

# Community Needs Assessment

2025



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## Overview

The **Community Needs Assessment (CNA)** is a public participation process to gather and identify opinions from El Paso residents on their perceived social service and infrastructure needs. The **Community Needs and Fair Housing Choice Survey**, an online questionnaire designed for the assessment, consists of a series of questions covering various topics, including community service programs, public facility improvements, housing accessibility, and homelessness. The data collected through the evaluation will directly inform the allocation of resources to priority areas that support the most vulnerable populations within the community.

More specifically, the CNA will guide the City's **2025-2029 Consolidated Plan** which is submitted to the **U.S. Department of Housing and Urban Development (HUD)** as part of the City of El Paso's annual requests for federal grant funding. Before submitting the findings and plan to HUD, they will be presented to the City of El Paso's Mayor and Council. This presentation will include public hearings, allowing both the Council and residents to provide additional input before finalizing the plan.

With over 645 respondents, the CNA generated a vast number of participants who collectively determined these key priorities for El Paso:

- Most needed community services - mental health services, transportation, youth program, and childcare services.
- Most needed public improvements - mental health centers, walkability/accessibility, and food pantries.
- Affordable housing needs - more rental units for low-income families and single-family homes.
- Strong support for - affordable rental locations across all El Paso, housing rehabilitation, and homebuyer down payment assistance.
- Identified gap - lack of accessible housing for people with disabilities.
- High priority - addressing homelessness through supportive services, shelters, permanent housing, and independent living support.
- Fair housing barriers - limited awareness on fair housing and widespread experiences of housing discrimination.

The public input sessions echoed these findings, emphasizing gaps in housing resources, particularly for homeless youth and individuals transitioning to permanent housing, along with a need for clearer communication on available support services.

## Background

### **The Department of Community and Human Development**

The Department of Community and Human Development's (DCHD) central role is ensuring that the City of El Paso effectively meets the social service and housing needs of its residents. It manages a wide range of programs and services to assist the city's most vulnerable residents which are made possible by federal grant funding that DCHD is responsible for administering. These programs range from managing annual funds designated towards mitigating

homelessness, supporting family and household stability, providing aid to low-income residents seeking their first home, and organizing senior volunteer initiatives, all with the mission to enhance sustainability and resilience across the city.

This structure makes DCHD particularly well-equipped to craft a needs assessment that is both relevant and effective in addressing the key social service, public facility, and housing needs of the community. The department operates on three core pillars—Civic Empowerment, Human Services, and Neighborhood Development. Human Service and Neighborhood Development are directly served by federal funding, and through its Civic Empowerment pillar of civic engagement and empowering residents, it makes the department ideal for gathering input that captures perspectives from different demographics and neighborhoods. By utilizing the CNA outcomes, the department confirms the funding allocated to the community is used in a way that aligns with the priorities of El Paso residents, HUD requirements, and the city’s strategic goals, and in turn, DCHD displays its capacity to turn assessment findings into actionable, community-focused plans.

### **Planning for Federal Grant Funding**

The City of El Paso’s ability to apply for and receive federal funding from HUD is a cornerstone of its community development efforts. The Consolidated Plan is a strategic framework developed by DCHD to guide the City of El Paso in its use of federal resources over a five-year period (2026-2031). The plan outlines the goals, and specific actions that the City plans to take to improve living conditions, expand housing opportunities, and support underserved populations, including low-to moderate-income residents. The four primary federal grants that the City applies for annually are:

1. **Community Development Block Grant (CDBG):** CDBG funds support a wide range of community development activities, including the improvement of public infrastructure, housing, and services for low- and moderate-income residents. This grant helps fund essential programs that contribute to neighborhood revitalization and improved living conditions.
2. **Emergency Solutions Grant (ESG):** ESG funds are used to support homelessness prevention and rapid re-housing programs. The goal is to help individuals and families who are experiencing or at risk of homelessness by providing emergency services, transitional housing, and other resources necessary to help them stabilize and obtain permanent housing.
3. **Housing Opportunities for Persons with AIDS (HOPWA):** The HOPWA program provides funding for housing assistance and supportive services for individuals living with HIV/AIDS. This program addresses housing instability and provides critical support for those who face challenges in accessing stable housing due to their health status.
4. **HOME Investment Partnership Program (HOME):** HOME funds are used to create affordable housing opportunities, including homebuyer assistance, home repairs, and the construction of rental housing. This program is critical for developing and preserving affordable housing options for low-income individuals and families.

Together, these four grants significantly impact the City of El Paso's ability to address a range of community needs and improve the quality of life for vulnerable populations and the Consolidated Plan helps ensure that the City effectively secures and uses these funds to address local needs.

