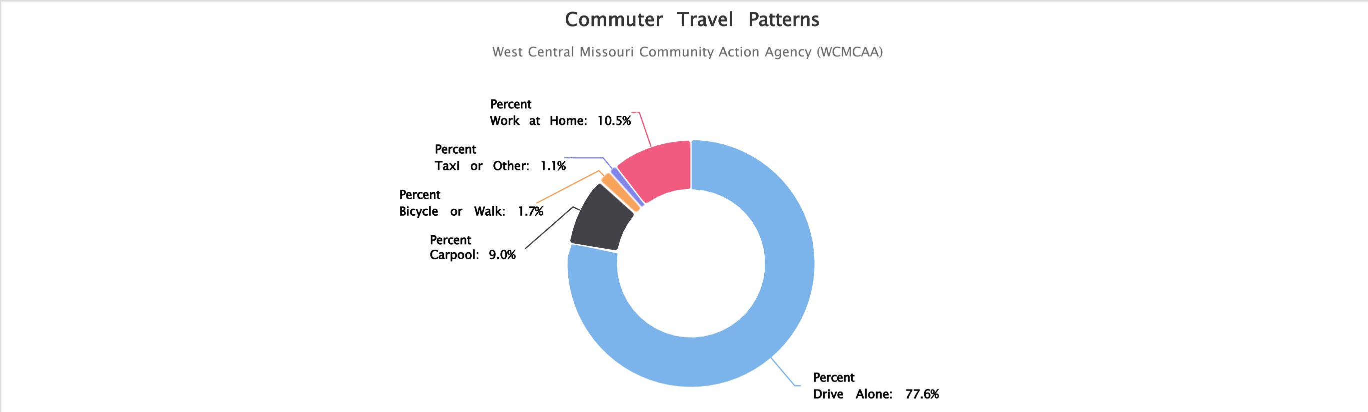
Data Source: US Census Bureau, American Community Survey. 2019-23.



View larger map

Workers Traveling to Work by Car Alone, Percent by Tract, ACS 2019-23

- Over 83.0%
- 79.1 - 83.0%
- 75.1 - 79.0%
- Under 75.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



Non-Hispanic Commuters

This indicator shows the method of transportation non-Hispanic workers used to travel to work for the report area. Of the 100,968 non-Hispanic workers in the report area, 86.67% drove to work. 0.07% of all workers reported that they used some form of public transportation, while others used some optional means including 2.78% walking or riding bicycles, and 10.48% worked from home.

Report Area	Workers 16 and Up	Travel by Car	Use Public Transit	Bike/Walk	Work from Home
West Central Missouri Community Action Agency (WCMCAA)	100,968	86.67%	0.07%	2.78%	10.48%
Bates County, MO	6,579	86.99%	0.17%	2.72%	10.12%
Benton County, MO	6,748	90.92%	0.03%	3.94%	5.11%
Cass County, MO	51,777	85.78%	0.03%	1.95%	12.24%
Cedar County, MO	5,207	86.04%	0.38%	4.82%	8.76%
Henry County, MO	8,916	91.53%	0.15%	1.91%	6.42%
Hickory County, MO	2,382	92.07%	0.00%	2.06%	5.88%
Morgan County, MO	7,558	85.09%	0.00%	3.45%	11.46%
St. Clair County, MO	3,699	90.16%	0.11%	3.33%	6.41%
Vernon County, MO	8,102	81.84%	0.12%	6.12%	11.91%
Missouri	2,794,645	84.39%	0.85%	3.05%	11.71%
United States	128,751,506	78.07%	3.22%	4.18%	14.53%

Data Source: US Census Bureau, American Community Survey. 2019-23.

White Non-Hispanic Commuters

This indicator shows the method of transportation white non-Hispanic workers used to travel to work for the report area. Of the 93,683 white non-Hispanic workers in the report area, 87.04% drove to work. 0.08% of all workers reported that they used some form of public transportation, while others used some optional means including 2.63% walking or riding bicycles, and 10.25% worked from home.

Report Area	Workers 16 and Up	Travel by Car	Use Public Transit	Bike/Walk	Work from Home
West Central Missouri Community Action Agency (WCMCAA)	93,683	87.04%	0.08%	2.63%	10.25%
Bates County, MO	6,347	86.91%	0.17%	2.62%	10.30%
Benton County, MO	6,343	91.49%	0.03%	3.56%	4.92%
Cass County, MO	46,578	86.47%	0.03%	1.65%	11.86%
Cedar County, MO	5,072	86.34%	0.39%	4.95%	8.32%
Henry County, MO	8,470	91.28%	0.15%	2.00%	6.58%
Hickory County, MO	2,296	91.77%	0.00%	2.13%	6.10%
Morgan County, MO	7,202	84.67%	0.00%	3.57%	11.76%
St. Clair County, MO	3,527	89.91%	0.11%	3.40%	6.58%
Vernon County, MO	7,848	82.30%	0.13%	5.84%	11.74%
Missouri	2,301,794	85.25%	0.38%	2.75%	11.63%
United States	94,347,262	79.38%	2.04%	3.85%	14.73%

Data Source: US Census Bureau, American Community Survey. 2019-23.

Hispanic Commuters

This indicator shows the method of transportation Hispanic workers used to travel to work for the report area. Of the 4,131 Hispanic workers in the report area, 86.52% drove to work. 0.29% of all workers reported that they used some form of public transportation, while others used some optional means including 2.20% walking or riding bicycles, and 10.99% worked from home.

Report Area	Workers 16 and Up	Travel by Car	Use Public Transit	Bike/Walk	Work from Home
West Central Missouri Community Action Agency (WCMCAA)	4,131	86.52%	0.29%	2.20%	10.99%
Bates County, MO	179	98.32%	0.00%	0.00%	1.68%
Benton County, MO	163	82.82%	0.00%	14.72%	2.45%
Cass County, MO	2,912	83.76%	0.38%	1.92%	13.94%
Cedar County, MO	101	100.00%	0.00%	0.00%	0.00%
Henry County, MO	172	95.35%	0.00%	0.00%	4.65%
Hickory County, MO	46	100.00%	0.00%	0.00%	0.00%
Morgan County, MO	291	93.13%	0.00%	0.00%	6.87%
St. Clair County, MO	83	84.34%	0.00%	0.00%	15.66%
Vernon County, MO	184	93.48%	0.54%	5.98%	0.00%
Missouri	143,408	85.39%	1.04%	4.23%	9.34%
United States	28,893,677	81.48%	4.78%	4.86%	8.88%

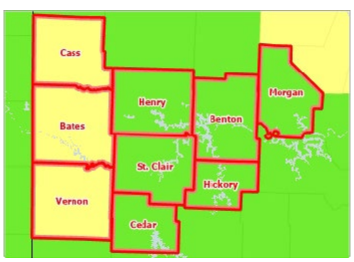
Data Source: US Census Bureau, American Community Survey. 2019-23.

Thirteen Month Unemployment Rates

Unemployment change within the report area from December 2024 to December 2025 is shown in the chart below.

Report Area	Dec. 2024	Jan. 2025	Feb. 2025	Mar. 2025	Apr. 2025	May 2025	Jun. 2025	Jul. 2025	Aug. 2025	Sep. 2025	Oct. 2025	Nov. 2025	Dec. 2025
West Central Missouri Community Action Agency (WCMCAA)	3.4%	4.5%	4.6%	4.5%	3.8%	3.9%	4.5%	4.7%	4.5%	3.4%	No data	3.5%	3.2%
Bates County, MO	3.5%	4.6%	4.9%	4.8%	3.8%	3.8%	4.4%	4.6%	4.4%	3.2%	No data	3.3%	3.0%
Benton County, MO	4.6%	6.5%	6.6%	6.2%	5.1%	5.3%	5.7%	5.8%	5.9%	4.7%	No data	4.4%	4.3%
Cass County, MO	2.9%	3.9%	4.1%	4.0%	3.4%	3.5%	4.0%	4.3%	4.0%	3.1%	No data	3.1%	2.9%
Cedar County, MO	3.5%	4.6%	4.7%	4.7%	4.1%	4.2%	5.4%	5.9%	5.4%	4.0%	No data	3.7%	3.5%
Henry County, MO	3.2%	4.1%	4.3%	4.2%	3.6%	3.8%	4.5%	5.1%	4.6%	3.4%	No data	3.2%	3.1%
Hickory County, MO	6.3%	7.6%	7.7%	7.1%	6.6%	6.2%	6.6%	7.0%	7.4%	5.4%	No data	5.5%	5.5%
Morgan County, MO	4.5%	5.8%	6.2%	5.6%	4.6%	4.5%	5.0%	5.2%	5.4%	4.1%	No data	4.6%	4.3%
St. Clair County, MO	3.6%	4.7%	4.7%	4.8%	4.2%	4.3%	4.8%	5.2%	5.4%	4.1%	No data	3.7%	3.4%
Vernon County, MO	3.4%	4.2%	4.3%	4.5%	3.7%	4.1%	4.4%	4.6%	4.4%	3.1%	No data	3.3%	3.0%
Missouri	3.2%	4.4%	4.4%	4.4%	3.8%	3.9%	4.4%	4.7%	4.5%	3.5%	No data	3.5%	3.3%
United States	3.9%	4.4%	4.5%	4.3%	3.9%	4.0%	4.4%	4.6%	4.5%	4.3%	5.8%	4.3%	4.1%

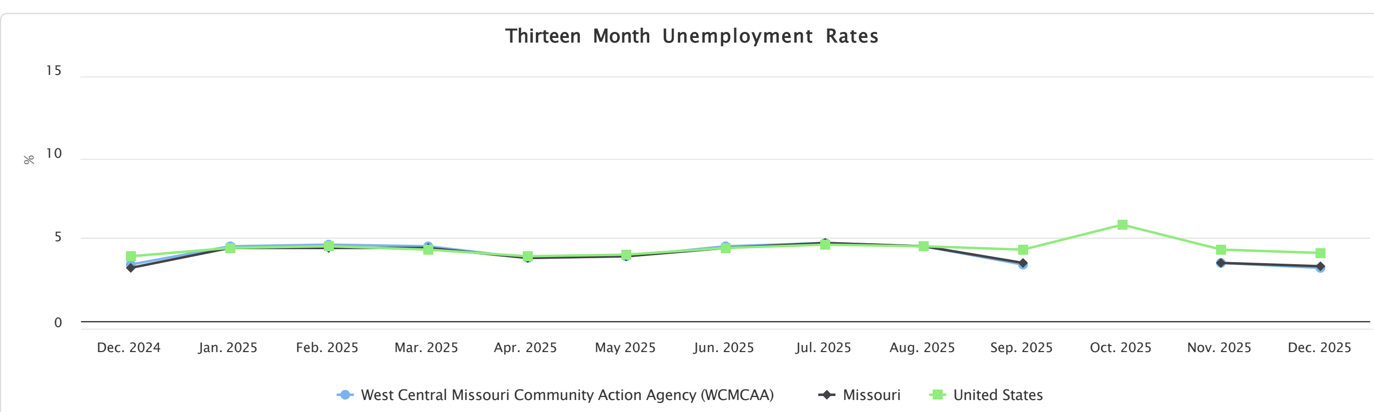
Data Source: US Department of Labor, Bureau of Labor Statistics. 2025 - December.



☐ View larger map

Unemployment, Rate by County, BLS 2025 - December

- Over 12.0%
- 9.1 - 12.0%
- 6.1 - 9.0%
- 3.1 - 6.0%
- Under 3.1%
- West Central Missouri Community Action Agency (WCMCAA)



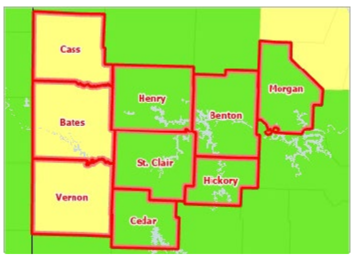
Five Year Unemployment Rate

Unemployment change within the report area from December 2021 to December 2025 is shown in the chart below. According to the

U.S. Department of Labor, unemployment for this five year period grew from 2.7% to 3.2%.

Report Area	December 2021	December 2022	December 2023	December 2024	December 2025
West Central Missouri Community Action Agency (WCMCAA)	2.7%	2.7%	3.3%	3.4%	3.2%
Bates County, MO	3.0%	2.8%	3.3%	3.5%	3.0%
Benton County, MO	3.9%	4.0%	4.6%	4.6%	4.3%
Cass County, MO	2.4%	2.3%	2.9%	2.9%	2.9%
Cedar County, MO	2.7%	3.1%	3.3%	3.5%	3.5%
Henry County, MO	2.5%	2.6%	2.9%	3.2%	3.1%
Hickory County, MO	4.2%	4.5%	6.0%	6.3%	5.5%
Morgan County, MO	3.4%	3.2%	4.3%	4.5%	4.3%
St. Clair County, MO	3.0%	2.7%	3.5%	3.6%	3.4%
Vernon County, MO	2.4%	2.6%	3.3%	3.4%	3.0%
Missouri	2.8%	2.4%	3.1%	3.2%	3.3%
United States	3.7%	3.3%	3.6%	3.9%	4.1%

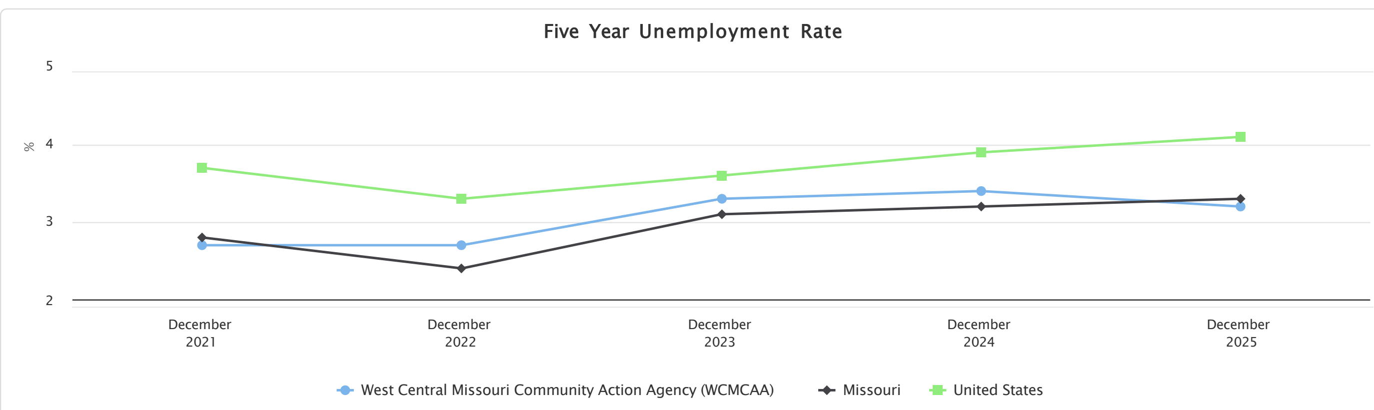
Data Source: US Department of Labor, Bureau of Labor Statistics. 2025 - December.



☐ View larger map

Unemployment, Rate by County, BLS 2025 - December

- Over 12.0%
- 9.1 - 12.0%
- 6.1 - 9.0%
- 3.1 - 6.0%
- Under 3.1%
- West Central Missouri Community Action Agency (WCMCAA)



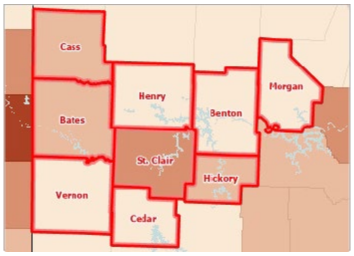
Education

Public School Districts

Enrollment, dropout rate and English proficiency by school district are shown in the table below.

District	County	Additional Counties	Enrollment K-12	Dropout Rate	ELL/LEP
MIAMI R-I	Bates	NULL	168	0	0
BALLARD R-II	Bates	NULL	115	0	0
ADRIAN R-III	Bates	NULL	714	0	0
RICH HILL R-IV	Bates	Vernon	338	0	0
HUME R-VIII	Bates	Vernon	100	0	0
HUDSON R-IX	Bates	NULL	33	0	0
BUTLER R-V	Bates	NULL	928	0	0
LINCOLN R-II	Benton	NULL	508	0	0
WARSAW R-IX	Benton	Henry	1,252	0	0
COLE CAMP R-I	Benton	Pettis	735	0	0
ARCHIE R-V	Cass	Bates	516	0	0
STRASBURG C-3	Cass	NULL	134	0	0
RAYMORE-PECULIAR R-II	Cass	NULL	6,155	2.5	118
SHERWOOD CASS R-VIII	Cass	Henry, Johnson	738	0	0
EAST LYNNE 40	Cass	NULL	154	0	0
PLEASANT HILL R-III	Cass	NULL	2,096	0	20
HARRISONVILLE R-IX	Cass	NULL	2,126	1.5	37
DREXEL R-IV	Cass	Bates	274	0	0
MIDWAY R-I	Cass	NULL	432	0	0
BELTON 124	Cass	NULL	4,092	0.9	236
STOCKTON R-I	Cedar	Dade	937	2.9	0
EL DORADO SPRINGS R-II	Cedar	Vernon, St. Clair	1,083	0	0
HENRY CO. R-I	Henry	Johnson, Pettis, Benton	690	0	0
SHAWNEE R-III	Henry	NULL	53	0	0
CALHOUN R-VIII	Henry	NULL	71	0	0
LEESVILLE R-IX	Henry	NULL	83	0	0
DAVIS R-XII	Henry	NULL	47	0	0
MONTROSE R-XIV	Henry	NULL	70	0	0
CLINTON	Henry	NULL	1,761	1.7	0
HICKORY CO. R-I	Hickory	Dallas, Polk, Laclede, Camden	682	0	0
WHEATLAND R-II	Hickory	Benton	259	7.8	0
HERMITAGE R-IV	Hickory	NULL	260	0	0
MORGAN CO. R-I	Morgan	Benton	817	0	0
MORGAN CO. R-II	Morgan	Moniteau	1,199	0	0
WEAUBLEAU R-III	St. Clair	Hickory, Benton	362	0	0
APPLETON CITY R-II	St. Clair	Bates	308	0	0
ROSCOE C-1	St. Clair	NULL	43	0	0
LAKELAND R-III	St. Clair	Henry	383	0	0
OSCEOLA	St. Clair	Benton	519	2.7	0
NEVADA R-V	Vernon	NULL	2,278	2.2	0
BRONAUGH R-VII	Vernon	Barton	174	0	0
SHELDON R-VIII	Vernon	Barton, Cedar	185	0	0
NORTHEAST VERNON CO. R-I	Vernon	NULL	192	0	0

Data Source: US Census Bureau, Topologically Integrated Geographic Encoding and Referencing. Missouri Department of Elementary & Secondary Education. Accessed via KIDS COUNT data center. 2024.



☐ View larger map

Enrollment in Public Schools, Grades K-12, Percent by County, ACS 2019-23

- Over 96.0%
- 92.1 - 96.0%
- 88.1 - 92.0%
- Under 88.1%
- No Grade K-12 Population Reported
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Colleges, Universities and Trade Schools

The number of colleges, universities, and trade Schools in the report area are shown below.

Report Area	Colleges, Universities, and Trade Schools
West Central Missouri Community Action Agency (WCMCAA)	4
Bates County, MO	0
Benton County, MO	0
Cass County, MO	2
Cedar County, MO	0
Henry County, MO	1
Hickory County, MO	0
Morgan County, MO	0
St. Clair County, MO	0
Vernon County, MO	1
Missouri	139

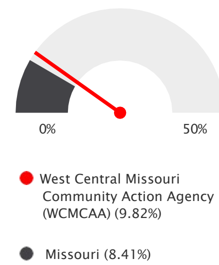
Data Source: National Center for Education Statistics, NCES - Common Core of Data. Additional data analysis by CARES. 2025.

Educational Attainment

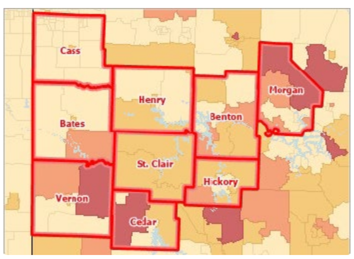
The table below shows the distribution of educational attainment levels in the report area. Educational attainment is calculated for persons over 25, and is an average for the period from 2019 to 2023 compared to data collected in the 2000 Census.

Report Area	No High School Diploma 2000	No High School Diploma 2023	High School Only 2000	High School Only 2023	Bachelors 2000	Bachelors 2023	Graduate or Professional 2000	Graduate or Professional 2023
West Central Missouri Community Action Agency (WCMCAA)	20.65%	9.82%	40.55%	37.71%	8.89%	13.85%	4.37%	7.67%
Bates County, MO	23.06%	10.99%	45.38%	46.20%	6.65%	9.51%	3.47%	5.77%
Benton County, MO	28.15%	10.90%	38.68%	43.18%	5.84%	8.25%	2.96%	6.94%
Cass County, MO	13.27%	6.33%	37.72%	32.16%	12.07%	18.85%	5.61%	10.00%
Cedar County, MO	25.96%	11.88%	43.84%	40.20%	6.71%	10.97%	3.28%	6.78%
Henry County, MO	22.72%	9.95%	43.86%	43.75%	7.53%	10.30%	4.13%	5.83%
Hickory County, MO	26.64%	12.04%	42.18%	46.85%	4.44%	8.87%	3.20%	3.12%
Morgan County, MO	25.47%	19.95%	40.63%	38.01%	7.44%	9.91%	3.27%	5.00%
St. Clair County, MO	26.93%	12.07%	45.68%	43.80%	5.32%	9.63%	3.68%	4.04%
Vernon County, MO	23.40%	11.81%	39.91%	38.77%	9.64%	11.09%	4.57%	6.94%
Missouri	18.67%	8.41%	32.72%	30.34%	13.97%	19.55%	7.61%	12.34%

o High School Degree: 202



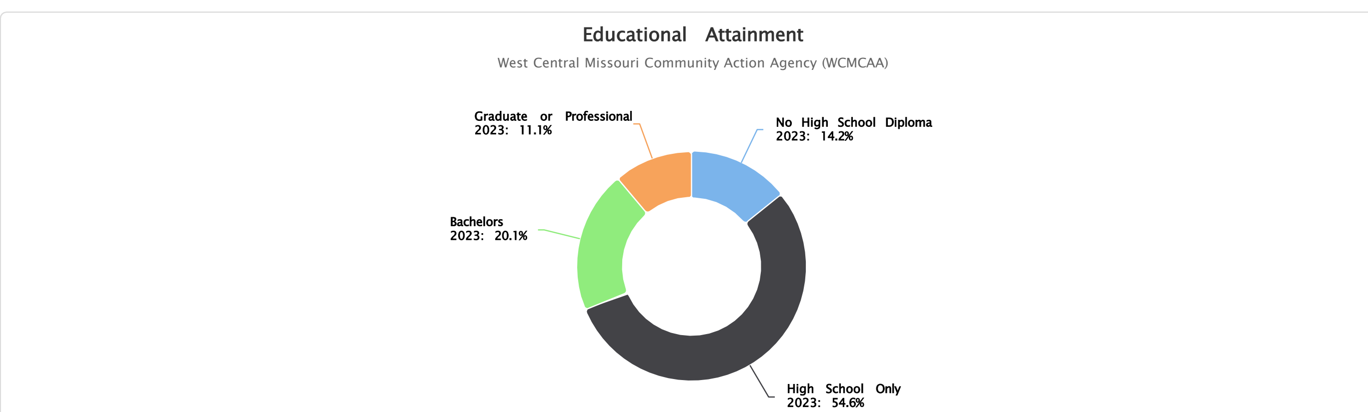
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



View larger map

Population with No High School Diploma (Age 18+), Percent by Tract, ACS 2019-23

- Over 21.0%
- 16.1 - 21.0%
- 11.1 - 16.0%
- Under 11.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

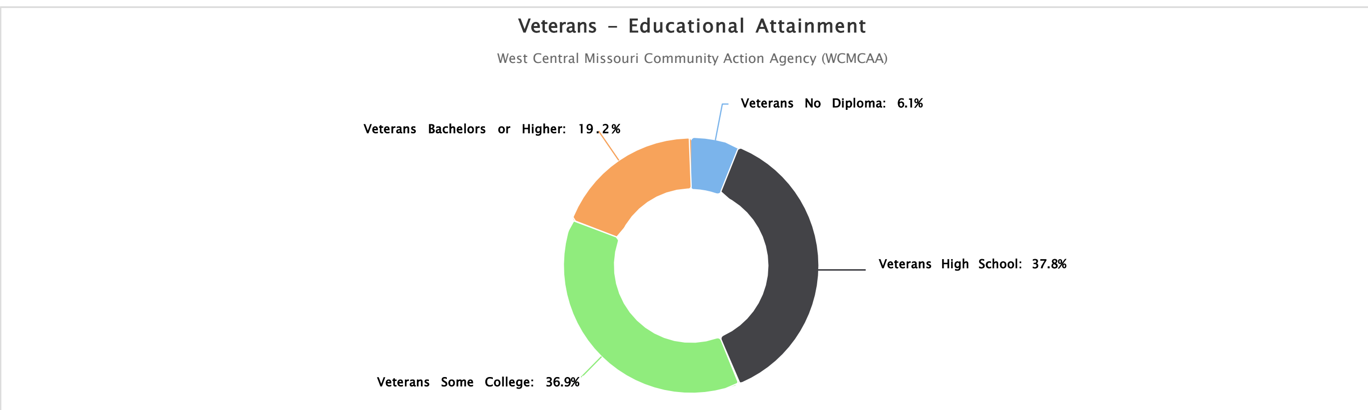


Veterans - Educational Attainment

Veterans Educational Attainment contrasts the distribution of educational attainment levels between military veterans and non-veterans in the region. Educational attainment is calculated for persons over 25, and is an estimated average for the period from 2019 to 2023.

Report Area	Veterans % No Diploma	Veterans % High School Diploma	Veterans % Some College Diploma	Veterans % Bachelors or Higher Diploma	Non-Veterans % No Diploma	Non-Veterans % High School Diploma	Non-Veterans % Some College Diploma	Non-Veterans % Bachelors or Higher Diploma
West Central Missouri Community Action Agency (WCMCAA)	6.06%	37.85%	36.94%	19.16%	10.24%	37.74%	30.25%	21.76%
Bates County, MO	9.11%	37.98%	39.41%	13.50%	11.17%	46.92%	26.48%	15.43%
Benton County, MO	7.73%	40.55%	37.04%	14.68%	11.41%	43.61%	29.76%	15.22%
Cass County, MO	4.70%	32.80%	39.57%	22.93%	6.51%	32.13%	31.91%	29.45%
Cedar County, MO	6.07%	42.05%	27.50%	24.38%	12.63%	39.90%	30.53%	16.94%
Henry County, MO	4.63%	45.63%	36.67%	13.07%	10.66%	43.76%	28.99%	16.59%
Hickory County, MO	8.81%	48.10%	34.17%	8.93%	12.56%	46.80%	28.33%	12.31%
Morgan County, MO	9.31%	38.74%	34.18%	17.77%	21.16%	37.93%	26.34%	14.58%
St. Clair County, MO	6.46%	38.91%	37.74%	16.89%	12.71%	44.43%	29.73%	13.13%
Vernon County, MO	3.79%	38.80%	32.19%	25.21%	12.34%	38.80%	31.37%	17.49%
Missouri	5.44%	31.74%	36.41%	26.40%	8.70%	30.26%	28.68%	32.35%
United States	4.76%	27.07%	37.05%	31.12%	11.10%	26.17%	27.45%	35.27%

Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.

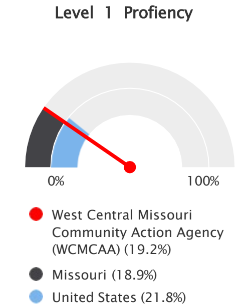


Adult Literacy

Literacy data published by the Program for the International Assessment of Adult Compentencies (PIACC) breaks adult literacy into three different "Levels". Those reported as Level 1 are at risk for being able to understand printed material. Those at the upper end of Level 1 can read and understand the text well enough to be able to perform small task, but might have difficultly understanding or drawing inferences from multiple forms of text. Those at the lower end may struggle with basic vocabulary or even be functionally illiterate.

The percentage at or below Level 1 for literacy in the report area is estimated at 19.2%, with a 95% probability that the actual (true, unknown) percentage is between 15.4% and 23.5%.

Report Area	Population Ages 16-74	Total At or Below Level 1	At or Below Level 1	Total Lower Credible Interval	Lower Credible Interval	Total Upper Credible Interval	Upper Credible Interval
West Central Missouri Community Action Agency (WCMCAA)	165,401	31,814	19.2%	25,480	15.4%	38,801	23.5%
Bates County, MO	11,425	2,479	21.7%	2,045	17.9%	2,925	25.6%
Benton County, MO	13,789	3,130	22.7%	2,634	19.1%	3,709	26.9%
Cass County, MO	72,697	10,541	14.5%	8,142	11.2%	13,231	18.2%
Cedar County, MO	9,465	2,281	24.1%	1,921	20.3%	2,688	28.4%
Henry County, MO	15,572	3,208	20.6%	2,507	16.1%	3,971	25.5%
Hickory County, MO	6,708	1,623	24.2%	1,328	19.8%	1,932	28.8%
Morgan County, MO	14,253	4,062	28.5%	3,250	22.8%	4,932	34.6%
St. Clair County, MO	6,738	1,745	25.9%	1,469	21.8%	2,035	30.2%
Vernon County, MO	14,754	2,744	18.6%	2,184	14.8%	3,379	22.9%
Missouri	4,433,131	839,176	18.9%	680,962	15.4%	1,017,356	22.9%
United States	235,567,157	51,401,095	21.8%	42,569,858	18.1%	60,378,678	25.6%



Note: This indicator is compared to the state average.
Data Source: National Center for Education Statistics, NCES - Program for the International Assessment of Adult Competencies. 2017.

Adult Literacy Level 2

Those reported at Level 2 still struggle to perform text based informational tasks, but are considered to be nearing reading proficiency. People in this literacy level can usually be able to read printed words and digital print, as well as being able to relate and make inferences from multiple pieces of information that can be pulled from more than one document. Complex evaluation and inferencing may still be too difficult.

The percentage at or below Level 2 for literacy in the report area is estimated at 40%, with a 95% probability that the actual (true, unknown) percentage is between 34.4% and 45.2%.

Report Area	Population Ages 16-74	Total At or Below Level 2	At or Below Level 2	Total Lower Credible Interval	Lower Credible Interval	Total Upper Credible Interval	Upper Credible Interval
West Central Missouri Community Action Agency (WCMCAA)	165,401	66,214	40%	56,906	34.4%	74,692	45.2%
Bates County, MO	11,425	5,164	45.2%	4,593	40.2%	5,724	50.1%
Benton County, MO	13,789	6,012	43.6%	5,309	38.5%	6,701	48.6%
Cass County, MO	72,697	25,807	35.5%	22,027	30.3%	28,933	39.8%
Cedar County, MO	9,465	4,079	43.1%	3,559	37.6%	4,572	48.3%
Henry County, MO	15,572	6,649	42.7%	5,684	36.5%	7,599	48.8%
Hickory County, MO	6,708	2,958	44.1%	2,556	38.1%	3,347	49.9%
Morgan County, MO	14,253	6,200	43.5%	5,046	35.4%	7,326	51.4%
St. Clair County, MO	6,738	2,911	43.2%	2,527	37.5%	3,275	48.6%
Vernon County, MO	14,754	6,433	43.6%	5,607	38%	7,215	48.9%
Missouri	4,433,131	1,547,784	34.9%	1,319,891	29.8%	1,766,695	39.9%
United States	235,567,157	76,178,529	32.3%	64,300,451	27.3%	88,084,541	37.4%

Data Source: National Center for Education Statistics, NCES - Program for the International Assessment of Adult Competencies. 2017.

Adult Literacy Level 3

Those reported at Level 3 still are proficient in reading. This includes being able to understand and work with multiple complex texts, while still being able to evaluate the reliability of sources. People in this level can infer complex ideas and sophisticated meanings from written documents and texts.

The percentage at or below Level 3 for literacy in the report area is estimated at 40.8%, with a 95% probability that the actual (true, unknown) percentage is between 35.8% and 46.1%.

Report Area	Population Ages 16-74	Total At or Below Level 3	At or Below Level 3	Total Lower Credible Interval	Lower Credible Interval	Total Upper Credible Interval	Upper Credible Interval
West Central Missouri Community Action Agency (WCMCAA)	165,401	67,446	40.8%	59,268	35.8%	76,181	46.1%
Bates County, MO	11,425	3,782	33.1%	3,245	28.4%	4,342	38%
Benton County, MO	13,789	4,647	33.7%	3,971	28.8%	5,323	38.6%
Cass County, MO	72,697	36,421	50.1%	33,295	45.8%	40,056	55.1%
Cedar County, MO	9,465	3,105	32.8%	2,631	27.8%	3,578	37.8%
Henry County, MO	15,572	5,715	36.7%	4,812	30.9%	6,587	42.3%
Hickory County, MO	6,708	2,126	31.7%	1,757	26.2%	2,489	37.1%
Morgan County, MO	14,253	3,991	28%	2,993	21%	5,031	35.3%
St. Clair County, MO	6,738	2,082	30.9%	1,738	25.8%	2,432	36.1%
Vernon County, MO	14,754	5,577	37.8%	4,825	32.7%	6,344	43%
Missouri	4,433,131	2,046,186	46.2%	1,833,140	41.4%	2,257,093	50.9%
United States	235,567,157	107,981,194	45.8%	96,513,724	41%	119,346,496	50.7%

Data Source: National Center for Education Statistics, NCES - Program for the International Assessment of Adult Competencies. 2017.

Child Care Costs

For the 2023 Market Rate Survey, Missouri Department of Health and Senior Services, which is responsible for licensing childcare facilities, provided a list of all licensed facilities.

County	Type of Care	Infant Full	Infant Half	Infant Part	Preschool Full	Preschool Half	Preschool Part	School Age Full	School Age Half	School Age Part
BATES	Center	$34.00	$25.50	$17.00	$26.87	$20.15	$13.44	$30.00	$22.50	$15.00
BATES	Group	$30.00	$22.50	$15.00	$25.00	$18.75	$12.50	$22.34	$16.76	$11.17
BATES	Family Home	$25.00	$18.75	$12.50	$20.00	$15.00	$10.00	$21.00	$15.75	$10.50
BENTON	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
BENTON	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
BENTON	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
CASS	Center	$40.00	$30.00	$20.00	$31.00	$23.25	$15.50	$29.16	$21.87	$14.58
CASS	Group	$30.00	$22.50	$15.00	$25.00	$18.75	$12.50	$22.34	$16.76	$11.17
CASS	Family Home	$40.00	$30.00	$20.00	$26.00	$19.50	$13.00	$13.12	$9.84	$6.56
CEDAR	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
CEDAR	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
CEDAR	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
HENRY	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
HENRY	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
HENRY	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
HICKORY	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
HICKORY	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
HICKORY	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
MORGAN	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
MORGAN	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
MORGAN	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
ST CLAIR	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
ST CLAIR	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
ST CLAIR	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00
VERNON	Center	$30.00	$22.50	$15.00	$24.00	$18.00	$12.00	$20.66	$15.50	$10.33
VERNON	Group	$23.12	$17.34	$11.56	$20.00	$15.00	$10.00	$17.00	$12.75	$8.50
VERNON	Family Home	$21.75	$16.31	$10.88	$20.00	$15.00	$10.00	$20.00	$15.00	$10.00

Data Source: Missouri Department of Social Services, Child Care Market Rate Survey.

Daytime Rates - Regulated and Faith Based

County	Type of Care	Infant Full	Infant Half	Infant Part	Preschool Full	Preschool Half	Preschool Part	School Age Full	School Age Half	School Age Part
BATES	Center	$37.00	$27.75	$18.50	$29.00	$21.75	$14.50	$25.00	$18.75	$12.50
BATES	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
BATES	Family Home	$17.50	$13.13	$8.75	$14.00	$10.50	$7.00	$14.70	$11.03	$7.35
BENTON	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
BENTON	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
BENTON	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
CASS	Center	$29.85	$22.39	$14.93	$29.80	$22.35	$14.90	$26.85	$20.14	$13.43
CASS	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
CASS	Family Home	$28.00	$21.00	$14.00	$18.20	$13.65	$9.10	$9.18	$6.89	$4.59
CEDAR	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
CEDAR	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
CEDAR	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
HENRY	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
HENRY	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
HENRY	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
HICKORY	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
HICKORY	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
HICKORY	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
MORGAN	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
MORGAN	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
MORGAN	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
ST CLAIR	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
ST CLAIR	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
ST CLAIR	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00
VERNON	Center	$28.83	$21.62	$14.41	$21.80	$16.35	$10.90	$20.15	$15.11	$10.07
VERNON	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
VERNON	Family Home	$15.23	$11.42	$7.62	$14.00	$10.50	$7.00	$14.00	$10.50	$7.00

Data Source: Missouri Department of Social Services, Child Care Market Rate Survey.

Evening and Weekend Rates - Licensed

County	Type of Care	Infant Full	Infant Half	Infant Part	Preschool Full	Preschool Half	Preschool Part	School Age Full	School Age Half	School Age Part
BATES	Center	$39.10	$29.33	$19.55	$30.90	$23.18	$15.45	$34.50	$25.88	$17.25
BATES	Group	$34.50	$25.88	$17.25	$28.75	$21.56	$14.38	$25.69	$19.27	$12.85
BATES	Family Home	$28.75	$21.56	$14.38	$23.00	$17.25	$11.50	$24.15	$18.11	$12.08
BENTON	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
BENTON	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
BENTON	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
CASS	Center	$46.00	$34.50	$23.00	$35.65	$26.74	$17.83	$33.53	$25.15	$16.77
CASS	Group	$34.50	$25.88	$17.25	$28.75	$21.56	$14.38	$25.69	$19.27	$12.85
CASS	Family Home	$46.00	$34.50	$23.00	$29.90	$22.43	$14.95	$15.09	$11.32	$7.54
CEDAR	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
CEDAR	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
CEDAR	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
HENRY	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
HENRY	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
HENRY	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
HICKORY	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
HICKORY	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
HICKORY	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
MORGAN	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
MORGAN	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
MORGAN	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
ST CLAIR	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
ST CLAIR	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
ST CLAIR	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50
VERNON	Center	$34.50	$25.88	$17.25	$27.60	$20.70	$13.80	$23.76	$17.82	$11.88
VERNON	Group	$26.59	$19.94	$13.29	$23.00	$17.25	$11.50	$19.55	$14.66	$9.78
VERNON	Family Home	$25.01	$18.76	$12.51	$23.00	$17.25	$11.50	$23.00	$17.25	$11.50

Data Source: Missouri Department of Social Services, Child Care Market Rate Survey.

Evening and Weekend Rates - Regulated and Faith Based

County	Type of Care	Infant Full	Infant Half	Infant Part	Preschool Full	Preschool Half	Preschool Part	School Age Full	School Age Half	School Age Part
BATES	Center	$42.55	$31.91	$21.28	$33.35	$25.01	$16.68	$28.75	$21.56	$14.38
BATES	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
BATES	Family Home	$20.13	$15.09	$10.06	$16.10	$12.08	$8.05	$16.91	$12.68	$8.45
BENTON	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
BENTON	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
BENTON	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
CASS	Center	$34.33	$25.75	$17.16	$34.26	$25.70	$17.13	$30.88	$23.16	$15.44
CASS	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
CASS	Family Home	$32.20	$24.15	$16.10	$20.93	$15.70	$10.47	$10.56	$7.92	$5.28
CEDAR	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
CEDAR	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
CEDAR	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
HENRY	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
HENRY	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
HENRY	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
HICKORY	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
HICKORY	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
HICKORY	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
MORGAN	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
MORGAN	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
MORGAN	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
ST CLAIR	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
ST CLAIR	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
ST CLAIR	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05
VERNON	Center	$33.15	$24.86	$16.58	$25.07	$18.80	$12.54	$23.17	$17.38	$11.58
VERNON	Group	No data	No data	No data	No data	No data	No data	No data	No data	No data
VERNON	Family Home	$17.51	$13.14	$8.76	$16.10	$12.08	$8.05	$16.10	$12.08	$8.05

Data Source: Missouri Department of Social Services, Child Care Market Rate Survey.

Child Care Facilities

The number of licensed child care facilities and total maximum capacity of slots within the report area are shown below. According to the Missouri Department of Health and Senior Services, there were a total of 89 licensed child care facilities in the report area in 2025, with a combined maximum capacity of 4,672 children.

Report Area	Number of Facilities	Total Maximum Capacity
West Central Missouri Community Action Agency (WCMCAA)	89	4,672
Bates County, MO	7	140
Benton County, MO	9	301
Cass County, MO	41	2,986
Cedar County, MO	7	170
Henry County, MO	7	460
Hickory County, MO	3	77
Morgan County, MO	4	200
St. Clair County, MO	1	40
Vernon County, MO	10	298
Missouri	2,830	166,815

Data Source: US Department of Health & Human Services, Missouri Department of Health & Senior Services. 2025.

Children with Disabilities Receiving Services

The number of students with disabilities receiving special education services categorized by age in the report area are shown in the table. According to the Missouri Department of Elementary and Secondary Education, a total of 6,388 students with disabilities received special education services in the report area in July, 2024.

Report Area	Ages 3 to Pre-K	Ages Kindergarten to 21	Ages 14 to 21	Ages All
West Central Missouri Community Action Agency (WCMCAA)	525	4,444	1,419	6,388
Bates County, MO	36	315	91	442
Benton County, MO	26	387	142	555
Cass County, MO	180	2,047	671	2,898
Cedar County, MO	8	214	55	277
Henry County, MO	53	410	115	578
Hickory County, MO	0	178	52	230
Morgan County, MO	53	298	84	435
St. Clair County, MO	114	171	67	352
Vernon County, MO	55	424	142	621
Missouri	12,588	117,335	39,267	169,190

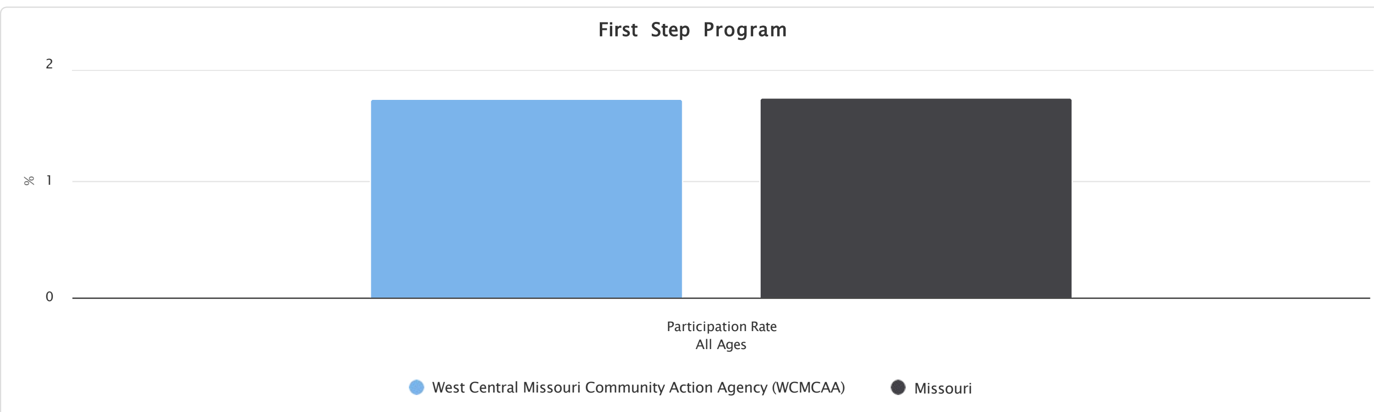
Data Source: Missouri Department of Elementary & Secondary Education. Accessed via KIDS COUNT data center. 2024.

First Step Program

The number of children participating in the First Step Program and the participation rate for each age group in the report area for 2009-2010 is shown in the table. First Steps offers coordinated services and assistance to young children with special needs and their families. First Steps is designed for children, birth to age 3, who have delayed development or diagnosed conditions that are associated with developmental disabilities. According to the Missouri Department of Elementary and Secondary Education, the average participation rate for the report area was 1.71% compared to the statewide rate of 1.72%.

Report Area	Participation Age 0-1	Participation Rate Age 0-1	Participation Age 1-2	Participation Rate Age 1-2	Participation Age 2-3	Participation Rate Age 2-3	Participation All Ages	Participation Rate All Ages
West Central Missouri Community Action Agency (WCMCAA)	16	0.55%	59	2.07%	75	2.46%	150	1.71%
Bates County, MO	1	0.46%	8	3.86%	8	3.62%	17	2.63%
Benton County, MO	1	0.56%	6	3.47%	7	3.63%	14	2.57%
Cass County, MO	10	0.73%	29	2.2%	30	2.18%	69	1.69%
Cedar County, MO	0	0%	3	1.92%	0	0%	3	0.62%
Henry County, MO	2	0.79%	9	3.57%	9	2.97%	20	2.47%
Hickory County, MO	0	0%	0	0%	5	5.26%	5	2.1%
Morgan County, MO	0	0%	1	0.37%	8	2.85%	9	1.11%
St. Clair County, MO	1	0.95%	0	0%	1	0.99%	2	0.65%
Vernon County, MO	1	0.36%	3	1.02%	7	2.31%	11	1.26%
Missouri	676	0.84%	1,339	1.63%	2,185	2.66%	4,200	1.72%

Note: This indicator is compared to the state average.
Data Source: Missouri Department of Elementary & Secondary Education. Accessed via KIDS COUNT data center.



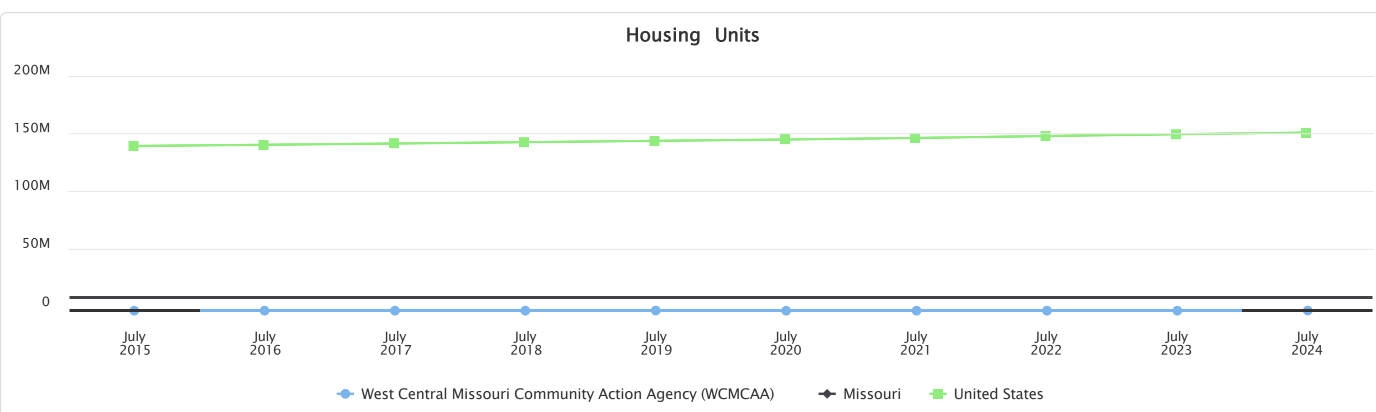
Housing

Housing Units

The number of housing units within the report area in July of each year from 2015-2024 is shown below. According to the U.S. Census, there were a total of 121,193 housing units in the report area in 2024, an increase of 2,377 (or 2%) since 2015 compared to a 3.57% increase statewide.

Report Area	July 2015	July 2016	July 2017	July 2018	July 2019	July 2020	July 2021	July 2022	July 2023	July 2024
West Central Missouri Community Action Agency (WCMCAA)	118,816	119,109	119,803	120,481	120,976	116,716	117,891	119,476	120,651	121,193
Bates County, MO	7,855	7,850	7,847	7,845	7,838	7,188	7,189	7,190	7,190	7,194
Benton County, MO	14,203	14,206	14,247	14,262	14,274	13,554	13,570	13,589	13,599	13,617
Cass County, MO	40,927	41,209	41,772	42,395	42,878	43,561	44,646	46,135	47,218	47,678
Cedar County, MO	7,248	7,249	7,253	7,262	7,266	6,931	6,946	6,958	6,970	6,976
Henry County, MO	10,952	10,951	10,979	10,982	10,983	10,692	10,699	10,716	10,727	10,733
Hickory County, MO	6,865	6,867	6,872	6,881	6,885	5,465	5,473	5,483	5,489	5,497
Morgan County, MO	15,576	15,590	15,595	15,606	15,607	15,114	15,147	15,169	15,201	15,224
St. Clair County, MO	5,651	5,648	5,649	5,652	5,650	5,289	5,293	5,296	5,301	5,305
Vernon County, MO	9,539	9,539	9,589	9,596	9,595	8,922	8,928	8,940	8,956	8,969
Missouri	5,520,284	5,549,662	5,580,828	5,612,226	5,638,766	5,580,608	5,614,854	5,652,842	5,688,924	5,717,206
United States	135,285,123	136,286,436	137,366,902	138,516,439	139,684,244	140,811,440	142,172,055	143,799,370	145,359,015	146,770,711

Data Source: US Census Bureau, US Census Population Estimates.

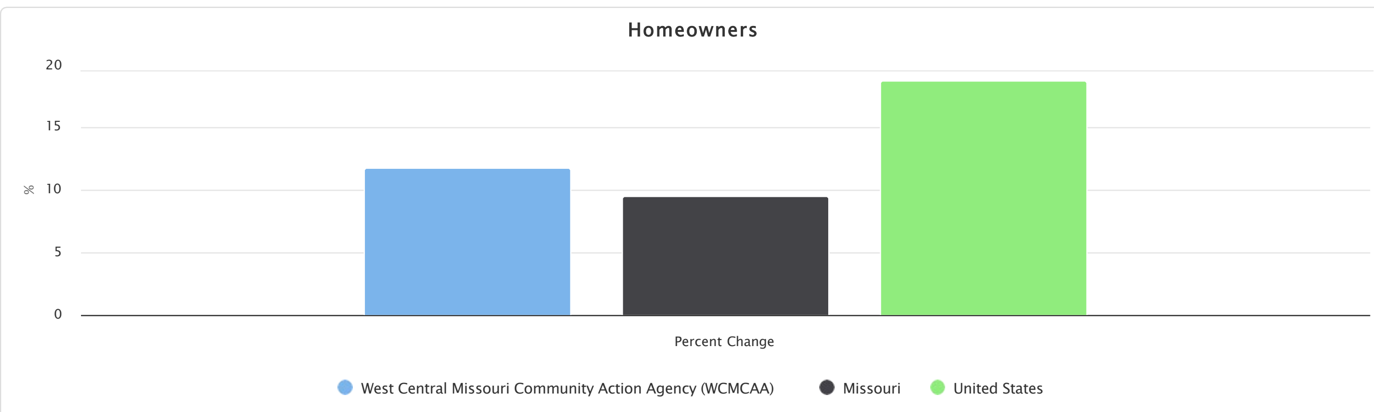


Homeowners

The U.S. Census Bureau estimated there were 64,840 homeowners in the report area in 2000, and 72,505 homeowners in the report area for the 5-year estimated period from 2019 - 2023. This equates to a change of 11.82%.

Report Area	Homes 2000	Homes 2023	Percent Change 2000-2023
West Central Missouri Community Action Agency (WCMCAA)	64,840	72,505	11.82%
Bates County, MO	4,890	4,322	-11.62%
Benton County, MO	6,097	6,837	12.14%
Cass County, MO	23,982	32,111	33.90%
Cedar County, MO	4,454	4,167	-6.44%
Henry County, MO	6,657	6,830	2.60%
Hickory County, MO	3,304	2,932	-11.26%
Morgan County, MO	6,500	6,536	0.55%
St. Clair County, MO	3,206	3,096	-3.43%
Vernon County, MO	5,750	5,674	-1.32%
Missouri	1,542,149	1,688,072	9.46%
United States	69,815,753	82,892,037	18.73%

Data Source: US Census Bureau, American Community Survey. 2019-23.

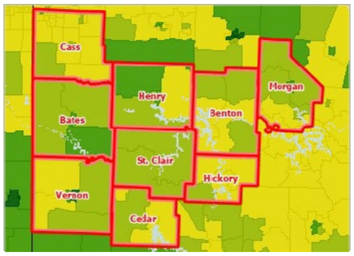


Housing Age

Total housing units, median year built and median age in 2023 for the report area are shown below. Housing units used in housing age include only those where the year built is known.

