



# Community **NEEDS** ASSESSMENT 2024

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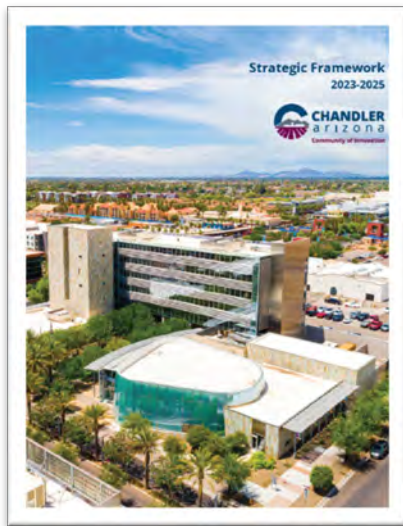
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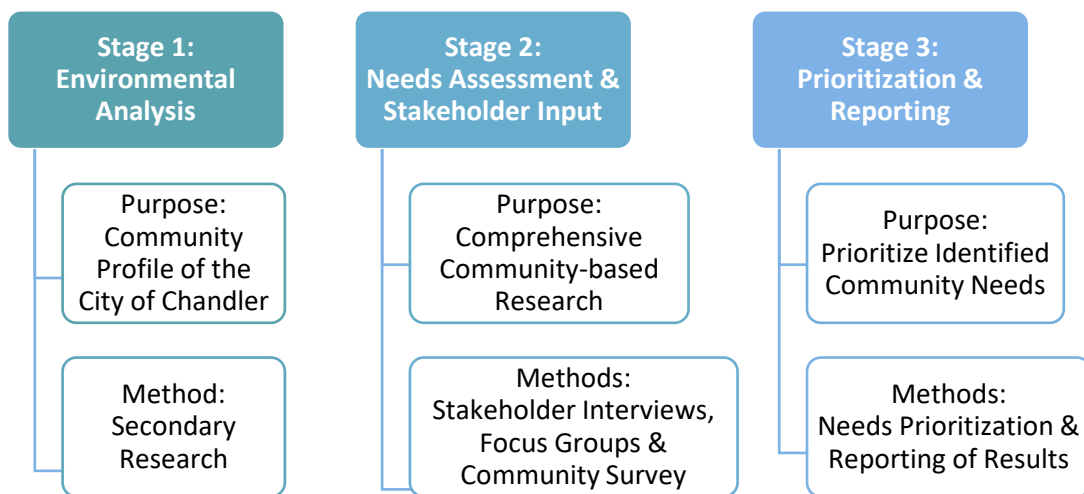
## Executive Summary

Chandler, the fourth largest city in Arizona, is located in Maricopa County, one of the fastest growing innovation and technology centers in the U.S. The City of Chandler (“the City”) consists of about 65 square miles and shares boundaries with the Town of Gilbert, Cities of Mesa, Phoenix, and Tempe, and the Gila River Indian Community.



In September and October of 2023, Crescendo Consulting Group (“Crescendo”) was contracted to work with the City of Chandler’s Neighborhood Resources Department to conduct the City’s Community Needs Assessment 2024 Update. This assessment draws connections where possible with the City of Chandler’s *2023-2025 Strategic Framework*,<sup>1</sup> which identifies six priority focus areas for innovation and investment. Throughout this report, links from identified needs and resources to these priorities are denoted by the report cover image at left. Topics are framed in reference to service area, so as to ensure that services and resources are available to meet the needs of all Chandler residents.

This assessment provides a multi-stage process (see diagram below) that examines underlying challenges while identifying resources available to meet specific community-wide needs.



<sup>1</sup> City of Chandler. 2023-2025 Strategic Framework. Available at: <https://www.chandleraz.gov>.

## Identified Needs

The needs prioritization process provided the City’s Housing and Human Services Commission (HHSC) an opportunity to review key findings and categorize which identified needs fall within the City’s purview to address, as well as to assess levels of resources available to meet needs, among other considerations. The two-step prioritization process included a survey in which HHSC Commissioners scored identified needs in terms of the need for more focus, along with virtual needs prioritization activities to further review, prioritize, and categorize the 19 community needs identified through the assessment process. Identified needs are listed below.

Community Need	Average (scale of 1 to 7) <sup>2</sup>
Affordable housing, particularly rental housing for those living at or below poverty	6.4
Life skills programming, such as financial literacy classes	6.0
Resources and support to assist those at risk for eviction and/or homelessness, including older adults facing the loss of housing	5.8
Behavioral health services and resources specific to veterans and people experiencing homelessness	5.8
Affordable child care programs, including flexible options for working parents	5.6
Efforts to address inequities stemming from the “wealth gap” in the community	5.6
Promotion of equitable opportunities for home ownership across income levels	5.4
Shelter/housing for vulnerable groups, such as youth experiencing homelessness and survivors of domestic violence	5.4
Livable wage job opportunities that allow individuals and families to live self-sufficiently	5.2
Mental health resources (including suicide prevention) for children and youth, such as school-based programs	5.2
More accessible public transportation options for seniors and people living with disabilities, such as through enhancement of the Chandler Flex rideshare program	5.0
More activities and opportunities for socialization among the growing senior population, such as through expansion of Senior Center hours and programming	5.0
Programs for vulnerable children and youth, such as children in single parent households	5.0
Assistance to help community members to navigate health care and behavioral health care systems	5.0
Help for those with low or fixed incomes, such as older adults, to afford basic needs including food or medical bills	5.0
Assistance with emergency repairs and expenses, such as home and/or vehicle repairs	4.5
Job training opportunities, such as higher education, technical or trade school, and/or apprenticeships	4.4
Assistance for individuals with accessing existing services and programs	3.8
Adequate services and infrastructure across the community to support the area's growing population	3.8

<sup>2</sup> A score of 1 indicates need for no more focus; 7 indicates need for much more focus.



## Secondary Data Research

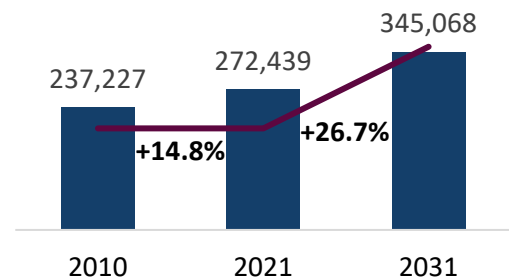
The Social Vulnerability Index (SVI) was developed by the U.S. Centers for Disease Control and Prevention to use population data to identify vulnerable populations. The SVI can be used to rank overall population well-being and mobility relative to county and state data.

Generally, **Chandler’s population is less vulnerable than county, state, and national populations**, marked by higher median household income, a lower fraction of population living in poverty, lower unemployment, and fewer single-parent households, among other indicators.

	United States	Arizona	Maricopa County	Chandler
Total Population	329,725,481	7,079,203	4,367,186	272,439
Living in Poverty	12.3%	13.2%	11.9%	7.5%
Unemployment	5.5%	5.6%	5.0%	4.0%
Median Household Income	\$69,021	\$65,913	\$72,944	\$91,299
Age 25+ with No High School Diploma	11.1%	11.7%	11.2%	5.9%
65 and Older	16.0%	17.6%	15.2%	11.9%
Under 18	22.5%	22.8%	23.7%	24.1%
Living With a Disability <sup>3</sup>	12.6%	13.2%	11.4%	9.4%
Children Living in Single-Parent Households	25.1%	25.9%	24.7%	20.7%
Minority Population <sup>4</sup>	40.6%	46.6%	46.2%	43.6%
Ability to Speak English Less than Very Well	8.2%	8.1%	8.3%	6.4%
Mobile Homes	5.9%	9.9%	5.0%	2.2%
Living in Group Quarters <sup>5</sup>	2.4%	2.1%	1.2%	0.3%
Multi-Unit Properties	26.4%	24.9%	24.5%	20.6%
With No Vehicle	8.3%	5.6%	5.3%	3.3%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

In addition, **Chandler’s growth is substantial** – see graphic at right. Between 2010 and 2021, the City’s population increased by nearly 15%. By 2031, the population is expected to grow by about 27%, a larger projected change than Maricopa County, Arizona, or the U.S.



<sup>3</sup> Percentage based on population of all U.S. civilians not residing in institutional group quarters facilities such as correctional institutions, juvenile facilities, skilled nursing facilities, and other long-term care living arrangements.

<sup>4</sup> Values calculated by subtracting the White (not Hispanic) population from the total population.

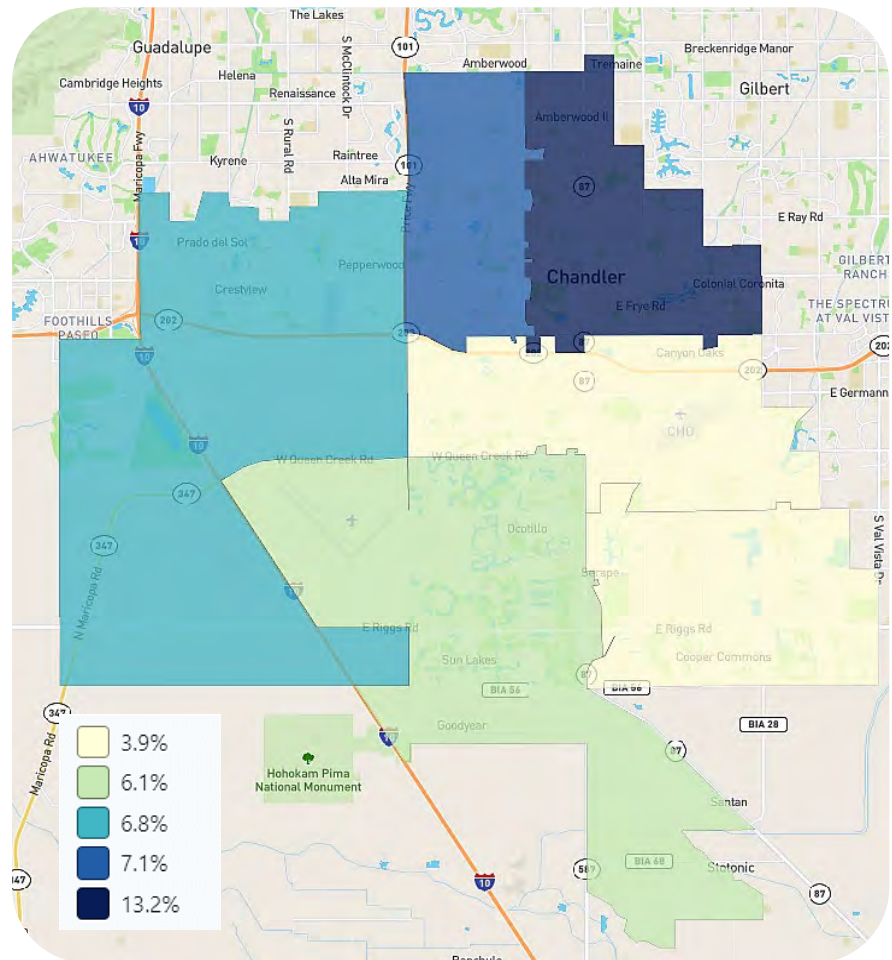
<sup>5</sup> Group quarters are places where people live or stay in a group living arrangement that is owned or managed by an organization providing housing and/or services for the residents.

In Chandler, and across other geographies examined, **there are larger proportions of people of color living in poverty compared to populations of those who identify as White.** In Chandler, the largest fractions of people living in poverty are among those who identify as Black or African American (15.5%), Some Other Race (15.2%), or American Indian and Alaska Native (12.9%).

	United States	Arizona	Maricopa County	Chandler
Black or African American	21.7%	18.7%	18.4%	15.5%
Some Other Race	19.1%	19.0%	19.1%	15.2%
American Indian and Alaska Native	23.4%	31.2%	21.5%	12.9%
Hispanic or Latino (any race)	17.7%	18.2%	17.8%	11.2%
Two or More Races	14.9%	15.1%	14.1%	7.8%
<b>Total Population (any race/ethnicity)</b>	<b>12.3%</b>	<b>13.2%</b>	<b>11.9%</b>	<b>7.5%</b>
White	10.3%	11.5%	10.4%	6.6%
Asian	10.3%	10.9%	10.1%	5.0%
Native Hawaiian and Other Pacific Islander	16.7%	13.5%	10.2%	0.0%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

Proportions of Chandler’s population living in poverty are greatest in the 85225 zip code in northeast Chandler – see map at right.





**Strategic Framework Priority:  
Neighborhoods**

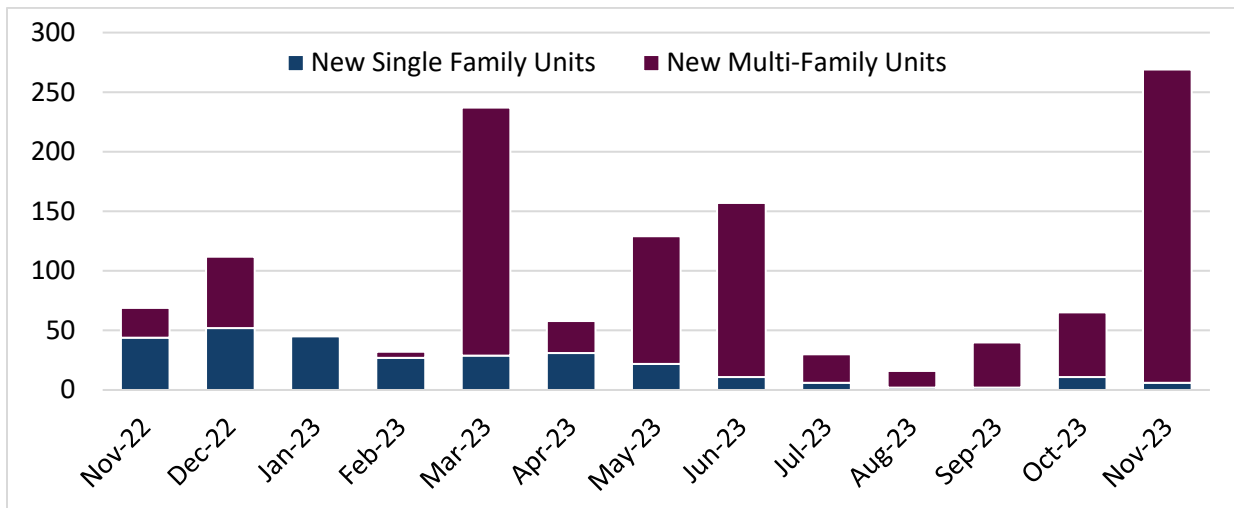
**Emphasis on Housing Stability  
and Affordability**

Per the April 2021 *Update to Affordable Housing Needs Assessment and Data* report, **about one-quarter of all Chandler households are Extremely Low, Very Low, or Low Income households**, earning less than 80% of Area Median Income.<sup>6</sup> **Just over one-quarter of households in Chandler are considered to be cost-burdened, including over 40% of renters.**<sup>7</sup>

	United States	Arizona	Maricopa County	Chandler
Cost-burdened Homeowners	21.8%	20.9%	21.1%	17.6%
Cost-burdened Renters	46.0%	45.0%	45.9%	41.1%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

In 2021, Gruen Gruen + Associates projected that **5,600 housing units were needed to meet the existing affordable housing need in Chandler** at the time.<sup>8</sup> **Since November 2022, the City of Chandler has added nearly 1,200 new housing units**, the majority of which (79.5%) are multi-family housing units.<sup>9</sup> As of November 1, 2023, **the most common form of housing in Chandler is single-family detached housing units** (67.6% of the housing stock).



Source: City of Chandler. Housing and Population Estimates as of November 1, 2023.

<sup>6</sup> Gruen Gruen + Associates (April 2021). Update to Affordable Housing Needs Assessment and Data.

<sup>7</sup> Households are considered cost burdened when they spend >30% of income on rent, mortgage and other housing needs.

<sup>8</sup> Gruen Gruen + Associates (April 2021). Update to Affordable Housing Needs Assessment and Data.

<sup>9</sup> City of Chandler. Housing and Population Estimates as of November 1, 2023.



## Qualitative Research

A total of **15 one-on-one interviews** were conducted via telephone or Zoom, lasting approximately 20 to 30 minutes. Interviews provided the opportunity for in-depth conversations about the strengths and opportunities for the City to identify vulnerable populations within communities. Representation spanned a variety of organization types, including government, service providers, and organizational representatives, among others. While **four (4) focus group opportunities** (two in-person and two virtual) were offered, one (1) in-person focus group was completed. This discussion elicited participants' thoughts about topics such as housing, health care, and awareness of services, among others.



### Community Strengths

*"The thing about Chandler is that it's nice enough that it's not the middle of nowhere and you can get services and create relationships. There's a small town feel in terms in terms of neighbors."*

*"I love the spirit of collaboration among non-profits, even when competing for limited funds. This is a really generous community, especially through people volunteering their time."*

### High-Level Action Areas

The High-level Action Areas at right are most representative of respondents' consensus across qualitative interviews and the focus group discussion. Please note that the Action Areas are in alphabetical, not prioritized, order.



**Economic Disparities**



**Housing Instability**



**Mental Health Resources**



**Navigation of Services**



**Transportation**

## Community Survey

The purpose of the community survey was to maximize accessibility and comprehensively evaluate community members’ insights as well as to enable a greater share of people living in the City of Chandler to share their perspectives on the unique barriers, challenges, and potential solutions to address identified community needs.

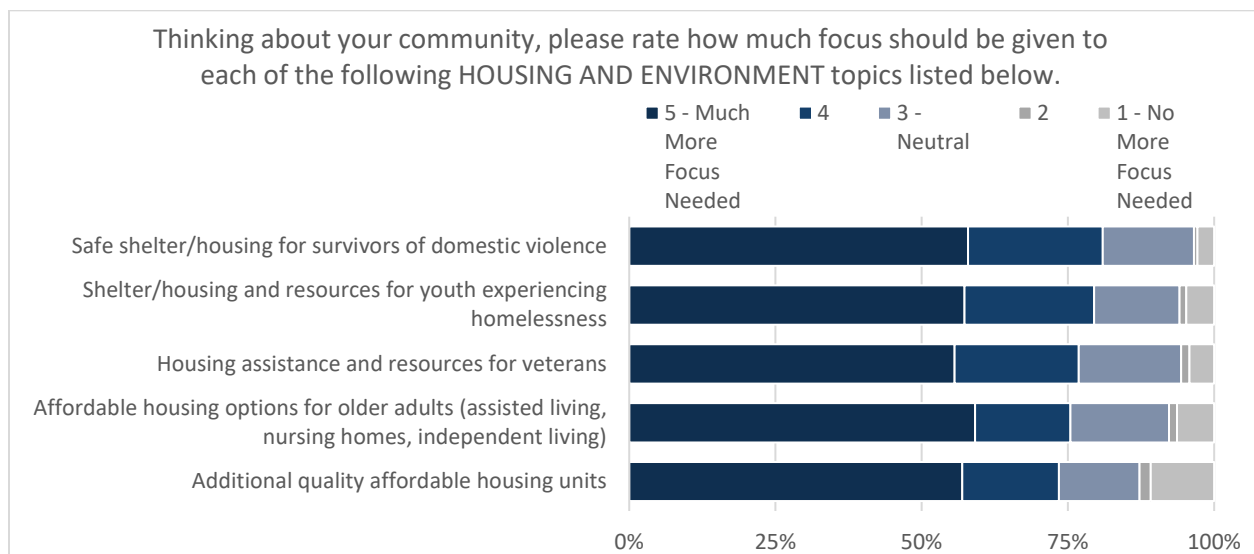
The community survey was made available online in English and in Spanish from September 25 through October 20, 2023. **In total, there were 409 valid survey responses**, the vast majority of which (97.3%) were to the English language survey. The survey served as a practical tool for capturing insights of individuals across the City of Chandler. This was not a random sample, and findings should not be interpreted as representative of the full population.

**POVERTY** **Lack of affordable and safe housing** (62.8%) was most commonly identified as a cause of poverty in Chandler, followed by **lack of job opportunities with a livable wage** (48.4%), **generational poverty** (44.3%), and **untreated mental health conditions** (42.3%).

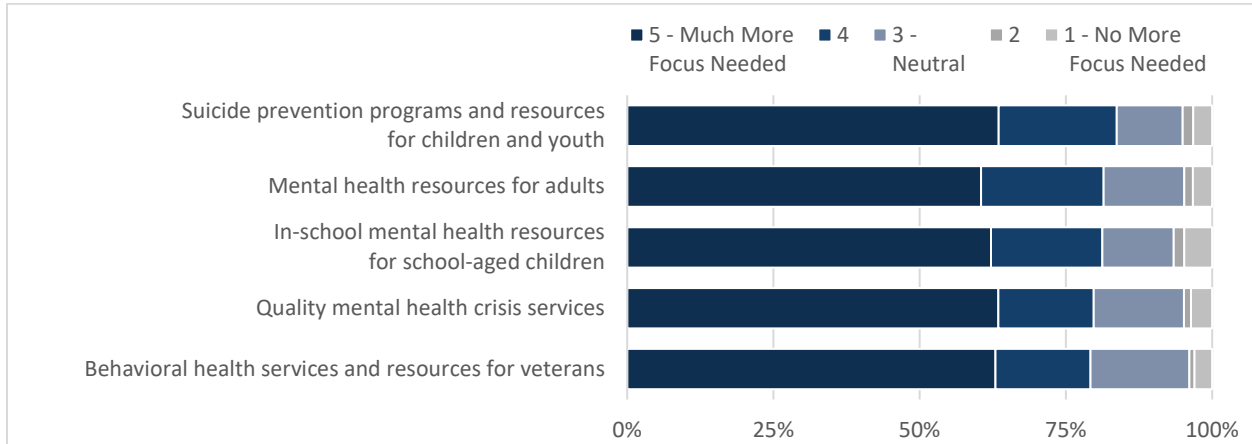


Larger proportions of **respondents living at or below poverty** selected **lack of affordable and safe housing** (80.0%), **lack of job opportunities with a livable wage** (60.0%), and **lack of college, technical, or trade school education** (50.0%) as causes of poverty in Chandler.

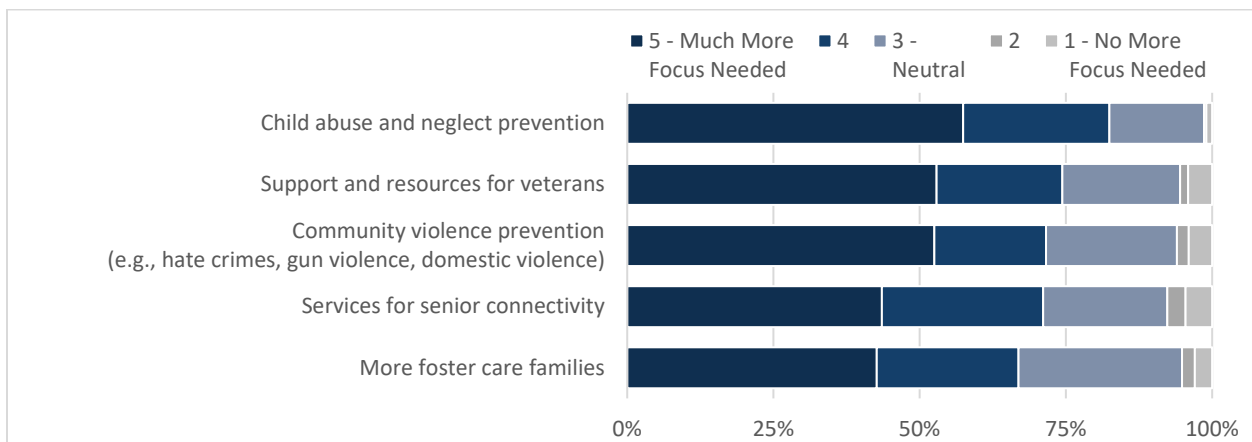
**HOUSING** Respondents most commonly identified **the need for shelter/housing for vulnerable populations like survivors of domestic violence** (81.0%) and **youth experiencing homelessness** (79.5%) by scoring them four or five on the question’s five-point scale (see below). The need for **housing assistance and resources for veterans** (76.8%) also scored highly.




**BEHAVIORAL HEALTH** Respondents identified **needs of children and youth**, including **suicide prevention programs and resources (83.7%)** and **in-school mental health resources for school-aged children (81.3%)** as top behavioral health needs in need of more focus in Chandler.



**SOCIAL & COMMUNITY CONTEXT** By a wide margin, the need for more focus on **child abuse and neglect prevention (82.4%)** was supported, and the next most commonly supported topics were **support and resources for veterans (74.4%)** and **community violence prevention (71.6%)**.



 Larger numbers of respondents living at or below poverty selected **accessible resources for New Americans** (e.g., English as a secondary language, classes, undocumented migrant worker support) (63.2%) as in need of more focus

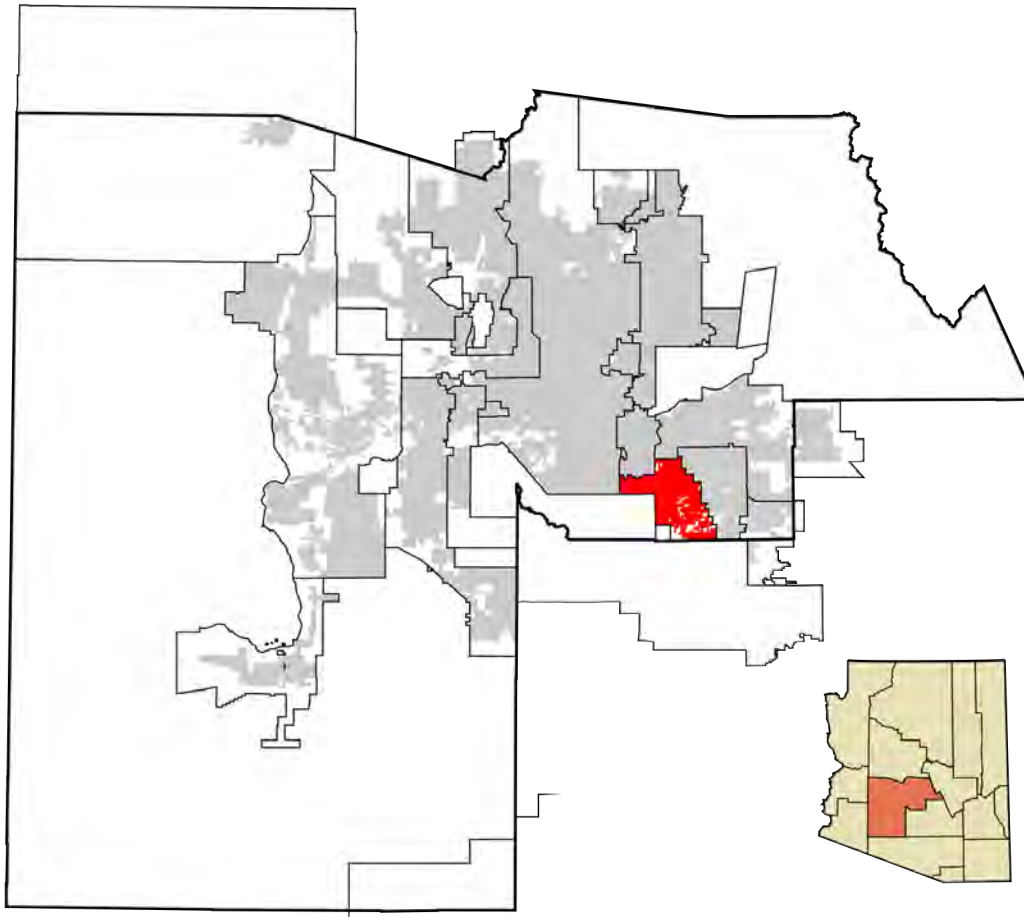
# Community Needs Assessment 2024 Update

## Organizational Background

Chandler, the fourth largest city in Arizona, is located in Maricopa County, one of the fastest growing innovation and technology centers in the U.S. The City of Chandler (“the City”) consists of about 65 square miles and shares boundaries with the Town of Gilbert, Cities of Mesa, Phoenix, and Tempe, and the Gila River Indian Community.

Home to more than 270,000 residents,<sup>1</sup> Chandler is located in Maricopa County, the nation’s fourth-most populous county.

**Exhibit 1: Arizona Map with Focus on Maricopa County and the City of Chandler (in red)**



Source: De-Academic. Chandler (Arizona). Link: <https://de-academic.com/>

<sup>10</sup> While this report references estimates of population size from the U.S. Census Bureau American Community Survey 2017-2021 Five-Year Estimates, the City of Chandler’s Housing and Population Estimates estimate the city population to be 287,024 as of November 1, 2023.