## Methodology

### Community Engagement Methods

To gather valuable input for the 2025-2029 Consolidated Plan, an online survey was designed as the primary tool to collect input from residents regarding their perceived community needs with the intent to be accessible to a broad audience. In addition to the survey, public information sessions were held as an additional or alternative way to engage residents. These sessions provided opportunities for residents to learn more about the purpose of the Community Needs Assessment and share their thoughts in person.

To ensure a diverse range of feedback, DCHD leveraged its extensive network of stakeholders, including subrecipients, neighborhood associations, the City of El Paso's Neighborhood Leadership Academy, City employees, and City boards and commissions. These stakeholders, who represent various segments of the community, were instrumental in facilitating outreach and encouraging participation in the survey and public information sessions.

### Survey Design

The CNA survey consisted of 18 core questions, designed to gather community input on key areas that align with the Consolidated Plan. It was available in both **English** and **Spanish** to ensure accessibility for El Paso's significant Spanish-speaking demographic due to its location on the U.S.-Mexico border.

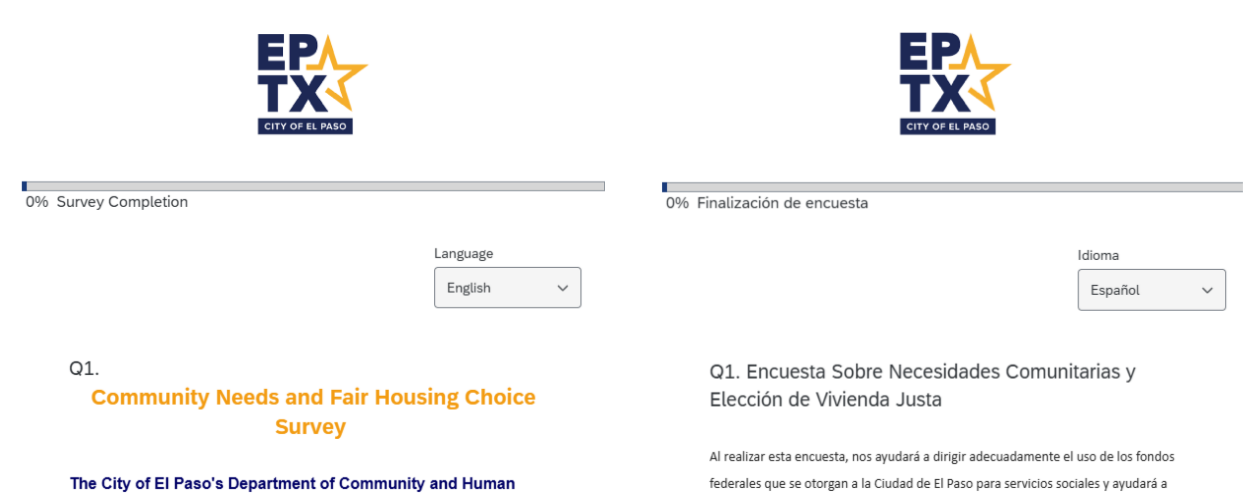


Image: Screenshots of the Community Needs Assessment shows they survey was offered in both English and Spanish.



The questions covered essential topics, including:

- **Social service programs**
- **Public facilities improvements**
- **Homelessness and housing-related issues**
- **Accessibility for persons with disabilities**
- **Fair housing issues**

Additionally, 12 demographic questions were included to better understand the socio-economic background of the respondents. These questions gathered information such as:

- **Area of residence**
- **Income and employment status**
- **Familial status and household size**
- **Homeownership**
- **If respondents had a disability**

## Survey Distribution



The flyer is titled "PARTICIPATE IN THE COMMUNITY NEEDS ASSESSMENT" and features the El Paso, Texas logo. It includes two circular images: one showing hands typing on a laptop and another showing hands pointing at a table with sticky notes. The text on the flyer reads: "The City is seeking resident input on on what priorities and community resources related to social services, access to housing, homelessness and accessibility, are most needed." Below this, it lists two options: "TAKE & SHARE SURVEY" and "ATTEND INPUT SESSION". The first session is on Thursday, Feb. 20, 5:30P – 7:00P at the Sylvia Carreon Community Center, 709 Lomita Dr. The second session is on Tuesday, Feb 25 | 5:30P – 7:00P at the Wayne Thornton Community Center (Grandview), 3134 Jefferson Ave. A note states: "Your input will help us properly direct the use of federal funds that are granted to the City of El Paso by the U.S. Dept. of Housing and Urban Development." The footer includes the Department of Community and Human Development and the email [conplanai2025@elpasotexas.gov](mailto:conplanai2025@elpasotexas.gov).