Report Area	Total Housing Units	Median Year Built	Median Age (from 2023)
West Central Missouri Community Action Agency (WCMCAA)	118,278	No data	No data
Bates County, MO	7,192	1977	46
Benton County, MO	13,579	1984	39
Cass County, MO	44,928	1991	32
Cedar County, MO	6,964	1979	44
Henry County, MO	10,708	1979	44
Hickory County, MO	5,502	1981	42
Morgan County, MO	15,161	1982	41
St. Clair County, MO	5,295	1977	46
Vernon County, MO	8,949	1975	48
Missouri	2,809,501	1978	45
United States	142,332,876	1980	43

Data Source: US Census Bureau, American Community Survey. 2019-23.



 View larger map

Housing Constructed Before 1960, Percent by Tract, ACS 2019-23

- Over 45.0%
- 30.1 - 45.0%
- 20.1 - 30.0%
- Under 20.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Vacancy Rates

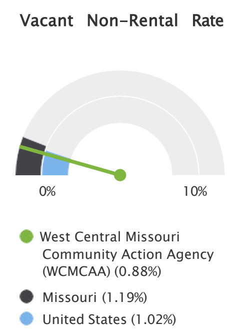
The U.S. Census Bureau provides vacancy data based on American Community Survey 5-year estimates (2019 - 2023). Vacancy rates for the report area are reported below.

Vacant non-rental housing totals 1,039 units and includes those for sale only and sold but not occupied. For the report area, that is a non-rental housing vacancy rate of 0.88%, in comparison the national rate is 1.02%.

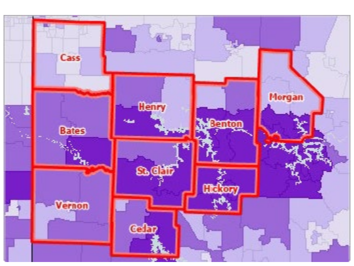
Vacant rental housing totals 1,141 units and includes those for rent and rented but not occupied. For the report area, that is a rental housing vacancy rate of 0.96%, in comparison the national rate is 2.20%.

Vacant other housing totals 21,202 units and includes those used for seasonal, recreational, or occasional use, as well as units used for migrant workers. For the report area, that is an other housing vacancy rate of 17.93%, in comparison the national rate is 7.21%.

Report Area	Total Housing Units	Vacant Non-Rental	Vacant Non-Rental Rate	Vacant Rental	Vacant Rental Rate	Vacant Other	Vacant Other Rate
West Central Missouri Community Action Agency (WCMCAA)	118,278	1,039	0.88%	1,141	0.96%	21,202	17.93%
Bates County, MO	7,192	184	2.56%	49	0.68%	984	13.68%
Benton County, MO	13,579	32	0.24%	146	1.08%	5,235	38.55%
Cass County, MO	44,928	459	1.02%	416	0.93%	1,742	3.88%
Cedar County, MO	6,964	75	1.08%	129	1.85%	1,124	16.14%
Henry County, MO	10,708	122	1.14%	106	0.99%	1,232	11.51%
Hickory County, MO	5,502	24	0.44%	26	0.47%	1,995	36.26%
Morgan County, MO	15,161	94	0.62%	166	1.09%	6,703	44.21%
St. Clair County, MO	5,295	34	0.64%	16	0.30%	1,155	21.81%
Vernon County, MO	8,949	15	0.17%	87	0.97%	1,032	11.53%
Missouri	2,809,501	33,566	1.19%	51,507	1.83%	239,594	8.53%
United States	142,332,876	1,453,932	1.02%	3,133,183	2.20%	10,262,896	7.21%



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



 View larger map

Vacant Housing Units, Percent by Tract, ACS 2019-23

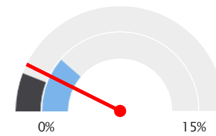
- Over 20.0%
- 14.1 - 20.0%
- 8.1 - 14.0%
- Under 8.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Overcrowded Housing

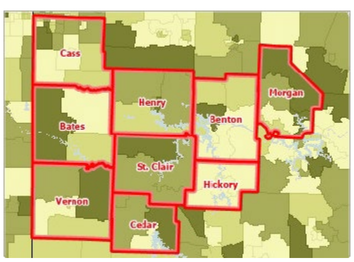
Occupied housing units, overcrowded housing units, and percent overcrowded for 2014-2019 and 2019-2023 American Community Survey Estimates are provided for the report area below. The average for the report area for 2023 is 2.2%, compared to a statewide average of 1.77%.

Report Area	Occupied Housing Units 2019	Overcrowded Housing Units 2019	Percent Overcrowded 2019	Occupied Housing Units 2023	Overcrowded Housing Units 2023	Percent Overcrowded 2023
West Central Missouri Community Action Agency (WCMCAA)	88,628	1,794	2.02%	94,896	2,086	2.20%
Bates County, MO	6,312	269	4.26%	5,975	193	3.23%
Benton County, MO	7,641	171	2.24%	8,166	144	1.76%
Cass County, MO	37,020	654	1.77%	42,311	750	1.77%
Cedar County, MO	5,593	96	1.72%	5,636	137	2.43%
Henry County, MO	8,881	229	2.58%	9,248	287	3.10%
Hickory County, MO	3,838	49	1.28%	3,457	10	0.29%
Morgan County, MO	7,322	84	1.15%	8,198	238	2.90%
St. Clair County, MO	3,999	73	1.83%	4,090	171	4.18%
Vernon County, MO	8,022	169	2.11%	7,815	156	2.00%
Missouri	2,029,881	43,401	2.14%	2,484,834	43,909	1.77%
United States	92,289,957	4,045,979	4.38%	127,482,865	4,335,284	3.40%

Percentage of Housing Units Overcrowded (2023)



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



View larger map

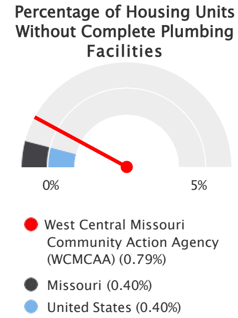
Overcrowded Housing (Over 1 Person/Room), Percent by Tract, ACS 2019-23

- Over 4.0%
- 2.1 - 4.0%
- 1.1 - 2.0%
- Under 1.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

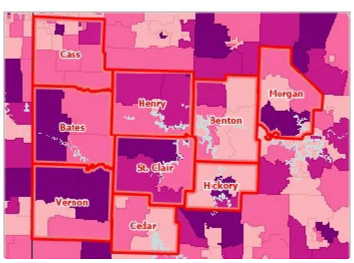
Number of Unsafe, Unsanitary Homes

The number and percentage of occupied housing units without plumbing are shown for the report area. U.S. Census data shows 549 housing units in the report area were without plumbing in 2000 and ACS 5 year estimates show 748 housing units in the report area were without plumbing in 2023.

Report Area	Occupied Housing Units 2000	Housing Units without Plumbing 2000	Percent without Plumbing 2000	Occupied Housing Units 2023	Housing Units without Plumbing 2023	Percent without Plumbing 2023
West Central Missouri Community Action Agency (WCMCAA)	82,684	549	0.66%	94,896	748	0.79%
Bates County, MO	6,511	70	0.97%	5,975	73	1.22%
Benton County, MO	7,420	79	0.62%	8,166	28	0.34%
Cass County, MO	30,168	63	0.20%	42,311	163	0.39%
Cedar County, MO	5,685	45	0.66%	5,636	1	0.02%
Henry County, MO	9,133	46	0.45%	9,248	73	0.79%
Hickory County, MO	3,911	30	0.49%	3,457	36	1.04%
Morgan County, MO	7,850	69	0.50%	8,198	169	2.06%
St. Clair County, MO	4,040	72	1.38%	4,090	86	2.10%
Vernon County, MO	7,966	75	0.85%	7,815	119	1.52%
Missouri	2,194,594	11,923	0.49%	2,484,834	9,865	0.40%
United States	106,741,426	736,626	0.69%	128,722,108	519,469	0.40%



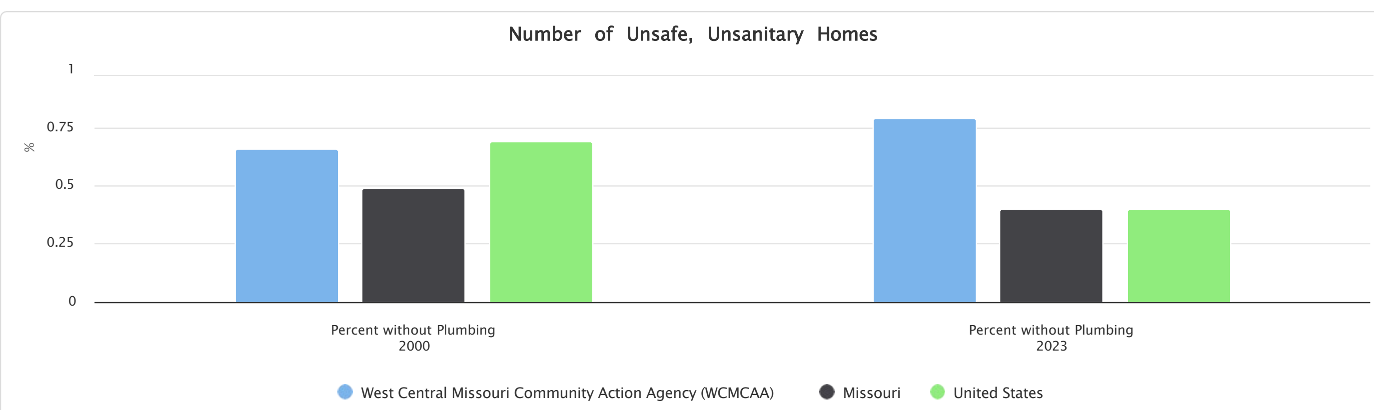
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Housing Units Lacking Complete Plumbing Facilities, Percent by Tract, ACS 2019-23

- Over 2.0%
- 1.1 - 2.0%
- 0.1 - 1.0%
- 0.0%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



Fair Market Rent

Fair market monthly rent for 2025 (0-4 bedrooms) is shown below.

Report Area	Fair Market Rent (Monthly) 0 Bedrooms	Fair Market Rent (Monthly) 1 Bedrooms	Fair Market Rent (Monthly) 2 Bedrooms	Fair Market Rent (Monthly) 3 Bedrooms	Fair Market Rent (Monthly) 4 Bedrooms
Bates County, MO	$675	$679	$891	$1,174	$1,496
Benton County, MO	$654	$668	$877	$1,086	$1,230
Cass County, MO	$1,074	$1,183	$1,346	$1,756	$2,078
Cedar County, MO	$615	$628	$824	$1,122	$1,242
Henry County, MO	$625	$629	$825	$1,090	$1,094
Hickory County, MO	$615	$714	$824	$1,155	$1,242
Morgan County, MO	$615	$681	$824	$1,088	$1,092
St. Clair County, MO	$565	$628	$824	$993	$1,242
Vernon County, MO	$669	$684	$897	$1,096	$1,352
Missouri	$693.36	$732.59	$920.21	$1,202.74	$1,386.47

Data Source: National Low Income Housing Coalition. 2025.

☐ View larger map

Hours per Week at Minimum Wage Needed to Afford Housing, 1-Bedroom (at FMR) by County, NLIHC 2023

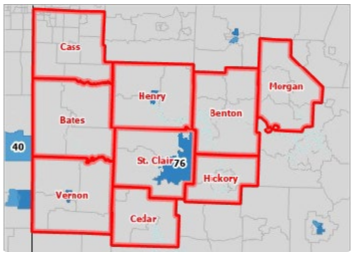
- Over 50%
- 11 - 50%
- 0 - 10%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Housing Affordability

The National Low Income Housing Coalition reports each year on the amount of money a household must earn in order to afford a rental unit based on Fair Market Rents in the area and an accepted limit of 30% of income for housing costs.

Report Area	Average Renter Hourly Wage	Hourly Wage 0 Bedrooms	Hourly Wage 1 Bedrooms	Hourly Wage 2 Bedrooms	Hourly Wage 3 Bedrooms	Hourly Wage 4 Bedrooms
Bates County, MO	$11.61	$12.42	$12.50	$16.42	$21.37	$27.87
Benton County, MO	$10.34	$11.85	$11.96	$15.71	$20.60	$23.60
Cass County, MO	$12.95	$18.94	$21.12	$24.19	$31.63	$37.13
Cedar County, MO	$11.00	$11.56	$11.67	$15.33	$20.58	$23.40
Henry County, MO	$11.59	$11.60	$11.67	$15.33	$20.33	$20.40
Hickory County, MO	$11.19	$10.38	$12.17	$15.33	$21.19	$23.40
Morgan County, MO	$9.49	$11.56	$13.60	$15.33	$20.33	$20.40
St. Clair County, MO	$11.47	$10.38	$11.67	$15.33	$18.54	$23.40
Vernon County, MO	$14.07	$12.54	$12.65	$16.63	$21.08	$26.52
Missouri	$18.49	$15.94	$17.03	$20.83	$27.37	$31.62

Data Source: National Low Income Housing Coalition. 2024.



☐ View larger map

Hourly Wage Needed to Afford Housing, 1-Bedroom (at FMR) by County, NLIHC 2024

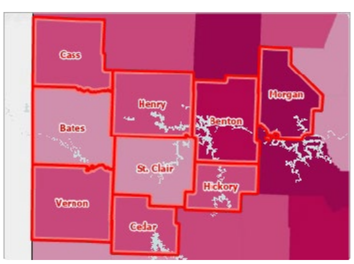
- Over 60
- 31 - 60
- 11 - 30
- Under 11
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Homeless Children

Homeless children ages 3 through the 12th grade are shown for the report area below. Missouri Department of Elementary and Secondary Education data show a total of 1,092 homeless children in the report area during the 2022-2023 school year. Homeless children and youth are defined in this report as individuals who lack a fixed, regular, and adequate nighttime residence.

Report Area	Homeless Year 2018-2019	Homeless Year 2019-2020	Homeless Year 2020-2021	Homeless Year 2021-2022	Homeless Year 2022-2023
West Central Missouri Community Action Agency (WCMCAA)	1,507	1,450	1,293	1,203	1,092
Bates County, MO	19	3	22	25	14
Benton County, MO	175	184	146	168	182
Cass County, MO	487	479	439	419	395
Cedar County, MO	46	51	53	45	70
Henry County, MO	100	118	90	64	56
Hickory County, MO	2	4	39	33	50
Morgan County, MO	185	175	163	134	173
St. Clair County, MO	85	8	7	20	0
Vernon County, MO	408	428	334	295	152
Missouri	34,099	34,944	32,310	35,893	35,230

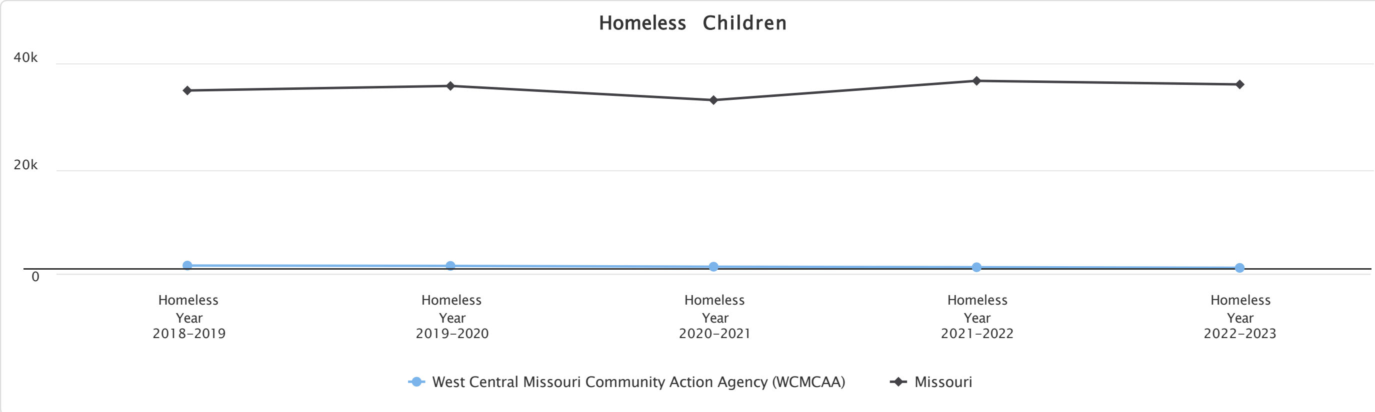
Data Source: Missouri Department of Elementary & Secondary Education. Accessed via KIDS COUNT data center. 2022-2023.



☐ View larger map

Homeless Children and Youth, Percent by County, Missouri DESE 2021

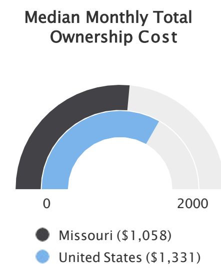
- Over 4.0%
- 3.1 - 4.0%
- 1.0 - 3.0%
- Under 1.0%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



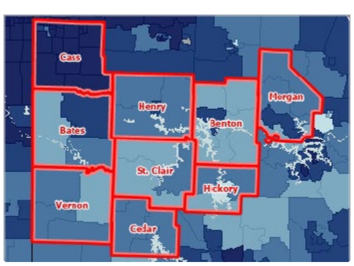
Monthly Housing Cost

The median monthly total ownership cost of owner occupied housing units for the report area are shown below.

Report Area	Median Monthly Total Ownership Cost	Median Monthly Total Ownership Cost with Mortgage	Median Monthly Total Ownership Cost with no Mortgage
Bates County, MO	$783	$1,297	$460
Benton County, MO	$618	$1,097	$388
Cass County, MO	$1,308	$1,700	$613
Cedar County, MO	$703	$1,189	$420
Henry County, MO	$815	$1,171	$466
Hickory County, MO	$606	$930	$343
Morgan County, MO	$743	$1,166	$405
St. Clair County, MO	$637	$1,089	$413
Vernon County, MO	$698	$1,150	$434
Missouri	$1,058	$1,478	$528
United States	$1,331	$1,902	$612



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



View larger map

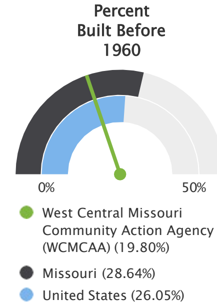
Monthly Homeowner Housing Costs, All Units, Median by Tract, ACS 2019-23

- Over $1,100
- $801 - $1,100
- $651 - $800
- $501 - $650
- Under $501
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

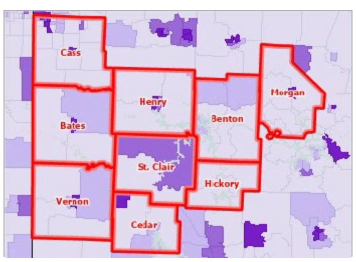
Age of Housing Unit Rentals

The age of rental housing units are listed in the below table. 19.80% of all rentals in the report area were built before 1960.

Report Area	Percent Built Before 1960	Built Before 1960	Built 1960-1979	Built 1980-1999	Built 2000-2009	Built 2010-2019	Built after 2020
West Central Missouri Community Action Agency (WCMCAA)	19.80%	4,434	6,464	6,296	2,814	2,039	344
Bates County, MO	32.06%	530	370	524	140	89	0
Benton County, MO	18.96%	252	515	305	163	94	0
Cass County, MO	13.06%	1,332	2,790	2,859	1,449	1,483	287
Cedar County, MO	18.79%	276	530	230	270	113	50
Henry County, MO	21.05%	509	680	816	350	63	0
Hickory County, MO	29.90%	157	135	142	70	21	0
Morgan County, MO	22.68%	377	443	640	134	68	0
St. Clair County, MO	24.04%	239	359	274	63	52	7
Vernon County, MO	35.59%	762	642	506	175	56	0
Missouri	28.64%	228,227	216,406	192,342	80,650	72,372	6,765
United States	26.05%	11,616,455	11,723,404	11,269,714	4,985,542	4,563,369	432,344



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

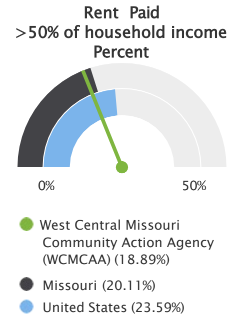
Renter-Occupied Housing Units, Percent by Tract, ACS 2019-23

Over 38.0%
30.1 - 38.0%
22.1 - 30.0%
Under 22.1%
No Data or Data Suppressed
West Central Missouri Community Action Agency (WCMCAA)

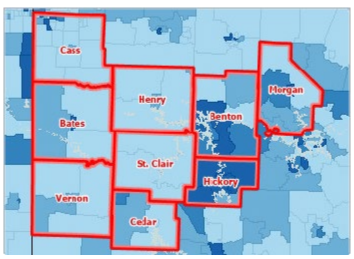
Greater than 50% of Income Paid Towards Rent/Mortgage

Those who are paying over 50% of the household income to either monthly rent or to mortgage payments for the report are shown in the table below. According to the American Community Survey 5-year estimate, for those households where income is known, 18.89% of rental households and 6.84% of mortgage households were paying over 50% of household income on rent or mortgage payments.

Report Area	Rent Paid >50% of household income Total	Rent Paid >50% of household income Percent	Mortgage Paid >50% of household income Total	Mortgage Paid >50% of household income Percent
West Central Missouri Community Action Agency (WCMCAA)	4,230	18.89%	4,960	6.84%
Bates County, MO	313	18.94%	351	8.12%
Benton County, MO	377	28.37%	713	10.43%
Cass County, MO	1,883	18.46%	1,659	5.17%
Cedar County, MO	208	14.16%	326	7.82%
Henry County, MO	495	20.47%	274	4.01%
Hickory County, MO	181	34.48%	475	16.20%
Morgan County, MO	332	19.98%	589	9.01%
St. Clair County, MO	107	10.76%	190	6.14%
Vernon County, MO	334	15.60%	383	6.75%
Missouri	160,193	20.11%	117,465	6.96%
United States	10,516,877	23.59%	7,684,364	9.27%



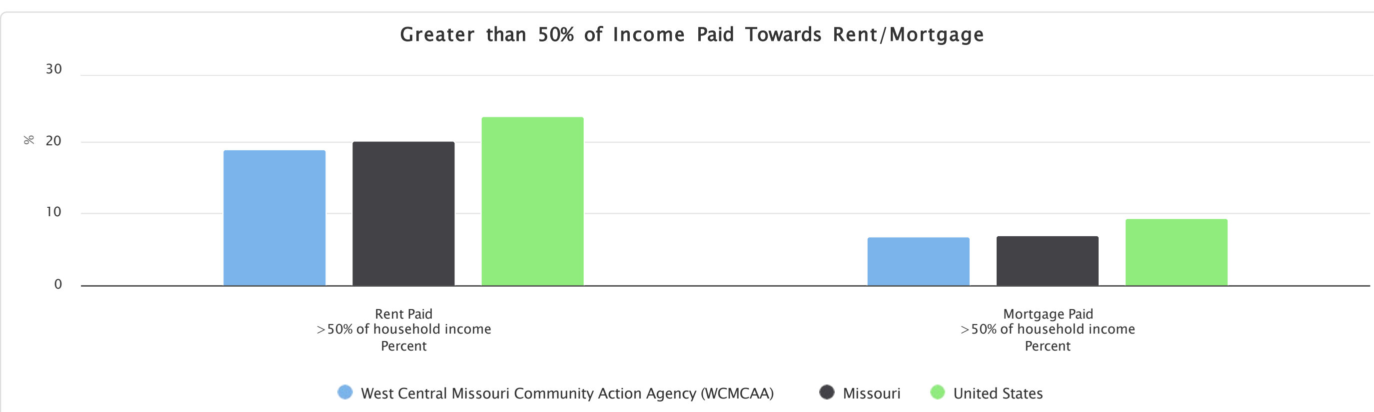
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



View larger map

Severely Cost Burdened Households (Housing Costs Exceed 50% of Household Income), Percent by Tract, ACS 2019-23

- Over 15.0%
- 12.1 - 15.0%
- 9.1 - 12.0%
- Under 9.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



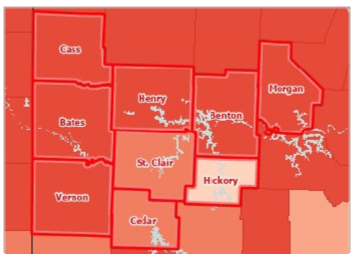
Income

Income Levels

Two common measures of income are Median Household Income and Per Capita Income based on American Community Survey 5 year estimates. Both measures are shown for the report area below.

Report Area	Median Household Income	Per Capita Income
West Central Missouri Community Action Agency (WCMCAA)	No data	$34,551
Bates County, MO	$57,914	$28,443.99
Benton County, MO	$52,200	$30,993.64
Cass County, MO	$87,413	$41,074.58
Cedar County, MO	$45,577	$30,047.05
Henry County, MO	$56,621	$32,565.91
Hickory County, MO	$35,084	$21,207.78
Morgan County, MO	$49,663	$30,588.74
St. Clair County, MO	$46,731	$26,547.86
Vernon County, MO	$54,519	$26,360.29
Missouri	$68,920	$38,497.11
United States	$78,538	$43,288.98

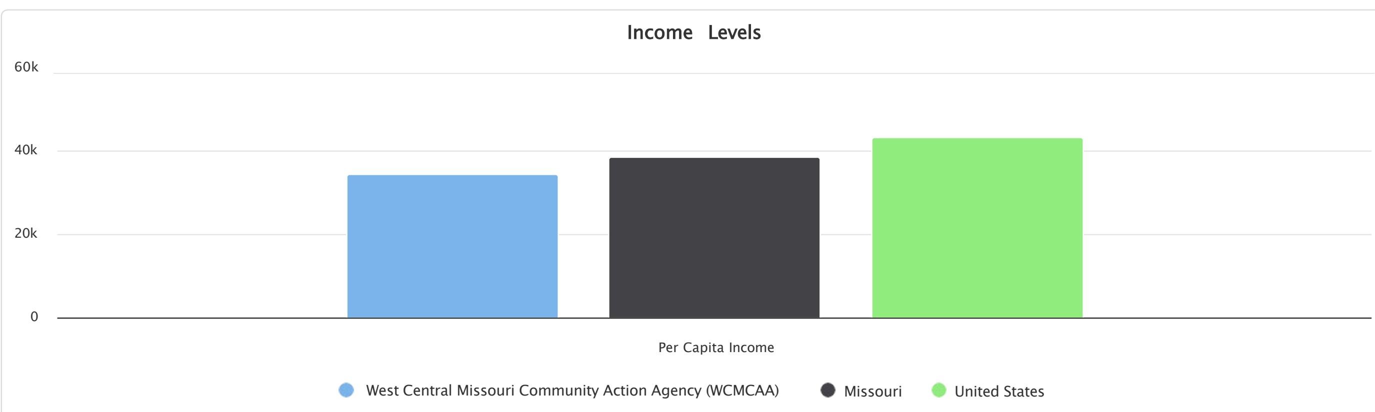
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Median Income of 2-Person Families by County, ACS 2019-23

- Over $60,000
- $52,001 - $60,000
- $44,001 - $52,000
- Under $44,001
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



Temporary Assistance for Needy Families (TANF)

The average number of families receiving TANF in January of 2025, and the number of families receiving TANF per 1000 families (based on 2019 - 2023 population estimates) are shown for the report area below. The Missouri Department of Health and Senior Services reported that a total of 174 families were receiving TANF benefits in the report area.

Report Area	Total Families Receiving TANF	TANF Recipients by Family per 1000	Total Payments to TANF Recipients
West Central Missouri Community Action Agency (WCMCAA)	174	2.73	$37,971.00
Bates County, MO	12	2.90	$2,503.00
Benton County, MO	15	2.85	$2,495.00
Cass County, MO	34	1.11	$7,679.00
Cedar County, MO	20	5.83	$4,234.00
Henry County, MO	20	3.47	$4,408.00
Hickory County, MO	9	4.77	$1,918.00
Morgan County, MO	26	4.91	$5,390.00
St. Clair County, MO	10	4.12	$2,249.00
Vernon County, MO	28	5.91	$7,095.00
Missouri	5,429	3.50	$1,265,765.00

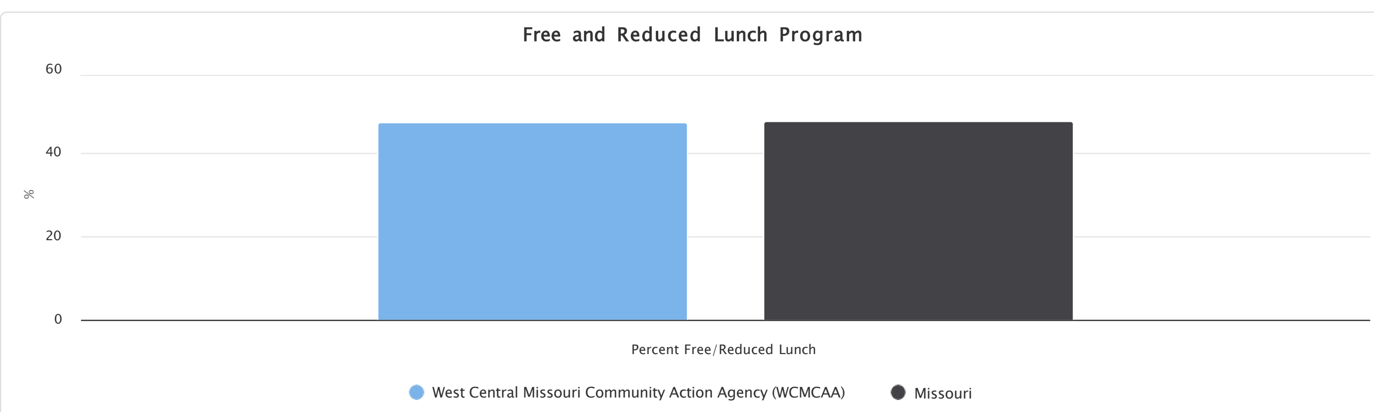
Data Source: US Census Bureau, American Community Survey. January 2025.

Free and Reduced Lunch Program

Free and Reduced Lunch enrollment for the report area are shown below. According to the January 2024 statistics released by the Missouri Department of Education, of the 33,187 students enrolled at public school lunch programs, 47.42% were participating in either free or reduced lunches.

Report Area	Total Lunch Enrollment	Free/Reduced Lunch Count	Percent Free/Reduced Lunch
West Central Missouri Community Action Agency (WCMCAA)	33,187	15,738	47.42%
Bates County, MO	2,344	917	39.12%
Benton County, MO	2,434	1,833	75.34%
Cass County, MO	16,322	5,836	35.75%
Cedar County, MO	2,000	1,242	62.11%
Henry County, MO	4,185	2,358	56.34%
Morgan County, MO	1,973	1,422	72.11%
St. Clair County, MO	1,183	660	55.85%
Vernon County, MO	2,743	1,466	53.46%
Missouri	838,050	399,124	47.63%

Note: This indicator is compared to the state average.
Data Source: Missouri Department of Elementary & Secondary Education. 2023-2024.



Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamp Program)

The average number of households per month receiving SNAP benefits, the average monthly benefit payment and total SNAP dollars issued per county are shown for the report area.

Report Area	Households Receiving Benefits (Average per Month)	Benefit Payment (Average per Month)	Total Benefits Issued
West Central Missouri Community Action Agency (WCMCAA)	11,556	$370.89	$52,579,767
Bates County, MO	757	$376	$3,412,382
Benton County, MO	1,213	$354	$5,159,035
Cass County, MO	3,234	$416	$16,129,719
Cedar County, MO	933	$362	$4,056,540
Henry County, MO	1,545	$353	$6,553,607
Hickory County, MO	533	$362	$2,314,284
Morgan County, MO	1,260	$381	$5,753,317
St. Clair County, MO	633	$364	$2,766,464
Vernon County, MO	1,448	$370	$6,434,419
Missouri	323,462	$397	$1,539,786,611

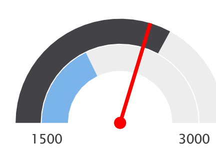
Data Source: Missouri Department of Social Services. 2024.

Earned Income Tax Credit

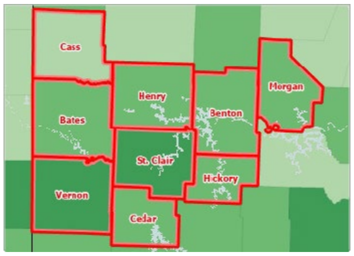
The indicator reports information about tax filers claiming the Earned Income Tax Credit (EITC). Data are obtained through an analysis of the IRS Statistics of Income (SOI) data tables.

Report Area	Total Returns Claiming EITC	Total EITC Amount ($1,000)	Average EITC Amount per Return ($)
West Central Missouri Community Action Agency (WCMCAA)	16,710	39,950	2,390
Bates County, MO	1,200	2,865	2,387
Benton County, MO	1,600	3,792	2,370
Cass County, MO	5,930	13,502	2,276
Cedar County, MO	1,180	3,057	2,590
Henry County, MO	1,820	4,386	2,409
Hickory County, MO	720	1,773	2,462
Morgan County, MO	1,680	4,160	2,476
St. Clair County, MO	810	2,011	2,482
Vernon County, MO	1,770	4,404	2,488
Missouri	435,420	1,083,252	2,488
United States	32,048,530	65,174,414	2,034

Average EITC Amount per Return ($)



Note: This indicator is compared to the state average.
Data Source: IRS - Statistics of Income. 2022.



☐ View larger map

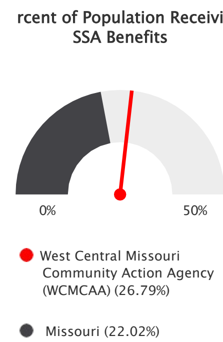
Returns Claiming Earned Income Tax Credits, Percent by County, IRS 2022

- Over 25.0%
- 20.0% - 25.0%
- 15.0% - 19.9%
- Under 15.0%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

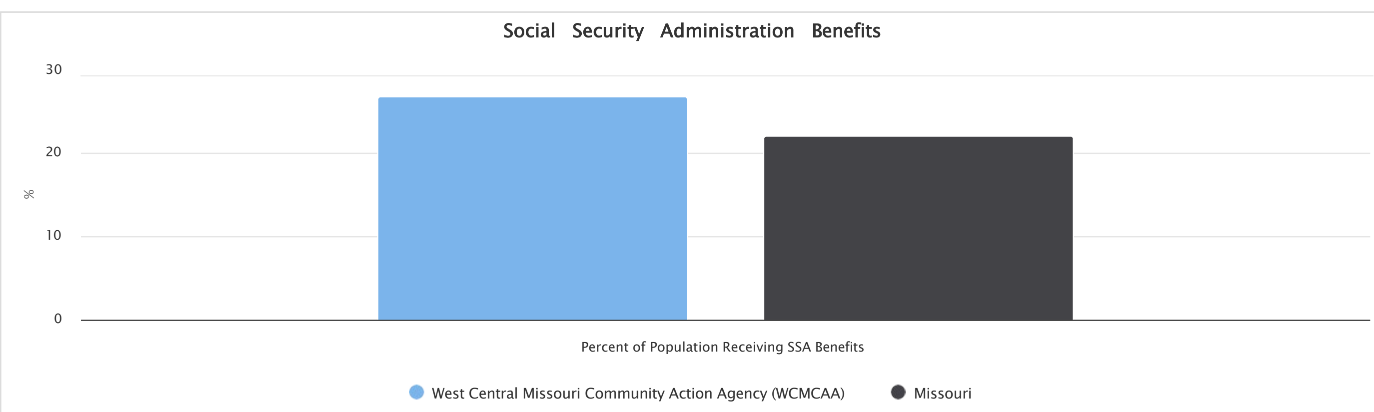
Social Security Administration Benefits

Total persons receiving Social Security benefits, percent of the population, total Social Security payments, and average Social Security payments for the report area are shown below. The Social Security Administration (SSA) reported that a total of 64,600 persons were receiving SSA benefits in the report area in 2023.

Report Area	Total Persons Receiving SSA Benefits	Percent of Population Receiving SSA Benefits	Total SSA Payments ($1,000s)	Average SSA Payment
West Central Missouri Community Action Agency (WCMCAA)	64,600	**26.79%**	$108,360	$1,677
Bates County, MO	4,245	26.33%	$6,860	$1,616
Benton County, MO	7,720	38.82%	$12,563	$1,627
Cass County, MO	23,260	21.26%	$42,817	$1,841
Cedar County, MO	4,350	30.12%	$6,577	$1,512
Henry County, MO	6,920	31.18%	$11,178	$1,615
Hickory County, MO	3,540	41.64%	$5,509	$1,556
Morgan County, MO	6,620	30.89%	$10,725	$1,620
St. Clair County, MO	3,035	32.11%	$4,659	$1,535
Vernon County, MO	4,910	24.91%	$7,472	$1,522
Missouri	1,358,163	22.02%	$2,345,947	$1,727



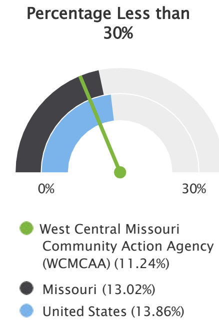
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2023.



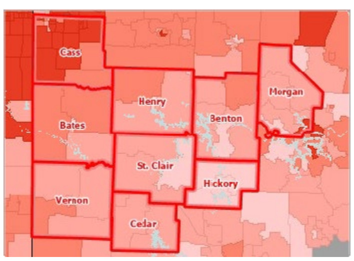
Number of Households earning 30% or 50% of Median Gross Income

The number of households earning 30% or less, or 50% or less of the Area Median Income (AMI) for the report area is listed below. AMI divides the household income distribution into two equal parts: one-half of the cases falling below the median household income and one-half above the median. For the report area, 11.24% of households are earning less than 30% AMI, while 23.15% of households are earning less than 50% AMI.

Report Area	Less than 30%	Percentage Less than 30%	Less than 50%	Percentage Less than 50%
West Central Missouri Community Action Agency (WCMCAA)	10,666	11.24%	21,973	23.15%
Bates County, MO	883	14.78%	1,497	25.05%
Benton County, MO	943	11.55%	2,189	26.81%
Cass County, MO	4,533	10.71%	9,357	22.11%
Cedar County, MO	406	7.2%	1,188	21.08%
Henry County, MO	1,097	11.86%	2,227	24.08%
Hickory County, MO	428	12.38%	750	21.7%
Morgan County, MO	1,041	12.7%	2,066	25.2%
St. Clair County, MO	538	13.15%	941	23.01%
Vernon County, MO	797	10.2%	1,758	22.5%
Missouri	323,626	13.02%	593,475	23.88%
United States	17,838,805	13.86%	31,695,987	24.62%



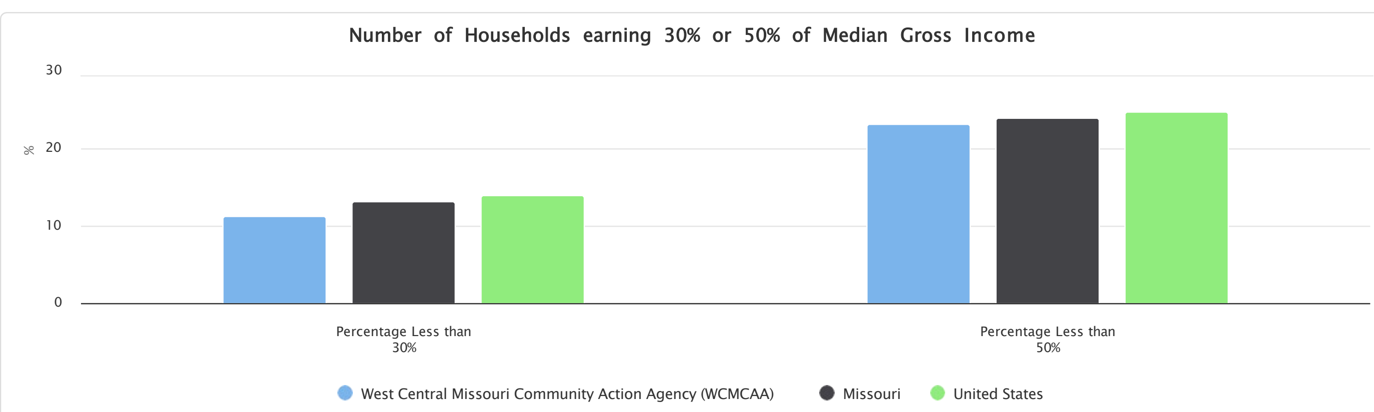
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Median Family Income by Tract, ACS 2019-23

- Over $100,000
- $80,001 - $100,000
- $60,001 - $80,000
- Under $60,001
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

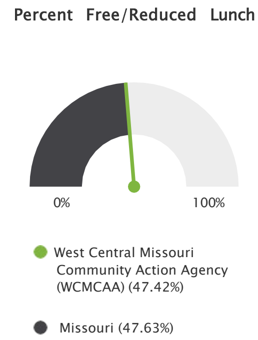


Nutrition

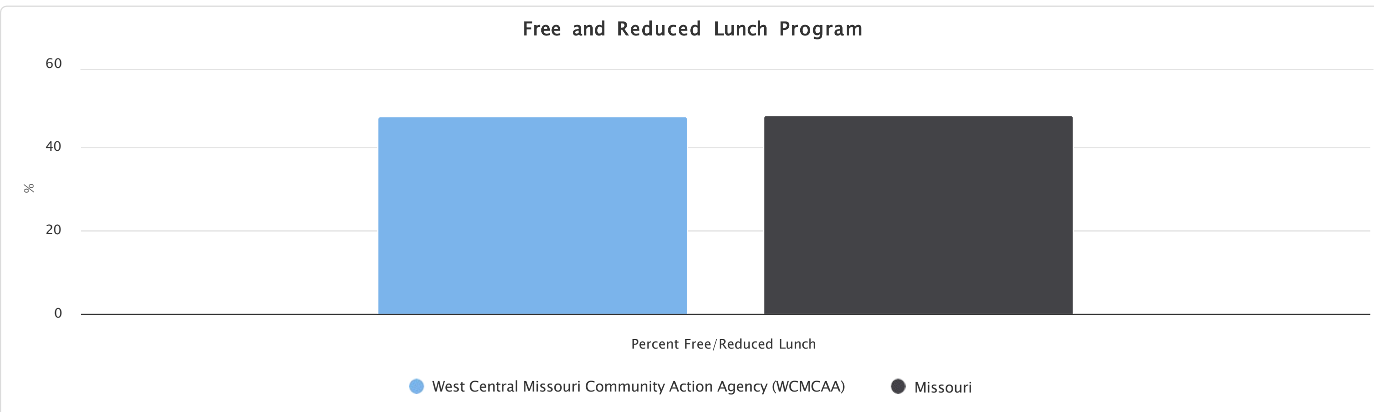
Free and Reduced Lunch Program

Free and Reduced Lunch enrollment for the report area are shown below. According to the January 2024 statistics released by the Missouri Department of Education, of the 33,187 students enrolled at public school lunch programs, 47.42% were participating in either free or reduced lunches.

Report Area	Total Lunch Enrollment	Free/Reduced Lunch Count	Percent Free/Reduced Lunch
West Central Missouri Community Action Agency (WCMCAA)	33,187	15,738	47.42%
Bates County, MO	2,344	917	39.12%
Benton County, MO	2,434	1,833	75.34%
Cass County, MO	16,322	5,836	35.75%
Cedar County, MO	2,000	1,242	62.11%
Henry County, MO	4,185	2,358	56.34%
Morgan County, MO	1,973	1,422	72.11%
St. Clair County, MO	1,183	660	55.85%
Vernon County, MO	2,743	1,466	53.46%
Missouri	838,050	399,124	47.63%



Note: This indicator is compared to the state average.
Data Source: Missouri Department of Elementary & Secondary Education. 2023-2024.



Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamp Program)

The average number of households per month receiving SNAP benefits, the average monthly benefit payment and total SNAP dollars issued per county are shown for the report area.

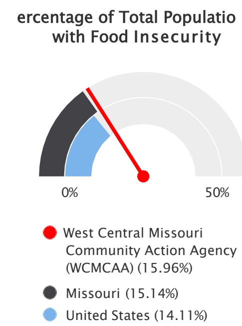
Report Area	Households Receiving Benefits (Average per Month)	Benefit Payment (Average per Month)	Total Benefits Issued
West Central Missouri Community Action Agency (WCMCAA)	11,556	$370.89	$52,579,767
Bates County, MO	757	$376	$3,412,382
Benton County, MO	1,213	$354	$5,159,035
Cass County, MO	3,234	$416	$16,129,719
Cedar County, MO	933	$362	$4,056,540
Henry County, MO	1,545	$353	$6,553,607
Hickory County, MO	533	$362	$2,314,284
Morgan County, MO	1,260	$381	$5,753,317
St. Clair County, MO	633	$364	$2,766,464
Vernon County, MO	1,448	$370	$6,434,419
Missouri	323,462	$397	$1,539,786,611

Data Source: Missouri Department of Social Services. 2024.

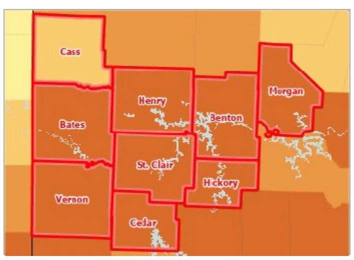
Food Insecurity

Overall Food Insecurity for the report area is listed in the table below. In 2022, there was an estimated 37,780 individuals in the area thought to be food insecure, which is 15.96% of the total area population.

Report Area	Total Population	Food Insecure Population, Total	Food Insecurity Rate
West Central Missouri Community Action Agency (WCMCAA)	236,646	37,780	**15.96%**
Bates County, MO	16,278	2,930	18%
Benton County, MO	20,222	3,640	18%
Cass County, MO	105,308	13,690	13%
Cedar County, MO	14,778	2,660	18%
Henry County, MO	21,833	3,930	18%
Hickory County, MO	8,250	1,650	20%
Morgan County, MO	21,556	3,880	18%
St. Clair County, MO	9,158	1,740	19%
Vernon County, MO	19,263	3,660	19%
Missouri	6,156,146	931,910	15.14%
United States	331,287,882	46,753,190	14.11%



Note: This indicator is compared to the state average.
Data Source: Feeding America. 2023.



☐ View larger map

Food Insecure Population, Percent by County, Feeding America 2023

- Over 16.0%
- 13.1 - 16.0%
- 12.1 - 14.0%
- Under 12.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Food Insecurity - Food Insecure Children

This indicator reports the estimated percentage of the population under age 18 that experienced food insecurity at some point during the report year. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food.

Report Area	Population Under Age 18	Food Insecure Children, Total	Child Food Insecurity Rate
West Central Missouri Community Action Agency (WCMCAA)	54,948	9,380	17.07%
Bates County, MO	3,818	840	22%
Benton County, MO	3,360	840	25%
Cass County, MO	26,462	3,440	13%
Cedar County, MO	3,476	730	21%
Henry County, MO	4,889	880	18%
Hickory County, MO	1,429	300	20.99%
Morgan County, MO	4,900	980	20%
St. Clair County, MO	1,900	380	20%
Vernon County, MO	4,714	990	21%
Missouri	2,719,280	498,500	18.33%

United States	72,810,721	13,128,990	18.03%

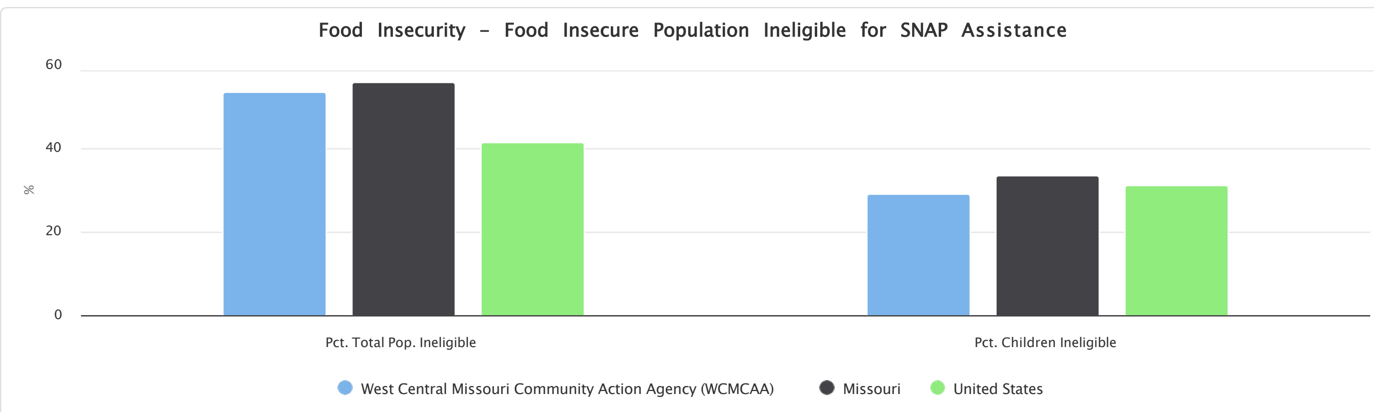
Data Source: Feeding America. 2023.

Food Insecurity - Food Insecure Population Ineligible for SNAP Assistance

This indicator reports the estimated percentage of the total population and the population under age 18 that experienced food insecurity at some point during the report year, but are ineligible for SNAP assistance. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food. Assistance eligibility is determined based on household income of the food insecure households relative to the maximum income-to-poverty ratio for SNAP.

Report Area	Food Insecure Population	Food Insecure Population Ineligible for Assistance, Percent	Food Insecure Children	Food Insecure Children Ineligible for Assistance, Percent
West Central Missouri Community Action Agency (WCMCAA)	36,560	53.52%	9,380	29.18%
Bates County, MO	2,840	49%	840	30%
Benton County, MO	3,560	47%	840	20%
Cass County, MO	13,040	69%	3,440	50%
Cedar County, MO	2,660	32%	730	0%
Henry County, MO	3,730	51%	880	30%
Hickory County, MO	1,590	38%	300	0%
Morgan County, MO	3,930	45%	980	20%
St. Clair County, MO	1,680	47%	380	10%
Vernon County, MO	3,530	45%	990	10%
Missouri	870,080	56.15%	243,780	33.47%
United States	42,657,200	41.49%	13,128,990	31.21%

Data Source: Feeding America. 2023.

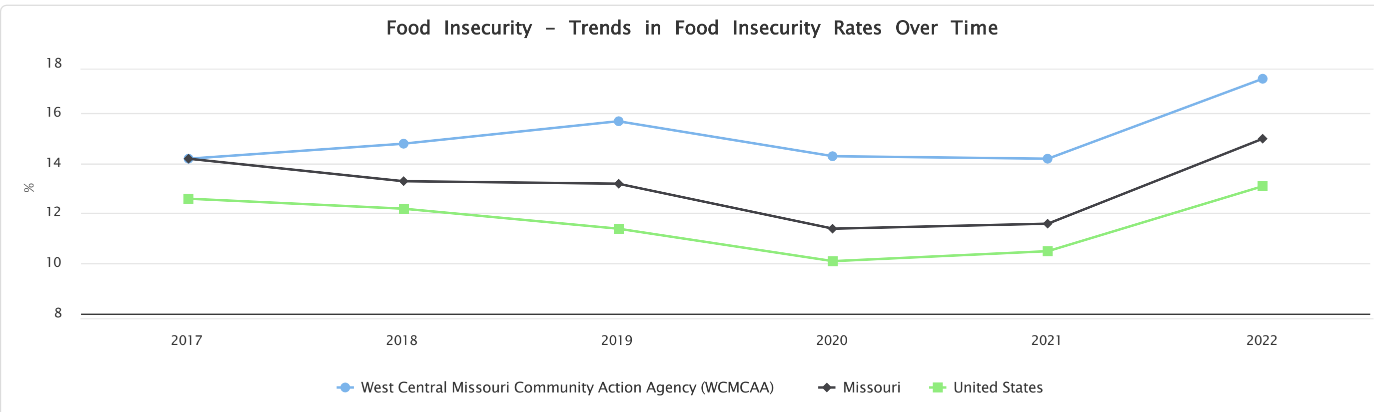


Food Insecurity - Trends in Food Insecurity Rates Over Time

This indicator reports the estimated percentage of the food insecurity trend observed at various points throughout the report year. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food.

