



# City of Lewisville

# Community Needs Assessment 2012

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# Table of Contents

Introduction .....	5
Methodology.....	5
Definitions .....	8
Community Needs Assessment Online Survey.....	10
Client Surveys .....	36
Community Workshop.....	52
Comparison with 2005 Assessment .....	58
Conclusions and Recommendations.....	60
Appendix A - Online Survey Instrument .....	64
Appendix B - Client Survey Instrument .....	72
Appendix C - Community Needs Workshop Agenda .....	79

## List of Tables

### Online Survey

Table 1: Question 1 Responses .....	13
Table 2: Question 2 Responses .....	15
Table 3: Question 3 Responses .....	17

### Client Survey

Table 4: Question 9 Responses .....	41
Table 5: Question 10 Responses .....	43
Table 6: Question 11 Responses .....	45

## List of Charts

### Online Survey

Chart 1: Question 1 Responses .....	14
Chart 2: Question 2 Responses .....	16
Chart 3: Question 3 Responses .....	18
Chart 4: Question 6 Responses .....	24
Chart 5: Question 8 Responses .....	28
Chart 6: Question 9 Responses .....	29
Chart 7: Question 10 Responses .....	29
Chart 8: Question 11 Responses .....	30
Chart 9: Question 12 Responses .....	31
Chart 10: Question 13 Responses .....	32
Chart 11: Question 14 Responses .....	33
Chart 12: Question 15 Responses .....	34
Chart 13: Question 16 Responses .....	35

### Client Survey

Chart 14: Question 8 Responses .....	38
Chart 15: Question 9 Responses .....	42
Chart 16: Question 10 Responses .....	44

Chart 17: Question 11 Responses ..... 46

Chart 18: Question 12 Responses ..... 47

Chart 19: Question 13 Responses ..... 47

Chart 20: Question 14 Responses ..... 48

Chart 21: Question 15 Responses ..... 48

Chart 22: Question 16 Responses ..... 49

Chart 23: Question 17 Responses ..... 49

Chart 24: Question 18 Responses ..... 49

Chart 25: Question 20 Responses ..... 50

## **INTRODUCTION**

The City of Lewisville initiated a program of providing funding for community social service programs over 25 years ago. The City's General Fund was the original source of funds for the effort. In 1996, the City was designated an "Entitlement Jurisdiction" and eligible to apply for funding under U.S. Department of Housing and Urban Development (HUD) guidelines and receiving its' first allocation of Community Development Block Grant (CDBG) entitlement program from the federal government. The entitlement grant which is received annually, allows the use of up to 15% of the grant to be used to fund social service programs. The two funding sources were coordinated to expand the impact of public service programs and a new process based upon a Community Needs Assessment (CNA) was developed to assist in determining allocation of funds.

## **METHODOLOGY**

In order to meet the needs prevalent in the community, the City initiated a process that includes a Community Needs Assessment, as reported in this document. The assessment includes three data gathering tools designed to solicit a broad range of input from the public, from service providers, and from the clients of those service providers. The public input was gathered through the use of an online survey. This survey was made available from March through May of 2012. The survey instrument is included in this document as Appendix A.

Input from the clients of social service programs was gathered during the week of July 10 – 13, 2012 through the use of a survey very similar to the online survey. The survey was administered by the agencies on site to their clients, provided in paper form for the clients to fill out and return while receiving consultation or services. The survey instrument is included as Appendix B.

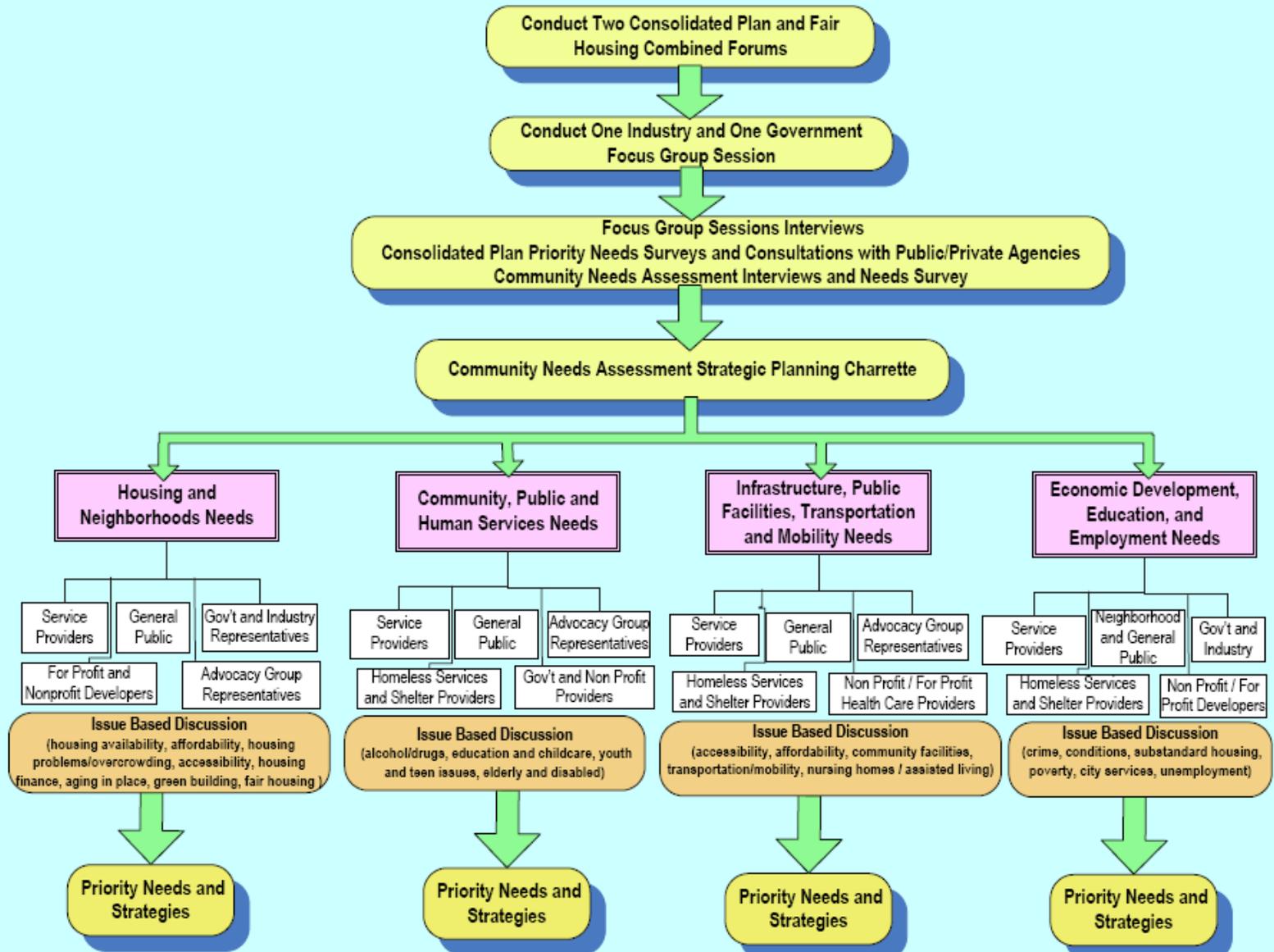
The social service providers were also engaged during a workshop on February 18, 2012 to provide input to the CNA process. After some explanation of the purpose of the workshop, participants were divided into four groups. These groups rotated through

four stations where they discussed and prioritized needs relative to Housing & Neighborhoods; Community & Social Services; Economic Development, Employment, & Education; and Infrastructure, Public Facilities, Transportation, & Mobility. The agenda and minutes from this meeting are included in this document as Appendix C.

These assessment tools and the entire CNA process were a part of a more extensive effort utilized for the development of the City's Consolidated Plan prepared for federal fiscal years 2012-2017, Annual Action Plan for FY 2012-2013 and Analysis of Impediments to Fair Housing Choice. These requirements are set forth in federal regulation 24 CFR Part 91, in which the U.S. Department of Housing and Urban Development (HUD) requires jurisdictions receiving entitlement funding to incorporate their planning and application requirements into one plan called the Consolidated Strategy Plan. The full process is depicted on graphic on the following page.

The Consolidated Strategic Plan process began with a community participation process aimed at gathering public input used in determining the priority needs of the community as a basis for developing a 5-year strategic plan for use of CDBG and City Community Service funding. Public input was gathered during focus group sessions held in December 2011 in support of the Analysis of Impediments to Fair Housing Choice, followed by Consolidated Plan forums in January 2012 and a Community Needs Workshop in February 2012. In addition to the aforementioned surveys administered as part of the CNA, a separate Priority Needs Survey was administered during the Consolidated Plan to also receive input from the general public, advocacy groups and industry representatives involved in housing and homelessness, community services, health services, transportation and economic development. Surveys were administered during Consolidated Plan sessions and during outreach to others not in attendance with the assistance of non-profit organizations during the aforementioned periods.

# PUBLIC PARTICIPATION PROCESS



## DEFINITIONS

The following discussions are based on a set of services and programs. Respondents were asked about the need for the service or program, according to their own experiences, and the how accessible the service or program is. To assist in creating a common understanding of what each of these services or programs are, definitions are provided below.

Service	Description
Senior Services	Services that will be provided to individuals ages 55 and over including (1) Prescription Drug Assistance, (2) Meal Programs, (3) Respite Care Programs, (4) Homecare/Nursing Home Programs, (5) Adult Day Care, and (6) Volunteer Programs.
Handicapped Services	Services for persons with disabilities, regardless of age including (1) Respite Care and (2) Adult Day Care Programs.
Youth Services	Services that benefit children ages birth to 19 including (1) After School Activities, (2) Tutoring/Mentoring Programs, (3) Early Childhood Education/HEADSTART, and (4) Summer Programs.
Services for Victims of Domestic Violence	Programs serving adults, children, or families affected by domestic violence including (1) Programs for victims of sexual abuse, (2) Programs for victims of physical abuse, and (3) Programs for victims of neglect.
Substance and Alcohol Abuse Services	Substance abuse recovery programs including (1) Prevention/Education, (2) Youth Substance Abuse Programs, (3) Substance Abuse Recovery Programs, and (4) Adult Substance Abuse Programs.
Child Care	Services to care for children while their parents are at work or school.
Educational Enrichment: After School; Pre-K, Mentoring Services	Programs and services that provide educational enrichment activities to youth including (1) pre-school, (2) after school programs, (3) tutoring, and (4) mentoring.
Health/Dental Care Services	Health services including (1) Child Primary/Prevention Health Care Programs, (2) Assistance in Obtaining Prescription Medication, (3) Adult Primary/Prevention Health Care Programs, (4) Affordable Dental Programs, and (5) Assistance in Obtaining Eye Glasses.
Mental Health Services	Activities designed to address the mental health needs of residents of the community including (1) Counseling and Evaluation Programs, (2) Psychiatric Programs, and (3) Inpatient Programs.
Legal Services, Immigration Services	Services relating to legal issues including (1) Immigration, (2) landlord/tenant issues, and (3) domestic relations.
Crime Prevention, Police, Truancy	Programs and services that seek to prevent criminal activities and improve relations between the police force and the community including (1) neighborhood watch associations, (2) crime prevention education programs, and (3) work with schools to reduce truancy.
English as Second Language Services	Programs that provide educational opportunities for non-English speaking populations to assist in their understanding of the English language.
Transportation Services	Elderly/disabled, inter-regional, workforce, and local transportation services.
Adult/Juvenile Detention Discharge/Counseling	Programs that work with individuals leaving adult and juvenile detention to help arrange future housing and employment.
Public Facilities, Parks and Recreation Services	Services and programs offered at City-owned recreation fields and facilities including (1) recreation and education programs for youth, (2) programs for adults, and (3) programs for seniors.
Services for person with HIV/AIDS	Services for persons with HIV/AIDS including (1) housing, (2) transportation, (3) health care, (4) in-patient care, and (5) access to medicine.

Service	Description
Emergency Mortgage, Rent, Utility Assistance	Programs that provide emergency assistance to residents to prevent losing their residents due to failure to pay their mortgage, rent, or utilities.
Food and Hunger	Programs that provide access to food, including (1) meals on wheels and (2) food banks.
Adult GED, Higher Education	Education programs for adults to assist with the completion of their GED or facilitate their enrollment in college courses.
Small Business Assistance	Assistance to businesses that provide (1) incubation space for new companies, (2) façade improvements, and (3) mentoring programs.
Employment Training	Assistance that increases self-sufficiency including (1) Adult Literacy Programs and (2) Job Training and Referral Programs.
Homeless Shelters and Services	Assistance to homeless individuals and families including (1) overnight shelter, (2) transportation, (3) job seeking assistance, (4) meals, (5) clothing, and (6) counseling.
Transitional, Group Homes, Halfway Houses	Housing and associated services for formerly homeless, foster children, or others with special housing needs including (1) Transition Housing, (2) Group Homes for Persons with Developmental Disabilities, and (3) Recovery Centers with Shared Housing Facilities.
Affordable Housing	Rental, First-time homebuyer, owner-occupied housing rehabilitation, and new development of housing units that are affordable to all income levels.
Housing for Special Needs Populations - Seniors, Large Families	Housing and associated services for special needs populations including (1) Senior Housing Opportunities, (2) Housing for Large Families, and (3) Housing for Persons with Developmental Disabilities.
Homeownership Assistance/Home Repairs	Services that provide assistance to homeowners including (1) emergency repairs, (2) major rehabilitation, and (3) accessibility improvements.

## COMMUNITY NEEDS ASSESSMENT ONLINE SURVEY

A survey of community needs was conducted through an online service during the months of March, April, and May 2012. The survey instrument can be found as Appendix A of this report. A total of 132 responses were received. The first three questions presented an array of service options and questioned respondents about their needs for those services and their success experienced in receiving them; the relative importance of those services; and how accessible those services are perceived to be. The remainder of the survey gathered solicited responses relative to other service needs not included in the first three questions, special populations that are not being served, reasons for lack of service accessibility, additional comments, and some demographic information about the respondents. The results are reported below.

Question 1: Below, we have listed a number of services that are sometimes needed by residents of Lewisville. If you or your family did not need the service, please select “Did Not Need”. If you or your family needed the service, please indicate if you “Received Service” or “Did Not Receive”.

Answers: Provided in Table 1 and Chart 1, below.

The majority of responses for question 1 in every service category were “Did Not Need”, in some cases accounting for more than 90 percent of the responses. Those categories where there was a significant need and service was received include: Public Facilities and Park and Recreation Services (49.2%); Health/Dental Care Services (27.9%); Youth Services (18.9%); Crime Prevention, Police, Truancy (17.2%); Transportation Services (15.6%); Educational Enrichment: After School, Pre-K, Mentoring Services (12.3%); and Food and Hunger (10.7%). Significant needs reported by the responses, but services were not received include: Homeownership Assistance/Home Repairs (21.3%); Affordable Housing (20.5%); Health/Dental Care Services (20.5%); Emergency Mortgage, Rent, Utility Assistance (15.6%); and Food and Hunger (15.6%).

Question 2: Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please indicate how important each is for you and your family.

Answers: Provided in Table 2 and Chart 2, below.

Opinions about the relative need of the various services listed seem to lean toward the type of services that are utilized by a larger share of the population, rather than those services that cater to small sectors. The service that was viewed as most important by respondents is Public Facilities, Parks and Recreation Services with 53.0 percent responding with Very Important (VI) and another 19.7 percent saying it is Somewhat Important (SI), for a total of 72.7 percent. Conversely, the highest percentages on the not important scales were recorded for Services for persons with HIV/AIDS with 55.3 percent saying that it was Not Important At All (NIAA) and another 14.4 percent saying Not Very Important (NVI), for a total of 59.7 percent. Other services deemed to be important to respondents include: Health/Dental Care Services (50.8% VI and 19.7% SI); Transportation Services (33.3% VI and 28.8% SI); Crime Prevention, Police, Truancy (46.2% VI and 15.2% SI); and Affordable Housing (40.2% VI and 21.2%SI). Other services with little relative importance to respondents include: English as Second Language Services (53.0% NIAA); Transitional, Group Homes, Halfway Houses (52.3% NIAA); Adult/Juvenile Detention Discharge/Counseling (49.2% NIAA); and Homeless Shelters and Services (46.2% NIAA).

Question 3: Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please indicate how accessible each is for you and your family.

Answers: Provided in Table 3 and Chart 3, below.