Image: Flyer promoting the Community Needs Assessment survey and public sessions

The survey was officially launched in February 2025, and its distribution strategy was designed to reach a widespread audience across the city. DCHD employed several methods to distribute the survey, ensuring ample participation:

1. **Email Distribution:** The survey was initially sent to a contact list maintained by the DCHD, which includes key community partners, social service providers, non-profits, and stakeholders. This initial outreach helped ensure that individuals and organizations with direct knowledge of community needs were among the first to participate in the survey.

2. **Citywide Outreach: The City's Strategic Communications Office** played a key role in promoting the survey city-wide and encouraging participation. They sent a mass email to all City employees, inviting them to take the survey and share it with their networks. Additionally, the communications team used the City's official social media channels to promote the survey and public information sessions, sharing posts multiple times throughout the month.
3. **Public Information Sessions:** To complement the online survey, the DCHD hosted two public information sessions to engage community members in person. These sessions were held at the following locations and times:
  - a. Thursday, February 20, 2025 from 5:30 p.m. – 7:00 p.m. at the Sylvia Carreon Community Center (709 Lomita Dr, El Paso, TX 79907)
  - b. Tuesday, February 25, 2025 from 5:30 p.m. – 7:00 p.m. at the Wayne Thornton Community Center (Grandview) (3134 Jefferson Ave, El Paso, TX 79930)
4. **Stakeholder and Community Group Engagement:** To Ensure feedback from those actively involved in their community or dedicated to serving underrepresented groups was gathered, the DCHD invited the following key stakeholders to participate in the survey:
  - a. Federal grant subrecipients
  - b. City-registered neighborhood associations (approximately 100)
  - c. Participants of the Neighborhood Leadership Academy (annual city program designed to educate residents about City government operations), including both current participants and past graduates
  - d. City boards and commissions, specifically those that represent vulnerable populations, such as:
    - i. **Accessibility Advisory Committee**
    - ii. **AmeriCorps Seniors Advisory**
    - iii. **Fair Housing Task Force**
    - iv. **Veterans Affairs Advisory Council**
    - v. **Women's Rights Commission**
5. **Senior Center Outreach:** Understanding the importance of engaging senior residents, the Retired Seniors Volunteer Program (RSVP), a DCHD program, contributed by assisting seniors with completing the online survey. These outreach events were held at:
  - e. Pavo Real Senior Center on February 25, 2025
  - f. Wayne Thornton Community Center (Grandview) on February 27, 2025

In total 35 surveys were completed at the two senior centers. RSVP also helped to distribute the survey to their 34 partnered non-profit agencies that participate in the volunteer program to expand the reach even further.

## Key Findings & Analysis

The DCHD designed survey questions to gather information relevant to the Comprehensive Plan. A total of 641 participants responded to the survey, with an average of 447 respondents per question. The survey focused on identifying critical service and facility needs, especially those affecting vulnerable groups like low-to-moderate income individuals, people with disabilities, and those experiencing housing instability. To strengthen the findings of the CNA, the DCHD also

analyzed additional supporting data from credible sources, such as the U.S. Census Bureau's 2022 American Community Survey, the 2025 State of Homelessness Roundtable for El Paso, and HUD's 2022 Comprehensive Housing Market Analysis for El Paso. The goal was to ensure that local priorities align with the measurable needs of the community.

Analysis is key because it identifies where disparities exist between public perceptions and actual service gaps, helping the city prioritize initiatives. It also underscores the interconnected nature of the identified needs and how housing affordability, mental health services, and transportation access are often intertwined.

### **El Paso Services Needs Analysis: 2025 Community Priorities and Gaps**

The Services Needs Analysis summarizes the most urgent community service needs in the City of El Paso based on findings from the CNA and supported by demographic data from the U.S. Census Bureau's 2022 American Community Survey such as poverty rates, housing cost burden, and access to transportation. Results of the 2025 State of Homelessness Roundtable session are also incorporated. The focus is on service-based initiatives such as mental health care, emergency shelter support, housing navigation, family services, and transportation access.

Five core service areas were consistently identified by residents and providers including mental health services, homelessness services, family services (including childcare), youth services, and transportation. Each of these priorities is discussed below with supporting data and references to the survey questions that informed their ranking.