Report Area	2017	2018	2019	2020	2021	2022
West Central Missouri Community Action Agency (WCMCAA)	14.2%	14.8%	15.7%	14.3%	14.2%	17.4%
Bates County, MO	13%	12.9%	13.7%	13.7%	14.1%	17.6%
Benton County, MO	14%	16.5%	17.3%	16.7%	16.2%	18.1%
Cass County, MO	10.7%	10.6%	10.8%	9.9%	9.5%	12.1%
Cedar County, MO	15.4%	15.5%	15.9%	15.4%	15.6%	18.6%
Henry County, MO	14.8%	16.4%	17.4%	15.4%	14.3%	16.9%
Hickory County, MO	14.8%	15.9%	17.3%	13.7%	14.4%	18.8%
Morgan County, MO	16.2%	16.2%	17.4%	15.5%	15.5%	18.6%
St. Clair County, MO	15.7%	16%	16.7%	15.2%	14.7%	18%
Vernon County, MO	13.5%	13.4%	14.8%	13.2%	13.3%	17.8%
Missouri	14.2%	13.3%	13.2%	11.4%	11.6%	15%
United States	12.6%	12.2%	11.4%	10.1%	10.5%	13.1%

Data Source: Feeding America. 2023.

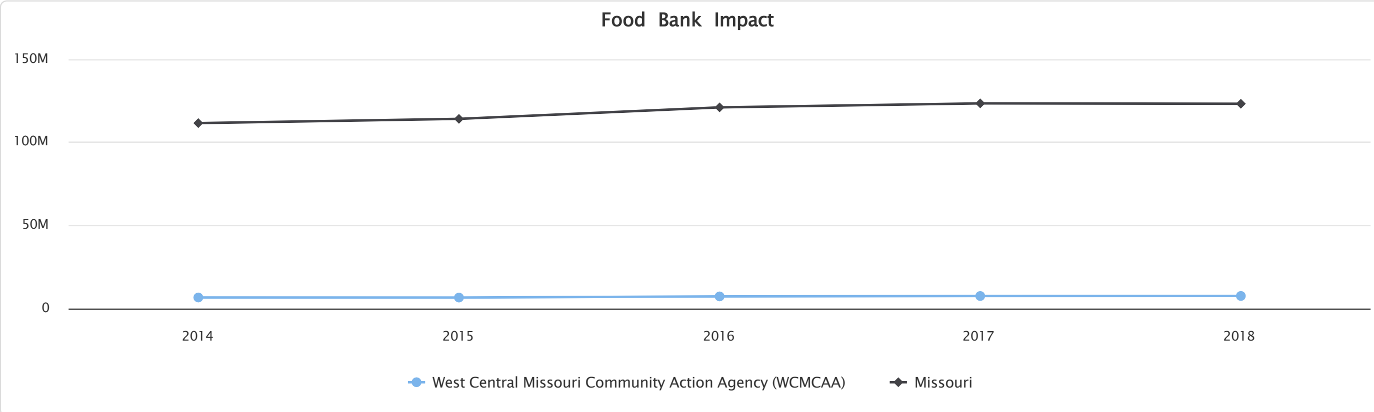


Food Bank Impact

The total amout of food (in pounds) distributed from regional food banks is listed in the table below for the report area. The amount of food includes USDA commodity foods.
In the report area there were 1,189,503.2 more total pounds of food distributed this year compared to last.

Report Area	Total Pounds Distributed 2014	Total Pounds Distributed 2015	Total Pounds Distributed 2016	Total Pounds Distributed 2017	Total Pounds Distributed 2018	Total Pounds Distributed 2019
West Central Missouri Community Action Agency (WCMCAA)	6,657,401.67	6,622,993.13	7,311,096.93	7,551,426.21	7,579,612.41	8,769,115.61
Bates County, MO	543,952	583,498.85	592,585.75	728,214.81	794,568.45	1,404,578.55
Benton County, MO	1,130,558	1,196,608	1,068,238	1,061,504	1,013,684	942,609
Cass County, MO	1,743,073.62	1,907,654.88	2,608,195.46	2,625,734.16	2,542,373.79	2,447,677.00
Cedar County, MO	217,836	162,490	144,463	164,029	153,235	214,603
Henry County, MO	980,326.06	997,099.40	1,338,840.72	1,429,291.24	1,332,113.17	1,628,903.05
Hickory County, MO	225,944	243,726	310,280	340,380	410,697	482,837
Morgan County, MO	1,431,968	1,198,902	860,548	828,138	944,292	1,173,124
St. Clair County, MO	88,195	78,943	97,578	121,211	126,334	173,074
Vernon County, MO	295,549	254,071	290,368	252,924	262,315	301,710
Missouri	111,592,785	114,146,873	121,054,446	123,460,705	123,237,295	135,070,170

Data Source: Feeding America. 2014-2019.

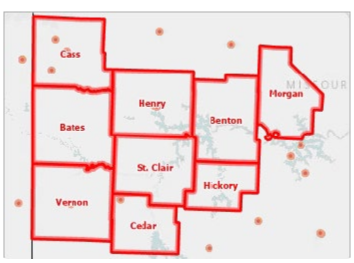


Number of Farmer's Markets

The number of farmers' markets in the report area are shown below.

Report Area	Number of Farmers Markets
West Central Missouri Community Action Agency (WCMCAA)	12
Bates County, MO	No data
Benton County, MO	1
Cass County, MO	6
Cedar County, MO	1
Henry County, MO	No data
Hickory County, MO	1
Morgan County, MO	1
St. Clair County, MO	No data
Vernon County, MO	2
Missouri	203

Data Source: Missouri Grown USA. April 2025.



☐ View larger map

Farmers' Markets, USDA - AMS July 2025

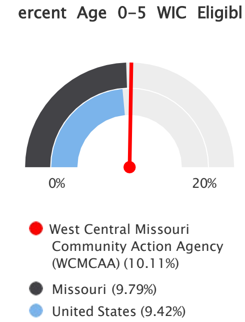
West Central Missouri Community Action Agency (WCMCAA)

Women, Infants, and Children (WIC) Eligible

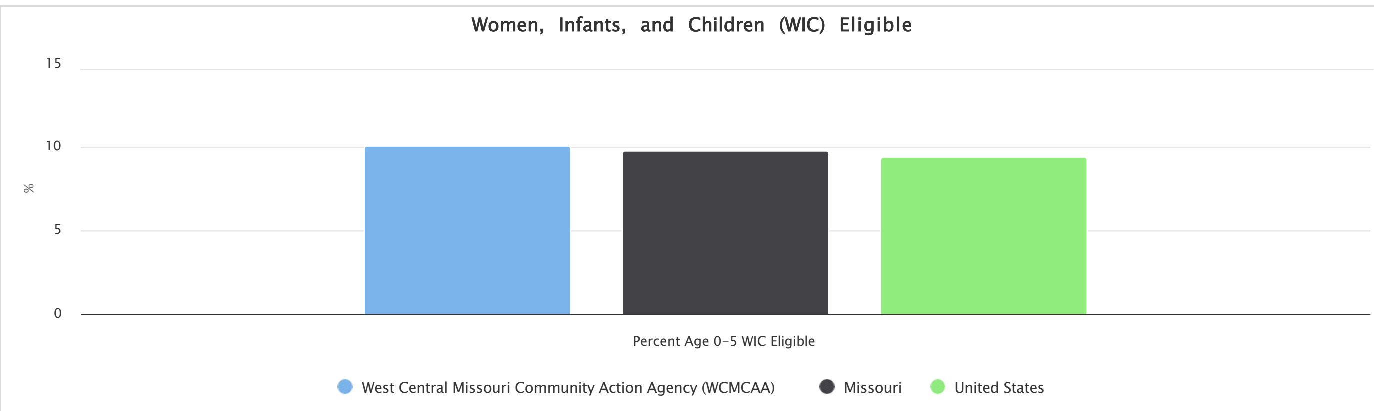
Below are the number of infants and children, ages 0 - 5 who are eligible for Women, Infants and Children's Program (WIC) benefits for the report area. Eligibility is defined as those living at or below 185 percent of the federal poverty level.

For this report, of the total population of 68,617 eligible for WIC, 10.11% are age 0 - 5 according to the American Community Survey 5-year estimates.

Report Area	Population WIC Eligible	Population Age 0-5 WIC Eligible	Percent Age 0-5 WIC Eligible
West Central Missouri Community Action Agency (WCMCAA)	68,617	6,934	10.11%
Bates County, MO	5,211	487	9.35%
Benton County, MO	6,770	545	8.05%
Cass County, MO	19,385	2,440	12.59%
Cedar County, MO	6,473	644	9.95%
Henry County, MO	7,395	628	8.49%
Hickory County, MO	4,235	306	7.23%
Morgan County, MO	7,899	811	10.27%
St. Clair County, MO	3,753	343	9.14%
Vernon County, MO	7,496	730	9.74%
Missouri	1,629,874	159,643	9.79%
United States	84,044,244	7,917,463	9.42%



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



Women, Infants, and Children (WIC) Program

Prenatal, postpartum, infant and child participation in the WIC program within the report area for 2021 are shown. The Missouri Department of Health and Senior Services reported that a total of 5,053 persons received WIC benefits in the report area in 2021.

Report Area	Prenatal Participation	Postpartum Participation	Infant Participation	Child Participation
West Central Missouri Community Action Agency (WCMCAA)	815	960	1,066	2,212
Bates County, MO	69	77	91	174
Benton County, MO	72	71	80	186
Cass County, MO	234	320	346	693
Cedar County, MO	62	70	79	183
Henry County, MO	97	114	130	218
Hickory County, MO	36	43	48	143
Morgan County, MO	97	105	119	239
St. Clair County, MO	42	41	49	134
Vernon County, MO	106	119	124	242
Missouri	19,620	25,558	28,223	50,168

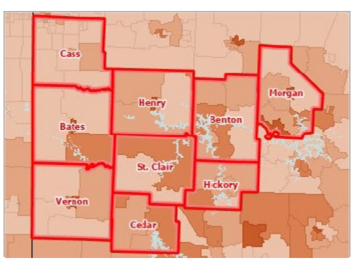
Data Source: US Department of Health & Human Services, Missouri Department of Health & Senior Services. 2021.

Households Receiving SNAP by Poverty Status (ACS)

The below table shows that according to the American Community Survey (ACS), 9,510 households (or 10.0%) received SNAP payments during 2019-2023. During this same period there were 7,125 households with income levels below the poverty level that were not receiving SNAP payments.

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
West Central Missouri Community Action Agency (WCMCAA)	9,510	10.0%	4,788	4,722	85,386	90.0%	7,125	78,261
Bates County, MO	795	13.31%	519	276	5,180	86.69%	668	4,512
Benton County, MO	1,080	13.23%	528	552	7,086	86.77%	842	6,244
Cass County, MO	2,508	5.93%	993	1,515	39,803	94.07%	1,862	37,941
Cedar County, MO	842	14.94%	396	446	4,794	85.06%	450	4,344
Henry County, MO	1,239	13.40%	634	605	8,009	86.60%	735	7,274
Hickory County, MO	365	10.56%	205	160	3,092	89.44%	555	2,537
Morgan County, MO	1,044	12.73%	618	426	7,154	87.27%	953	6,201
St. Clair County, MO	598	14.62%	316	282	3,492	85.38%	456	3,036
Vernon County, MO	1,039	13.29%	579	460	6,776	86.71%	604	6,172
Missouri	246,339	9.91%	123,975	122,364	2,238,495	90.09%	196,605	2,041,890
United States	15,004,950	11.77%	6,447,353	8,557,597	112,477,915	88.23%	9,432,695	103,045,220

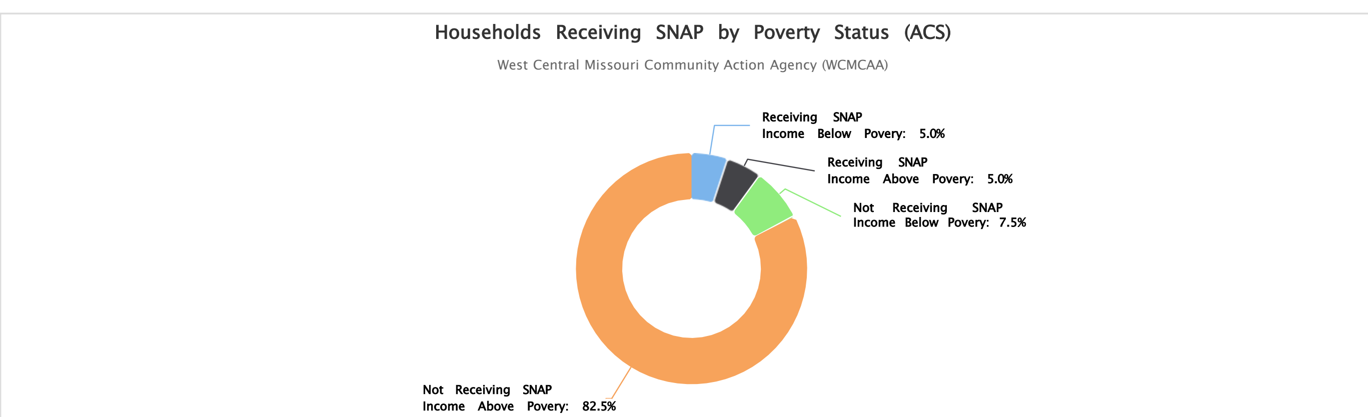
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

Households Receiving SNAP Benefits, Percent by Tract, ACS 2019-23

- Over 19.0%
- 14.1 - 19.0%
- 9.1 - 14.0%
- Under 9.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



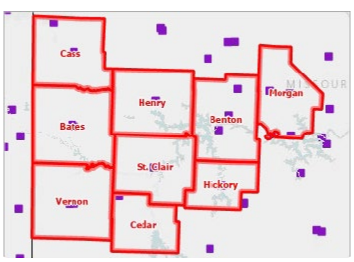
Health Care

Federally Qualified Health Centers

Federally Qualified Health Centers in this selected area.

County	Provider Number	FQHC Name	Address	City	Phone
Bates County	PN: 261097	COMPASS HEALTH INC	805 NORTH ORANGE STREET	BUTLER	(660) 890-8186
Bates County	PN: 261098	COMPASS HEALTH BATES COUNTY DENTAL CLINIC	205 EAST DAKOTA STREET	BUTLER	(660) 679-4636
Benton County	PN: 791005	KATY TRAIL COMMUNITY HEALTH	500 S KEENEY ST	COLE CAMP	(660) 826-4774
Benton County	PN: 261917	KATY TRAIL COMMUNITY HEALTH	20363 LANE OF CHAMPIONS	WARSAW	(660) 438-7120
Benton County	PN: 261005	KATY TRAIL COMMUNITY HEALTH	17571 N DAM ACCESS RD	WARSAW	(660) 438-2717
Cass County	PN: 791009	COMPASS HEALTH INC	501 N SUNSET LN	RAYMORE	(844) 853-8937
Cass County	PN: 791168	COMPASS HEALTH INC	300 GALAXIE AVE	HARRISONVILLE	(844) 853-8937
Cass County	PN: 261121	COMPASS HEALTH INC	1010 REMINGTON PLZ	RAYMORE	(844) 853-8937
Cedar County	PN: 261094	COMPASS HEALTH	107 W BROADWAY ST	EL DORADO SPG	(660) 890-8189
Henry County	PN: 261164	COMPASS HEALTH INC	2000 N GAINES DR	CLINTON	(660) 890-8156
Henry County	PN: 261066	COMPASS HEALTH INC	1800 COMMUNITY	CLINTON	(660) 885-8131
Hickory County	PN: 261082	OZARKS COMMUNITY HEALTH CENTER	18753 SPRING ST	HERMITAGE	(417) 745-2121
Morgan County	PN: 791003	KATY TRAIL COMMUNITY HEALTH	41569 IVY BEND RD	STOVER	(660) 826-4774
Morgan County	PN: 791022	REGIONAL HEALTH CARE CLINIC INC.	913 W NEWTON ST	VERSAILLES	(573) 378-4231
Morgan County	PN: 261053	KATY TRAIL COMMUNITY HEALTH	112 N HIGHWAY 5	VERSAILLES	(573) 378-2349
Morgan County	PN: 261059	KATY TRAIL COMMUNITY HEALTH	701 NORTH OAK STREET	STOVER	(573) 377-4295
Morgan County	PN: 261912	CENTRAL OZARKS MEDICAL CENTER - LAURIE	401 N MAIN ST	GRAVOIS MILLS	(877) 406-2662
St. Clair County	PN: 261067	COMPASS HEALTH INC	101 HOSPITAL DRIVE	OSCEOLA	(417) 646-8158
Vernon County	PN: 261961	COMPASS HEALTH INC.	301 W AUSTIN BLVD NEVADA	CAMP CLARK	(844) 853-8937
Vernon County	PN: 261130	COMPASS HEALTH INC	320 MAC BLVD	NEVADA	(888) 403-1071

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File. 4th Quarter 2024.



View larger map

Federally Qualified Health Centers, POS June 2025

West Central Missouri Community Action Agency (WCMCAA)

MO HealthNet Providers

The Missouri Department of Social Services, MO HealthNet Division manages claims by health care providers for Medicare and other types of reimbursement. The table below shows the number of total providers submitting claims in April 2025. There are 149 different types of providers broken into 264 specialties. A single health care provider may be counted multiple times depending on how many types and specialty services they provide.

Report Area	Number of All Providers (2025)
West Central Missouri Community Action Agency (WCMCAA)	5,104
Bates County, MO	301
Benton County, MO	845
Cass County, MO	2,006
Cedar County, MO	224
Henry County, MO	1,034
Hickory County, MO	79
Morgan County, MO	264
St. Clair County, MO	668
Vernon County, MO	581
Missouri	171,156

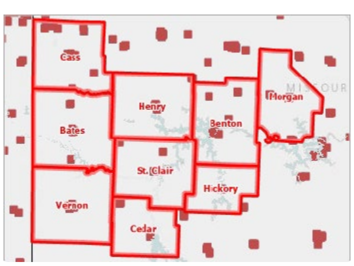
Data Source: Missouri Department of Social Services, Missouri HeathNet Division. 2025.

Medicare and Medicaid Providers

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 86 active Medicare and Medicaid institutional service providers in the report area in the second quarter of 2025.

Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
West Central Missouri Community Action Agency (WCMCAA)	86	8	28	20	24	0
Bates County, MO	11	1	3	2	5	0
Benton County, MO	9	0	3	3	2	0
Cass County, MO	20	2	8	3	4	0
Cedar County, MO	8	1	2	1	4	0
Henry County, MO	10	2	3	2	2	0
Hickory County, MO	2	0	1	1	0	0
Morgan County, MO	9	0	3	5	1	0
St. Clair County, MO	7	1	2	1	3	0
Vernon County, MO	10	1	3	2	3	0
Missouri	1,501	144	487	331	316	0
United States	55,894	7,023	14,752	12,599	5,631	125

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File. 2025.



 View larger map

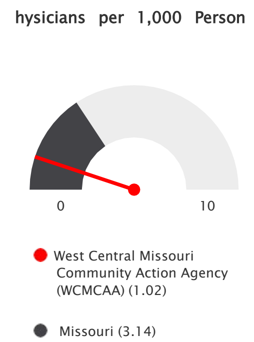
All Providers of Service, POS June 2025

West Central Missouri Community Action Agency (WCMCAA)

Physicians

The number of licenses recorded by county from the Missouri Division of Professional Registration is listed for the report area in the table below.

Report Area	Physicians, MD	Physicians, DO	Physicians Assistants	Physicians per 1,000 Persons
West Central Missouri Community Action Agency (WCMCAA)	154	64	27	1.02
Bates County, MO	8	9	1	1.12
Benton County, MO	5	8	2	0.75
Cass County, MO	62	17	11	0.82
Cedar County, MO	5	5	7	1.18
Henry County, MO	46	14	5	2.93
Hickory County, MO	1	0	0	0.12
Morgan County, MO	8	2	1	0.51
St. Clair County, MO	3	2	0	0.53
Vernon County, MO	16	7	0	1.17
Missouri	15,012	2,825	1,526	3.14



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2025.

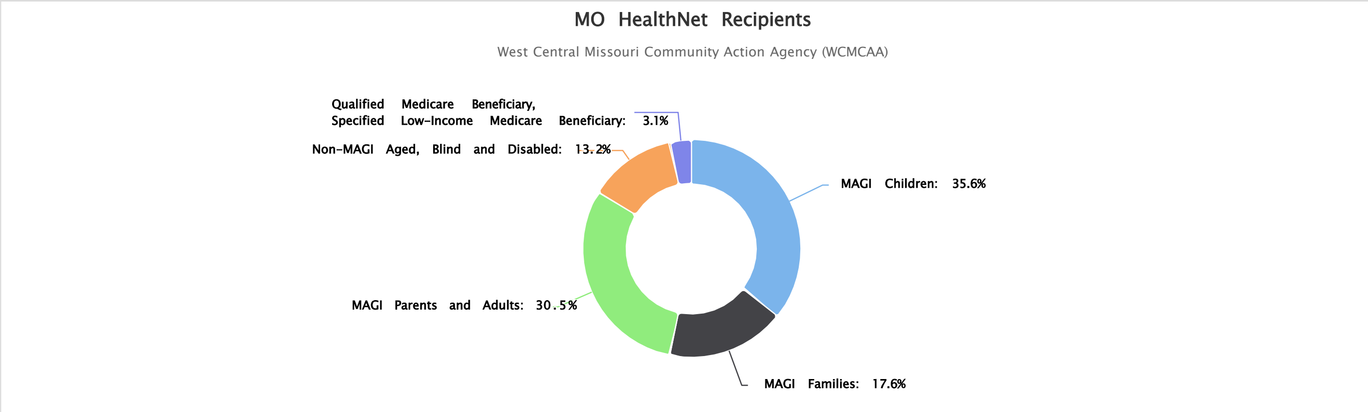
MO HealthNet Recipients

The total number of persons receiving MO HealthNet benefits for the report area are shown below. A total of 63,896 persons received benefits in the report area. Data shown is from January 2025.

MAGI = Modified Adjusted Gross Income

Report Area	MAGI Children	MAGI Families	MAGI Parents and Adults	Non-MAGI Aged, Blind and Disabled	Qualified Medicare Beneficiary, Specified Low-Income Medicare Beneficiary
West Central Missouri Community Action Agency (WCMCAA)	22,740	11,258	19,490	8,411	1,997
Bates County, MO	1,542	780	1,356	592	153
Benton County, MO	1,980	992	1,949	1,011	246
Cass County, MO	7,951	4,006	6,414	2,091	499
Cedar County, MO	1,846	850	1,542	757	189
Henry County, MO	2,546	1,279	2,177	1,112	252
Hickory County, MO	896	467	971	383	122
Morgan County, MO	2,510	1,170	2,034	934	216
St. Clair County, MO	1,044	518	1,014	467	101
Vernon County, MO	2,425	1,196	2,033	1,064	219
Missouri	562,776	279,264	488,233	204,339	41,499

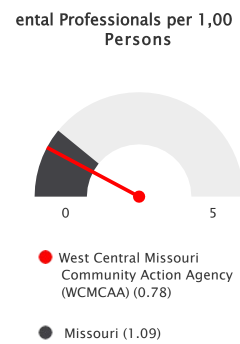
Data Source: Missouri Department of Social Services, Missouri HeathNet Division. Jan 2025.



Dentists

The number of licenses recorded by county from the Missouri Division of Professional Registration is listed for the report area in the table below.

Report Area	Dentists	Dental Specialists	Dental Hygienists	Dental Professionals per 1,000 Persons
West Central Missouri Community Action Agency (WCMCAA)	52	4	132	0.78
Bates County, MO	3	0	4	0.43
Benton County, MO	5	0	12	0.85
Cass County, MO	22	3	79	0.95
Cedar County, MO	4	0	6	0.69
Henry County, MO	7	1	11	0.86
Hickory County, MO	1	0	6	0.82
Morgan County, MO	4	0	6	0.47
St. Clair County, MO	3	0	3	0.63
Vernon County, MO	3	0	5	0.41
Missouri	2,584	567	3,599	1.09



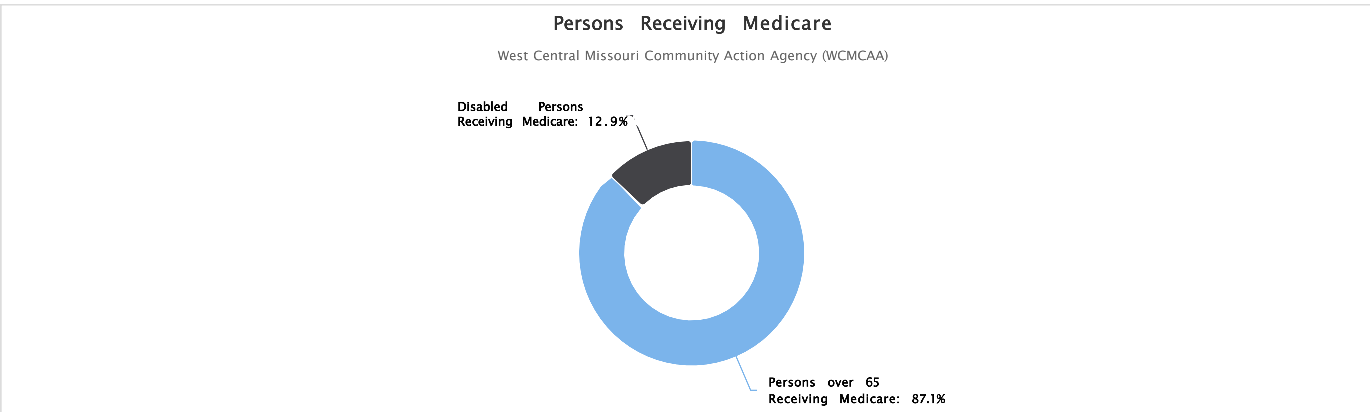
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2025.

Persons Receiving Medicare

The total number of persons receiving Medicare is shown, broken down by number over 65 and number of disabled persons receiving Medicare for the report area. The U.S. Department of Health and Human Services reported that a total of 61,918 persons were receiving Medicare benefits in the report area in 2023. A large number of individuals in our society are aware that persons over 65 years of age receive Medicare; however, many of them are unaware that disabled persons also receive Medicare benefits. A total of 7,996 disabled persons in the report area received Medicare benefits in 2024.

Report Area	Persons Over 65 Receiving Medicare	Disabled Persons Receiving Medicare	Total Persons Receiving Medicare
West Central Missouri Community Action Agency (WCMCAA)	53,922	7,996	61,918
Bates County, MO	3,432	595	4,027
Benton County, MO	6,373	1,046	7,419
Cass County, MO	21,151	2,283	23,434
Cedar County, MO	3,520	605	4,125
Henry County, MO	5,511	1,017	6,528
Hickory County, MO	2,491	409	2,900
Morgan County, MO	5,219	835	6,054
St. Clair County, MO	2,312	414	2,726
Vernon County, MO	3,913	792	4,705
Missouri	1,156,863	173,799	1,330,661
United States	60,718,882	7,189,884	67,908,765

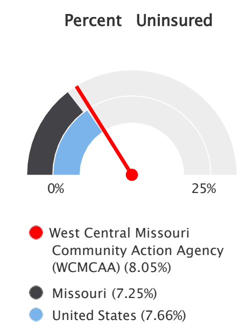
Data Source: Centers for Medicare and Medicaid Services, CMS - Geographic Variation Public Use File . 2024.



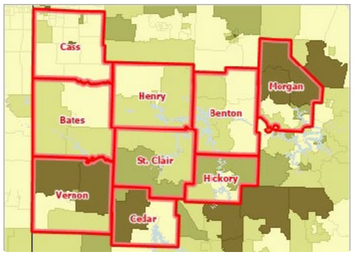
Uninsured Population

The uninsured population of 2023 is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons.

Report Area	Insurance Population (2022 Estimate)	Number Insured	Number Uninsured	Percent Uninsured
West Central Missouri Community Action Agency (WCMCAA)	241,130	171,795	19,405	**8.05%**
Missouri	6,168,181	4,496,958	447,348	7.25%
United States	332,387,540	243,728,120	25,457,101	7.66%



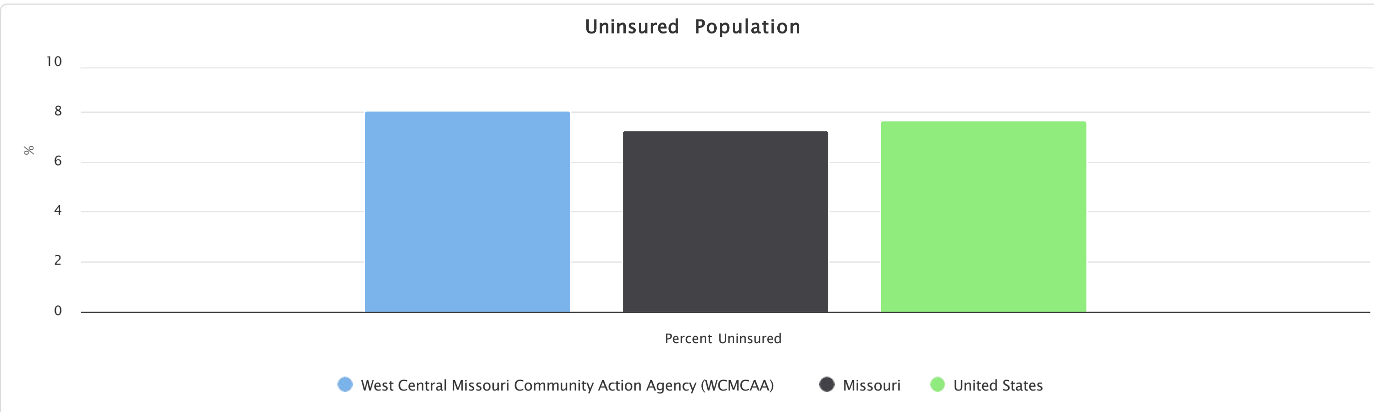
Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. US Census Bureau, Small Area Health Insurance Estimates. 2023.



☐ View larger map

Uninsured Population, Percent by Tract, ACS 2019-23

- Over 20.0%
- 15.1 - 20.0%
- 10.1 - 15.0%
- Under 10.1%
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)



Causes of Death

Total deaths broken down by cause for the report area are shown in the table below. According to the Missouri Department of Health and Senior Services in 2022, there were 3,431 deaths in the report area.

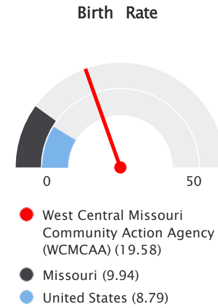
Report Area	All Deaths	Heart Disease	Cancer	Stroke	Accidents	Diabetes	Alzheimer's Disease	Pneumonia and Influenza	Kidney Disease	Other Causes
West Central Missouri Community Action Agency (WCMCAA)	3,431	801	621	156	204	97	85	47	71	1,349
Bates County, MO	250	61	35	16	17	6	8	1	3	103
Benton County, MO	370	83	73	19	24	9	8	5	6	143
Cass County, MO	1,236	262	233	58	73	29	26	17	25	513
Cedar County, MO	218	50	41	12	7	10	9	5	9	75
Henry County, MO	368	92	69	10	24	7	13	2	7	144
Hickory County, MO	186	43	28	10	13	5	3	2	3	79
Morgan County, MO	340	78	70	11	22	14	1	7	6	131
St. Clair County, MO	152	50	30	8	9	4	5	1	3	42
Vernon County, MO	311	82	42	12	15	13	12	7	9	119
Missouri	71,776	16,118	13,065	3,148	4,922	1,877	2,619	1,097	1,683	27,247

Data Source: US Department of Health & Human Services, Missouri Department of Health & Senior Services.

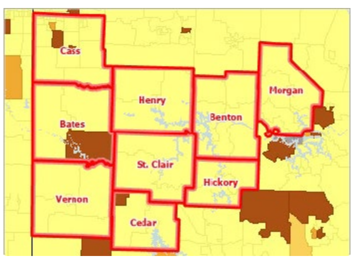
Teen Births

Based on American Community Survey 2019-2023 5-year estimates, there was an average of 19.58 births for every 1,000 teens (age 15 - 19) in the report area.

Report Area	Females Age 15 to 19	Births to Teens	Births per 1,000 Teens
West Central Missouri Community Action Agency (WCMCAA)	7,253	142	19.58
Bates County, MO	529	38	71.83
Benton County, MO	462	0	0.00
Cass County, MO	3,434	40	11.65
Cedar County, MO	466	64	137.34
Henry County, MO	625	0	0.00
Hickory County, MO	139	0	0.00
Morgan County, MO	570	0	0.00
St. Clair County, MO	296	0	0.00
Vernon County, MO	732	0	0.00
Missouri	198,036	1,969	9.94
United States	10,657,019	93,715	8.79



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2019-23.



☐ View larger map

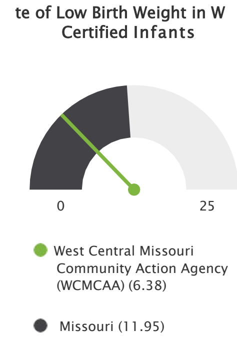
Women that Gave Birth, Age 15-19, Percent by Tract, ACS 2019-23

- Over 5.0%
- 2.1 - 5.0%
- 1.1 - 2.0%
- Under 1.1%
- No Female Population Age 15-19 Reported
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Infant Health

Low birth weight for the report area in 2021 are shown in the table below. According to the Missouri Information for Community Assessment (MICA), of the 2,681 total births there were 1,066 certified as Women, Infants, and Children (WIC) infants. Of these WIC infants, 68 (or a rate of 6.38) had low birth weights.

Report Area	Total Missouri Resident Births	All WIC Certified Infants in a Given Year	Low Birth Weight WIC Certified Infants	Rate of Low Birth Weight in WIC Certified Infants
West Central Missouri Community Action Agency (WCMCAA)	2,681	1,066	68	6.38
Bates County, MO	177	91	No data	No data
Benton County, MO	147	80	No data	No data
Cass County, MO	1,181	346	28	8.09
Cedar County, MO	204	79	5	6.33
Henry County, MO	264	130	15	11.54
Hickory County, MO	86	48	No data	No data
Morgan County, MO	254	119	12	10.08
St. Clair County, MO	115	49	No data	No data
Vernon County, MO	253	124	8	6.45
Missouri	69,269	28,223	3,372	11.95



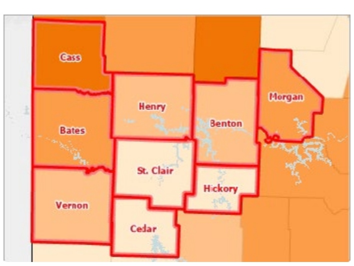
Note: This indicator is compared to the state average.
Data Source: Missouri Department of Health and Senior Services, Missouri Information for Community Assessment. 2021.

Child Abuse and Neglect

Substantiated child abuse/neglect incidents and number of children are shown for the report area in the table below. There were a total of 144 substantiated incidents in the report area in 2024.

Report Area	Substantiated Incidents	Substantiated Children
West Central Missouri Community Action Agency (WCMCAA)	144	205
Bates County, MO	16	21
Benton County, MO	11	20
Cass County, MO	52	73
Cedar County, MO	3	3
Henry County, MO	15	18
Hickory County, MO	3	4
Morgan County, MO	27	38
St. Clair County, MO	6	12
Vernon County, MO	11	16
Missouri	3,242	4,509

Data Source: Missouri Department of Social Services, Missouri Department of Social Services, Children's Division. 2024.



☐ View larger map

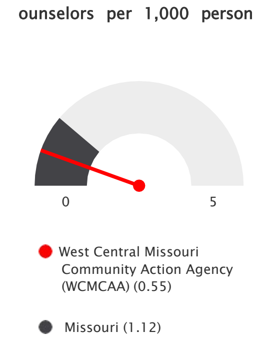
Substantiated Cases of Child Abuse or Neglect, Substantiated Cases by County, MO DSS 2023

- Over 39
- 16 - 30
- 10 - 15
- Under 10
- No Data or Data Suppressed
- West Central Missouri Community Action Agency (WCMCAA)

Licensed Professional Counselors

The number of licenses recorded by county from the Missouri Division of Professional Registration is listed for the report area in the table below.

Report Area	Licensed Professional Counselors	Counselors per 1,000 persons
West Central Missouri Community Action Agency (WCMCAA)	132	0.55
Bates County, MO	6	0.37
Benton County, MO	6	0.30
Cass County, MO	66	0.60
Cedar County, MO	4	0.28
Henry County, MO	16	0.72
Hickory County, MO	3	0.35
Morgan County, MO	6	0.28
St. Clair County, MO	4	0.42
Vernon County, MO	21	1.07
Missouri	6,901	1.12



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2025.

Community Stakeholder Survey 2026

Question-by-question results presentation

Designed for general public, funder, and leadership audiences

41 survey questions covered one per slide

Data + story

bar charts, response counts, summaries, and coded themes

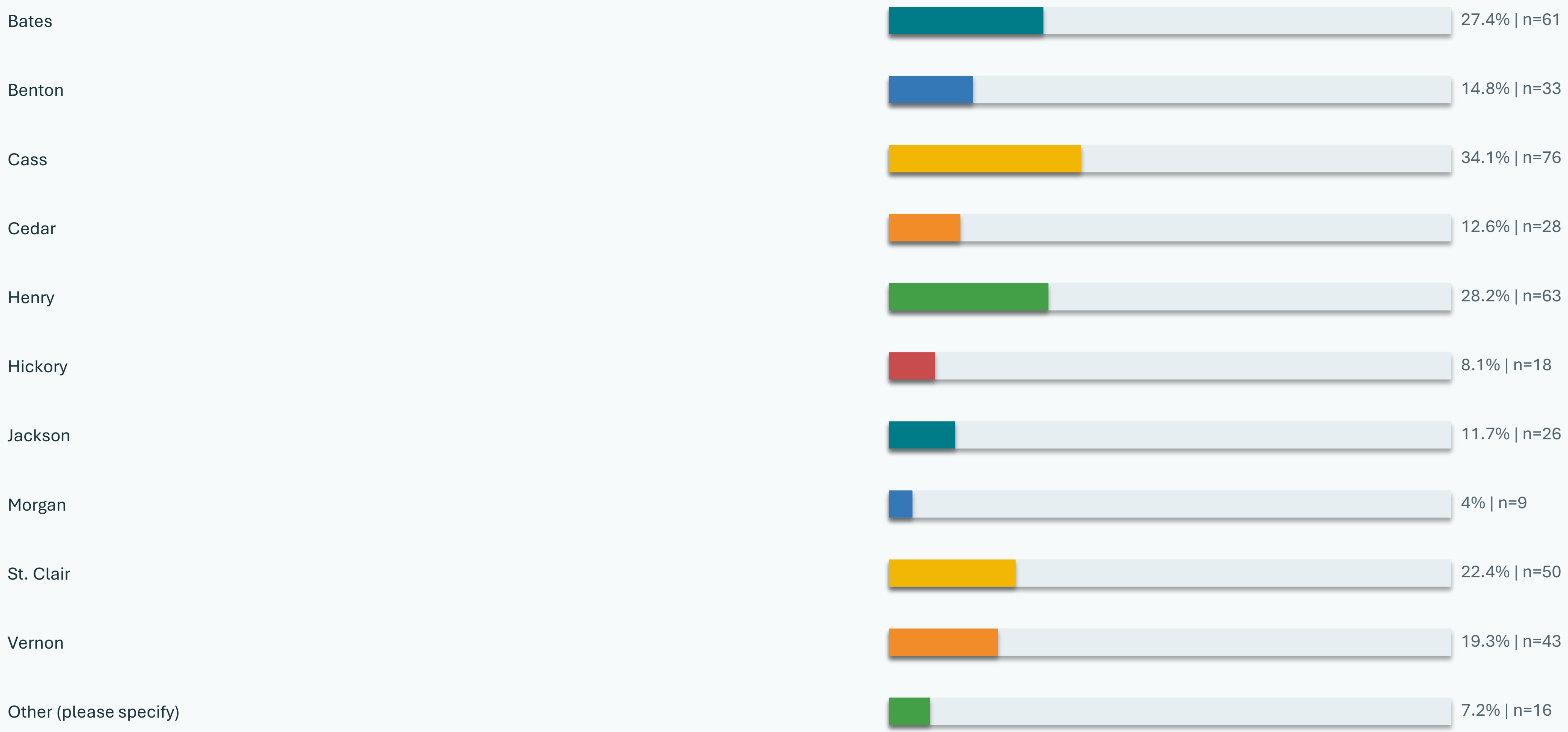
Audience-ready

plain-language framing with the full data preserved in visuals

Q1 Which county or counties are you most familiar with through your work? (Select all that apply)

Answered 223 | Skipped 2

Response distribution



Percent shown with response count when available

Q2

Which best describes your professional role? (Select all that apply)

Answered
222

Skipped
3

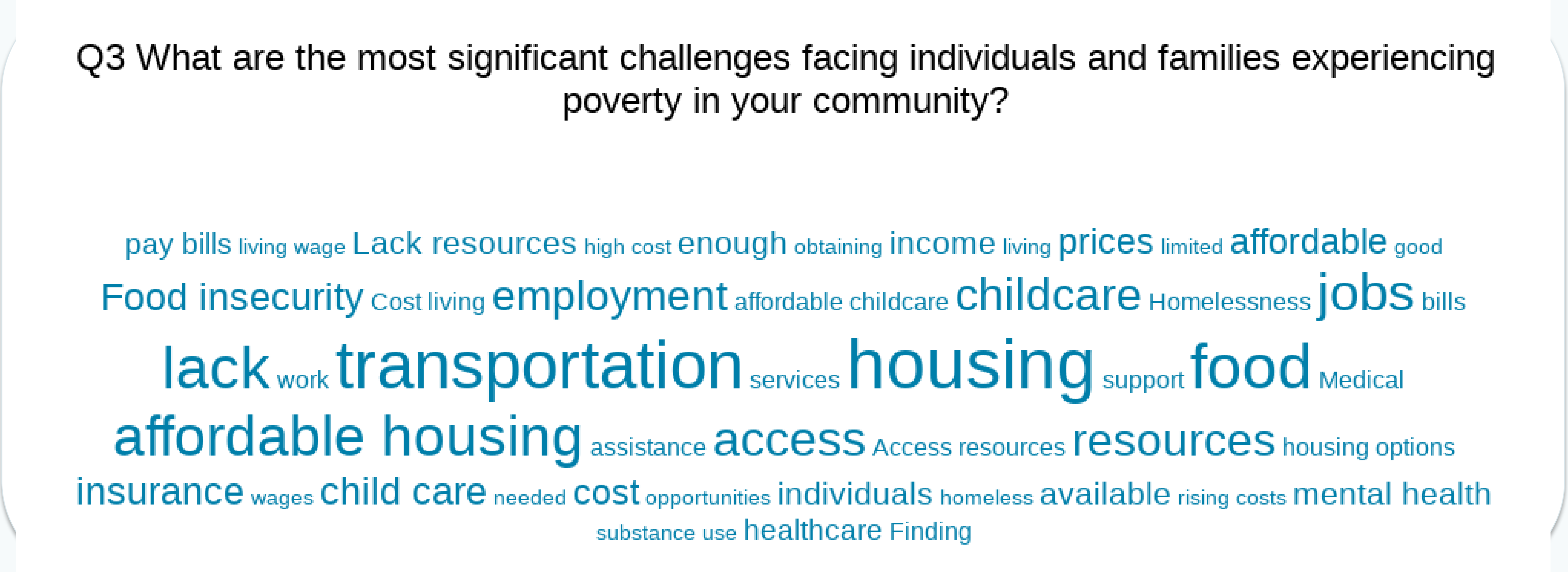
Response distribution

Human services	29.3% | n=65
Education	13.1% | n=29
Healthcare	30.6% | n=68
Workforce development	2.2% | n=5
Business/Employer	7.7% | n=17
Housing/Community development	4.5% | n=10
Local government	6.3% | n=14
Law enforcement/Justice	1.8% | n=4
Faith-based organization	5.4% | n=12
Philanthropy/Grantmaking	1.4% | n=3
Utility provider	1.8% | n=4
Community advocate/Volunteer	8.1% | n=18
Other (please specify)	22.1% | n=49

Percent shown with response count when available

Q3 What are the most significant challenges facing individuals and families experiencing poverty in your community?

Answered 170 | Skipped 55

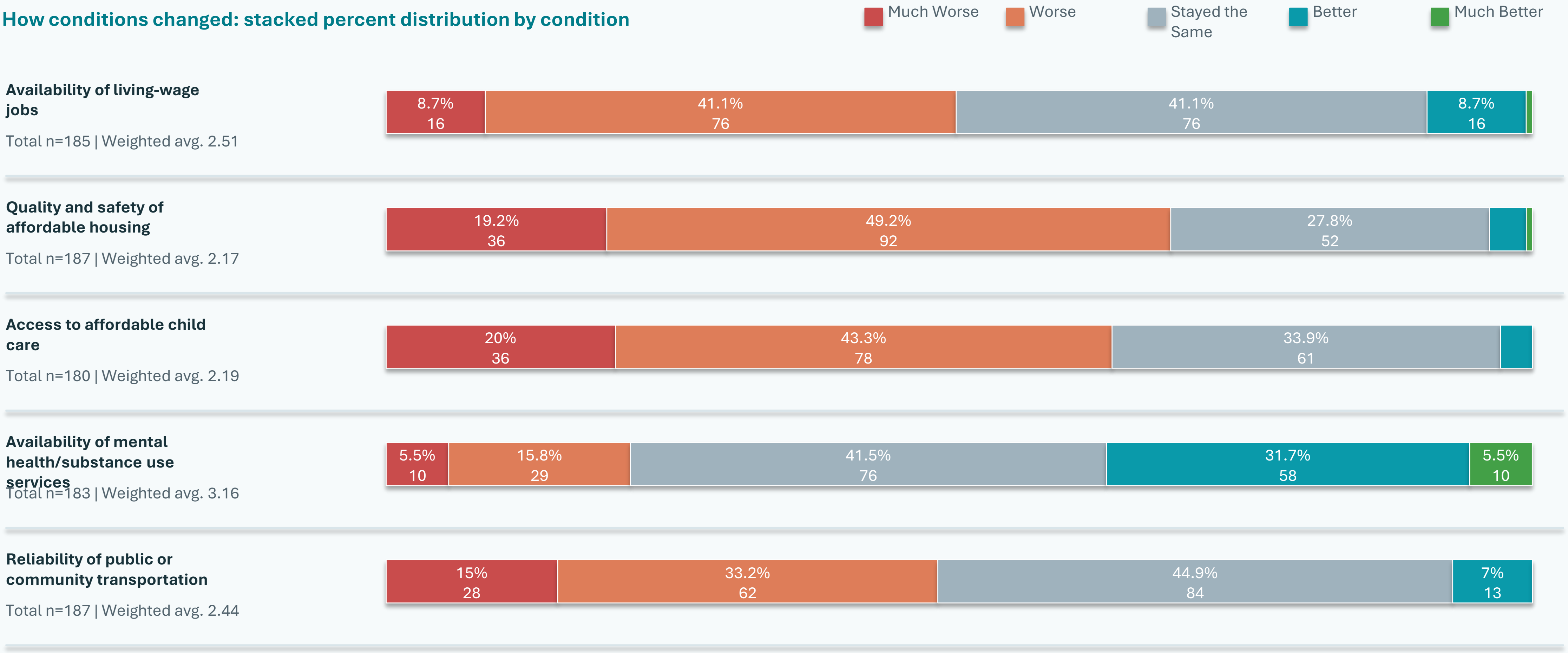


Q4

How have the following conditions changed in your service area?

Answered 188 | Skipped 37

How conditions changed: stacked percent distribution by condition

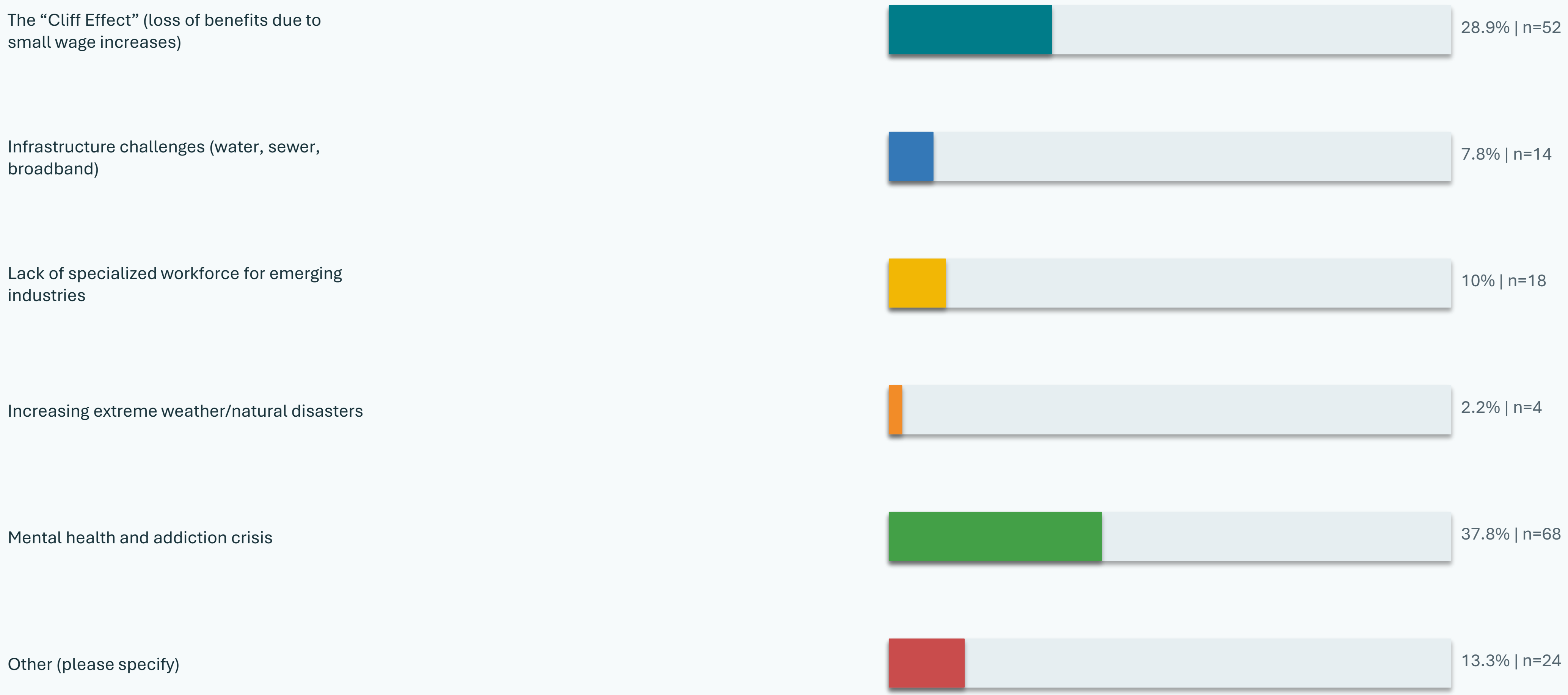


Q5

Which emerging risk poses the greatest threat to community stability? Examples may include aging populations, workforce erosion, health care access, housing conditions, or digital access. (Select one)

Answered 180 | Skipped 45

Response distribution



Percent shown with response count when available

Q6

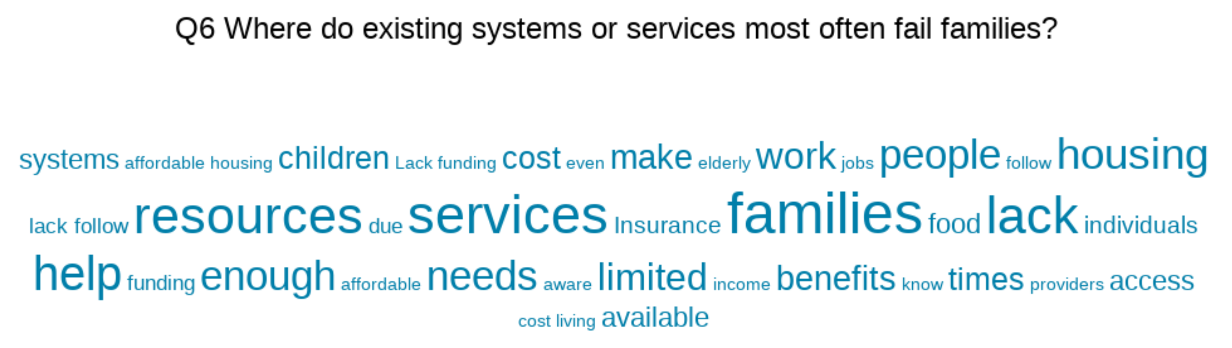
Where do existing systems or services most often fail families?