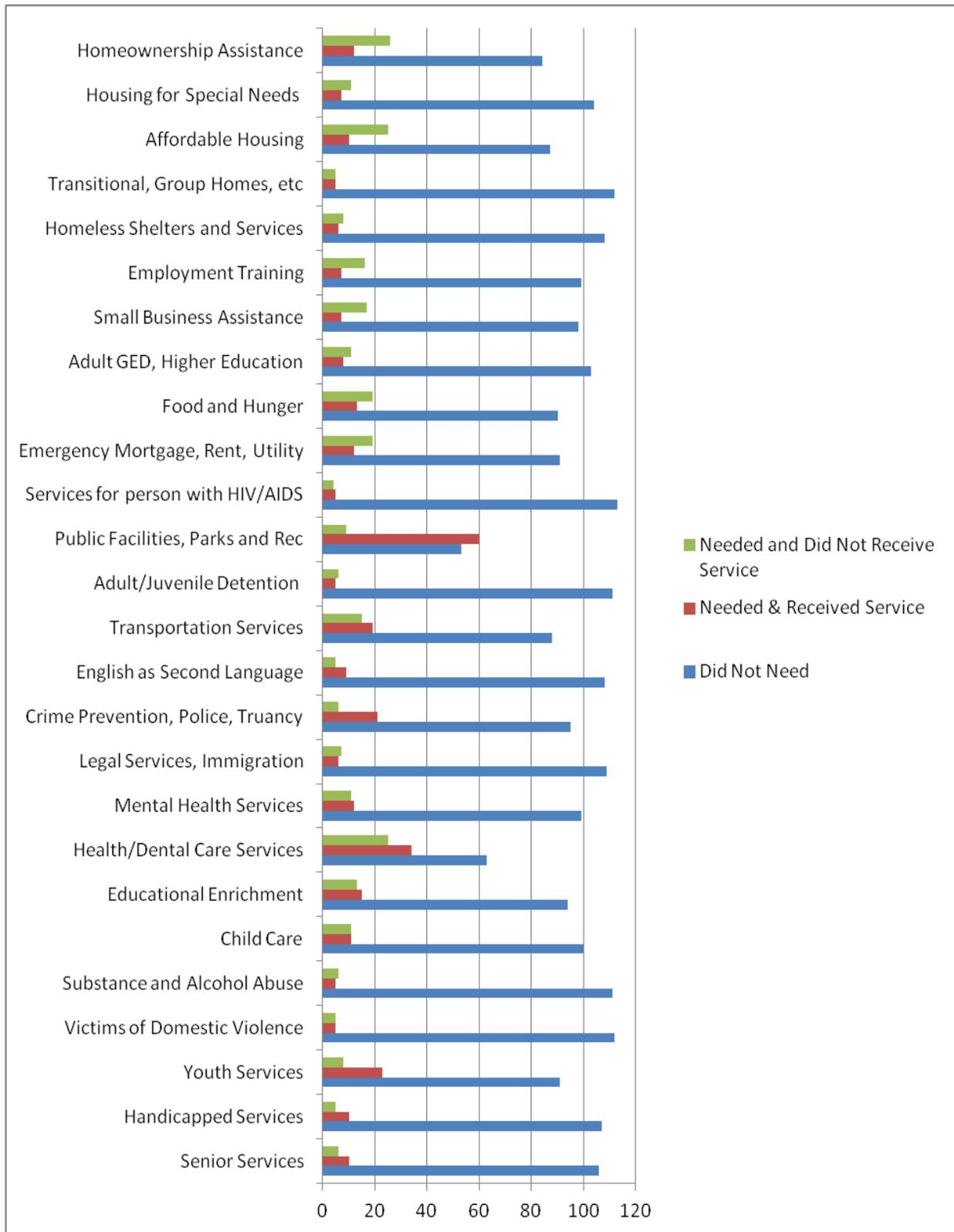
Almost all the services were rated as Very Accessible (VA) or Somewhat Accessible (SA) by at least half of the respondents. The only service to not get at least 50 percent in the combined VA and SA ratings was Homeownership Assistance/Home Repairs, which received a combined 48.5 percent. The most accessible service was Public Facilities, Parks and Recreation Services (44.7% VA and 28.8% SA). Other highly

accessible services included: Educational Enrichment: After School, Pre-K, Mentoring Services (25.8% VA and 42.4% SA); Youth Services (25.8% VA and 41.7% SA), and Crime Prevention, Police, Truancy (34.8% VA and 32.6% SA). Topping the list of the generally considered not accessible was Homeownership Assistance/Home Repairs with a total of 51.5 percent (34.1% Not Accessible At All [NAAA] and 17.4% Not Very Accessible [NVA]). Other services considered not accessible were: Housing for Special Needs Populations – Seniors, Large Families (31.1% NAAA and 18.9% NVA); Emergency Mortgage, Rent, Utility Assistance (31.1% NAAA and 18.2% NVA); and Transitional, Group Homes, Halfway Houses (31.8% NAAA and 17.4% NVA). These results were somewhat skewed by the lack of an option for Service Not Needed. A couple of responders commented on this in Question 7. One commenter indicated using NAAA for any service that they did not utilize themselves.

The results of these first three questions are presented in table and chart for on the following pages. Summary of the other questions on the online survey follow the data presentation.

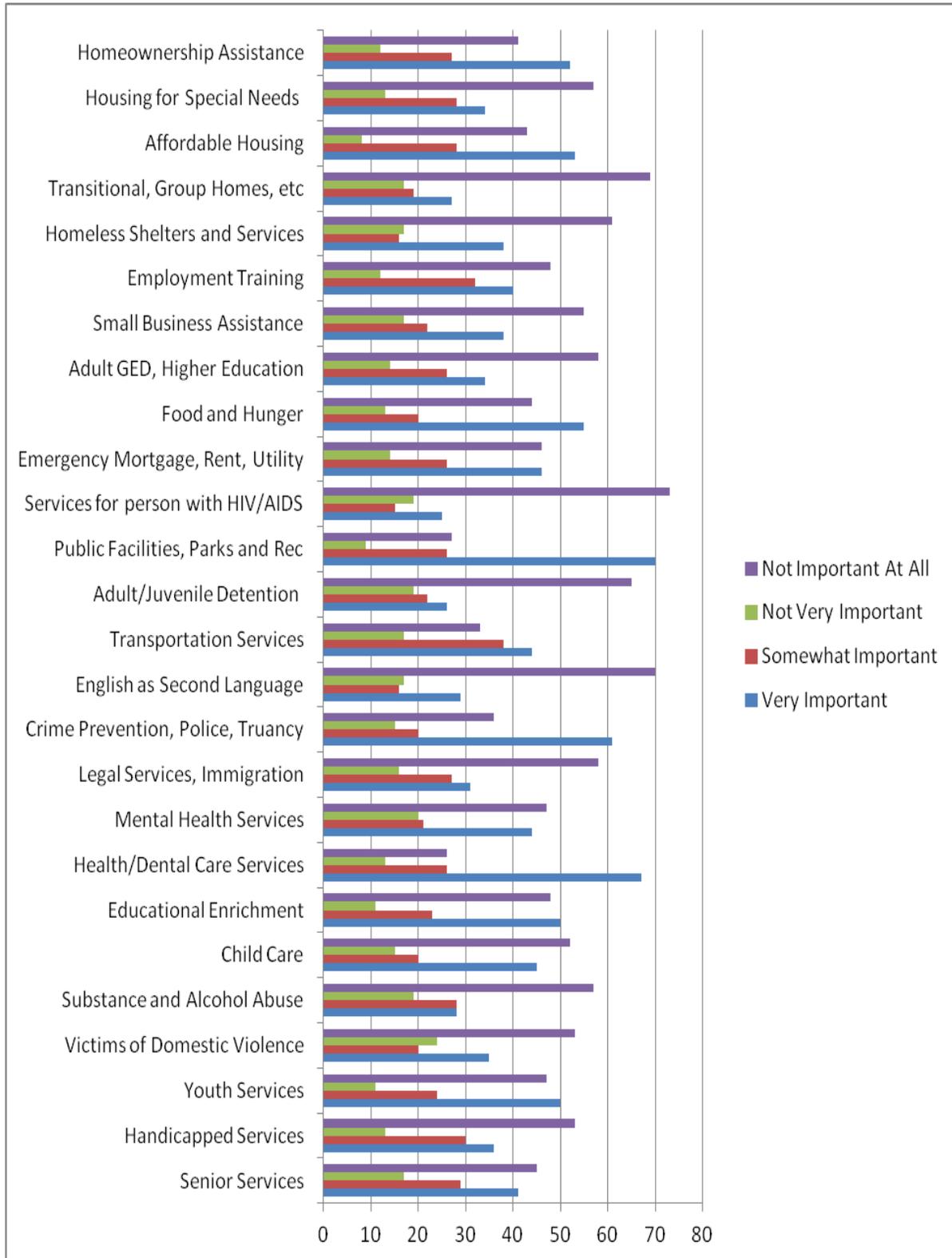
<b>Table 1: Question 1 Responses</b>	<b>Did Not Need</b>	<b>Needed &amp; Received Service</b>	<b>Needed &amp; Did Not Receive Service</b>	<b>Total Responses</b>
Senior Services	106 86.9%	10 8.2%	6 4.9%	122
Handicapped Services	107 87.7%	10 8.2%	5 4.1%	122
Youth Services	91 74.6%	23 18.9%	8 6.6%	122
Services for Victims of Domestic Violence	112 91.8%	5 4.1%	5 4.1%	122
Substance and Alcohol Abuse Services	111 91.0%	5 4.1%	6 4.9%	122
Child Care	100 82.0%	11 9.0%	11 9.0%	122
Educational Enrichment: After School; Pre-K, Mentoring Services	94 77.0%	15 12.3%	13 10.7%	122
Health/Dental Care Services	63 51.6%	34 27.9%	25 20.5%	122
Mental Health Services	99 81.1%	12 9.8%	11 9.0%	122
Legal Services, Immigration Services	109 89.3%	6 4.9%	7 5.7%	122
Crime Prevention, Police, Truancy	95 77.9%	21 17.2%	6 4.9%	122
English as Second Language Services	108 88.5%	9 7.4%	5 4.1%	122
Transportation Services	88 72.1%	19 15.6%	15 12.3%	122
Adult/Juvenile Detention Discharge/Counseling	111 91.0%	5 4.1%	6 4.9%	122
Public Facilities, Parks and Recreation Services	53 43.4%	60 49.2%	9 7.4%	122
Services for person with HIV/AIDS	113 92.6%	5 4.1%	4 3.3%	122
Emergency Mortgage, Rent, Utility Assistance	91 74.6%	12 9.8%	19 15.6%	122
Food and Hunger	90 73.8%	13 10.7%	19 15.6%	122
Adult GED, Higher Education	103 84.4%	8 6.6%	11 9.0%	122
Small Business Assistance	98 80.3%	7 5.7%	17 13.9%	122
Employment Training	99 81.1%	7 5.7%	16 13.1%	122
Homeless Shelters and Services	108 88.5%	6 4.9%	8 6.6%	122
Transitional, Group Homes, Halfway Houses	112 91.8%	5 4.1%	5 4.1%	122
Affordable Housing	87 71.3%	10 8.2%	25 20.5%	122
Housing for Special Needs Populations - Seniors, Large Families	104 85.2%	7 5.7%	11 9.0%	122
Homeownership Assistance/Home Repairs	84 68.9%	12 9.8%	26 21.3%	122

### Chart 1: Question 1 Responses



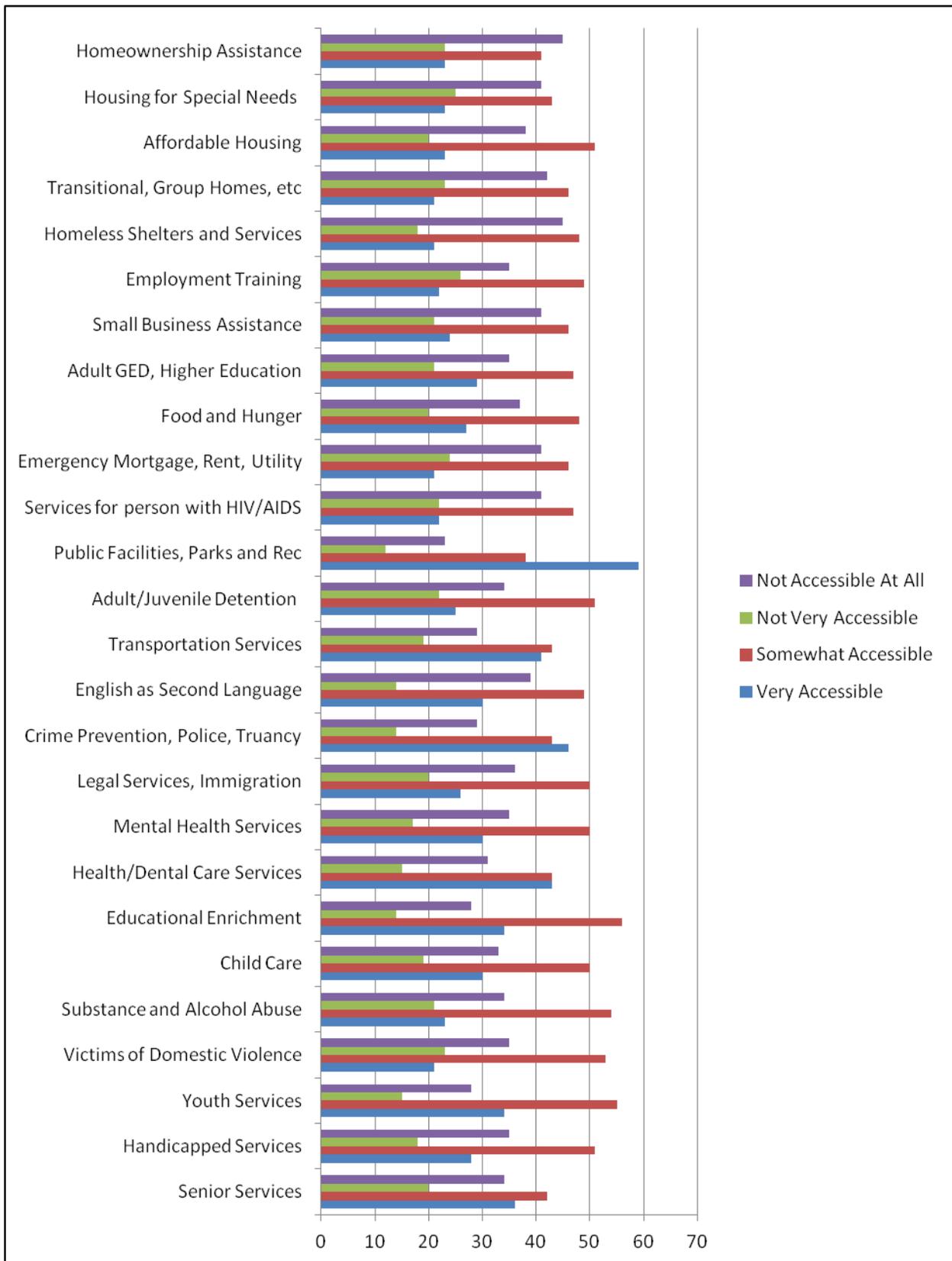
<b>Table 2: Question 2 Responses</b>	<b>Very Important</b>	<b>Somewhat Important</b>	<b>Not Very Important</b>	<b>Not Important At All</b>	<b>Total Responses</b>
Senior Services	41 31.1%	29 22.0%	17 12.9%	45 34.1%	132
Handicapped Services	36 27.3%	30 22.7%	13 9.8%	53 40.2%	132
Youth Services	50 37.9%	24 18.2%	11 8.3%	47 35.6%	132
Services for Victims of Domestic Violence	35 26.5%	20 15.2%	24 18.2%	53 40.2%	132
Substance and Alcohol Abuse Services	28 21.2%	28 21.2%	19 14.4%	57 43.2%	132
Child Care	45 34.1%	20 15.2%	15 11.4%	52 39.4%	132
Educational Enrichment: After School; Pre-K, Mentoring Services	50 37.9%	23 17.4%	11 8.3%	48 36.4%	132
Health/Dental Care Services	67 50.8%	26 19.7%	13 9.8%	26 19.7%	132
Mental Health Services	44 33.3%	21 15.9%	20 15.2%	47 35.6%	132
Legal Services, Immigration Services	31 23.5%	27 20.5%	16 12.1%	58 43.9%	132
Crime Prevention, Police, Truancy	61 46.2%	20 15.2%	15 11.4%	36 27.3%	132
English as Second Language Services	29 22.0%	16 12.1%	17 12.9%	70 53.0%	132
Transportation Services	44 33.3%	38 28.8%	17 12.9%	33 25.0%	132
Adult/Juvenile Detention Discharge/Counseling	26 19.7%	22 16.7%	19 14.4%	65 49.2%	132
Public Facilities, Parks and Recreation Services	70 53.0%	26 19.7%	9 6.8%	27 20.5%	132
Services for person with HIV/AIDS	25 18.9%	15 11.4%	19 14.4%	73 55.3%	132
Emergency Mortgage, Rent, Utility Assistance	46 34.8%	26 19.7%	14 10.6%	46 34.8%	132
Food and Hunger	55 41.7%	20 15.2%	13 9.8%	44 33.3%	132
Adult GED, Higher Education	34 25.8%	26 19.7%	14 10.6%	58 43.9%	132
Small Business Assistance	38 28.8%	22 16.7%	17 12.9%	55 41.7%	132
Employment Training	40 30.3%	32 24.2%	12 9.1%	48 36.4%	132
Homeless Shelters and Services	38 28.8%	16 12.1%	17 12.9%	61 46.2%	132
Transitional, Group Homes, Halfway Houses	27 20.5%	19 14.4%	17 12.9%	69 52.3%	132
Affordable Housing	53 40.2%	28 21.2%	8 6.1%	43 32.6%	132
Housing for Special Needs Populations - Seniors, Large Families	34 25.8%	28 21.2%	13 9.8%	57 43.2%	132
Homeownership Assistance/Home Repairs	52 39.4%	27 20.5%	12 9.1%	41 31.1%	132