The City of Chandler’s Neighborhood Resources Department (“Neighborhood Resources”) contracted Crescendo Consulting Group (“Crescendo”) to conduct the City’s 2024 Update to the 2019 Community Needs Assessment. Neighborhood Resources works to strengthen and enrich the community by providing high-quality services and resources across several key areas:



**Neighborhood  
Revitalization**



**Resident  
Empowerment**



**City Code  
Enforcement**



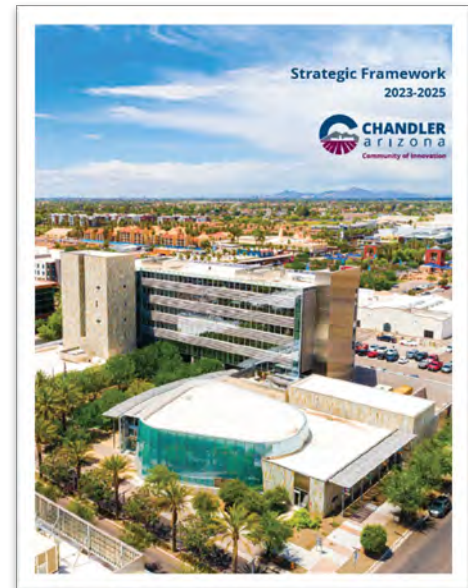
**Excellent Housing  
Assistance**

## Strategic Framework

In 2023, Chandler’s City Council established the *2023-2025 Strategic Framework*,<sup>11</sup> which identifies six focus areas for innovation and investment:

- **Community Safety**
- **Connectivity**
- **Economic Vitality**
- **Neighborhoods**
- **Quality of Life**
- **Sustainability and Technology**

Throughout this report, connections from identified needs and resources to these priorities are denoted by the report cover image at right.



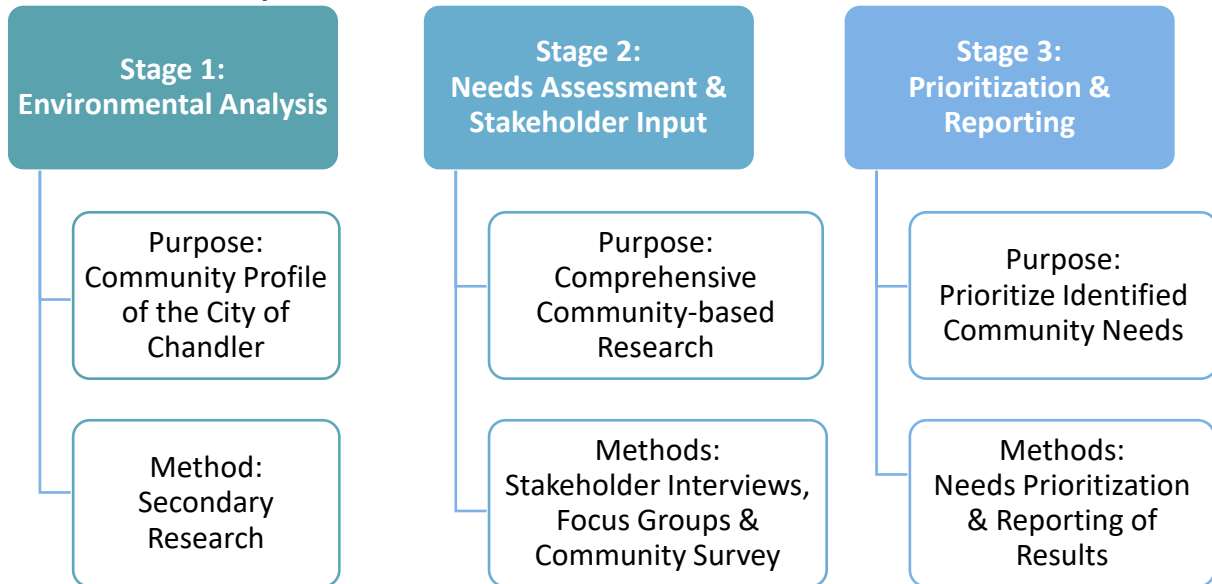
<sup>11</sup> City of Chandler. 2023-2025 Strategic Framework. Available at: <https://www.chandleraz.gov>.



## Needs Assessment Methodology

In September and October of 2023, Crescendo Consulting Group worked in collaboration with the City to implement a mixed methodology approach consisting of quantitative and qualitative research methods designed to evaluate the perspectives and opinions of community stakeholders, especially those from underserved populations.

### Exhibit 2: Community Needs Assessment Framework



This Community Needs Assessment provides a critical process that examines underlying causes and conditions of poverty while locating the resources to meet specific community-wide needs.

The major sections of the methodology include the following:

**Secondary Research.** The research includes a thorough analysis of previously published materials that provide insight regarding the community demographic profile and topic-specific measures. The section utilizes data tables, graphics, and narrative text to highlight key points.

**Qualitative Interviews & Focus Groups.** This primary research includes discussion groups opportunities and interviews with partner organization staff, other community service providers, community members, and others.

**Community Survey.** CNA leaders conducted an online and paper survey with more than 400 community members. The survey instrument included topic areas that emerged from the secondary data analysis, literature reviews of existing documents, initial qualitative research,

and other early-stage research activities. Results were analyzed, and data tables/graphs were created to illuminate the results found in this report. The survey is contained in Appendix D.

**Needs Prioritization Process.** A list of community needs specifically for the City of Chandler was developed following the secondary research, qualitative interviews, focus group discussions, and community surveys. Crescendo worked with City of Chandler partners and the City's Housing and Human Services Commission (HHSC) to implement a modified Delphi Method to construct a prioritized list of needs.

*Throughout this report, topics are framed in reference to service area. While the research activities above often yield data that can be stratified by demographic characteristics or otherwise highlight the needs of specific subpopulations, the City of Chandler aims to identify the highest priority service areas across populations, in order to ensure that within these priority areas, services are available to all Chandler residents, regardless of identity.*

## Secondary Data Research

Secondary data provides an essential framework from which to better understand the fabric of a community. This analysis highlights sociodemographic factors, social determinants of health, behavioral health risk factors, and other key indicators to further guide the development of effective strategies to meet evolving needs. The following data was primarily gathered from the U.S. Census Bureau 2017-2021 American Community Survey (ACS) Five-year Estimates, County Health Rankings and Roadmaps, and State of Arizona, among others.

### American Community Survey Five-year Estimates

There is an intentional purpose in using five-year data estimates compared to one-year data estimates. Five-year estimates are derived from data samples gathered over several subsequent years and provide a more accurate estimate of measures, especially among numerically smaller high-risk populations or subgroups, compared to one-year estimates, which are based on more limited samples with greater variance.<sup>12</sup>

This assessment incorporates secondary data indicators for the United States, Arizona, Maricopa County, and the City of Chandler. In addition, data is provided at the zip code level for the City of Chandler where appropriate.

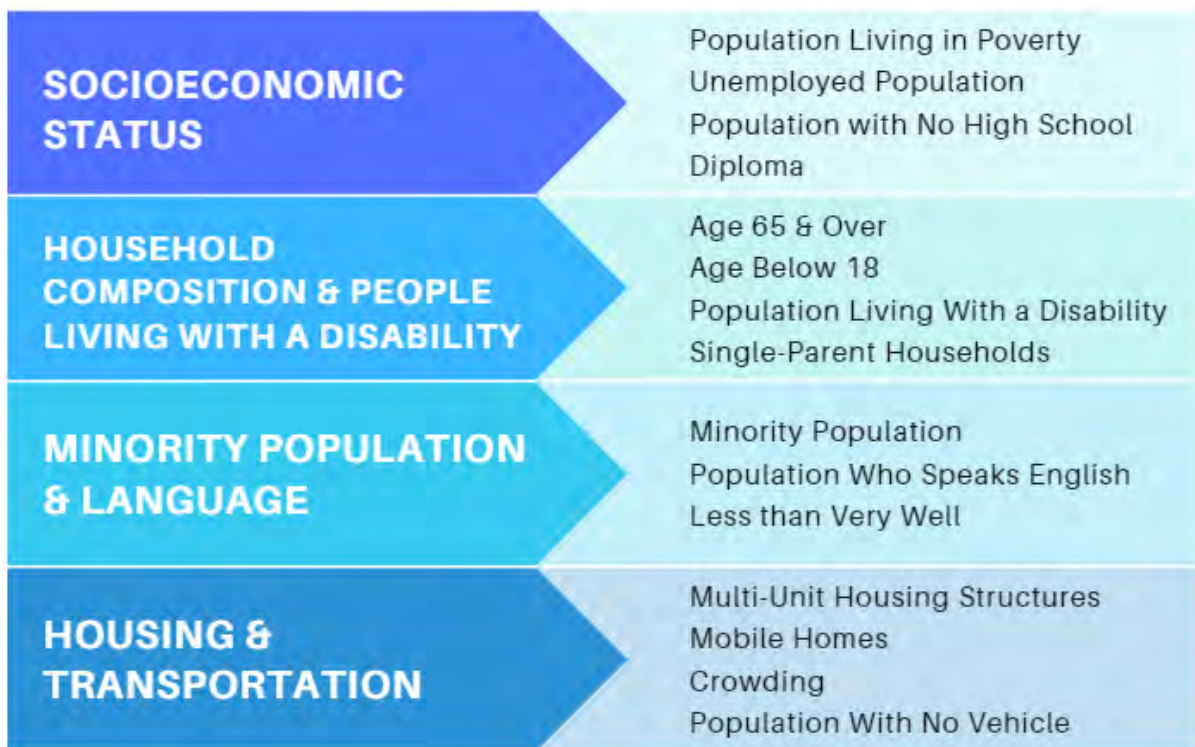
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<sup>12</sup> [American Community Survey, 2010 and 2019 Five-year Estimates](https://www.census.gov/programs-surveys/acs). Link: [census.gov/programs-surveys/acs](https://www.census.gov/programs-surveys/acs)

## The Social Vulnerability Index

The Social Vulnerability Index (SVI) was developed by the U.S. Centers for Disease Control and Prevention as a metric for analyzing population data to identify vulnerable populations. The SVI may be used to rank overall population well-being and mobility relative to county and state data. The SVI can also be used to determine the most vulnerable populations during disaster preparedness and public health emergencies, including pandemics.<sup>13</sup>

The SVI measures are grouped into four major categories:



Source: CDC/ATSDR Social Vulnerability Index

<sup>13</sup> Agency for Toxic Substances & Disease Registry, CDC/ATSDR Social Vulnerability Index. Link: [atsdr.cdc.gov/placeandhealth/svi/index.html](https://atsdr.cdc.gov/placeandhealth/svi/index.html)

## SVI Indicators for the City of Chandler

**Exhibit 3: Social Vulnerability Index**

	United States	Arizona	Maricopa County	City of Chandler
Total Population	329,725,481	7,079,203	4,367,186	272,439
Living in Poverty	12.3%	13.2%	11.9%	7.5%
Unemployed <sup>14</sup>	5.5%	5.6%	5.0%	4.0%
Median Household Income	\$69,021	\$65,913	\$72,944	\$91,299
With No High School Diploma <sup>15</sup>	11.1%	11.7%	11.2%	5.9%
65 and Older	16.0%	17.6%	15.2%	11.9%
Under 18	22.5%	22.8%	23.7%	24.1%
Living With a Disability <sup>16</sup>	12.6%	13.2%	11.4%	9.4%
Children Living in Single-Parent Households	25.1%	25.9%	24.7%	20.7%
Minority Population <sup>17</sup>	40.6%	46.6%	46.2%	43.6%
Ability to Speak English Less than Very Well	8.2%	8.1%	8.3%	6.4%
Mobile Homes	5.9%	9.9%	5.0%	2.2%
Living in Group Quarters <sup>18</sup>	2.4%	2.1%	1.2%	0.3%
Multi-Unit Properties	26.4%	24.9%	24.5%	20.6%
With No Vehicle	8.3%	5.6%	5.3%	3.3%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

- The percentage of Chandler’s population living in poverty (7.5%) is lower than that of Maricopa County (11.9%), Arizona (13.2%), or the U.S. (12.3%).
- Correspondingly, median household income in Chandler (\$91,299) is greater than that in Maricopa County (\$72,944), Arizona (\$65,913), or the U.S. (\$69,021).
- Chandler’s unemployment rate is generally lower than that of the other geographies presented.

<sup>14</sup> Unemployed: Civilians 16 years old and over are classified as unemployed if they (1) were neither "at work" nor "with a job but not at work" during the reference week, and (2) were actively looking for work during the last 4 weeks, and (3) were available to accept a job.

<sup>15</sup> Age 25 and Over.

<sup>16</sup> Civilian Noninstitutionalized Population: All U.S. civilians not residing in institutional group quarters facilities such as correctional institutions, juvenile facilities, skilled nursing facilities, and other long-term care living arrangements.

<sup>17</sup> Minority Population: The data values were calculated by taking the total population minus the White (not Hispanic) population.

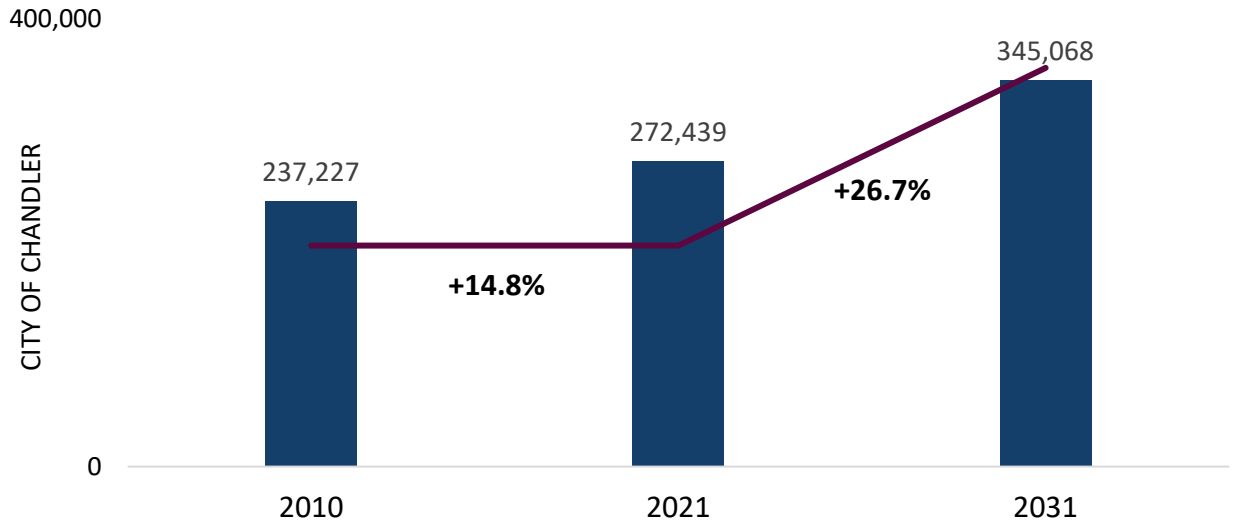
<sup>18</sup> Group quarters: Places where people live or stay in a group living arrangement that is owned or managed by an organization providing housing and/or services for the residents.



- The percentage of those in Chandler with no high school diploma (5.9%) is far lower than the other geographies, which range from 11.1-11.7%.
- Nearly a quarter of Chandler’s population is under 18 years old, slightly more than the populations of the other geographies presented.
- Over 40% of the population is considered a minority population, slightly lower than Maricopa County or Arizona.
- The median household income is \$25,386 more than in Arizona and \$18,355 more compared to Maricopa County.
- Fewer of those in Chandler are estimated to be living with a disability (9.4%) compared to proportions at the county, state, or national levels.
- About one in five children in Chandler lives in a single-parent household, compared to closer to one in four of those in Maricopa County, Arizona, and the U.S.
- Fewer Chandler residents speak English ‘less than very well’ (6.4%) compared to the other geographies.
- There are fewer mobile homes in Chandler, fewer individuals living in group quarters, fewer multi-unit properties, and fewer housing units with no vehicle compared to the other geographies examined.

Between 2010 and 2021, the City of Chandler’s population increased by nearly 15%. By 2030, the population is expected to increase by approximately 27%, a larger projected rate of change than Maricopa County, Arizona, or the U.S.

**Exhibit 4: Projected Population Change, The City of Chandler**



Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 5: Projected Population Change**

	United States	Arizona	Maricopa County	City of Chandler
2021	329,725,481	7,079,203	4,367,186	272,439
2010	308,745,538	6,392,017	3,817,098	237,227
2010-2021 Percent Change	+6.8%	+10.8%	+14.4%	+14.8%
Projected 2031 Population	363,255,837	8,467,260	5,264,621	345,068
2021-2031 Percent Change	+10.2%	+19.6%	+20.5%	+26.7%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 6: Population by Gender**

**MARICOPA COUNTY**

■ Female ■ Male



**CITY OF CHANDLER**

■ Female ■ Male



	United States	Arizona
Female	50.5%	50.1%
Male	49.5%	49.9%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

The median age in all geographies increased between 2010 and 2021, and of these areas, median age increased the most in the City of Chandler, where it jumped by nearly 10%.

**Exhibit 7: Median Age**



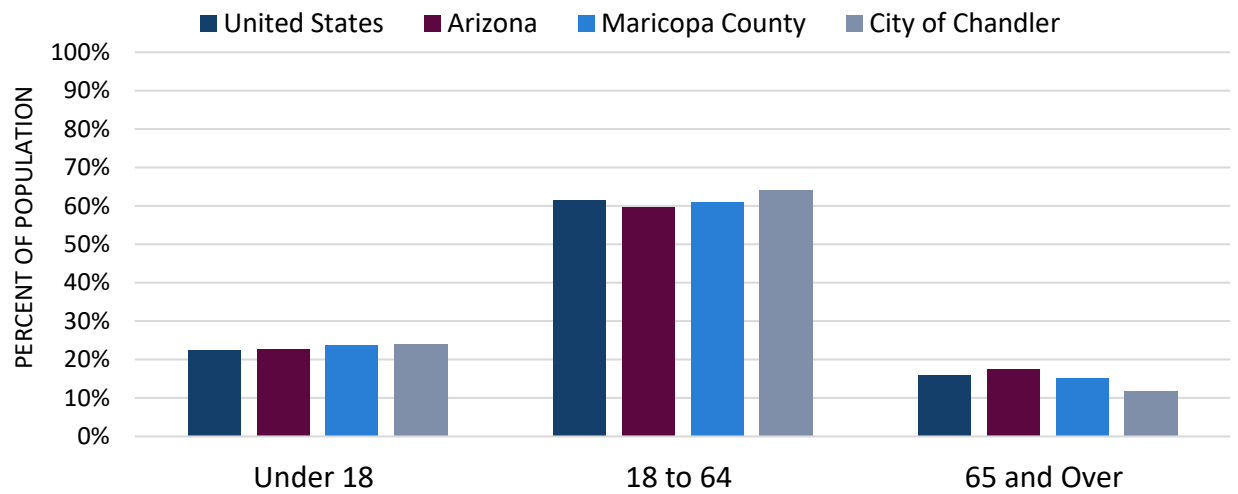
Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 8: Median Age Percent Change**

	United States	Arizona	Maricopa County	City of Chandler
2021	38.4	38.1	36.9	36.9
2010	36.9	35.5	34.1	33.6
2010-2021 Percent Change	+4.1%	+7.3%	+8.2%	+9.8%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 9: Population by Age Groups**

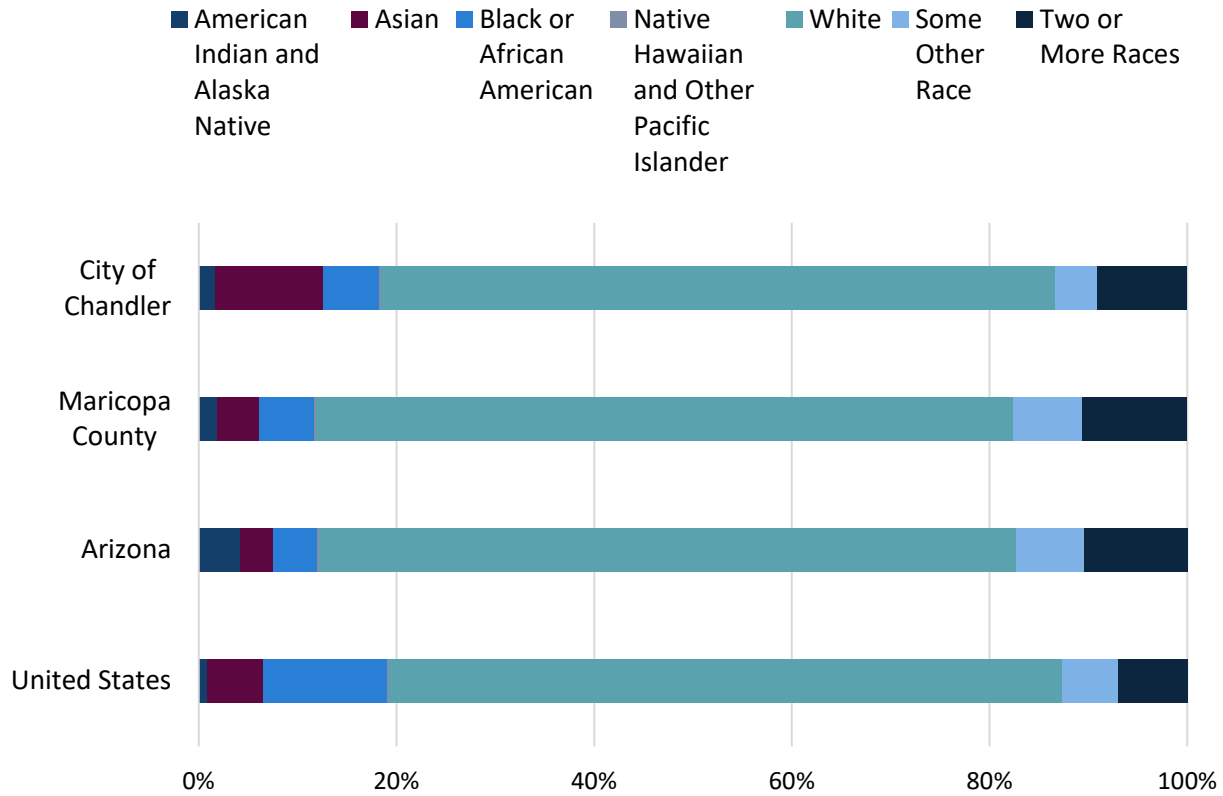


	United States	Arizona	Maricopa County	City of Chandler
Under 5	5.9%	5.8%	6.1%	5.9%
5 to 9	6.1%	6.2%	6.5%	6.8%
10 to 14	6.6%	6.8%	7.1%	7.3%
15 to 19	6.6%	6.7%	6.8%	6.5%
20 to 24	6.5%	6.8%	6.5%	5.4%
25 to 34	13.8%	13.7%	14.5%	14.9%
35 to 44	12.9%	12.5%	13.2%	15.5%
45 to 54	12.6%	11.9%	12.5%	14.5%
55 to 59	6.7%	6.1%	6.1%	6.4%
60 to 64	6.3%	6.0%	5.6%	5.0%
65 and over	16.0%	17.6%	15.2%	11.9%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

While the majority of Chandler’s population identifies racially as White, the City has more Asian residents (10.9%) compared to other geographies presented.

**Exhibit 10: Population by Race**



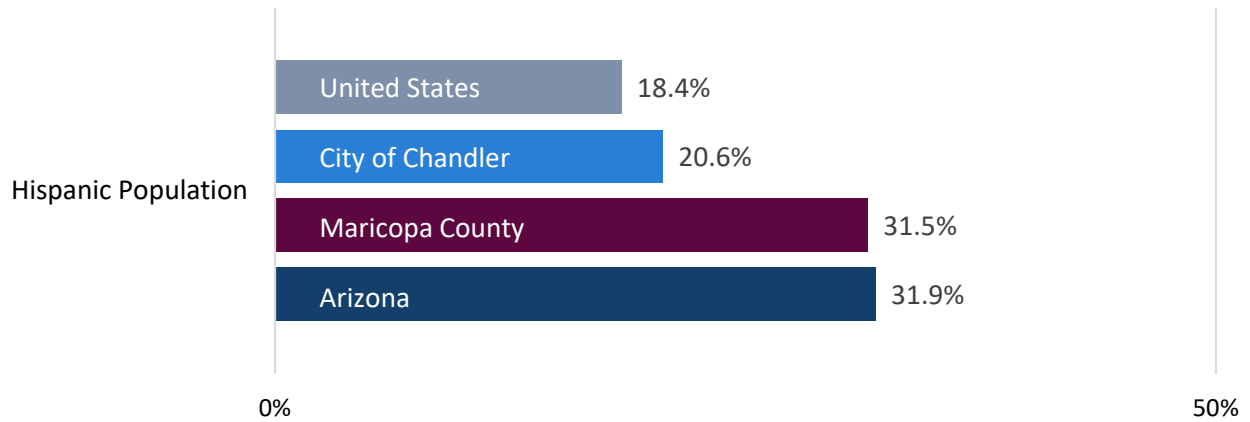
	United States	Arizona	Maricopa County	City of Chandler
American Indian and Alaska Native	0.8%	4.2%	1.9%	1.7%
Asian	5.7%	3.3%	4.2%	10.9%
Black or African American	12.6%	4.5%	5.6%	5.6%
Native Hawaiian and Other Pacific Islander	0.2%	0.2%	0.2%	0.2%
White	68.2%	70.4%	70.5%	68.1%
Some Other Race	5.6%	6.9%	7.0%	4.3%
Two or More	7.0%	10.4%	10.6%	9.1%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates



Approximately 20% of the population in the City of Chandler identifies as Hispanic (Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race).

**Exhibit 11: Population by Hispanic Ethnicity**



Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 12: Language Spoken at Home**

People Over Age 5	United States	Arizona	Maricopa County	City of Chandler
English Only	78.3%	73.4%	73.5%	76.4%
Spanish	13.3%	20.1%	20.1%	12.3%
Asian-Pacific Islander	3.5%	2%	2.5%	6.7%
Other Indo-European	3.7%	2%	2.5%	3.5%
Other	1.2%	2.4%	1.3%	1.1%

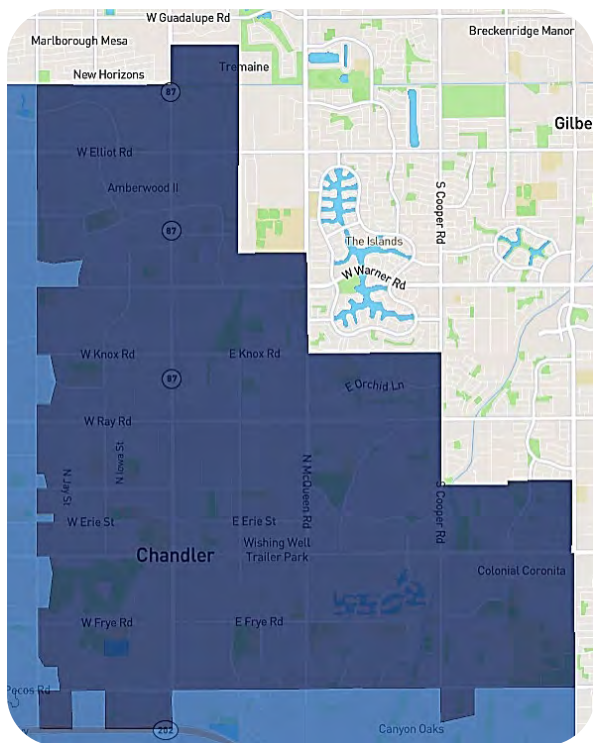
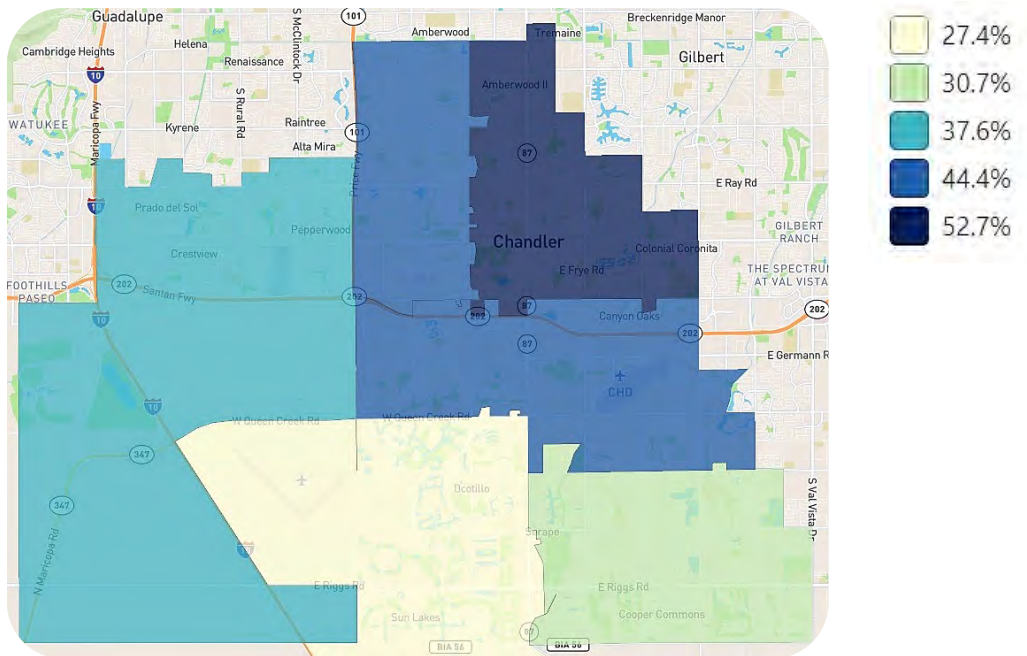
Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 13: Foreign-born Population**

	United States	Arizona	Maricopa County	City of Chandler
Naturalized US Citizen	7.0%	6.0%	6.4%	7.5%
Not US Citizen	6.6%	7.0%	8.1%	7.6%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

### Exhibit 14: Minority Population in the City of Chandler as a Percentage of Total Population, by Zip Code<sup>19</sup>



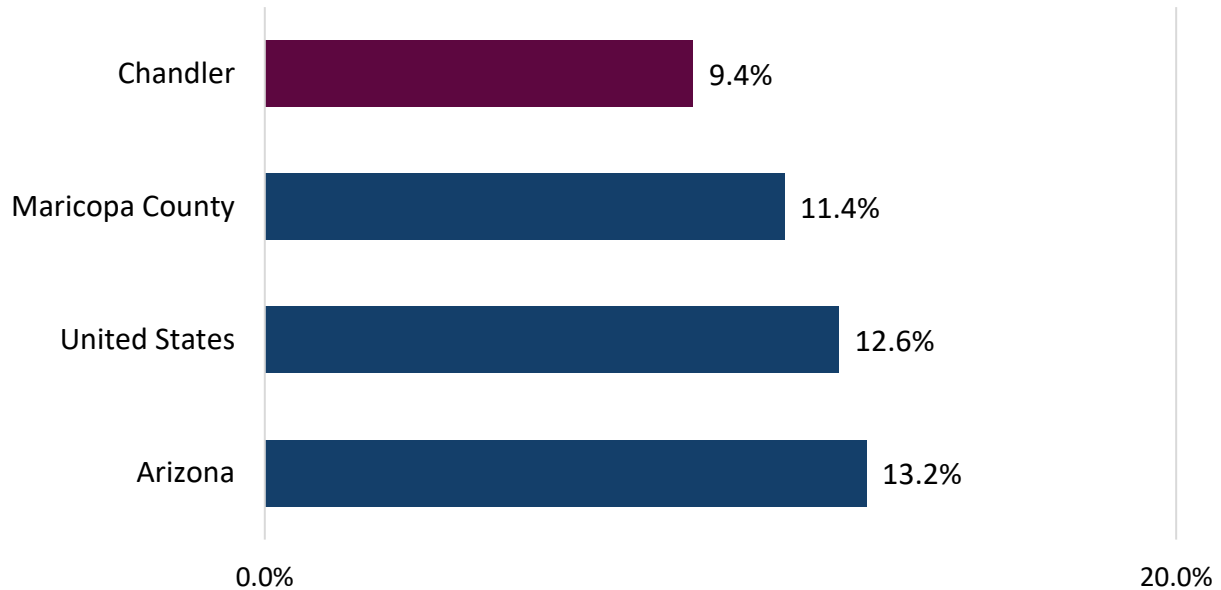
Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

<sup>19</sup> Minority population; The total population minus the white (not Latino, not Hispanic) population.