Answered 123

Skipped 102

What responses say

Responses highlight that families most often face challenges with accessing and being aware of services, limited provider and service availability, and difficulties securing affordable housing. Many also point to issues with benefits cutoffs, affordability of basic needs, and employment barriers. Some note problems with care coordination, funding, and long wait times. Overall, sentiment is mixed but leans negative, with most feedback emphasizing systemic gaps that leave many families underserved or struggling to navigate support systems effectively. Minority views raise concerns about eligibility complexity and inconsistent follow-through.

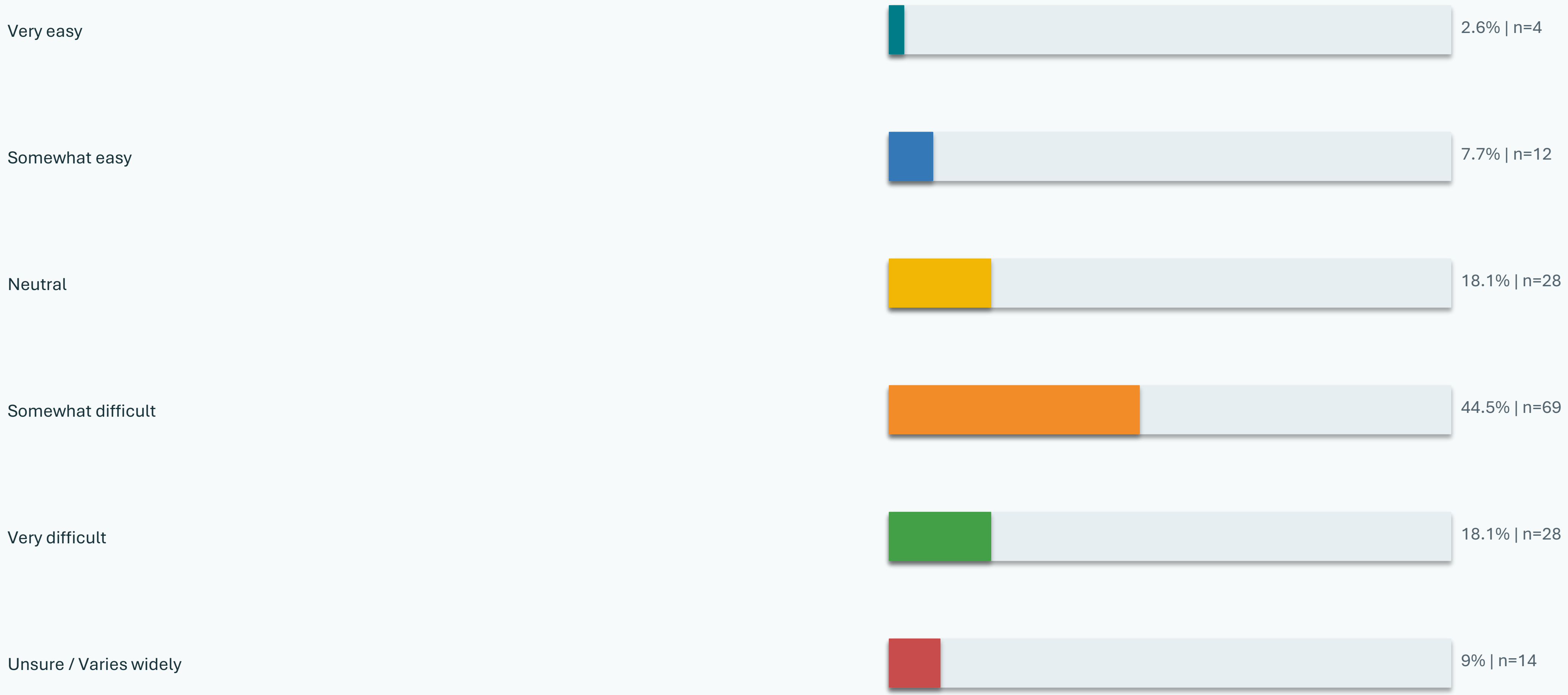


Q7

How easy is it for individuals and families to navigate services?

Answered 155 | Skipped 70

Response distribution



Percent shown with response count when available

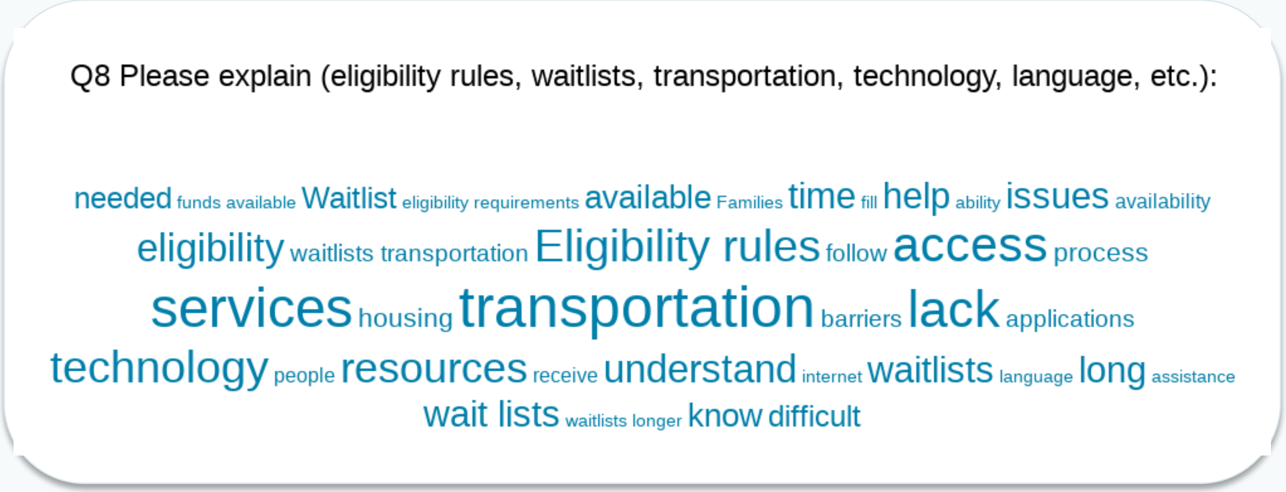
Q8

Please explain (eligibility rules, waitlists, transportation, technology, language, etc.):

Answered 112 | **Skipped** 113

What responses say

Responses highlight significant challenges with transportation access and complex eligibility requirements, both frequently cited as barriers to services. Many also mention difficulties navigating services, long waitlists, and limited service availability. Technology access, especially for applications and among elderly residents, is a recurring concern. While a few note positive experiences or improvements, most feedback is negative, emphasizing the need for clearer communication, simpler processes, and better support for vulnerable groups. Overall, the sentiment is predominantly critical of current systems.



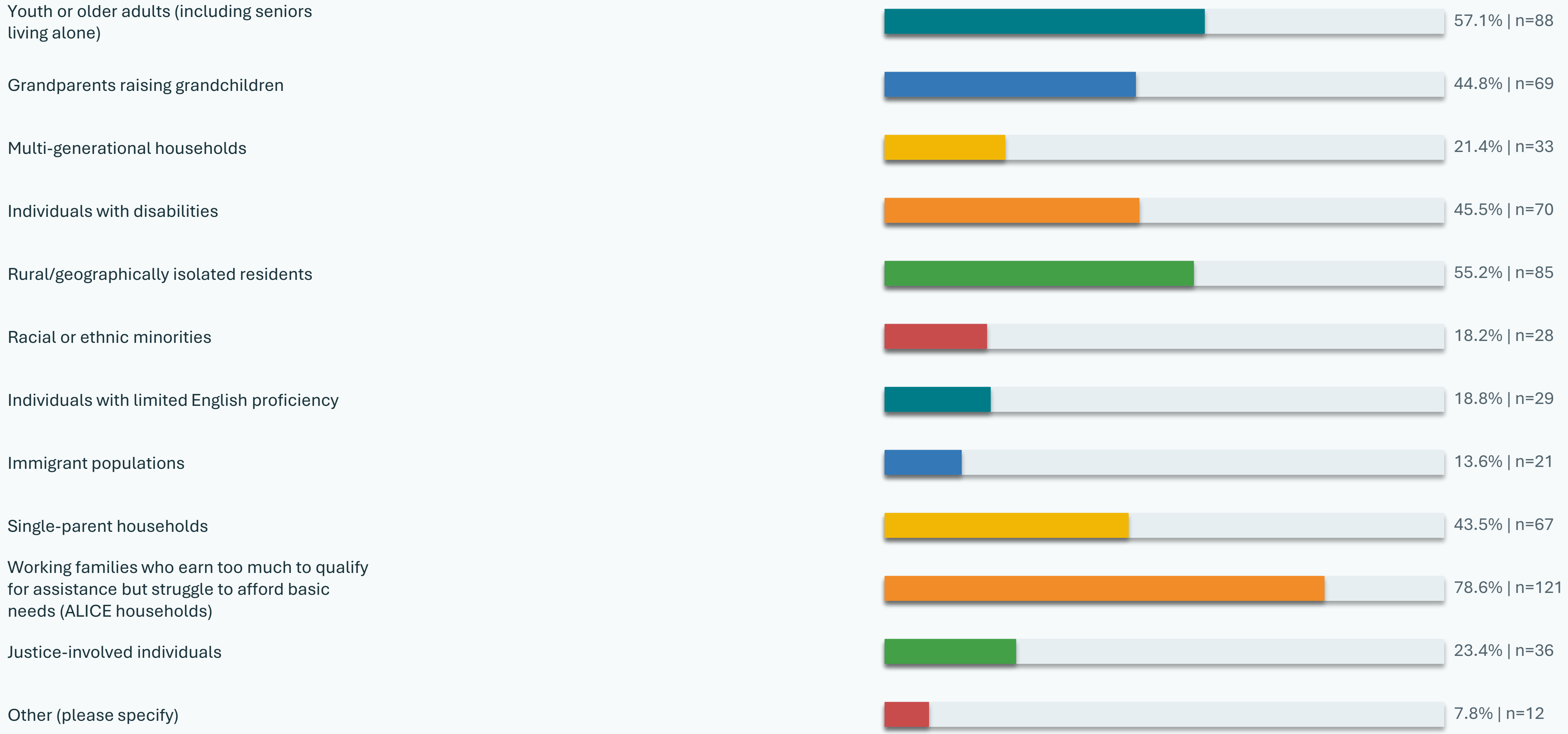
Q9

Are certain populations consistently underserved? (Select all that apply)

Answered 154

Skipped 71

Response distribution



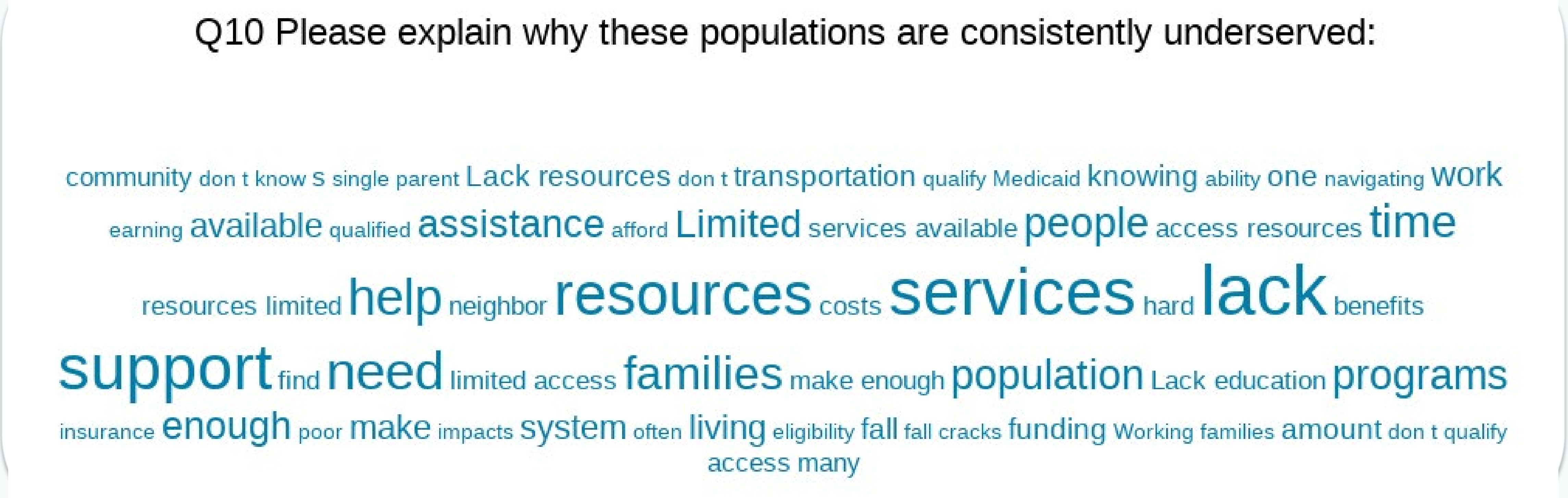
Percent shown with response count when available

Q10

Please explain why these populations are consistently underserved:

Answered 112

Skipped 113



Q11

Which barriers, if addressed over the next three years, would most improve family stability? Why?

Answered	Skipped
110	115

What responses say

Respondents identified several key barriers to family stability, with most highlighting affordable housing, accessible public transportation, and improved family and income supports. Childcare affordability and availability, as well as better employment opportunities and healthcare access, were also cited by many. A few noted the need for better service coordination and education quality. While sentiment was generally positive or neutral, some expressed concerns about benefit eligibility and service gaps. Overall, addressing these barriers is seen as crucial for enhancing family stability over the next three years.

Themes identified in open-ended responses

- Affordable Housing Access
- Benefit Eligibility and Application
- Childcare Availability and Affordability
- Community Infrastructure and Safety
- Education Access and Quality
- Elderly Care Services
- Employment and Wage Improvement
- Family and Income Support
- Financial Literacy and Resource Allocation
- Food Security and Access
- Healthcare Access and Affordability
- Mental and Behavioral Health Services
- No Applied Theme
- Parenting and Child Guidance
- Public Transportation Access
- Service Coordination and Communication
- Stigma in Benefit Access
- Youth and Day Programs

Theme list is shown because no percentage column was included in the source sheet.

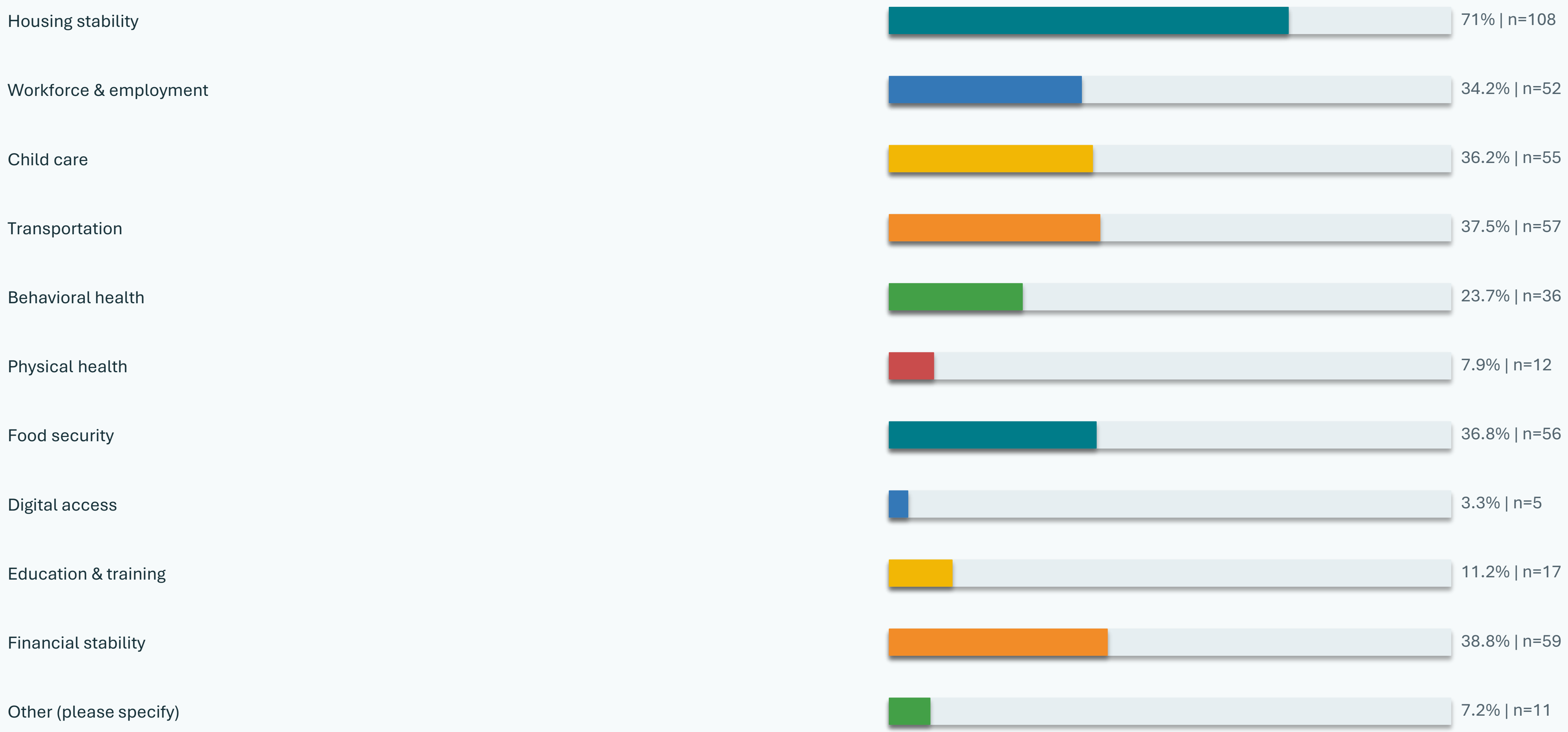
Q12

Top Regional Priorities (Select 3)

Answered
152

Skipped
73

Response distribution



Percent shown with response count when available

Q13

Why are these the most critical priorities?

Answered	Skipped
98	127

What responses say

Respondents identified financial and family stability as the most critical priorities, with many also emphasizing housing access, food security, and transportation as foundational needs. Some highlighted the importance of health, behavioral support, and access to resources and education. The overall sentiment was mixed, reflecting both recognition of urgent needs and frustration with persistent barriers. A few noted gaps in financial literacy and basic needs fulfillment. Overall, feedback underscores the interconnectedness of these priorities in supporting community well-being and stability, with some concern about ongoing challenges.

Tagged themes from open-ended responses

Affordable Housing Access	34.5%
Benefit Eligibility and Application	10.9%
Childcare Availability and Affordability	11.8%
Community Infrastructure and Safety	4.5%
Education Access and Quality	3.6%
Elderly Care Services	2.7%
Employment and Wage Improvement	12.7%
Family and Income Support	16.4%
Financial Literacy and Resource Allocation	7.3%
Food Security and Access	3.6%
Healthcare Access and Affordability	10.9%
Mental and Behavioral Health Services	5.5%
No Applied Theme	10%
Parenting and Child Guidance	2.7%
Public Transportation Access	22.7%
Service Coordination and Communication	6.4%
Stigma in Benefit Access	0.9%
Youth and Day Programs	1.8%

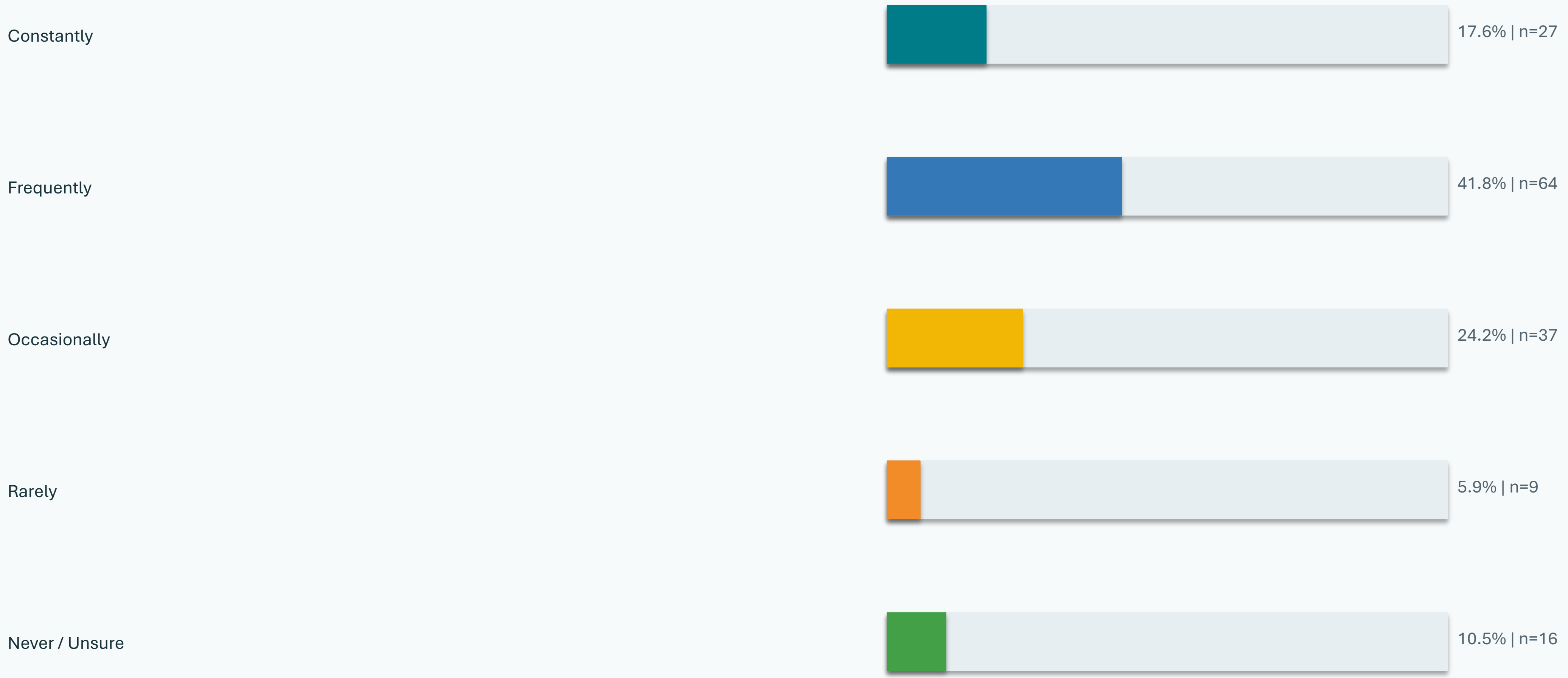
Percent represents the share of coded responses associated with each theme.

Q14

How often do families decline employment due to concerns about losing public assistance benefits (such as SNAP, housing, or child care)?

Answered 153 | Skipped 72

Response distribution



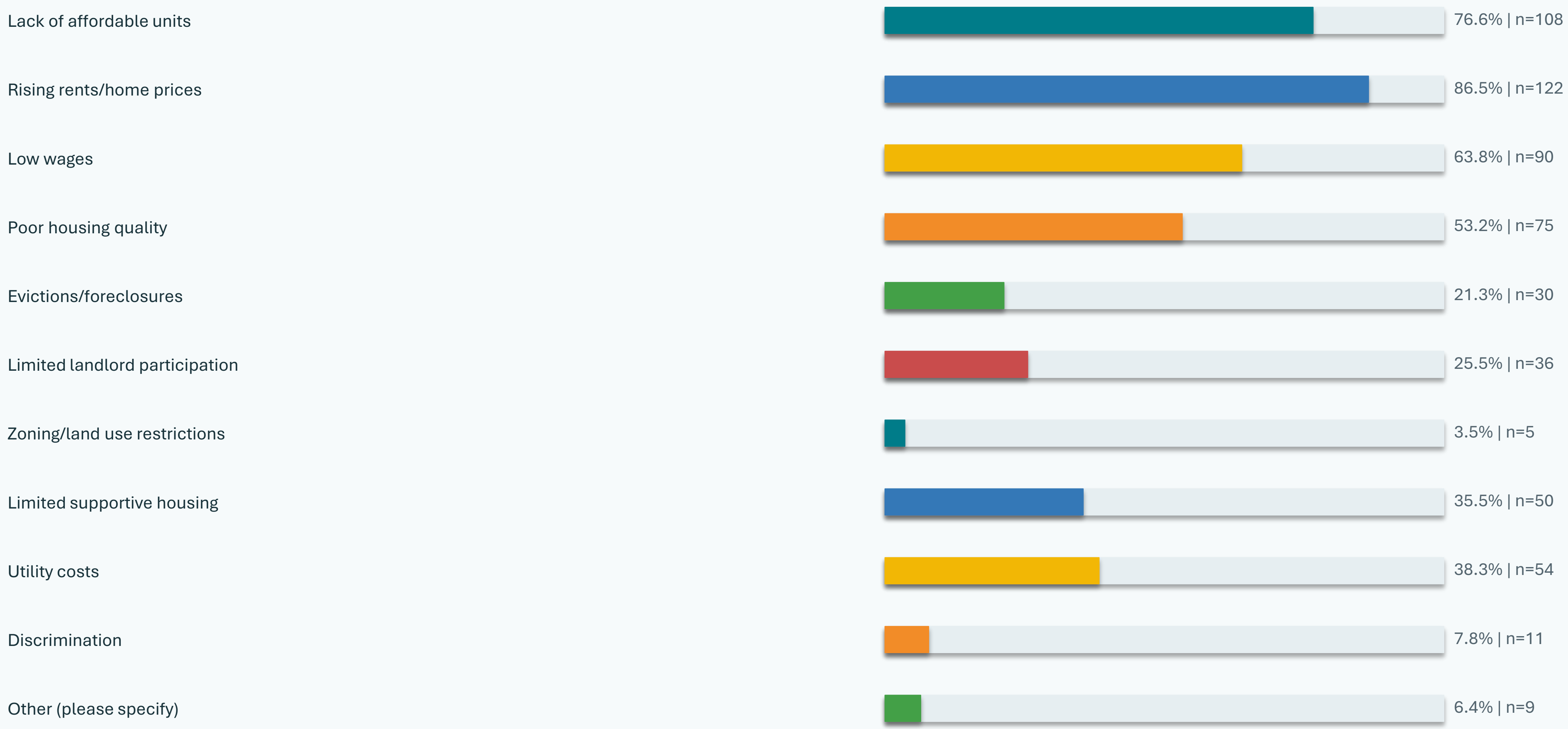
Percent shown with response count when available

Q15

From a systems perspective, what are the primary drivers of housing instability or unaffordability in your community? (Select all that apply)

Answered 141 | Skipped 84

Response distribution



Percent shown with response count when available

Q16 Please explain why these are the primary drivers of housing instability or unaffordability in your community:

Answered 71 | Skipped 154

What responses say

Most respondents expressed negative sentiment, highlighting rising housing and rental costs, poor housing quality, and barriers to rental access as key drivers of instability. Many also cited a shortage of low-income housing, high utility costs, and stagnant wages as contributing factors. Some noted issues with landlord practices and limited housing availability. A few mentioned discrimination and the mismatch between wages and housing costs. Overall, feedback points to a combination of economic pressures and limited affordable options as the main causes of housing challenges in the community.

Tagged themes from open-ended responses

Assisted Housing Access and Eligibility	5.6%
Healthcare and Prescription Costs	2.8%
Housing Quality and Maintenance Issues	15.5%
Housing Safety Standards Enforcement	2.8%
Landlord and Property Management Practices	8.5%
Limited Housing Availability	12.7%
Low and Stagnant Wages	23.9%
Low-Income Housing Shortage	9.9%
No Applied Theme	19.7%
Rental Access Barriers and Discrimination	12.7%
Rental Application and Inspection Requirements	2.8%
Rising Housing and Rental Costs	19.7%
Supportive and Accessible Housing	8.5%
Utility Cost Burden	8.5%
Wages and Housing Cost Disparity	18.3%

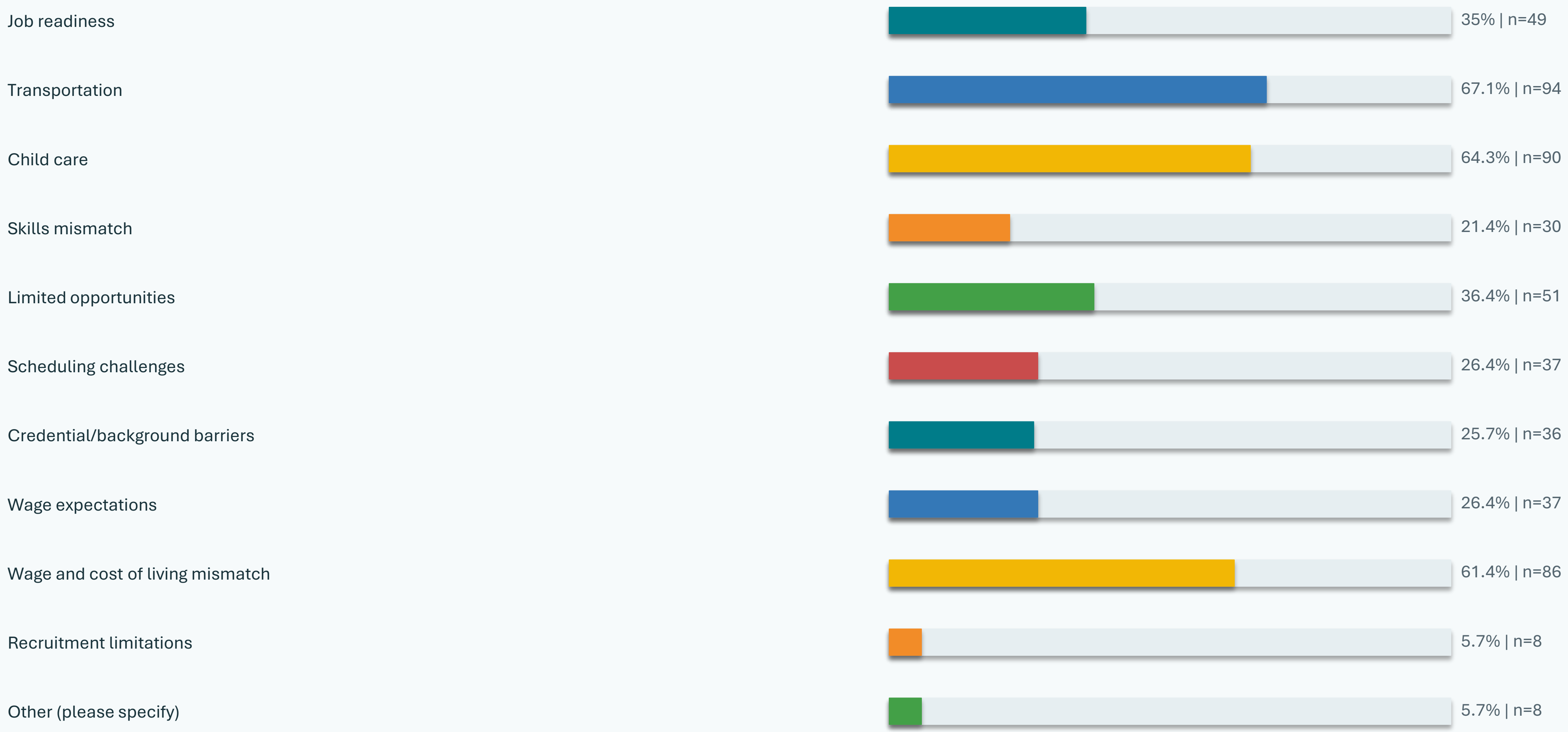
Percent represents the share of coded responses associated with each theme.

Q17

What challenges do employers and jobseekers face in connecting to one another successfully? (Select all that apply)

Answered 140 | Skipped 85

Response distribution



Percent shown with response count when available

Q18 Please explain the challenges selected above and how they impact employers' and jobseekers' ability to connect successfully.

Answered	Skipped
66	159

What responses say

Responses highlight significant challenges connecting employers and jobseekers, with most expressing concerns. Many point to limited affordable childcare as a major barrier, while others cite insufficient wages, lack of training, and unreliable transportation. Cost of living pressures and limited job opportunities, especially in rural areas, further complicate connections. Some note barriers for those with criminal backgrounds or single parents. Overall, respondents feel these issues create persistent obstacles to successful employment matches in the community. Sentiment is predominantly negative.

Tagged themes from open-ended responses

Childcare Availability and Affordability	34.8%
Cost of Living Pressures	10.6%
Criminal Background Employment Barriers	9.1%
Financial Management Skills	1.5%
Job Qualifications and Training	21.2%
No Applied Theme	15.2%
Rural Job Availability	9.1%
Single Parent and Family Barriers	4.5%
Transportation Access and Reliability	25.8%
Wage Sufficiency and Competitiveness	25.8%
Workplace Conditions and Support	19.7%

Percent represents the share of coded responses associated with each theme.

Q19

What gaps limit economic mobility in our region?

Answered 65 | **Skipped** 160

What responses say

Respondents identified several key barriers to economic mobility in the region, with most expressing concerns or neutral views. Common themes include limited transportation options for employment, insufficient access to skills training, a lack of quality job opportunities, and challenges with affordable childcare. Some also noted issues with low wages, high living costs, and limited business development. A few mentioned housing affordability and gaps in social services. Overall, feedback highlights multiple, interconnected gaps that restrict upward economic movement for many residents in the area.

Tagged themes from open-ended responses

Theme	Percent
Aging and Rural Demographics	3.1%
Childcare Access and Affordability	12.3%
Educational Attainment and Mismatch	7.7%
Employer and Business Development	13.9%
Funding and Digital Infrastructure	3.1%
Healthcare Access and Employment	3.1%
Housing Affordability Challenges	10.8%
Job Opportunities and Availability	15.4%
No Applied Theme	12.3%
Poverty and Wealth Mindset	4.6%
Program Awareness and Social Services	7.7%
Skills and Training Programs	15.4%
Socioeconomic and Discrimination Barriers	4.6%
Transportation Access for Employment	24.6%
Wages and Cost of Living	12.3%

Percent represents the share of coded responses associated with each theme.

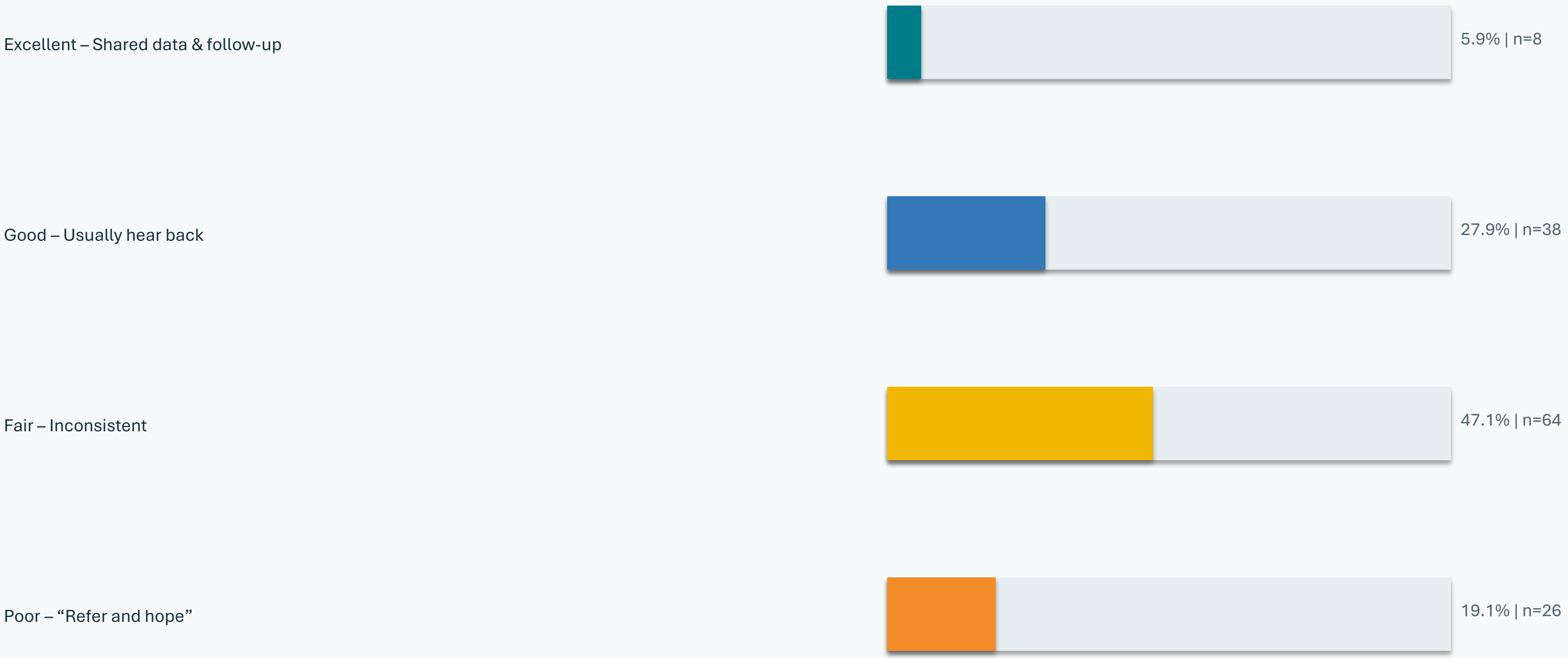
Q20

How effective is the referral system in your community? (Meaning: when you refer a client elsewhere, do you know they were actually helped?)

Answered
136

Skipped
89

Response distribution



Percent shown with response count when available

Q21 Please explain the effectiveness selected above and how it impacts whether referrals result in clients actually receiving help.

Answered	Skipped
66	159

What responses say

Feedback on referral effectiveness is mixed, with many noting inconsistent follow-up and limited communication between agencies, impacting whether clients receive help. Some respondents highlight improved outcomes with dedicated staff or platforms, but barriers like resource shortages and lack of system integration persist. A few mention positive experiences with specific agencies or programs, while others cite ongoing challenges in tracking and verifying referrals. Overall, while some progress is noted, gaps in follow-up and coordination remain key concerns for client support success.

Tagged themes from open-ended responses

Theme	Percent
Access Barriers and Infrastructure	4.5%
Client Outcome and Engagement Tracking	6.1%
Community Support and Equity	4.5%
Funding and Financial Constraints	4.5%
HIPAA Compliance in Communication	1.5%
Inter-Agency Referral Communication	10.6%
No Applied Theme	12.1%
Referral Follow-Up Consistency	15.2%
Referral Process Efficiency	6.1%
Referral Success and Client Follow-Through	12.1%
Referral System Integration and Access	9.1%
Referral Tracking and Verification	9.1%
Service Availability and Capacity	7.6%
Service Delivery Consistency	16.7%
Staffing and Provider Capacity	3%

Percent represents the share of coded responses associated with each theme.

Q22 What prevents stronger coordination among organizations? e.g., Data sharing limitations, competition for funding, lack of staff time, geographic distance, etc.

Answered	Skipped
82	143

What responses say

Responses highlight a generally negative sentiment about coordination barriers among organizations. Most cite geographic distance, limited staff time, data sharing challenges, and funding constraints as key obstacles. Many also mention difficulties with collaboration, communication, and duplication of services. A few note cultural or expectation differences and staffing shortages. Overall, stakeholders feel that resource limitations and structural barriers hinder stronger organizational coordination, with only rare positive views expressed about current efforts given available resources. Feedback consistently points to practical and systemic challenges.

Tagged themes from open-ended responses

Collaboration and Duplication Issues	7.3%
Collaboration Barriers	12.2%
Confidentiality Constraints	3.7%
Cultural and Expectation Barriers	2.4%
Funding Limitations	23.2%
Geographic Barriers	18.3%
Inter-Organizational Communication	8.5%
Lack of Information Sharing	17.1%
Lack of Resource Awareness	3.7%
Meeting Scheduling Challenges	2.4%
No Applied Theme	9.8%
Process Standardization Gaps	2.4%
Program Eligibility Requirements	1.2%
Service Availability Gaps	2.4%
Staffing Shortages	8.5%
Staff Time Constraints	25.6%

Percent represents the share of coded responses associated with each theme.

Q23 Are there partnerships, programs, or approaches you believe are working especially well and should be expanded or replicated?

Answered 68 | Skipped 157

What responses say

Responses highlight a generally positive view of current partnerships and programs, with many noting success in food and housing assistance, transportation access, and integrated service delivery. Some respondents also value mental health supports, nonprofit collaborations, and cross-agency efforts. A few express concerns about service gaps or staffing challenges. Overall, most see value in expanding effective collaborations and resource networks, though a small minority feel improvements are still needed in existing services or communication. Feedback emphasizes building on proven approaches.

Tagged themes from open-ended responses

Community Engagement Networks	8.8%
Community Facility Infrastructure	1.5%
Cross-Agency Collaboration	16.2%
Education and Workforce Partnerships	5.9%
Food and Housing Assistance Programs	13.2%
Integrated Service Delivery	13.2%
Inter-County Program Replication	1.5%
Mental Health and Disability Support	7.3%
No Applied Theme	22.1%
Nonprofit and Philanthropic Partnerships	5.9%
School-Based Dental Services	1.5%
Service Provider Effectiveness	5.9%
ToRCH Pilot Model	1.5%
Transportation Access and Expansion	8.8%
Unite Us Platform	2.9%

Percent represents the share of coded responses associated with each theme.

Q24 What are the greatest strengths or assets of your community when it comes to supporting individuals and families?

Answered	Skipped
71	154

What responses say

Most respondents view the community's greatest strengths as its supportive organizations, mutual aid networks, and caring individuals, with many highlighting food assistance, religious groups, and increased mental health services. There is a strong sense of generosity and willingness to help, especially during crises. A few noted the value of healthcare access and tailored support for vulnerable groups. While feedback is overwhelmingly positive, a small minority mentioned gaps in coordination and resources. Overall, the community is seen as compassionate and resourceful in supporting families.

Tagged themes from open-ended responses

Basic Needs Support	2.8%
Community Resilience and Generosity	15.5%
Community Support Organizations	25.4%
Crisis and Emergency Support	5.6%
Food Assistance Services	14.1%
Healthcare Coordination and Access	5.6%
Mental Health and Substance Services	8.5%
Mutual Support Networks	9.9%
No Applied Theme	15.5%
Private Donations	1.4%
Religious and Nonprofit Support	8.5%
Service Coordination Challenges	2.8%
Support Services for Vulnerable Groups	7%
Transportation Assistance	1.4%
Word of Mouth Communication	2.8%

Percent represents the share of coded responses associated with each theme.

Q25 What opportunities exist right now to improve outcomes for people experiencing poverty that are not currently being fully leveraged?

Answered 65 | Skipped 160

What responses say

Respondents highlighted several under-leveraged opportunities to improve outcomes for people experiencing poverty, with a neutral overall tone. Most pointed to affordable housing, increased funding, and better program awareness as key areas for improvement. Some noted the need for expanded independent living skills, shelter services, and food access programs. A few mentioned employment support and senior services. While some expressed optimism about existing resources, others cited barriers like limited political will and lack of information. Overall, feedback suggests room for better coordination and outreach.

Tagged themes from open-ended responses

Affordable Housing Access	15.4%
Childcare Access	3.1%
Crisis and Community Support	4.6%
Educational Access	1.5%
Employment and Workforce Programs	9.2%
Food Access Programs	7.7%
Funding and Philanthropic Support	6.2%
Healthcare Access Assistance	3.1%
Homeless Shelter Services	4.6%
Independent Living Skills	4.6%
No Applied Theme	35.4%
Program Awareness and Information	6.2%
Program Eligibility and Pricing	4.6%
Senior Support Services	3.1%
Service Coordination	4.6%

Percent represents the share of coded responses associated with each theme.

Q26 What is a ‘hidden truth’ about poverty in your county/community that a census report would never show?

Answered 74 | Skipped 151

What responses say

Responses reveal that census data often misses the depth of homelessness, housing instability, and economic vulnerability in the community. Many highlight hidden struggles with substance abuse, barriers to accessing services, and gaps in eligibility for assistance. Some note that working families still face hardship due to high living costs and limited support. A few mention generational poverty and reliance on government aid. Overall, feedback points to complex, often unseen challenges that go beyond what official statistics capture, with a generally negative sentiment about current conditions.

Tagged themes from open-ended responses

Assistance Eligibility Gaps	8.1%
Child and Generational Poverty	10.8%
Community Barriers to Services	4%
Economic Vulnerability and Basic Needs	9.5%
Employment Barriers and Scarcity	8.1%
Government Assistance Dependency	12.2%
Homelessness and Housing Instability	20.3%
Inadequate Social Services	6.8%
Job Training and Workforce Empowerment	2.7%
No Applied Theme	21.6%
Poverty and Homelessness as Choice	5.4%
Social Stigma in Service Access	2.7%
Substance Abuse and Use Rates	6.8%
System Sustainability	1.4%
Transportation Barriers and Costs	2.7%
Underreported and Hidden Poverty	8.1%

Percent represents the share of coded responses associated with each theme.

Q27 If you could tell community leaders or decision-makers one thing they need to better understand about poverty in this region, what would it be?

Answered	Skipped
72	153

What responses say

Responses highlight a need for community leaders to better understand poverty's complexity, with most emphasizing systemic barriers, limited basic needs support, and challenges in employment, skills training, and transportation. Many stress that poverty is not just an individual issue but shaped by broader factors like affordable housing, public benefits, and economic vulnerability. Some note the importance of mental health and generational cycles. Overall, feedback calls for more empathy, holistic solutions, and direct engagement with affected residents to inform decision-making and policy development.

Tagged themes from open-ended responses

Affordable Housing	9.7%
Basic Needs Support	19.4%
Childcare Subsidization	2.8%
Economic Vulnerability	6.9%
Educational Accessibility in Low-Income Communities	2.8%
Empathy Toward Poverty	4.2%
Employment and Skills Training	11.1%
Financial Literacy Education	2.8%
Mental Health Challenges	4.2%
No Applied Theme	15.3%
Poverty Program Underfunding	5.6%
Public Benefits System Design	4.2%
Substance Abuse and Rehabilitation	4.2%
Systemic Poverty Factors	11.1%
Transportation Access	8.3%

Percent represents the share of coded responses associated with each theme.

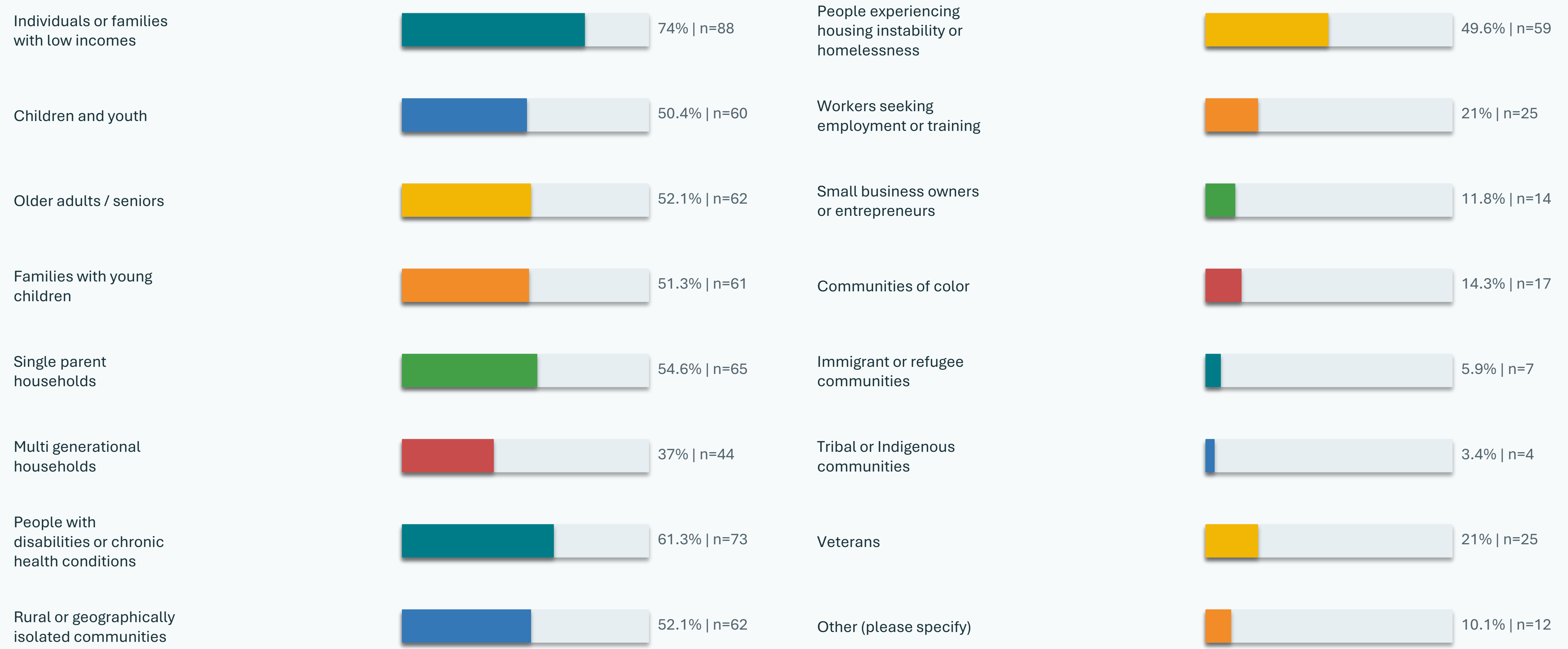
Q28

Through your work, which populations do you primarily serve or represent? (Select all that apply)

Answered
119

Skipped
106

Response distribution



Percent shown with response count when available

Q29 Are there populations in your community whose needs or voices you believe are not adequately represented in local planning or decision making? If so, who?

Answered	Skipped
56	169

What responses say

Respondents generally expressed neutral or negative sentiment when identifying underrepresented groups in local planning. Many highlighted barriers to participation, with some noting low-income individuals, seniors, the homeless, and those facing addiction as especially overlooked. A few also mentioned children, people of color, veterans, and grandparents raising grandchildren. Overall, feedback points to a perception that several vulnerable populations lack adequate representation or voice in community decision-making processes, with limited disagreement on this view among respondents.

Tagged themes from open-ended responses

Addiction and Substance Use Population	8.9%
Barriers to Participation and Services	23.2%
Blue-Collar Worker Representation	1.8%
Children and Youth Representation	8.9%
Criminal Justice-Involved Population	1.8%
Disabled Population Representation	7.1%
Grandparents Raising Grandchildren	3.6%
Homeless and Transient Population Representation	14.3%
Immigrant Community Representation	1.8%
Low-Income Population Representation	17.9%
No Applied Theme	19.6%
People of Color Representation	5.4%
Senior and Elderly Population Representation	19.6%
Veteran Support and Representation	5.4%

Percent represents the share of coded responses associated with each theme.

Q30 What role do you believe Community Action Agencies should play in addressing the challenges you've described?

Answered	Skipped
61	164

What responses say

Respondents generally view Community Action Agencies as important facilitators, with many emphasizing roles in coordinating services, building partnerships, and improving access to resources. Some highlighted the need for greater engagement in housing support, education, and community empowerment. A few noted the importance of innovation and direct action, while a small number expressed concerns about limited resources or effectiveness. Overall, feedback reflects a desire for agencies to lead collaboration and address community needs more proactively and inclusively, with some calls for expanded services and outreach.

Tagged themes from open-ended responses

Addiction Treatment Services	1.6%
Advocacy and Policy Change	8.2%
Childcare Services and Advocacy	3.3%
Community Engagement and Empowerment	13.1%
Community Resource Partnerships	9.8%
Education and Skills Development	6.6%
Housing Support and Advocacy	9.8%
Inter-Agency Coordination	11.5%
No Applied Theme	18%
Program Innovation and Expansion	4.9%
Service Accessibility and Delivery	14.8%
Service Gap Assessment	3.3%
Staffing and Administrative Resources	3.3%
Stakeholder and Client Education	9.8%
Veteran Support Services	3.3%

Percent represents the share of coded responses associated with each theme.

Q31 In your opinion, what unique value does West Central Missouri Community Action Agency bring to this region compared to other organizations?

Answered	Skipped
59	166

What responses say

Feedback highlights that West Central Missouri Community Action Agency is valued for coordinating diverse resources, offering utility and basic needs assistance, and serving as a central connector in the region. Many appreciate the agency's broad service range and its support for vulnerable populations. A few respondents note the caring staff and systemic approach to problem-solving. Some mention challenges with communication and information access. Overall, the agency is seen as a key provider addressing local needs and bridging service gaps in the community.