## Chart 2: Question 2 Responses



<b>Table 3: Question 3 Responses</b>	<b>Very Accessible</b>	<b>Somewhat Accessible</b>	<b>Not Very Accessible</b>	<b>Not Accessible At All</b>	<b>Total Responses</b>
Senior Services	36 27.3%	42 31.8%	20 15.2%	34 25.8%	132
Handicapped Services	28 21.2%	51 38.6%	18 13.6%	35 26.5%	132
Youth Services	34 25.8%	55 41.7%	15 11.4%	28 21.2%	132
Services for Victims of Domestic Violence	21 15.9%	53 40.2%	23 17.4%	35 26.5%	132
Substance and Alcohol Abuse Services	23 17.4%	54 40.9%	21 15.9%	34 25.8%	132
Child Care	30 22.7%	50 37.9%	19 14.4%	33 25.0%	132
Educational Enrichment: After School; Pre-K, Mentoring Services	34 25.8%	56 42.4%	14 10.6%	28 21.2%	132
Health/Dental Care Services	43 32.6%	43 32.6%	15 11.4%	31 23.5%	132
Mental Health Services	30 22.7%	50 37.9%	17 12.9%	35 26.5%	132
Legal Services, Immigration Services	26 19.7%	50 37.9%	20 15.2%	36 27.3%	132
Crime Prevention, Police, Truancy	46 34.8%	43 32.6%	14 10.6%	29 22.0%	132
English as Second Language Services	30 22.7%	49 37.1%	14 10.6%	39 29.5%	132
Transportation Services	41 31.1%	43 32.6%	19 14.4%	29 22.0%	132
Adult/Juvenile Detention Discharge/Counseling	25 18.9%	51 38.6%	22 16.7%	34 25.8%	132
Public Facilities, Parks and Recreation Services	59 44.7%	38 28.8%	12 9.1%	23 17.4%	132
Services for person with HIV/AIDS	22 16.7%	47 35.6%	22 16.7%	41 31.1%	132
Emergency Mortgage, Rent, Utility Assistance	21 15.9%	46 34.8%	24 18.2%	41 31.1%	132
Food and Hunger	27 20.5%	48 36.4%	20 15.2%	37 28.0%	132
Adult GED, Higher Education	29 22.0%	47 35.6%	21 15.9%	35 26.5%	132
Small Business Assistance	24 18.2%	46 34.8%	21 15.9%	41 31.1%	132
Employment Training	22 16.7%	49 37.1%	26 19.7%	35 26.5%	132
Homeless Shelters and Services	21 15.9%	48 36.4%	18 13.6%	45 34.1%	132
Transitional, Group Homes, Halfway Houses	21 15.9%	46 34.8%	23 17.4%	42 31.8%	132
Affordable Housing	23 17.4%	51 38.6%	20 15.2%	38 28.8%	132
Housing for Special Needs Populations - Seniors, Large Families	23 17.4%	43 32.6%	25 18.9%	41 31.1%	132
Homeownership Assistance/Home Repairs	23 17.4%	41 31.1%	23 17.4%	45 34.1%	132

### Chart 3: Question 3 Responses



Question 4: Are there any particular problems or service needs individuals and families have that are not listed in the charts above and not currently being addressed or met?

Answers:

- Code enforcement.
- Emergency pet care.
- Food stamps or SNAP. No one ever tells us when to recertify or renew so we sometimes go 2-3 months without food.
- I am 60...not old enough to be an official 65-year-old senior citizen. I still work, but am “underemployed”. I have chronic health problems that limit my ability to make household repairs. I make too much money to qualify as “poverty” but I make too little to hire the work done.
- I have huge limbs down in my backyard (so it’s never seen by code enforcement – no alley) that were from a storm in June of 2009...I can’t saw them up and I never have enough money to hire it done.
- I recommend more programs for rental assistance.
- Income requirements for services do not accurately reflect true poverty. A family of 4 may have a house, 4 cars, liquid assets, and no school debt, but still qualify for services based on low-income. A family of 4 may be renting, only have 1 car, have 2 school debts, and no assets, but be denied services because income is just \$500-\$1000 more than the low-income cut off.
- Lewisville needs affordable door-to-door transportation for seniors. SPAN is costly. In Connecticut seniors or disabled non-senior adults pay \$60.00 per year in two six-month installments for Dial-a-Ride. They then have unlimited Monday-to-Friday access. Doctor appointments get first priority for sign-ups, then trips to the grocery stores and Target and Wal-Mart, then trips to the hair-dresser and to visit friends.
- More health fairs and health related events for small businesses to be a part of and sponsor.
- More help with family pets.

- I think that a program that provides rides to doctor appointments would be beneficial. For instance, someone who doesn't have anyone at all to drive them to a procedure that would require them to be sedated, etc., therefore they cannot drive themselves. Especially as the population ages there will be an even greater need for this type of service. The program should be open to anyone residing in the city of Lewisville and there should be age requirements for dedicated carpools, i.e. seniors only when going to get a colonoscopy and not have to share rides with youngsters. The reasons would be health, communicable diseases that are harder for seniors if they contract them, and the sensitivity to screaming and general noise while having to undergo medical procedures. As of right now there are no such services. I have been in the position above and have had to have someone fly from another state in order to go with me to get a medical biopsy on my thyroid because I was sedated and could not drive myself. I have no one local to transport me. I am a young senior and for one, have no persons in this state related to me to assist me in transportation to medical exams, surgeries, outpatient procedures, etc. It would be nice to have a ride service, even for a nominal fee, to provide such services.
- I would like to see services for people on SS disability be able to access services at the senior center or similar services.
- How about just plain old homeowners who would like the alleys and streets maintained??
- There are not enough activities for Youth, update recreation center. Not enough activities in Library for Teens.
- Early morning childcare. I have to be at work in Arlington at 6 am (for the police) and no Lewisville daycare centers are open before 6:30 am.
- Affordable afterschool care for foster kids.
- I am not sure where the Public Library fits in, but we did use it (quite a bit) and found it to be very accessible.
- Homeless shelter.
- Lewisville is really an amazing place to live. I'm right near 121 and 35E, off McArthur. The only thing I would like to see is some public transportation out

west. I work in Grapevine. My roommate works in Dallas. I'm quite jealous that he rides the DART every day to and from work. I also go to Northlake College in Irving and would like to take a train down there, too.

- I wanted assistance with low-income housing.
- Need more Christian items.
- Mortgage assistance/home repair for those who are unable to do the work themselves should be more accessible to anyone who is a resident, not simply if you are under a certain income.
- I also wish that the city would take care of their land better by mowing on a regular basis and keeping up with who is in charge of trimming trees, bushes in alleys, and that back up to school in the Edmond's/Bellaire area.

Responses to question 4 tend to focus on access to service listed in questions 1 through 3, rather than addressing services not on the list, such as transportation services, youth services, homeless shelter, affordable housing, and home repair. These comments sometimes suggest variations on current service offerings, such as specific transportation services that are not present in Lewisville at this time (or that the commenter is unaware of if they are offered) and health fairs and health related events. Some of the comments suggest things that are precluded by federal regulations that govern the use of the Community Development Block Grant, such as Christian activities and the use of funding for non-low-income households.

Question 5: Are there any particular special populations or group of individuals that are not currently being served?

Answers:

- American Indian native.
- Homeless people camp or just sleep without a tent in the park near my apartment (Lewisville Lake Park) and they often go through the trash outside and inside the dumpsters at my apartment complex. Homeless shelters in Denton County have

very little space and cannot provide a basic level of service that any community needs.

- I'm sure there are but not quite in touch with what that group may be.
- Minorities.
- People in my situation; above poverty but no discretionary income.
- Yes, those legally here and United States citizens!
- I am sure there is.
- People who are on SS disability have no services available that I can find. Also, children who fall in the economically disadvantaged category that are excelling in school, volunteering and/or doing service projects and are seen as future leaders of Lewisville need HELP with finding & FUNDING ways to attend summer classes, seminars, internships, transportation, information, sponsors, attending college, etc...they are the FUTURE of Lewisville!
- Youth/teenagers.
- Refugees.
- Services for foster kids are difficult to find in Lewisville—especially since it is a state requirement that they be in a Pre-K or Head Start program beginning at age 3 and I cannot find a Head Start program in Lewisville or the surrounding area and all the Pre-K programs have a wait list.
- Services/daycare for special needs (medically fragile) foster care is also very difficult to access. When I lived in Dallas, I had no problem finding child care centers that were willing to accept special needs kids or kids on tube feeds; however, I have yet to find a center in Lewisville willing to accept these kids.
- I know that the Chin refugees and the people currently working hard to help them (Chin Refugee Ministry) could use some more assistance (translators in the schools, financial assistance, etc).
- Single mothers.
- Homeless.
- I have no awareness of this. I'm a white male with a good job and tend to be quite self-centered.
- Grandmothers raising grandkids.

- Mentally retarded/mentally ill.
- Residents of Central Park area are seeing an increase in crime by students and teens. This happens every year around summer break and no one has been dedicated to policing the area and keeping an eye on this. Gangs of kids 30-45 kids ran through our neighborhood just last week with large sticks ready to fight in the yards of neighbors who back up to the Lewisville Learning Center & Dale Jackson. We could really use some help getting this under control before someone gets hurt.
- A neighbor has a water bottle hurled at him from a moving car going 40 mph last week while he was walking his dog and knocked the neighbor on the walkway cold a little after 6 pm on a weekday.

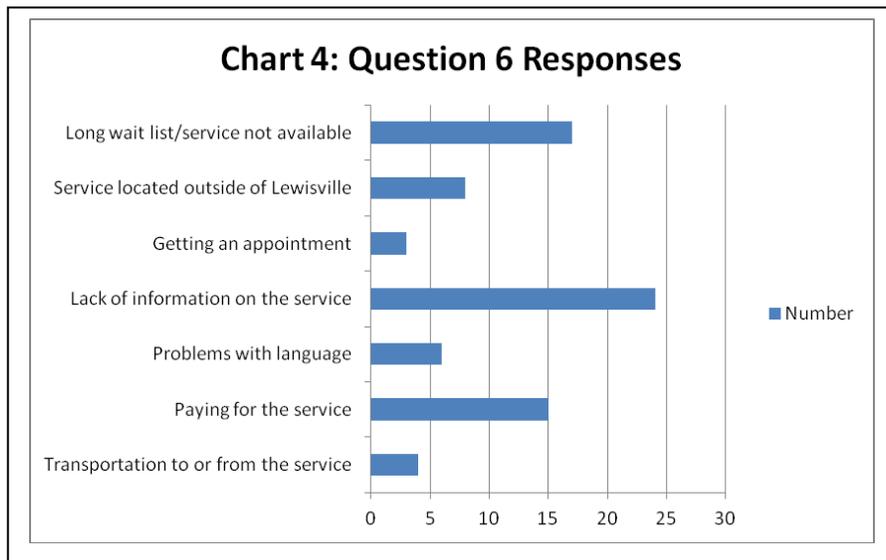
Comments received for question 5 suggest some populations not being served include Native Americans, Grandmothers raising grandchildren, mentally ill and those with developmental disabilities, refugees, and people on social security disability.

Question 6: If you were unable to access services, indicate the reason. (Choose all that apply).

Answers:

- a) Transportation to or from the service. 4 responses (5.2%)
- b) Paying for the service. 15 responses (19.5%)
- c) Problems with language. 6 responses (7.8%)
- d) Lack of information on the service. 24 responses (31.2%)
- e) Getting an appointment. 3 responses (3.9%)
- f) Service located outside of Lewisville. 8 responses (10.4%)
- g) Long wait list/service not available. 17 responses (22.1%)
- h) Other:
  - No one tells us when the food stamps contract runs out or expires so we go without food most of the time 2-3 months.

- I need childcare in the summer but there are no appropriate camps or care for my 12 year old. The camps that are offered are scheduled for a few hours and since I'm at work I need care to last all day. I tried to enroll my child in soccer since I live next to soccer fields but the soccer practices aren't near where I live, they change practice locations every week, so I'm not able to take her.
- Walk-in.
- Paying, lack of information.



According to comments in question 7, question 6 did not work properly in the online survey. The question says to select all that apply, but then only allow one selection. Because of that malfunction, this list reflects only the first choice of each respondent. The response selected most was Lack of information on the service, followed by Long wait list/service not available, and Paying for the service.

Question 7: Please write any additional comments you have.

Answers:

- All I want to do is use the computer.
- For exercise and recreation purposes, we should have an indoor swimming pool. Many senior citizens would be better served with the opportunity for non-weight bearing exercise opportunities.
- I went to the Health Department recently since I don't work enough hours to get benefits and was told I make too much. The place was full of immigrants. So I guess if you come here from another country and don't work you can get free healthcare.
- The 10 or 12 handicap parking spaces at the library is RIDICULOUS! I'm here almost every day and never seen more than 2 used. I'm 55 and single and there's nothing to do in Lewisville to meet people.
- If the government services were more trained on how to help people and quit giving away valuable tax dollars to illegal immigrants we would have more for legal citizens. Illegal immigrants are eating up all the valuable resources for the Texas communities. I believe we should take care of the ones with state id cards or state driver's license and social security cards the legal citizens if you will because we pay taxes we pay into social security and sometimes state taxes depending on the state we deserve to get something back when we ask for help. These illegal immigrants are taking from all the hard working citizens not only of Texas but for the United States as a whole it's not right. By the time I'm old enough to retire there won't be anything left of social security or retirement because the government keeps giving our funds to the non deserving illegal immigrants!!! It is not right that we work our asses off most our lives to have something to fall back on when we're too old to provide for ourselves to find out that there isn't anything there cause the federal government and state government offices gave our money to some sorry illegal who didn't work a day in his life and stole our.
- It doesn't pay to be legal. If I was illegal or divorced I could have gotten help!
- Lewisville doesn't have a café. I have to go to Flower Mound for a cup of coffee.
- Regarding question #3, a "Did Not Need" column is needed. How can I say "Very Accessible" or "Not Accessible at All" to services I have never needed and

never sought out, like Drug Abuse programs, or Services for People with AIDS? I hit Not Accessible at all for all in this category (my Did Not Need category).

- The city needs to drive the alleys and make repairs. The only city worker I ever see on my alley is the code enforcement woman – when she is not sitting at Sonic. She doesn't think twice about tagging a fence that was hit by a Waste Management truck, but the city won't repair the alleys.
- The survey itself did not work correctly. We were told to choose all that apply, but was only able to select one. Another spot was the needed service/not needed & then got or didn't get service, again unable to check all that applied, only given 1 choice to apply.
- They do not have a homeless shelter in Lewisville at all at this time. They do have a little bit of help with food the Salvation Army is the best place to go. They do have the CCA but getting help from them is like pulling teeth. And no women's domestic shelter here in Lewisville the nearest one is in Denton. And the transportation is pretty good but they don't run very late at night. And they cut off before 5:30 pm on Saturdays and Sundays there is no transportation on Sundays. And we don't have a county hospital.
- The Drivers License office is horrible...long lines, waiting outside in extremely hot or cold weather. Rude staff.
- My main barriers to service are lack of information on the service, the service not being available in Lewisville, and having a very long wait list to receive service.
- We need DART service to Lewisville. The DCTA A-Train is insufficient/not-practical for all of us who work in Dallas.
- Section 3 above should have an option for N/A for those of us who did not need those services and thereby may not have an accurate understanding of how accessible those services are (my answers in that section will throw off your survey results).
- As far as my family goes, Lewisville is a great place to live with all the services we currently need. This survey, however, forced me to put something about accessibility for services I do not need and therefore have no idea how

accessible they are. There should be a “not needed” option on that question as well.