## Population Living With a Disability

The City of Chandler has approximately 25,458 residents living with a disability, 9.4% of the civilian noninstitutionalized population. This population is proportionally smaller than the corresponding population at the county, state, and national levels.

**Exhibit 15: Population Living with Disability<sup>20</sup>**



Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 16: Population Living with Disability by Type**

	United States	Arizona	Maricopa County	City of Chandler
Cognitive Difficulty	4.8%	4.8%	4.2%	3.3%
Vision Difficulty	2.3%	2.5%	2.3%	1.9%
Ambulatory Difficulty	6.3%	6.4%	5.4%	4.0%
Hearing Difficulty	3.5%	4.0%	3.4%	2.7%
Self-Care Difficulty	2.4%	2.2%	2.0%	1.6%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

<sup>20</sup> Civilian Noninstitutionalized Population: All U.S. civilians not residing in institutional group quarters facilities such as correctional institutions, juvenile facilities, skilled nursing facilities, and other long-term care living arrangements. Link: <https://www.census.gov/glossary/?term=Civilian+noninstitutionalized+population>

**Exhibit 17: Population Living with Disability by Age**

	United States	Arizona	Maricopa County	City of Chandler
Age Under 5	0.7%	0.8%	0.8%	0.2%
Age 5 to 17	5.7%	5.7%	5.3%	4.8%
Age 18 to 34	6.8%	7.3%	6.7%	6.2%
Age 35 to 64	12.4%	12.8%	11.1%	8.6%
Age 65 to 74	24.1%	24.0%	22.0%	20.2%
Age 75 and over	47.4%	45.3%	44.3%	46.2%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 18: Population Living with Disability by Race & Ethnicity**

	United States	Arizona	Maricopa County	City of Chandler
American Indian and Alaska Native	16.3%	15.1%	13.9%	12.6%
Asian	7.3%	7.8%	7.1%	5.4%
Black or African American	14.0%	12.2%	11.5%	10.0%
Native Hawaiian and Other Pacific Islander	11.6%	9.7%	9.2%	4.8%
White	13.3%	14.0%	12.1%	10.3%
Some Other Race	9.3%	10.1%	9.0%	8.5%
Two or More Races	10.5%	10.7%	9.7%	6.5%
Hispanic or Latino	9.3%	9.8%	8.7%	8.0%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

## Social Determinants of Health

In addition to collecting key demographic secondary data, research also focused on the Social Determinants of Health (SDoH). Social Determinants of Health include a wide range of factors, including, but not limited to, income, education, job security, food security, housing, basic amenities, the environment, social inclusion and non-discrimination, and access to quality affordable health care. These conditions contribute to wide health disparities and inequities.<sup>21</sup>



Image Source: Crescendo Consulting Group, Canva

The following secondary research includes pertinent data focused on Social Determinants of Health to provide the City of Chandler with the most granular overview of the City of Chandler

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<sup>21</sup> Healthy People 2030, "Social Determinants of Health. Link: <https://health.gov/healthypeople/objectives-and-data/social-determinantshealth>

## Education

Education is not only about the schools or higher education opportunities within a community, but also includes languages spoken, literacy, vocational training, and early childhood education.<sup>22</sup> Some children live in places with poorly performing schools, and living in poverty can affect their brain development, making it harder for them to do well in school.<sup>23</sup>

Between 2010 and 2021, the percentage of residents in the City of Chandler who earned a Bachelor’s Degree or higher increased by 15.4%, compared to a change rate of 18.0% in Maricopa County.

**Exhibit 19: Percent of the Population with a Bachelor’s Degree or Higher**

	United States	Arizona	Maricopa County	City of Chandler
2021	33.7%	31.2%	34.4%	45.6%
2010	28.2%	26.4%	29.1%	39.5%
2010-2021 Percent Change	19.4%	18.2%	18.0%	15.3%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 20: Highest Level of Educational Attainment**

	United States	Arizona	Maricopa County	City of Chandler
Less than 9th Grade	4.8%	4.9%	5.1%	2.7%
9th to 12th Grade, No Diploma	6.3%	6.8%	6.1%	3.2%
High School Degree	26.5%	23.5%	22.0%	17.3%
Some College No Degree	20.0%	24.6%	23.5%	21.1%
Associates Degree	8.7%	9.0%	8.9%	10.1%
Bachelor's Degree	20.6%	19.3%	21.5%	28.6%
Graduate Degree	13.1%	11.9%	12.8%	17.0%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

<sup>22</sup> Kaiser Family Foundation. Beyond Health Care: The Role of Social Determinants in Promoting Health & Health Equity, 2018. <https://www.kff.org/racial-equity-and-health-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/>

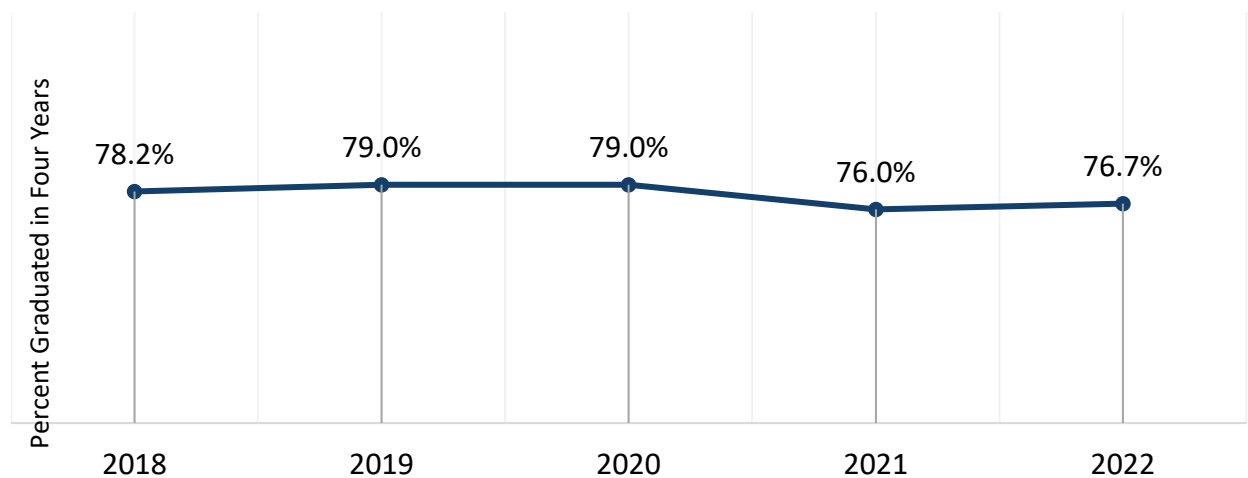
<sup>23</sup> U.S. Department of Health and Human Services, Healthy People 2030. Social Determinants of Health, Education Access & Quality. <https://health.gov/healthypeople/objectives-and-data/browse-objectives/education-access-and-quality>

**Exhibit 21: Educational Attainment of Bachelor’s Degree or Higher, by Race & Ethnicity**

	United States	Arizona	Maricopa County	City of Chandler
American Indian and Alaska Native	15.5%	11.3%	17.7%	27.2%
Asian	55.6%	58.5%	60.8%	70.7%
Black or African American	23.3%	27.9%	28.8%	43.4%
Native Hawaiian and Other Pacific Islander	18.2%	21.9%	24.9%	27.7%
White	35.5%	33.6%	36.5%	44.0%
Some Other Race	14.0%	12.7%	13.5%	22.8%
Two or More Races	28.7%	23.3%	23.8%	40.5%
Hispanic or Latino	18.4%	15.2%	15.3%	27.8%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

The trend of the Maricopa County high school graduation rate indicates a decline in the percentage of students who graduated in four years.

**Exhibit 22: Trend of High School Graduation Rates in Maricopa County**


Source: Arizona Department of Education, Accountability & Research Data

**2022 Maricopa County High School Graduation Rates for Select Subgroups**

- Foster Care Cohort: 39.8% (119 out of 229 students)
- Homeless Cohort: 48.9% (366 out of 749 students)
- Military Cohort: 77.4% (206 out of 266 students)

Source: Arizona Department of Education, 2022 Accountability & Research Data



**Exhibit 23: English Learner Proficiency Test by Grade in Maricopa County**

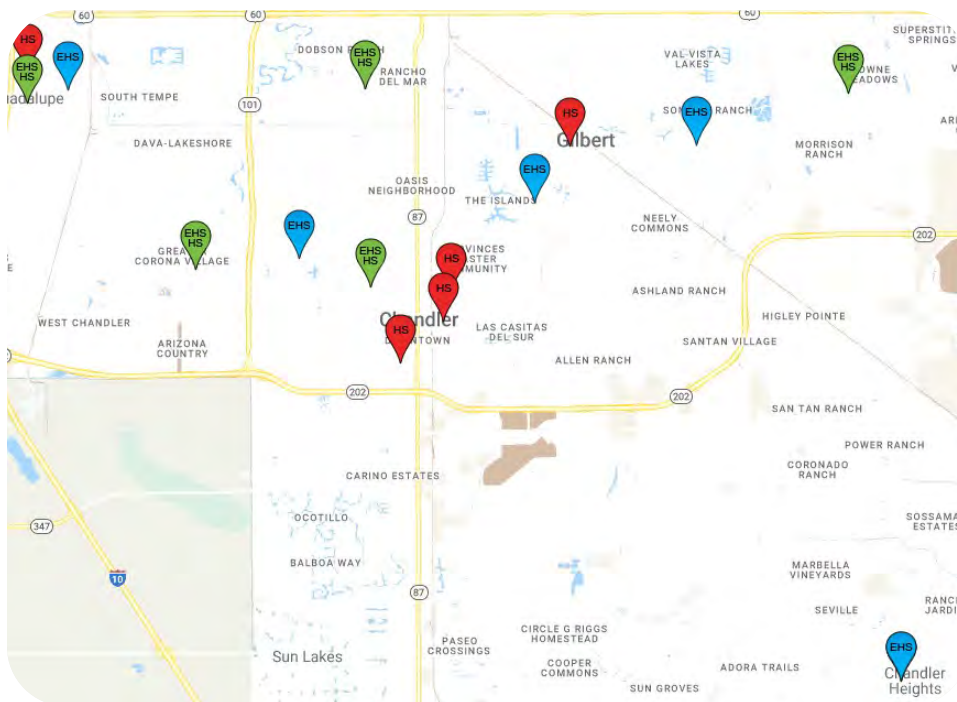
	Number Tested	Percent Pre-Emergent/ Emergent	Percent Basic	Percent Intermediate	Percent Proficient
Third Grade	5,508	17%	45%	34%	4%
Eighth Grade	4,557	12%	14%	63%	11%
Twelfth Grade	1,973	11%	18%	61%	10%

Source: Arizona Department of Education, 2022 English Learner Proficiency Test (AZELLA)

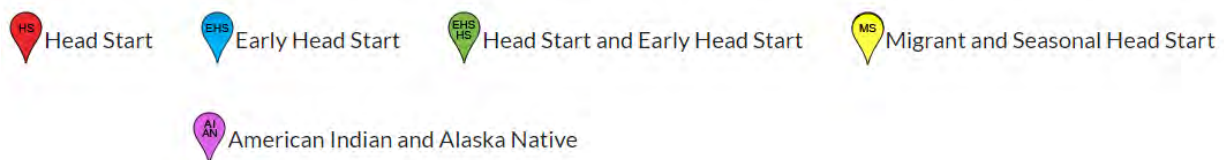
### Child Care

Early Head Start and Head Start are family-centered success and early childhood education programs offered at no cost to qualifying families with children ages birth to 5 years old at more than 40 locations.<sup>24</sup> The map below indicates that within Chandler, there are several Early Head Start and Head Start locations.

**Exhibit 24: Head Start and Early Head Start Locations In Or near C**



Source: U.S. Department of Health and Human Services. Early Childhood Learning & Knowledge Center (9/26/2023)



<sup>24</sup> Maricopa County Head Start Programs. Link: <https://www.maricopa.gov/5778/Apply-to-Head-Start-Programs>



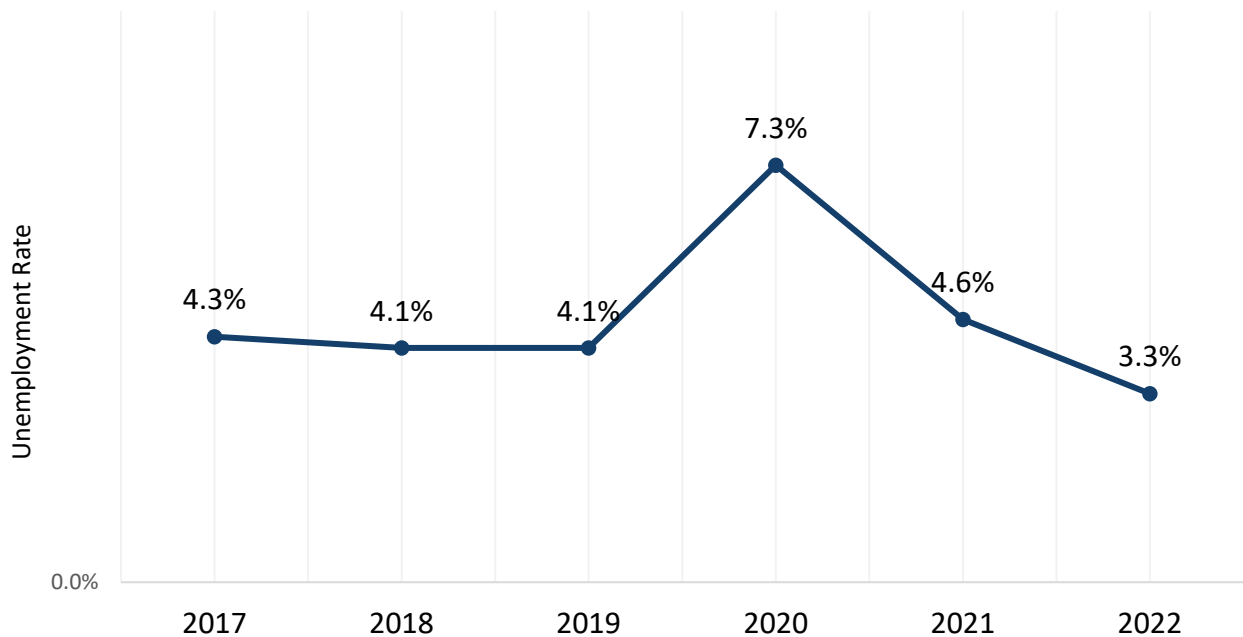
**Strategic Framework Priority:  
Economic Vitality**

## Economic Stability

People living in poverty are less likely to have access to health care, healthy food, stable housing, and opportunities for physical activity. Research suggests that low-income status is associated with adverse health consequences, including shorter life expectancy, higher infant mortality rates, and other poor health outcomes.<sup>25</sup>

The trend of the Maricopa County unemployment rates reflects the impact of the pandemic, with the rate increasing from 4.1% to 7.3% from 2019 to 2020.

**Exhibit 25: Trend of Unemployment Rate in Maricopa County**



Source: U.S. Bureau of Labor Statistics, Local Area Unemployment Statistics | Annual Average Data by County

<sup>25</sup> American Academy of Family Physicians, Poverty & Health. The Family Medicine Perspective, April 2021. [Link e: www.aafp.org/about/policies/all/poverty-health.html](http://www.aafp.org/about/policies/all/poverty-health.html)

**Exhibit 26: Employment by Industry**

	United States	Arizona	Maricopa County	Chandler
Office and Administrative Support Management	11.1%	12.8%	12.9%	12.7%
Sales	9.8%	10.6%	11.0%	10.9%
Business and Finance	5.7%	5.9%	6.7%	7.7%
Food Preparation and Serving	5.4%	5.7%	5.4%	4.7%
Education, Training and Library	6.2%	5.6%	5.2%	5.9%
Construction and Extraction	5.0%	5.2%	5.0%	3.6%
Health Diagnosis and Treating Practitioners	4.2%	4.0%	4.1%	4.7%
Computer and Mathematical	3.4%	3.4%	3.9%	6.0%
Production	5.5%	3.8%	3.8%	3.2%
Building, Grounds Cleaning, and Maintenance	3.6%	4.1%	3.8%	2.1%
Material Moving	3.8%	3.5%	3.6%	2.6%
Transportation	3.8%	3.5%	3.4%	2.4%
Installation, Maintenance, and Repair	3.1%	3.3%	3.1%	2.3%
Healthcare Support	3.3%	3.1%	2.8%	2.1%
Personal Care and Service	2.6%	2.6%	2.5%	2.5%
Architecture and Engineering	2.1%	2.3%	2.3%	6.2%
Arts, Design, Entertainment, Sports and Media	2.0%	1.8%	1.9%	1.8%
Health Technologist and Technicians	2.0%	1.9%	1.8%	1.6%
Community and Social Service	1.8%	1.6%	1.5%	1.3%
Fire Fighting and Prevention	1.2%	1.4%	1.2%	1.0%
Legal	1.2%	1.0%	1.1%	0.9%
Life, Physical, and Social Science	1.0%	0.8%	0.8%	0.8%
Law Enforcement	1.0%	1.1%	0.7%	0.7%
Farming, Fishing and Forestry	0.6%	0.5%	0.3%	0.1%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

The Massachusetts Institute of Technology (MIT) developed the Living Wage Calculator to estimate the cost of living in communities or regions based on typical expenses. This tool helps individuals, communities, and employers determine a local wage rate that allows residents to meet minimum standards of living.<sup>26</sup> In January 2023, the minimum wage in Arizona increased from \$12.80 to \$13.85.

**Exhibit 27: Living Wage Calculator & Annual Expenses for Maricopa County**

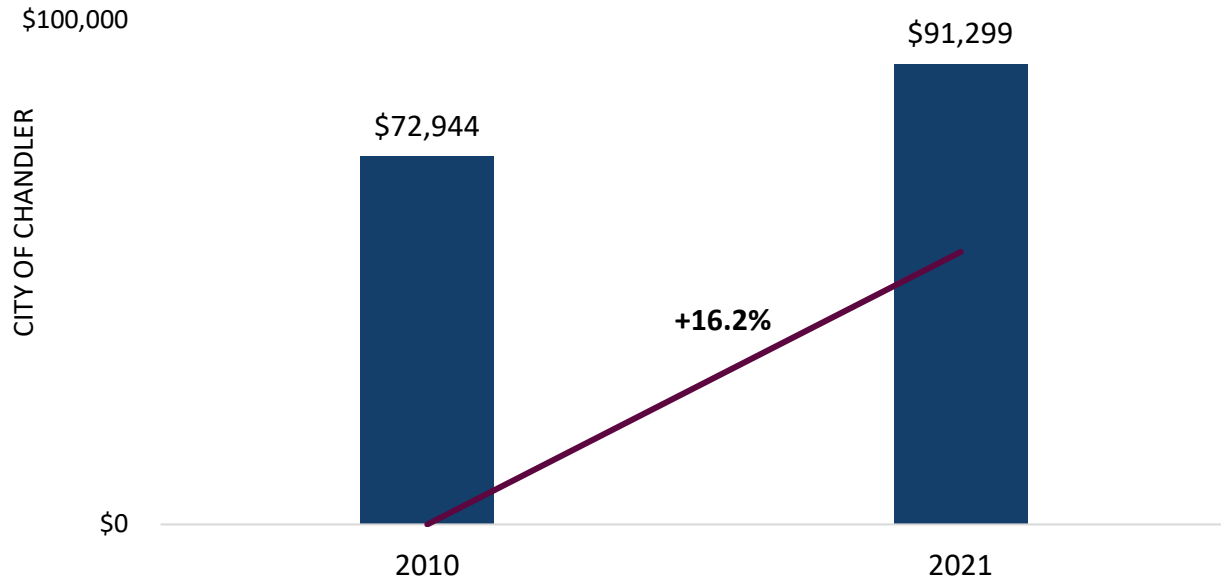
	1 Adult, 0 Children	1 Adult, 1 Child	1 Adult, 2 Children	2 Working Adults, No Children	2 Working Adults, 1 Child	2 Adults, 2 Children
Food	\$4,686	\$6,916	\$10,392	\$8,591	\$10,702	\$13,802
Child Care	\$0	\$6,122	\$12,244	\$0	\$6,122	\$12,244
Medical	\$3,125	\$9,984	\$9,994	\$7,160	\$9,994	\$9,920
Housing	\$12,381	\$16,150	\$16,150	\$13,440	\$16,150	\$16,150
Transportation	\$5,316	\$9,561	\$11,691	\$9,561	\$11,691	\$14,058
Civic	\$2,920	\$5,801	\$6,480	\$5,801	\$6,480	\$8,835
Required annual income after taxes	\$33,156	\$62,687	\$76,545	\$52,704	\$70,734	\$85,526
Annual taxes	\$5,279	\$10,792	\$13,973	\$7,532	\$11,516	\$14,797
Required annual income before taxes	\$38,435	\$73,478	\$90,518	\$60,236	\$82,250	\$100,323

Source: Massachusetts Institute of Technology, Living Wage Calculator, 2022

<sup>26</sup> [Massachusetts Institute of Technology, Living Wage Calculator.](#)

Between 2020 and 2021, the median household income in the City of Chandler increased by 16.2%, and 16.7% in Maricopa County.

**Exhibit 28: Median Household Income Percent Change**



	United States	Arizona	Maricopa County	City of Chandler
2021	\$69,021	\$65,913	\$72,944	\$91,299
2010	\$52,762	\$50,752	\$62,423	\$78,574
2010-2021 Percent Change	+30.8%	+29.9%	+16.9%	+16.2%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

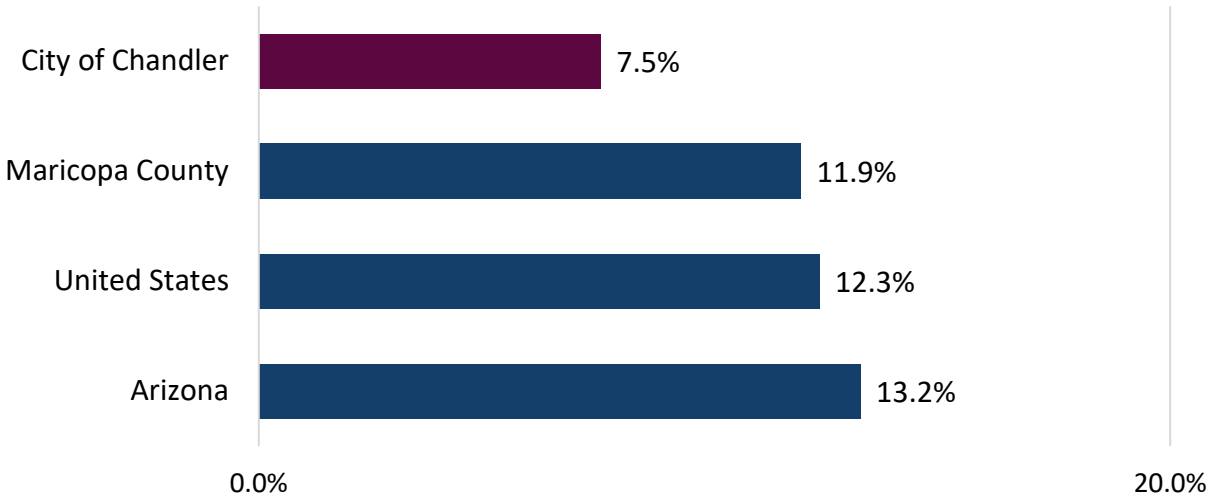
**Exhibit 29: Median Household Income by Race & Ethnicity**

	United States	Arizona	Maricopa County	City of Chandler
American Indian and Alaska Native	\$50,183	\$41,983	\$53,890	\$68,309
Asian	\$98,367	\$87,976	\$95,051	\$116,433
Black or African American	\$46,401	\$53,303	\$53,998	\$66,591
Native Hawaiian and Other Pacific Islander	\$71,029	\$78,141	\$79,375	\$69,233
Other Race	\$55,769	\$55,001	\$59,548	\$72,955
Two or More Race	\$65,220	\$62,058	\$65,911	\$89,869
White	\$73,533	\$68,643	\$76,121	\$91,392
Hispanic or Latino	\$58,791	\$56,433	\$59,993	\$80,413

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

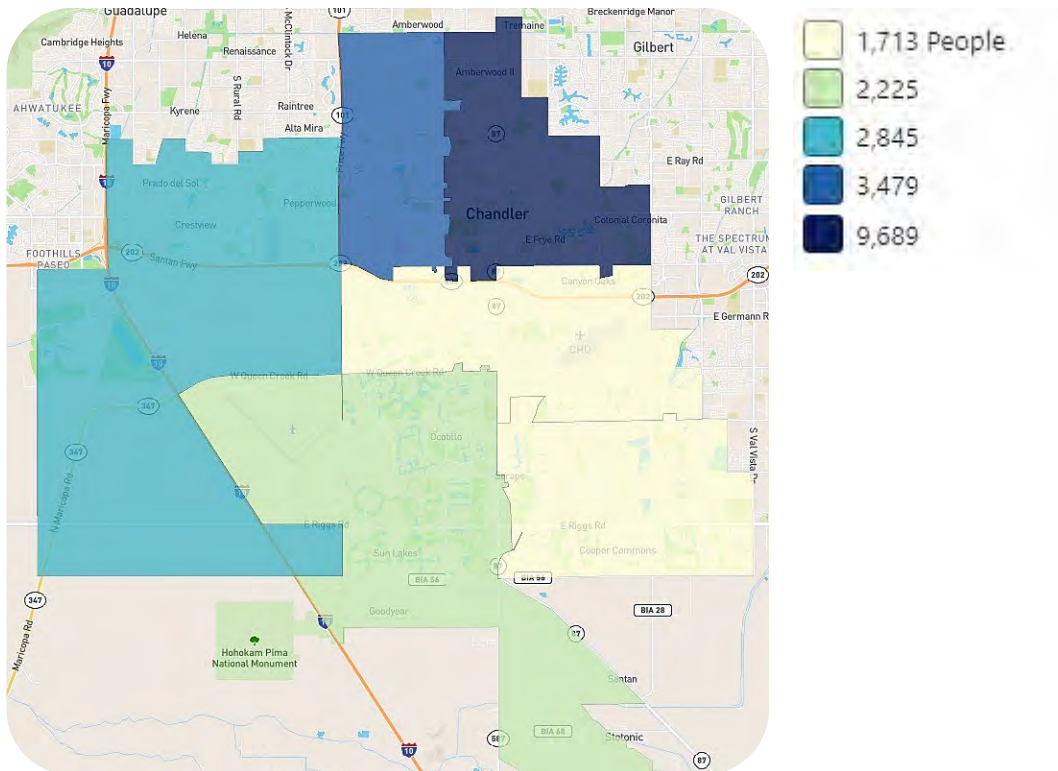
The City of Chandler has a lower poverty rate compared to Maricopa County and Arizona.