**Mental health services** were ranked as the highest priority among survey participants with 18% of individuals selecting it as one of their top three community service needs. These responses are consistent with El Paso County's status as a federal "Mental Health Professional Shortage Area," and is underscored by the census data ranking El Paso as one of the highest uninsured cities in the state with 22.1% of residents lacking health insurance. The combination of under-resourced systems and economic barriers significantly limits access to ongoing care and places mental health services at the top of the city's service priorities.

**Family services** emerged as a significant concern, with 10% of respondents selecting childcare services as a top community need and 6% selecting domestic violence prevention. Local data reinforces these concerns, particularly for individuals caring for children or fleeing domestic violence situations. In El Paso, approximately 36% of households have children under 18, with nearly 29% of those children living in poverty. The findings were further corroborated during the State of Homelessness Roundtable, where agencies highlighted the urgent need for family stabilization services, parenting support, trauma recovery, and legal advocacy.



## What are the top three community services that are most needed in El Paso?

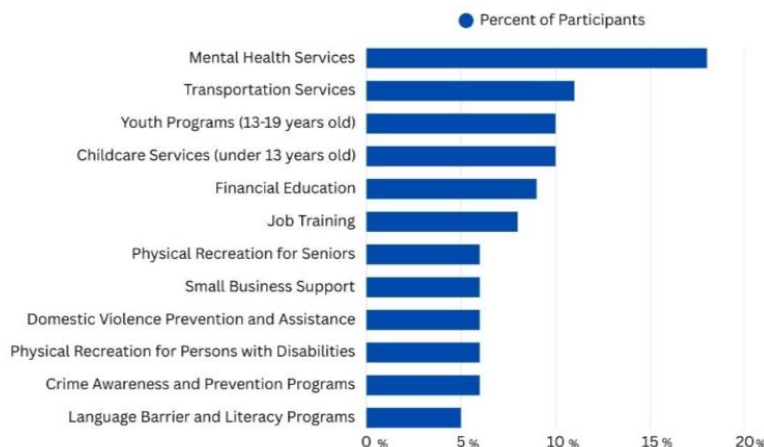


Figure 1: A bar graph shows the percentage of participants identifying the top three needed community services in El Paso.

**Youth services**, defined as programs aimed at individuals aged 13 to 19, were highly prioritized by residents. Youth programs were identified as one of the top three most-needed community services receiving 10% of responses. This is particularly relevant in a city where 26% of the population is under the age of 18. During the State of Homelessness Roundtable, agencies reaffirmed these concerns by reporting that youth encounter barriers to housing, education, and mental health care. This concern is prominently seen in youth aging out of foster care or experiencing homelessness.

**Transportation services** were a top selection with 11% of residents identifying transportation as one of the most pressing needs in the city. According to U.S Census data, 7.4% of households in El Paso do not have access to a vehicle. This percentage is even higher in low-income neighborhoods and disproportionately affects the elderly, people with disabilities, and individuals experiencing homelessness. Providers echoed this concern during the State of Homelessness Roundtable, noting that limited public transit, long travel times, and inaccessible routes hinder residents' ability to reach medical appointments, shelters, schools, and job opportunities.

**Homelessness services** followed as a critical area of concern. When asked how important it is for the City to address homelessness, 59.4% of respondents rated it as a high priority, which prompts a comparison to how many low-income households remain at risk of eviction or long-term housing instability. In a large group discussion on homelessness during the State of Homelessness Roundtable, local service providers also emphasized the need for homelessness outreach, case management, and system navigation.

## How important is it for the City of El Paso to address homelessness in the community?

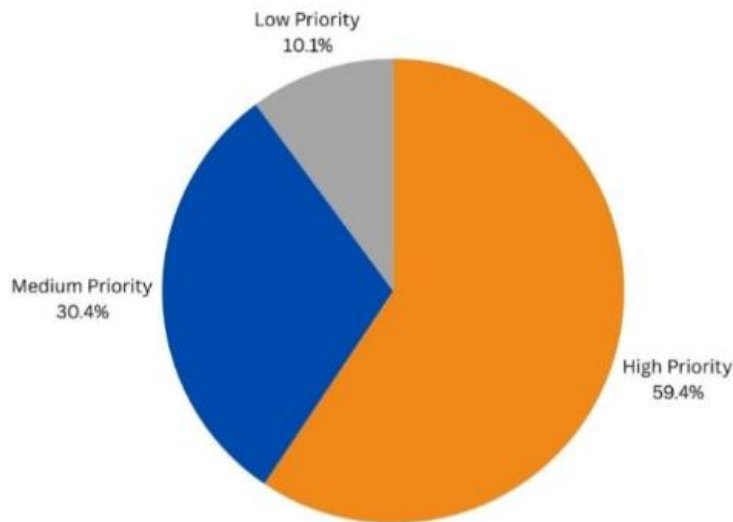


Figure 2: Pie chart showing the percentage of participants identifying the need for the City of El Paso to address homelessness.