- On question #3, I have no idea how accessible these services are as I have no need of them so never looked into them. I do know there is a senior center on Corporate and Valley Pkwy.
- Expanded public transportation would be great. I love the new DART line but it only goes to downtown so I can't use it to commute as I work in Plano.
- Disable and have trouble finding help for dental and eyeglasses and both are needed very badly.
- I do not need most of the services. However, as a teacher in a low-income Lewisville public school, I am aware of that many residents do need these services. I hope they will know about this survey or have means to complete it.
- I DON'T WANT A HAND OUT JUST A HAND TO EVENTUALLY BECOME 100% SELF-SUFFICIENT FOR MY FAMILY.
- Why is the speed limit 40 mph on N. Mill St. which is 2 lane and has homes directly on it and 35 mph on Fox Ave. which is 4 lane with no houses?
- The economy is changing and people are in need of help. The city needs to put plans in place without making people jump through hoops to get assistance. If they don't need it they wouldn't go through the trouble to get it.
- Almost every time I call DCTA they never have a space for my special needs son.
- Would love more Christian events, music, sessions, positive speakers, etc.
- There are long waiting lists for assistance for anything in Lewisville. Unfortunately if you need a dentist, disaster home repair or simply need some food you have to qualify and wait on a list before you will get any help...assuming you qualify.
- I found I wasn't qualified simply because I am not pregnant and I will not birth a child if I have no job just to get government funds.

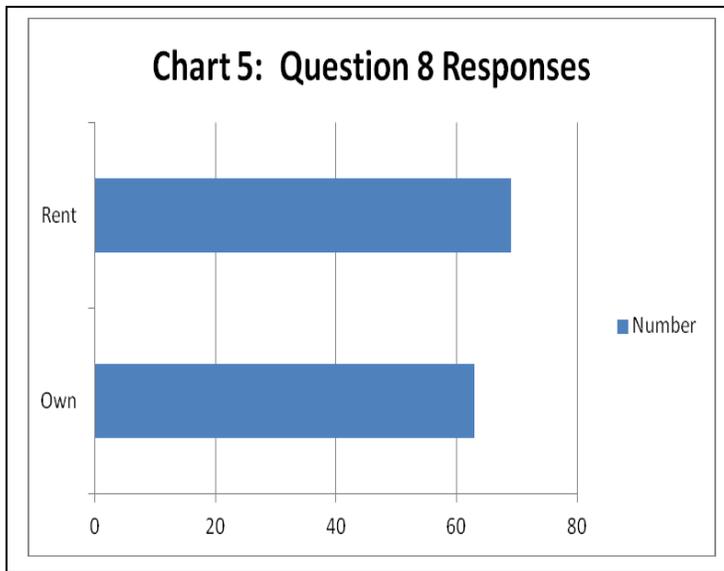
Answers received for question 7 span a wide range of topics, ranging from expressing dissatisfaction with federal immigration policy to suggestions for specific

service needs within the community and pointing out problems with the survey instrument to complaints about specific City staff and long wait lists. These comments, however, include pleas for making it easier to get assistance, expansion of public transportation services, and more information about services that are currently provided.

Question 8: Do you own or rent the residence where you currently reside?

Answers:

- a) Own. 63 responses (47.7%)
- b) Rent. 69 responses (53.3%)

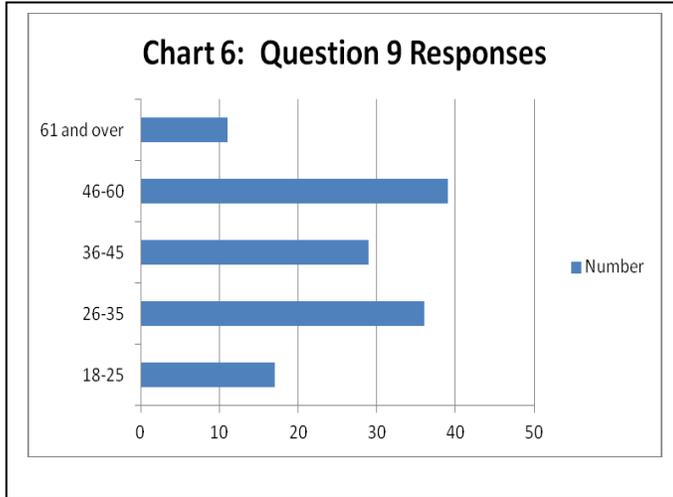


A slight majority of survey respondents are renters.

Question 9: Within which of the following age groups do you fall?

Answers:

- a) 18-25. 17 responses (12.9%)
- b) 26-35. 36 responses (27.3%)
- c) 36-45. 29 responses (22.0%)
- d) 46-60. 39 responses (29.5%)
- e) 61 and over. 11 responses (8.3%)

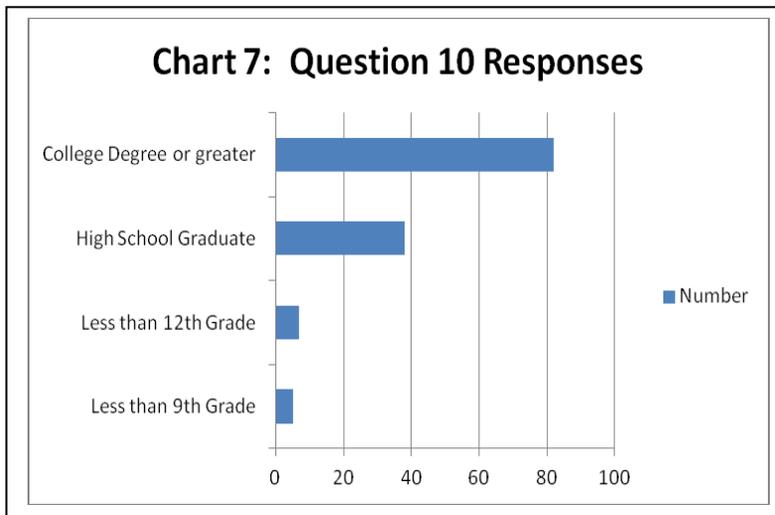


The 46-60 age group was most represented in this survey, followed by the 26-35 group.

Question 10: What is the last grade in school you completed?

Answers:

- a) Less than 9<sup>th</sup> Grade. 5 responses (3.8%)
- b) Less than 12<sup>th</sup> Grade. 7 responses (5.3%)
- c) High School Graduate. 38 responses (28.8%)
- d) College Degree or greater. 82 responses (62.1%)

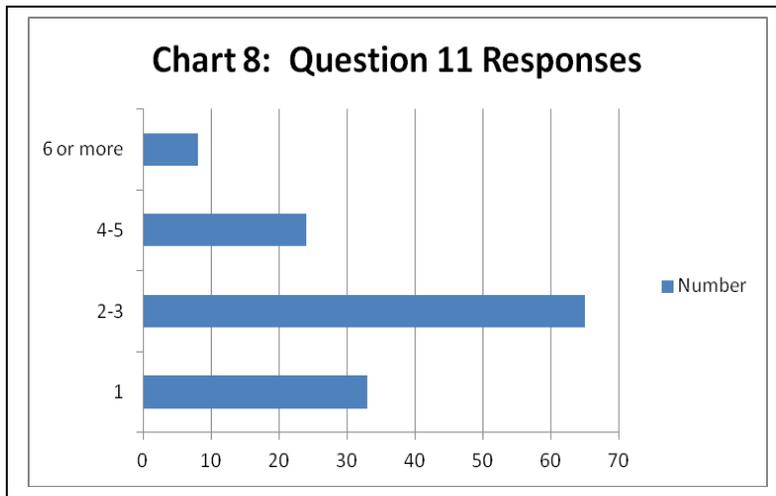


The vast majority of respondents have a college degree or greater.

Question 11: Counting yourself, how many people live in your households?

Answers:

- a) 1. 33 responses (25.4%)
- b) 2-3. 65 responses (50.0%)
- c) 4-5. 24 responses (18.5%)
- d) 6 or more. 8 responses (6.2%)



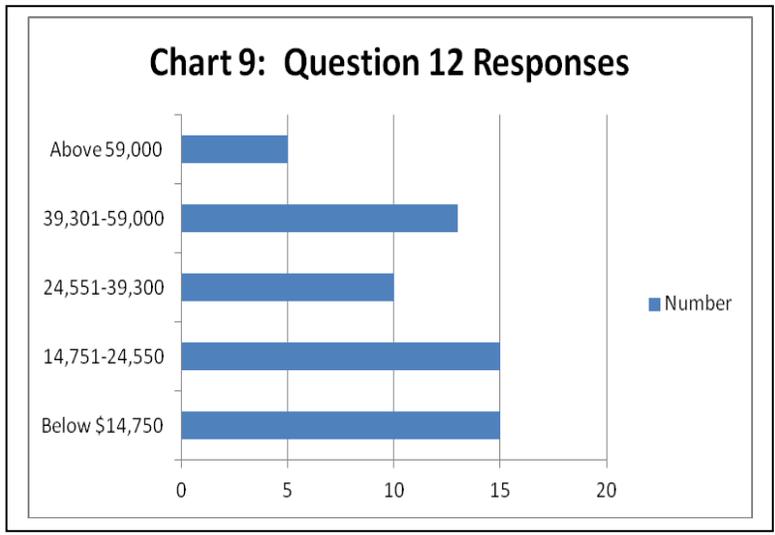
Exactly half of the respondents live in households of 2 to 3 persons, followed by single person households at 25.4 percent.

Question 12: For a household size of 1, what was your total household income last year?

Answers:

- a) Below \$14,750. 15 responses (25.9%)
- b) 14,751-24,550. 15 responses (25.9%)
- c) 24,551-39,300. 10 responses (17.2%)
- d) 39,301-59,000. 13 responses (22.4%)
- e) Above 59,000. 5 responses (8.6%)

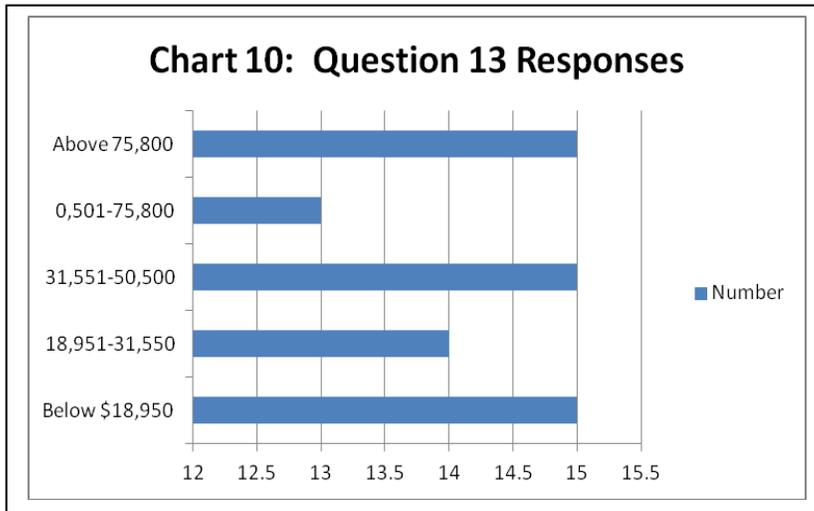
A problem is evident with answers to questions 12 through 15. Instructions were that each household size would answer the question relevant to their household size. Responses to question 12, however, indicate that those directions were not followed. While a total of 33 respondents indicated living in single person households, 58 respondents reported incomes for single person households. The results, therefore, are not an accurate indication of incomes for a single person household.



Question 13: For a household size of 2-3, what was your total household income last year?

Answers:

- a) Below \$18,950. 15 responses (20.8%)
- b) 18,951-31,550. 14 responses (19.4%)
- c) 31,551-50,500. 15 responses (20.8%)
- d) 50,501-75,800. 13 responses (18.1%)
- e) Above 75,800. 15 responses (20.8%)

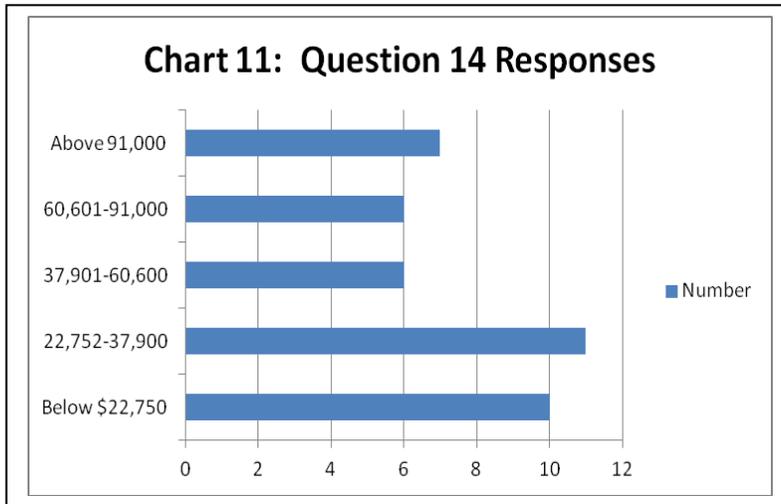


As reported for question 12, while 65 respondents placed themselves in 2-3 person households, 72 responded to the question about incomes for that size household.

Question 14: For a household size of 4-5, what was your total household income last year?

Answers:

- a) Below \$22,750. 10 responses (25.0%)
- b) 22,752-37,900. 11 responses (27.5%)
- c) 37,901-60,600. 6 responses (15.0%)
- d) 60,601-91,000. 6 responses (15.0%)
- e) Above 91,000. 7 responses (17.5%)



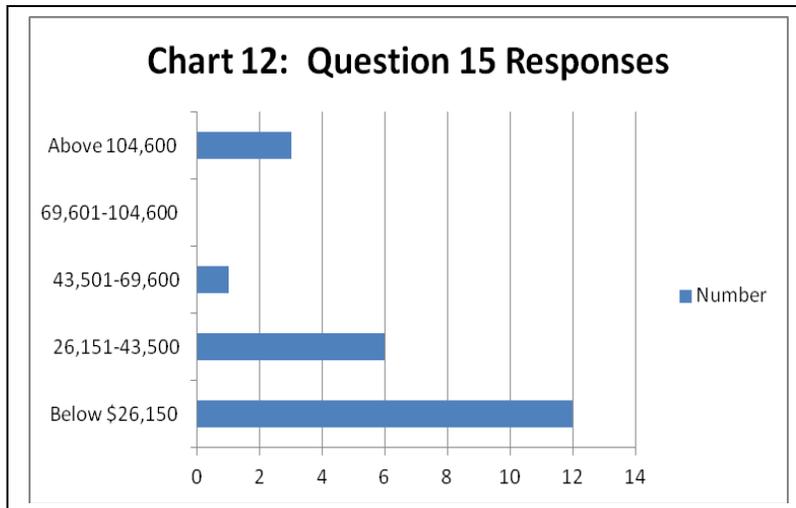
Again, while 24 respondents placed themselves in the 4 or 5 person household size, 40 responded to the question about income for that household size. The results are not indicative of the income for that household size.

Question 15: For a household size of 6 or more, what was your total household income last year?

Answers:

- a) Below \$26,150. 12 responses (54.5%)
- b) 26,151-43,500. 6 responses (27.3%)
- c) 43,501-69,600. 1 response (4.5%)
- d) 69,601-104,600. No responses (0.0%)
- e) Above 104,600. 3 responses (13.6%)

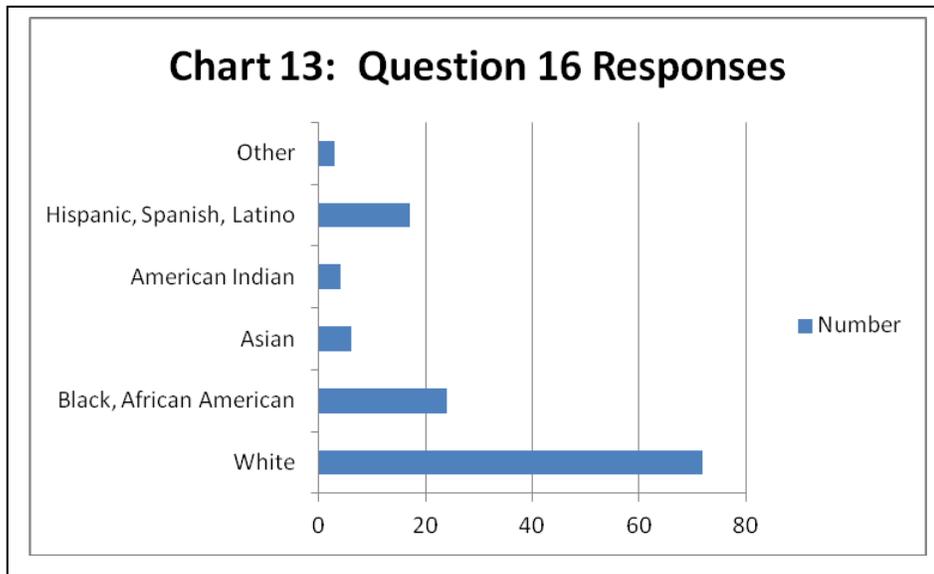
As above, 8 respondents indicated a household size of 6 or more, but 22 responded to the question about income for that household size. The results are not a reliable indicator of the income for that group.



Question 16: What is your Race/Ethnicity?

Answers:

- a) White. 72 responses (57.1%)
- b) Black, African American. 24 responses (19.0%)
- c) Asian. 6 responses (4.8%)
- d) American Indian. 4 responses (3.2%)
- e) Hispanic, Spanish, Latino. 17 responses (13.5%)
- f) Other: 3 responses (2.4%)
  - Jewish.
  - White & black.
  - Black, Hispanic.