**Exhibit 30: Population Living in Poverty**



Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 31: Population Living in Poverty in the City of Chandler by Zip Code**



Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

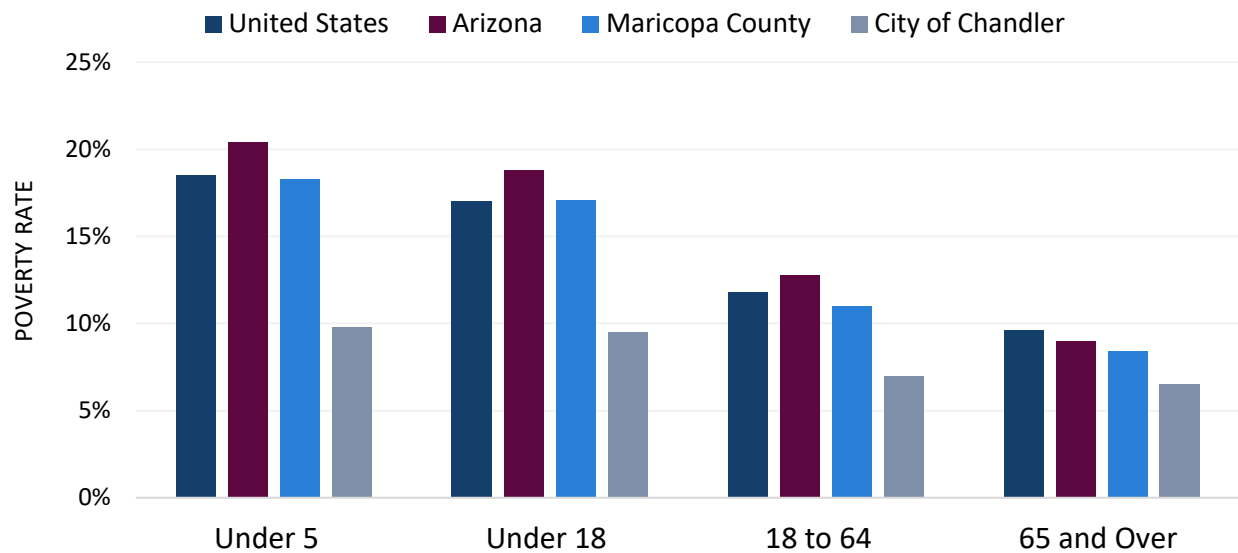
In Chandler, and across other geographies examined, there are larger proportions of people of color living in poverty compared to populations of those who identify as White. In Chandler, the largest proportions of people living in poverty are among those who identify as Black or African American (15.5%), Some Other Race (15.2%), or American Indian and Alaska Native (12.9%).

**Exhibit 32: Population Living in Poverty by Race & Ethnicity**

	United States	Arizona	Maricopa County	City of Chandler
American Indian and Alaska Native	23.4%	31.2%	21.5%	12.9%
Asian	10.3%	10.9%	10.1%	5.0%
Black or African American	21.7%	18.7%	18.4%	15.5%
Native Hawaiian and Other Pacific Islander	16.7%	13.5%	10.2%	0.0%
White	10.3%	11.5%	10.4%	6.6%
Some Other Race	19.1%	19.0%	19.1%	15.2%
Two or More Races	14.9%	15.1%	14.1%	7.8%
Hispanic or Latino	17.7%	18.2%	17.8%	11.2%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 33: Population Living in Poverty by Age**



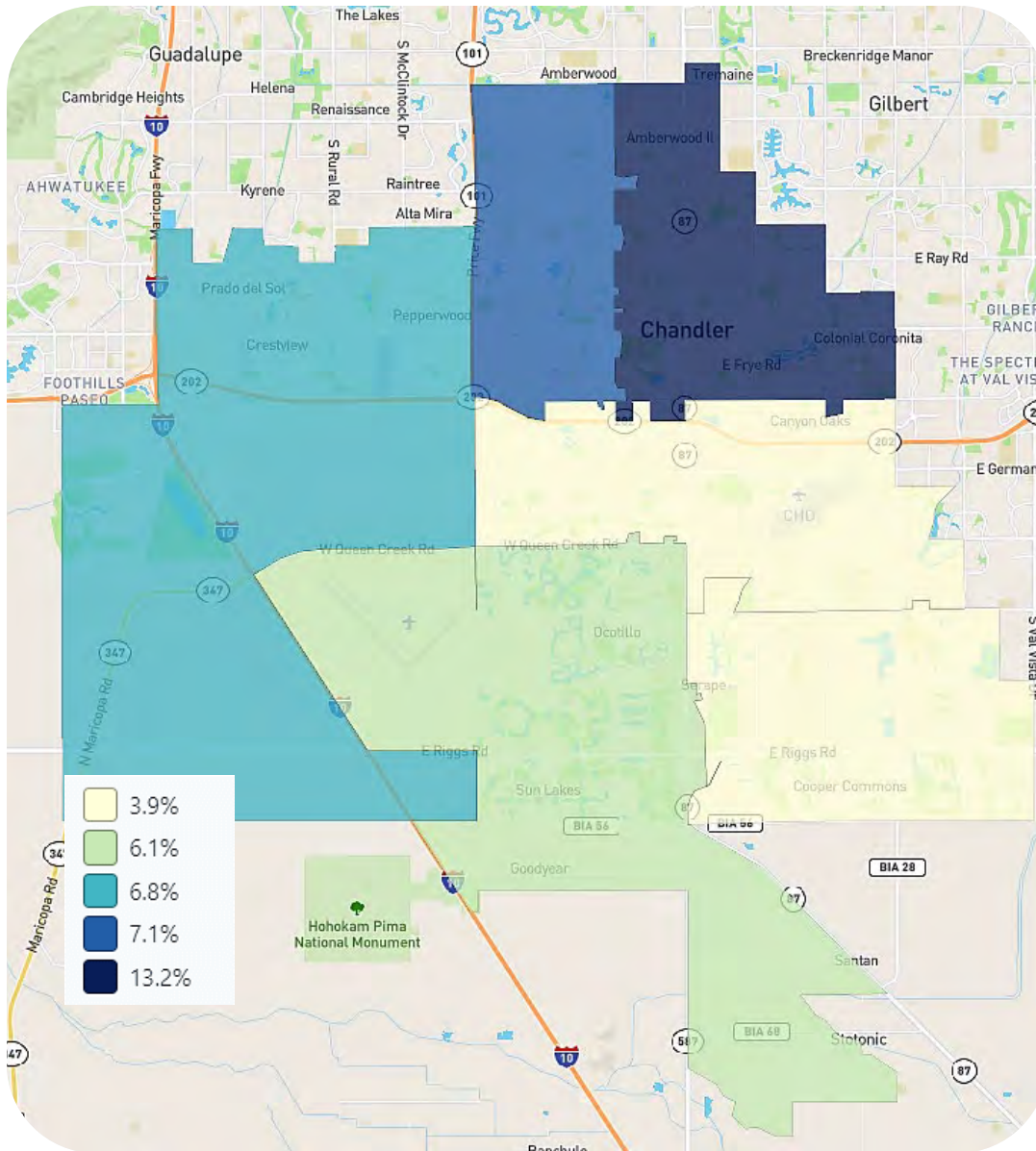
	United States	Arizona	Maricopa County	City of Chandler
Under 5	18.5%	20.4%	18.3%	9.8%
Under 18	17.0%	18.8%	17.1%	9.5%
18 to 64	11.8%	12.8%	11.0%	7.0%
65 and over	9.6%	9.0%	8.4%	6.5%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates



Proportions of Chandler’s population living in poverty are greatest in the 85225 zip code in Northeast Chandler.

**Exhibit 34: Population Living in Poverty by Zip Code in the City of Chandler**



Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

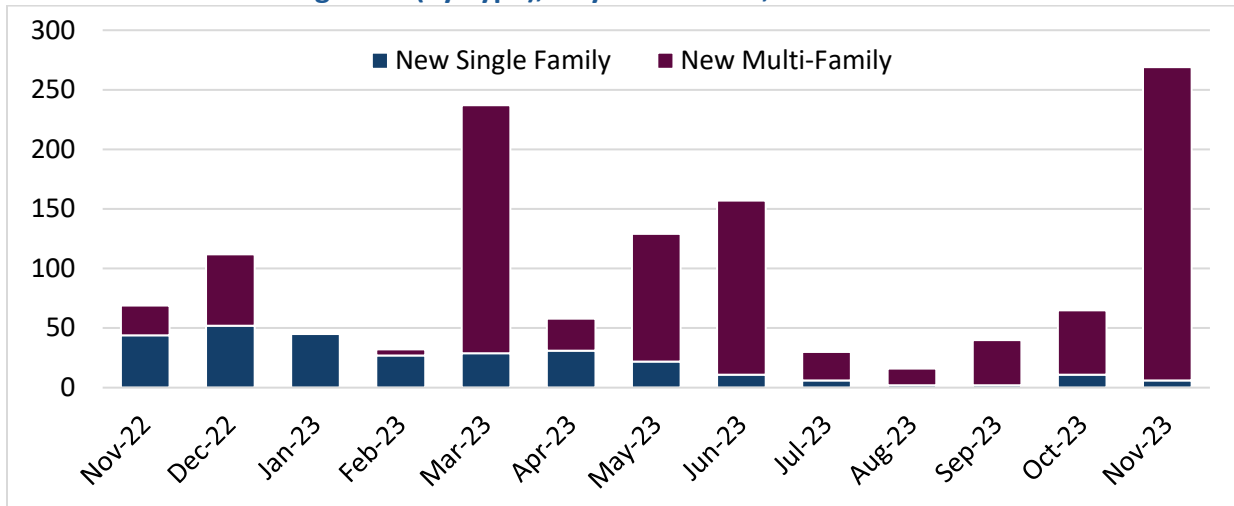


## Neighborhood & Built Environment

The neighborhoods people live in have a major impact on their health and well-being. The physical environment includes housing and transportation, parks and playgrounds, and the chances for recreational opportunities.<sup>27</sup> Neighborhood quality is shaped in part by how well individual homes are maintained, and widespread residential deterioration in a neighborhood can negatively affect the mental health of residents.<sup>28</sup>

Since November 2022, the City of Chandler has added nearly 1,200 new housing units, the majority of which (79.5%) are multi-family housing units.<sup>29</sup> As of November 1, 2023, the most common form of housing in Chandler is single-family detached housing units (67.6% of the housing stock). In 2021, Gruen Gruen + Associates projected that 5,600 housing units were needed to meet the existing affordable housing need in Chandler at the time.<sup>30</sup>

**Exhibit 35: New Housing Units (by Type), City of Chandler, November 2022 – November 2023**



Source: City of Chandler. Housing and Population Estimates as of November 1, 2023.

<sup>27</sup> Kaiser Family Foundation. Beyond Health Care: The Role of Social Determinants in Promoting Health & Health Equity, 2018. Link: <https://www.kff.org/racial-equity-and-health-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/>

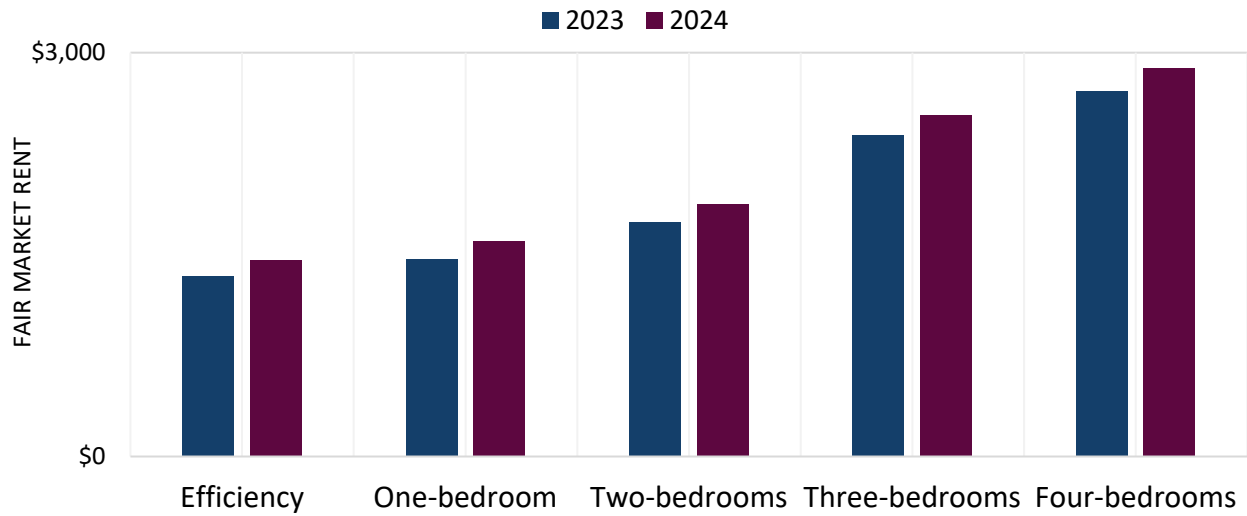
<sup>28</sup> U.S. Department of Health and Human Services. Healthy People 2030. Social Determinants of Health Literature Summaries: Quality of Housing. Link: <https://health.gov/healthypeople/priority-areas/social-determinants-health/literature-summaries/quality-housing>

<sup>29</sup> City of Chandler. Housing and Population Estimates as of November 1, 2023.

<sup>30</sup> Gruen Gruen + Associates (April 2021). Update to Affordable Housing Needs Assessment and Data.

Fair market rent is projected to continue to increase in Chandler, across housing unit types, from 2023 to 2024.

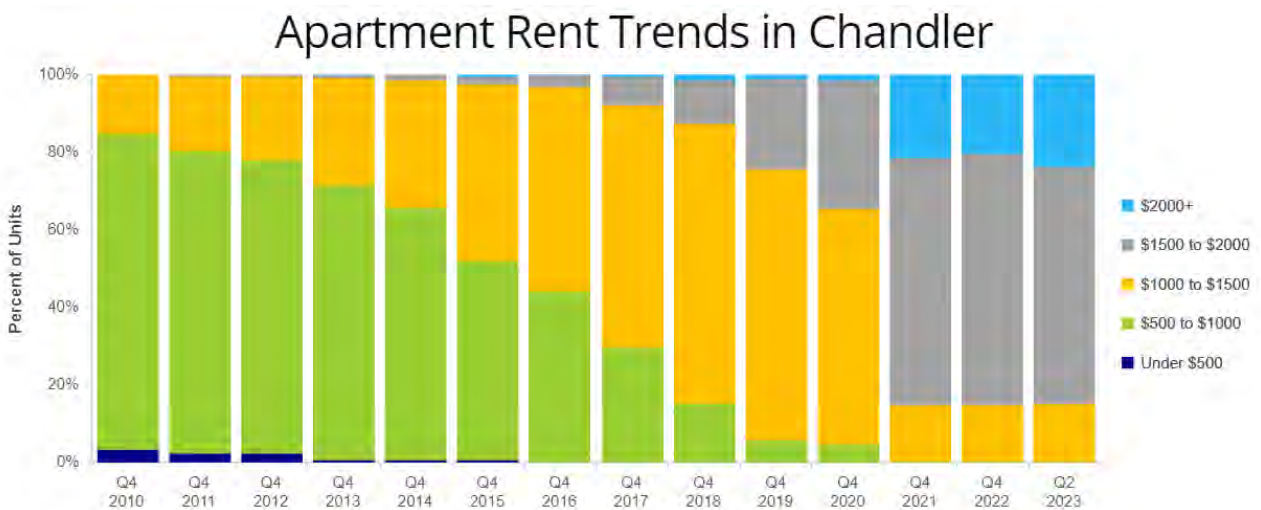
**Exhibit 36: Fair Market Rent**



	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
2024	\$1,460	\$1,599	\$1,877	\$2,541	\$2,890
2023	\$1,344	\$1,467	\$1,740	\$2,386	\$2,716

Source: U.S. Department of Housing and Urban Development, FY 2023 2024 Fair Market Rent Documentation System

**Exhibit 37: Apartment Rent Trends in Chandler, 2010-2023**



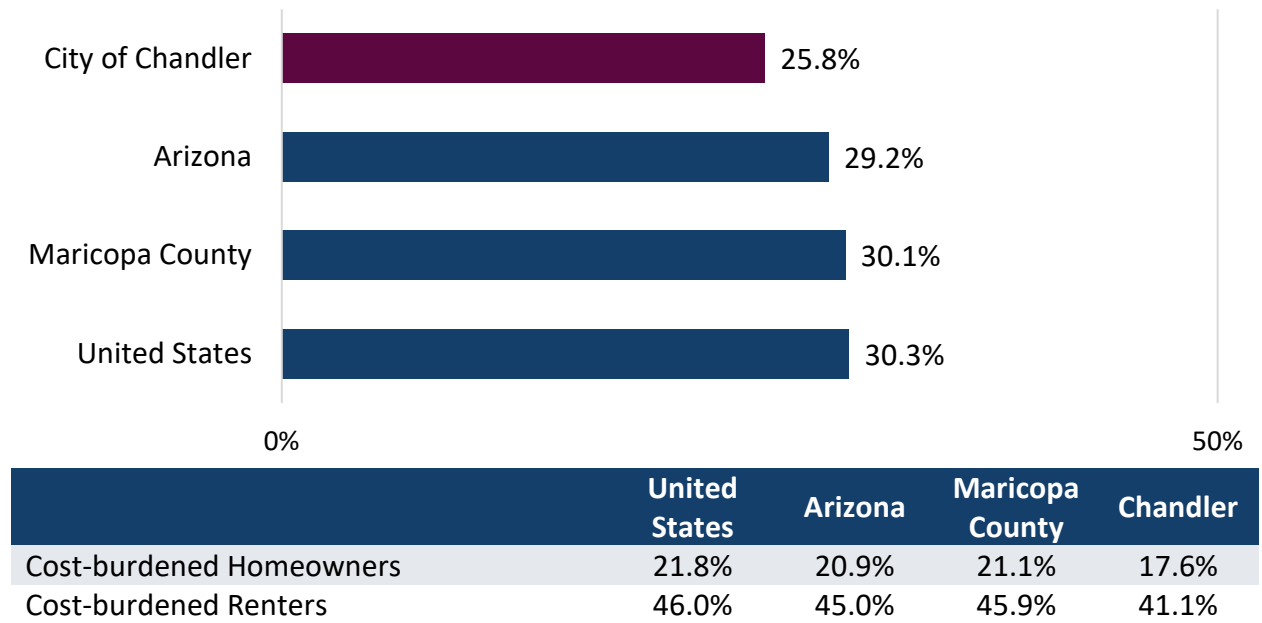
Source: RealData, Inc (50+ unit complexes only)

Source: Maricopa Association of Governments. Housing Data Explorer. Link: <https://azmag.gov/Programs/Maps-and-Data/Land-Use-and-Housing/Housing-Data-Explorer>

Per the *Update to Affordable Housing Needs Assessment and Data* report (issued in April 2021), about 25% of all Chandler households are Extremely Low, Very Low, or Low Income households, earning less than 80% of Area Median Income.<sup>31</sup>

Households are considered cost burdened when they spend more than 30% of their income on rent, mortgage and other housing needs.<sup>32</sup> Just over a quarter of all households in the City of Chandler are considered to be cost-burdened. Over 40% are renters alone are considered to be cost-burdened.

**Exhibit 38: Cost-burdened Households**



Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

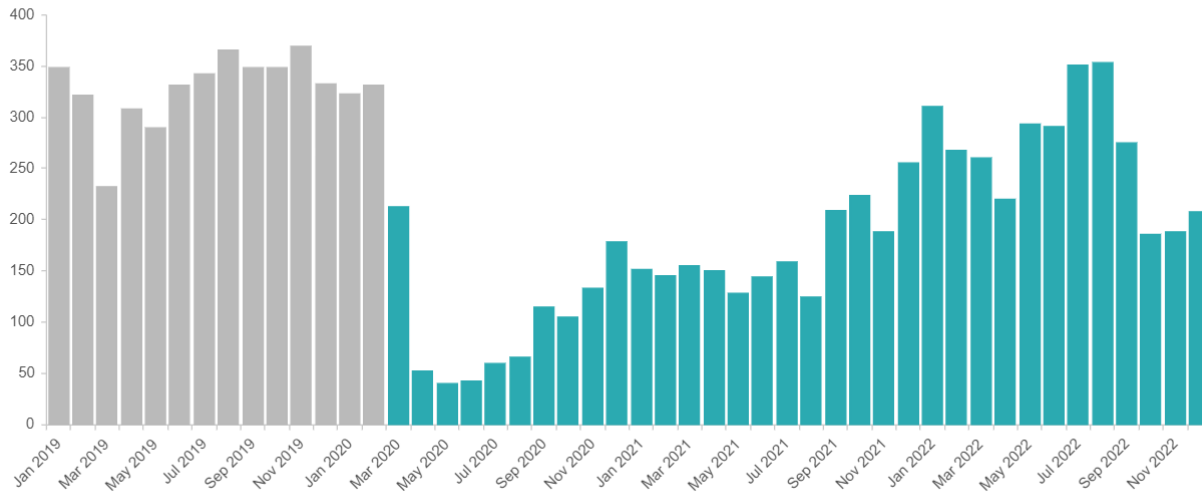
<sup>31</sup> Gruen Gruen + Associates (April 2021). Update to Affordable Housing Needs Assessment and Data.

<sup>32</sup> U.S. Census Bureau. Link: <https://www.census.gov/library/stories/2022/12/housing-costs-burden.html>

Following eviction prevention efforts during the initial months of the COVID-19 pandemic, eviction filing have risen in Chandler, reaching pre-pandemic levels by July and August 2022.

### Exhibit 39: Monthly Eviction Filings in Chandler, January 2019 to December 2022

## Monthly Eviction Filings in Chandler January 2019 to December 2022



Source: Maricopa County Justice Courts\*

Note: On this chart, gray represents pre-COVID numbers

Source: Maricopa Association of Governments. Housing Data Explorer. Link: <https://azmag.gov/Programs/Maps-and-Data/Land-Use-and-Housing/Housing-Data-Explorer>

- More recently, eviction filings in metro Phoenix climbed to nearly set record highs in September 2023, with 7,809 eviction filings.<sup>33</sup> The average judgment for renters facing eviction was \$3,211, a figure approximately double the typical apartment rent in the metro Phoenix area.

<sup>33</sup> Reagor, C. (October 5, 2023). Metro Phoenix eviction filings climb again, almost setting new record in September. The Arizona Republic. Link: <https://www.azcentral.com/story/money/real-estate/2023/10/05/metro-phoenix-eviction-filings-climb-again-in-september/71062741007/>



In Chandler, fewer workers commute by public transit as compared to the county, state, or nation. However, Chandler is rated as more walkable than any of the other geographies examined here.

**Exhibit 40: Transportation Indicators**

	United States	Arizona	Maricopa County	City of Chandler
Mean Travel Time to Work (in minutes)	26.8	25.7	26.4	24.5
Workers Commuting by Public Transit	4.2%	1.4%	1.5%	0.7%
Workers who Drive Alone to Work	73.2%	72.5%	71.4%	71.8%
Percent of Income Spent on Housing and Transportation, Median Income Families	54.3%	56.2%	53.7%	54.4%
Walkability Index	9.6	10.1	11.3	11.7

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

## Housing Insecurity

All communities participate in the unsheltered Point-in-Time (PIT) Homeless Count each year during the last week in January. These counts, which are the results of a direct census performed by agency staff and volunteers, provide a snapshot of homelessness.

**The number of homeless individuals identified in Chandler via the annual PIT Count has increased over time, from 18 in 2014 to 115 in 2023 – an increase of more than 500%.<sup>34</sup>**

HUD’s Annual Homeless Assessment Report provides nationwide estimates of homelessness, including demographic characteristics of people experiencing homelessness, service use patterns, and the capacity to house people experiencing homelessness. The report is based on Homeless Management Information Systems (HMIS) data about persons who experience homelessness during a 12-month period, point-in-time counts of people experiencing homelessness on one day in January, and data about the inventory of shelter and housing available in a community.<sup>35</sup> Comparison reports from 2018 to 2022 indicate an increase in individuals experiencing homelessness, people in families, and unaccompanied homeless youth in both Arizona and Maricopa County. As of 2022, the number of individuals experiencing homelessness alone in Maricopa County was 7,080, a 2,538 person increase from 2018

### Exhibit 41: Homeless Population in Maricopa County

	Arizona		Maricopa County	
	2018	2022	2018	2022
Individuals Experiencing Homelessness	7,259	10,707	4,542	7,080
People In Families Experiencing Homelessness	2,606	2,846	1,756	1,946
Unaccompanied Youth Under 18 Experiencing Homelessness	48	41	38	35

Source: US Department of Housing and Urban Development, 2022 Annual Homeless Assessment Report

## Food Insecurity

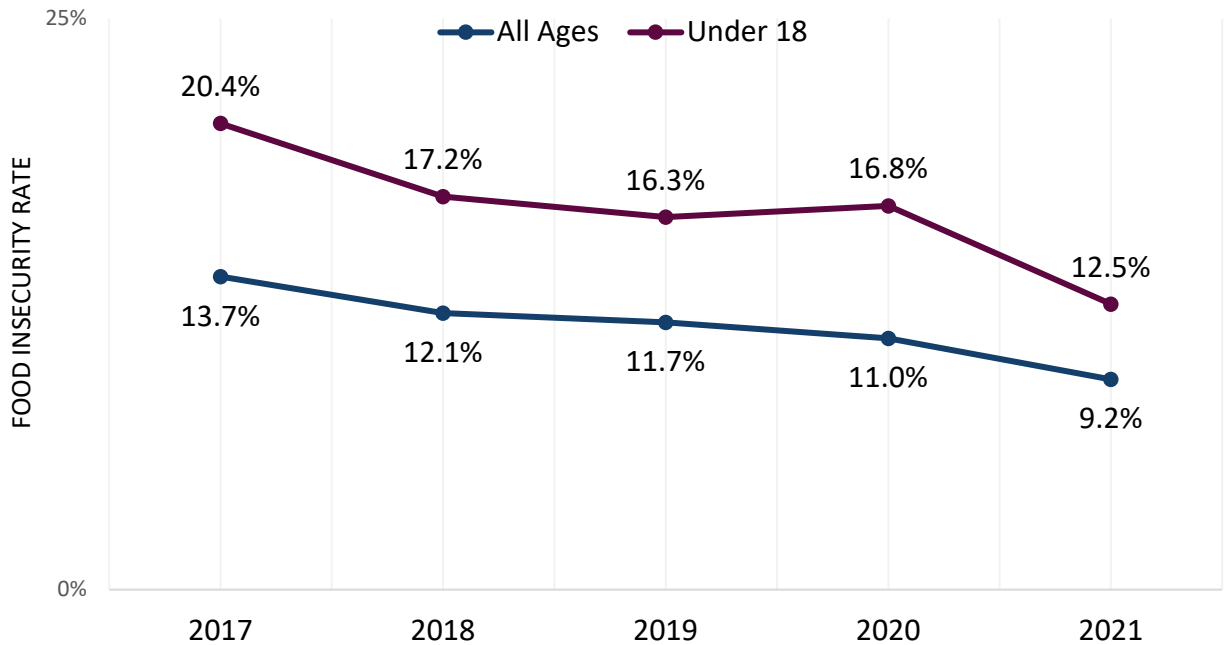
Food insecurity for the county population, including children, has been steadily declining since 2017. A notable increase in child food insecurity can be observed in 2020 due to the pandemic but has decreased to 12.5% since.

<sup>34</sup> Maricopa Association of Governments. Point-in-Time Homelessness Count.

<sup>35</sup> US Department of Housing and Urban Development, The Annual Homeless Assessment Report. Link: <https://www.hudexchange.info/homelessness-assistance/ahar/#2021-reports>



**Exhibit 42: Trend of Food Insecurity Rates in Maricopa County**



Source: Feeding America Map the Meal Gap

**Individuals Experiencing Homelessness**

People who are not part of a family with children during an episode of homelessness. Individuals may be homeless as single adults, unaccompanied youth, or in multiple-adult or multiple-child households on a given night.

**People in Families Experiencing Homelessness**

People who are experiencing homelessness as part of a household that has at least one adult (age 18 and older) and one child (under age 18).

**Unaccompanied Youth Under Age 18 Experiencing Homelessness**

Number of homeless people under 18 who are not part of a family with children or in the physical custody of a parent or guardian.