Tagged themes from open-ended responses

Basic Needs Support	5.1%
Business Lending Opportunities	1.7%
Communication and Information Access	5.1%
Community Service Provision	6.8%
Housing Assistance Services	6.8%
Market Positioning and Recognition	3.4%
No Applied Theme	33.9%
Regional Infrastructure and Resources	5.1%
Resource Coordination and Navigation	13.6%
Service Diversity and Breadth	10.2%
Staff and Volunteer Qualities	10.2%
Stakeholder Engagement	1.7%
Support for Vulnerable Individuals	6.8%
Systemic Problem-Solving Approaches	5.1%
Utility	0%

Percent represents the share of coded responses associated with each theme.

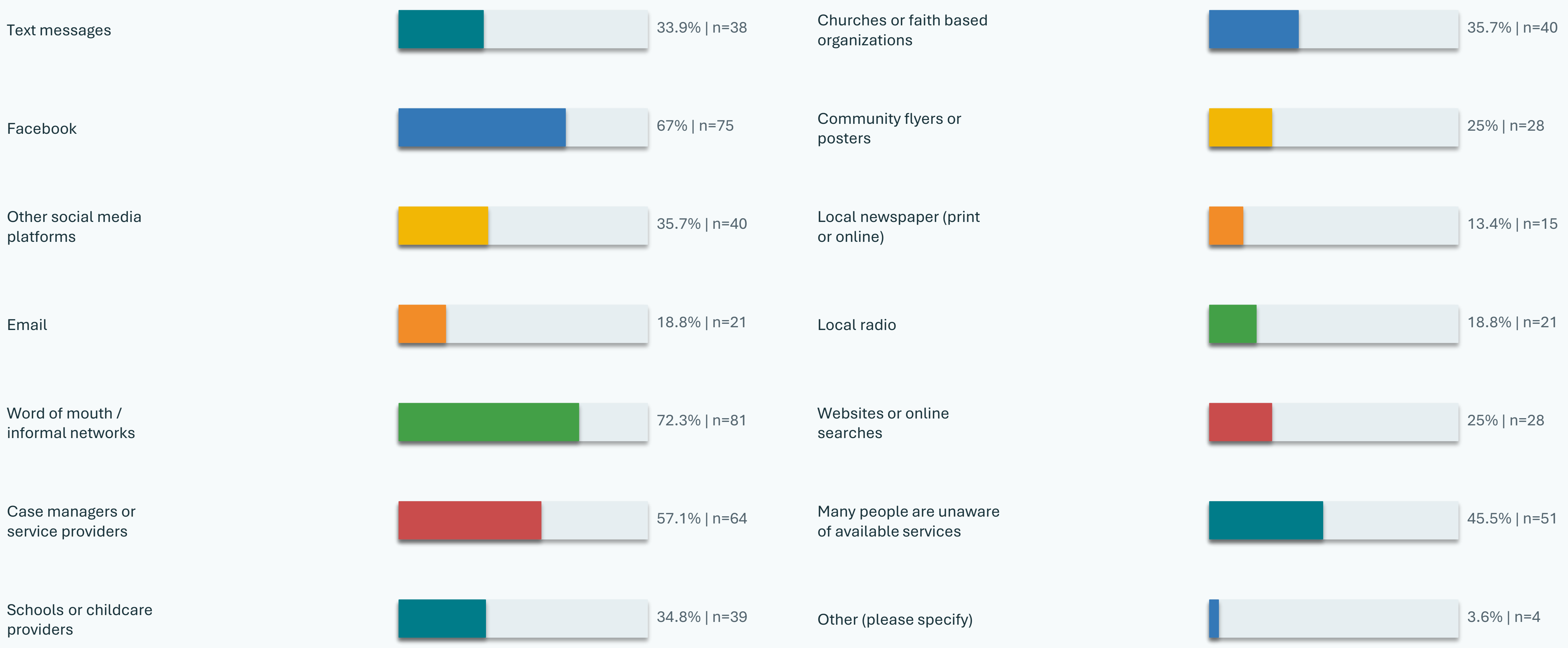
Q32

Based on your experience, how do people in your community most often receive information about programs, services, or opportunities? (Select all that apply)

Answered
112

Skipped
113

Response distribution



Percent shown with response count when available

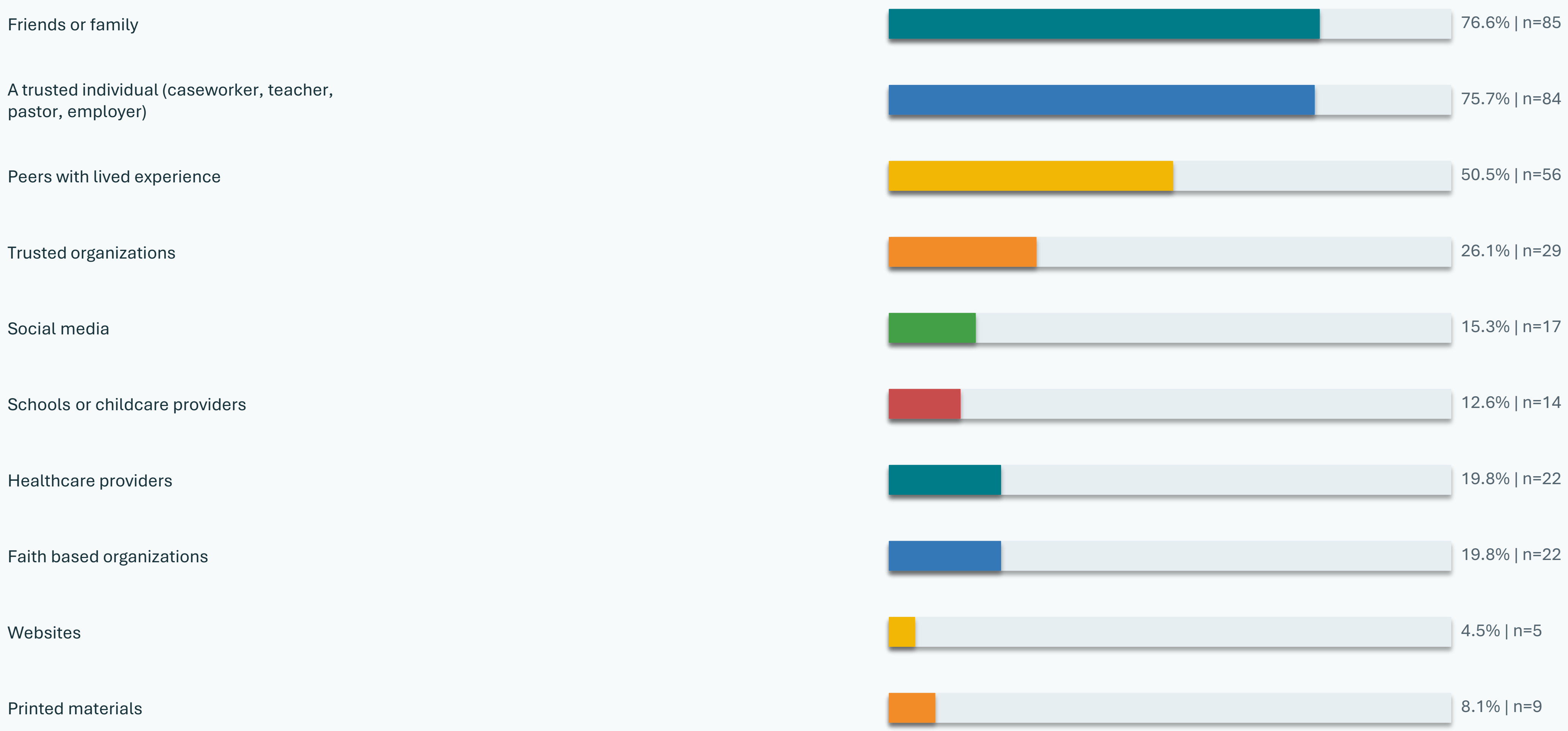
Q33

Which sources do you believe people are most likely to trust when deciding whether to apply for or use a service? (Select up to THREE)

Answered
111

Skipped
114

Response distribution



Percent shown with response count when available

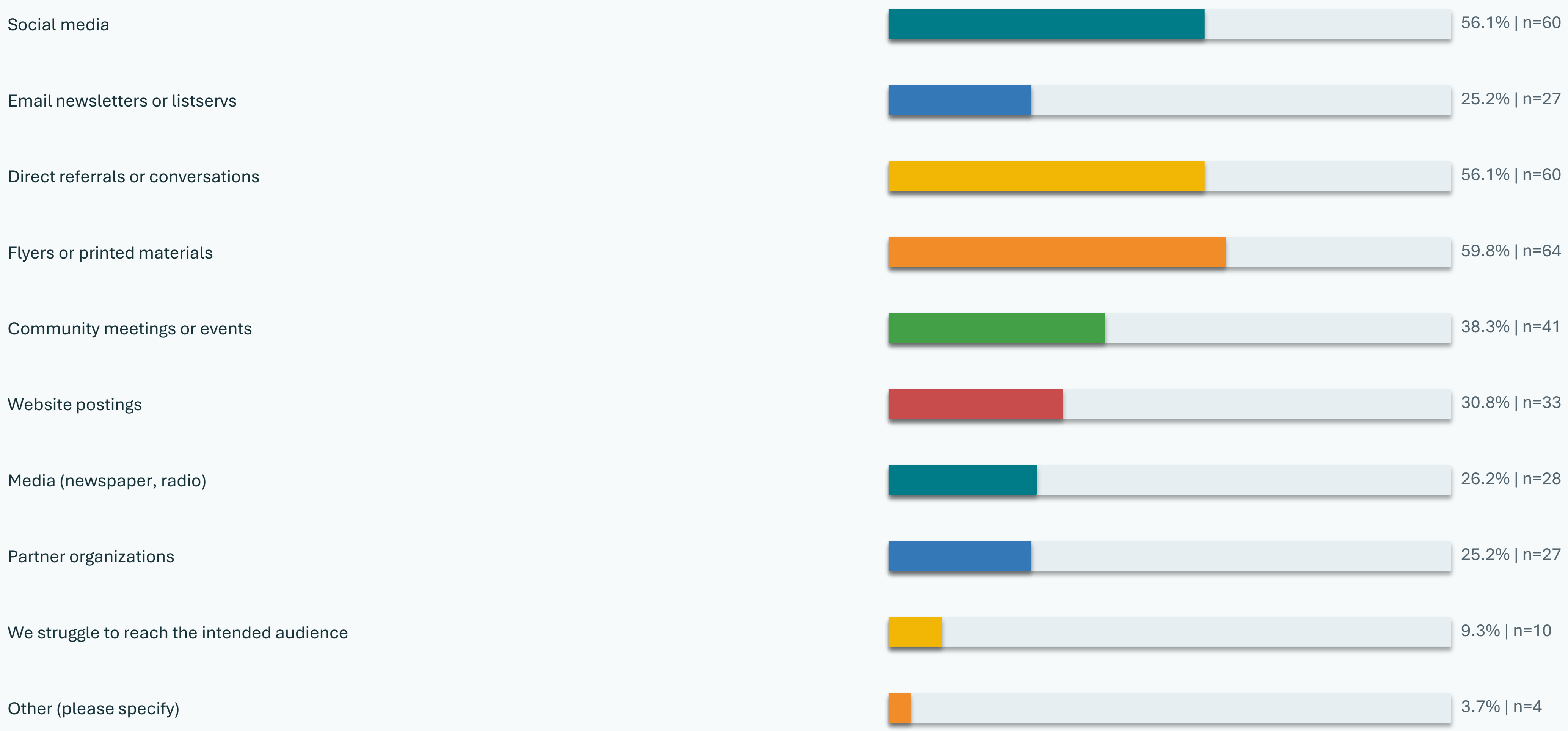
Q34

How do you or your organization most often share information about programs, services, or opportunities with the community? (Select all that apply)

Answered 107

Skipped 118

Response distribution

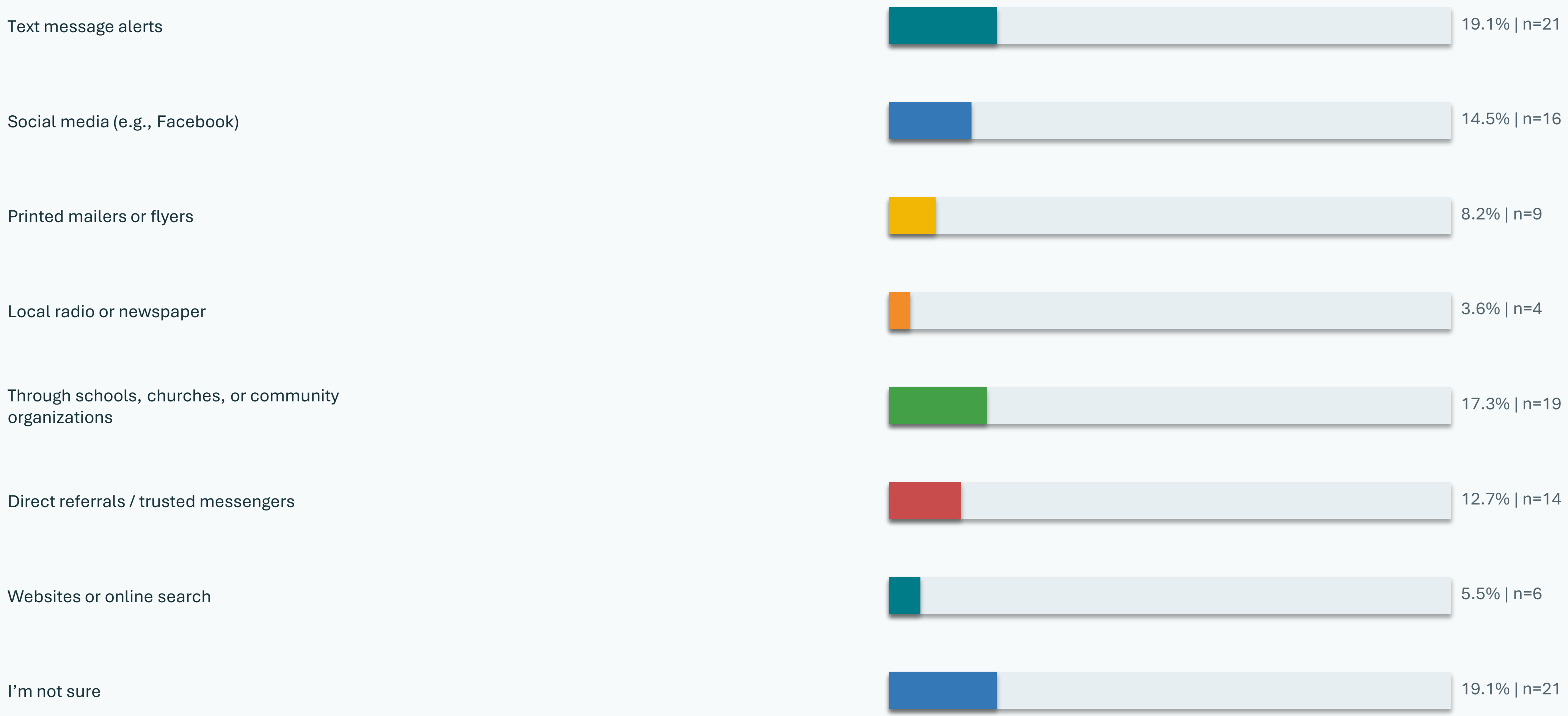


Percent shown with response count when available

Q35 If our agency could focus on improving just ONE way of sharing public information over the next three years, which would you recommend? (Select one)

Answered 110 | Skipped 115

Response distribution



Percent shown with response count when available

Q36 What makes it hard for people to find out about programs or services in your community?

Answered 64 | Skipped 161

What responses say

Respondents largely expressed negative sentiment about barriers to discovering community programs. Many cited limited internet or phone access, lack of digital skills, and low awareness as key obstacles. Some mentioned ineffective promotion methods, psychological barriers like stigma or fear, and challenges navigating services. A few noted geographic isolation and distrust of information. Overall, access to technology and clear, accessible information were seen as major hurdles, with a sense that current outreach efforts are not reaching all community members effectively. Feedback highlights the need for more inclusive communication strategies.

Tagged themes from open-ended responses

Community Engagement Activities	7.8%
Digital and Internet Access Affordability	17.2%
Digital Communication Overload	4.7%
Geographic Barriers to Access	12.5%
No Applied Theme	3.1%
Phone Connectivity and Access	7.8%
Platform and Social Media Accessibility	1.6%
Program Awareness and Knowledge	15.6%
Program Promotion Methods	9.4%
Psychological and Social Barriers	10.9%
Service Navigation and Entry	10.9%
Social Media Use and Literacy	7.8%
Staffing and Outreach Capacity	6.2%
Technology and Information Literacy	12.5%
Trust and Misinformation in Services	4.7%

Percent represents the share of coded responses associated with each theme.

Q37 Do you have any additional comments, insights, or recommendations you would like to share?

Answered 28 | Skipped 197

What responses say

Responses were mostly neutral, with some expressing appreciation for current services. Many offered no additional comments. Among those who did, some emphasized improving organizational communication and outreach, while others highlighted the need for better community collaboration and addressing transportation, facility access, and resource management. A few noted specific needs such as caregiver support, legal resources, and food or income assistance. Overall, feedback was constructive, with calls for enhanced visibility and accessibility of services, but no dominant concerns emerged strongly.

Tagged themes from open-ended responses

Caregiver and Dementia Support	3.6%
Community Collaboration Efforts	10.7%
Food Assistance Services	3.6%
Guardianship and Legal Resources	3.6%
Health Equity Initiatives	3.6%
Housing for Justice-Involved Individuals	3.6%
Income Support Programs	3.6%
No Applied Theme	57.1%
Organizational Communication and Outreach	17.9%
Resource and Facility Management	7.1%
Transportation and Facility Access	7.1%

Percent represents the share of coded responses associated with each theme.

Q38

Name

Answered 25

Skipped 200

Response field only

The source workbook reports response counts for this question, but does not include summarized response content in the shared data. For public presentations, personally identifying information should remain out of the slide deck unless intentionally approved for follow-up purposes.

Answered: 25 **Skipped: 200**

Q39

Organization:

Answered
23

Skipped
202

Response field only

The source workbook reports response counts for this question, but does not include summarized response content in the shared data. For public presentations, personally identifying information should remain out of the slide deck unless intentionally approved for follow-up purposes.

Answered: 23 **Skipped: 202**

Q40

Email:

Answered 25

Skipped 200

Response field only

The source workbook reports response counts for this question, but does not include summarized response content in the shared data. For public presentations, personally identifying information should remain out of the slide deck unless intentionally approved for follow-up purposes.

Answered: 25 **Skipped: 200**

Q41

Phone:

Answered
23

Skipped
202

Response field only

The source workbook reports response counts for this question, but does not include summarized response content in the shared data. For public presentations, personally identifying information should remain out of the slide deck unless intentionally approved for follow-up purposes.

Answered: 23 **Skipped: 202**

WEST CENTRAL MISSOURI COMMUNITY ACTION AGENCY'S 2026

COMMUNITY STAKEHOLDER SURVEY

West Central Missouri Community Action Agency is conducting its 2026 Community Needs Assessment to better understand system-level challenges, service gaps, and emerging opportunities affecting individuals and families experiencing poverty across our nine-county region.

This survey is intended for community stakeholders — including service providers, employers, educators, funders, public officials, faith leaders, and advocates.

We are especially seeking **qualitative insight** that cannot be captured through census data or administrative reports.

Your input will help establish a shared regional baseline to guide:

- Strategic planning
- Program development
- Partnership alignment
- Advocacy priorities
- Resource allocation over the next three years

📱 **Complete this survey on your phone.**

To use your phone instead of the paper version, point your phone's camera at the QR Code (square) and tap the link that appears.

Your responses are confidential. Individual names or identifying information will not be shared.

Please respond based on your **professional experience and perspective**.

🧭 SECTION 1: STAKEHOLDER CONTEXT

📍 COUNTY FAMILIARITY

1. Which county or counties are you most familiar with through your work?
(Select all that apply)

☐ Bates
☐ Benton
☐ Cass
☐ Cedar
☐ Henry
☐ Hickory
☐ Jackson
☐ Morgan
☐ St. Clair
☐ Vernon
☐ Other: ______________________

👤 PROFESSIONAL ROLE OR PERSPECTIVE

2. Which best describes your professional role? *(Select all that apply)*

☐ Human services
☐ Education
☐ Healthcare
☐ Workforce development
☐ Business/Employer
☐ Housing/Community development
☐ Local government
☐ Law enforcement/Justice
☐ Faith-based organization
☐ Philanthropy/Grantmaking
☐ Utility provider
☐ Community advocate/Volunteer
☐ Other: ________

SECTION 2: COMMUNITY CONDITIONS & TRENDS

CURRENT CHALLENGES

3. **What are the most significant challenges facing individuals and families experiencing poverty in your community?**

____

____

CHANGES OVER THE PAST THREE YEARS

4. **How have the following conditions changed in your service area?**
Please check the box that best describes the change over the last year.

Condition	1 (Much Worse)	2	3 (No Change)	4	5 (Much Better)
Availability of living-wage jobs					
Quality and safety of affordable housing					
Access to affordable child care					
Availability of mental health or substance use services					
Reliability of public or community transportation					

EMERGING RISK (NEXT 3–5 YEARS)

5. **Which emerging risk poses the greatest threat to community stability?**
(Examples may include aging populations, workforce erosion, health care access, housing conditions, or digital access.)
(Select one)
☐ The "Cliff Effect" (loss of benefits due to small wage increases)
☐ Infrastructure challenges (water, sewer, broadband)
☐ Lack of specialized workforce for emerging industries
☐ Increasing extreme weather/natural disasters
☐ Mental health and addiction crisis
☐ Other (please specify): ___________

SECTION 3: SYSTEMS, GAPS & BARRIERS

SYSTEM BREAKDOWNS

6. **Where do existing systems or services most often fail families?**

____

____

EASE OF ACCESS

7. How easy is it for individuals and families to navigate services?
☐ Very easy
☐ Somewhat easy
☐ Neutral
☐ Somewhat difficult
☐ Very difficult
☐ Unsure / Varies widely

8. **Please explain (eligibility rules, waitlists, transportation, technology, language, etc.):**

____

____

⚖️ UNDERSERVED POPULATIONS

9. Are certain populations consistently underserved?
(Select all that apply)
☐ Youth or older adults (including seniors living alone)
☐ Grandparents raising grandchildren
☐ Multi-generational households
☐ Individuals with disabilities
☐ Rural/geographically isolated residents
☐ Racial or ethnic minorities
☐ Individuals with limited English proficiency
☐ Immigrant populations
☐ Single-parent households
☐ Working families who earn too much to qualify for assistance but struggle to afford basic needs (ALICE households)
☐ Justice-involved individuals
☐ Other: ____

10. Please explain why these populations are consistently underserved:

____

____

🧩 HIGHEST-IMPACT BARRIERS

11. Which barriers, if addressed over the next three years, would most improve family stability? Why?

____

____

🎯 REGIONAL PRIORITIES

12. Top Regional Priorities (Select 3)
☐ Housing stability
☐ Workforce & employment
☐ Child care
☐ Transportation
☐ Behavioral health
☐ Physical health
☐ Food security
☐ Digital access
☐ Education & training
☐ Financial stability
☐ Other: _________________________

13. Why are these the most critical priorities?

____

____

💼 THE CLIFF EFFECT

14. How often do families decline employment due to concerns about losing public assistance benefits (such as SNAP, housing, or child care)?
☐ Constantly
☐ Frequently
☐ Occasionally
☐ Rarely
☐ Never / Unsure

🏠 SECTION 4: HOUSING, EMPLOYMENT & EDUCATION

DRIVERS OF HOUSING INSTABILITY

15. From a systems perspective, what are the primary drivers of housing instability or unaffordability in your community? *(Select all that apply)*

☐ Lack of affordable units
☐ Rising rents/home prices
☐ Low wages
☐ Poor housing quality
☐ Evictions/foreclosures
☐ Limited landlord participation
☐ Zoning/land use restrictions
☐ Limited supportive housing
☐ Utility costs
☐ Discrimination
☐ Other: ________________

16. Please explain why these are the primary drivers of housing instability or unaffordability in your community:

____

____

EMPLOYER–JOBSEEKER GAPS

17. What challenges do employers and jobseekers face in connecting to one another successfully? *(Select all that apply)*

☐ Job readiness
☐ Transportation
☐ Child care
☐ Skills mismatch
☐ Limited opportunities
☐ Scheduling challenges
☐ Credential/background barriers
☐ Wage expectations
☐ Wage and cost-of-living mismatch
☐ Recruitment limitations
☐ Other: ________________

18. Please explain the challenges selected above and how they impact employers' and jobseekers' ability to connect successfully.

____

____

WORKFORCE & EDUCATION GAPS

19. What gaps limit economic mobility in our region?

____

____

🤝 SECTION 5: COLLABORATION & CAPACITY

🔄 CLOSED-LOOP REFERRALS

20. How effective is the referral system in your community? *(Meaning: when you refer a client elsewhere, do you know they were actually helped?)*

☐ Excellent – Shared data & follow-up
☐ Good – Usually hear back
☐ Fair – Inconsistent
☐ Poor – "Refer and hope"

21. Please explain the effectiveness selected above and how it impacts whether referrals result in clients actually receiving help.

____

____

COLLABORATION BARRIERS

22. What prevents stronger coordination among organizations? e.g., (Data sharing limitations, competition for funding, lack of staff time, geographic distance, etc.)

____

____

WHAT'S WORKING WELL?

23. Are there partnerships, programs, or approaches you believe are working especially well and should be expanded or replicated?

____

____

SECTION 6: STRENGTHS & OPPORTUNITIES

COMMUNITY ASSETS

24. What are the greatest strengths or assets of your community when it comes to supporting individuals and families?

____

____

UNTAPPED OPPORTUNITIES

25. What opportunities exist right now to improve outcomes for people experiencing poverty that are not currently being fully leveraged?

____

____

SECTION 7: WHAT THE DATA MISSES

BEYOND THE NUMBERS

26. What is a 'hidden truth' about poverty in your county/community that a census report would never show?

____

____

MESSAGE TO DECISION-MAKERS

27. If you could tell community leaders or decision-makers one thing they need to better understand about poverty in this region, what would it be?

____

____

SECTION 7A: REPRESENTATION & COMMUNITY VOICE (OPTIONAL)

The following questions are optional.

They help us understand **which populations and communities are represented through stakeholder input**, and identify voices that may be missing from this assessment.

28. Through your work, which populations do you primarily serve or represent? *(Select all that apply)*

☐ Individuals or families with low incomes
☐ Children and youth
☐ Older adults / seniors
☐ Families with young children
☐ Single-parent households
☐ Multi-generational households
☐ People with disabilities or chronic health conditions
☐ Rural or geographically isolated communities
☐ People experiencing housing instability or homelessness
☐ Workers seeking employment or training
☐ Small business owners or entrepreneurs
☐ Communities of color
☐ Immigrant or refugee communities
☐ Tribal or Indigenous communities
☐ Veterans
☐ Other (please specify): ____________________

29. Are there populations in your community whose needs or voices you believe are not adequately represented in local planning or decision-making? If so, who?

____

____

SECTION 8: CLOSING REFLECTIONS

ROLE OF COMMUNITY ACTION

30. What role do you believe Community Action Agencies should play in addressing the challenges you've described?

____

____

UNIQUE VALUE

31. In your opinion, what unique value does West Central Missouri Community Action Agency bring to this region compared to other organizations?

____

____

HOW INFORMATION IS SHARED

32. Based on your experience, how do people in your community most often receive information about programs, services, or opportunities? *(Select all that apply)*

☐ Text messages
☐ Facebook
☐ Other social media platforms
☐ Email
☐ Word of mouth / informal networks
☐ Case managers or service providers
☐ Schools or childcare providers
☐ Churches or faith-based organizations
☐ Community flyers or posters
☐ Local newspaper (print or online)
☐ Local radio
☐ Websites or online searches
☐ Many people are unaware of available services
☐ Other (please specify): ____________________

33. Which sources do you believe people are most likely to trust when deciding whether to apply for or use a service? *(Select up to THREE)*

☐ Friends or family
☐ A trusted individual (caseworker, teacher, pastor, employer)
☐ Peers with lived experience
☐ Trusted organizations
☐ Social media
☐ Schools or childcare providers
☐ Healthcare providers
☐ Faith-based organizations
☐ Websites
☐ Printed materials
☐ Other (please specify): ____________________

34. How do you or your organization most often share information about programs, services, or opportunities with the community? *(Select all that apply)*

☐ Social media
☐ Email newsletters or listservs
☐ Direct referrals or conversations
☐ Flyers or printed materials
☐ Community meetings or events
☐ Website postings
☐ Media (newspaper, radio)
☐ Partner organizations
☐ We struggle to reach the intended audience
☐ Other (please specify): ____________________

35. If our agency could focus on improving just ONE way of sharing public information over the next three years, which would you recommend? *(Select one)*

☐ Text message alerts
☐ Social media (e.g., Facebook)
☐ Printed mailers or flyers
☐ Local radio or newspaper
☐ Through schools, churches, or community organizations
☐ Direct referrals / trusted messengers
☐ Websites or online search
☐ I'm not sure

COMMUNICATION BARRIERS

36. What makes it hard for people to find out about programs or services in your community?

____

____

ADDITIONAL COMMENTS

37. Do you have any additional comments, insights, or recommendations you would like to share?

____

____

OPTIONAL CONTACT INFORMATION

First Name: ______________________________ **Last Name:** ______________________________
Organization: ______________________________
Email: ______________________________
Phone: ______________________________

Community Needs Assessment 2026

Individuals & Families Survey Results

One question per slide, with response counts, percentages, and coded themes preserved from the source workbook.

34 questions

685 total survey starts

Displayed for public, funder & leadership review

West Central Missouri Community Action Agency

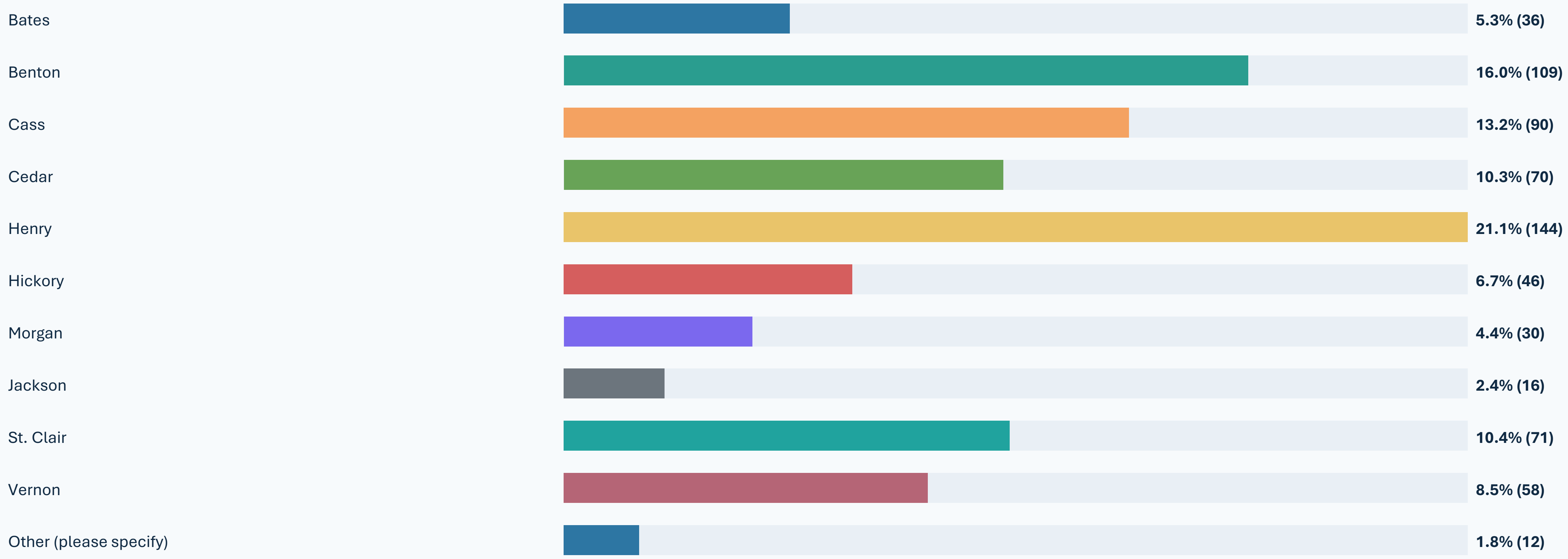
Source: Community Needs Assessment 2026Individuals Families 8.11.26 final.xlsx

Question 1 Where do you live?

Answered: 682 • Skipped: 3

Answered 682 **Skipped 3**

Highest response: Henry at 21.1% (144 responses).



Question 2 How do you connect with West Central Missouri Community Action Agency? Select all that apply

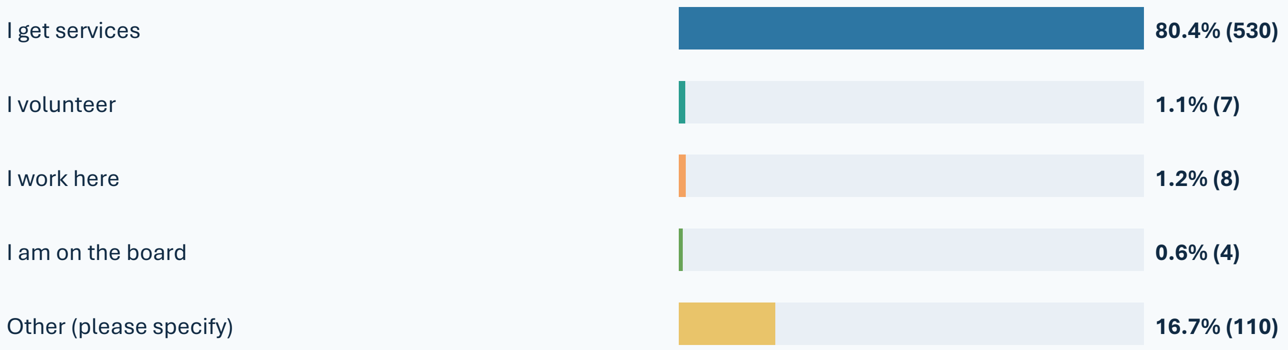
Answered: 659 • Skipped: 26

Answered 659

Skipped 26

Highest response: I get services at 80.4% (530 responses).

Response option	Count / %
I get services	**530 / 80.4%**
I volunteer	**7 / 1.1%**
I work here	**8 / 1.2%**
I am on the board	**4 / 0.6%**
Other (please specify)	**110 / 16.7%**



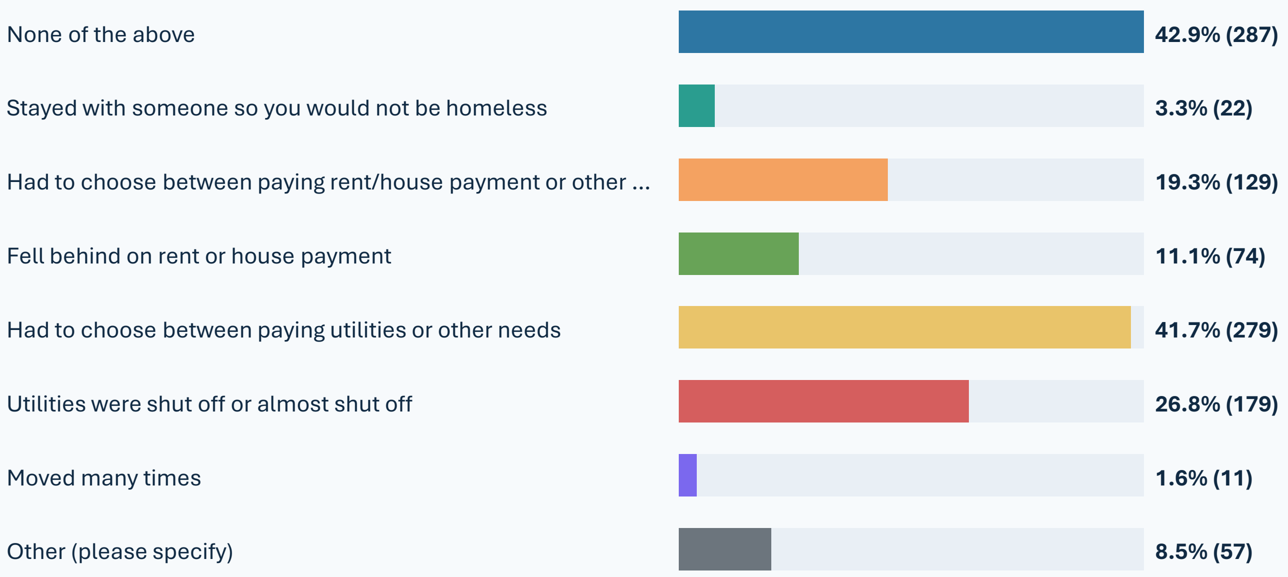
In the last year, did any of these happen to you or your family?

Answered: 669 • Skipped: 16

Answered 669

Skipped 16

Highest response: None of the above at 42.9% (287 responses).



Response option	Count / %
None of the above	287 / 42.9%
Stayed with someone so you would not be homeless	22 / 3.3%
Had to choose between paying rent/house payment...	129 / 19.3%
Fell behind on rent or house payment	74 / 11.1%
Had to choose between paying utilities or other needs	279 / 41.7%
Utilities were shut off or almost shut off	179 / 26.8%
Moved many times	11 / 1.6%
Other (please specify)	57 / 8.5%

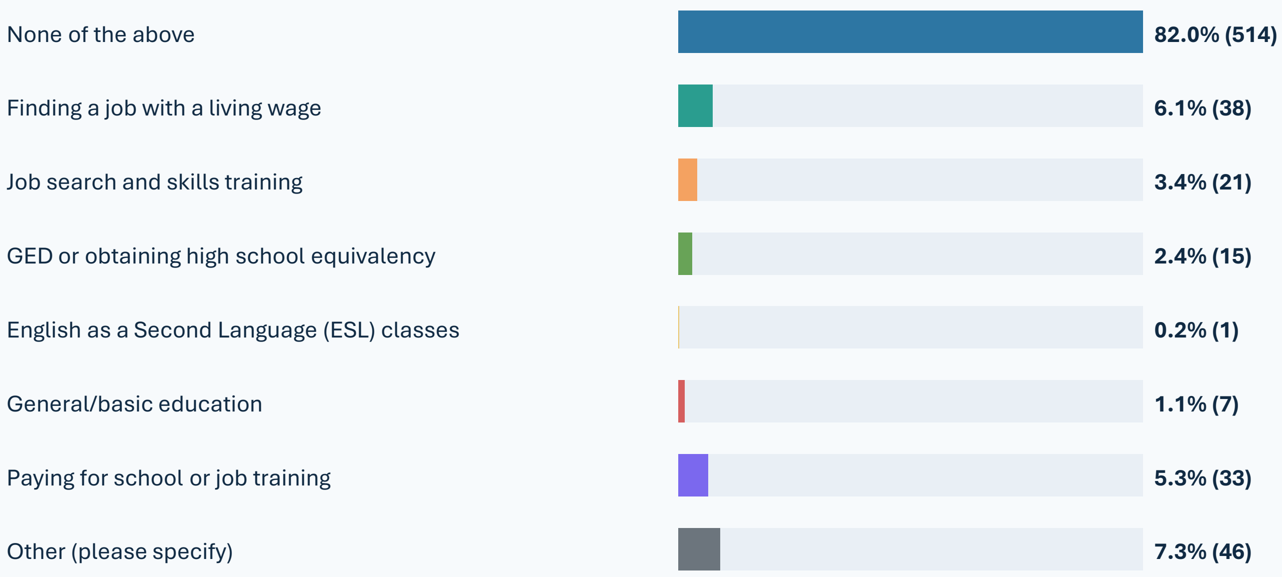
Do you need help with any of these?

Answered: 627 • Skipped: 58

Answered 627

Skipped 58

Highest response: None of the above at 82.0% (514 responses).



Response option	Count / %
None of the above	**514 / 82.0%**
Finding a job with a living wage	**38 / 6.1%**
Job search and skills training	**21 / 3.4%**
GED or obtaining high school equivalency	**15 / 2.4%**
English as a Second Language (ESL) classes	**1 / 0.2%**
General/basic education	**7 / 1.1%**
Paying for school or job training	**33 / 5.3%**
Other (please specify)	**46 / 7.3%**

Source: Community Needs Assessment 2026 Individuals & Families 8.11.26 final.xlsx

Question 5 In the last year, did your family have a big health problem or family crisis? (Like cancer, serious illness, bad injury, or long hospital stay)

Answered: 593 • Skipped: 92

Answered 593 Skipped 92

Highest response: No at 58.7% (348 responses).

Response option	Count / %
Yes	**245 / 41.3%**
No	**348 / 58.7%**

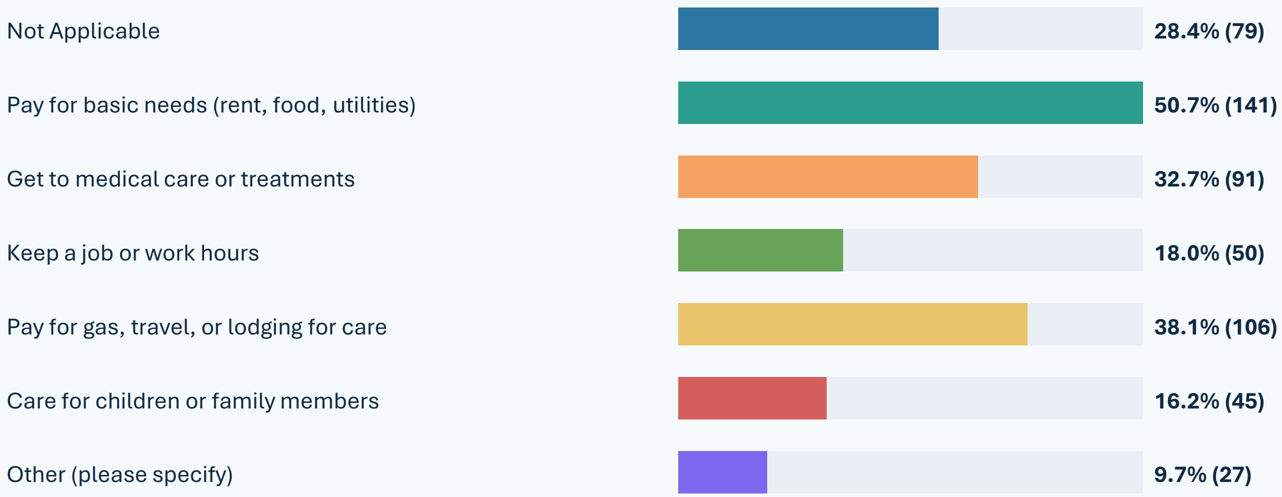
If yes, did this make it hard to:

Answered: 278 • Skipped: 407

Answered 278

Skipped 407

Highest response: Pay for basic needs (rent, food, utilities) at 50.7% (141 responses).



Response option	Count / %
Not Applicable	79 / 28.4%
Pay for basic needs (rent, food, utilities)	141 / 50.7%
Get to medical care or treatments	91 / 32.7%
Keep a job or work hours	50 / 18.0%
Pay for gas, travel, or lodging for care	106 / 38.1%
Care for children or family members	45 / 16.2%
Other (please specify)	27 / 9.7%

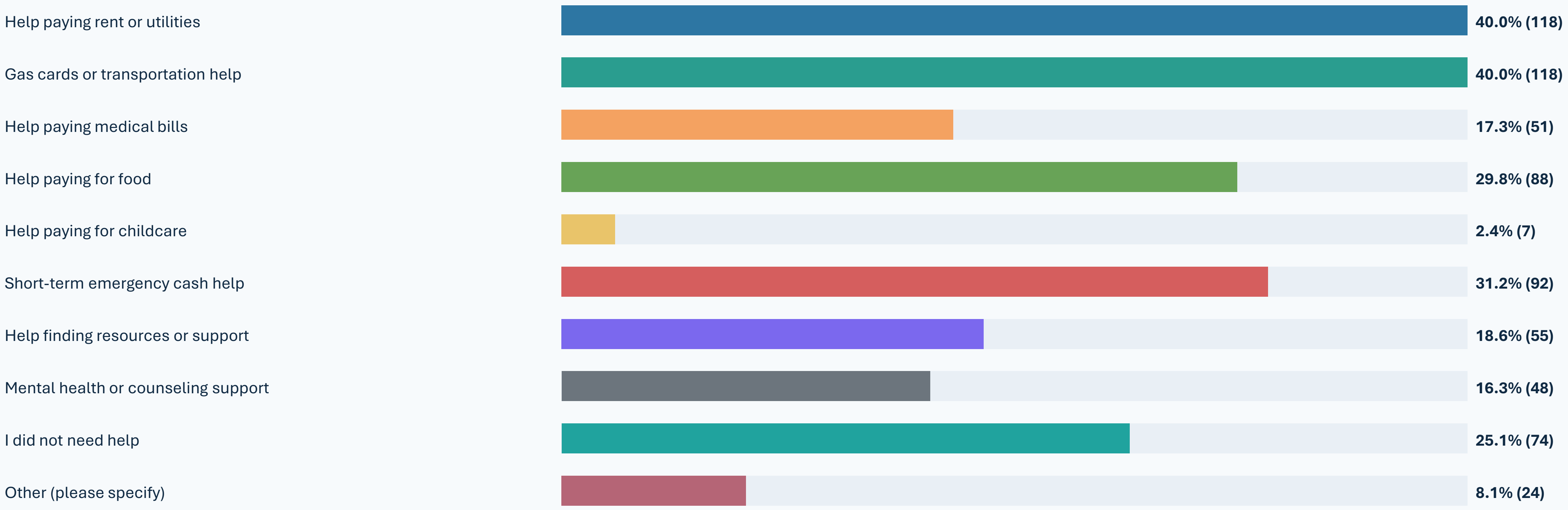
If you had this kind of crisis, what help would have helped most?

Answered: 295 • Skipped: 390

Answered 295

Skipped 390

Highest response: Help paying rent or utilities at 40.0% (118 responses).



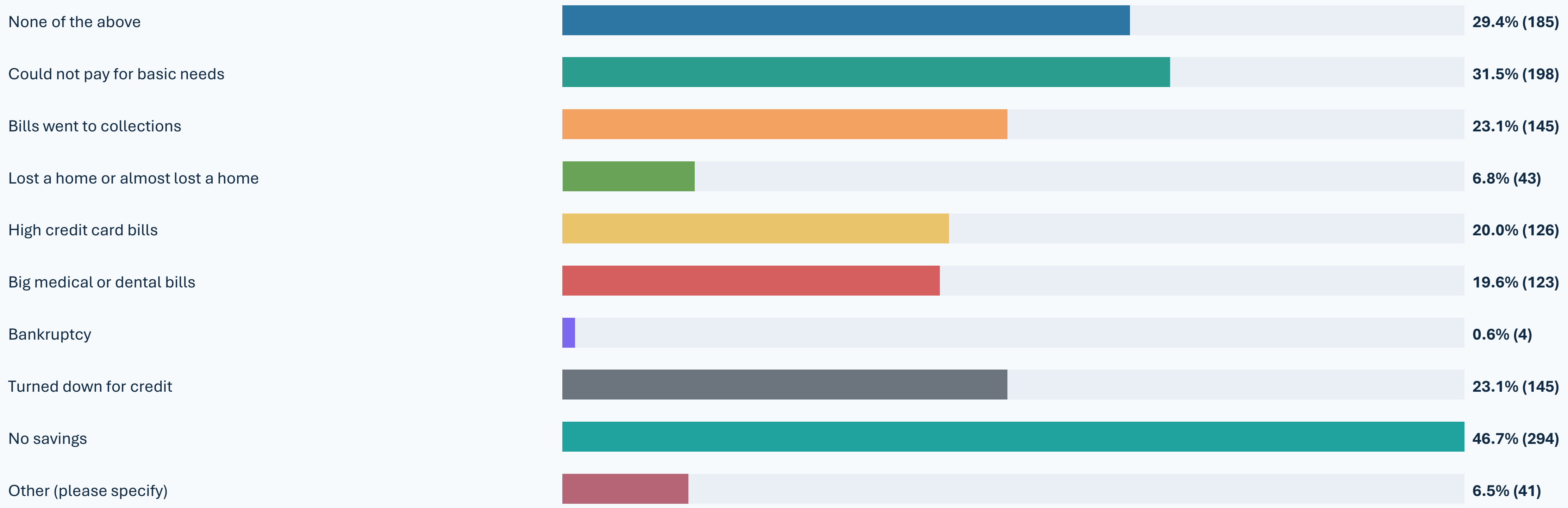
Question 8 In the last year, did you have money problems? Check all that apply

Answered: 629 • Skipped: 56

Answered 629

Skipped 56

Highest response: No savings at 46.7% (294 responses).



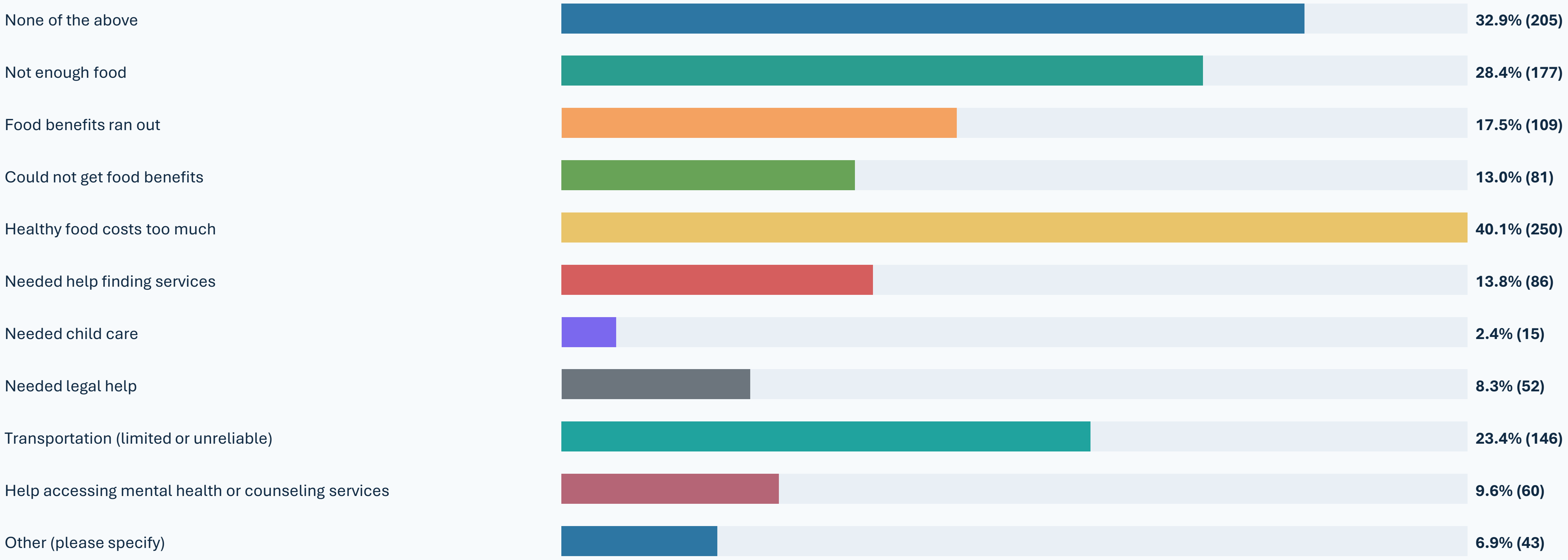
In the last year, did you or your family need help with any of these? Check all that apply

Answered: 623 • Skipped: 62

Answered 623

Skipped 62

Highest response: Healthy food costs too much at 40.1% (250 responses).



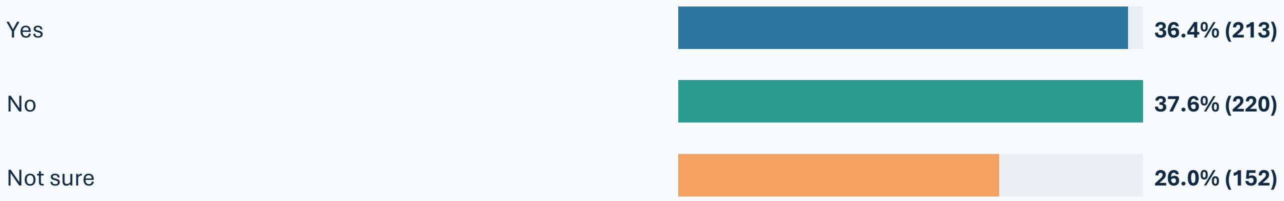
Question 10 Do you know about volunteer opportunities in your community?