The majority of respondents were White (57.1%), followed by Black/African American.

Summary: The online survey showed primary interest in parks and recreational activities, health/dental care services, and crime prevention activities. These services were most often cited as needed and used and also as most important. Other services that received high scores for need and importance were transportation, youth services, affordable housing and housing assistance, education enrichment, child care, and mental health services. Ranking low in terms of need and importance were services for persons with HIV/AIDS, English as a second language programs, homeless shelters and transitional housing/group homes, and adult/juvenile detention discharge counseling.

## CLIENT SURVEYS

During the week of July 10 – 13, 2012, surveys were distributed to clients of various community service agencies in Lewisville. Unfortunately, the response rate for the Client Survey was very low with only 11 total surveys completed and returned. Equally unfortunate, most of the returned surveys had been only partially completed. While the low response rate casts doubt on the significance of the survey results from a research stand point, the responses are included to represent the comments we received from clients actually utilizing existing services. The responses to the open-ended questions are presented without comment because the low number of responses prevent drawing conclusions.

Question 1: What do you see as the strengths of your particular agency?

Answers:

- Well organized. Probably need to add a few rooms to senior center.
- Ability to reach out to many organizations.
- Overall health care.
- The primary strength is that the agency really does care and genuinely tries to assist those in need.
- Community support.

Question 2: What do you see as the primary weaknesses of your particular organization?

Answers:

- Its political leanings.
- Senior center. More seating area that is related to “home comfort” Large TV area to relax, not a gym setting.

Question 3: To what extent, if any, does duplication of services exist?

Answers:

- Senior center has same programs causing attendance to be down, and people dropping out.

Question 4: Are there specific gaps in the system that result in needed services not being delivered?

Answers:

- Not enough younger retirees that have an interest.
- Better means for seniors to be picked up and returned to their living quarters.
- Phone message system didn't work. Was addressed and corrected.

Question 5: To what extent are the needs of individuals and families being met by the current system?

Answers:

- Pretty darn good except for transportation.
- I think the needs of individuals and families are being met because of the need for assistance is in great demand during the hard times many of us experience.
- Low cost health care.

Question 6: Are there any particular problems individuals and families have that are not currently being addressed or met?

Answers:

- Back to better transportation needs for seniors.
- Need program for youth on verge of getting in trouble.

Question 7: Are there any particular special population/group of individuals that are not currently being served?

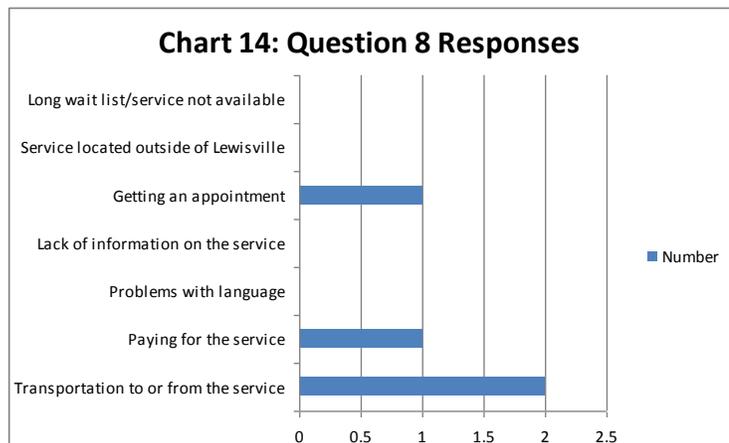
Answers:

- No responses given.

Question 8: If you were unable to access services, indicate the reason.

Answers:

- a) Transportation to or from the service. 2 responses (50.0%)
- b) Paying for the service. 1 response (25.0%)
- c) Problems with language. 0 responses (0%)
- d) Lack of information on the service. 0 responses (0%)
- e) Getting an appointment. 1 response (25.0%)
- f) Service located outside of Lewisville. 0 responses (0%)
- g) Long wait list/service not available. 0 responses (0%)
- h) Other: 0 responses (0%)



Question 9: Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please circle 1 or 2 to indicate whether you and/or your family have needed these services. For each item that you “Needed Services” please circle 3 or 4 to show if you were able to successfully access/receive the services. (Note: these data are reported below in the table and chart in the same format that the online survey was reported, with the categories “Did Not Need”, “Needed & Received Service”, and “Needed & Did Not Receive Service”)

Answer: Provided in Table 4 and Chart 15, below.

The low response rate of the client survey provides little input into the extent to which services provided are working to meet the needs of the community. The input did suggest that with respect to parks and public facilities and child care the need was being met. Transportation and youth services needs were not being met. The results gave a fifty-fifty result on health and dental care services.

Question 10: Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please indicate how important each is for you and your family.

Answers: Provided in Table 5 and Chart 16, below.

Opinions about the relative need of the various services listed seem to lean toward the type of services that are utilized by a larger share of the population, rather than those services that cater to small sectors. The service that was viewed as most important by respondents is Senior Services with 66.7 percent responding with Very Important (VI) and another 22.2 percent indicating the services were Somewhat Important (SI). Conversely, the highest percentages on the not important scales were recorded for Services for persons with HIV/AIDS with 66.7 percent saying that it was Not Important At All (NIAA) and another 11.1 percent saying Not Very Important (NVI), for a total of 77.8 percent. Other services deemed to be important to respondents include: Health/Dental Care

Services (50.0% VI and 30.0% SI) and Public Facilities, Parks and Recreation Services (60.0% VI). Other services with little relative importance to respondents include: English as Second Language Services (66.7% NIAA); Small Business Assistance (50.0% NIAA) and Transitional, Group Homes, Halfway Houses (44.4% NIAA).

Question 11: Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please indicate how accessible each is for you and your family.

Answers: Provided in Table 6 and Chart 17, below.

Overall, accessibility to the full range of services was considered good, with particularly high ratings for the accessibility to public facilities and parks (85.7% Very Accessible [VA]), Crime Prevention (83.3% VA), and Senior Services (71.4% VA). Considered inaccessible were Small Business Assistance and Employment Training (both with 33.3% saying Not Accessible At All). Several categories received 50 percent Not Very Accessible, including Services for Victims of Domestic Violence, Substance and Alcohol Abuse Services, Adult/Juvenile Detention Discharge/Counseling, and Homeless Shelters and Services.

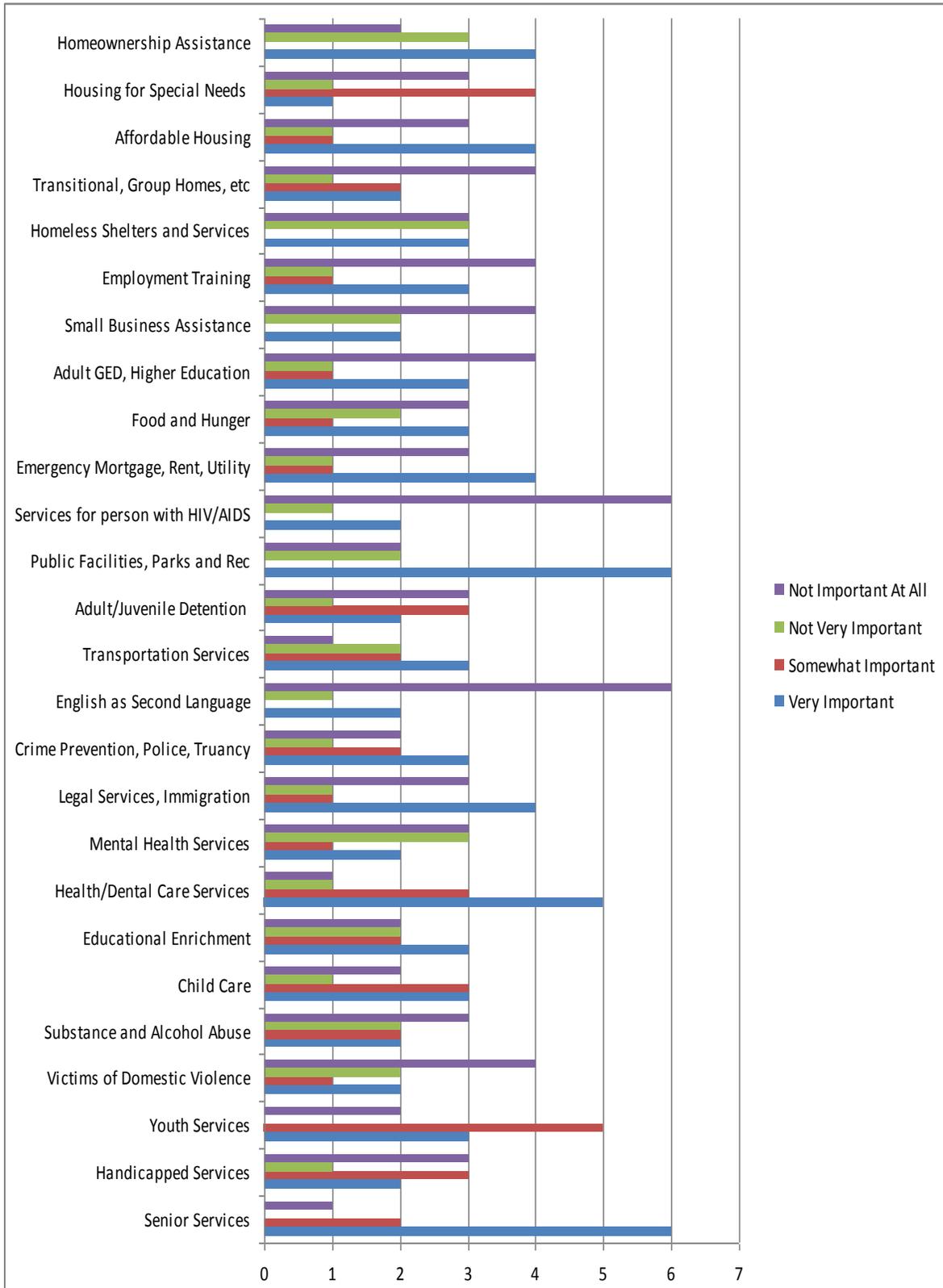
<b>Table 4: Question 9 Responses</b>	<b>Did Not Need</b>	<b>Needed &amp; Received Service</b>	<b>Needed &amp; Did Not Receive Service</b>	<b>Total Responses</b>
Senior Services	5 71.4%	1 14.3%	1 14.3%	7
Handicapped Services	8 100.0%	0 0.0%	0 0.0%	8
Youth Services	6 75.0%	0 0.0%	2 25.0%	8
Services for Victims of Domestic Violence	8 88.9%	0 0.0%	1 11.1%	9
Substance and Alcohol Abuse Services	7 87.5%	0 0.0%	1 12.5%	8
Child Care	6 75.0%	2 25.0%	0 0.0%	8
Educational Enrichment: After School; Pre-K, Mentoring Services	8 100.0%	0 0.0%	0 0.0%	8
Health/Dental Care Services	4 50.0%	2 25.0%	2 25.0%	8
Mental Health Services	8 100.0%	0 0.0%	0 0.0%	8
Legal Services, Immigration Services	8 88.9%	0 0.0%	1 11.1%	9
Crime Prevention, Police, Truancy	7 87.5%	1 12.5%	0 0.0%	8
English as Second Language Services	7 100.0%	0 0.0%	0 0.0%	7
Transportation Services	5 62.5%	1 12.5%	2 25.0%	8
Adult/Juvenile Detention Discharge/Counseling	7 87.5%	0 0.0%	1 12.5%	8
Public Facilities, Parks and Recreation Services	5 62.5%	3 37.5%	0 0.0%	8
Services for person with HIV/AIDS	8 100.0%	0 0.0%	0 0.0%	8
Emergency Mortgage, Rent, Utility Assistance	8 88.9%	1 11.1%	0 0.0%	9
Food and Hunger	8 88.9%	1 11.1%	0 0.0%	9
Adult GED, Higher Education	7 87.5%	1 12.5%	0 0.0%	8
Small Business Assistance	8 88.9%	0 0.0%	1 11.1%	9
Employment Training	6 75.0%	1 12.5%	1 12.5%	8
Homeless Shelters and Services	8 100.0%	0 0.0%	0 0.0%	8
Transitional, Group Homes, Halfway Houses	7 87.5%	0 0.0%	1 12.5%	8
Affordable Housing	6 85.7%	1 14.3%	0 0.0%	7
Housing for Special Needs Populations - Seniors, Large Families	8 100.0%	0 0.0%	0 0.0%	8
Homeownership Assistance/Home Repairs	8 88.9%	0 0.0%	1 11.1%	9

### Chart 15: Question 9 Responses



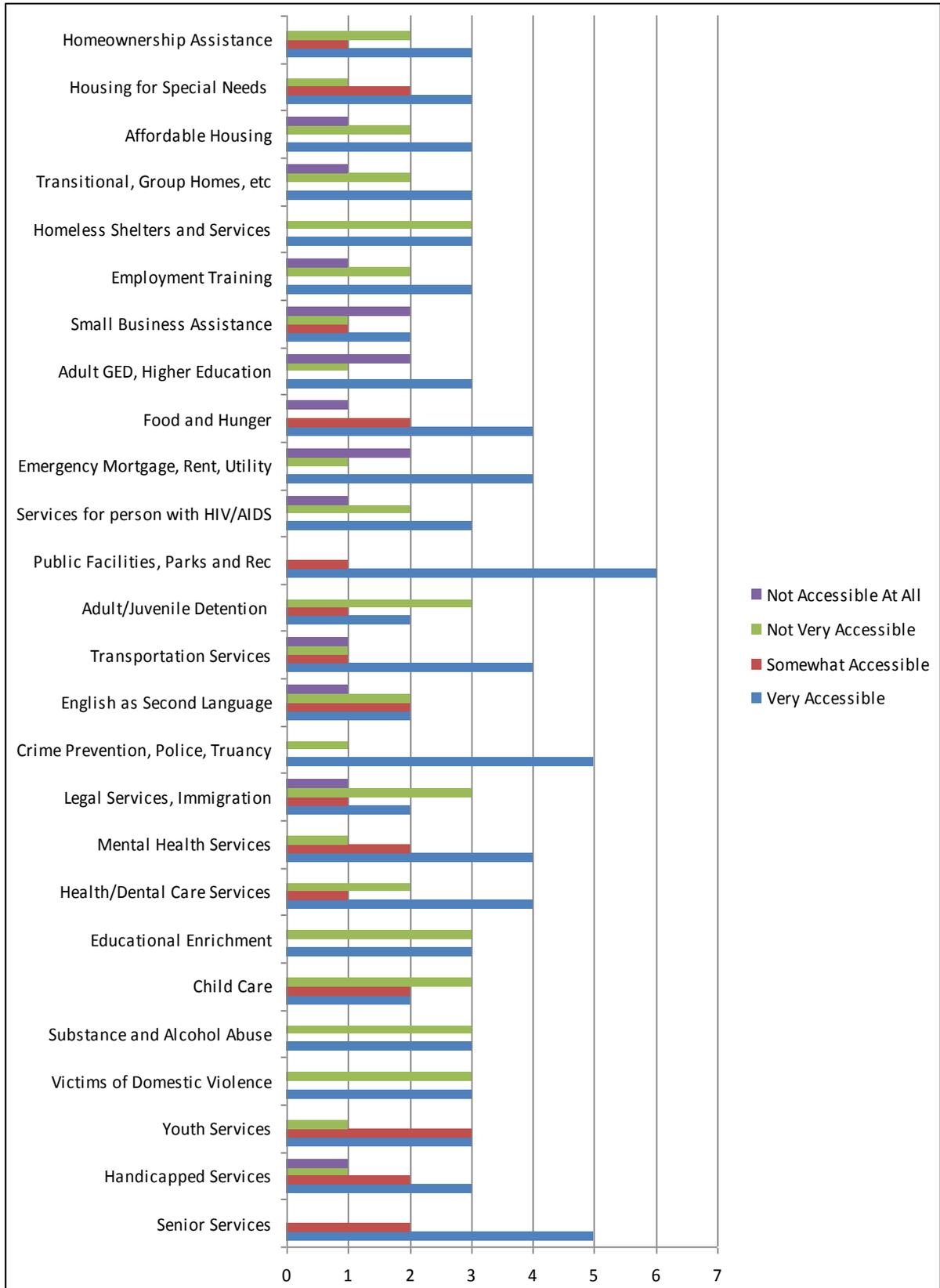
<b>Table 5: Question 10 Responses</b>	<b>Very Important</b>	<b>Somewhat Important</b>	<b>Not Very Important</b>	<b>Not Important At All</b>	<b>Total Responses</b>
Senior Services	6 66.7%	2 22.2%	0 0.0%	1 11.1%	9
Handicapped Services	2 22.2%	3 33.3%	1 11.1%	3 33.3%	9
Youth Services	3 30.0%	5 50.0%	0 0.0%	2 20.0%	10
Services for Victims of Domestic Violence	2 22.2%	1 11.1%	2 22.2%	4 44.4%	9
Substance and Alcohol Abuse Services	2 22.2%	2 22.2%	2 22.2%	3 33.3%	9
Child Care	3 33.3%	3 33.3%	1 11.1%	2 22.2%	9
Educational Enrichment: After School; Pre-K, Mentoring Services	3 33.3%	2 22.2%	2 22.2%	2 22.2%	9
Health/Dental Care Services	5 50.0%	3 30.0%	1 10.0%	1 10.0%	10
Mental Health Services	2 22.2%	1 11.1%	3 33.3%	3 33.3%	9
Legal Services, Immigration Services	4 44.4%	1 11.1%	1 11.1%	3 33.3%	9
Crime Prevention, Police, Truancy	3 37.5%	2 25.0%	1 12.5%	2 25.0%	8
English as Second Language Services	2 22.2%	0 0.0%	1 11.1%	6 66.7%	9
Transportation Services	3 37.5%	2 25.0%	2 25.0%	1 12.5%	8
Adult/Juvenile Detention Discharge/Counseling	2 22.2%	3 33.3%	1 11.1%	3 33.3%	9
Public Facilities, Parks and Recreation Services	6 60.0%	0 0.0%	2 20.0%	2 20.0%	10
Services for person with HIV/AIDS	2 22.2%	0 0.0%	1 11.1%	6 66.7%	9
Emergency Mortgage, Rent, Utility Assistance	4 44.4%	1 11.1%	1 11.1%	3 33.3%	9
Food and Hunger	3 33.3%	1 11.1%	2 22.2%	3 33.3%	9
Adult GED, Higher Education	3 33.3%	1 11.1%	1 11.1%	4 44.4%	9
Small Business Assistance	2 25.0%	0 0.0%	2 25.0%	4 50.0%	8
Employment Training	3 33.3%	1 11.1%	1 11.1%	4 44.4%	9
Homeless Shelters and Services	3 33.3%	0 0.0%	3 33.3%	3 33.3%	9
Transitional, Group Homes, Halfway Houses	2 22.2%	2 22.2%	1 11.1%	4 44.4%	9
Affordable Housing	4 44.4%	1 11.1%	1 11.1%	3 33.3%	9
Housing for Special Needs Populations - Seniors, Large Families	1 11.1%	4 44.4%	1 11.1%	3 33.3%	9
Homeownership Assistance/Home Repairs	4 44.4%	0 0.0%	3 33.3%	2 22.2%	9