**Exhibit 43: WIC Enrollment in Arizona, 2018-2022**

	2018	2019	2020	2021	2022	Percent Change 2018-2022
Arizona	149,513	141,959	141,707	141,778	141,049	-5.7%
Department of Health	133,547	127,498	127,845	130,318	130,073	-2.6%
Navajo Nation	7,561	6,908	6,237	4,608	4,319	-42.9%
Inter-Tribal Council	8,406	7,552	7,625	6,852	6,657	-20.8%

Source: U.S. Department of Agriculture Food and Nutrition Service, WIC Data Tables, Annual State Level Data: Total Participation Report

**Exhibit 44: Households Receiving SNAP Benefits**

United States	Arizona	Maricopa County	City of Chandler
11.4%	10.2%	8.5%	4.3%

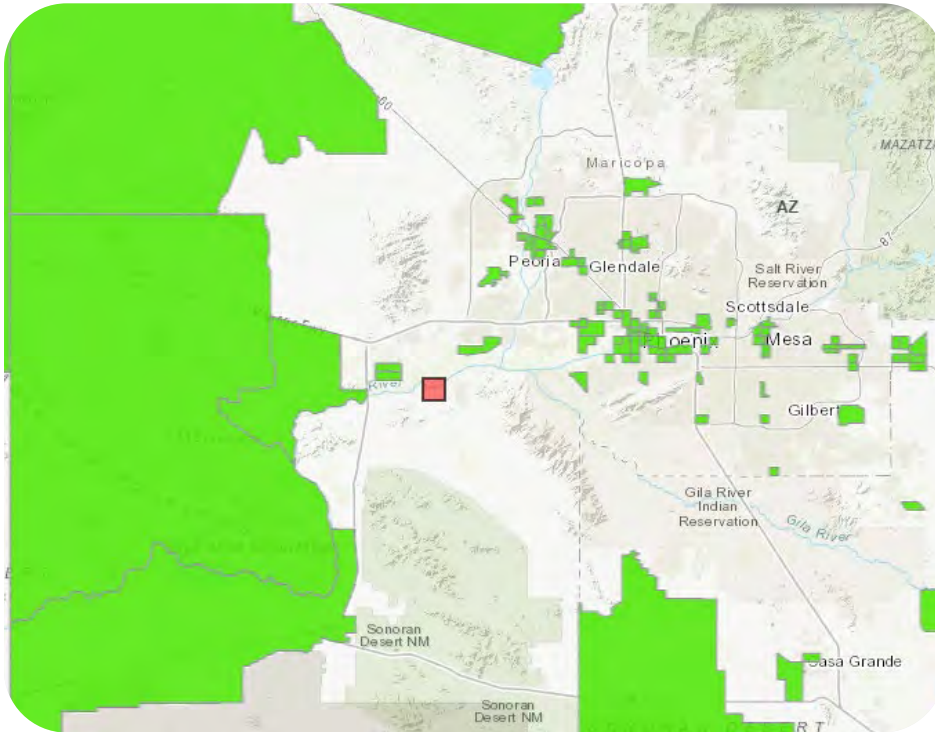
Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

**Exhibit 45: Chandler Unified District #80 School Free or Reduced-Price Meal (FRPM) Percent**

School	Enrollment	FRPM Percentage
Galveston Elementary School	470	87%
Frye Elementary School	586	84%
Hartford Sylvia Encinas Elementary	774	84%
San Marcos Elementary School	414	81%
Rudy G Bologna Elementary	484	70%
John M Andersen Jr High School	736	64%
Ken 'Chief' Hill Learning Academy	197	63%
Sanborn Elementary School	511	63%
Shumway Leadership Academy	490	62%
John M Andersen Elementary School	466	60%
Dr Howard K Conley Elementary School	702	55%
Willis Junior High School	993	55%
Chandler High School	3,512	46%
T. Dale Hancock Elementary School	703	36%
Chandler Traditional Academy-Humphrey	551	32%
Bogle Junior High School	1,163	27%
Navarrete Elementary	468	23%
Anna Marie Jacobson Elementary School	678	22%
Jane D. Hull Elementary	535	22%
Chandler Traditional Academy - Goodman	647	21%
Basha Elementary	618	20%
Hamilton High School	3,818	18%
Dr. Gary and Annette Auxier Elementary School	675	17%
Robert and Danell Tarwater Elementary	793	16%
Santan Elementary	683	15%
Chandler Traditional Academy - Liberty Campus	746	14%
Santan Junior High School	1,246	13%
Dr. Camille Casteel High School	3,169	12%
Perry High School	2,845	12%
Riggs Elementary	840	12%
Audrey & Robert Ryan Elementary	617	11%
Basha High School	2,828	11%
Robert J.C. Rice Elementary School	767	11%
Haley Elementary	771	10%
Ira A. Fulton Elementary	596	10%
Willie & Coy Payne Jr. High	1,148	10%
Chandler Traditional Academy-Freedom	631	9%
Charlotte Patterson Elementary	872	8%
Arizona College Prep High School	1,784	7%
John & Carol Carlson Elementary	657	7%
Knox Gifted Academy	680	6%
Arizona College Prep Middle School	745	3%
Chandler Traditional Academy – Independence	822	3%
Weinberg Gifted Academy	620	3%

Source: Arizona Department of Education Health and Nutrition Services Free and Reduced-Price Percentage Report School Year 2022-2023

### Exhibit 46: Food Deserts in Maricopa County



Source: U.S. Department of Agriculture, Economic Research Service, Food Access Research Atlas

#### Food Insecure Communities

The Food Access Research Atlas indicates low-income census tracts where a substantial number or share of residents is more than one mile (urban) or 10 miles (rural) from the nearest supermarket. The green-shaded areas on the map indicate food deserts within and around Maricopa County.

## Community & Social Context

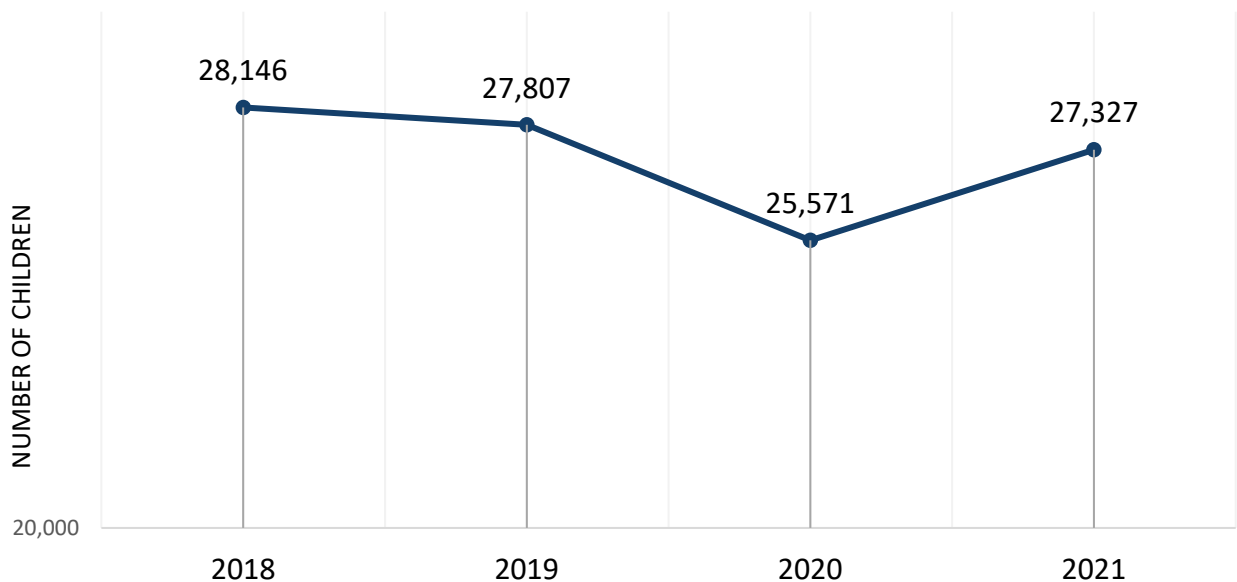
Neighborhoods are important in influencing health and health equity, therefore policies or actions that focus on neighborhood context can improve health inequities among community members.<sup>36</sup>



### Child Abuse & Neglect

The data below represents reports appropriate for investigation during the fiscal year by the Child Protective Services Central Registry for children ages 0-17. If more than one report is taken regarding the same incident for the same child/family, it is only counted once in the data shown here. If a report involves several children in the same household, it only counts as one report. The data for each time frame is reported from October 1 of the previous year to September 30 of the reported year.

**Exhibit 52: Trend of Reports of Child Abuse & Neglect in Maricopa County**



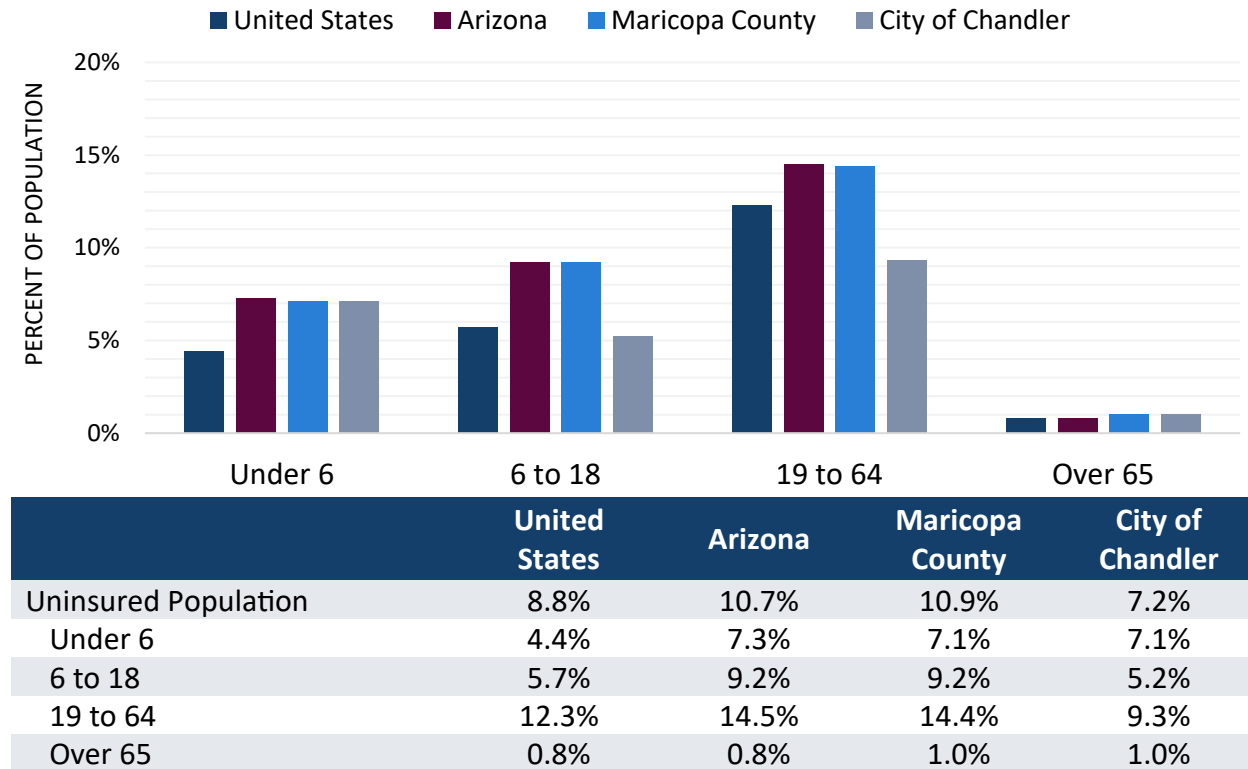
Source: U.S. Department of Child Safety, Reports, Child Welfare Category, Semi-Annual Child Welfare Reporting Requirements (July 2021)

<sup>36</sup> American Society on Aging. Addressing Health Equity for Older Adults at the Neighborhood Level (2021). Link: <https://generations.asaging.org/health-equity-elders-neighborhood-level>

## Health Care

Health outcomes represent how healthy a population is according to the most current data and reflect the physical and mental well-being of residents within a community through measures representing not only the length of life but also the quality of life.<sup>37</sup>

**Exhibit 47: Uninsured Population by Age**



Source: U.S. Census Bureau American Community Survey Five-Year Estimates, 2017-2021

**Exhibit 48: Health Care Provider Ratio (People per Provider)**

	United States	Arizona	Maricopa County	City of Chandler
Primary Care Physician	959:1	1,047:1	1,028:1	1,135:1
Primary Care Nurse Practitioner	1,318:1	1,220:1	1,175:1	1,164:1
Mental Health Provider	634:1	1,314:1	1,208:1	1,497:1
Pediatrician	888:1	1,073:1	1,050:1	1,461:1
OB/GYN	3,708:1	4,516:1	4,130:1	3,817:1
Midwife and Doula	14,215:1	16,645:1	15,693:1	8,588:1
Dentist	1,631:1	1,774:1	1,607:1	1,612:1

Source: U.S. Centers for Medicare and Medicaid Services

<sup>37</sup> County Health Roadmaps & Rankings, Health Outcomes. Link: <https://www.countyhealthrankings.org/>

Poor mental health represents the percentage of adults aged 18 and over who reported 14 or more days during the past 30 days during which their mental health was not good while poor physical health represents the percentage of adults aged 18 and over who report 14 or more days during the past 30 days during which their physical health was not good.

Nearly 16% of adults in the City of Chandler reported having poor mental health and 8.7% reported having poor physical health.

**Exhibit 49: Quality of Life**

	United States	Arizona	Maricopa County	City of Chandler
Poor Mental Health	14.7%	17.3%	16.1%	15.9%
Poor Physical Health	10.9%	11.6%	10.9%	8.7%

Source: Behavioral Risk Factor Surveillance System, 2021

**Exhibit 50: Life Expectancy at Birth, Maricopa County**



Source: Robert Wood Johnson Foundation, 2020 Data

**Exhibit 51: Leading Causes of Death**

Rate per 100,000 People	United States	Arizona	Maricopa County
Heart Disease	173.8	158.3	175.1
Cancer	146.6	134.7	155.3
COVID-19	104.1	139.5	150.4
Accidents / Unintentional Injuries	64.7	78.6	76.5
Stroke / Cerebrovascular Disease	41.1	36.1	39.9
Chronic Lower Respiratory Disease	34.7	36.7	40.0
Alzheimer's Disease	31.0	30.5	36.4
Diabetes	25.4	27.3	30.9
Chronic Liver Disease / Cirrhosis	14.5	21.5	17.6
Suicide	14.1	19.5	16.4

Source: Centers for Disease Control and Prevention Wonder Online Database (2021)



## Maternal Health

**Exhibit 52: Low Weight Births by Race & Ethnicity of Mother<sup>38</sup>**

	United States	Arizona	Maricopa County
American Indian or Alaska Native	8.0%	7.7%	6.7%
Asian	8.7%	9.5%	9.4%
Black or African American	14.2%	12.9%	13.1%
Hispanic or Latino	7.6%	7.2%	7.1%
More than one Race	9.1%	8.2%	7.8%
Native Hawaiian or Other Pacific Islander	8.6%	7.4%	7.0%
White	6.9%	6.9%	6.6%

Source: Centers for Disease Control and Prevention Wonder Online Database, 2018-2021

**Exhibit 53: Teen Birth Rate per 1,000 Female Population**

	United States	Arizona	Maricopa County
Age Group 15 to 19	15.4	16.6	15.6

Source: Centers for Disease Control and Prevention, National Center for Health Statistics

**Low birth weight is defined as a baby weighing less than 2,500 grams when born.**

United States: 8.5%

Arizona: 7.9%

Maricopa County: 7.8%

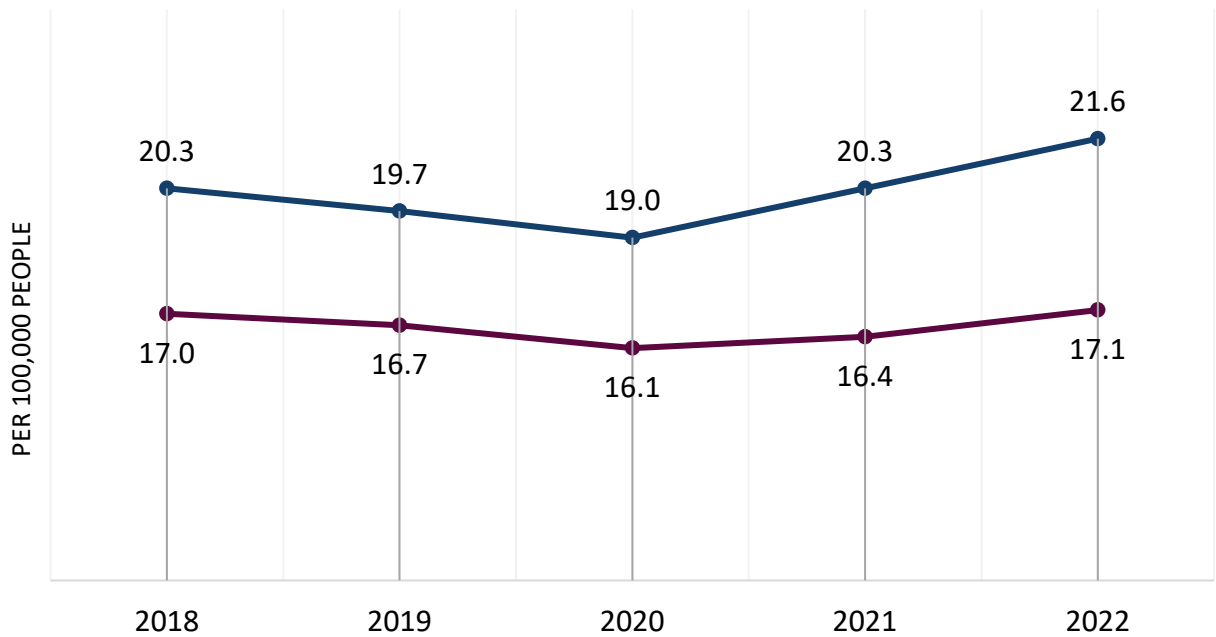
<sup>38</sup> The seven race/ethnicity categories used are Hispanic or Latino, American Indian or Alaska Native (non-Hispanic), Asian (non Hispanic), Black or African American (non Hispanic), Native Hawaiian or Other Pacific Islander (non Hispanic), White (non Hispanic), and more than one race (non Hispanic).

### Behavioral Health

Between 2018 and 2020, the suicide rate in Arizona and Maricopa County was decreasing until the onset of the pandemic. Between 2020 and 2022, the suicide rates for both geographies have increased.

As of 9/20/2023, there have been 528 suicide-related deaths in Maricopa County.

**Exhibit 54: Trend of Suicide Fatalities**



Rate per 100,000 People	Arizona		Maricopa County	
	Number	Rate	Number	Rate
2022	1,599	21.6	786	17.1
2021	1,479	20.3	737	16.4
2020	1,364	19.0	713	16.1
2019	1,415	19.7	730	16.7
2018	1,435	20.3	729	17.0

Source: Arizona Department of Health Services, Suicide Deaths (Updated 9/20/2023)

In 2022, death by suicide was highest among Maricopa County residents between the ages of 25 and 34, as well as 55 to 64.

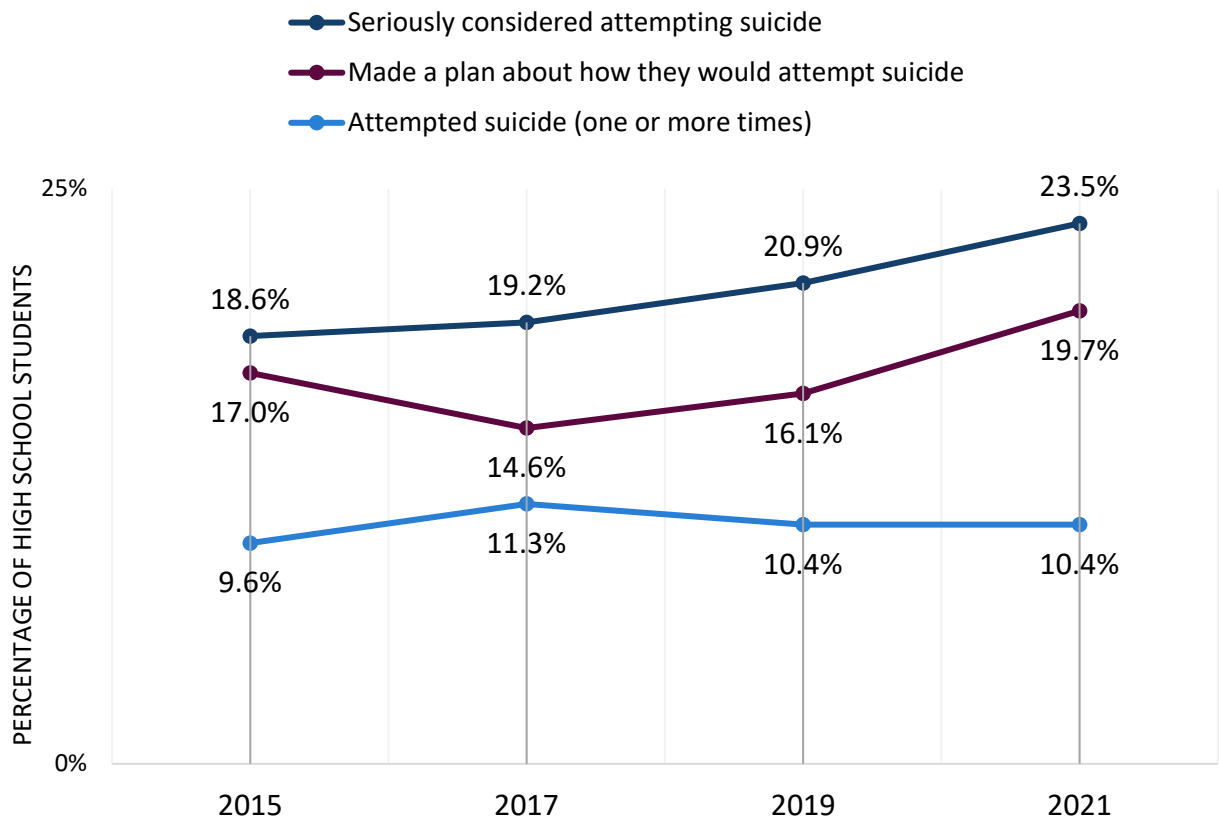
#### Exhibit 55: Suicide Fatalities by Age Group in Maricopa County

Rate per 100,000 People	2018		2022	
	Number	Rate	Number	Rate
17 and Under	26	2.5	27	2.5
18 to 24	80	20.2	75	17.7
25 to 34	116	18.7	131	19.4
35 to 44	109	19.5	123	20.6
45 to 54	126	23.1	129	22.9
55 to 64	124	25.1	133	24.8

Source: Arizona Department of Health Services, Suicide Deaths (Updated 9/20/2023)

Results from the Youth Risk Behavior Survey Results, Arizona High School Survey indicate that suicide ideology and actual attempts in high school students statewide have increased since 2015. Responses are based on student's responses during the 12 months before the survey.

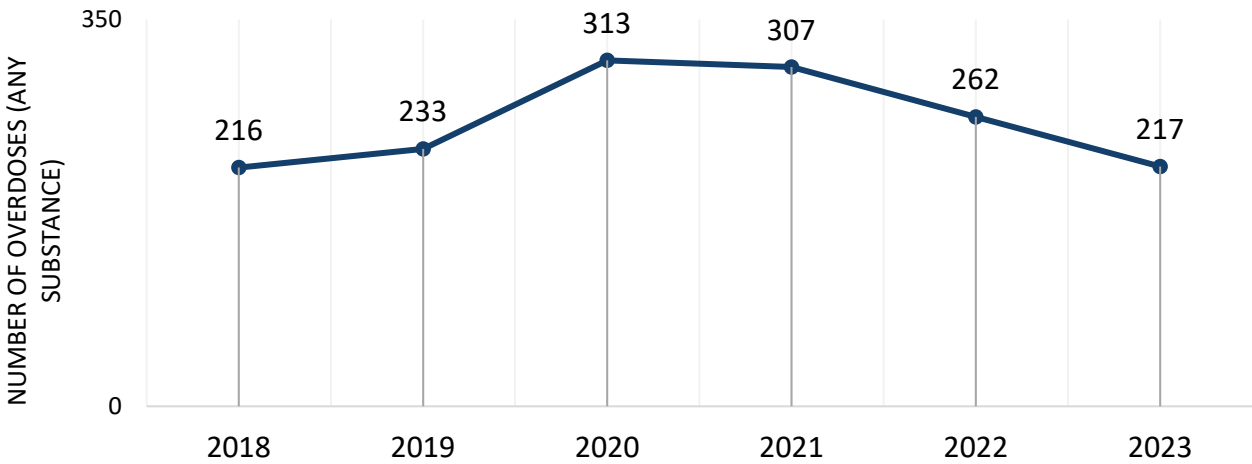
#### Exhibit 56: Trend of Suicide Ideology in High School Students in Arizona



Source: Youth Risk Behavior Survey Results, Arizona High School Survey

The number of overdoses captured in January of each year indicates a sharp increase most likely due to the onset of the pandemic between 2019 and 2020 (233 to 313). Since then, overdoses in Maricopa County have been decreasing back to 2018 figures.

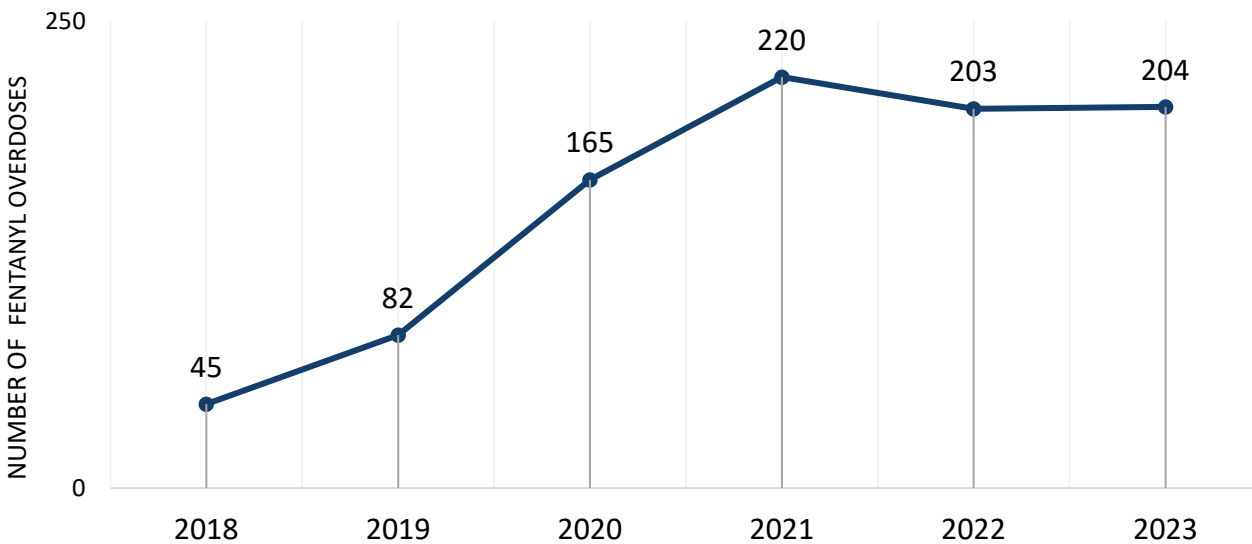
### Exhibit 57: Trend of Overdoses in Maricopa County



Source: Arizona Department of Health Services, Verified Reported Overdoses by Primary Care Area

The number of fentanyl overdoses increased through 2021, decreasing slightly in 2022. As of October 3<sup>rd</sup>, 2023, there have been 204 overdose deaths involving fentanyl, already surpassing the 2022 total.

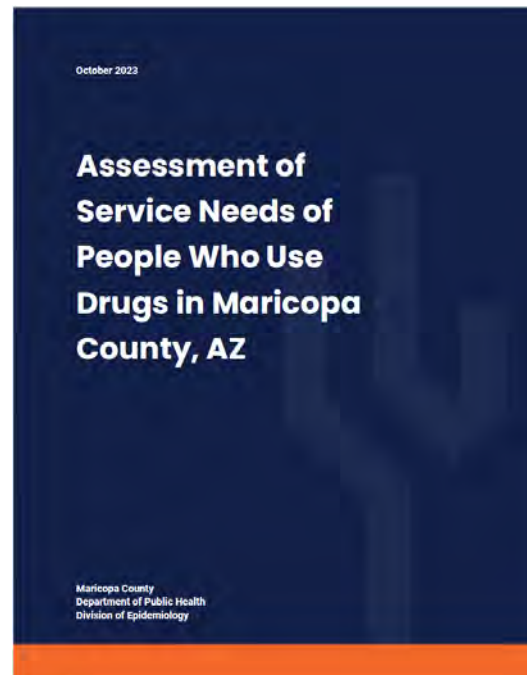
### Exhibit 58: Trend of Fentanyl Overdoses in Maricopa County



Source: Arizona Department of Health Services, Verified Reported Overdoses by Primary Care Area

The 2023 *Assessment of Service Needs of People Who Use Drugs in Maricopa County, AZ*, identified a variety of challenges experienced by individuals with substance use issues.<sup>39</sup> **Identified challenges touched upon housing, energy insecurity (i.e., the inability of households to meet basic heating, cooling, and energy needs over time), drug use and harm reduction, substance use treatment, health services and basic needs, and reproductive health services.**

Significant among the findings of the assessment is the **importance of intersectional factors**, such as the combined challenges presented by behavioral health issues, housing instability, and criminal justice system involvement. Together with other municipalities across Maricopa County, Chandler is faced with addressing such needs, recognizing that solutions to individual and population-level behavioral health challenges demand attention to other factors that influence health, well-being, and stability.