Answered: 585 • Skipped: 100

Answered 585 **Skipped 100**

Highest response: No at 37.6% (220 responses).

Response option	Count / %
Yes	**213 / 36.4%**
No	**220 / 37.6%**
Not sure	**152 / 26.0%**

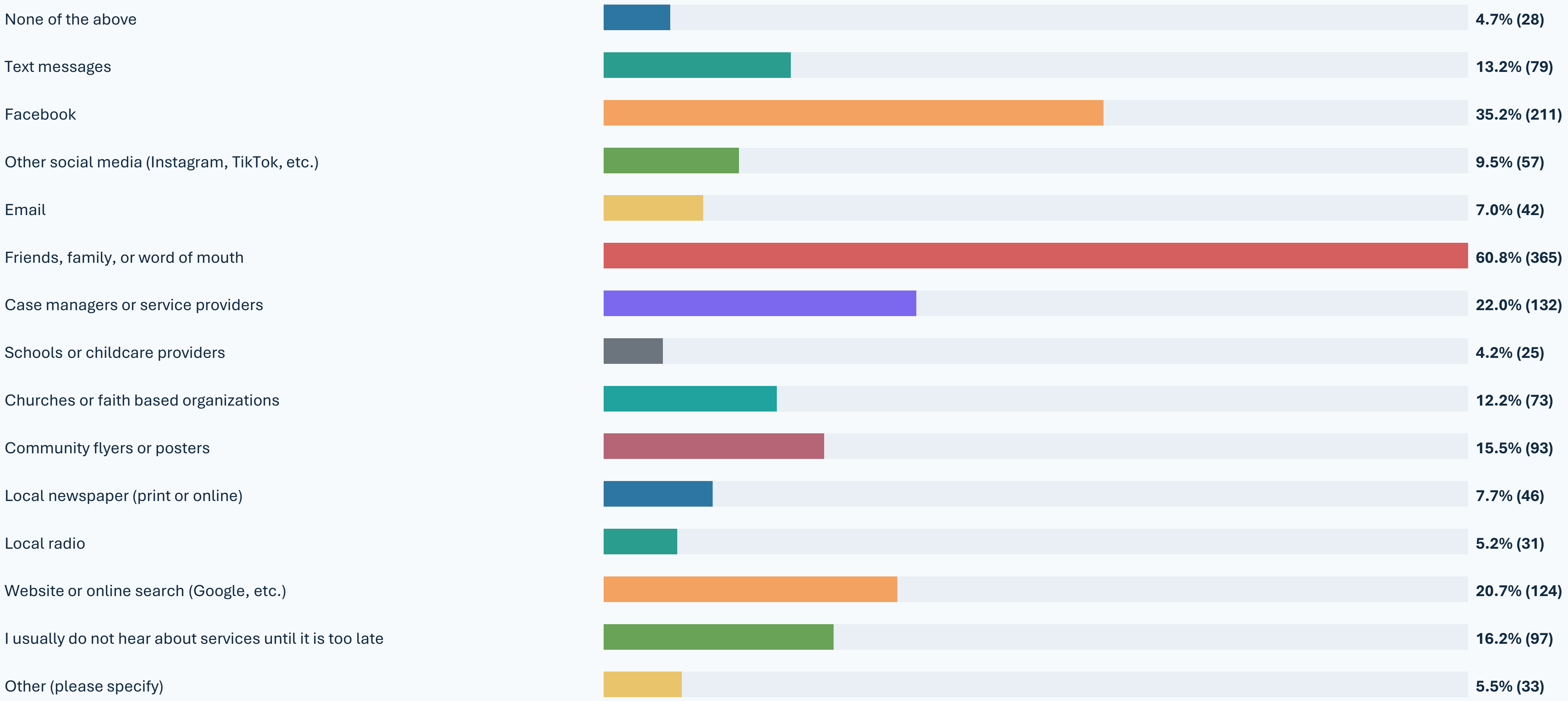


Question 11 How do you usually find out about programs, services, or events available in your community? (Select all that apply)

Answered: 600 • Skipped: 85

Answered 600 **Skipped 85**

Highest response: Friends, family, or word of mouth at 60.8% (365 responses).



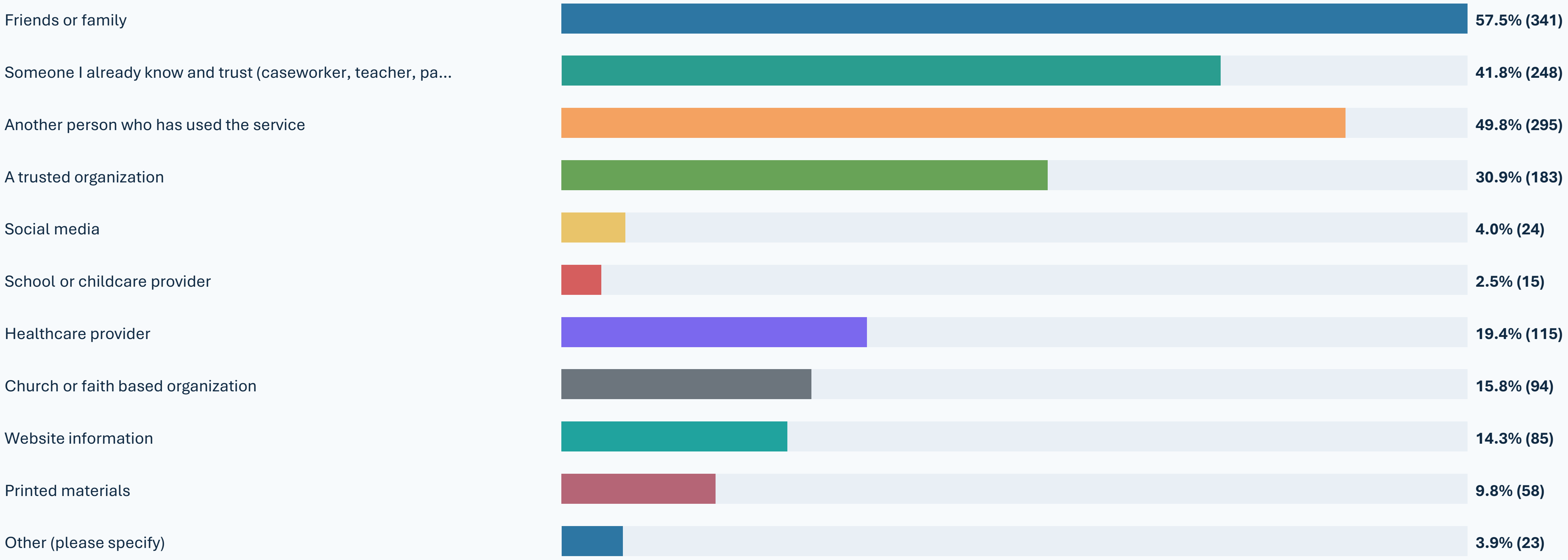
Question 12 Which of these sources do you trust most when deciding whether to apply for or use a program or service? (Select up to THREE)

Answered: 593 • Skipped: 92

Answered 593

Skipped 92

Highest response: Friends or family at 57.5% (341 responses).



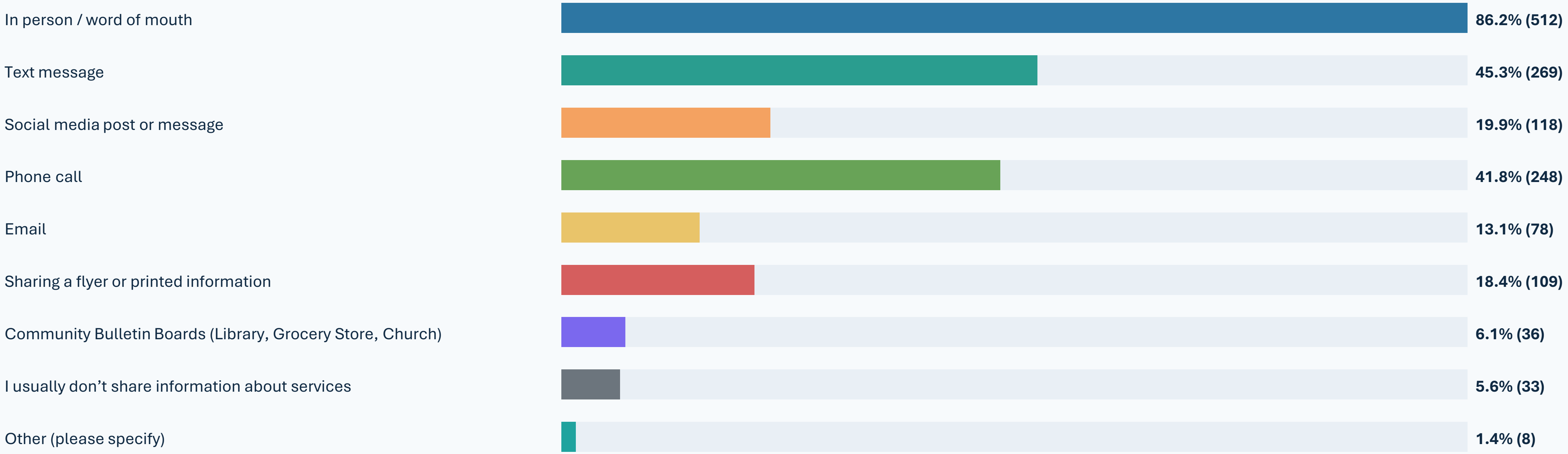
Question 13 If you wanted to tell someone else about a helpful program or service, how would you most likely share that information? (Select all that apply)

Answered: 594 • Skipped: 91

Answered 594

Skipped 91

Highest response: In person / word of mouth at 86.2% (512 responses).



Answered 483

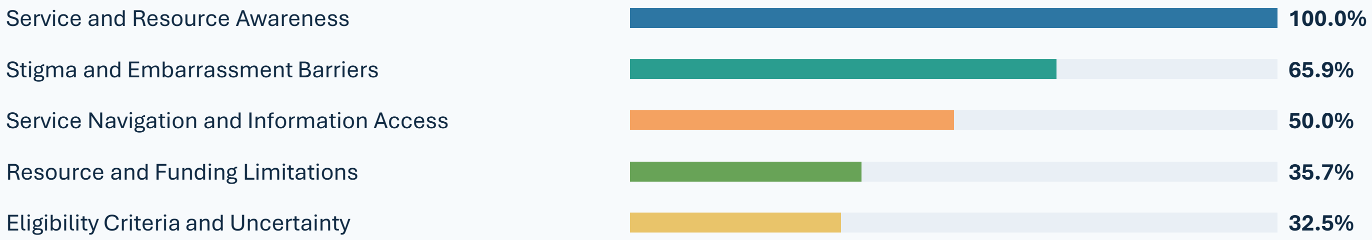
Skipped 202

Top coded theme: Service and Resource Awareness (126 responses).

What responses say

Responses reflect a predominantly negative sentiment, centering on barriers to accessing help. Many cite lack of awareness about available services, uncertainty about eligibility, and difficulty navigating complex systems. Some also mention transportation challenges and stigma or embarrassment as obstacles. A few highlight administrative burdens and communication gaps. While a small number express positive experiences or note pride as a barrier, most feedback points to systemic and informational hurdles as the main reasons people in the community do not get the help they need. Overall, access and awareness remain key concerns.

Top coded themes



All coded themes from the source file

Theme	Count / %
Administrative Burden and Paperwork	13
Application and Help-Seeking Suppo...	13
Cognitive and Psychological Barrie...	19
Community Support and Leadership	6
Documentation and Administrative B...	5
Eligibility Criteria and Uncertainty	41
Financial and Economic Barriers	23
Food and Housing Availability	2
Geographic Service Gaps	6
Government Policy and Funding	6

Theme	Count / %
Health and Literacy Barriers	6
HUD Program Participation	1
Landlord Responsibility	1
No applied theme*	38
Personal Initiative and Pride	8
Program and Service Availability	10
Resource and Funding Limitations	45
Service and Resource Awareness	126
Service and Transportation Accessi...	38
Service Communication and Outreach	31

Theme	Count / %
Service Navigation and Information Access	63
Service Provider Support Quality	10
Service Quality and Dignity	4
Service Wait Times and Delays	6
Stigma and Embarrassment Barriers	83
Support for Disabled Populations	1
Trust and Privacy Concerns	8
Work Incentive Disincentives	2

Question 15 What do you like most about your community?

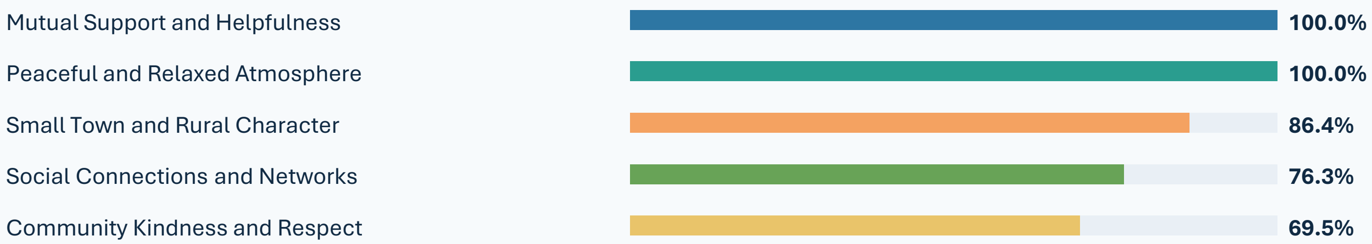
Answered 392 | Skipped 293

Top coded theme: Mutual Support and Helpfulness (59 responses).

What responses say

Respondents generally expressed positive or neutral feelings about their community, highlighting safety, a peaceful atmosphere, and supportive neighbor relations. Many appreciate the small-town or rural character, community programs, and helpful staff. Access to essential services and a sense of mutual support were also valued. A few noted cleanliness and privacy. Some responses were more neutral or negative, mentioning limited amenities or a lack of standout features. Overall, most value the community's safety, supportiveness, and welcoming environment, though some see room for improvement in services.

Top coded themes



All coded themes from the source file

Theme	Count / %
Access to Essential Services	19
Affordability and Housing	5
Cleanliness and Maintenance	13
Community Inclusion and Diversity	6
Community Kindness and Respect	41
Community Members	17
Community Programs and Services	21
Cultural Change	1
Downtown and Infrastructure Develo...	3
Family Presence and Relationships	7
Food Assistance Programs	6
Leadership and Long-Term Residency	4
Local Business and Non-Profit Pres...	3
Local Familiarity	2
Mutual Support and Helpfulness	59
Natural Environment and Rural Sett...	19
No applied theme*	37
Online Payment Services	1
Peaceful and Relaxed Atmosphere	59
Privacy and Neighbor Relations	20
Safety and Security	34
Small Town and Rural Character	51
Social and Support Services	12
Social Connections and Networks	45
Staff Quality and Support	18

What is one thing you would change in your community?

Answered: 351 • Skipped: 334

Answered 351

Skipped 334

Top coded theme: No applied theme* (87 responses).

What responses say

Responses to what should change in the community were varied, with a neutral to negative sentiment overall. Many highlighted concerns about crime, drug use, and the need for improved policing. Others emphasized housing affordability, better support services for vulnerable groups, more youth recreation, and improved infrastructure. Some called for better healthcare, public transportation, and utility services. A few mentioned emergency preparedness and community connectedness. Overall, feedback points to a desire for greater support, safety, and access to essential services in the community.

Top coded themes

No applied theme*	100.0%
Crime Prevention and Policing	35.6%
Community Engagement and Events	34.5%
Discrimination and Social Division	21.8%
Infrastructure and Maintenance	21.8%

All coded themes from the source file

Theme	Count / %
Administrative Process Efficiency	3
Childcare Services	3
Community Engagement and Events	30
Community Gardening and Parks	7
Community Resource Awareness	17
Crime Prevention and Policing	31
Discrimination and Social Division	19
Economic Opportunities	15
Emergency Preparedness	3
Food Assistance	10
Grocery Store Access	7
Healthcare and Disability Services	9
Homelessness Services	18
Housing Affordability	18
Infrastructure and Maintenance	19
Low-Income Support Services	5
No applied theme*	87
Noise Control	4
Public Transportation Access	15
Retail and Dining Options	11
Senior Recreation and Support	10
Smoking Regulations	5
Support Services for Vulnerable Gr...	13
Utility Services and Assistance	6
Youth Recreation Programs	17

What is the biggest challenge for YOUTH (kids and teens)?

Answered: 351 • Skipped: 334

Answered 351

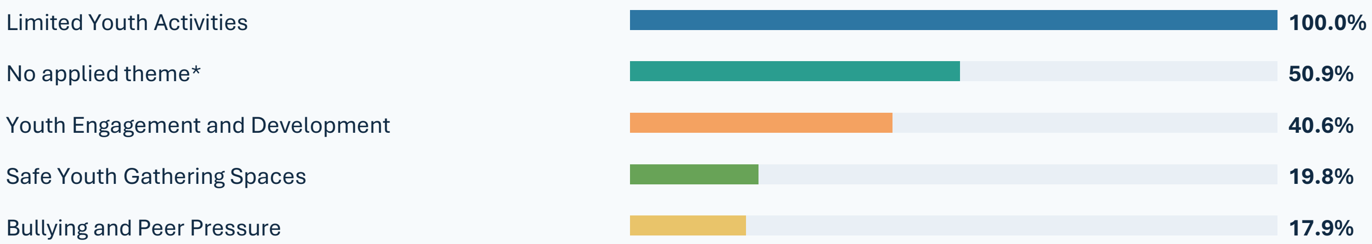
Skipped 334

Top coded theme: Limited Youth Activities (106 responses).

What responses say

Responses highlight that many see a lack of youth activities and recreational options as the biggest challenge for kids and teens, often leading to boredom or negative influences. Some also mention concerns about social media and technology overuse, limited mentorship, and barriers to support services. A few note issues like substance abuse, transportation, and family structure. Overall, feedback centers on limited opportunities and support for youth, with some concern for technology's impact and access to positive guidance or resources in the community.

Top coded themes



All coded themes from the source file

Theme	Count / %
Limited Youth Activities	106
No applied theme*	54
Youth Engagement and Development	43
Safe Youth Gathering Spaces	21
Bullying and Peer Pressure	19
Family Structure and Parental Guid...	19
Career and Employment Opportunities	18
Social Media and Technology Overuse	18
Youth Substance Abuse	18
Affordability and Basic Needs	17

Theme	Count / %
Educational Quality and Access	14
Mentorship and Role Models	12
Recreational and Creative Activiti...	12
Support and Crisis Services	11
Transportation and Accessibility	11
Safety and Social Risks	10
Social Isolation and Acceptance	3
Spiritual and Moral Guidance	2
Support for Disabled Youth	2

Question 18 What is the biggest challenge for OLDER ADULTS?

Answered 398

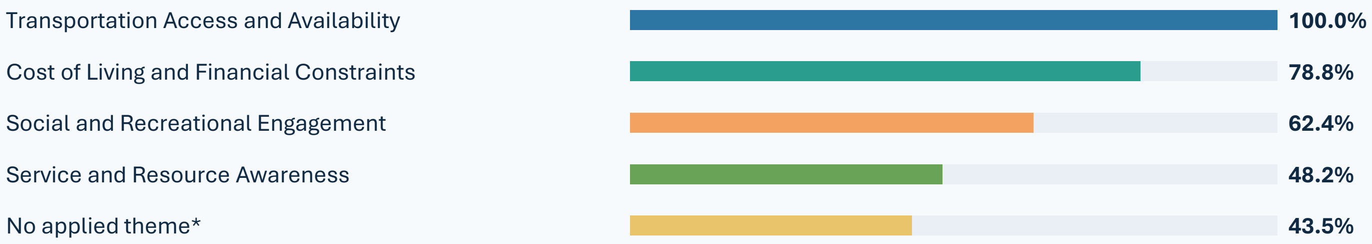
Skipped 287

Top coded theme: Transportation Access and Availability (85 responses).

What responses say

Responses highlight a generally negative or neutral outlook on challenges faced by older adults in West Central Missouri. The most frequently mentioned issues include limited transportation options, high healthcare costs, and difficulties accessing home or care support services. Some respondents also note concerns about substance abuse, social isolation, and a lack of affordable housing. A few mention financial constraints, limited social engagement opportunities, and difficulties in accessing or being aware of available services. While a small minority report positive experiences with local resources, most feedback points to barriers that affect daily living and well-being. Overall, the responses reflect a range of practical and social challenges that contribute to a sense of vulnerability among older adults in the community.

Top coded themes



All coded themes from the source file

Theme	Count / %
Transportation Access and Availability	85
Cost of Living and Financial Constraints	67
Social and Recreational Engagement	53
Service and Resource Awareness	41
No applied theme*	37
Social Isolation and Connection	31
Home and Care Support Services	30
Healthcare Costs and Coverage	24
Physical and Cognitive Decline	24

Theme	Count / %
Food Affordability and Access	21
Housing Affordability and Availabi...	10
Mental and Health Support	11
Help-Seeking Stigma and Barriers	9
Administrative and Service Navigat...	8
Substance Abuse and Recovery	8
Rural Service Accessibility	7
Shopping and Delivery Access	7
Technology Literacy and Adoption	7

Theme	Count / %
Trust and Personal Safety	7
Benefits and Social Security	6
Family and Social Support	6
Purpose and Meaningful Engagement	4
Bullying and Social Mistreatment	3
Scam and Fraud Prevention	3
Dietary and Nutrition Needs	2
Communication Barriers	1

Question 19 What is the biggest challenge for FAMILIES?

Answered: 341 • Skipped: 344

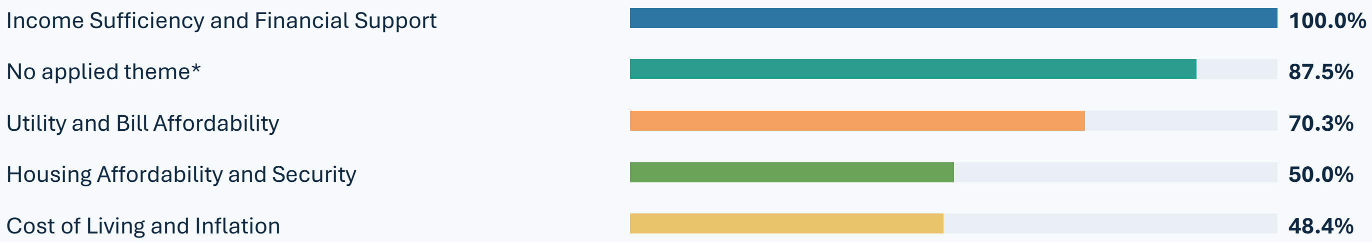
Answered 341 Skipped 344

Top coded theme: Income Sufficiency and Financial Support (64 responses).

What responses say

Responses to the question about families' biggest challenges reflect mostly neutral to negative sentiment, with no single dominant theme. Many cite financial pressures, including the rising cost of living, insufficient income, and difficulty affording housing, utilities, and food. Others highlight barriers to accessing healthcare, childcare, and reliable transportation. Some mention limited family time, lack of affordable activities, and insufficient social support or community resources. A few note issues such as emotional struggles, trust in the community, and challenges related to family structure. Overall, feedback points to a mix of economic, social, and practical concerns affecting families, with financial strain and access to essential services being the most commonly mentioned difficulties.

Top coded themes



All coded themes from the source file

Theme	Count / %
Income Sufficiency and Financial Support	64
No applied theme*	56
Utility and Bill Affordability	45
Housing Affordability and Security	32
Cost of Living and Inflation	31
Family Time and Activities	29
Food Assistance and Access	28
Childcare Costs and Access	27
Recreation and Extracurricular Act...	25
Financial Instability and Hardship	17
Transportation Access and Barriers	16
Job Availability and Economic Mobi...	15
Social Support and Community Netwo...	15
Basic Needs Provision	11
Healthcare Access and Availability	11
Family Communication and Relations...	10
Family Values and Structure	10
Financial and Time Management	8
Resource Access and Distribution	not provided

Question 20 Was there a time you needed help but could not find it? What help did you need?

Answered: 339 • Skipped: 346

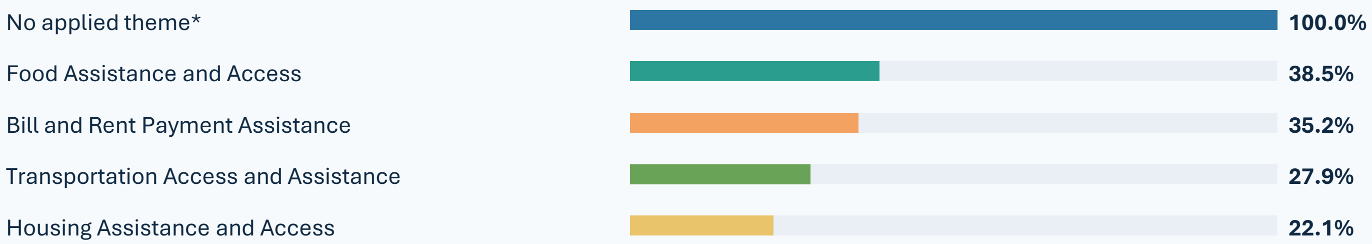
Answered 339 | Skipped 346

Top coded theme: No applied theme* (122 responses).

What responses say

Responses to needing help but being unable to find it reflect a mix of neutral and negative experiences, with unmet needs spanning several areas. Some respondents struggled to access food assistance, while a few cited difficulties with bill or rent payment, transportation, housing, and home repairs. Other issues mentioned include challenges with mental health support, program eligibility, and general financial help. A notable minority described barriers related to service accessibility and outreach, or felt excluded due to eligibility thresholds. While a few respondents expressed positive experiences or found help through case workers, most highlighted ongoing gaps in support, particularly for basic needs and navigating available resources.

Top coded themes



All coded themes from the source file

Theme	Count / %
No applied theme*	122
Food Assistance and Access	47
Bill and Rent Payment Assistance	43
Transportation Access and Assistance	34
Housing Assistance and Access	27
Home Maintenance and Repair Servic...	23
General Financial Assistance	16
Program and Benefit Eligibility	13
Medical and Health Support Services	11

Theme	Count / %
Service Accessibility and Outreach	11
Mental Health and Bereavement Supp...	9
Vehicle and Automotive Support	8
Moving and Housing Transition Assi...	7
Child and Dependent Care Support	6
Disability Support and Benefits	6
In-Home Support and Care Services	6
Medical	not provided

Answered 355

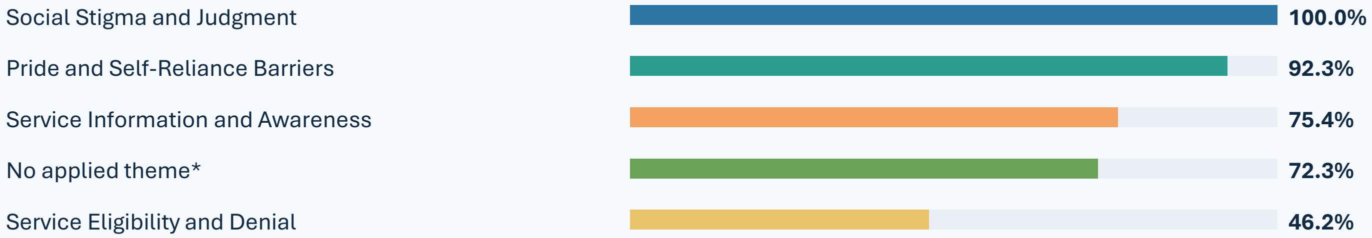
Skipped 330

Top coded theme: Social Stigma and Judgment (65 responses).

What responses say

Responses highlight that many face barriers to asking for help due to pride, fear of judgment, and concerns about social stigma. Others mention difficulties with service access, such as lack of transportation, limited availability, and challenges finding clear information or direct contact. Some also note feelings of shame or low self-worth. A few respondents report no significant barriers. Overall, sentiment is mostly negative, with most expressing frustration or discomfort about seeking assistance in their community due to both personal and systemic obstacles.

Top coded themes



All coded themes from the source file

Theme	Count / %
Social Stigma and Judgment	65
Pride and Self-Reliance Barriers	60
Service Information and Awareness	49
No applied theme*	47
Service Eligibility and Denial	30
Service Communication and Contact ...	23
Service and Resource Availability	22
Emotional and Psychological Barrie...	21
Service Provider Attitude and Trust	20
Financial and Economic Barriers	13
Service Accessibility and Transpor...	12
Social Support and Community Netwo...	10
Personal and Data Privacy Concerns	9
Service Access Barriers	9
Service Wait Times and Capacity	8
Community Resource Awareness	7
Service Application Process Comple...	7
Discrimination and Stereotyping	6
Reluctance and Fear of Help-Seeking	6
Cultural Attitudes Toward Help-See...	5
Self-Worth and Humility Barriers	4
Digital and Automated Service Barr...	3
Home and Childcare Service Availab...	3
Perceived Service Fairness and Eff...	3
Communication Barriers	1

What would help your family feel more stable or secure in the future?

Answered: 325 • Skipped: 360

Answered 325

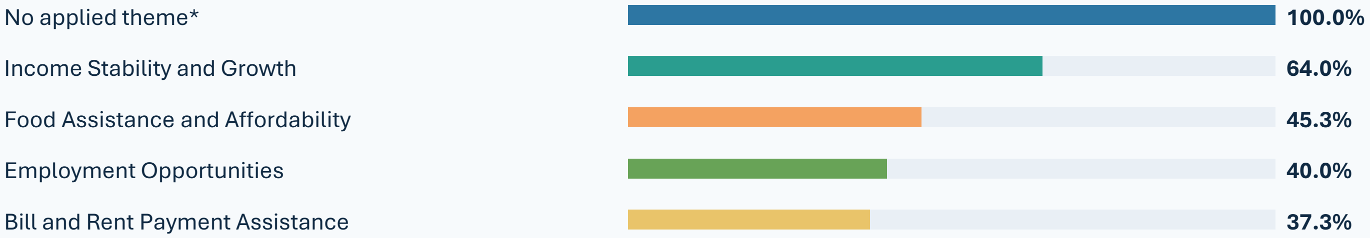
Skipped 360

Top coded theme: No applied theme* (75 responses).

What responses say

Responses focused on needs for greater food assistance, affordable healthcare, and relief from rising living costs. Many also mentioned the importance of stable income, help with bills, and increased social security or disability benefits. Housing affordability, home support services, and utility cost assistance were also noted. A few highlighted community support and accessible resources. Overall, most sought practical help to manage basic expenses and improve financial security, reflecting concerns about affordability and stability in daily life. Minor themes included social connection and access for those with criminal backgrounds.

Top coded themes



All coded themes from the source file

Theme	Count / %
No applied theme*	75
Income Stability and Growth	48
Food Assistance and Affordability	34
Employment Opportunities	30
Bill and Rent Payment Assistance	28
Housing Affordability and Quality	28
Cost of Living Affordability	23
Support Services Access and Eligib...	21

Theme	Count / %
Healthcare Access and Affordability	20
Transportation Access and Support	20
Home and In-Home Support Services	19
Social Security and Disability Ben...	18
Utility Cost Assistance	17
Service Information and Accessibil...	13
Community Support and Programs	11
Childcare and Family Support	5

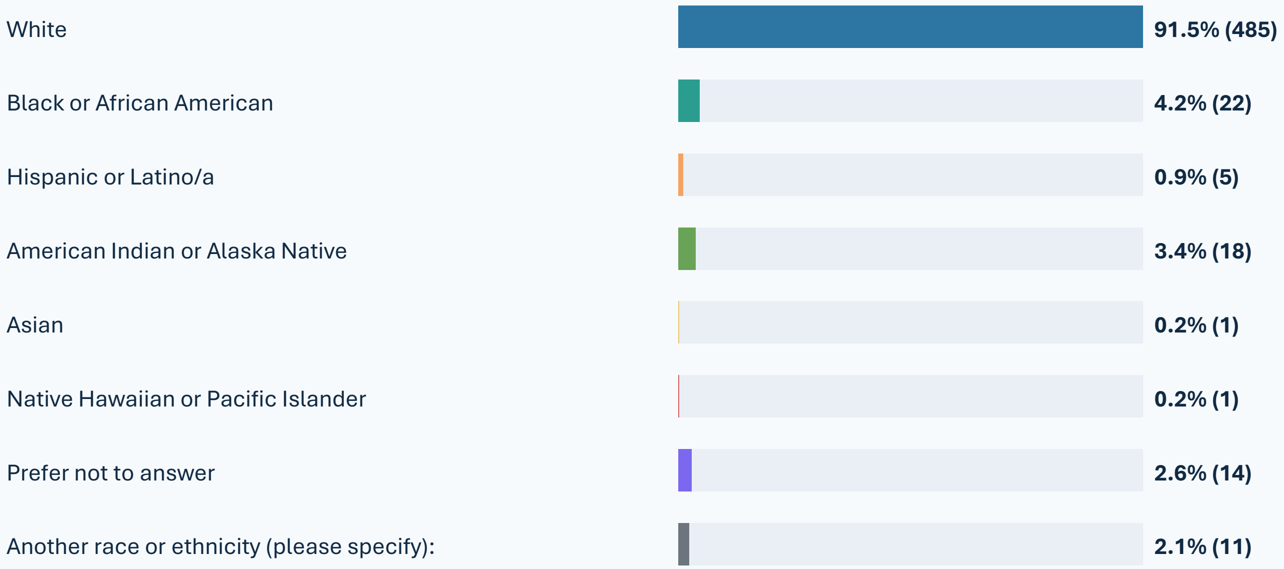
Which of the following best describes you? (Optional – select all that apply)

Answered: 530 • Skipped: 155

Answered 530

Skipped 155

Highest response: White at 91.5% (485 responses).



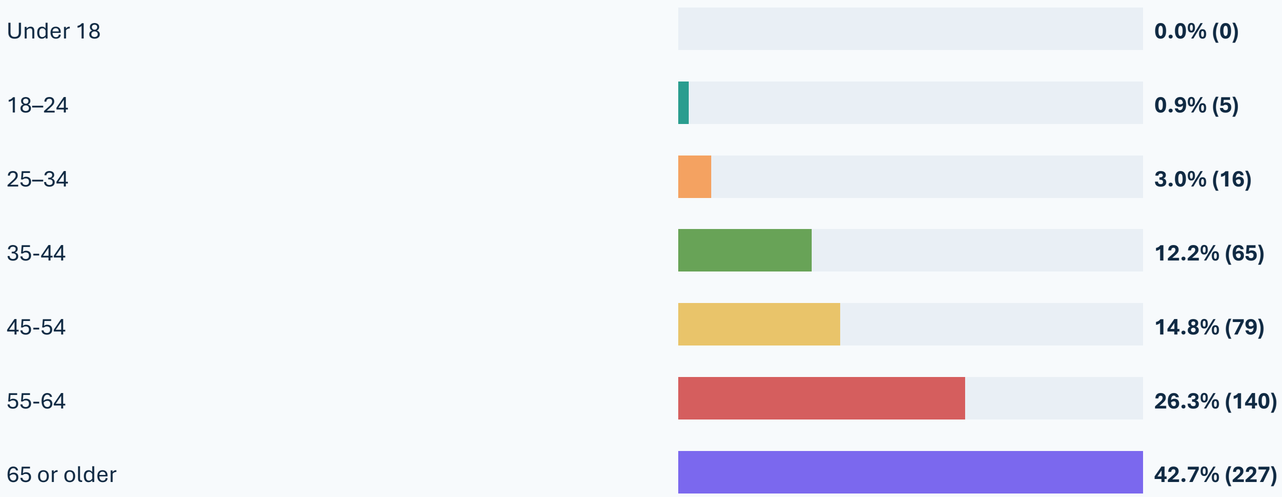
Response option	Count / %
White	485 / 91.5%
Black or African American	22 / 4.2%
Hispanic or Latino/a	5 / 0.9%
American Indian or Alaska Native	18 / 3.4%
Asian	1 / 0.2%
Native Hawaiian or Pacific Islander	1 / 0.2%
Prefer not to answer	14 / 2.6%
Another race or ethnicity (please specify):	11 / 2.1%

Which age range do you fall into? (Optional)

Answered 532

Skipped 153

Highest response: 65 or older at 42.7% (227 responses).



Response option	Count / %
Under 18	**0 / 0.0%**
18–24	**5 / 0.9%**
25–34	**16 / 3.0%**
35-44	**65 / 12.2%**
45-54	**79 / 14.8%**
55-64	**140 / 26.3%**
65 or older	**227 / 42.7%**

Source: Community Needs Assessment 2026 Individuals & Families 8.11.26 final.xlsx

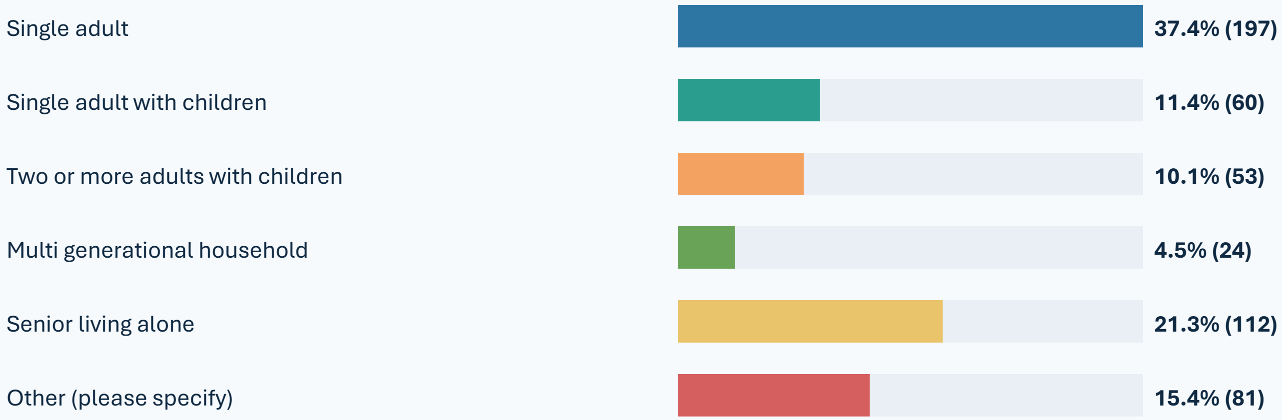
Question 25 Which best describes your household? (Optional)

Answered: 527 • Skipped: 158

Answered 527

Skipped 158

Highest response: Single adult at 37.4% (197 responses).



Response option	Count / %
Single adult	**197 / 37.4%**
Single adult with children	**60 / 11.4%**
Two or more adults with children	**53 / 10.1%**
Multi generational household	**24 / 4.5%**
Senior living alone	**112 / 21.3%**
Other (please specify)	**81 / 15.4%**

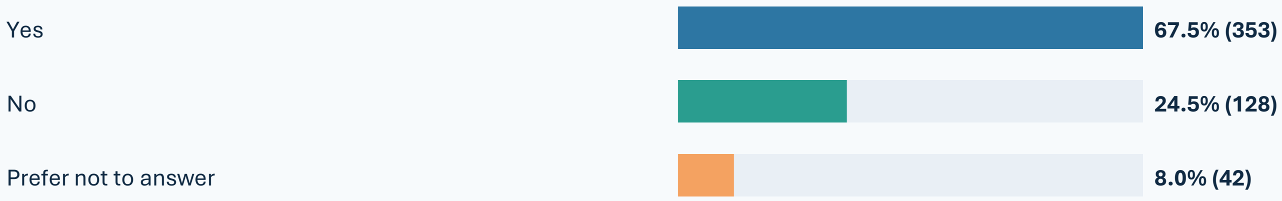
Do you or someone in your household have a disability or health condition that affects daily activities, work, or access to services? (Optional)

Answered: 523 • Skipped: 162

Answered 523 **Skipped 162**

Highest response: Yes at 67.5% (353 responses).

Response option	Count / %
Yes	**353 / 67.5%**
No	**128 / 24.5%**
Prefer not to answer	**42 / 8.0%**



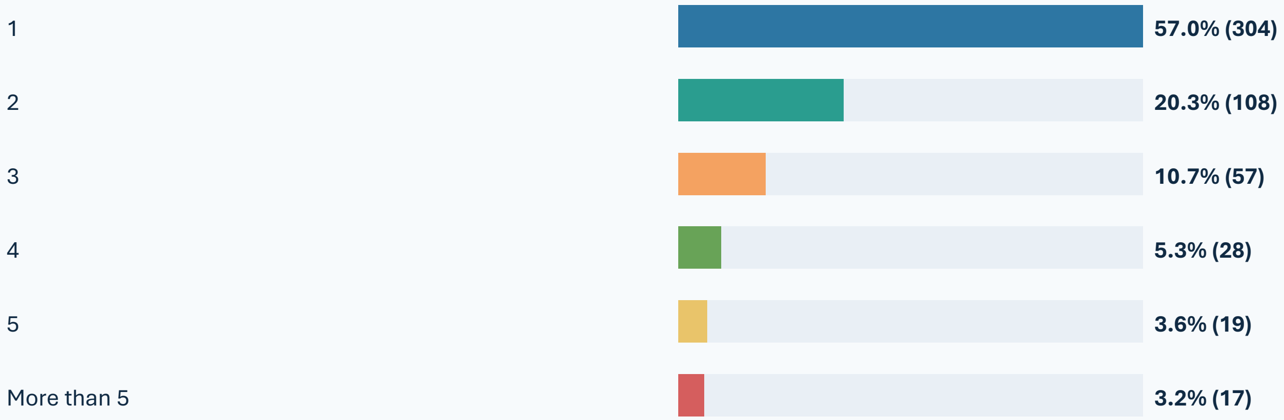
Question 27 How many people live in your home?

Answered: 533 • Skipped: 152

Answered 533

Skipped 152

Highest response: 1 at 57.0% (304 responses).

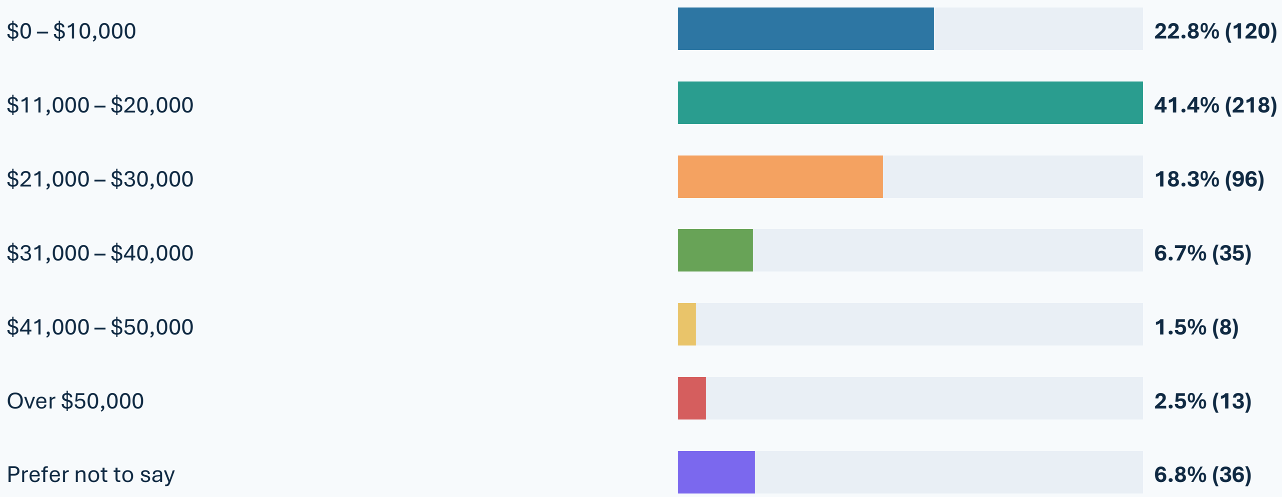


Response option	Count / %
1	**304 / 57.0%**
2	**108 / 20.3%**
3	**57 / 10.7%**
4	**28 / 5.3%**
5	**19 / 3.6%**
More than 5	**17 / 3.2%**

Question 28 Yearly Household Income

Answered 526 | Skipped 159

Highest response: $11,000 – $20,000 at 41.4% (218 responses).



Response option	Count / %
$0 – $10,000	**120 / 22.8%**
$11,000 – $20,000	**218 / 41.4%**
$21,000 – $30,000	**96 / 18.3%**
$31,000 – $40,000	**35 / 6.7%**
$41,000 – $50,000	**8 / 1.5%**
Over $50,000	**13 / 2.5%**
Prefer not to say	**36 / 6.8%**

Have you received services from West Central Missouri Community Action Agency?

Answered: 519 • Skipped: 166

Answered 519

Skipped 166

Highest response: Yes at 88.0% (457 responses).

Response option	Count / %
Yes	**457 / 88.0%**
No	**62 / 11.9%**

Question 30 Do you want us to contact you? We can send you the survey results or tell you more about our programs.

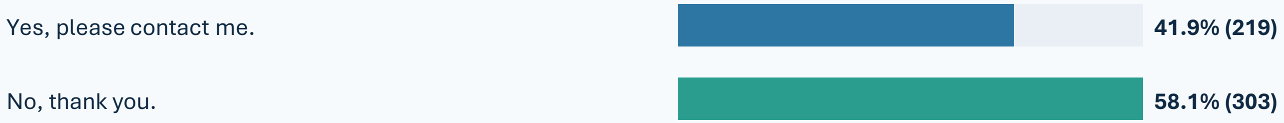
Answered: 522 • Skipped: 163

Answered 522

Skipped 163

Highest response: No, thank you. at 58.1% (303 responses).

Response option	Count / %
Yes, please contact me.	**219 / 41.9%**
No, thank you.	**303 / 58.1%**



Answered 208

Skipped 477

What responses say

No narrative summary was provided in the source file.

Top coded themes

All coded themes from the source file

Theme	Count / %	Theme	Count / %

Phone Number

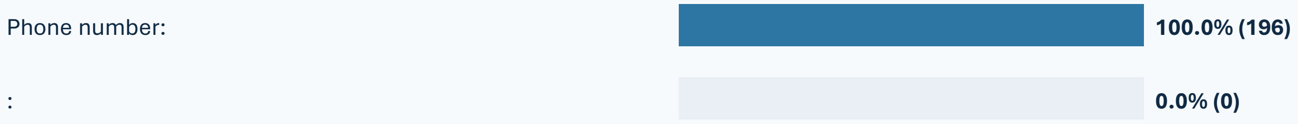
Answered: 196 • Skipped: 489

Answered 196

Skipped 489

Highest response: Phone number: at 100.0% (196 responses).

Response option	Count / %
Phone number:	196 / 100.0%
:	0 / 0.0%



At what email address would you like to be contacted?

Answered: 183 • Skipped: 502

Answered 183

Skipped 502

What responses say

No narrative summary was provided in the source file.

Top coded themes

All coded themes from the source file

Theme	Count / %	Theme	Count / %

Please share any other comments you have below:

Answered: 153 • Skipped: 532

Answered 153

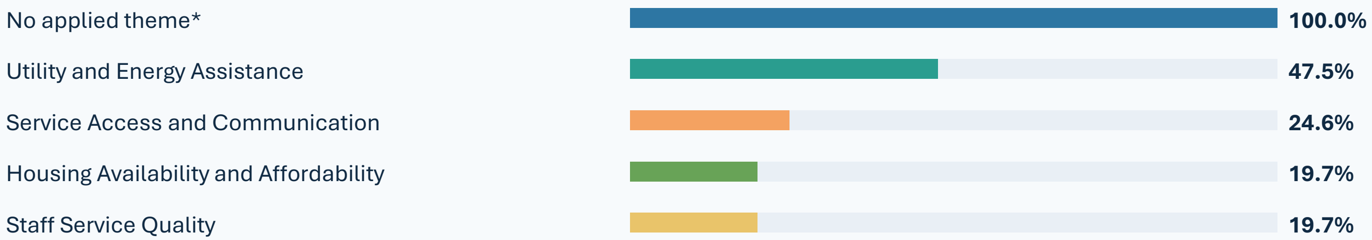
Skipped 532

Top coded theme: No applied theme* (61 responses).

What responses say

Feedback reflects a generally positive tone, with many expressing gratitude for utility and energy assistance and praising staff support. Some highlight ongoing challenges with housing affordability, home repairs, and accessing services or communication. A few mention needs for improved outreach, transportation, and support for seniors. While most appreciate the agency's impact, some express frustration with service limitations or eligibility concerns. Overall, respondents value available support but see room for expanded access and resources to address unmet needs in the community.

Top coded themes



All coded themes from the source file

Theme	Count / %	Theme	Count / %
No applied theme*	61	Disability and Benefits Support	4
Utility and Energy Assistance	29	Employment and Financial Opportuni...	4
Service Access and Communication	15	Public Funding Allocation	4
Housing Availability and Affordability	12	Senior and Tax Support	4
Staff Service Quality	12	Community Safety and Infrastructure	3
Health and Social Support Services	8	Program and Service Availability	3
Home Repair and Maintenance	8	Service Utilization Philosophy	3
Community Partnerships and Recogni...	5	Weatherization Services	2
Community Resource Access	5	Local Economic Development	1

WEST CENTRAL
MISSOURI COMMUNITY
ACTION AGENCY

INDIVIDUALS AND FAMILY COMMUNITY NEEDS ASSESSMENT SURVEY 2026

We Want to Help

We want to know what you and your family need. Your answers help us make our programs better for everyone.

Take this survey on your phone!

If you want to use your phone instead of paper, point your phone's camera at this square.

Tap the link that pops up.

This survey is private. We will not share your name. Please check the boxes that match your life.

SECTION 1 — ABOUT YOU

1. **Where do you live?**
   - ☐ Bates
   - ☐ Benton
   - ☐ Cass
   - ☐ Cedar
   - ☐ Henry
   - ☐ Hickory
   - ☐ Morgan
   - ☐ Jackson
   - ☐ St. Clair
   - ☐ Vernon
   - ☐ Other: Please Specify: ____________________
2. **How do you connect with West Central Missouri Community Action Agency? Select all that apply**
   - ☐ I get services
   - ☐ I volunteer
   - ☐ I work here
   - ☐ I am on the board
   - ☐ Other: Please Specify: ____________________

SECTION 2 — HOUSING & STABILITY

3. **In the last year, did any of these happen to you or your family?**
   - ☐ Stayed with someone so you would not be homeless
   - ☐ Had to choose between paying rent/house payment or other needs
   - ☐ Fell behind on rent or house payment
   - ☐ Had to choose between paying utilities or other needs
   - ☐ Utilities were shut off or almost shut off
   - ☐ Moved many times
   - ☐ Other: please specify:________________________________
   - ☐ None of these

SECTION 3 — WORK & EDUCATION

4. **Do you need help with any of these?**
   - ☐ Finding a job with a living wage
   - ☐ Job search and skills training
   - ☐ GED or obtaining high school equivalency
   - ☐ English as a Second Language (ESL) classes
   - ☐ General/basic education
   - ☐ Paying for school or job training

SECTION 4 — HEALTH & CRISIS IMPACT

5. **In the last year, did your family have a big health problem or family crisis?** (Like cancer, serious illness, bad injury, or long hospital stay)
   - ☐ Yes
   - ☐ No
6. **If yes, did this make it hard to:**
   - ☐ Pay for basic needs (rent, food, utilities)
   - ☐ Get to medical care or treatments
   - ☐ Keep a job or work hours
   - ☐ Pay for gas, travel, or lodging for care
   - ☐ Care for children or family members
   - ☐ Other: Please specify:________________________________
   - ☐ Not Applicable
7. **If you had this kind of crisis, what help would have helped most?**
   - ☐ Help paying rent or utilities
   - ☐ Gas cards or transportation help
   - ☐ Help paying medical bills
   - ☐ Help paying for food
   - ☐ Help paying for childcare
   - ☐ Short-term emergency cash help
   - ☐ Help finding resources or support
   - ☐ Mental health or counseling support
   - ☐ Other: Please specify:________________________________
   - ☐ I did not need help

SECTION 5 — FINANCIAL STABILITY & BASIC NEEDS

8. **In the last year, did you have money problems? Check all that apply**
   - ☐ Could not pay for basic needs
   - ☐ Bills went to collections
   - ☐ Lost a home or almost lost a home
   - ☐ High credit card bills
   - ☐ Big medical or dental bills
   - ☐ Bankruptcy
   - ☐ Turned down for credit
   - ☐ No savings
   - ☐ Other: Please specify:________________________________
   - ☐ None of these
9. **In the last year, did you or your family need help with any of these? Check all that apply**
   - ☐ Not enough food
   - ☐ Food benefits ran out
   - ☐ Could not get food benefits
   - ☐ Healthy food costs too much
   - ☐ Needed help finding services
   - ☐ Needed child care
   - ☐ Needed legal help
   - ☐ Transportation (limited or unreliable)
   - ☐ Help accessing mental health or counseling services
   - ☐ Other: Please Specify: ______________________________
   - ☐ None of these

SECTION 6 — COMMUNITY ENGAGEMENT

10. Do you know about volunteer opportunities in your community?

☐ Yes ☐ No ☐ Not sure

11. How do you usually find out about programs, services, or events available in your community?

(Select all that apply)

- ☐ Text messages
- ☐ Facebook
- ☐ Other social media (Instagram, TikTok, etc.)
- ☐ Email
- ☐ Friends, family, or word of mouth
- ☐ Case managers or service providers
- ☐ Schools or childcare providers
- ☐ Churches or faith-based organizations
- ☐ Community flyers or posters
- ☐ Local newspaper (print or online)
- ☐ Local radio
- ☐ Website or online search (Google, etc.)
- ☐ I usually do not hear about services until it is too late
- ☐ Other (please specify): ___________
- ☐ None of these

12. Which of these sources do you trust most when deciding whether to apply for or use a program or service? *(Select up to THREE)*

- ☐ Friends or family
- ☐ Someone I already know and trust (caseworker, teacher, pastor, employer)
- ☐ Another person who has used the service
- ☐ A trusted organization
- ☐ Social media
- ☐ School or childcare provider
- ☐ Healthcare provider
- ☐ Church or faith-based organization
- ☐ Website information
- ☐ Printed materials
- ☐ Other (please specify): ___________

13. If you wanted to tell someone else about a helpful program or service, how would you most likely share that information?