### Chart 16: Question 10 Responses



<b>Table 6: Question 11 Responses</b>	<b>Very Accessible</b>	<b>Somewhat Accessible</b>	<b>Not Very Accessible</b>	<b>Not Accessible At All</b>	<b>Total Responses</b>
Senior Services	5 71.4%	2 28.6%	0 0.0%	0 0.0%	7
Handicapped Services	3 42.9%	2 28.6%	1 14.3%	1 14.3%	7
Youth Services	3 42.9%	3 42.9%	1 14.3%	0 0.0%	7
Services for Victims of Domestic Violence	3 50.0%	0 0.0%	3 50.0%	0 0.0%	6
Substance and Alcohol Abuse Services	3 50.0%	0 0.0%	3 50.0%	0 0.0%	6
Child Care	2 28.6%	2 28.6%	3 42.9%	0 0.0%	7
Educational Enrichment: After School; Pre-K, Mentoring Services	3 50.0%	0 0.0%	3 50.0%	0 0.0%	6
Health/Dental Care Services	4 57.1%	1 14.3%	2 28.6%	0 0.0%	7
Mental Health Services	4 57.1%	2 28.6%	1 14.3%	0 0.0%	7
Legal Services, Immigration Services	2 28.6%	1 14.3%	3 42.9%	1 14.3%	7
Crime Prevention, Police, Truancy	5 83.3%	0 0.0%	1 16.7%	0 0.0%	6
English as Second Language Services	2 28.6%	2 28.6%	2 28.6%	1 14.3%	7
Transportation Services	4 57.1%	1 14.3%	1 14.3%	1 14.3%	7
Adult/Juvenile Detention Discharge/Counseling	2 33.3%	1 16.7%	3 50.0%	0 0.0%	6
Public Facilities, Parks and Recreation Services	6 85.7%	1 14.3%	0 0.0%	0 0.0%	7
Services for person with HIV/AIDS	3 50.0%	0 0.0%	2 33.3%	1 16.7%	6
Emergency Mortgage, Rent, Utility Assistance	4 57.1%	0 0.0%	1 14.3%	2 28.6%	7
Food and Hunger	4 57.1%	2 28.6%	0 0.0%	1 14.3%	7
Adult GED, Higher Education	3 50.0%	0 0.0%	1 16.7%	2 33.3%	6
Small Business Assistance	2 33.3%	1 16.7%	1 16.7%	2 33.3%	6
Employment Training	3 50.0%	0 0.0%	2 33.3%	1 16.7%	6
Homeless Shelters and Services	3 50.0%	0 0.0%	3 50.0%	0 0.0%	6
Transitional, Group Homes, Halfway Houses	3 50.0%	0 0.0%	2 33.3%	1 16.7%	6
Affordable Housing	3 50.0%	0 0.0%	2 33.3%	1 16.7%	6
Housing for Special Needs Populations - Seniors, Large Families	3 50.0%	2 33.3%	1 16.7%	0 0.0%	6
Homeownership Assistance/Home Repairs	3 50.0%	1 16.7%	2 33.3%	0 0.0%	6

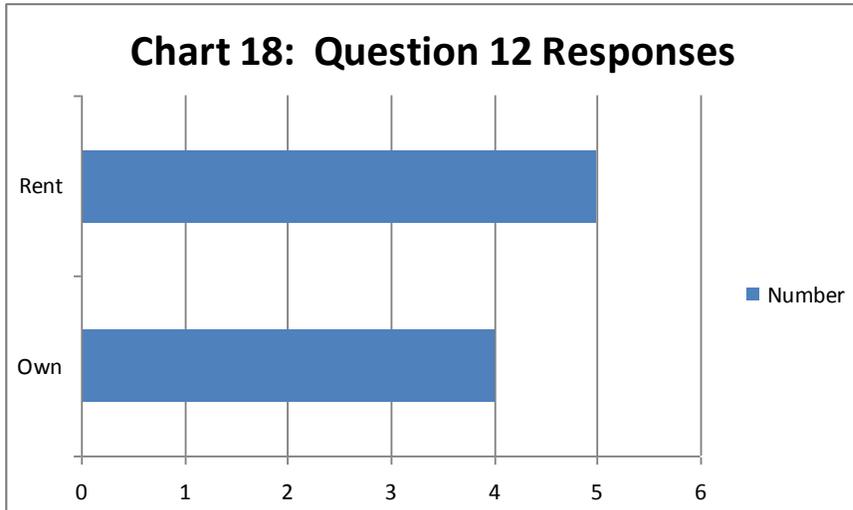
### Chart 17: Question 11 Responses



Question 12: Do you own or rent the residence where you currently reside?

Answers:

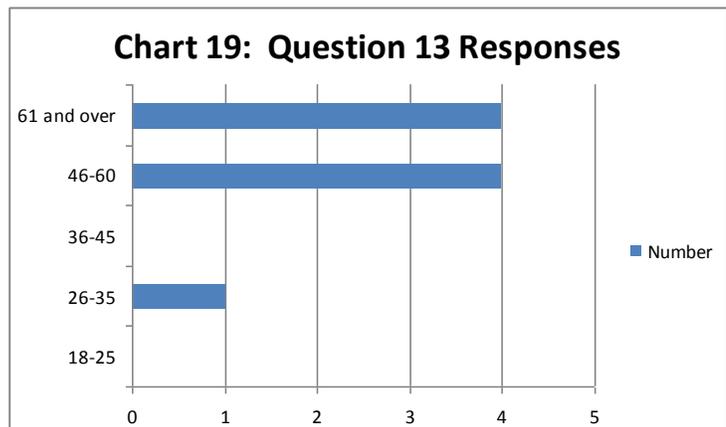
- a) Own. 4 responses (44.4%)
- b) Rent. 5 responses (55.6%)



Question 13: Within which of the following age groups do you fall?

Answers:

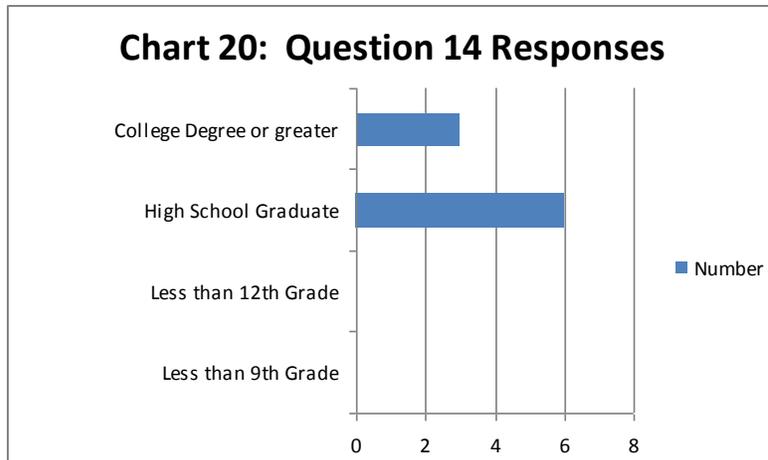
- a) 18-25. 0 responses (0%)
- b) 26-35. 1 responses (11.1%)
- c) 36-45. 0 responses (0%)
- d) 46-60. 4 responses (44.4%)
- e) 61 and over. 4 responses (44.4%)



Question 14: What is the last grade in school you completed?

Answers:

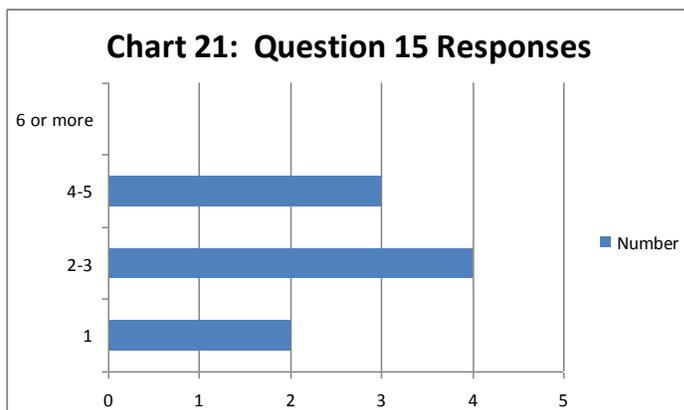
- a) Less than 9<sup>th</sup> Grade. 0 responses (0%)
- b) Less than 12<sup>th</sup> Grade. 0 responses (0%)
- c) High School Graduate. 6 responses (66.7%)
- d) College Degree or greater. 3 responses (33.3%)



Question 15: Counting yourself, how many people live in your households?

Answers:

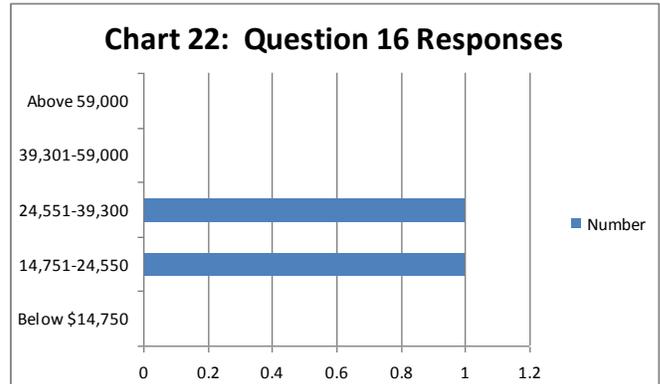
- a) 1. 2 responses (22.2%)
- b) 2-3. 4 responses (44.4%)
- c) 4-5. 3 responses (33.3%)
- d) 6 or more. 0 responses (0%)



Question 16: For a household size of 1, what was your total household income last year?

Answers:

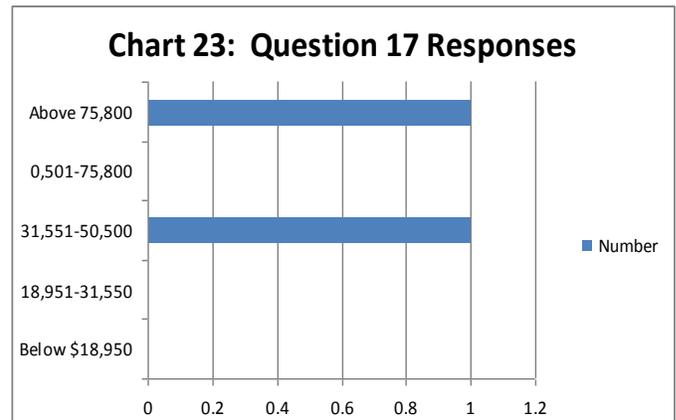
- a) Below \$14,750. 0 responses (0%)
- b) 14,751-24,550. 1 response (50.0%)
- c) 24,551-39,300. 1 response (50.0%)
- d) 39,301-59,000. 0 responses (0%)
- e) Above 59,000. 0 responses (0%)



Question 17: For a household size of 2-3, what was your total household income last year?

Answers:

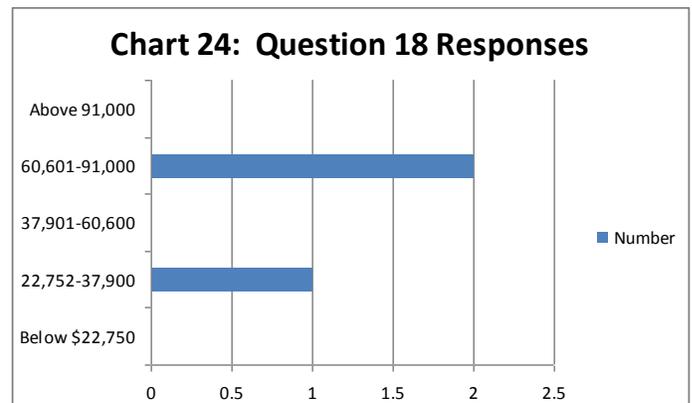
- a) Below \$18,950. 0 responses (0%)
- b) 18,951-31,550. 0 responses (0%)
- c) 31,551-50,500. 1 response (50.0%)
- d) 50,501-75,800. 0 responses (0%)
- e) Above 75,800. 1 response (50.0%)



Question 18: For a household size of 4-5, what was your total household income last year?

Answers:

- a) Below \$22,750. 0 responses (0%)
- b) 22,752-37,900. 1 response (33.3%)
- c) 37,901-60,600. 0 responses (0%)
- d) 60,601-91,000. 2 responses (66.7%)
- e) Above 91,000. 0 responses (0%)



Question 19: For a household size of 6 or more, what was your total household income last year?

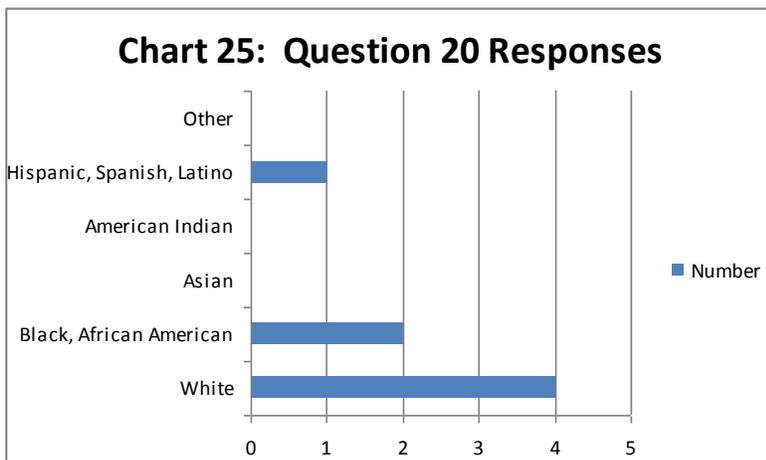
Answers:

- a) Below \$26,150. 0 responses (0%)
- b) 26,151-43,500. 0 responses (0%)
- c) 43,501-69,600. 0 responses (0%)
- d) 69,601-104,600. 0 responses (0%)
- e) Above 104,600. 0 responses (0%)

Question 20: What is your Race/Ethnicity?

Answers:

- a) White. 4 responses (57.1%)
- b) Black, African American. 2 responses (28.6%)
- c) Asian. 0 responses (0%)
- d) American Indian. 0 responses (0%)
- e) Hispanic, Spanish, Latino. 1 response (14.3%)
- f) Other: 0 responses (0%)



Summary: While the survey responses were limited, the results do reflect the information received from the online survey reported above. There seems to be a general distaste within the community, including those receiving services from agencies involved in service delivery, for some of the services that are provided to the most disadvantaged within the community, including Homeless Shelters and Services, Food and Hunger, English as a Second Language, Services for Persons with HIV/AIDS, and Services for Victims of Domestic Violence. Services perceived as most important to clients include Senior Services, Youth Services, Health/Dental Care, and Public Facilities and Parks. Perhaps this reflects the relative affluence of Lewisville and the impression residents might hold that the services provided for poorer residents are not needed since there are few in the less advantaged situations.