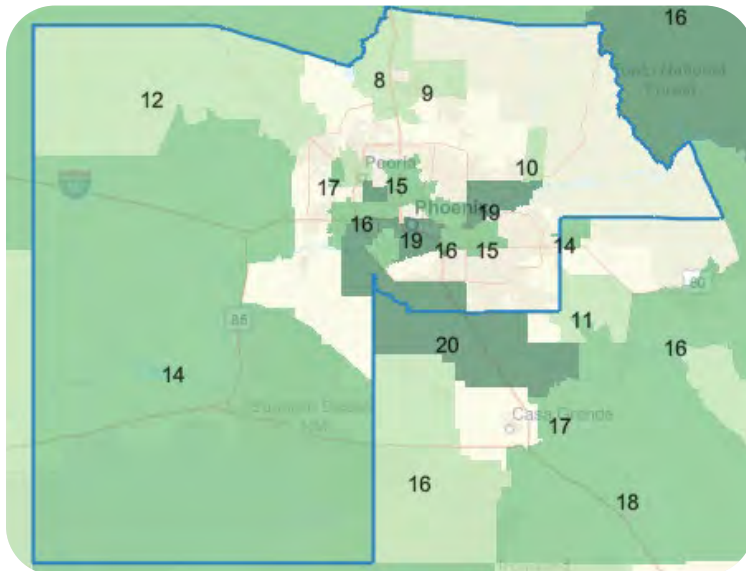


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<sup>39</sup> Maricopa County Department of Public Health Division of Epidemiology (October 2023). *Assessment of Service Needs of People Who Use Drugs in Maricopa County, AZ*.

A Health Professional Shortage Area (HPSA) is a geographic area, population group or facility designated by HRSA as having shortages of primary medical care, dental or mental health providers. A HPSA may be a geographic area such as a county or the City of Chandler; represent a specific demographic, such as a low-income population, or are a designated institution such as a federally qualified health center.<sup>40</sup> **Scores range from 0 to 26, with a higher score indicating a greater need.**

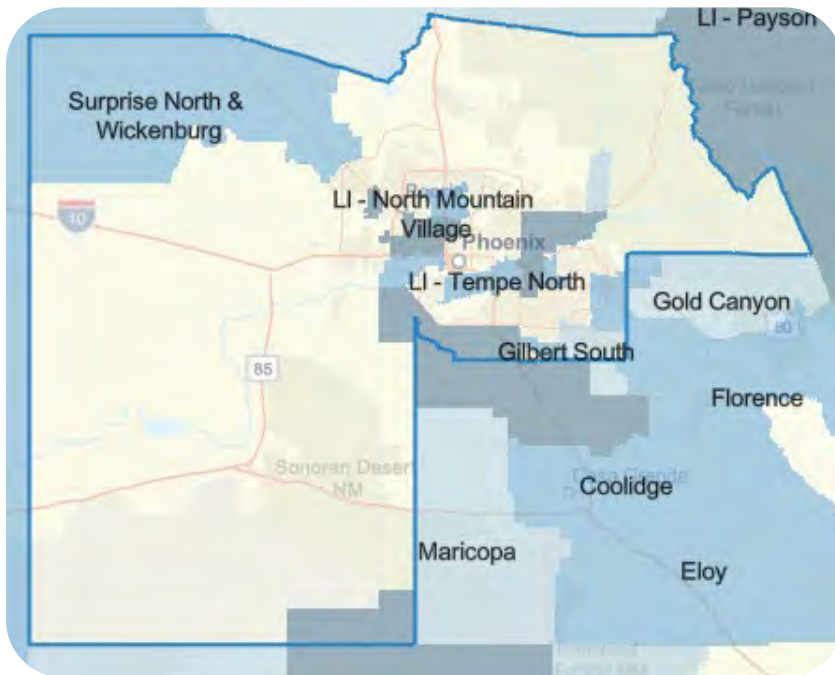
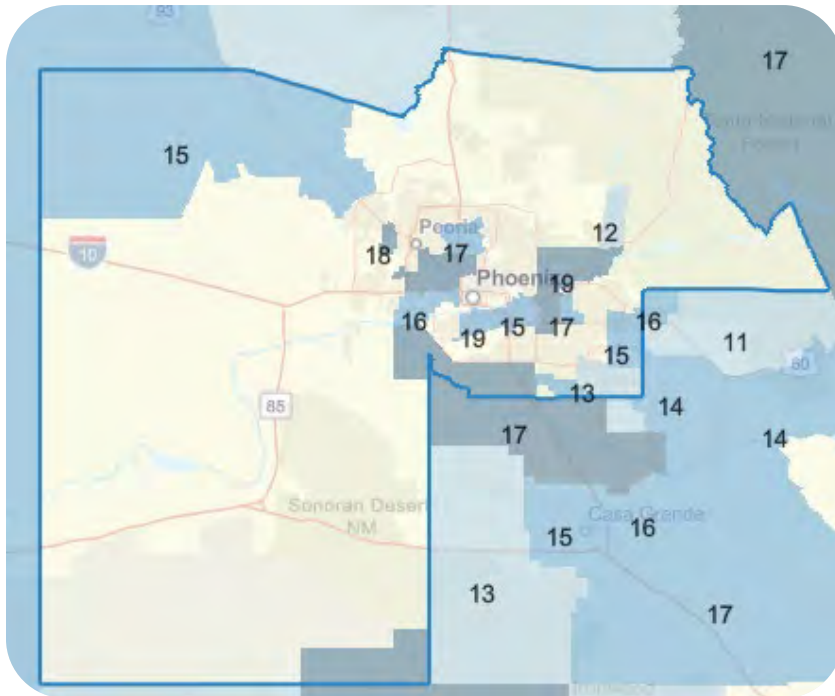
### Exhibit 59: Primary Care Shortage Areas in Maricopa County



Source: Health Resources & Services Administration, HRSA Map Tool (9/26/2023)

<sup>40</sup> Health Resources & Services Administration, HRSA Map Tool. Link: <https://data.hrsa.gov/glossary#H>

**Exhibit 60: Mental Health Care Shortage Areas in Maricopa County**



Source: Health Resources & Services Administration, HRSA Map Tool (9/26/2023)



## Qualitative Research

To identify the greatest needs within the City of Chandler a qualitative research approach was implemented comprising both one-on-one stakeholder interviews and focus group discussion opportunities intended to engage a broad range of community members.

### One-on-One Interviews & Focus Group Discussions

A total of **15 one-on-one interviews** were conducted via telephone or Zoom, lasting approximately 20 to 30 minutes. The interviews provided the opportunity for in-depth conversations about the strengths and opportunities for the City of Chandler to identify vulnerable populations within communities. Representation spanned a variety of organization types, including government, service providers, and organizational representatives, among others. While **four (4) focus group opportunities** (two in-person and two virtual) were offered, one (1) in-person focus group was completed for this community assessment. This discussion began with brief introductions, followed by hearing participants' broad thoughts about several topics based on the social determinants of health, such as housing, health care, and awareness of services, among others. Participants were encouraged to speak about their particular areas of concern, interest, or experiences.



The Stakeholder Interview Guide & Focus Group Moderator's Guide can be found in Appendix B and C.



### Strategic Framework Priority: Quality of Life

## Community Strengths

For this Community Needs Assessment, it is important to focus on programs and services seeing success. Qualitative research participants shared positive traits about the City of Chandler.

- “The thing about Chandler is that it’s nice enough that it’s not the middle of nowhere and you can get services and create relationships. There’s a small town feel in terms in terms of neighbors.”
- “The community at large has done well planning open spaces to benefit individual health.”
- “I have seen real community here. Kids are able to play sports outside and those things don’t happen in modern neighborhoods. I love the spirit here.”
- “I love the spirit of collaboration among non-profits, even when competing for limited funds. This is a really generous community, especially through people volunteering their time.”
- “I love the community and the feel of it. It’s a small town feel in a very large suburb, but its relatively safe and calm. I love our police department, city council, and the local events. I've raised both my kids here.”



## High-Level Action Areas

The following **High-level Action Areas** are most representative of respondents' consensus across qualitative interviews and the focus group discussion. Please note that the Action Areas are in alphabetical, not prioritized, order.



**Economic  
Disparities**



**Housing  
Instability**



**Mental Health  
Resources**



**Navigation of  
Services**



**Transportation**



**Strategic Framework Priority:  
Economic Vitality**

## Economic Disparities

Conversations with stakeholders touched on economic disparities or wealth gaps in Chandler that have widened over the past few years. Interviewees referenced a divide “between haves and have-nots,” reflecting the range of incomes present in the community. To some population growth has exacerbated economic disparities, and adequate services and infrastructure are needed to support the growing community.

- “I’ve seen pockets of Chandler who are wealthy financially and culturally, but I can tell where people have been struggling for a long time.”
- “Charter and private school educational vouchers being provided creating unintentional segregation where the ‘haves’ will continue to be with the ‘haves.’”
- “Downtown Chandler is blowing up - In rebuilding the school we realized the new school needs to fit the values of the neighborhood - the same goes for downtown revitalizing - if it looks too fancy people who live in trailer parks won’t go. If they are not included there will be more resentment built.”



## Housing Instability

The range of housing challenges is impacting community residents of all ages. Individuals with roots in Chandler spoke to the noticeable increasing trend of housing instability, making it challenging for families to remain and grow within Chandler. Those seeking to remain in the community increasingly experience housing issues like overcrowding, which has implications for individual health and well-being.

Chandler has limited shelter capacity, and waitlists for beds vary from days to weeks. There are both congregate and non-congregate shelter options, but less beds available on any given night than there are persons experiencing homelessness. Except for the non-congregate shelter program, there are no beds for families experiencing homelessness in Chandler. Point-in Time Count reports from 2018 to 2022 indicate an increase in individuals, people in families, and unaccompanied youth experiencing homelessness in both Arizona and Maricopa County. As of 2022, the number of individuals experiencing homelessness alone in Maricopa County was 7,080, a 2,538 person increase from 2018.<sup>41</sup>



- “There are quite a few technically unhoused kids in Chandler. They sleep eight to a room or four to a bed. They have a lot of housing insecurity and move around a lot. This has definitely increased.”
- “As a kid living here, I didn't see as much homelessness compared to what we're seeing today. Things were already trending in this direction before the pandemic, now it's less hidden.”
- “Most blue-collar families can't afford to have a child in a separate bedroom. During COVID, people sold their homes in California and moved to places like Chandler, and paid cash for place that's five times bigger. They can retain California job and make a California income but buy in Arizona.”
- “It isn't feasible for new graduates to find housing on their own. Chandler is more of a retirement community, but others couldn't afford it if they wanted to.”
- “As kids are aging out of school age, new families can't afford to move into the area. Enrollment in the district has declined over the past few years. The school district has lost a lot of kids. The birth rate has gone down and new kids aren't replacing the kids leaving because families can't even rent or especially buy a home.”

<sup>41</sup> Maricopa Association of Governments. Point-in-Time Homelessness Count. Link: <https://azmag.gov/Programs/Homelessness/Data/Point-In-Time-Homelessness-Count>.

## Mental Health Resources

There is a need for resources around behavioral health, with an emphasis on suicide prevention for children and youth. Results from the 2021 Youth Risk Behavior Survey Results, Arizona High School Survey indicate that suicide ideology and actual attempts in high school students statewide have increased since 2015. While behavioral health services are available to children and youth through partnerships with local schools, there are commonly waiting lists that prevent timely access to services. The mental health of parents was also highlighted, given adult concerns about the mental health challenges impacting their children.

- “Our kids have understanding and empathy. It’s the parents that’s where the problem is. Our plan is to have kids bring mental health up to the parents because parents don’t believe in mental health.”
- “Parents are struggling with social-emotional needs and working several jobs.”
- “Our district [CUSD] is working really hard on the suicide rates because every year we have completed suicides in our district. They’ve been doing a lot to try to address that area.”
- “I can have my team in the field making important relationships with clients, but when we have to get them to detox we need to immediately, but then what happens? They go into detox for five to seven days then being released in the middle of the night with nowhere to go.”
- “There is an opportunity for greater behavioral health resources than what exists today. I tend to see more stigma when it comes to talking about behavioral issues in more affluent communities.”





## Navigation of Services

In addition to the need for new or expanded services, interviewees and discussion participants identified the need to help community members access existing services and programs. Community members cited a lack of knowledge, from health services to community-based programs in Chandler.

- “We have to get people to understand what services are and where to find them.”
- “There is lack of awareness of resources, locally and in proximity to Chandler. There is a trickle effect when it comes to learning about what is out there. If people identify someone who knows, they tend to work through these channels. Then, when they try to access, there can be fees associated with access



depending on who you are. Lack of willing bodies who are willing to do it for free.”

- “We need a cleaner connection to services, specifically for health and behavioral health services for the underserved. There are lots of mechanisms for identifying people in trouble such as police, fire, and schools, but there is no ‘bat phone’ to connect them to how to get them out of trouble.”





### Strategic Framework Priority: Connectivity

## Transportation

There is a need for more accessible public transportation options in the community, especially for older adults and people living with disabilities. Solutions implemented by the City, such as the Chandler Flex rideshare program, could be expanded, for example.

- “If you are unable to drive, especially for people living with disabilities, it is so challenging to get from Point A to Point B here if you don’t drive.”
- “We have invested so little in transportation. There could be three buses to get where you need to go and if you are blind and sitting at the bus stop for hours, it’s dangerous.”
- “Chandler was one of the first areas where self-driving cars were tested, but they are really expensive. The Chandler Flex System doesn’t go to



the North end of the city where the lower income areas area.”

- “Chandler started a shuttle that stops at different high schools. When it first came out it was free but then it wasn’t free and my son couldn’t keep up with the cost changes but then I stopped hearing about it.”
- “The transportation needs in Chandler are growing, especially around being transported to doctors’ appointments. I don’t know how many of those in Chandler are aging, but many are going to need help.”

## Community Survey

The purpose of the community survey was to maximize accessibility and comprehensively evaluate community members' insights as well as to enable a greater share of people living in the City of Chandler to share their perspectives on the unique barriers, challenges, and potential solutions to address identified community needs.

### Methodology

The community survey was made available online in English and in Spanish from September 25 through October 20, 2023. The questionnaire included closed-ended, need-specific questions, open-ended questions, and demographic questions. Invitations to participate were distributed by the City of Chandler and its partners through channels including email and social media. Strategic outreach was conducted to ensure maximum participation from community members, especially in vulnerable communities.

In total, there were 409 valid survey responses, the vast majority of which (97.3%) were to the English language survey. Special care was exercised to minimize the amount of non-sampling error through the assessment of design effects (e.g., question order, question-wording, response alternatives). The survey was designed to maximize accessibility and comprehensively evaluate respondents' insights. Sub-questions included requests to rate community needs on a five-point scale. See the appendix for the survey instrument.

The survey served as a practical tool for capturing insights of individuals across the City of Chandler. This was not a random sample, and findings should not be interpreted as representative of the full population. Additionally, sample sizes of demographic subpopulations are not large enough in many cases to consider samples to be representative of the broader populations from which responses were received. Differences in responses have not been tested for statistical significance as part of this assessment.

## Respondent Demographics

Among valid responses to the community survey (n=409), most (83.4%) identify as female, and most identify as White (78.2%) and not Hispanic, Latino, or Spanish origin (73.0%). One in ten respondents identify as Black or African American (9.8%).

With regards to age, nearly one-third of respondents (31.2%) report being age 55 or older, with the majority of respondents (59.9%) clustered in the 35 to 54 age group.

### Exhibit 61: Community Survey Respondent Demographics

DEMOGRAPHIC VARIABLE	PERCENT OF RESPONDENTS
<b>GENDER</b>	
Female	83.4%
Male	16.0%
Transgender man/Trans man	0.3%
Genderqueer/gender nonconforming neither exclusively male nor female	0.3%
<b>RACE<sup>^</sup></b>	
White	78.2%
Black or African American	9.8%
Asian	5.3%
Native American or Alaska Native	2.6%
Native Hawaiian or Pacific Islander	1.1%
Another Race	8.3%
<b>ETHNICITY</b>	
Hispanic, Latino, or Spanish origin	27.0%
Not Hispanic, Latino, or Spanish origin	73.0%
<b>AGE</b>	
Under 25	0.0%
25 to 34	9.9%
35 to 44	29.3%
45 to 54	29.6%
55 to 64	19.4%
65 and older	11.8%

<sup>^</sup> Percentages total more than 100% because respondents were instructed to select as many options as apply to them.

A majority of respondents report having a bachelor’s degree and/or graduate or professional degree (53.5%). Survey respondents most commonly reported living in Chandler, with the most frequently reported zip code of residence being 85225 (27.7%). Fewer than one in 20 respondents (4.4%) report being veterans. Zip codes of respondent workplaces were more varied; however, the most popular workplace zip codes were also all located in Chandler.

**Exhibit 62: Community Survey Respondent Education Level, Veteran Status, and Location**

DEMOGRAPHIC VARIABLE	PERCENT OF RESPONDENTS
<b>EDUCATION (HIGHEST LEVEL ATTAINED)</b>	
Less than high school or equivalent	1.7%
High school diploma or equivalent	9.2%
Some college	20.8%
Technical or trade school	3.6%
Associate’s degree	11.2%
Bachelor’s degree	28.4%
Graduate or professional degree (Master’s, PhD, MD, etc.)	25.1%
<b>VETERAN STATUS</b>	
Veterans	4.4%
<b>LOCATION OF RESIDENCE (FIVE MOST COMMON)</b>	
85225	27.7%
85224	18.4%
85249	15.4%
85286	14.7%
85226	11.8%
<b>LOCATION OF WORKPLACE (FIVE MOST COMMON)</b>	
85225	19.6%
85224	12.4%
85286	8.2%
85226	7.9%
85248	7.4%

The median household income reported by respondents falls in the \$75,000 to \$99,999 range, which includes the median household income estimated for the population in the City of Chandler (\$91,299).<sup>42</sup> Among respondents, the median household size was three, and the mode was two. Fewer than one in 15 respondents (6.5%) were estimated to live in households at or below poverty, based on federal poverty guidelines for 2023. This is slightly lower than the proportion of Chandler residents estimated to be living below poverty (7.5%).<sup>43</sup>

**Exhibit 63: Community Survey Respondent Household Demographics**

DEMOGRAPHIC VARIABLE	PERCENT OF RESPONDENTS
<b>ANNUAL HOUSEHOLD INCOME</b>	
Less than \$10,000	1.9%
\$10,000 to \$14,999	0.0%
\$15,000 to \$24,999	3.4%
\$25,000 to \$34,999	6.1%
\$35,000 to \$49,999	13.8%
\$50,000 to \$74,999	17.2%
\$75,000 to \$99,999	13.0%
\$100,000 to \$149,999	24.9%
\$150,000 to \$199,999	13.4%
\$200,000 or more	6.1%
<b>HOUSEHOLD SIZE</b>	
1	11.3%
2	27.2%
3	23.3%
4	24.6%
5	7.8%
6	3.2%
7	1.9%
8	0.3%
9	0.0%
10 or more	0.3%
<b>POVERTY STATUS<sup>^</sup></b>	
At or below poverty	6.5%

<sup>^</sup> Respondent household poverty status was estimated using self-reported annual household income and household size, with 2023 Poverty Guidelines for the 48 Contiguous States and the District of Columbia (available at <https://aspe.hhs.gov>).

<sup>42</sup> U.S. Census Bureau. American Community Survey Five-Year Estimates, 2017-2021.

<sup>43</sup> Ibid.

## Key Findings

### Causes and Conditions of Poverty

**Causes of poverty** are negative factors that make it more difficult for people with low income to provide for themselves and/or reduce access to resources that might help them meet their basic needs.

**Lack of affordable and safe housing** (62.8%) was most commonly identified by respondents as a cause of poverty in Chandler, followed by **lack of job opportunities with a livable wage** (48.4%), **generational poverty** (44.3%), and **untreated mental health conditions** (42.3%).

Respondents were least likely to identify **inaccessible/lack of health care services and providers** (12.5%) or **systemic racism or prejudice** (17.1%) as causes of poverty in Chandler.

#### Exhibit 64: Causes of Poverty

	PERCENT OF RESPONDENTS
Lack of affordable and safe housing	62.8%
Lack of job opportunities with a livable wage	48.4%
Generational poverty	44.3%
Untreated mental health conditions	42.3%
Single-parent households	36.2%
Lack of childcare or low-quality childcare	34.5%
Untreated substance use disorders	31.8%
Lack of college, technical, or trade school education	31.8%
Lack of parental involvement	24.9%
Disability (e.g., physical, intellectual, developmental, emotional)	19.3%
Program eligibility standards	18.8%
Transportation barriers	18.6%
Outdated federal and/or policies and regulations	18.3%
Systemic racism or prejudice	17.1%
Inaccessible/lack of health care services and providers	12.5%



Larger proportions of **respondents living at or below poverty** selected **lack of affordable and safe housing** (80.0%), **lack of job opportunities with a livable wage** (60.0%), and **lack of college, technical, or trade school education** (50.0%) as causes of poverty in Chandler.

**Conditions of poverty** are negative environmental, safety, health and/or economic conditions that reduce investment or growth in communities where individuals with low income live.

Respondents most commonly identified three housing conditions – **the cost of rental housing** (74.3%), **housing insecurity** (60.1%), and **the cost of housing for ownership** (59.4%) – as top conditions of poverty in Chandler.

**Inaccessible/lack of healthcare services and providers** (14.4%) and **inaccessible/lack of substance use disorder treatment services and providers** (20.5%) were each among the least commonly identified conditions of poverty, as was the **lack of housing stock** (17.6%).

**Exhibit 65: Conditions of Poverty**

	PERCENT OF RESPONDENTS
Cost of rental housing	74.3%
Housing insecurity, such as having difficulty paying rent, moving frequently, and/or overcrowding	60.1%
Cost of housing for ownership	59.4%
Lack of job opportunities with a livable wage	45.2%
Lack of childcare or low-quality childcare	35.2%
Inaccessible / lack of mental health care	35.0%
Lack of financial or budgeting education	30.3%
Food insecurity	29.1%
Transportation barriers	21.0%
Inaccessible / lack of substance use disorder treatment services and providers	20.5%
Lack of housing stock	17.6%
Inaccessible / Lack of healthcare services and providers	14.4%



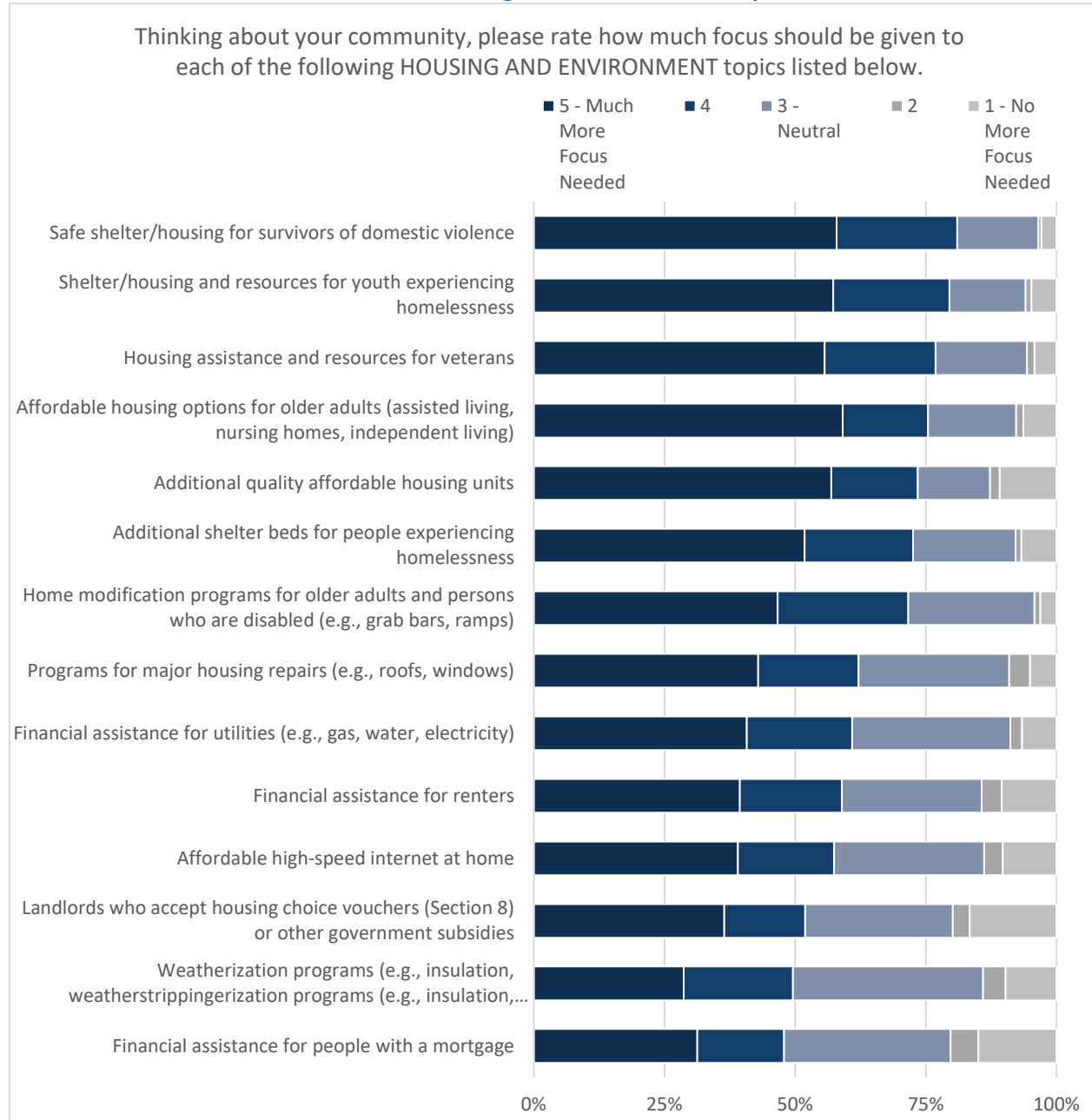
**Respondents living at or below poverty** more frequently indicated that **housing insecurity** (70.0%), **lack of job opportunities with a livable wage** (65.0%), and the **lack of financial or budgeting education** (50.0%) are conditions of poverty in Chandler.



## Housing and Environment

Respondents most commonly identified **the need for shelter/housing for vulnerable populations** like **survivors of domestic violence (81.0%)** and **youth experiencing homelessness (79.5%)** by scoring them four or five on the question’s five-point scale (see below). The need for **housing assistance and resources for veterans (76.8%)** also scored highly.