(Select all that apply)

- ☐ In person / word-of-mouth
- ☐ Text message
- ☐ Social media post or message
- ☐ Phone call
- ☐ Email
- ☐ Sharing a flyer or printed information
- ☐ Community Bulletin Boards (Library, Grocery Store, Church)
- ☐ I usually don’t share information about services
- ☐ Other (please specify): _____________

14. In your opinion, what is the #1 reason people in our community don't get the help they need?

Please share: ____

❤️ SECTION 7 — YOUR VOICE (COMMUNITY & LIVED EXPERIENCE)-

DON'T FEEL PRESSURED TO ANSWER ALL OF THESE—EVEN ONE OR TWO SENTENCES HELPS US TREMENDOUSLY!

15. What do you like most about your community?
Please share:____
____

16. What is one thing you would change in your community?
Please share:____
____

17. What is the biggest challenge for YOUTH (kids and teens)?
Please share:____
____

18. What is the biggest challenge for OLDER ADULTS?
Please share:____
____

19. What is the biggest challenge for FAMILIES?
Please share:____
____

20. Was there a time you needed help but could not find it? What help did you need?
Please share:____
____

***21.* What makes it hard to ask for help or use services in your community?**
Please share:____
____

***22.* What would help your family feel more stable or secure in the future?**
Please share:____
____

👨‍👩‍👧 SECTION 8 — HOUSEHOLD INFORMATION

The following questions are optional.
We ask them to help us understand **who is represented in this survey and who may be missing**, so we can make sure all voices are included in future planning.

23. Which of the following best describes you? (Optional – select all that apply)

☐ White
☐ Black or African American
☐ Hispanic or Latino/a
☐ American Indian or Alaska Native
☐ Asian
☐ Native Hawaiian or Pacific Islander
☐ Another race or ethnicity (please specify): ______________
☐ Prefer not to answer

24. Which age range do you fall into? (Optional)

☐ Under 18
☐ 18–24
☐ 25–34
☐ 35-44
☐ 45-54
☐ 55-64
☐ 65 or older

25. Which best describes your household? (Optional)

☐ Single adult
☐ Single adult with children
☐ Two or more adults with children
☐ Multi-generational household
☐ Senior living alone
☐ Other (please specify): ___________

26. Do you or someone in your household have a disability or health condition that affects daily activities, work, or access to services? (Optional)

☐ Yes
☐ No
☐ Prefer not to answer

27. How many people live in your home?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ More than 5

28. Yearly Household Income

- ☐ $0 – $10,000
- ☐ $11,000 – $20,000
- ☐ $21,000 – $30,000
- ☐ $31,000 – $40,000
- ☐ $41,000 – $50,000
- ☐ Over $50,000
- ☐ Prefer not to say

29. Have you received services from West Central Missouri Community Action Agency?

- ☐ Yes
- ☐ No

✍ FINAL

30. Do you want us to contact you? We can send you the survey results or tell you more about our programs.

- ☐ **Yes,** please contact me.
- ☐ **No,** thank you.

31. If you said Yes, what is your name?

____

32. Phone: ______________________________

33. Email: ______________________________________

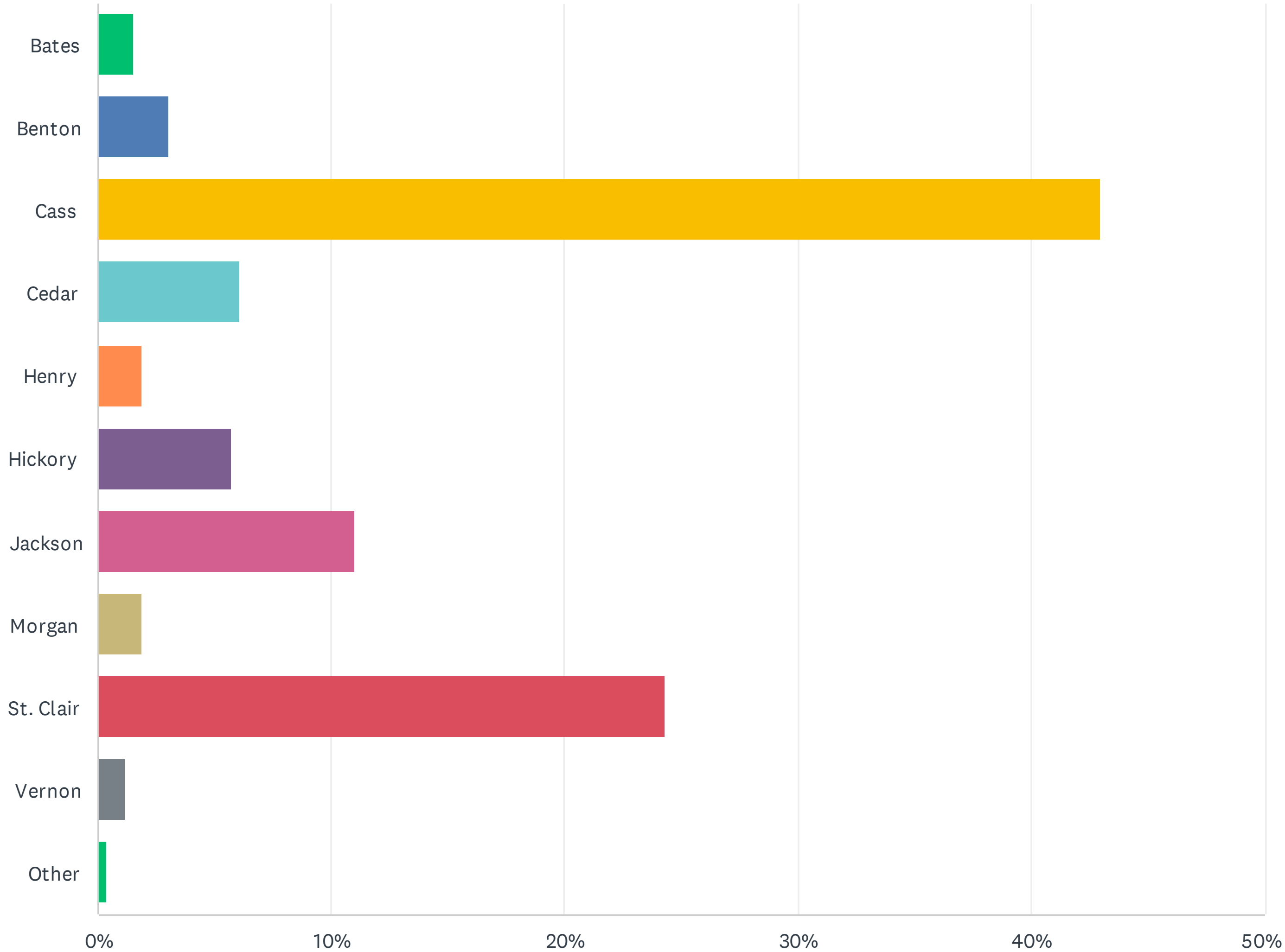
34. Please share any additional comments:

____
____

For Office Use Only: Date Entered: ____________ Staff Initials: ____________

Q1 Please select the county where you live.

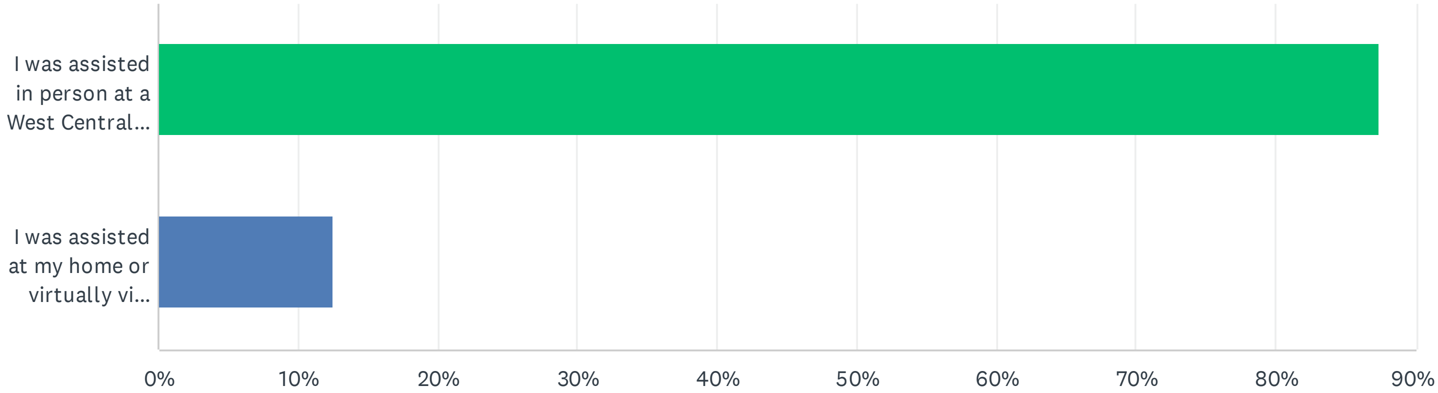
Answered: 263 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bates	1.52%	4
Benton	3.04%	8
Cass	42.97%	113
Cedar	6.08%	16
Henry	1.90%	5
Hickory	5.70%	15
Jackson	11.03%	29
Morgan	1.90%	5
St. Clair	24.33%	64
Vernon	1.14%	3
Other	0.38%	1
TOTAL		263

Q2 Please mark only one response.

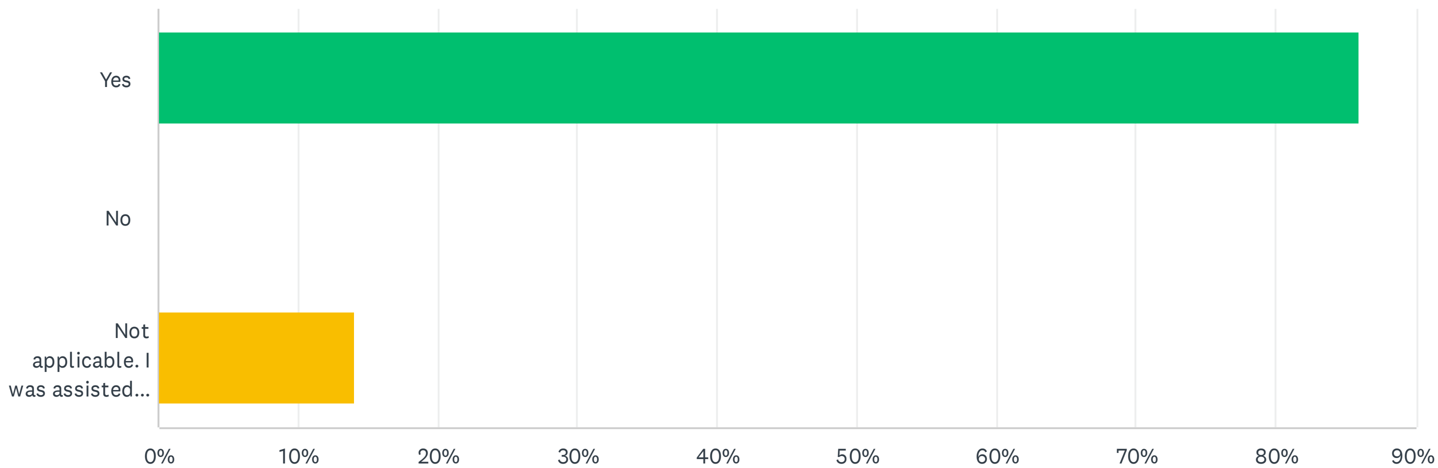
Answered: 263   Skipped: 0



ANSWER CHOICES	RESPONSES	
I was assisted in person at a West Central office. This includes the Mobile Action Center.	87.45%	230
I was assisted at my home or virtually via phone, e-mail, Zoom, etc.	12.55%	33
Total Respondents: 263		

Q3 I felt welcome when I entered the office or the Mobile Action Center.

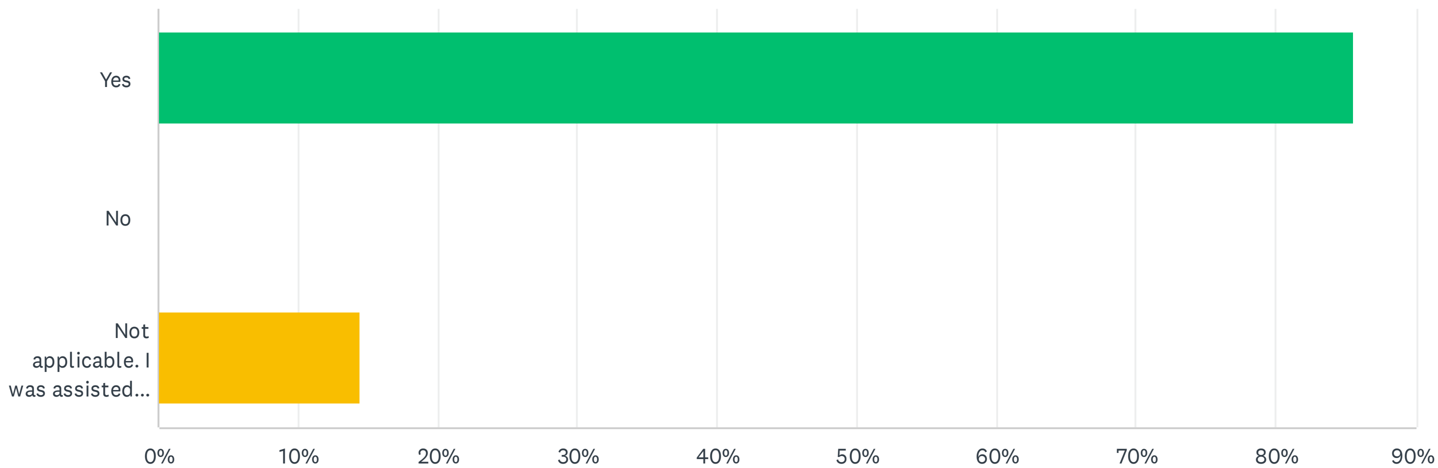
Answered: 263 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	85.93%	226
No	0.00%	0
Not applicable. I was assisted at my home or virtually via phone, e-mail, Zoom, etc.	14.07%	37
Total Respondents: 263		

Q4 The office or Mobile Action Center I entered was clean.

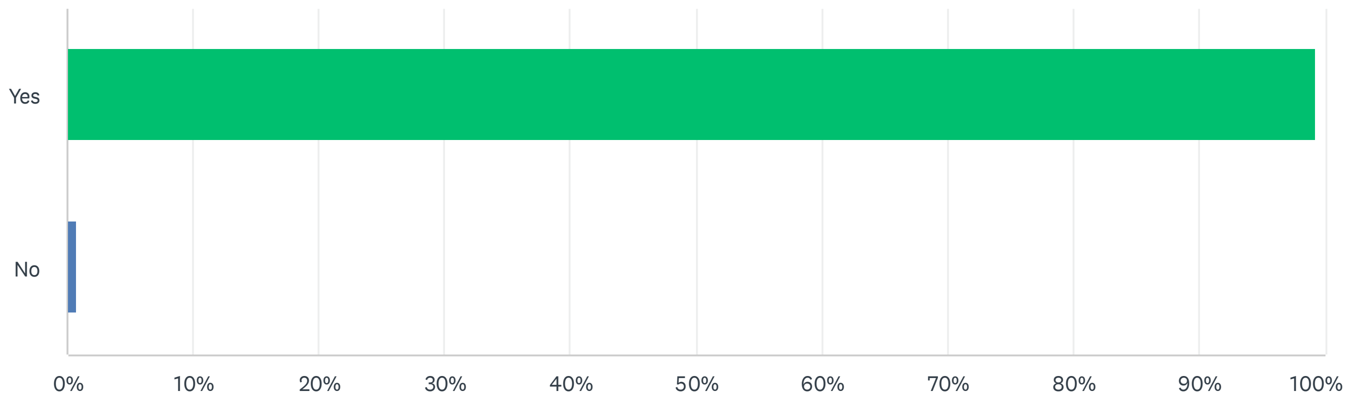
Answered: 263 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	85.55%	225
No	0.00%	0
Not applicable. I was assisted at my home or virtually via phone, e-mail, Zoom, etc.	14.45%	38
Total Respondents: 263		

Q5 I was helped in a timely manner.

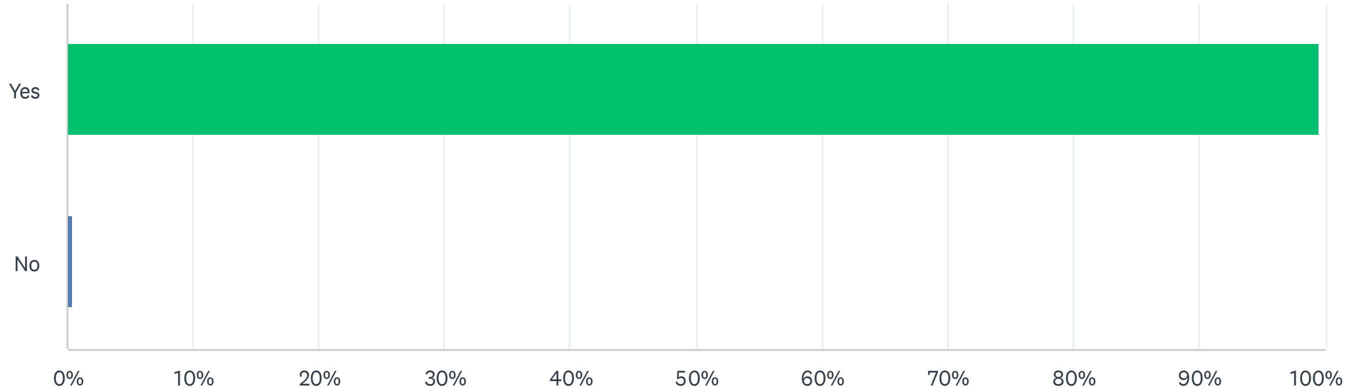
Answered: 263 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	99.24%	261
No	0.76%	2
Total Respondents: 263		

Q6 I was treated with respect.

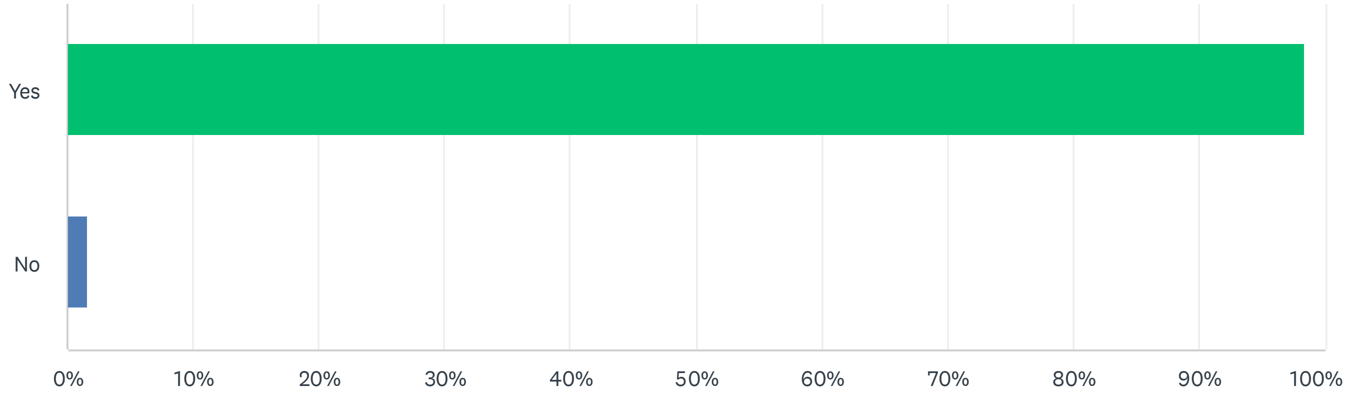
Answered: 263 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	99.62%	262
No	0.38%	1
Total Respondents: 263		

Q7 My needs were met.

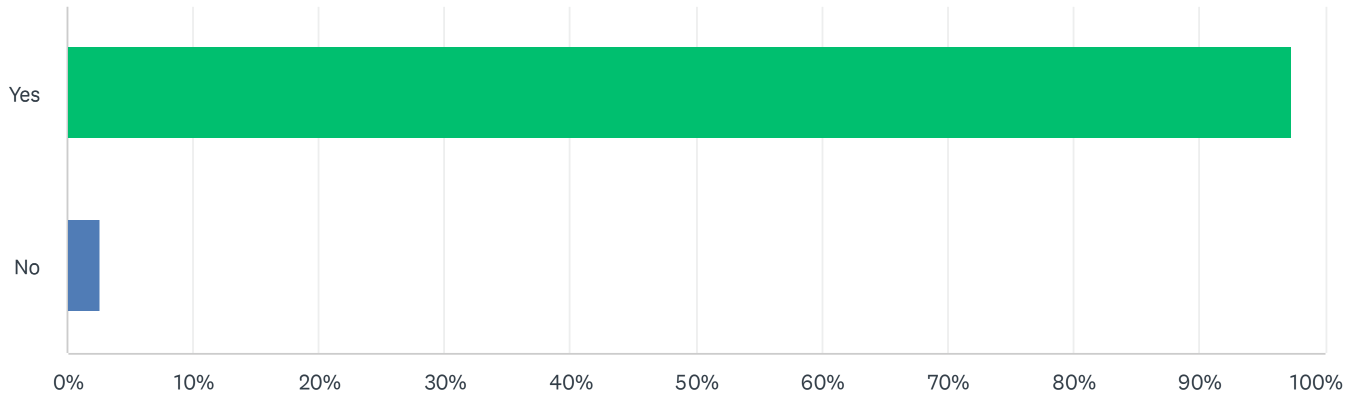
Answered: 263 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	98.48%	259
No	1.52%	4
Total Respondents: 263		

Q8 I was informed about the programs and services offered by West Central.

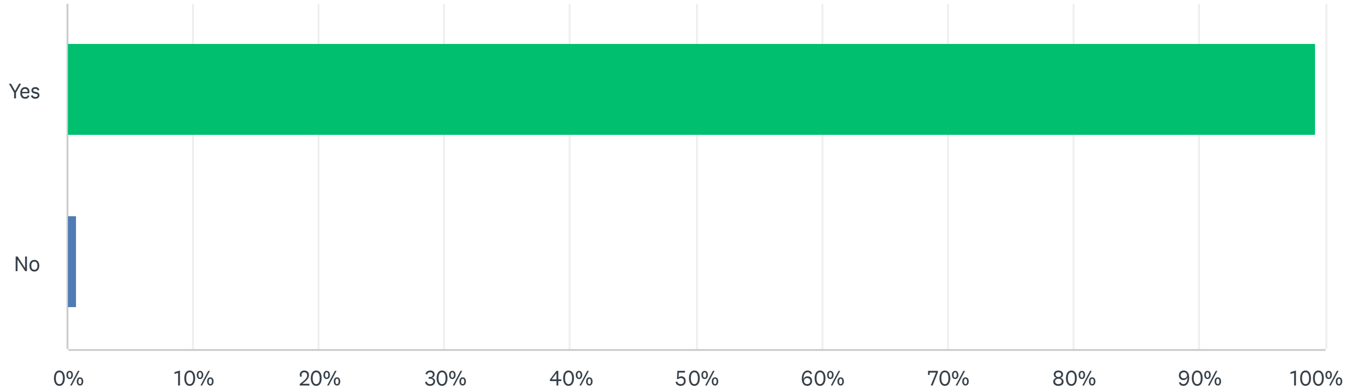
Answered: 263   Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	97.34%	256
No	2.66%	7
Total Respondents: 263		

Q9 I would recommend West Central to my friends and family members.

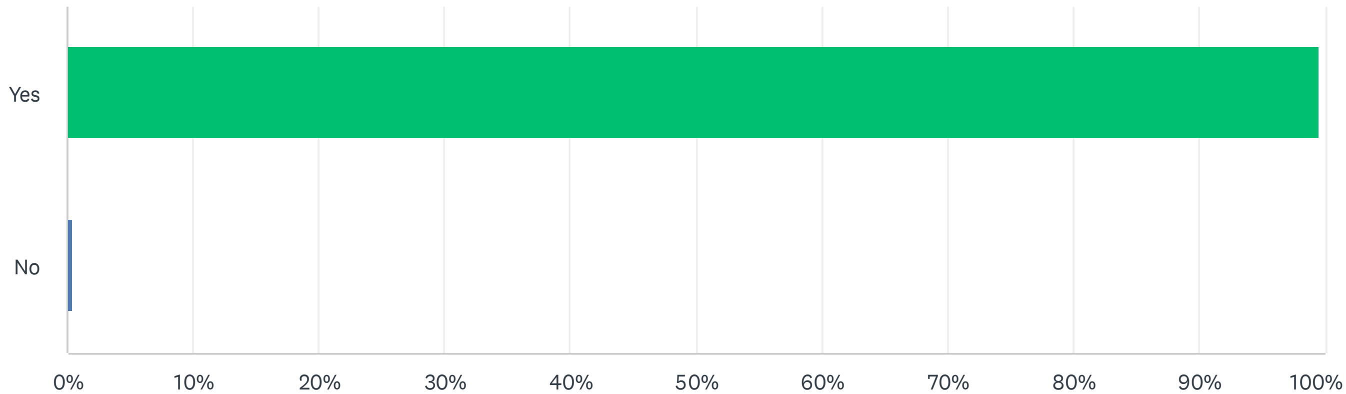
Answered: 263 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	99.24%	261
No	0.76%	2
Total Respondents: 263		

Q10 I feel better able to meet my family's needs as a result of West Central's services.

Answered: 263 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	99.62%	262
No	0.38%	1
Total Respondents: 263		

Q11 Comments regarding your most recent experience with West Central (interaction with staff, services, etc.)

Answered: 70 Skipped: 193

2026 COMMUNITY NEEDS ASSESSMENT

West Central's Data Walk

Integrated Data Narrative
& Strategic Data Walk

Prepared for Leadership & Board

June 2026

The Dual Reality of West Central

The 2026 Community Needs Assessment reveals a region navigating a profound paradox. The data tells two stories simultaneously.

THE STRUCTURAL SQUEEZE

Individuals and families are under unprecedented pressure from compounding basic-living costs — utilities, food, housing scarcity, healthcare, and structural transportation deficits.

For a significant portion of our neighbors, a single routine disruption — a vehicle repair, an illness, or a seasonal utility spike — instantly triggers a severe financial crisis.

THE CULTURAL SHEET-ANCHOR

Despite mounting economic pressures, residents describe a region rich in community pride, safety, and mutual support.

Trust is deeply relational. People value small-town life and instinctively turn to informal networks of neighbors, family, and faith before they ever approach the formal safety net.

THE TRUE CHALLENGE

It Is Not the Absence of Resources

The fundamental friction in our region is a combination of:

STIGMA	PRIDE	INFO GAPS	COMPLEXITY	DISTANCE

OUR MANDATE

"Our mandate is not just to fund programs, but to build an ecosystem that bridges these gaps, honors human dignity, and meets people exactly where they live and work."

These barriers — not funding gaps alone — prevent residents from accessing the help that already exists.

S E C T I O N 0 1

The Quantitative Data Story

Macro-economic indicators of recovery mask deep, localized fractures across our regional infrastructure.

Uneven Growth & a Demographic Shift

UNEVEN REGIONAL GROWTH

Regional Population Growth

+2%

+8%	-14%
Cass County influx	Rural county declines

Cass growth strains housing, childcare, and public services while rural counties hold up aging infrastructure with a shrinking tax base.

CULTURAL & LINGUISTIC SHIFT

Hispanic Population Growth

+35%

vs. +1%

non-Hispanic population growth

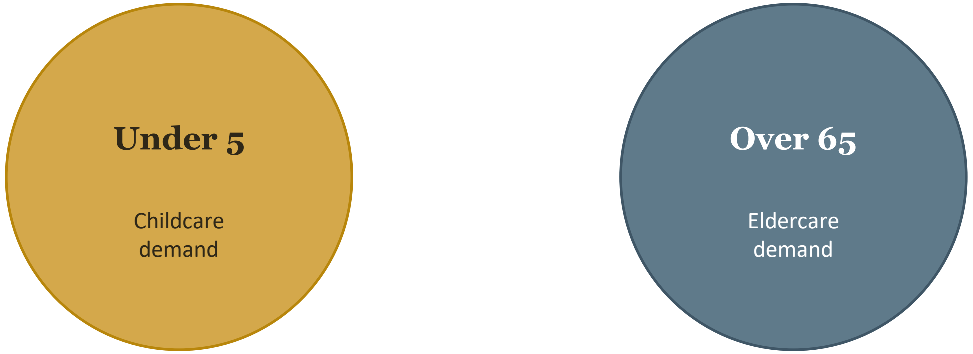
A mandatory requirement for culturally and linguistically responsive service delivery across all programs.

SECTION 1 · DATA ANCHORS 3–4

Dual-Demand Households Under Strain

THE DUAL-DEMAND DEPENDENCY TRAP

A solid working-age population is simultaneously squeezed by significant under-5 and over-65 cohorts.



Households must navigate childcare and eldercare concurrently — a compounding strain.

HOUSEHOLD VULNERABILITY METRICS

+1.7%

regional household growth — lagging behind population shifts.

14%

of all households are female-headed with no spouse present — a profile highly correlated with acute economic vulnerability.

SECTION 1 · DATA ANCHOR 5

The Mirage of Poverty Reduction

Overall regional poverty rate:

~~~16.6%~~ → ~12%

BUT BENEATH THE SURFACE

18.8%

of children ages 0–5 live in poverty

Generational poverty remains intensely concentrated, with significantly higher concentrations spiking in specific rural counties.

INSIGHT

Macro indicators look positive while structural issues — cost, access, and uneven growth — compound underneath.

Instability is no longer accurately measured by the poverty line. It is defined by the widening chasm between what a family requires to remain stable and what the regional system allows them to access.
~~~

Childcare as Broken Workforce Infrastructure

28%

of infant childcare need is met by current supply

17–19%

of family income spent on childcare — more than 2× the 7% federal affordability benchmark

25%

of parents have completely left the workforce due to childcare failures

The local childcare market has effectively collapsed under standard market dynamics.

The Distance Tax & Strategic Takeaways

THE DISTANCE TAX

"Distance acts as a regressive tax, amplifying every other system gap."

The sprawling, rural service footprint requires long commute patterns deeply exacerbated by a near-total lack of public transit options.

Distance is not a logistical inconvenience — it is the multiplier on every other gap in this report.

STRATEGIC TAKEAWAYS

What this data adds

Definitive scale — macro indicators look positive while structural cost, access, and growth issues compound underneath.

What it means

Instability is now defined by the chasm between what a family needs to be stable and what the regional system allows them to access.

System reinforcement

Regional instability is driven by systemic architecture, cost imbalances, and geographic barriers — not individual effort.

Ponder this

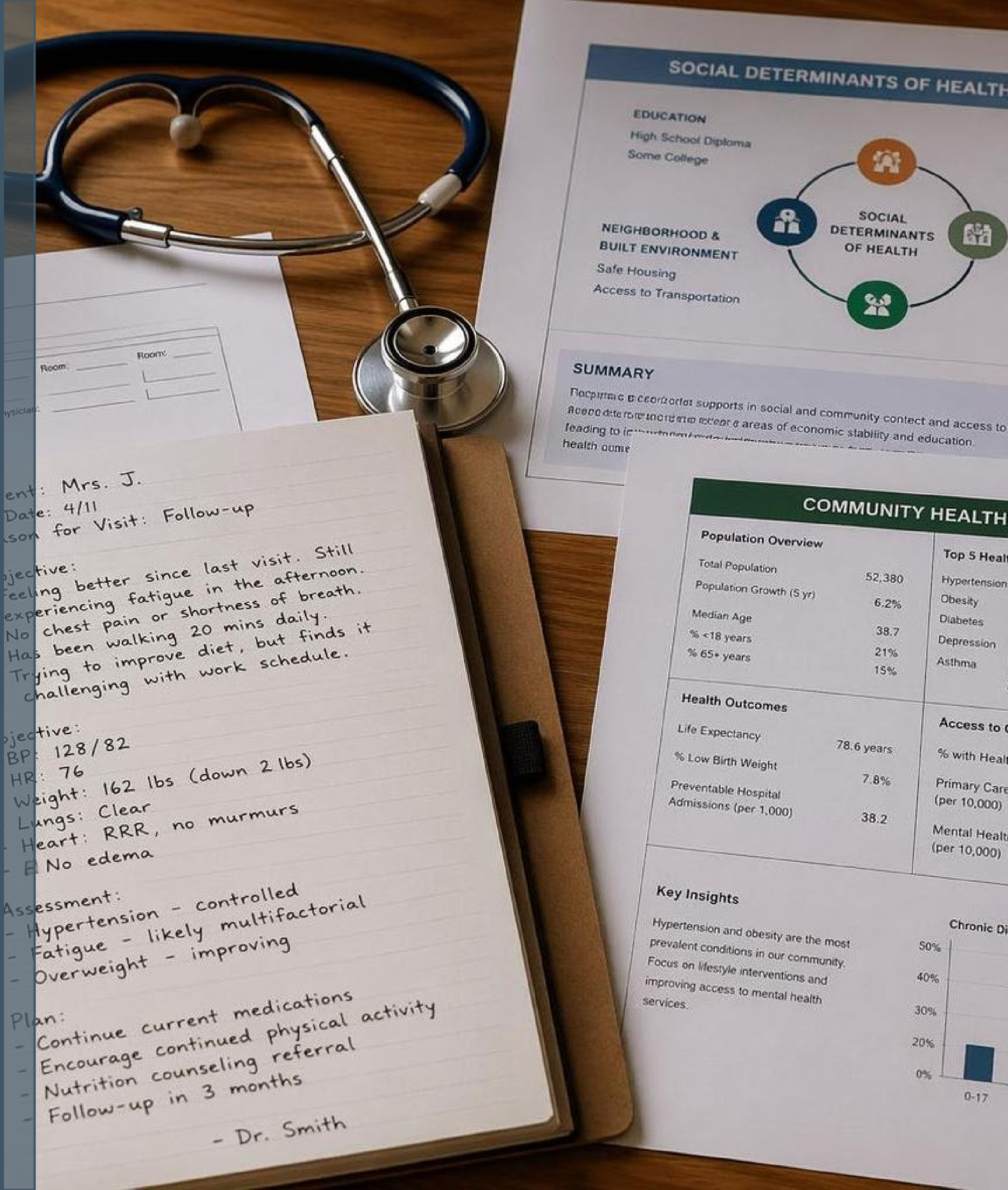
*If one in **four** parents in our region has walked away from a job entirely because of childcare infrastructure — and child poverty among infants and toddlers is sitting at nearly 19% — are we looking at a social services problem, or an economic collapse of the family unit?*

How must West Central adjust its strategic footprint to treat childcare not as a minor family issue, but as a critical lever of economic workforce infrastructure?

SECTION 02

The Partner & Hospital Story

Downstream medical crises are the direct, predictable result of upstream social failures.



From Upstream Conditions to Clinical Reality

UPSTREAM DETERMINANT	DOWNSTREAM CLINICAL REALITY	SYSTEM-LEVEL IMPACT
Provider Ratios (1:2,000 to 1:8,000)	**77% Out-of-County Care Migration**	Disconnected care, lost wages, transit strain
Housing Instability & Food Scarcity	**Elevated Obesity, Diabetes, & Smoking**	Chronic disease driven by stress and poor choices forced by poverty
Siloed Behavioral Health Systems	**Elevated Suicide & Clinical Depression Rates**	Mental health is the #1 unmet need across all counties

This dataset reflects the frontline observations of regional healthcare systems and community partners.

Behavioral Health, Childcare & Clinical Deserts

BEHAVIORAL HEALTH EMERGENCY

Mental health crises and substance use rank as the #1 unmet need in every county. Clinical markers for suicide risk and deep depression remain elevated regionally.

CHILDCARE AS A HEALTHCARE DRIVER

Healthcare partners rank childcare a Top 1–3 unmet community need, linking child-watch deficits to missed appointments and parental stress.

SEVERE CLINICAL DESERTIFICATION

Primary care provider ratios vary from a strained 1:2,000 to an astronomical 1:8,000 residents depending on the county.

MASS OUT-OF-COUNTY MIGRATION

Up to ~77% of residents leave their home counties for basic healthcare — turning a routine visit into a day-long logistical challenge.

Roots, Basic Needs, Transit & the Perception Paradox

ECONOMIC CONDITIONS AS ROOT CAUSE

Hospitals report poverty, underemployment, and erratic income as the primary drivers of poor patient compliance and re-hospitalization.

BASIC NEEDS CRISES

Housing instability, eviction risk, substandard housing, and severe food insecurity continually surface as baseline patient realities.

TRANSIT AS HEALTH GATEKEEPER

Providers cite unreliable transit as the primary barrier limiting access to care, prescriptions, employment, and nutritional food.

PERCEPTION VS. REALITY PARADOX

52–61% of residents rate local healthcare as 'good,' yet unmet clinical, dental, and behavioral needs remain at historic highs.

Ponder this

When 77% of human beings in a county cannot see a doctor within their own community, a routine medical issue becomes a financial emergency involving lost wages, fuel costs, and childcare.

If health begins at home, but our homes are structurally cut off from care, how can West Central build strategic bridges with hospital systems to bring stabilization services directly into the spaces where people are migrating for care?

SECTION 03

Individuals & Families

The lived experience of approximately 685 community members under pressure — voices from the survey floor.

Who the 685 Respondents Are

~685 community members participated in the survey. The typical respondent is older, lives alone, manages a chronic condition, and survives on a fixed income.

88.1%

current West Central clients

69%

age 55 or older

57.0%

live alone

64.2%

household income under $20K

82.5%

household income under $30K

67.5%

have a disability or chronic health condition

Cost of Living Is Outpacing Stability

THE COLD NUMBERS

41.7% had to choose between paying utilities and buying other basic necessities

31.5% flatly could not pay for their basic needs

23.1% had accounts sent to debt collections

19.3% had to choose between paying for housing or food

RESIDENT VOICE

“

Things are tough for everyone right now and a lot of people are seeking more help... pantries are running dry, gas assistance is running dry... So then they just quit asking, pride steps in... they want to avoid judgements and embarrassment... so they just struggle in silence as day by day things get worse for them.

— Resident survey response

SECTION 3 · THEME 2

Utility Assistance Is an Absolute Safety Anchor

THE COLD NUMBERS

27% either experienced a total utility shutoff or came dangerously close in the past year

High electric bills and shifting propane costs are the most volatile pressures

Rigid utility company protocols leave families with no flexibility

RESIDENT VOICE

“

Funds aren't available until almost shut off date. It's a scary feeling knowing you qualify for help but not being able to get it quick enough.

— Resident survey response

Food Insecurity Is Driven by Price, Not Locations

THE COLD NUMBERS

41.0% say healthy food simply costs too much to buy

28.4% regularly experience not having enough food to eat

17.5% report SNAP benefits run out before the end of the month

RESIDENT VOICE

“

Every time I've had to go to the food pantry this has happened so I just go without because I have to drive 20 miles each way if my truck is running and it's an awful feeling and makes me more anxious and depressed.

— Resident survey response

The Health-to-Finance Crisis Cascade

THE COLD NUMBERS

41.3% of households experienced a major health problem or acute family crisis last year

50.7% of those struggled to meet basic needs after the event

38.1% lost the ability to cover transit costs

32.7% could no longer afford needed medical care

RESIDENT VOICE

"

I think the ones who really need help wait to get help as a last resort because of pride. I know it was for me — I didn't ask for any help until I ended up with heart failure.

— Resident survey response

SECTION 3 · THEMES 5 & 6

Distance Locks the Door · Trust Opens It

THEME 5 · TRANSPORTATION AS COMPOUND BARRIER

Transportation is a rigid, system-wide gatekeeper that effectively locks people out of the economy and the healthcare system.

“

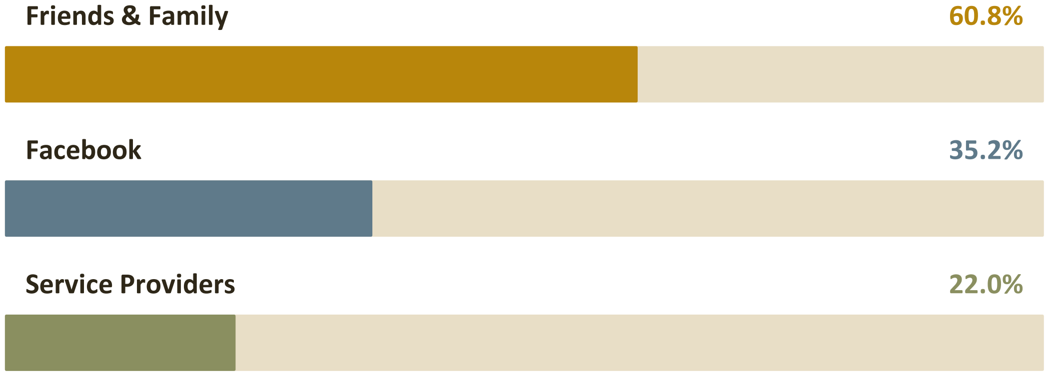
Don't have affordable transportation to or from where they need to go or the money to pay for it, especially when you are living in poverty.

“

There isn't help or reliable transportation available in my county.

THEME 6 · RELATIONAL TRUST OVER ALGORITHMS

Information does not move through institutional marketing. It moves through trusted face-to-face human relationships.



“Nobody answers the phone or it's an AI version that can't do what a human can — like answer your questions.”

The Silence of Pride · The Maze of Systems

THEME 7 · PRIDE, SHAME & RURAL SILENCE

In rural communities, intense pride and fear of public judgment prevent help-seeking until people are deep in catastrophic crisis.

“They are embarrassed to ask for help in a small town where everyone knows them.”

“Feeling ashamed of needing the help.”

“Too ashamed to ask for help.”

THEME 8 · INFORMATION GAPS & SYSTEM COMPLEXITY

The primary barrier is a total lack of navigational support compounded by complex processes that alienate older adults and people with limited digital access.

“They don't know where to go or who to turn to.”

“People do not know what organizations can help — and how to get a hold of them.”

“The information needed to get those services is long and sometimes hard.”

The Working Poor · The Trust We've Earned

THEME 9 · THE GHOST POPULATION

Working families earn just enough to exceed rigid eligibility limits, but far too little to survive real-world cost inflation.

"They make enough to fall just over the threshold of qualifying."

"Their income is right above the federal poverty line, but expenses not counted in aid programs keep them from receiving aid."

"People work all their life for what they have, and then a disability comes..."

THEME 10 · TRUST IN WEST CENTRAL

A Deep Foundational Asset

Despite widespread systemic disillusionment, community members express deep appreciation for:

- The peace and safety of rural life
- Neighborly networks that step in during crises
- The compassionate, respectful operations of West Central itself
- Agency staff described as a lifeline in times of despair

Ponder this

Over 41% of our clients are choosing between turning on their lights or buying medicine, while 67% are fighting a disability on less than $20,000 a year. Yet their primary response is to struggle in silence — because asking for help in a small town brings intense shame.

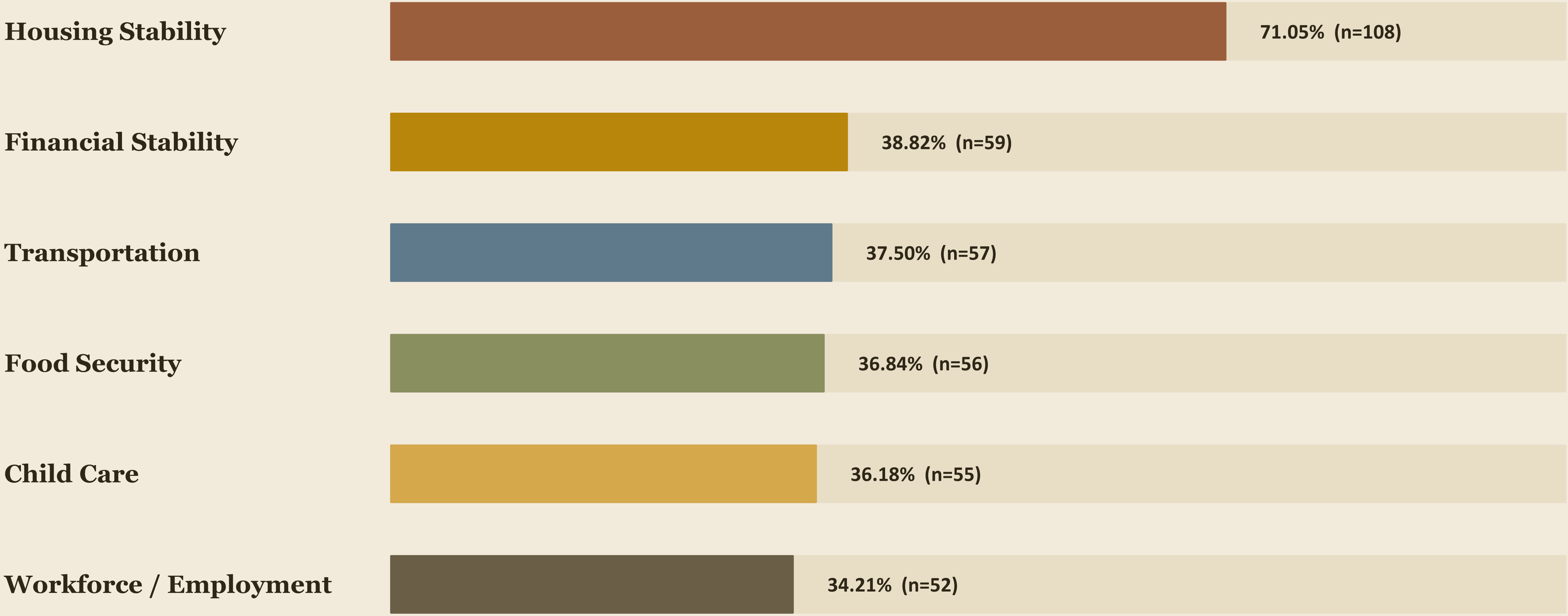
If our intake systems require long, complex forms and digital literacy, are we accidentally reinforcing that shame? How do we redesign access to feel less like a bureaucratic cross-examination and more like a trusted neighbor lending a hand?

SECTION 04

The Community Stakeholder Story

225 regional professionals confirm that our infrastructure is actively deteriorating — trapping families in working instability.

What Professionals Rank First



Sectors heavily represented: Healthcare (30.6%), Human Services (29.3%), Education (13.1%).

Housing Instability & the Working Unstable

THEME 1 · HOUSING INSTABILITY AS FOUNDATION

86.52%

of stakeholders cite skyrocketing rents and home prices.

76.60%

point to an absolute lack of physical housing units.

“Housing, food, utilities.”

THEME 2 · THE 'WORKING UNSTABLE' REALIGNMENT

78.57%

of the underserved population is now working families.

63.83%

say persistently low wages flatly fail to match market inflation.

“Unable to afford food and pay bills and get medication.”

Transportation as Tax · Childcare as Bottleneck

THEME 3 · TRANSPORTATION AS INVISIBLE TAX

67.14%

rank lack of transit as the #1 reason jobseekers can't reach living-wage employers.

48.13%

note transit has worsened or stagnated over the last three years.

“The cost of distance is an invisible drain on every household.”

THEME 4 · CHILDCARE AS ECONOMIC BOTTLENECK

64.29%

rank childcare deficits as the primary driver of recruitment and retention failure.

Defined as a hard cap on workforce participation — not a lifestyle preference.

“The cost of child care costs more than a full time paying job would pay.”

The Cliff, the Cracks, and the Cascade

THEME 5 · BENEFIT CLIFFS

59.48%

of families are 'Constantly' or 'Frequently' forced to decline promotions or wage increases out of terror of losing childcare or medical benefits.

"The system is designed to keep people in poverty."

THEME 6 · INSTITUTIONAL FRAGMENTATION

5.88%

of human services professionals describe the regional referral ecosystem as a strong, data-integrated loop. The remaining 94% characterize it as 'Fair' or 'Refer and Hope.'

"Too much falls thru the cracks."

THEME 7 · INEVITABLE FAILURE LOOPS

Bundled

Housing + Transportation + Childcare. Food + Bills + Healthcare. When one domino falls, the entire family structure collapses simultaneously.

"If one thing breaks, everything else falls."

Ponder this

Only 5.88% of human service professionals in our region believe agencies have a strong, functional loop for referring clients to one another. The other 94% characterize referrals as 'inconsistent' or 'refer and hope.'

If the professionals who run these programs are just 'hoping' someone answers on the other end, how can a vulnerable, traumatized client possibly navigate it? Is this a lack of community resources — or a systemic failure of connection?

SECTION 05

Community Conversations & Town Halls

The emotional weight of daily friction — preserved in the unfiltered words of residents.

From the Town Hall Floors

“ *If one thing breaks, everything else falls.*

“ *Child care is like another mortgage.*

“ *We have to start over from scratch… it's like being a mouse caught in a trap.*

“ *People decide to suffer instead of asking for help.*

“ *All in all, my community is a pretty nice place.*

Five Truths From the Ground

01

Interconnected Friction

Life cannot be compartmentalized into programmatic silos. A vehicle repair triggers job loss, eviction, and a medical emergency in rapid succession.

02

Transit & Childcare Strain

Childcare costs were repeatedly compared to a 'second mortgage,' completely consuming any gain from a second income.

03

Trauma of Re-Application

Submitting identical documents to multiple disconnected agencies makes residents feel targeted — many abandon the process out of pure exhaustion.

04

The Stigma Squeeze

Residents choose severe physical deprivation over the perceived public judgment of asking for aid in a small town.

05

Asset of Social Cohesion

Despite systemic grievances, residents voice intense loyalty to their towns — willing helpers, church groups, and neighborly networks step in.

Ponder this

When a resident says, 'We have to start over from scratch... it's like being caught in a trap,' they are explaining that our safety net feels punitive rather than supportive.

How can West Central use its strategic positioning to design a 'single-entry' intake model that values a family's time and dignity, ensuring they never have to explain their poverty to five different people just to get stable?

SECTION 06

Leadership Listening Sessions

Internal alignment, staff realities, and operational gaps — connecting external need to internal practice.

Where the Pressure Lands

FAMILY LEVEL	Financial instability, housing deprivation, and out-of-reach childcare pipelines.
COMMUNITY LEVEL	Stagnant transit infrastructure, housing supply drought, and deep regional capital divides.
AGENCY LEVEL	Rigid verification loops, fragmented intake points, and siloed program rules.