## **COMMUNITY WORKSHOP**

A meeting of the Community Development Block Grant Advisory Committee was held on Saturday, February 18, 2012. The purpose of the meeting was to serve as a community workshop for engaging representatives of social service and government service providers, and the general public in a discussion of community needs and the determination of the priorities for community needs.

J-QUAD Planning Group served as facilitator for the workshop and the breakout sessions. Advisory Committee Members and City Staff served as resource persons to the breakout groups and as participants in the work sessions as well. Participants were randomly divided into four groups during registration process and remained in those groups for four rotation sessions.

J-QUAD opened the workshop with an explanation of the goal and purpose of the session and an overview for the format of the workshop. Participants were then divided into their respective groups to complete the four breakout sessions. After all of the breakout sessions were completed, everyone re-convened in the Council Chambers. The four groups then reported their top four priorities per breakout session. The priorities were reported as follows:

### **Yellow Group:**

#### Housing & Neighborhoods

1. Education for first-time homebuyers and available resources
2. Resources for supporting aging in place
3. Make renters more accountable
4. Development of large, luxury homes to attract executives of businesses

### Community & Social Services

1. Healthcare including transportation to care facilities and education on available resources
2. Food programs including community gardens
3. Childcare and youth services including children with development differences and ESL
4. Education so that community knows what services are available and where to receive services

### Economic Development, Employment, & Education

1. Job search assistance for those that intentional or are forced to change careers
2. Job search assistance for those who are beginning careers
3. Vocational tracks connected with employer partners
4. Small business retention and incubators

### Infrastructure, Public Facilities, Transportation, & Mobility

1. Transit coordination with surrounding communities and education
2. Services and resources to get to public transportation stops
3. Address limited public transportation stops and schedule
4. Lower cost and possibly providing vouchers

### **Blue Group:**

#### Housing & Neighborhoods

1. Increased homeownership and homeownership Assistance
2. Rehab and following regulations
3. Education on credit counseling and purchasing
4. No fourth priority identified

### Community & Social Services

1. Children and youth services with more subsidies to help pay for cost
2. Senior Care particularly mid care
3. Disabled services and mental and physical health
4. Shelters-cooling and heating stations and overnight service

### Economic Development, Employment, & Education

1. Small business training and loans
2. Job training including vocational and mentoring
3. Incentives from government and city
4. Education and small business workshop and collaboration between community and industry groups

### Infrastructure, Public Facilities, Transportation, & Mobility

1. Pedestrian linkage and linkage to services
2. Street lightening especially for walking at night
3. Transportation education and expanding services
4. Playground expansion particularly in Old Town

### **Red Group:**

#### Housing & Neighborhoods

1. Affordable low income housing and housing for seniors
2. Transitional and rehabilitative housing
3. Owning a home, homeownership assistance
4. Code enforcement, recapture or demolition of vacant abandoned property

### Community & Social Services

1. Healthcare -mental and physical health and increase professional volunteers and funding
2. Feeding program
3. Affordable childcare with training for home-based providers
4. Limited English Proficiency

### Economic Development, Employment, & Education

1. Business retention citywide and business retention for businesses impacted by the I35 corridor expansion
2. Commercial industry development incentives
3. Job training and re-training
4. Small business development programs and MBE/WBE supportive programs

### Infrastructure, Public Facilities, Transportation, & Mobility

1. Affordable transportation possibly providing vouchers
2. Transportation to hospital
3. Awareness and Education on available services
4. Transportation connections to new employment centers and residential areas

### **Green Group:**

#### Housing & Neighborhoods

1. Affordable housing through making existing stock more affordable and including senior housing
2. Community networks organized better to support stable, affordable housing
3. Homeless shelter
4. City of Lewisville administer its own Section 8 program

### Community & Social Services

1. Healthcare providers take Medicaid and no insurance clients along with medication assistance programs and services for disabled
2. Emergency assistance and services for rent, utility, and drop in child care services
3. Food services
4. Mental health and substance abuse including teens

### Economic Development, Employment, & Education

1. Job training to be work ready and re-training
2. Vocational training and GED
3. Transportation vouchers and incentives to use public transportation
4. Government incentives for small business support and relocation

### Infrastructure, Public Facilities, Transportation, & Mobility

1. Expand transportation especially routes to social services providers and more affordable
2. Update recreational centers
3. Additional Senior Center
4. Clean parks and recreation centers and add restrooms for Sycamore Park

When looking at the results for Housing & Neighborhoods as a whole, the priorities span the whole continuum of housing issues. The only three topics that were mentioned by more than one group were homebuyer education, increasing homeownership assistance, and affordable and senior housing. Other priorities mentioned range from providing homeless shelters to building more luxury homes to attract business executives to Lewisville.

Results for Community & Social Services were a little more focused. All four groups mentioned childcare and youth services as a priority. Three of four groups listed healthcare, sometimes including transportation to and from; food programs, including community gardens; and services for people with disabilities.

Priorities for Economic Development, Employment, & Education were the most focused, concentrating on employment assistance (training and job search) and services for small businesses (retention and incubators to encourage growth). Three groups encouraged providing more incentives from government.

While the Infrastructure, Public Facilities, Transportation, & Mobility discussions provided many ideas, the main focus of the priorities was on public transportation. The priorities for public transportation included working with other cities to coordinate services, the provision of more bus stops, lowering costs, and providing transportation services to hospitals. The other priorities listed for this topic included cleaning parks and public facilities, adding a senior center, updating the recreation centers, education to the public about services that are currently being offered, playground expansion, street lighting, and pedestrian linkage.

## **COMPARISON WITH 2005 ASSESSMENT**

As reflected in both the 2005 and 2012 Community Needs Assessments, respondents are generally satisfied with the provision of social services in Lewisville, and with their relationships with the City, between social service agencies and between clients and social service agencies. For the most part, respondents indicate that existing social service agencies satisfy many, but not all, of the City's social service needs. 2012 Community Workshop participants also point out that needs are growing rapidly, in many cases outstripping the growth of agency staff, resources, and facilities. Respondents also indicated that rapid growth is occurring among non-English speaking groups, elderly, homeless, those suffering mental health problems, victims of domestic violence and those with substance abuse issues, resulting in those groups being the most under-served in the community.

In both assessments, respondents viewed the community as supportive of social service needs, but generally unaware of the magnitude of the problem. They believe social service agencies are staffed with professional, well-trained, and caring individuals; and they view agencies as generally cooperative and communicative with each other. They find the City staff and elected officials to be very supportive of their operations and activities. They support increased involvement of the City in encouraging even greater cooperation, collaboration, and the sharing of ideas and opportunities among service providers.

Among the most important challenges facing social service providers in Lewisville, both 2005 and 2012 respondents identified limited resources, some negative public perception of the persons served by social service providers and awareness of the extent of the problems, inadequate transportation facilities, and rapidly growing non-English speaking populations. Some respondents were concerned that politically, there are a growing number of residents who do not favor government funding for social services which may impact future City funding. Among the most pressing organizational needs facing social service agencies in Lewisville today, respondents identified limited resources, the need for greater community outreach and public relations, stronger

emphasis on volunteer recruitment, and stronger emphasis on applying for additional grant funding.

A significant difference between the 2005 and 2012 assessments relates to the importance placed on the various services as viewed by the online survey respondents. In the 2005 survey, 86 percent of respondents rated Health/Dental Care as Very or Somewhat Important. In 2012, the same category earned a 70 percent rating. Youth Services rated 84 percent for Very or Somewhat Important in 2005, compared to only 56 percent in 2012.

Even greater differences were noted between 2005 and 2012 in some of the service categories that impact poorer segments of the community. Over 70 percent of respondents to the 2005 survey thought that Victims of Domestic Violence Services were Very or Somewhat Important, while only 42 percent of the 2012 survey found those services important. Similarly, 63 percent in 2005 thought Substance Abuse Services were Very or Somewhat Important, compared to 42 percent in 2012. In 2005, 78 percent felt that Mental Health Services were Very or Somewhat Important, compared to 49 percent in 2012.

Additionally, the tone of some comments in the 2012 survey was openly hostile with respect to immigrants, and particularly illegal immigrants. Attitudes appeared to be more specifically targeted to filling individual needs of the respondents, rather than looking more broadly at the needs of the wider community.

## CONCLUSIONS AND RECOMMENDATIONS

The 2012 City of Lewisville Community Needs Assessment Study has reported on the findings of surveys and interviews conducted with: (1) Lewisville social service agencies; (2) social service clients, and; (3) the general Lewisville population. Each of these three groups is an important stakeholder in the city's social service needs and delivery system. Each has a particular perspective, and each perspective is important to the overall assessment and evaluation of the delivery of human services in Lewisville. Each section of this report concluded with a summary of the important findings of the surveys of each of these groups. A review of those summaries reveals some important differences of perspective, attitude, and opinion that exist among each of these stakeholder groups. For example, while close to 80 percent of households believe the system to be at least accessible, and about 90 percent of clients say they are at least very satisfied with services received, agency heads are much less sanguine. As a group, agency heads rate the system at only about a level of six on a 10-point scale. Agency heads see the system as adequate, but they also tend to see many more problems existing now, and that are likely to exist in the future, than do either the client or general public groups.

But, this study has also revealed many commonalities that exist among these three groups. It is the view of the consultants preparing this report, in fact, that the survey results show many more areas of agreement than disagreement. It is these areas of agreement that we focus on in this concluding section of this report. We have identified some common trends and observations that we believe represent a reasonable interpretation of the data collected in the 2012 and also in comparison to the 2005 surveys of clients, households, and agency heads reveals about Lewisville's human needs and the social service systems designed to meet those needs.

**1. The Lewisville community, for the most part, is caring, informed, compassionate, and concerned.** Agency heads see the community—both its residents and its leaders—as caring, engaged, and generally aware of and responsive to the community's human service needs. The community survey shows that the

community as a whole in fact is generally aware of the city's needs and concerned about meeting those needs. Clients say services generally meet their needs, and that they find virtually all services to be reasonably accessible and convenient.

**2. The community recognizes the system's efforts to identify and meet human needs, and is appreciative of those efforts.** Large percentages of the public survey respondents believe the community's social services agencies are doing a good job, they believe that those needing services are treated with respect by the system, and they believe that the system responds positively to those needs. Clients, too, share these positive evaluations.

**3. All survey groups evaluated positively the efforts of social service agencies as well as city staff.** Clients are pleased with services received from the various agencies as well as with the state of facilities and professionalism of staff at each agency. Agency heads, too, are quite pleased with the city staff and with their efforts to not only rationalize the funding process but also to improve communication among agencies and achieve greater coordination in service delivery.

**4. There appears to be a consensus that there exist a good working relations between agencies and their clients, among agencies and between agencies and city staff.** Respondents also viewed both agency staff and the City staff and elected officials as very supportive, responsive, and attending fairly to concerns of all in need of social service support. Agency, clients and general public respondents also see social service agencies as supportive, communicative, and helpful to each others' needs and objectives. Most respondents identified very little duplication in service delivery.

**5. There is a general feeling that even greater inter-agency interaction, communication, and cooperation is possible and desirable.** Those agencies attending the city-sponsored community service needs workshop in February found the sessions helpful and useful. Virtually all agencies support the city's efforts at bringing

about effective collaboration of service providers and say they want the city to continue and expand its efforts in this area.

**6. Clients, agencies and the general public indicated that while needs are increasing, the system is improving its ability to respond.** While respondents indicated that resources are stretched and that better facilities, more staff, and more money would help, all groups believe that the system is appropriately targeting important problems and that the system generally is responding to most of the community's most critical problems. Resources, while limited, are viewed as being fairly allocated by the City, and effectively and efficiently administered by recipient agencies.

**7. Most respondents believe the community's ability to address and respond to housing issues is improving.** Greater proportions of respondents believe that the availability of affordable housing supply in all areas (rental, apartments, single family, homeownership, and for low-moderate income individuals) has improved since 2005.

**8. Considerable overlap exists between respondents' rankings of the seriousness of problems in 2005 and in 2012.** In both years, agencies, clients and the general public alike rank issues like health care, youth services, and senior facilities very high in importance. In both years issues like substance abuse, immigration services, and child care ranked lower in importance. In most service areas, including neighborhood stability, housing affordability, and transportation ranked significantly higher in importance in 2005 than in 2012.

**9. Respondents generally believe they have easy and sufficient access to information regarding social service programs in Lewisville.** Over half of the residents surveyed say they have enough information about existing human service programs, and large majorities of clients say it is reasonably easy to obtain needed information.

**10. For the most part, there is relative little variance in responses to the surveys that can be attributed to the social and demographic characteristics of respondents.** While some differences exist, generally response patterns do not vary greatly by age, gender, education, or most other characteristics studied.

**Appendix A –  
Online Survey Instrument**

## City of Lewisville 2012 Community Needs Assessment Survey

The questions in this survey are designed to gather your input, as a resident of Lewisville, as to the general community service needs of individuals and families living in Lewisville. Community Services include those services provided by the city, state and federal governments, non profit, religious, educational, health, social and human service organizations. Information you give will be kept confidential and will be reported without the names of the individual responder.

\* Required

**1. Below, we have listed a number of services that are sometimes needed by residents of Lewisville. If you or your family did not need the service, please select "Did Not Need". If you or your family needed the service, please indicate if you "Received Service" or "Did Not Receive". \***

For Example: If you did not need Senior Services, please select "Did Not Need". If you needed Senior Services, please indicate if you "Received Service" or "Did Not Receive".

	Did Not Need	Needed & Received Service	Needed & Did Not Receive Service
Senior Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handicapped Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for Victims of Domestic Violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance and Alcohol Abuse Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational Enrichment: After School; Pre-k, Mentoring Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health/Dental Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal Services, Immigration Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime Prevention, Police, Truancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English as Second Language Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult/Juvenile Detention Discharge/Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Facilities, Parks and Recreation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for person with HIV/AIDS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Mortgage, Rent, Utility Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

City of Lewisville 2012 Community Needs Assessment Survey

Food and Hunger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult GED, Higher Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small Business Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless Shelters and Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitional, Group Homes, Halfway Houses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing for Special Needs Populations – Seniors, Large Families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeownership Assistance / Home Repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2. Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please indicate how important each is for you and your family. \***

	Very Important	Somewhat Important	Not Very Important	Not Important At All
Senior Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handicapped Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for Victims of Domestic Violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance and Alcohol Abuse Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational Enrichment: After School; Pre-k, Mentoring Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health/Dental Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal Services, Immigration Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime Prevention, Police, Truancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English as Second Language Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult/Juvenile Detention Discharge/Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Facilities, Parks and Recreation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

City of Lewisville 2012 Community Needs Assessment Survey

Services for person with HIV/AIDS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Mortgage, Rent, Utility Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food and Hunger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult GED, Higher Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small Business Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless Shelters and Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitional, Group Homes, Halfway Houses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing for Special Needs Populations – Seniors, Large Families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeownership Assistance / Home Repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please indicate how accessible each is for you and your family. \***

	Very Accessible	Somewhat Accessible	Not Very Accessible	Not Accessible At All
Senior Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handicapped Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for Victims of Domestic Violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance and Alcohol Abuse Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational Enrichment: After School; Pre-k, Mentoring Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health/Dental Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal Services, Immigration Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime Prevention, Police, Truancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English as Second Language Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

City of Lewisville 2012 Community Needs Assessment Survey

Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult/Juvenile Detention Discharge/Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Facilities, Parks and Recreation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for person with HIV/AIDS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Mortgage, Rent, Utility Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food and Hunger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult GED, Higher Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small Business Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless Shelters and Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitional, Group Homes, Halfway Houses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing for Special Needs Populations – Seniors, Large Families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeownership Assistance / Home Repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. Are there any particular problems or service needs individuals and families have that are not listed in the charts above and not currently being addressed or met?**

**5. Are there any particular special populations or group of individuals that are not currently being served?**

**6. If you were unable to access services, indicate the reason. (Choose all that apply). \***

- a). Transportation to or from the service
- b). Paying for the service
- c). Problems with language
- d). Lack of information on the service
- e). Getting an appointment
- f). Service located outside of Lewisville
- g). Long wait list/service not available
- Other:

**7. Please write any additional comments you have.**

**8. Do you own or rent the residence where you currently reside? \***

Information on Persons Completing the Survey

- a) Own
- b) Rent

**9. Within which of the following age groups do you fall?**

Information on Persons Completing the Survey

- a) 18-25
- b) 26-35
- c) 36-45
- d) 46-60
- e) 61 and over

**10. What is the last grade in school you completed?**

Information on Persons Completing the Survey

- a) Less than 9th Grade
- b) Less Than 12th Grade
- c) High School Graduate
- d) College Degree or greater

**11. Counting yourself, how many people live in your household?**

Information on Persons Completing the Survey

- a) 1 (Skip to Question 12 below)
- b) 2 - 3 (Skip to Question 13 below)
- c) 4 – 5 (Skip to Question 14 below)
- d) 6 or more (Skip to Question 15 below)

**12. For a household size of 1, what was your total household income last year? (Skip to 16 below)**

Information on Persons Completing the Survey

- a) Below \$14,750
- b) 14,751-24,550
- c) 24,551- 39,300
- d) 39,301-59,000
- e) Above 59,000

**13. For a household size of 2-3, what was your total household income last year? (Skip to 16 below)**

Information on Persons Completing the Survey

- a) Below \$18,950
- b) 18,951-31,550
- c) 31,551- 50,500
- d) 50,501-75,800
- e) Above 75,800

**14. For a household size of 4-5, what was your total household income last year? (Skip to 16 below)**

Information on Persons Completing the Survey

- a) Below \$22,750
- b) 22,751-37,900
- c) 37,901- 60,600
- d) 60,601-91,000
- e) Above 91,000

**15. For a household size of 6 or more, what was your total household income last year?**

Information on Persons Completing the Survey

- a) Below \$26,150
- b) 26,151-43,500
- c) 43,501- 69,600

- d) 69,601– 104,600
- e) Above 104,600

**16. What is your Race / Ethnicity?**

Information on Persons Completing the Survey

- a) White
- b) Black, African American
- c) Asian
- d) American Indian
- e) Hispanic, Spanish, Latino
- Other:

**Thank you for completing the survey!**

**Appendix B –  
Client Survey Instrument**



## City of Lewisville

### 2012 Community Needs Assessment Survey

The questions in this survey are designed to gather your input, as a resident of Lewisville, as to the general community service needs of individuals and families living in Lewisville. Community Services include those services provided by the city, state and federal governments, non profit, religious, educational, health, social and human service organizations. Information you give will be kept confidential and anonymous.