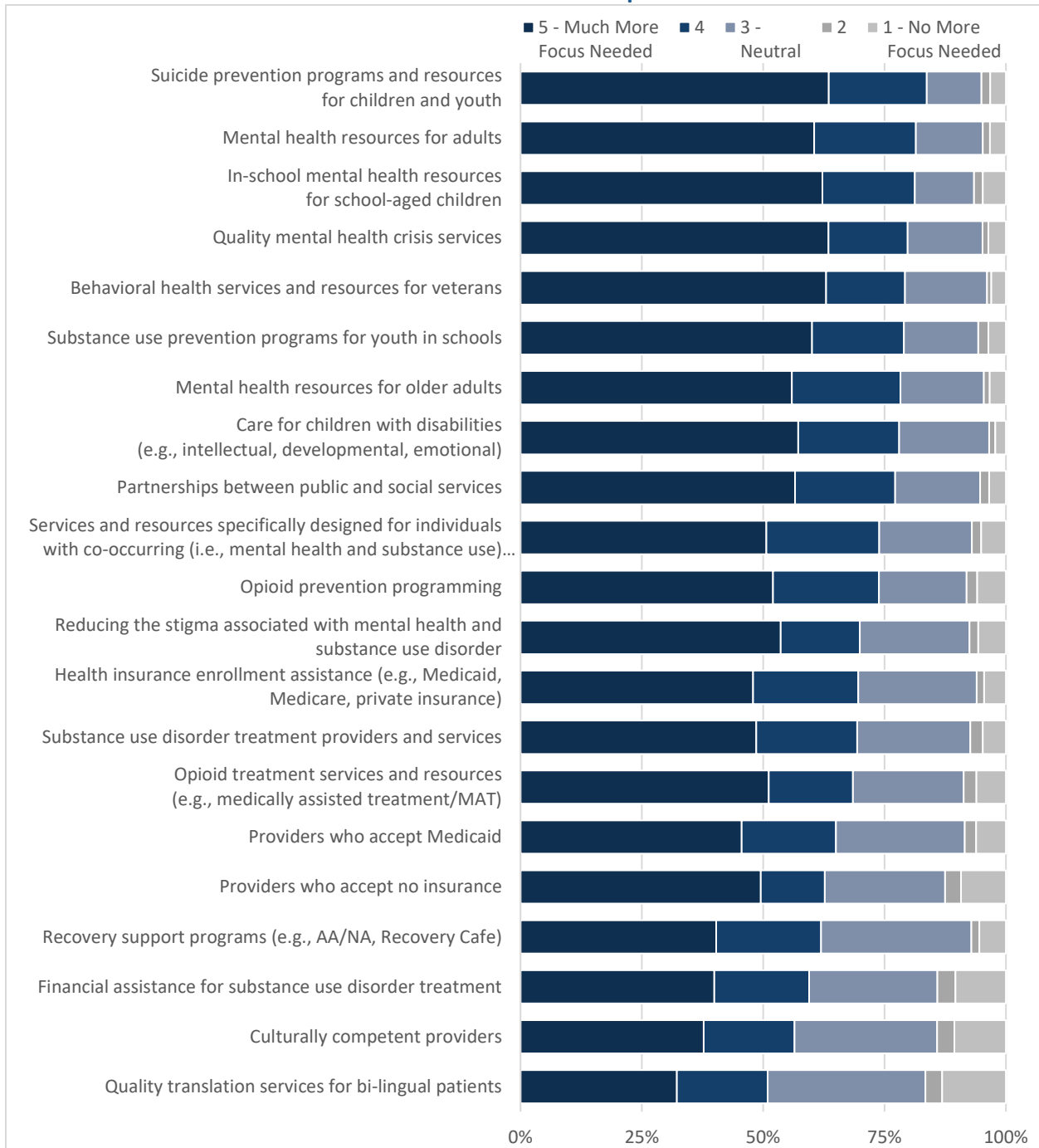
**Exhibit 66: Need for More Focus on Housing and Environment Topics**



## Behavioral Health

Respondents identified **needs of children and youth, including suicide prevention programs and resources (83.7%)** and **in-school mental health resources for school-aged children (81.3%)** as among the top behavioral health needs in need of more focus in Chandler.

**Exhibit 67: Need for More Focus on Behavioral Health Topics**



Other commonly identified behavioral health topics by respondents include **mental health resources for adults (81.4%), quality mental health crisis services (79.8%), and behavioral health services and resources for veterans (79.2%).**

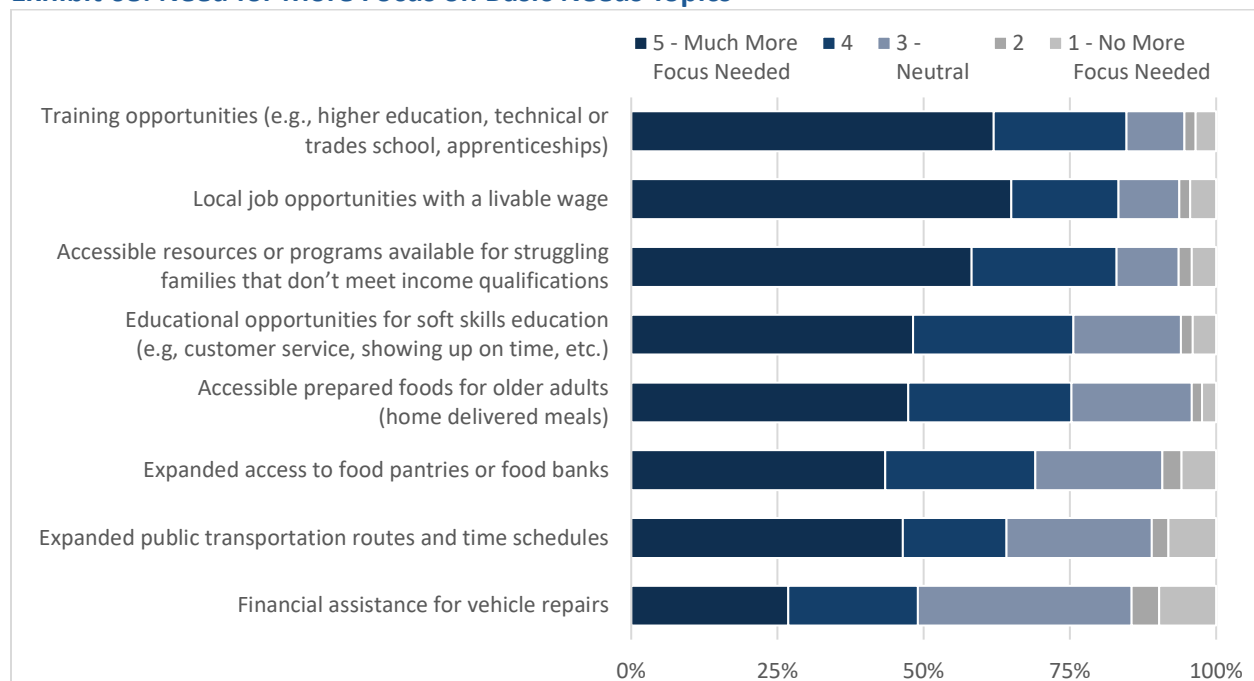
Respondents were least likely to identify **quality translation services for bi-lingual patients (50.9%) or culturally competent providers (56.5%)** as among Chandler’s top behavioral health needs.



## Basic Needs

Among various basic needs, respondents most commonly reported the need for more focus with regards to **training opportunities in higher education, technical or trade school, and apprenticeships (84.7%), local job opportunities with a livable wage (83.3%), and accessible resources or programs for struggling families that don’t meet income qualifications (83.0%).**

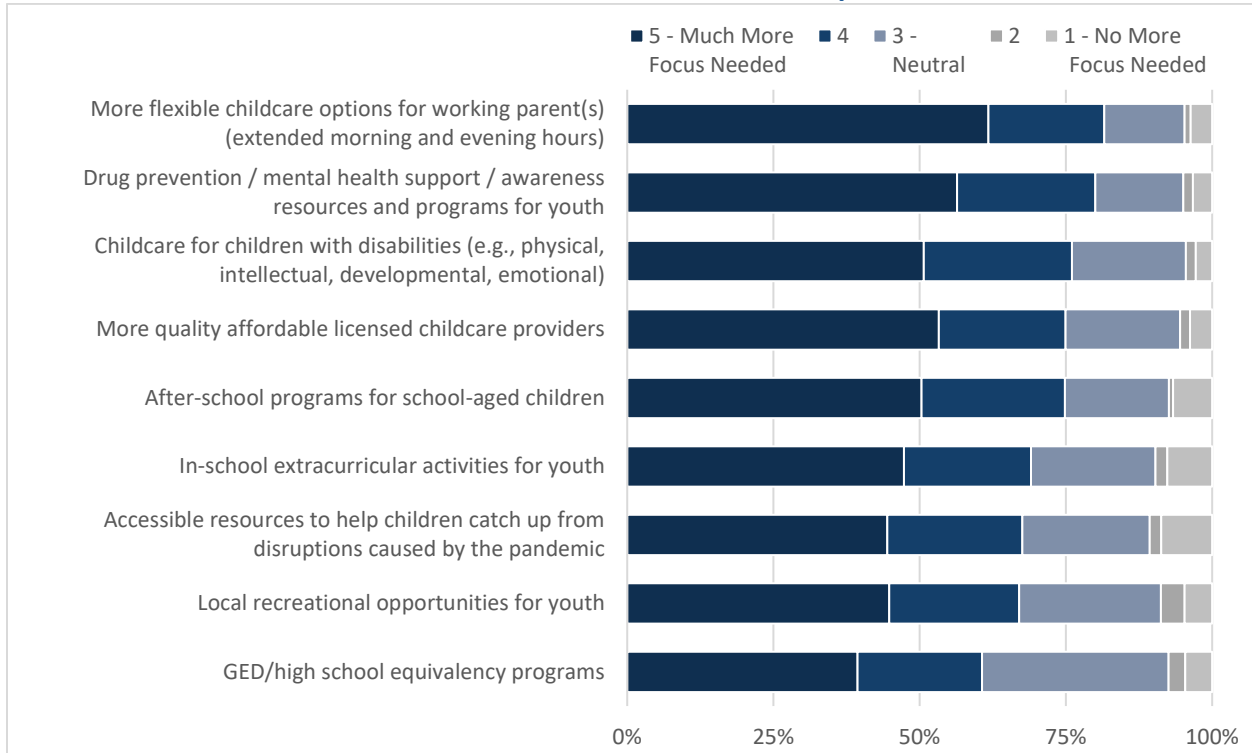
**Exhibit 68: Need for More Focus on Basic Needs Topics**



## Childcare and Education

Respondents identified the need for more focus on childcare and education topics including **more flexible childcare options for working parent(s)** (81.5%), **drug prevention/mental health support/awareness resources and programs for youth** (80.0%), and **childcare for children with disabilities** (76.0%).

**Exhibit 69: Need for More Focus on Childcare and Education Topics**



More **respondents living at or below poverty** selected **local recreational opportunities for youth** (76.2%) as in need of more focus in Chandler compared to the overall pool of survey respondents (67.0%). Fewer of these respondents identified **resources to help children catch up from disruptions caused by the pandemic** as a need, compared to the overall sample (57.9% vs. 67.6%).

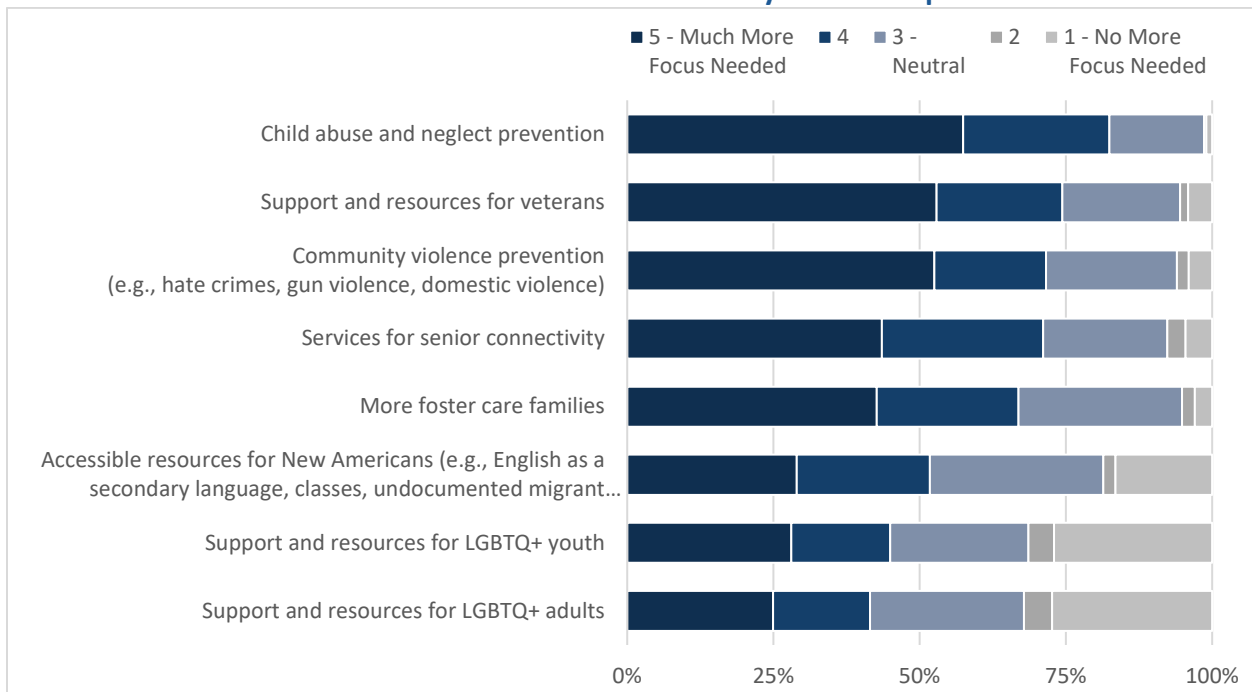


## Social and Community Context

By a wide margin, respondents indicated the need for more focus on **child abuse and neglect prevention** (82.4%). The next most common topics reported to be in need of more focus were **support and resources for veterans** (74.4%) and **community violence prevention** (71.6%).

The lowest levels of support among respondents in this category were for **support and resources for LGBTQ+ adults** (41.5%) and **youth** (44.9%), as well as for **accessible resources for New Americans** (51.7%).

**Exhibit 70: Need for More Focus on Social and Community Context Topics**



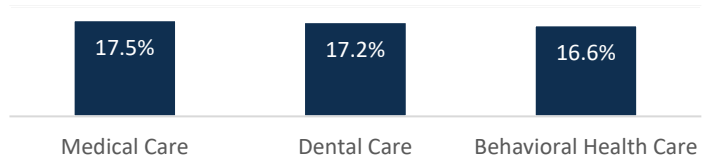
Larger proportions of **respondents living at or below poverty** selected **accessible resources for New Americans** (e.g., English as a secondary language, classes, undocumented migrant worker support) (63.2%) as in need of more focus in Chandler.

## Access to Care

Fewer than one in five respondents reported needing health services in one or more of the health service areas listed, but being unable to get the service. Most frequently, respondents reported not being able to get **medical care** (17.5%).

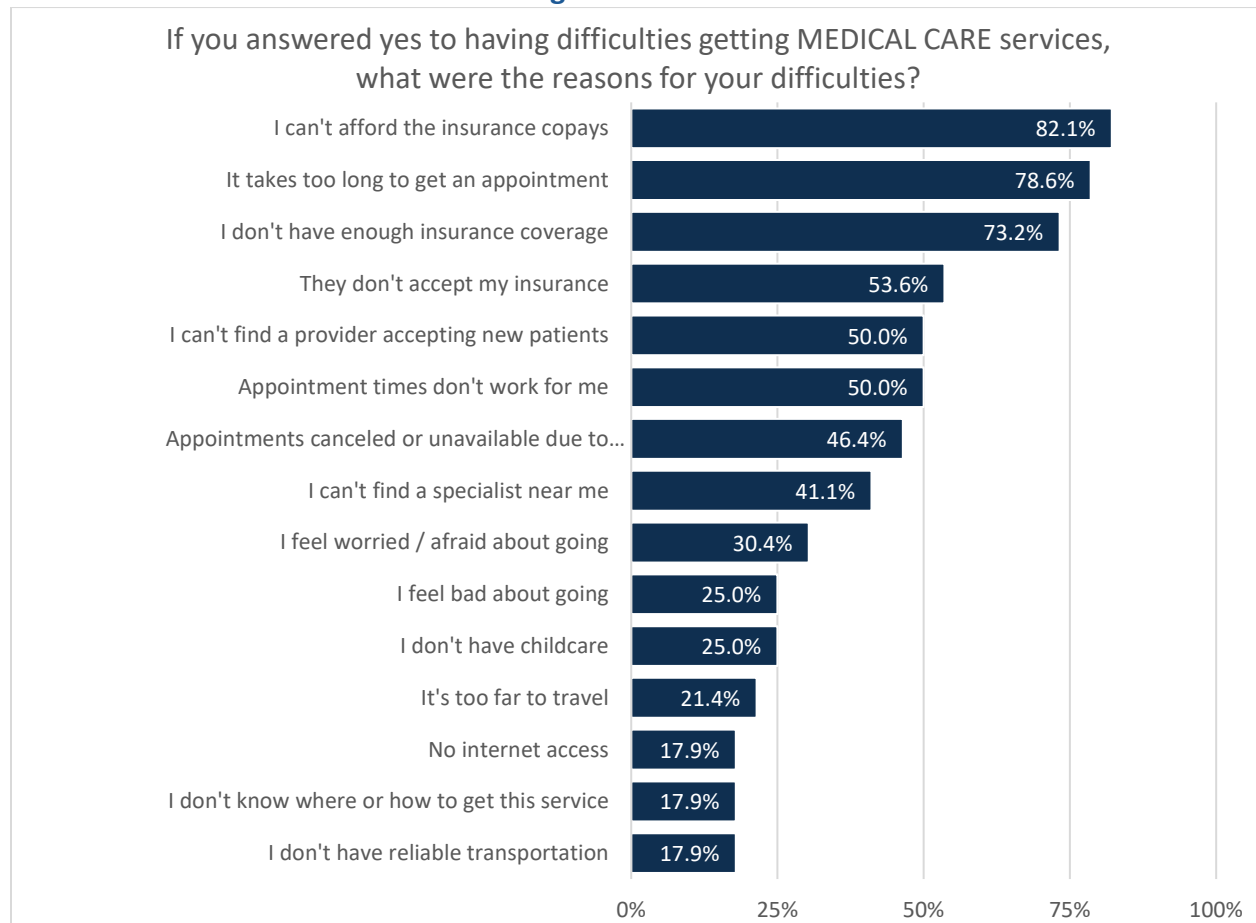
### Exhibit 71: Respondents Experiencing Difficulties Getting Needed Care

In the past 12 months, have you needed any of the following health services but were unable to get the service?



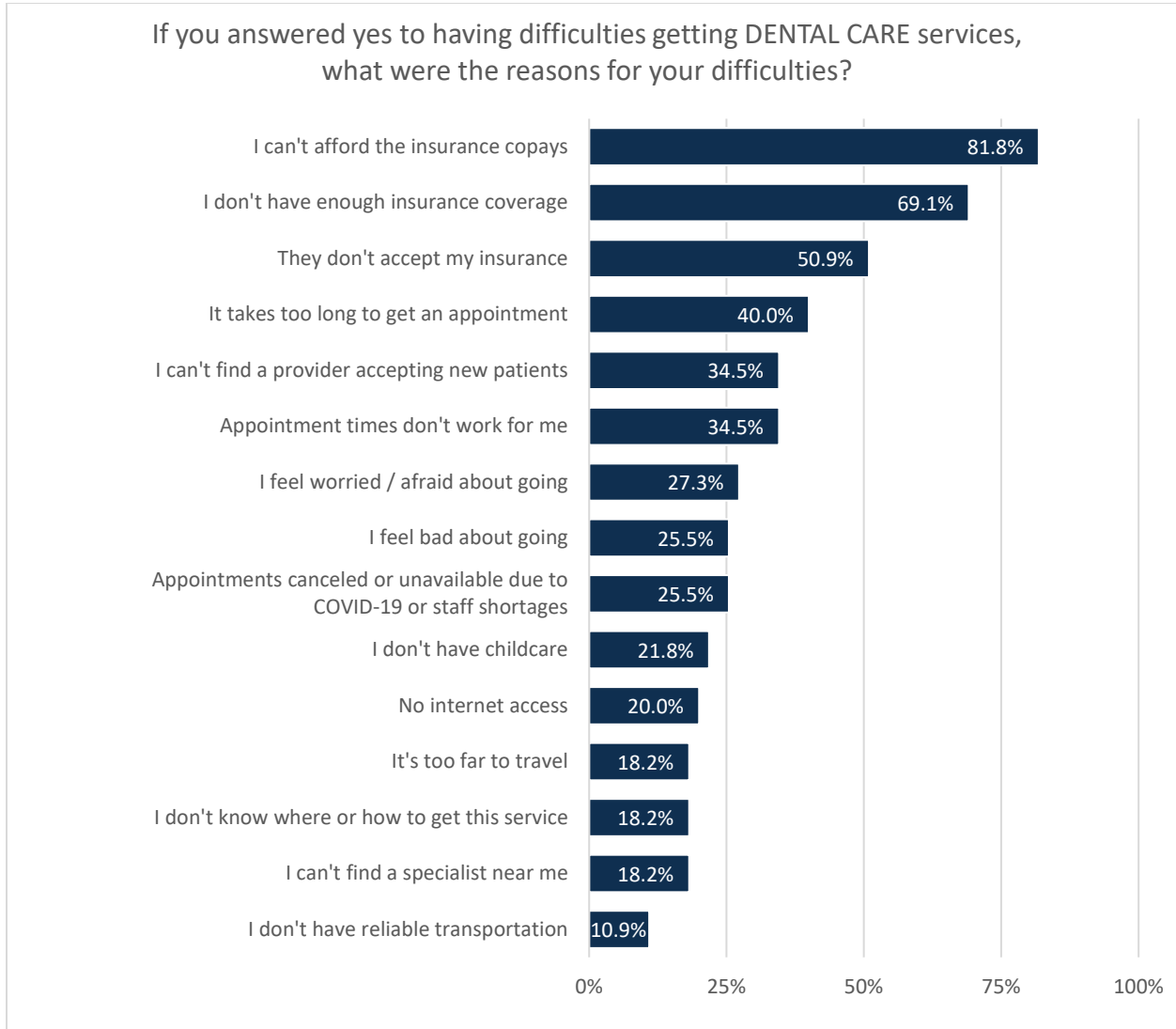
Among those who reported experiencing difficulties getting needed **medical care**, respondents most commonly reported issues related to insurance, such as **copay affordability** (82.1%), **coverage** (73.2%), along with **wait times to get an appointment** (78.6%).

### Exhibit 72: Reasons for Difficulties Getting Needed Medical Care



Similarly, those who reported experiencing difficulties getting needed **dental care** indicated that **insurance copays** (81.8%) and **lack of coverage** (69.1%) were the most widespread reasons for these challenges.

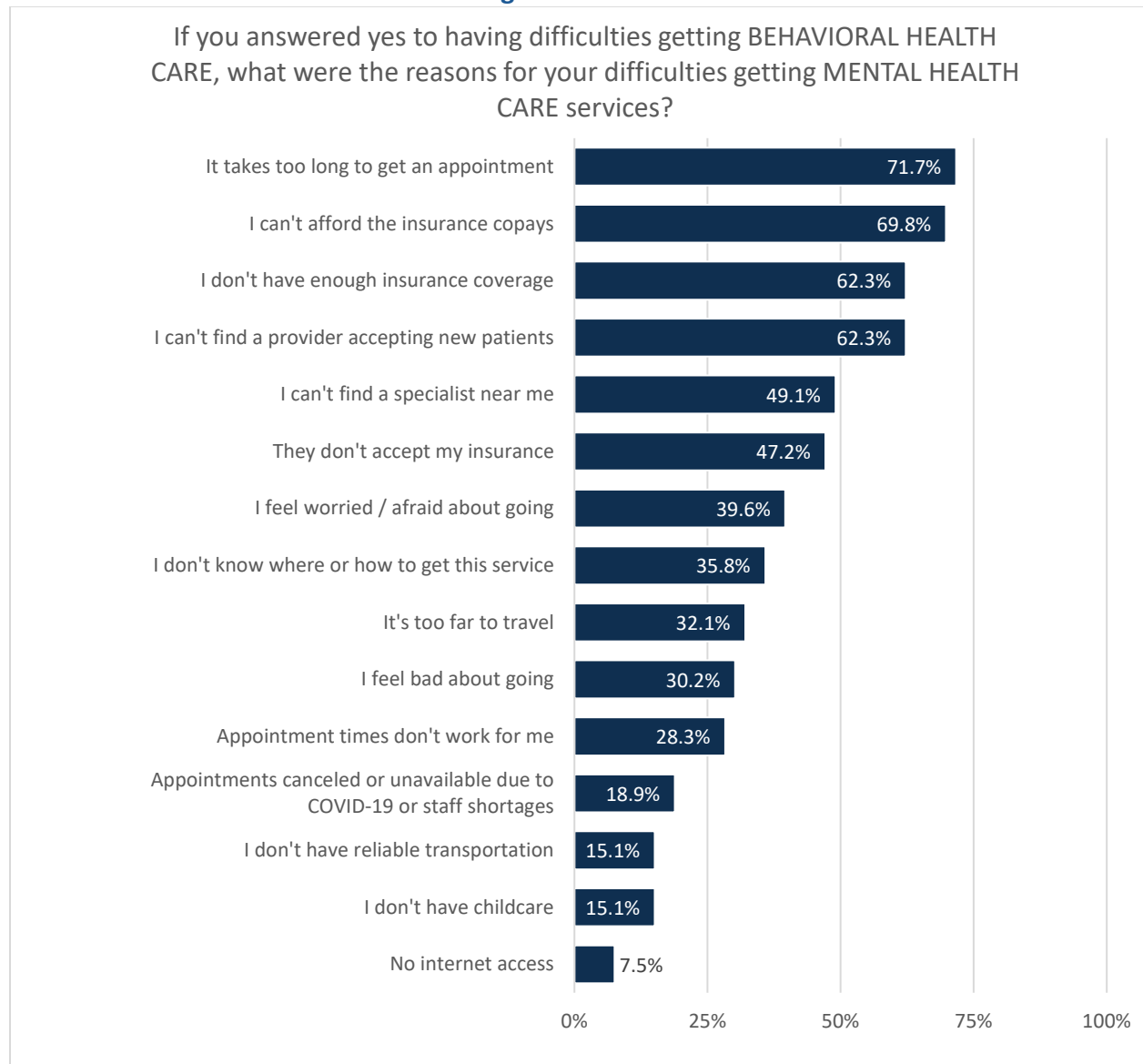
**Exhibit 73: Reasons for Difficulties Getting Needed Dental Care**





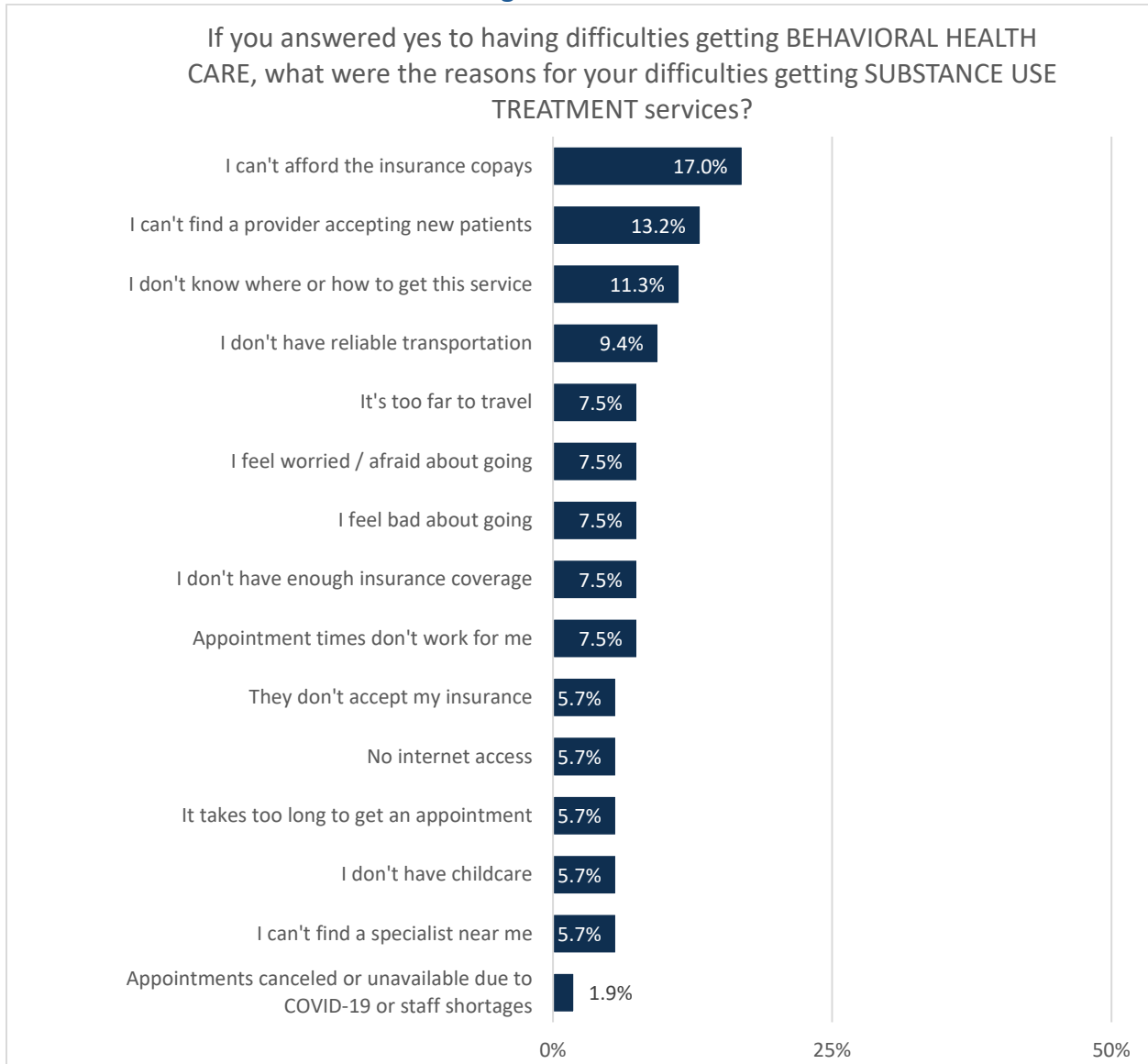
Among those who encountered difficulties getting **behavioral health care**, those who reported experiencing difficulties getting **mental health care services** most frequently identified that **it takes too long to get an appointment** (71.7%). In addition to the **insurance issues** reported in other care areas – namely, **copay affordability** (69.8%) and **lack of insurance coverage** (62.3%) – respondents also reported **not being able to find a provider accepting new patients** (62.3%).