What Our Staff See Every Day

FAMILY-LEVEL REALITY

The intake pipeline is dominated by acute financial instability, severe housing cost burdens, and a complete absence of viable infant childcare slots.

MACRO-SYSTEMIC BLOCKS

Funding fights against missing infrastructure: no rural transit, severe affordable housing shortage, deep county-line disparities.

INTERNAL AGENCY BARRIERS

Rigid validation processes and siloed data systems create bottlenecks that slow response times during moments of acute crisis.

CLIENT DELIVERY DIRECTIVE

Clients overwhelmingly reject digital portals — they consistently prefer direct human interaction, guided case navigation, and radically simplified processes.

Ponder this

Our staff explicitly notes that clients are looking for direct human interaction — yet modern non-profit management pushes us toward automated portals, online applications, and AI answering trees to cut costs.

If trust is relational and our clients are already isolated, how can we protect and invest in human-centric case management while still achieving operational efficiency?

The Foundation for All Future Strategy

COST OF LIVING

"Prices going up. And nothing is cheap."

UTILITY & ENERGY

"People need help before they reach a crisis point."

FOOD SECURITY

"Healthy food costs too much."

TRANSPORTATION

"Transportation is the number one obstacle reported to us."

PRIDE & STIGMA

"Too ashamed to ask for help."

INFORMATION GAPS

"They don't know who to ask or where to start."

THE WORKING POOR

"They make enough to fall just over the threshold of qualifying."

OLDER ADULTS

"Senior citizens don't do a lot of social media and miss out on opportunities."

NAVIGATING SYSTEMS

"The information needed to get those services is long and sometimes hard."

Where the Data Converges

Divided into Core Infrastructure Needs (physical symptoms families face) and Structural System Needs (root design flaws that keep them trapped).

CORE INFRASTRUCTURE NEEDS

1. Access to affordable, safe, and stable housing

2. Access to affordable and reliable child care

3. Accessible & flexible transportation solutions

4. Access to affordable utilities and energy stability supports

5. Financial stability, basic needs & emergency safety nets

STRUCTURAL SYSTEM NEEDS

6. ALICE — financial stability for working households

7. Barriers from benefit cliffs

8. Relational service delivery & simplified access

9. Coordinated, data-integrated service systems

Access to Affordable, Safe, and Stable Housing

THE NEED

Immediate regional expansion of affordable housing stock, structural safety remediation, and low-barrier housing stabilization initiatives.

THE REALITY

Housing is the single most dominant economic issue.

71.05% of professionals identify housing as the top regional priority. 86.52% cite rising prices and 76.60% point to an absolute lack of affordable units. This infrastructure collapse forces 19.3% of families to make impossible choices between rent and basic food.

NEED 2 · CORE INFRASTRUCTURE

Access to Affordable and Reliable Child Care

THE NEED

Rapid expansion of safe, affordable childcare slots — specifically for infants — coupled with cost-subsidization structures that allow parents to work.

THE REALITY

Childcare is critical workforce infrastructure.

Infant supply meets a microscopic 28% of demand. Working families spend 17–19% of income on care. 25% of parents have abandoned jobs entirely, and 64.29% of employers report childcare as a primary cause of recruitment and staffing failures.

Accessible & Flexible Transportation

THE NEED

Creative rural mobility models, vehicle-repair safety nets, and transit structures designed to conquer the financial tax of geographic distance.

THE REALITY

Transportation is a regressive gatekeeper.

67.14% of stakeholders rank transit as the #1 barrier keeping jobseekers from sustainable employment. Up to 77% of rural residents must travel outside their home county for a doctor. Families routinely skip food distributions or medical care because they cannot absorb the fuel cost of a 20-mile trip.

NEED 4 · CORE INFRASTRUCTURE

Access to Affordable Utilities & Energy Stability Supports

THE NEED

Flexible, rapid-response utility assistance funds and proactive energy-efficiency initiatives that stabilize households before reaching the brink of shutoff.

THE REALITY

Volatile utility costs trigger sudden crises.

41.7% of individuals are forced to choose between keeping the power on or buying medication. Nearly 27% of surveyed residents experienced an absolute disconnection — or came terrifyingly close to a shutoff — over the past year.

Financial Stability, Basic Needs & Safety Nets

THE NEED

Coordinated financial and food support systems providing both ongoing stability and rapid response, designed to catch low-margin households when a medical or financial shock hits.

THE REALITY

A medical event is the strongest predictor of household collapse.

41.3% of residents experienced a major health crisis last year; 50.7% of those households immediately entered severe financial distress. The disruption directly limits food access — 40.1% report healthy food is out of reach and 28.4% experience active hunger.

NEED 6 · STRUCTURAL SYSTEM

Financial Stability for ALICE Households

THE NEED

Strategic redesign of local assistance programs, tiering models, and policy advocacy targeting working households above federal poverty thresholds but unable to meet the true cost of basic needs.

THE REALITY

The region has shifted to 'working instability.'

78.57% of the underserved population is now classified as working families. These ALICE households (Asset Limited, Income Constrained, Employed) earn above federal poverty levels but cannot meet the real cost of living — locked out of support by eligibility thresholds that fail to reflect inflation.

Removing Barriers From Benefit Cliffs

THE NEED

Transitional, tapered benefit models and public-private coordination preventing families from experiencing sharp, catastrophic losses of childcare, food, or medical aid when earnings increase.

THE REALITY

The current safety net penalizes economic progress.

Nearly 60% of human services professionals report families are frequently forced to decline job promotions, turn down raises, or cap their hours out of absolute terror of triggering a benefit cliff that leaves them worse off financially.

Relational Service Delivery & Simplified Access

THE NEED

A shift away from complex, automated, and digital-only intake processes toward human-centered, relational service delivery and simplified, unified access that reduces barriers and minimizes trauma.

THE REALITY

Rural culture and isolation demand a relational approach.

Over 62% of families report difficulty navigating available resources, while digital barriers further isolate older adults. 60.8% of residents rely exclusively on trusted, face-to-face relationships — expressing clear distrust of automated systems, complex applications, and online portals.

NEED 9 · STRUCTURAL SYSTEM

Coordinated, Data-Integrated Service Systems

THE NEED

A shift away from fragmented, siloed service delivery toward coordinated, data-integrated systems that connect agencies across the region and create a seamless referral network where families do not fall through the cracks.

THE REALITY

Families experience poverty as a single failure; we respond as nine.

Only 5.88% of human service professionals report access to a strong, data-integrated referral loop — leaving 94.12% operating within a disconnected system of 'refer and hope.'

Six Undeniable Realities

01 Interconnected

An intervention in one silo is useless without addressing the adjacent system failures.

02 Working Instability

The cost of living has outpaced income — regional poverty is now persistent working instability.

03 Three Structural Drivers

Housing supply, transportation, and childcare are the primary structural drivers of distress.

04 Working Poor Excluded

Outdated federal poverty guidelines and severe benefit cliffs lock working families out of relief.

05 Fragmented Safety Net

A highly vulnerable population gives up out of exhaustion or shame in a system that is hard to navigate.

06 Relational Trust

Neighborly connection remains our greatest local asset and must form the basis of service delivery.

CNA STATEMENT & STRATEGIC MANDATE

What We Are Saying

> *"Instability in our region is the result of multiple systems failing to operate together — not a single unmet programmatic need."*

IMPLICATIONS FOR PRIORITIZATION

FOCUS ON SYSTEMS, NOT PROGRAMS

Move past siloed intervention strategies toward an integrated, cross-sector service coordination model.

ADDRESS BARRIERS SIMULTANEOUSLY

Pair crisis stabilization (utility or food aid) with instant connectivity to structural enablers (transit, childcare).

STABILIZE & PUSH FOR POLICY CHANGE

Maintain immediate crisis safety nets while advocating for changes to eligibility criteria and benefit cliffs.

A REGIONAL STAKEHOLDER'S STRATEGIC MANDATE

“

Stop viewing poverty as a personal financial failure and start viewing it as a connectivity failure.

If a resident can't reliably get to work, get to a doctor, or get safe care for their kids — no amount of 'hard work' will lift them out of that cycle.

To move the needle, we have to bridge the miles — not just the income gap.

CNA NEEDS PRIORITIZATION TABLE

Board Scoring Sheet (1 = Low · 5 = High)

Need Area	Severity	Frequency	Barrier to Stability	Gap in Services	Equity Impact	Total	Rank
Affordable, Safe & Stable Houing							
Affordable & Reliable Child Care							
Accessible & Flexible Transportation							
Affordable Utilities & Energy							
Financial Stability & Safety Nets							
ALICE Working Households							
Benefit Cliff Barriers							
Relational Service Delivery							
Coordinated, Integrated Systems							
Other (please specify)							

Score each need 1–5 in five categories. Total = sum of columns. Rank = overall priority across all nine needs.

BRIDGE THE MILES

Thank you.

Next – Community Needs Assessment!

WCMCAA Customer Profile and Demographic Trends

Community Needs Assessment Supporting Document

FFY18-FFY25 Agency Participant Demographics

This PDF is designed to be uploaded directly into the CNA or used as a companion document. It includes the customer profile story, key trend charts, and the year-by-year data tables so funders, board members, staff, and community readers can understand both the meaning and the evidence behind the profile.

Data Period	Source File
FFY18-FFY22	West Central CNA Final 9.14.23 (2) Agency Demographics.pdf
FFY23	AR CSBG Module 4 Section C Report V6_V2 FFY23.pdf
FFY24	AR CSBG Module 4 Section C Report V6_V2 (31) FFY24.pdf
FFY25	AR CSBG Module 4 Section C Report V6_V2 (51) FFY25.xlsx

Executive Summary

WCMCAA's customer profile is both a demographic trend analysis and a data maturity story. Over the FFY18-FFY25 period, the agency intentionally strengthened participant-level data entry in MIS. Earlier years included more bulk entry and less complete demographic capture, while later years provide a clearer picture of the individuals and households served.

For that reason, these trends reflect both changing community needs and improved visibility into participant characteristics. FFY25 should be read as the clearest participant profile currently available, not simply as an apples-to-apples comparison to FFY18.

Key takeaway: WCMCAA is not only serving more customers. It is also becoming better able to describe who those customers are, what barriers they face, and how needs are changing across the service area.

Key Finding	FFY18	FFY25	Change	Why it matters
Total Individuals	7,111	13,132	+6,021	Service reach and participant visibility increased.
Total Households	2,936	6,431	+3,495	Household-level visibility increased even more sharply.
65-74	395	1,455	+1,060	Older adult need is a major planning consideration.
Single Person	1,147	3,214	+2,067	Many customers may have limited household support networks.
Up to 50%	555	3,043	+2,488	Deep poverty is central to the customer profile.
Disabling Condition - Yes	1,605	3,612	+2,007	Disability-related barriers need stabilization supports.
Rent	1,742	3,390	+1,648	Rental affordability and housing stability remain key concerns.
Own	1,167	2,608	+1,441	Homeowners also face utility, repair, and preservation pressures.

How to Read the Trends: Data Maturity Matters

A major context point for this CNA is that WCMCAA made a strategic agency commitment to enter more customers into MIS and collect participant-level characteristics. In FFY18, some customers and services were captured through bulk entry or limited demographic collection. Each year, as more participants were entered into MIS, the agency gained a clearer picture of the people and households it serves.

This means the upward trends should not be interpreted only as growth in need. They also represent improved data completeness, stronger intake practices, and better visibility into customer characteristics. This is a strength for planning because it gives the agency a more reliable foundation for decision-making.

WCMCAA Customer Base Has Become Larger and Better Defined

Between FFY18 and FFY25, individuals with demographic characteristics collected increased from 7,111 to 13,132. Households increased from 2,936 to 6,431. This reflects both service reach and the agency's work to improve participant-level demographic capture in MIS.

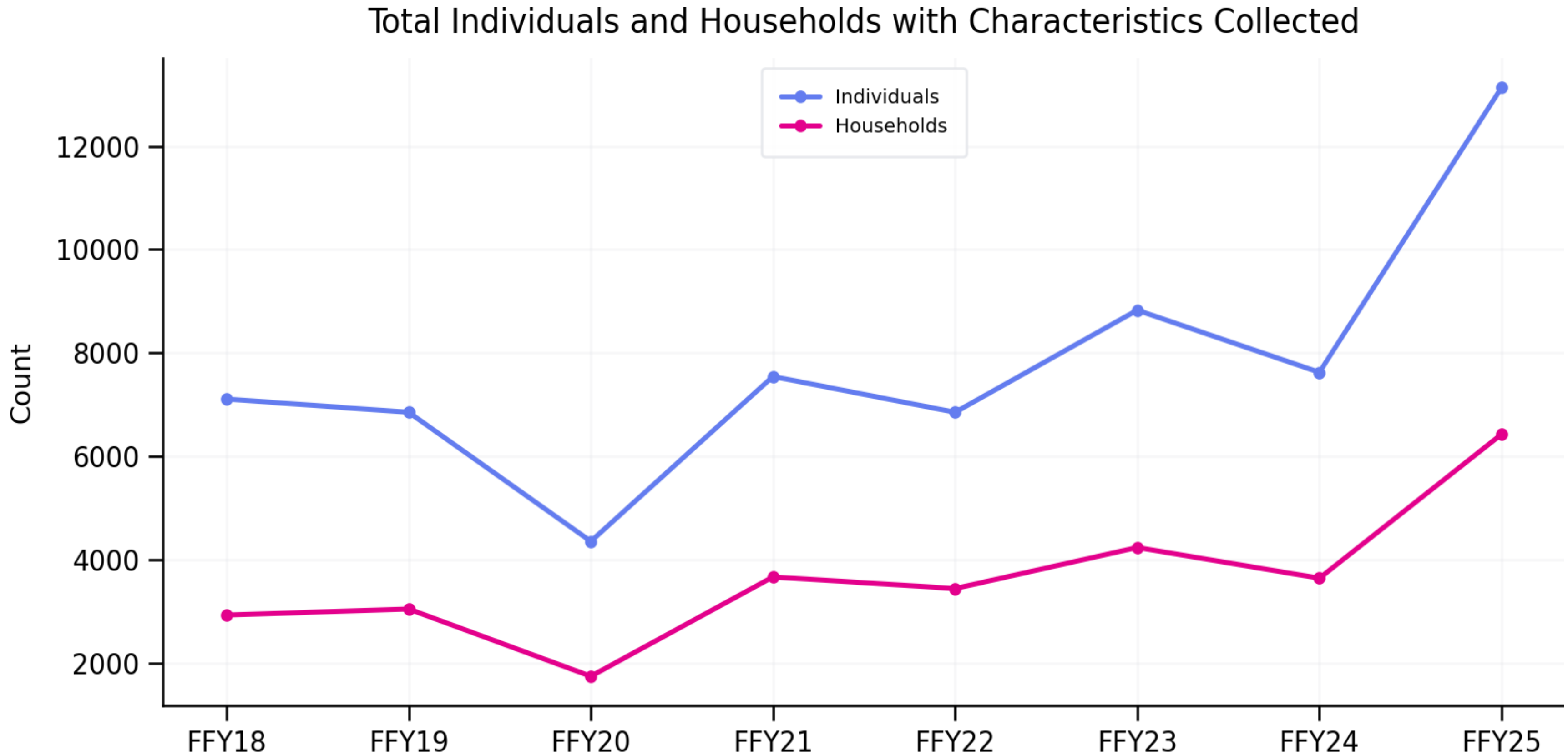


Figure: Year-by-year trend using FFY18-FFY25 agency participant demographics.

The Customer Population Is Increasingly Characterized by Economic Hardship

Economic vulnerability is the most consistent theme across the customer profile. Households at or below 50% of the Federal Poverty Guideline increased from 555 in FFY18 to 3,043 in FFY25. Households reporting no income increased from 106 to 659 during the same period.

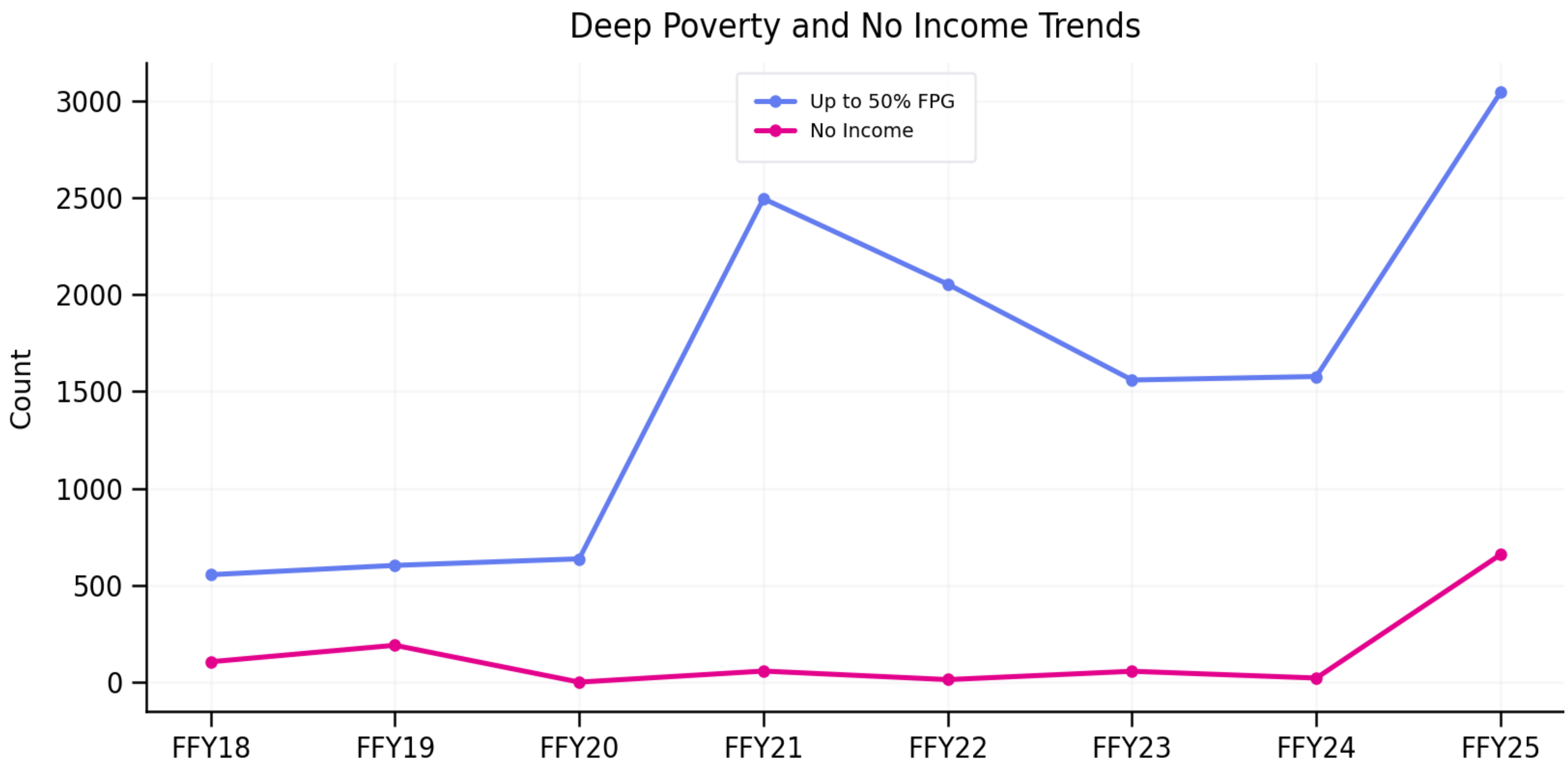


Figure: Year-by-year trend using FFY18-FFY25 agency participant demographics.

The Population Served Is Aging

Older adults are one of the clearest growth areas in the demographic trend data. Participants ages 60-64 increased from 361 to 1,036, ages 65-74 increased from 395 to 1,455, and participants age 75 and older increased from 220 to 784.

This highlights needs related to aging in place, fixed incomes, transportation, utility burden, healthcare navigation, digital access, food security, and social connectedness.

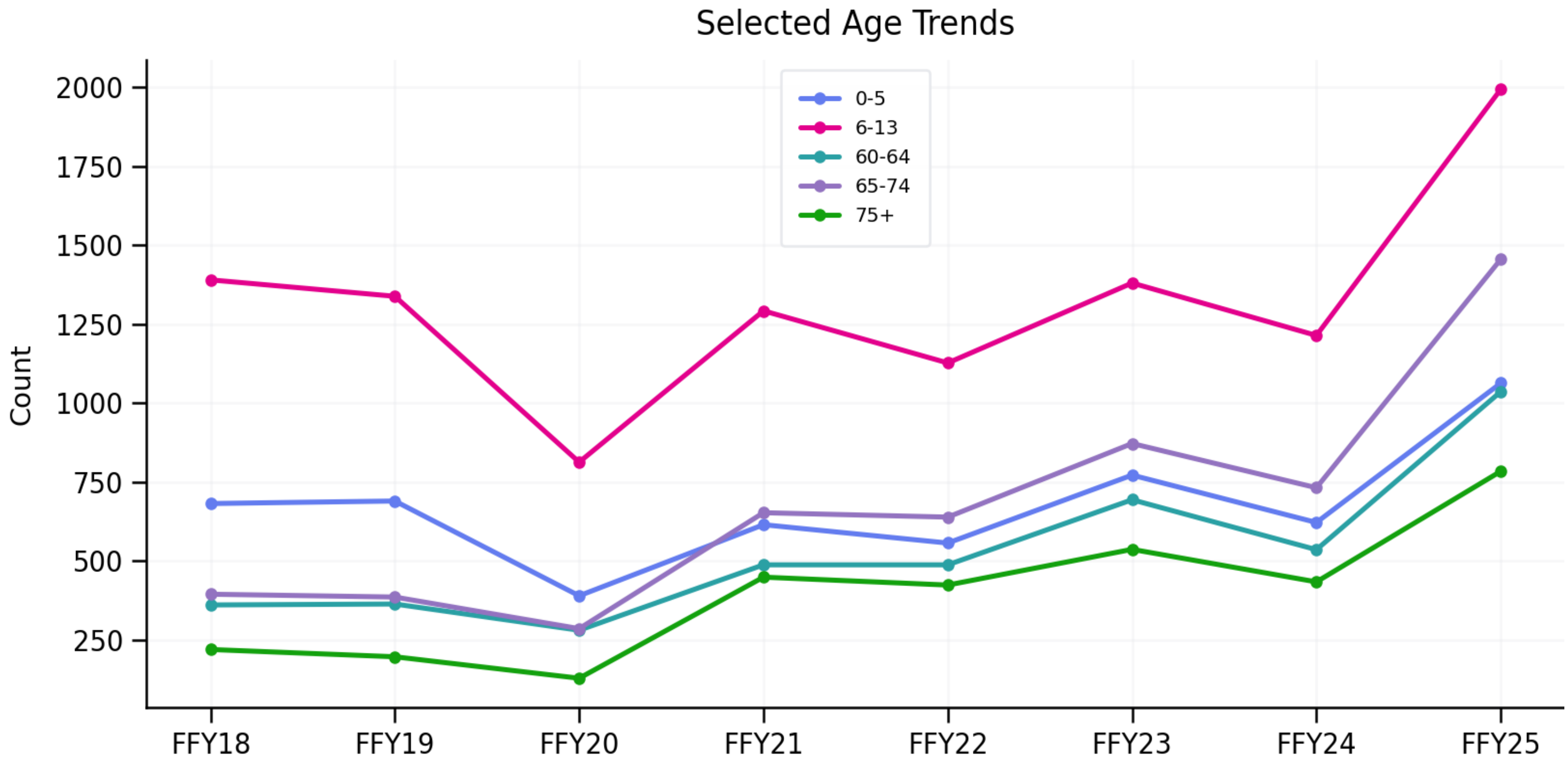


Figure: Year-by-year trend using FFY18-FFY25 agency participant demographics.

Many Customers Live Alone or Have Limited Household Support

Single-person households increased from 1,147 in FFY18 to 3,214 in FFY25 and remain the largest household type served. Single-parent female households also increased from 691 to 1,329.

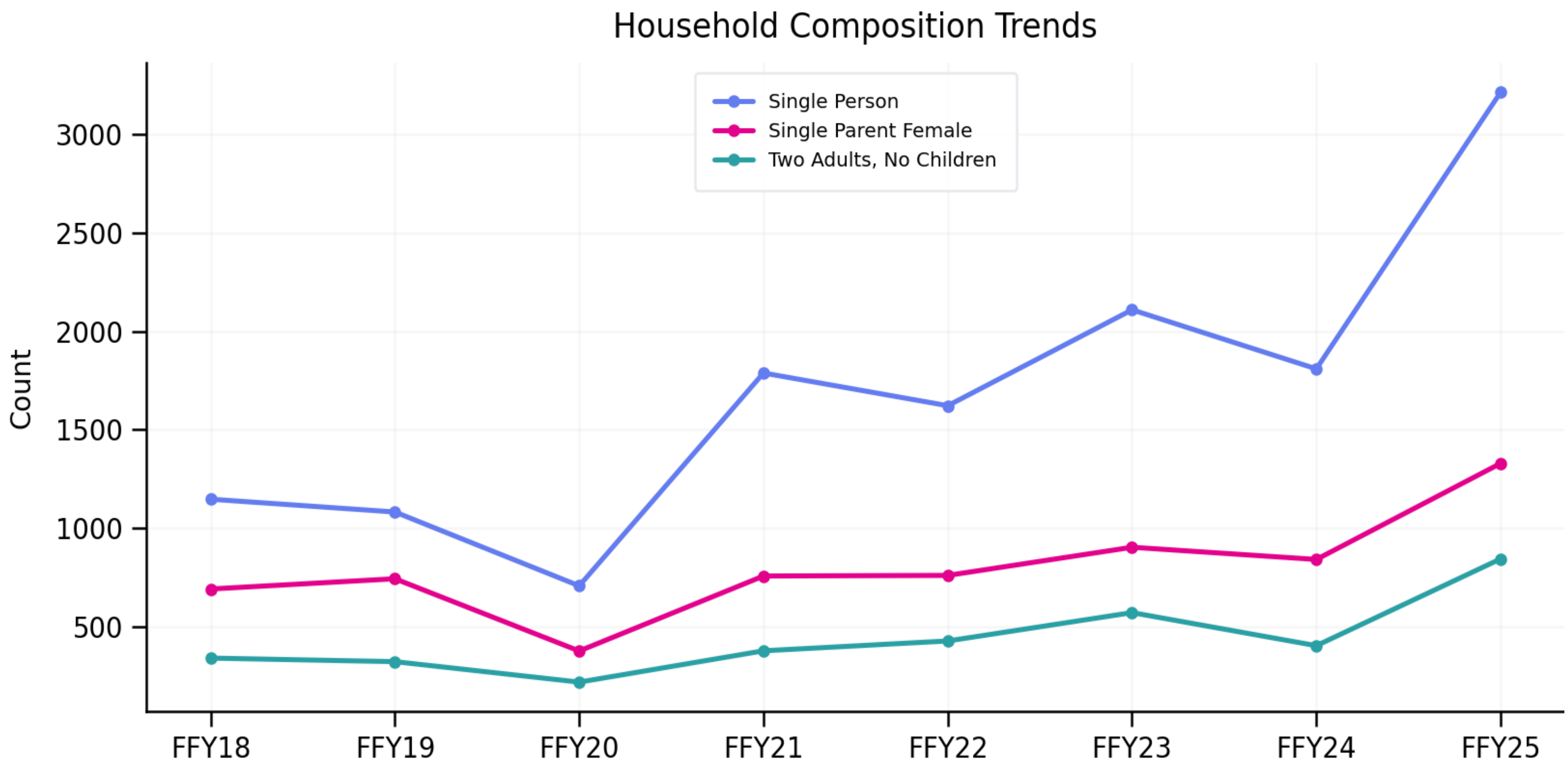


Figure: Year-by-year trend using FFY18-FFY25 agency participant demographics.

Housing Pressures Affect Renters and Homeowners

WCMCAA serves both renters and homeowners experiencing housing-related financial pressure. Renter households increased from 1,742 in FFY18 to 3,390 in FFY25. Owner households increased from 1,167 to 2,608.

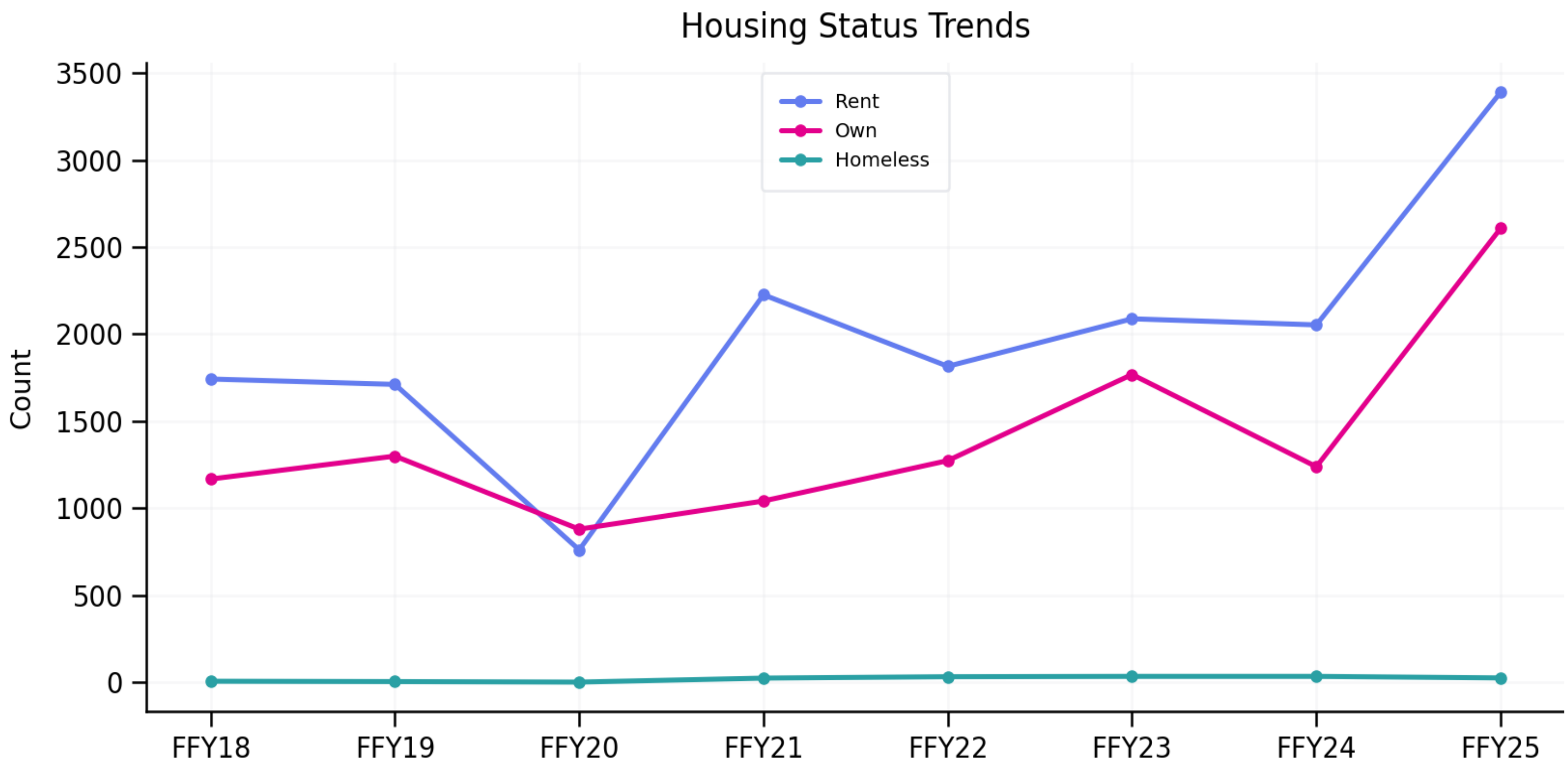


Figure: Year-by-year trend using FFY18-FFY25 agency participant demographics.

Benefits, Fixed Income, and Stabilization Supports Are Central

The data show continued reliance on public benefits, fixed-income sources, and non-cash supports. LIHEAP remained one of the largest benefit-related indicators across the period and totaled 2,400 households in FFY25. SSI, SSDI, Social Security, SNAP, and other supports also appear throughout the participant profile.

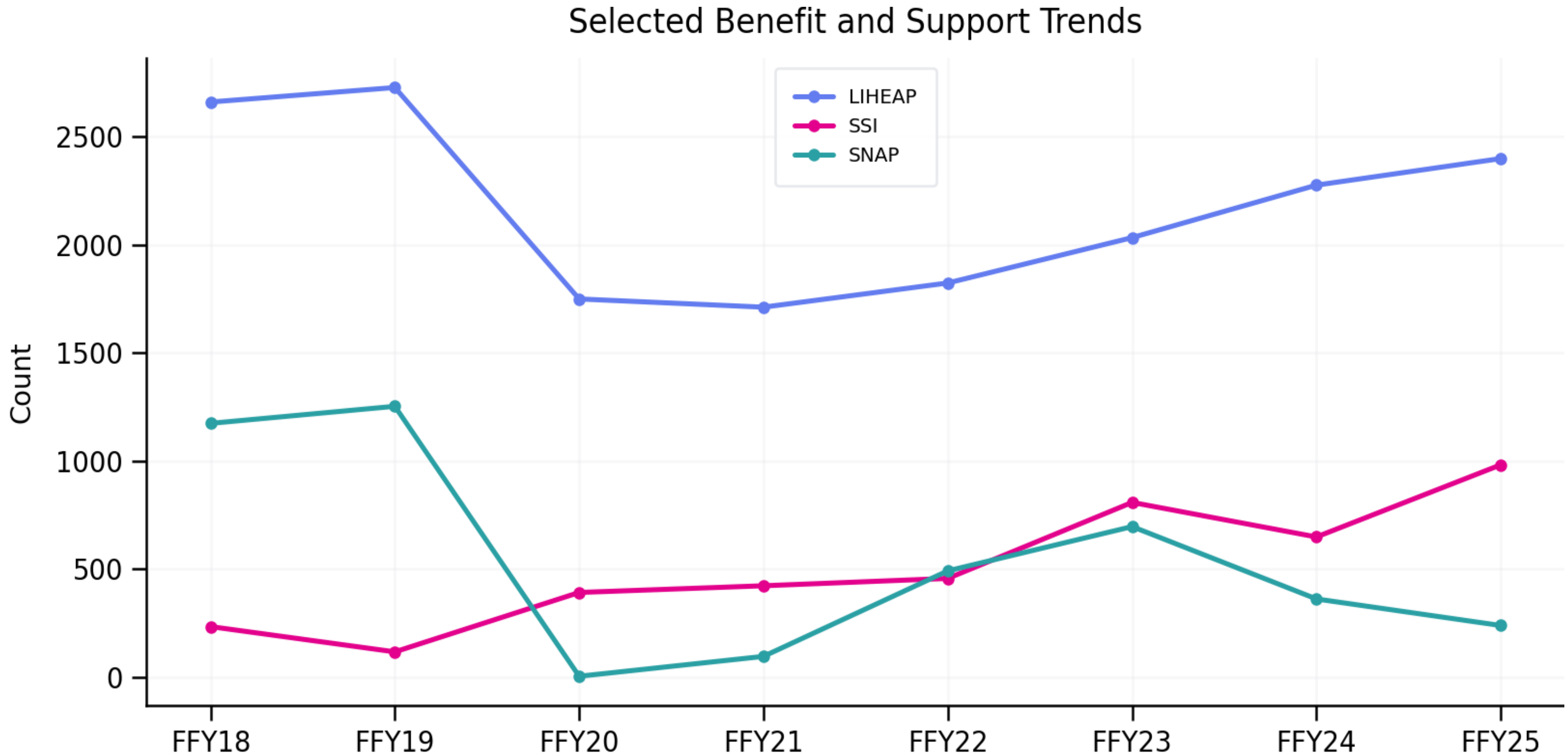


Figure: Year-by-year trend using FFY18-FFY25 agency participant demographics.

Customer Profile Summary for the CNA

Taken together, these demographic trends suggest that WCMCAA customers are increasingly likely to experience multiple, interconnected barriers. The customer profile includes older adults living alone on fixed incomes, people with disabilities navigating multiple systems of support, single-parent households balancing caregiving and work, renters and homeowners facing housing and utility costs, and households living in deep poverty.

The common thread across these experiences is the need for stability, access, and opportunity. WCMCAA's improved MIS data collection makes this profile more useful for planning because the agency can better see who is being served and what needs are most visible across programs.

Complete Trend Tables

The following tables preserve the year-by-year demographic data used for the narrative. Each table shows FFY18 through FFY25, the numeric change from FFY18 to FFY25, and the percentage change when calculable. Blank cells indicate a value was blank or not clearly available in the source table.

Summary: Unduplicated Counts

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Total Individuals	7,111	6,855	4,361	7,547	6,855	8,829	7,628	13,132	+6,021	84.7%
Total Households	2,936	3,053	1,753	3,673	3,448	4,242	3,648	6,431	+3,495	119.0%

Individual Level: Gender/Sex

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Male	3,140	2,999	1,960	3,148	2,848	3,731	3,137	5,515	+2,375	75.6%
Female	3,971	3,856	2,401	4,359	3,991	5,090	4,480	7,608	+3,637	91.6%
Other	0	0	0	0	4	2	2	0		
Unknown/not reported	0	0	0	40	12	6	9	0		
TOTAL	7,111	6,855	4,361	7,547	6,855	8,829	7,628	13,123	+6,012	84.5%

Note: FFY25 source labels this section Sex and notes Other/Unknown were removed from FY2024 AR specifications; FFY25 section total shown in source is 13,123, which does not equal Item A 13,132.

Individual Level: Age

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
0-5	682	690	390	615	557	772	622	1,063	+381	55.9%
6-13	1,390	1,338	813	1,292	1,127	1,380	1,214	1,993	+603	43.4%
14-17	624	611	392	616	566	723	628	998	+374	59.9%
18-24	500	476	322	501	433	529	557	887	+387	77.4%
25-44	1,626	1,532	910	1,668	1,395	1,748	1,587	2,776	+1,150	70.7%
45-54	824	785	498	771	755	971	820	1,299	+475	57.6%
55-59	489	476	340	494	471	602	498	841	+352	72.0%
60-64	361	364	281	488	488	694	536	1,036	+675	187.0%
65-74	395	386	286	653	639	872	732	1,455	+1,060	268.4%
75+	220	197	129	449	424	537	434	784	+564	256.4%
Unknown/not reported	0	0	0	0	0	1	0	0		
TOTAL	7,111	6,855	4,361	7,547	6,855	8,829	7,628	13,132	+6,021	84.7%

Individual Level: Education Levels - ages 14-24

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Grades 0-8	310	278	197	231	214	275	271	321	+11	3.5%
Grades 9-12/Non-Graduate	468	461	176	257	270	258	169	157	-311	-66.5%
High School Graduate	182	144	40	45	59	75	61	51	-131	-72.0%

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
GED/Equivalency Diploma	0	0	0	0	7	8	13	8		
12th grade + Some Post-Secondary	4	2	0	0	12	10	8	6	+2	50.0%
2 or 4 years College Graduate	11	6	4	4	6	2	2	2	-9	-81.8%
Graduate of other post-secondary school	0	0	0	4	2	2	2	1		
Unknown/not reported	149	196	297	0	429	622	659	1,339	+1,190	798.7%
TOTAL	1,124	1,087	714	576	999	1,252	1,185	1,885	+761	67.7%

Note: FFY18-FFY21 source labels High School Graduate/Equivalency Diploma together; GED becomes a separately visible row by FFY22/FFY23 onward.

Individual Level: Education Levels - ages 25+

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Grades 0-8	114	107	61	67	63	86	51	82	-32	-28.1%
Grades 9-12/Non-Graduate	688	617	283	366	412	480	393	465	-223	-32.4%
High School Graduate	2,428	2,211	1,085	1,360	1,327	1,490	1,161	1,417	-1,011	-41.6%
GED/Equivalency Diploma	0	0	0	0	84	113	106	136		
12th grade + Some Post-Secondary	22	20	8	33	204	261	208	212	+190	863.6%
2 or 4 years College Graduate	341	312	110	120	289	273	220	225	-116	-34.0%
Graduate of other post-secondary school	14	6	4	200	49	52	45	52	+38	271.4%
Unknown/not reported	308	467	893	21	1,744	2,669	2,423	5,602	+5,294	1718.8%
TOTAL	3,915	3,740	2,444	2,356	4,172	5,424	4,607	8,191	+4,276	109.2%

Note: FFY18-FFY21 source labels High School Graduate/Equivalency Diploma together; GED becomes a separately visible row by FFY22/FFY23 onward.

Individual Level: Disconnected Youth

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Youth ages 14-24 neither working nor in school	1	0	0	0	0	0	1	7	+6	600.0%

Individual Level: Health

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Disabling Condition - Yes	1,605	1,554	1,079	1,906	1,734	2,416	1,918	3,612	+2,007	125.0%
Disabling Condition - No	5,506	5,301	3,280	5,256	4,865	6,302	5,518	9,382	+3,876	70.4%
Disabling Condition - Unknown	0	0	2	385	256	111	192	138		
Health Insurance - Yes	4,284	4,359	1,857	3,095	1,507	3,368	1,258	707	-3,577	-83.5%
Health Insurance - No	1,138	1,249	474	628	124	233	123	90	-1,048	-92.1%
Health Insurance - Unknown	1,689	1,247	2,030	3,824	5,225	5,228	6,247	12,335	+10,646	630.3%

Individual Level: Health Insurance Sources

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Medicaid	2,313	2,343	6	146	820	1,413	830	529	-1,784	-77.1%

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Medicare	280	276	0	159	413	521	282	157	-123	-43.9%
State Children's Health Insurance Program	179	153	0	12	46	40	2	3	-176	-98.3%
State Health Insurance for Adults	16	10	0	1	39	52	8	3	-13	-81.2%
Military Health Care	6	3	0	2	16	31	11	6	+0	0.0%
Direct-Purchase	173	89	0	2	19	14	10	1	-172	-99.4%
Employment Based	106	118	0	2	76	139	82	45	-61	-57.5%
Unknown/not reported	4,044	3,863	4,355	7,286	343	1,510	175	55	-3,989	-98.6%
TOTAL	7,120	6,855	4,361	7,610	1,772	3,720	1,400	799	-6,321	-88.8%

Individual Level: Ethnicity

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Hispanic, Latino or Spanish Origins	202	137	77	238	189	234	214	264	+62	30.7%
Not Hispanic, Latino or Spanish Origins	6,500	6,281	3,988	6,845	6,257	7,968	6,886	11,375	+4,875	75.0%
Unknown/not reported	409	437	296	465	409	627	528	1,493	+1,084	265.0%
TOTAL	7,111	6,855	4,361	7,548	6,855	8,829	7,628	13,132	+6,021	84.7%

Individual Level: Race

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
American Indian or Alaska Native	25	22	15	51	50	62	55	79	+54	216.0%
Asian	2	3	14	3	5	16	10	28	+26	1300.0%
Black or African American	328	322	214	692	391	532	668	1,000	+672	204.9%
Native Hawaiian and Other Pacific Islander	20	8	1	40	8	12	18	25	+5	25.0%
White	6,118	5,917	3,754	6,110	5,931	7,604	6,314	10,367	+4,249	69.5%
Other	10	8	5	298	178	116	106	106	+96	960.0%
Multi-race (two or more of the above)	172	116	96	179	178	212	222	269	+97	56.4%
Unknown/not reported	436	459	262	175	114	275	235	1,258	+822	188.5%
TOTAL	7,111	6,855	4,361	7,548	6,855	8,829	7,628	13,132	+6,021	84.7%

Individual Level: Military Status

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Veteran	189	167	70	170	184	182	122	145	-44	-23.3%
Active Military	0	0	0	1	2	0	0	0		
Never Served in the Military	0		1,822		2,861	3,241	2,863	3,512		
Unknown/not reported	4,226	6,688	874	3,572	1,558	2,530	2,179	5,421	+1,195	28.3%
TOTAL	4,415	6,855	2,766	1,281	4,605	5,953	5,164	9,078	+4,663	105.6%

Note: FFY19 and FFY21 source had blank values for Never Served in the Military in the CNA table text; those cells are blank in this table rather than assumed as zero.

Individual Level: Work Status (Individuals 18+)

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Employed Full-Time	118	27	0	158	282	277	185	167	+49	41.5%
Employed Part-Time	75	29	0	66	167	154	170	162	+87	116.0%
Migrant Seasonal Farm Worker	2	0	0	2	0	0	0	0	-2	-100.0%
Unemployed (Short-Term, 6 months or less)	85	29	2	46	118	176	134	117	+32	37.6%
Unemployed (Long-Term, more than 6 months)	235	39	2	91	227	275	251	233	-2	-0.9%
Unemployed (Not in Labor Force)	298	137	0	200	488	508	300	282	-16	-5.4%
Retired	192	55	0	432	598	532	440	423	+231	120.3%
Unknown/not reported	3,410	3,900	2,762	4,029	2,725	4,031	3,684	7,694	+4,284	125.6%
TOTAL	4,415	4,216	2,762	5,024	4,605	5,953	5,164	9,078	+4,663	105.6%

Household Level: Household Type

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Single Person	1,147	1,082	707	1,788	1,622	2,109	1,809	3,214	+2,067	180.2%
Two Adults NO Children	340	322	218	377	427	571	403	844	+504	148.2%
Single Parent Female	691	743	376	757	760	903	841	1,329	+638	92.3%
Single Parent Male	71	69	40	66	97	125	112	156	+85	119.7%
Two Parent Household	586	597	318	442	300	277	232	486	-100	-17.1%
Non-related Adults with Children	18	25	10	53	39	55	53	58	+40	222.2%
Multigenerational Household	28	64	21	86	74	87	72	159	+131	467.9%
Other	55	93	50	67	107	104	110	152	+97	176.4%
Unknown/not reported	0	58	13	37	22	11	16	33		
TOTAL	2,936	3,053	1,753	3,673	3,448	4,242	3,648	6,431	+3,495	119.0%

Household Level: Household Size

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Single Person	1,147	1,082	707	1,789	1,622	2,109	1,809	3,214	+2,067	180.2%
Two	632	688	368	689	693	909	716	1,372	+740	117.1%
Three	424	445	254	452	411	468	449	717	+293	69.1%
Four	361	362	181	366	331	331	327	512	+151	41.8%
Five	206	261	121	212	206	243	193	360	+154	74.8%
Six or more	166	215	122	165	185	182	154	256	+90	54.2%
Unknown/not reported	0	0	0	0	0	0	0	0		
TOTAL	2,936	3,053	1,753	3,673	3,448	4,242	3,648	6,431	+3,495	119.0%

Household Level: Housing

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Own	1,167	1,299	879	1,041	1,273	1,768	1,238	2,608	+1,441	123.5%
Rent	1,742	1,711	760	2,226	1,815	2,088	2,053	3,390	+1,648	94.6%
Other permanent housing	2	3	0	2	0	2	9	12	+10	500.0%
Homeless	5	3	0	23	31	33	33	24	+19	380.0%
Other	19	31	5	9	4	26	60	44	+25	131.6%
Unknown/not reported	1	6	109	372	325	325	255	353	+352	35200.0%
TOTAL	2,936	3,053	1,753	3,673	3,448	4,242	3,648	6,431	+3,495	119.0%

Household Level: Level of Household Income (% of HHS Guideline)

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Up to 50%	555	603	637	2,494	2,053	1,559	1,577	3,043	+2,488	448.3%
51% to 75%	672	799	573	451	503	878	589	1,221	+549	81.7%
76% to 100%	543	550	301	312	367	737	544	895	+352	64.8%
101% to 125%	384	309	198	233	265	519	350	659	+275	71.6%
126% to 150%	111	68	30	87	131	273	219	326	+215	193.7%
151% to 175%	17	7	0	33	45	133	112	158	+141	829.4%
176% to 200%	9	4	0	14	27	51	42	78	+69	766.7%
201% to 250%	8	4	0	7	13	29	21	31	+23	287.5%
250% and over	1	0	1	7	7	21	10	15	+14	1400.0%
Unknown/not reported	636	709	14	35	37	42	184	5	-631	-99.2%
TOTAL	2,936	3,053	1,753	3,673	3,448	4,242	3,648	6,431	+3,495	119.0%

Household Level: Sources of Household Income

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
Income from Employment Only	64	20	0	21	11	35	35	89	+25	39.1%
Income from Employment and Other Income Source	15	7	1	3	12	159	36	425	+410	2733.3%
Income from Employment, Other Income Source, and Non-Cash Benefits	10	4	394	65	411	654	632	676	+666	6660.0%
Income from Employment and Non-Cash Benefits	46	20	50	319	76	141	116	113	+67	145.7%
Other Income Source Only	1,267	1,322	0	114	25	575	254	1,535	+268	21.2%
Other Income Source and Non-Cash Benefits	837	920	706	1,072	858	1,642	1,401	1,295	+458	54.7%
No Income	106	191	1	58	14	57	22	659	+553	521.7%
Non-Cash Benefits Only	170	218	601	774	596	803	599	592	+422	248.2%
Unknown/not reported	421	351	0	2,159	1,445	176	553	1,047	+626	148.7%
TOTAL	2,936	3,053	1,753	4,585	3,448	4,242	3,648	6,431	+3,495	119.0%

Household Level: Other Income Source

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
TANF	18	9	0	32	32	46	41	55	+37	205.6%
Supplemental Security Income (SSI)	233	116	391	422	456	808	648	982	+749	321.5%
Social Security Disability Income (SSDI)	198	151	0	31	149	245	173	76	-122	-61.6%
VA Service-Connected Disability Compensation	4	0	0	3	10	7	2	5	+1	25.0%
VA Non-Service Connected Disability Pension	1	1	0	3	7	5	1	0	-1	-100.0%
Private Disability Insurance	1	1	0	2	0	3	1	0	-1	-100.0%
Worker's Compensation	0	0	0	0	2	3	3	0		
Retirement Income from Social Security	191	52	1	84	180	232	243	30	-161	-84.3%
Pension	21	8	13	38	40	75	71	102	+81	385.7%
Child Support	42	17	145	97	109	195	190	267	+225	535.7%
Alimony or other Spousal Support	0	0	0	1	0	0	0	0		
Unemployment Insurance	5	2	23	62	11	18	28	38	+33	660.0%
EITC	0		0	1	0	0	0	0		
Other	1,622	1,139	949	2	5	1,460	972	2,415	+793	48.9%
Unknown/not reported	1,998	2,350	0	3,351	2,898	13	34	8	-1,990	-99.6%

Note: FFY24 and FFY25 source extraction displays section labels side-by-side; items are classified by their actual program/income label for consistency across years.

Household Level: Non-Cash Benefits

Metric	FFY18	FFY19	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25	Change	% Change
SNAP	1,174	1,253	3	95	491	696	361	238	-936	-79.7%
WIC	18	29	0	8	29	42	45	25	+7	38.9%
LIHEAP	2,662	2,729	1,750	1,712	1,824	2,034	2,277	2,400	-262	-9.8%
Housing Choice Voucher	30	50	0	2	18	37	48	66	+36	120.0%
Public Housing	0	0	0	4	16	13	8	2		
Permanent Supportive Housing	2	1	0	0	0	0	2	1	-1	-50.0%
HUD-VASH	2	0	0	0	1	2	4	4	+2	100.0%
Childcare Voucher	1	0	0	1	0	3	2	5	+4	400.0%
Affordable Care Act Subsidy	0	0	0	0	1	2	3	1		
Other	1	3	0	10	14	43	26	24	+23	2300.0%
Unknown/not reported	2,035	1,996	1	1,911	1,398	875	275	127	-1,908	-93.8%

Note: Classified by benefit label for consistency across years.

Data Interpretation Notes and Limitations

Topic	Interpretation Note
MIS and bulk entry transition	Trends reflect both participant characteristics and improved participant-level data collection. Earlier years may underrepresent demographic characteristics because some services were captured through bulk entry or limited demographic collection.
FFY25 gender/sex total	The FFY25 gender/sex section total in the source is 13,123 while Item A total individuals is 13,132. This report preserves the source value and flags the issue for review.
Health insurance unknown values	The large increase in unknown health insurance status should be treated as a data-quality and intake-process flag. It should not be interpreted as an increase in uninsured participants without further review.
Comparability across years	Changes in program mix, reporting requirements, data collection expectations, and MIS usage may affect trend comparability.
Planning use	The data is strongest when used to identify direction, planning considerations, and customer profile themes rather than as a sole measure of community-wide prevalence.