#### Overall View of Community Service Delivery and Individual Agency Support where you receive services

**1. What do you see as the primary strengths of your particular agency?**

(Leave blank if you cannot answer).

**2. What do you see as the primary weaknesses of your particular agency?**

(Leave blank if you cannot answer).

**3. To what extent, if any, does duplication of services exist?**

(Leave blank if you cannot answer).

**4. Are there specific gaps in the system that result in needed services not being delivered?**

(Leave blank if you cannot answer).

**5. To what extent are the needs of individuals and families being met by the current system?**

(Leave blank if you cannot answer).

**6. Are there any particular problems individuals and families have that are not currently being addressed or met? (Leave blank if you cannot answer).**

**7. Are there any particular special populations / group of individuals that are not currently being served?**

(Leave blank if you cannot answer).

**8. If you were unable to access services, indicate the reason.**

(Choose all that apply).

- |   |   |
|---|---|
| a). Transportation to or from the service | e). Getting an appointment                |
| b). Paying for the service                | f). Service located outside of Lewisville |
| c). Problems with language                | g). Long wait list/service not available  |
| d). Lack of information on the service    | h). Other, please specify:                |

(Continue to page 2)

9. Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please circle 1 or 2 to indicate whether you and/or your family have needed these services. For each item that you "Needed Services" please circle 3 or 4 to show if you were able to successfully access/receive the services.

Services	Needed Services	Did Not Need	Received Services	Did Not Receive
Senior Services	1	2	3	4
Handicapped Services	1	2	3	4
Youth Services	1	2	3	4
Services for Victims of Domestic Violence	1	2	3	4
Substance and Alcohol Abuse Services	1	2	3	4
Child Care	1	2	3	4
Educational Enrichment: After School; Pre-k, Mentoring Services	1	2	3	4
Health/Dental Care Services	1	2	3	4
Mental Health Services	1	2	3	4
Legal Services, Immigration Services	1	2	3	4
Crime Prevention, Police, Truancy	1	2	3	4
English as Second Language Services	1	2	3	4
Transportation Services	1	2	3	4
Adult/Juvenile Detention Discharge/Counseling	1	2	3	4
Public Facilities, Parks and Recreation Services	1	2	3	4
Services for person with HIV/AIDS	1	2	3	4
Emergency Mortgage, Rent, Utility Assistance	1	2	3	4
Food and Hunger	1	2	3	4
Adult GED, Higher Education	1	2	3	4
Small Business Assistance	1	2	3	4
Employment Training	1	2	3	4
Homeless Shelters and Services	1	2	3	4
Transitional, Group Homes, Halfway Houses	1	2	3	4
Affordable Housing	1	2	3	4
Housing for Special Needs Populations – Seniors, Large Families	1	2	3	4
Homeownership Assistance / Home Repairs	1	2	3	4

(Continue to page 3)

10. Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please indicate how important each is for you and your family.

Services	Very Important	Somewhat Important	Not Very Important	Not Important At All
Senior Services	1	2	3	4
Handicapped Services	1	2	3	4
Youth Services	1	2	3	4
Services for Victims of Domestic Violence	1	2	3	4
Substance and Alcohol Abuse Services	1	2	3	4
Child Care	1	2	3	4
Educational Enrichment: After School; Pre-k, Mentoring Services	1	2	3	4
Health/Dental Care Services	1	2	3	4
Mental Health Services	1	2	3	4
Legal Services, Immigration Services	1	2	3	4
Crime Prevention, Police, Truancy	1	2	3	4
English as Second Language Services	1	2	3	4
Transportation Services	1	2	3	4
Adult/Juvenile Detention Discharge/Counseling	1	2	3	4
Public Facilities, Parks and Recreation Services	1	2	3	4
Services for person with HIV/AIDS	1	2	3	4
Emergency Mortgage, Rent, Utility Assistance	1	2	3	4
Food and Hunger	1	2	3	4
Adult GED, Higher Education	1	2	3	4
Small Business Assistance	1	2	3	4
Employment Training	1	2	3	4
Homeless Shelters and Services	1	2	3	4
Transitional, Group Homes, Halfway Houses	1	2	3	4
Affordable Housing	1	2	3	4
Housing for Special Needs Populations – Seniors, Large Families	1	2	3	4
Homeownership Assistance / Home Repairs	1	2	3	4

(Continue to page 4)

11. Below, we have listed a number of services that are sometimes needed by residents of Lewisville. Please indicate how accessible each is for you and your family.

Services	Very Accessible	Somewhat Accessible	Not Very Accessible	Not Accessible At All
Senior Services	1	2	3	4
Handicapped Services	1	2	3	4
Youth Services	1	2	3	4
Services for Victims of Domestic Violence	1	2	3	4
Substance and Alcohol Abuse Services	1	2	3	4
Child Care	1	2	3	4
Educational Enrichment: After School; Pre-k, Mentoring Services	1	2	3	4
Health/Dental Care Services	1	2	3	4
Mental Health Services	1	2	3	4
Legal Services, Immigration Services	1	2	3	4
Crime Prevention, Police, Truancy	1	2	3	4
English as Second Language Services	1	2	3	4
Transportation Services	1	2	3	4
Adult/Juvenile Detention Discharge/Counseling	1	2	3	4
Public Facilities, Parks and Recreation Services	1	2	3	4
Services for person with HIV/AIDS	1	2	3	4
Emergency Mortgage, Rent, Utility Assistance	1	2	3	4
Food and Hunger	1	2	3	4
Adult GED, Higher Education	1	2	3	4
Small Business Assistance	1	2	3	4
Employment Training	1	2	3	4
Homeless Shelters and Services	1	2	3	4
Transitional, Group Homes, Halfway Houses	1	2	3	4
Affordable Housing	1	2	3	4
Housing for Special Needs Populations – Seniors, Large Families	1	2	3	4
Homeownership Assistance / Home Repairs	1	2	3	4

(Continue to page 5)

**Information on Persons Completing the Survey****12. Do you own or rent the residence where you currently reside?**

- a). Own                      b). Rent

**13. Within which of the following age groups do you fall?**

- a). 18-25                      b). 26-35                      c). 36-45                      d). 46-60                      e). 61 and over

**14. What is the last grade in school you completed?**

- a). Less than 9th Grade                      b). Less Than 12th Grade                      c). High School Graduate                      d). College Degree or greater

**15. Counting yourself, how many people live in your household?**

- a). 1  
(Answer 16 below)                      b). 2 - 3  
(Answer 17 below)                      c). 4 – 5  
(Answer 18 below)                      d). 6 or more  
(Answer 19 below)

**16. For a household size of 1, what was your total household income last year? (Skip to 20 below)**

- a). below \$14,750                      b). 14,751-24,550                      c). 24,551-39,300                      d). 39,301-59,000                      e). above 59,000

**17. For a household size of 2-3, what was your total household income last year? (Skip to 20 below)**

- a). below \$18,950                      b). 18,951-31,550                      c). 31,551-50,500                      d). 50,501-75,800                      e). above 75,800

**18. For a household size of 4-5, what was your total household income last year? (Skip to 20 below)**

- a). below \$22,750                      b). 22,751-37,900                      c). 37,901-60,600                      d). 60,601-91,000                      e). above 91,000

**19. For a household size of 6 or more, what was your total household income last year?**

- a). below \$26,150                      b). 26,151-43,500                      c). 43,501-69,600                      d). 69,601–104,600                      e). above 104,600

**20. What is your Race / Ethnicity?**

- a). White                      b). Black, African American                      c). Asian                      d). American Indian                      e). Hispanic, Spanish, Latino                      f). Other

**Thank you for completing the survey!**

**Information on Persons Completing the Survey****12. Do you own or rent the residence where you currently reside?**

- a). Own                      b). Rent

**13. Within which of the following age groups do you fall?**

- a). 18-25                      b). 26-35                      c). 36-45                      d). 46-60                      e). 61 and over

**14. What is the last grade in school you completed?**

- a). Less than 9th Grade                      b). Less Than 12th Grade                      c). High School Graduate                      d). College Degree or greater

**15. Counting yourself, how many people live in your household?**

- a). 1  
(Answer 16 below)                      b). 2 - 3  
(Answer 17 below)                      c). 4 – 5  
(Answer 18 below)                      d). 6 or more  
(Answer 19 below)

**16. For a household size of 1, what was your total household income last year? (Skip to 20 below)**

- a). below \$14,750                      b). 14,751-24,550                      c). 24,551-39,300                      d). 39,301-59,000                      e). above 59,000

**17. For a household size of 2-3, what was your total household income last year? (Skip to 20 below)**

- a). below \$18,950                      b). 18,951-31,550                      c). 31,551-50,500                      d). 50,501-75,800                      e). above 75,800

**18. For a household size of 4-5, what was your total household income last year? (Skip to 20 below)**

- a). below \$22,750                      b). 22,751-37,900                      c). 37,901-60,600                      d). 60,601-91,000                      e). above 91,000

**19. For a household size of 6 or more, what was your total household income last year?**

- a). below \$26,150                      b). 26,151-43,500                      c). 43,501-69,600                      d). 69,601–104,600                      e). above 104,600

**20. What is your Race / Ethnicity?**

- a). White                      b). Black, African American                      c). Asian                      d). American Indian                      e). Hispanic, Spanish, Latino                      f). Other

**Thank you for completing the survey!**

**Appendix C –  
Community Needs Workshop Agenda**

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**City Of Lewisville, Texas  
Community Needs Work Session**

**Saturday, February 18, 2012  
8:30 a.m. – 12:15 p.m.**

<b>Registration and Breakfast</b>	<b>8:30 - 8:45 a.m.</b>
<b>Welcome:</b>	<b>8:45 a.m.</b>
<b>Orientation:</b>	<b>8:45 - 9:15 a.m.</b>
<b>Overview of Community Needs Assessment Work Session: Consolidated Plan, AI and Community Needs Assessment</b>	
<b>Community Needs Work Session Instructions: Work Group Assignments Select Recorder / Reporter</b>	
<b>Break:</b>	<b>9:15 - 9:20 a.m.</b>
<b>Facilitation of Workshops: Breakout Session I</b>	<b>9:30 - 10:00 a.m.</b>
<b>Facilitation of Workshops: Breakout Session II</b>	<b>10:00 - 10:30 a.m.</b>
<b>Facilitation of Workshops: Breakout Session III</b>	<b>10:30 - 11:00 a.m.</b>
<b>Facilitation of Workshops: Breakout Session IV</b>	<b>11:00 - 11:30 a.m.</b>
<b>Break:</b>	<b>11:30 - 11:35 a.m.</b>
<b>General Session:</b>	<b>11:35 - 12:15 a.m.</b>
<b>Workgroup Reports (10 minutes) Questions / Discussion</b>	<b>11:35 - 12:15 a.m.</b>
<b>Closing Remarks Adjourned</b>	<b>12:15 a.m.</b>

## **CITY OF LEWISVILLE COMMUNITY NEEDS WORKSHOP**

**FEBRUARY 18, 2012 8:30 a.m. – 12:15 p.m.**

### **■ Work Session Stations One - Four**

**One - Housing and Neighborhoods  
Council Conference Room - Breakout Room 1**

**Two - Community and Social Services  
Council Chambers - Breakout Room 2**

**Three - Economic Development,  
Employment and Education  
Community Dev. Conf. Rm. – Breakout Room 3**

**Four - Infrastructure, Public Facilities,  
Transportation and Mobility  
Third Floor – Breakout Room 4**

### **■ Instructions**

**Participants Divided into Four Work Groups**

**25 Minutes at each Work Session then Rotate until completing all 4**

**Facilitator Will Direct the Session**

**Four Task to Complete in Each Session**

**1. Identify Issues / Needs  
2. Identify Solutions**

**3. Discuss-Prioritize Needs / Solutions  
4. Select 4 to Report in General Session**

■ **GROUP ASSIGNMENTS**

**GROUP ONE - BLUE**

**First Rotation: One - Housing and Neighborhoods**

**Council Conference Room - Breakout Room 1**

**Committee**

**Resources: Steve Hill, Chairman  
Kevin Davis, Member**

**GROUP TWO - RED**

**First Rotation: Two - Community Services**

**Council Chambers - Breakout Room 2**

**Committee**

**Resources: Judy Kay Ferguson  
Frank Vaughn**

**GROUP THREE - GREEN**

**First Rotation: Three - Economic Development  
Employment and Education**

**Community Development - Breakout Room 3  
Conference Room**

**Committee**

**Resources: Tamela Bowie, Member**

**GROUP FOUR - YELLOW**

**First Rotation: Four - Infrastructure, Public  
Facilities, Transportation and Mobility**

**Third Floor - Breakout Room 4**

**Committee**

**Resources: Sarah McLain, Vice Chair  
Joni Eddy, Member**

**Housing and Neighborhoods      Facilitator: Roma Lewis**

**Technical Resource: Sheena Jackson, Grants Specialist  
City of Lewisville**

**Discussion Topics:**

- 1. Affordability Housing – development, cost, subsidies, rental assistance**
- 2. Homeownership Housing and Assistance – down payment, rehabilitation**
- 3. Rental Housing – development, rehabilitation**
- 4. Public and Assisted Housing – Section 8 Vouchers, LIHTC, HUD Assisted**
- 5. Special Populations – seniors, large families, workforce**
- 6. Transitional housing, halfway housing, group homes and shelters**
- 7. Housing Services – credit counseling, fair housing, tenant rights**
- 8. Housing Types – multifamily, modular, downtown/lofts**
- 9. Regulatory – code enforcement, ADA, aging in place, green building, development regulations, Crime Prevention**

**Community and Social Services**

**Facilitator: Je'Nea Craig**

**Technical Resource: Jamey Kirby, Grants Coordinator  
City of Lewisville**

**Discussion Topics:**

- 1. Childcare and Youth Services**
- 2. Senior Services**
- 3. Healthcare**
- 4. Juvenile and Adult Detention – Discharge, Counseling,**
- 5. Mental Health**
- 6. Domestic Violence**
- 7. Substance and Alcohol Abuse – Treatment**
- 8. Educational Enrichment: after school, pre-k, mentoring**
- 9. Food and Hunger**
- 10. Shelter / Services for persons with HIV / AIDS**

**Infrastructure, Public Facilities,  
Transportation and Mobility**

**Facilitator: Patrick Mandapaka**

**Technical Resource: Randy Scott, Internal Services Mgr.  
City of Lewisville**

**Discussion Topics:**

- 1. Public Facilities**
- 2. Community Facilities**
- 3. Streets, Sidewalks, Curb and Gutter, Pavement**
- 4. Open Space, Streetscape, Signage, Lighting, Landscape**
- 5. Water, Sewer, Garbage Collection, Drainage, Solid Waste**
- 6. Traffic Signals**
- 7. Utilities**

**Economic Development,  
Employment, Education**

**Facilitator: James Gilleylen**

**Technical Resource: Drew Dietrich, Economic Development  
City of Lewisville**

**Discussion Topics:**

- 1. Job training, Technical Training, Employment Training**
- 2. Schools and Education, Higher Education, Truancy**
- 3. Commercial / Industry Development Infrastructure**
- 4. Government Incentives**
- 5. Small Business Loans, Business Incubators**
- 6. Technical Assistance to Small Businesses**
- 7. Workforce Readiness**