**Exhibit 74: Reasons for Difficulties Getting Needed Mental Health Care**



While the volume of respondents who experienced difficulties getting **substance use treatment** likely represent a smaller fraction of those who reported having difficulties getting behavioral health care compared to the number accessing mental health care services, these respondents reported similar issues related to the **affordability of insurance copays (17.0%)** and **difficulty finding a provider accepting new patients**. One in ten (11.3%) reported **not knowing where or how to get substance use treatment services**.

**Exhibit 75: Reasons for Difficulties Getting Needed Substance Use Treatment**



## Are there any other needs of residents of the City of Chandler that you think are important for us to know?



### SELECTED QUALITATIVE THEMES & SAMPLE QUOTES:

- **Affordable housing**

*"I think one of the biggest issues is people's rent increasing by \$500 at a time. No one's job is giving them a \$500 a month increase. Also, assistance programs for yard work when people are injured and (that) prevents them from doing their own but they can't afford a \$200 landscaper. And lastly... help for people just outside of the income cut-off for services. Everything has increased so much this year if you're right at that line it's a monthly battle to keep above water."*

- **Cost of living and basic needs**

*"Chandler is a wonderful city to live in, but affordability is a major concern right now. Access to affordable childcare is a barrier to entry for working parents and contributes greatly to stress on elderly parents watching these young kids or to poverty when a parent chooses not to work... If we can support working families, we can impact the success of parents and their children. Studies show children learn better when they are not hungry, the stress of finances contributes to mental health, these are things that can be changed with good investment in the community and better knowledge of how to receive these resources. It's also important to be able to receive these resources in a timely manner."*

- **Mental health services**

*"Anything to bring the community together and foster a sense of belonging for every citizen to help combat this epidemic of isolation and high suicide rates. There is so much more power in strong relationships in communities than throwing a bunch of money at something ever could."*

- **Services for vulnerable populations**

*"Programs dedicated to autistic youth who are about to enter the workforce. Job opportunities for those who have autism."*

- **Transportation and pedestrian safety**

*"Transportation services for the elderly that don't drive."*

*"Safe sidewalks and roads for pedestrians and bikers to parks (especially Tumbleweed) and to get to downtown. Also being able to walk safely across Pecos from Alma Rd to Dobson."*

- **Public safety**

*"More police officers patrolling. Focus on cleaner streets and neighborhoods, specifically the downtown area."*

## Needs Prioritization

Building consensus among local leadership was essential in prioritizing the needs identified throughout the Community Needs Assessment. The needs prioritization process provided the City of Chandler and the City’s Housing and Human Services Commission (HHSC) an opportunity to review key findings and categorize which identified needs fall within the City’s purview to address, as well as to assess levels of resources available to meet needs, among other considerations.

### The prioritization process consisted of two steps.

1

First, an online survey was open for approximately one week to allow each HHSC Commissioner to answer the following question about each of the 19 identified needs, *"How great is the need for additional ..."* to gauge the level of focus necessary to create a positive impact in the community.

No more needed	..	...	More needed	.....	.....	Much more needed	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Participants were permitted to provide comments supporting their selection.

2

The second step was the collaborative prioritization process. The HHSC participated in several virtual needs prioritization activities to further review, prioritize, and categorize the 19 community needs identified through the Community Needs Assessment process.

The table below indicates the average score of each need identified, with a higher average score indicating a higher level of need as scored by HHSC Commissioners on the initial Needs Prioritization Survey.

**Exhibit 76: Average Scores of Identified Needs Measured via the Needs Prioritization Survey**

Community Need	Avg Score (scale of 1 to 7)
Affordable housing, particularly rental housing for those living at or below poverty	6.4
Life skills programming, such as financial literacy classes	6.0
Resources and support to assist those at risk for eviction and/or homelessness, including older adults facing the loss of housing	5.8
Behavioral health services and resources specific to veterans and people experiencing homelessness	5.8
Affordable child care programs, including flexible options for working parents	5.6
Efforts to address inequities stemming from the “wealth gap” in the community	5.6
Promotion of equitable opportunities for home ownership across income levels	5.4
Shelter/housing for vulnerable groups, such as youth experiencing homelessness and survivors of domestic violence	5.4
Livable wage job opportunities that allow individuals and families to live self-sufficiently	5.2
Mental health resources (including suicide prevention) for children and youth, such as school-based programs	5.2
More accessible public transportation options for seniors and people living with disabilities, such as through enhancement of the Chandler Flex rideshare program	5.0
More activities and opportunities for socialization among the growing senior population, such as through expansion of Senior Center hours and programming	5.0
Programs for vulnerable children and youth, such as children in single parent households	5.0
Assistance to help community members to navigate health care and behavioral health care systems	5.0
Help for those with low or fixed incomes, such as older adults, to afford basic needs including food or medical bills	5.0
Assistance with emergency repairs and expenses, such as home and/or vehicle repairs	4.5
Job training opportunities, such as higher education, technical or trade school, and/or apprenticeships	4.4
Assistance for individuals with accessing existing services and programs	3.8
Adequate services and infrastructure across the community to support the area's growing population	3.8

Following further refinement, prioritized needs were categorized into service areas as follows:

**Exhibit 77: Recommended Priorities, by Service Area**

Service Area	Description	Example Activities
<b>Housing Stability and Homelessness</b>	Programs and services designed to prevent homelessness, build housing stability and promote long-term housing security.	Eviction Prevention, emergency shelter, domestic violence shelter, transitional housing, rapid rehousing, case management, housing search and selection, housing stability services, landlord engagement, move-in deposits/fees, moving services, move-in kits.  <b>Core Service: Rent and utility assistance</b>
<b>Health and Behavioral Health</b>	Programs and services designed to meet physical, cognitive, and behavioral health needs.	Medical care, dental care, dementia care, substance use disorder services, mental health services, crisis intervention, suicide prevention.  <b>Core Services: Medical, dental and mental health services for youth</b>
<b>Education and Enrichment</b>	Programs and services designed to provide social-emotional development, educational attainment, and recreational and enrichment activities.	Early childhood development, school supplies, out-of-school programming, recreational and cultural opportunities, alternative education.  <b>Core Services: Childcare and after school programming at youth facilities</b>
<b>Basic Needs</b>	Programs and services designed assist with requirements of daily living, enhance employability, and increase earning potential.	Food, transportation, clothing and hygiene, diapers, job training, tax preparation.  <b>Core Services: Meals for older adults</b>

## Appendices

### Appendix A: Supplementary Secondary Research

#### Housing

##### Exhibit 78: Housing Safety

	United States	Arizona	Maricopa County	City of Chandler
Housing Units Without Complete Plumbing	1.9%	1.5%	0.6%	0.2%
Housing Units Without Complete Kitchen Facilities	2.6%	1.8%	1.2%	0.9%
Residential Properties with None / Less than 1 Full Bathroom	29.4%	36.4%	13.0%	8.7%
Building Potential of Lead Paint (Built 1978 or Earlier)	40.1%	22.7%	24.1%	6.0%
International Building Code (IBC) - Residential Building Built Before 2000	61.9%	54.9%	59.6%	60.1%
Asbestos Roof on Residential Property Total Units	284,610	3,340	1,287	37
Asbestos Roof on Residential Property Percent	0.2%	0.1%	0.1%	0.0%

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

##### Exhibit 79: Residential Property with Fireplace or Basement 2021

	United States	Arizona	Maricopa County	City of Chandler
Residential Property with a Fireplace	39,062,237	46,356	861	35
Residential Property with a Basement	22,869,088	11,952	113	3

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates

##### Exhibit 80: Property Lot Size 2021

	United States	Arizona	Maricopa County	City of Chandler
Average Lot Size Residential Property	335,401	62,722	38,391	23,648
Median Lot Size Residential Property	10,062	7,700	7,247	7,276
Average Lot Size Vacant Property	1,258,109	740,664	441,703	128,182

Source: U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates



**Exhibit 81: Median Building Age and Improvements Permitted**

	United States	Arizona	Maricopa County	City of Chandler
Building Age - Median (2021)	1979	1991	1991	1996
Median Year Major Building Improvements Permitted - Residential (2021)	1997	1992	1995	1998

Sources: (Building Age) U.S. Census Bureau American Community Survey 2017-2021 Five-year Estimates  
 (Building Improvements) ATTOM Property Data.

**Exhibit 82: Severe Housing Problems**

	United States	Arizona	Maricopa County	City of Chandler
Section 8 Housing with Failing REAC Scores (2021)	1.2%	0.5%	0.5%	0.0%
Renter Occupied Housing with 1 or More of the 4 Severe Housing Problems (2015-2019)	8.8%	8.3%	9.1%	7.0%

Sources: (Section 8) National Housing Preservation Database (NHPD).  
 (Severe Housing Problems) HUD Comprehensive Housing Affordability Strategy (CHAS).

## Appendix B: Stakeholder Interview Guide



### 2023 Community Needs Assessment Stakeholder Interview Guide

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#### Introduction and Objective

The City of Chandler's 2023 Community Needs Assessment is being conducted in partnership with Crescendo Consulting Group. We are inviting a wide range of community partners to share their ideas and recommendations about the community's strengths, challenges, and needs. We appreciate your insights and opinions on the subject. Some of the goals of the process are to:

- Identify and understand area needs in the context of the multiple populations the City of Chandler serves
- Determine the services and service levels required to meet those needs
- Identify barriers and gaps that prevent area residents from accessing services
- Identify root causes and systemic barriers that prevent equitable access to services
- Find ways to build upon community engagement to maximize the effectiveness of federal, state, and local resources

The discussion will include questions from a few broad categories and will take less than 30 minutes. Please consider our conversation to be confidential. Do you have any questions before we begin?

**Interview Questions**

1. To start with, please tell me a little about ways that you (and/or your organization) interact with the community and what some of the strengths you see in your local community or area.

*Moderator note: Note their local community for geographic comparisons and service gap identification*

2. In your opinion, what are the three greatest challenges your community will face in the next three years?

**The next set of questions are going to explore the most pressing issues in our area. As we talk about these issues, please think about the following:**

- What are the root causes of these issues in your community? Are they systemic?
- Are some of these challenges impacting more people of color, LGBTQIA+, undocumented immigrants, and other more vulnerable populations?
- What activities could best address the big issues in this category?
- Who are the community partners or agencies in the best position to help address this need?

**Safe, Affordable Housing and Utilities**

3. What are the main difficulties with accessing and maintaining affordable, adequate, and safe housing in your community? *(Probe as needed: root causes of housing challenges, systemic issues and barriers, people at risk of becoming homeless or those currently experiencing homelessness)*
4. For people experiencing homelessness or housing instability, what are available shelter and services in your community? What services are needed in your community to better meet people's needs?
5. To what degree do community members struggle with utility bills and/or home maintenance needs like weatherization? What programs are available to help people? How can programs be designed to be equitable?

**Head Start, Early Childhood Education, and Childcare**

6. What are some of the challenges or barriers to finding affordable childcare in the area? Why do you think these [identified barriers] are barriers or challenges for families?
7. What is your general perception of the ability of the area to meet Early Childhood services and education for those prenatal to age 5 in the area? *Probe: multilingual and/or low-income families, children with developmental or physical disabilities*
8. What is your general perception of the ability of the area to meet school-age childcare needs – including before and after school care, and others? Are services and resources available to families of color, low-income and/or multilingual families? Are there any families treated differently? *Probe: low-income and/or multilingual families, children with developmental or physical disabilities*

**Jobs and Job Training**

9. How easy is it to find and maintain a livable wage job in the area? Have wages been keeping up with the rise in cost of living? What are some of the barriers someone might have when obtaining and retaining a job? *Probe: immigration status, multilingual families, adults with developmental or physical disabilities, People of color, indigenous communities, LGBTQIA+*
10. Are there job training opportunities in the community? Are they affordable? Do they lead to livable wage jobs? *Probe: People of color, indigenous communities, LGBTQIA+, undocumented*
11. In your community, how are people of various ages being prepared for the workforce? *Probe: Opportunities post-graduation from high school, programs or opportunities that prepare graduates for college and/or technical trades, up-skilling or re-skilling efforts to allow workers to enter emerging industries*

**Transportation**

12. To what degree do you (or people you know) have access to reliable transportation to work, the grocery store, doctors, school, etc.?
13. What are the challenges? What is working well? What are opportunities for improvement? How can barriers be removed to provide better access? *Probe: Local public transit options*

**Dental and Health Care Services**

14. Please tell me about dental and health care treatment services in your area. What are the challenges? What are the barriers and root causes of access challenges in your community? Are there populations in your community that do not have access or have limited access to services? Why? What is working well? What are opportunities for improvement?

**Mental Health and Substance Use Disorders Treatment**

15. Please tell me about mental health services in your area. What are the challenges and barriers to care? What is working well? What are opportunities for improvement? Are there culturally competent providers in the community? What are some root causes of stigma in your community?
16. Please tell me about substance use disorder treatment services in your area. What are the challenges and barriers to treatment? What is working well? What are opportunities for improvement? Are there culturally competent providers in the community? What are some root causes of stigma in your community?

**Food and Basic Needs**

17. To what degree are community members / families struggling with access to nutritious food, prescription medication, health care, sexual health and hygiene products, or other services? *PROBE: What are some resources or services that work really well and not so well? What are opportunities for improvement? How do we make services and resources accessible to a variety of cultures?*

**Access, Awareness, and Communication**

18. What would improve the availability and access to services in Chandler? *PROBE: Activities and Organizations, awareness, cultural sensitivity and competency, language access*
19. What are other community-level activities that can be done to make an impact on poverty, emergency services, food, employment, and housing needs in the area?
  - o Are there needs that could be addressed quickly (“low hanging fruit”)?

**Service Providers/Organization Leaders (only for community service providers)**

20. As an organization what has been some of your challenges offering services since the beginning of the pandemic? (*Probe: funding, staffing, resources, capacity, policy or regulatory limitations, etc.*)
21. What have been some of the “wins” your organization has had since the beginning of the pandemic?
22. Is there anything the City of Chandler could do to help ease some of your organizational challenges?
23. What services or resources do the clients you serve need that you cannot provide at your organization? Do you not provide it because of lack of resources, capacity, or funding? Are there other barriers that prevent you from helping your clients?

**Magic Wand Question:**

24. If you had a magic wand and could personally solve one issue in your community, what would it be?

*Thank you very much again for your time and thoughtful responses to our questions.*

## Appendix C: Focus Group Discussion Moderator's Guide

### Focus Group Moderator Guide

#### Introduction

Good morning [or afternoon]. My name is [Crescendo staff name] from Crescendo Consulting Group [if two staff are present, both introduce themselves]. We are working with the City of Chandler to conduct a community needs assessment.

The purpose of this discussion is to learn more about the strengths and resources in the community as well as collect your insights regarding the community's challenges and needs. We are inviting a wide range of community partners to share their experiences, ideas, and recommendations. We appreciate your insights and opinions on the subject.

Today's discussion will include questions from a few broad categories and will last approximately 60 (or 90) minutes [depending on planned length]. While we will take notes and use some quotes from this discussion in a written report, individual names or identifying information will not be used. Please consider what you say in this room today to be confidential.

*Does anyone have any questions before we begin?*

### High-level Strengths and Challenges

What are some strengths you see in your local community?

What are the greatest challenges or needs in your community? *PROBES:*

1. *Current needs; future needs*
2. *Root causes*
3. *Vulnerable populations*
4. *Activities that could address biggest issues*
5. *Community partners or agencies that can address needs*

### Safe, Affordable Housing and Utilities

What are the main difficulties with accessing affordable and safe housing? *PROBES:*

1. *Root causes of housing challenges*
2. *Systemic issues and barriers*
3. *People experiencing housing instability*
4. *People experiencing homelessness*
5. *What exists in the community? Available programs?*
6. *What is needed/is missing?*
7. *Struggles with utility bills or home maintenance (e.g., weatherization)*

### Mental Health and Substance Use Disorders Treatment

Please tell me about mental health services in your area. *PROBES:*

1. *Challenges or barriers*
2. *Strengths*
3. *Areas for improvement*
4. *Telehealth and internet*
5. *Stigma*
6. *Culturally competent providers*
7. *Crisis services*
8. *Pediatric mental health providers*

Please tell me about substance use challenges your community faces. What treatment services are available in your area? *PROBES:*

1. *Challenges or barriers*
2. *Strengths*
3. *Areas for improvement*
4. *Stigma*
5. *Culturally competent providers*



6. *Crisis services*
7. *Providers for youth*
8. *Medication-Assisted Treatment (MAT)*
9. *Alternative treatments (support groups, 12-step programs, etc.)*

### **Health Care and Dental Services**

To what degree are community members and families struggling with finding and accessing quality healthcare? *PROBES:*

1. *Primary care*
2. *Specialists*
3. *Dentists*
4. *Prescription access*
5. *People of color*
6. *Indigenous communities*
7. *Multilingual persons/families*
8. *Undocumented*
9. *LGBTQIA+*

### **Transportation**

To what degree do community members have access to reliable transportation to the grocery store, doctors, school, work, etc.? *PROBES:*

1. *Barriers to accessing transportation*
2. *Options (i.e., public transportation, cab/Uber, bicycling, walking, etc.)*
3. *Organizations/providers that currently offer transportation services*
4. *Types of services offered*
5. *Reliability of services*

### **Jobs and Job Training**

What are some of the barriers someone might have when obtaining and retaining a job in the City of Chandler? *PROBES:*

1. *Job training opportunities*
2. *Education (vocational or higher-ed)*
3. *Affordability of education or job training*
4. *Rising cost of living*
5. *Immigration status*
6. *Multilingual families*
7. *Adults with developmental or physical disabilities*
8. *People of color*
9. *Indigenous communities*
10. *LGBTQIA*

**Childcare and Education**

What are some of the challenges or barriers to finding childcare in the area? *PROBES:*

1. *Children under 5 years old*
2. *School-aged children (before school care/after school care)*
3. *Multilingual families*
4. *Low-income families*
5. *Children with developmental or physical disabilities*
6. *Actions that have worked in community to address these challenges*

What are some of the challenges or barriers to youth's education in the area? *PROBES:*

1. *Elementary school*
2. *Middle school*
3. *High school*
4. *English as second language (ESL)*
5. *Access to safe activities outside of school*

**Food and Basic Needs**

What does access to nutritious food look like for community members and families? *PROBES:*

1. *Availability*
2. *Affordability*
3. *Culture-specific foods and ingredients*
4. *What does a nutritious meal look like?*
5. *Areas for improvement*

**Vulnerable Populations**

What groups do you think are particularly vulnerable in your community? *PROBES:*

1. *Biggest needs*
2. *Barriers to access*
3. *Current community supports*
4. *Veterans*
5. *Youth*
6. *Immigrants*
7. *LGBTQIA+ populations*
8. *People of color*
9. *Seniors*
10. *People living with disabilities*

**Older Adults**

What are the biggest barriers older adults experience that prevent a satisfactory quality of life? *PROBES:*

1. *Housing*
2. *Transportation*
3. *Healthcare*
4. *Connectedness to others*
5. *Available programs, services, community centers, etc.*

**Community Connection and Social Support**

What are some barriers to community connection and social support in your community? *PROBES:*

1. *Current community supports*
2. *Youth*
3. *Older adults*
4. *Low- or middle-income families*

**Service Providers/Organization Leaders (only for community service providers)**

What are some of the biggest challenges for your organization in offering services? *PROBES:*

1. *Funding*
2. *Staffing*
3. *Resources*
4. *Capacity*
5. *Policy or regulatory limitations*

What services or resources do the clients you serve need that you cannot provide at your organization?

*PROBES:*

1. *Barriers*
2. *Lack of resources,*
3. *Outside of organization's scop*
4. *Capacity*
5. *Funding*

**Magic Wand Question**

If you had a magic wand and could solve one issue in your community, what would it be? Why?

Is there anything else we have not discussed today that you think is important for us to know?

*Thank you for your time!*

## Appendix D: Community Survey

The purpose of this survey is to learn more about the needs of individuals and families living in the City of Chandler, including the strengths, resources, and most importantly – ways to address needs identified -as part of the City of Chandler’s 2023 Community Needs Assessment.

**If you would like to be entered to win one of four \$50 gift cards, please enter your contact information at the end of the survey. Please complete the survey before Friday, October 13th by 5:00 p.m.**

If you have any questions about the survey or community needs assessment, please contact Kevin Koegel at our research partner, Crescendo Consulting Group, at [kkoegel@crescendocg.com](mailto:kkoegel@crescendocg.com).

In what zip code do you live? \_\_\_\_\_

In what zip code do you work? \_\_\_\_\_

**Conditions of poverty** are negative environmental, safety, health and/or economic conditions that reduce investment or growth in communities where individuals with low income live.

What do you believe to be the **top five conditions of poverty** in the City of Chandler? (Choose 5)

- |  |  |
|--|--|
| <input type="checkbox"/> Lack of childcare or low-quality childcare    | <input type="checkbox"/> Inaccessible/lack of substance use disorder treatment services and providers                      |
| <input type="checkbox"/> Lack of job opportunities with a livable wage | <input type="checkbox"/> Inaccessible/lack of health care services and providers   |
| <input type="checkbox"/> Cost of rental housing                        | <input type="checkbox"/> Housing insecurity, such as having difficulty paying rent, moving frequently, and/or overcrowding |
| <input type="checkbox"/> Cost of housing for ownership                 | <input type="checkbox"/> Food insecurity   |
| <input type="checkbox"/> Lack of housing stock                         | <input type="checkbox"/> Lack of financial or budgeting education  |
| <input type="checkbox"/> Transportation barriers                       | <input type="checkbox"/> Other: _____  |
| <input type="checkbox"/> Inaccessible/lack of mental health care       |  |

**Causes of poverty** are negative factors that make it more difficult for people with low income to provide for themselves and/or reduce access to resources that might help them meet their basic needs.

What do you believe to be the **top five causes of poverty** in the City of Chandler? (Choose 5)

- |   |  |
|---|--|
| <input type="checkbox"/> Lack of job opportunities with a livable wage    | <input type="checkbox"/> Program eligibility standards                                       |
| <input type="checkbox"/> Lack of affordable and safe housing              | <input type="checkbox"/> Lack of parental involvement  |
| <input type="checkbox"/> Single-parent households                         | <input type="checkbox"/> Transportation barriers   |
| <input type="checkbox"/> Untreated mental health conditions               | <input type="checkbox"/> Inaccessible/lack of health care services and providers             |
| <input type="checkbox"/> Untreated substance use disorders                | <input type="checkbox"/> Lack of childcare or low-quality childcare                          |
| <input type="checkbox"/> Generational poverty                             | <input type="checkbox"/> Lack of college, technical, or trade school education               |
| <input type="checkbox"/> Systemic racism or prejudice                     | <input type="checkbox"/> Disability (e.g., physical, intellectual, developmental, emotional) |
| <input type="checkbox"/> Outdated federal and/or policies and regulations |  |

Thinking about your community, please rate how much focus should be given to each of the following HOUSING AND ENVIRONMENT topics listed below.

HOUSING AND ENVIRONMENT	1 No More Focus Needed	2	3 Neutral	4	5 Much More Focus Needed	I Do Not Know
Additional quality affordable housing units						
Affordable housing options for older adults (assisted living, nursing homes, independent living)						
Landlords who accept housing choice vouchers (Section 8) or other government subsidies						
Programs for major housing repairs (e.g., roofs, windows)						
Weatherization programs (e.g., insulation, weatherstripping)						
Home modification programs for older adults and persons who are disabled (e.g., grab bars, ramps)						
Financial assistance for utilities (e.g., gas, water, electricity)						
Financial assistance for renters						
Financial assistance for people with a mortgage						
Additional shelter beds for people experiencing homelessness						
Shelter/housing and resources for youth experiencing homelessness						
Safe shelter/housing for survivors of domestic violence						
Affordable high-speed internet at home						
Housing assistance and resources for veterans						

Thinking about your community, please rate how much focus should be given to each of the following BEHAVIORAL HEALTH topics listed below.

BEHAVIORAL HEALTH	1 No More Focus Needed	2	3 Neutral	4	5 Much More Focus Needed	I Do Not Know
Mental health resources for older adults						
In-school mental health resources for school-aged children						
Suicide prevention programs and resources for children and youth						
Mental health resources for adults						
Quality mental health crisis services						
Substance use disorder treatment providers and services						
Opioid prevention programming						
Opioid treatment services and resources (e.g., medically assisted treatment/MAT)						
Substance use prevention programs for youth in schools						
Recovery support programs (e.g., AA/NA, Recovery Cafe)						
Services and resources specifically designed for individuals with co-occurring (i.e., mental health and substance use) disorders						
Behavioral health services and resources for veterans						
Partnerships between public and social services						
Financial assistance for substance use disorder treatment						
Providers who accept no insurance						
Providers who accept Medicaid						
Health insurance enrollment assistance (e.g., Medicaid, Medicare, private insurance)						
Care for children with disabilities (e.g., intellectual, developmental, emotional)						
Culturally competent providers						
Quality translation services for bi-lingual patients						
Reducing the stigma associated with mental health and substance use disorder						

Thinking about your community, please rate how much focus should be given to each of the following **BASIC NEEDS** topics listed below.

BASIC NEEDS	1 No More Focus Needed	2	3 Neutral	4	5 Much More Focus Needed	I Do Not Know
Expanded access to food pantries or food banks						
Accessible prepared foods for older adults (home delivered meals)						
Expanded public transportation routes and time schedules						
Local job opportunities with a livable wage						
Training opportunities (e.g., higher education, technical or trades school, apprenticeships)						
Educational opportunities for soft skills education (e.g, customer service, showing up on time, etc.)						
Financial assistance for vehicle repairs						
Accessible resources or programs available for struggling families that don't meet income qualifications						

Thinking about your community, please rate how much focus should be given to each of the following **CHILDCARE AND EDUCATION** topics listed below.

CHILDCARE AND EDUCATION	1 No More Focus Needed	2	3 Neutral	4	5 Much More Focus Needed	I Do Not Know
More quality affordable licensed childcare providers						
More flexible childcare options for working parent(s) (extended morning and evening hours)						
Childcare for children with disabilities (e.g., physical, intellectual, developmental, emotional)						
Accessible resources to help children catch up from disruptions caused by the pandemic						
GED/high-school equivalency programs						
After-school programs for school-aged children						
In-school extracurricular activities for youth						
Local recreational opportunities for youth						
Drug prevention / mental health support / awareness resources and programs for youth						



Thinking about your community, please rate how much focus should be given to each of the following SOCIAL AND COMMUNITY CONTEXT topics listed below.

SOCIAL AND COMMUNITY CONTEXT	1 No More Focus Needed	2	3 Neutral	4	5 Much More Focus Needed	I Do Not Know
Community violence prevention (e.g., hate crimes, gun violence, domestic violence)						
Child abuse and neglect prevention						
Accessible resources for New Americans (e.g., English as a secondary language, classes, undocumented migrant worker support)						
Support and resources for LGBTQ+ youth						
Support and resources for LGBTQ+ adults						
Support and resources for veterans						
More foster care families						
Services for senior connectivity						

**In the past 12 months, have you needed any of the following health services but were unable to get the service? (Please check all that apply)**

- Medical care (e.g., primary care doctor, specialist)
- Dental care
- Behavioral health care (i.e., psychiatrists, therapists, counselors, etc.)
- Other (please specify):

**If you answered yes to having difficulties getting services, what were the reasons for your difficulties? (Check all that apply)**

	Medical Care	Dental Care	Mental Health Care	Substance Use Treatment
I don't know where or how to get this service				
It's too far to travel				
I don't have reliable transportation				
Appointment times don't work for me				
It takes too long to get an appointment				
Appointments canceled or unavailable due to COVID-19 or staff shortages				
I can't find a provider accepting new patients				
I do not have insurance				
I don't have enough insurance coverage				
They don't accept my insurance				
I can't afford the insurance copays				
I feel bad about going				
I feel worried/afraid about going				
I can't find a specialist near me				
No internet access				
I don't have childcare				

**Other (please specify):**

**Are there any other needs of residents of the City of Chandler that you think are important for us to know?**

## About You

*REMINDER: All responses are confidential.*

### I identify as:

- Male
- Female
- Transgender man/Trans man
- Transgender woman/Trans woman
- Genderqueer/gender nonconforming neither exclusively male nor female
- Other gender category

### What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or older
- I prefer not to say

### What is your race? (Check all that apply)

- White or Caucasian
- Black or African American
- Asian or Asian American
- Native American or Alaska Native
- Native Hawaiian or Pacific Islander
- Another race
- I prefer not to say

### What is your ethnicity? (Check one)

- Hispanic or Latino
- Not Hispanic or Latino
- I prefer not to say

**Are you a veteran?**

- Yes
- No
- I prefer not to say

**What is your annual household income?**

- Less than \$10,000
- \$10,000 to \$14,999
- \$15,000 to \$24,999
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or more
- I prefer not to say

**How many people live in your household?**

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 or more

**What is your highest level of education?**

- Less than high school or equivalent
- High school diploma or equivalent
- Some college
- Technical or trade school
- Associate's degree
- Bachelor's degree
- Graduate or professional degree (Masters, PhD, MD, etc.)
- I prefer not to say