Together, these findings provide a strong foundation for setting service program priorities in the City's Consolidated Plan and Annual Action Plan. Areas of mental health, homelessness, family support, youth services, and transportation are deeply interconnected needs that reflect both resident perceptions and measurable service gaps. Addressing them strategically will improve outcomes across the city and strengthen El Paso's social infrastructure.

### **El Paso Infrastructure Analysis: 2025 Community Priorities and Gaps**

The priority infrastructure needs and gaps in the City of El Paso are based on the data from the 2025 Community Needs and Fair Housing Choice Survey and HUD's 2022 Comprehensive Housing Market Analysis for El Paso. The infrastructure priorities that were identified include affordable housing, mental health centers, walkability and accessibility improvements, and homeless facilities.

HUD's 2022 Comprehensive Housing Market Analysis for El Paso predicted the demand for 2,300 rental units between 2022 and 2025. Emphasizing this gap, was the 67% of CNA survey respondents who highlighted the need for **affordable housing for low-to-moderate income families and elderly** individuals throughout El Paso. Additionally, 44% of respondents agreed the City should prioritize **rehabilitation and new construction of affordable rental housing units**.

In addition to the need for affordable housing rental units, 26% of respondents indicated that the City should prioritize the development of **affordable single-family homes for first-time**

**homebuyers.** Furthermore, 23% of participants expressed support for **homebuyer down payment assistance.** Only 11% of respondents felt that El Paso has adequate affordable rental housing units, which underscores a broader consensus that affordable housing is needed throughout the city. The two regions most identified as in need are East (19% of responses) and Central (18% of responses). Despite this identified need, several factors, including HUD incentivized homeownership regulations, El Paso's median sales prices, and challenges related to post-purchase sustainability, inhibit the effectiveness of homebuyer assistance funded by federal resources.

### What type of affordable housing do you think is most needed in EL Paso?

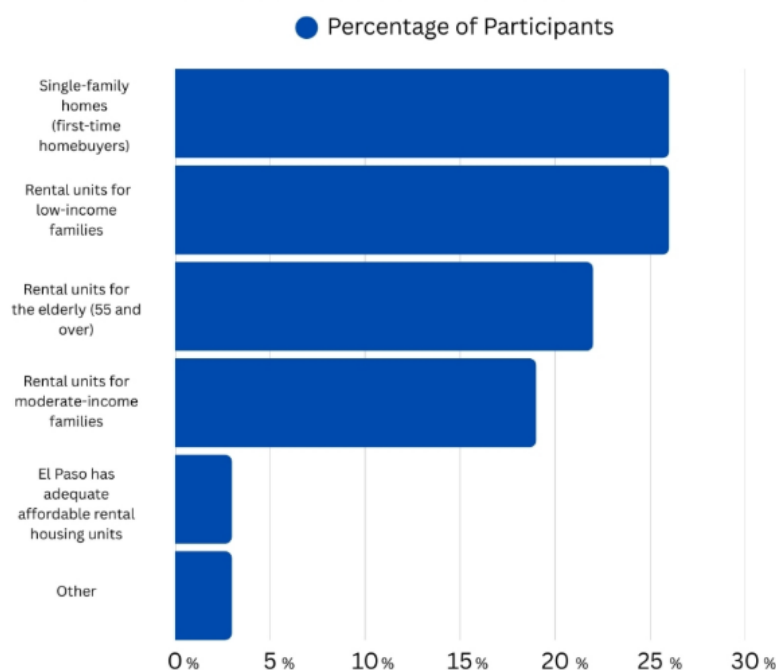


Figure 3: Bar graph showing respondent selections on the types of affordable housing most needed in El Paso

In addressing housing affordability within our community, the CNA indicates that 64% of respondents strongly agree that local tax dollars should supplement federal funding for homeowner assistance programs. This support reflects the community's willingness to invest locally in efforts to close the housing affordability gap.

Furthermore, the CNA identified infrastructure focused on equity and health as critical priorities. The most commonly reported service need was mental health services. Consequently, mental health centers emerged as one of the top three choice public improvements, alongside enhancements in walkability and accessibility. Additionally, respondents consistently prioritized accessibility for persons with disabilities in rental housing infrastructure. This reinforces the necessity for comprehensive infrastructure design that addresses both public spaces and housing developments.

## What are the top three public improvements that are most needed in El Paso?

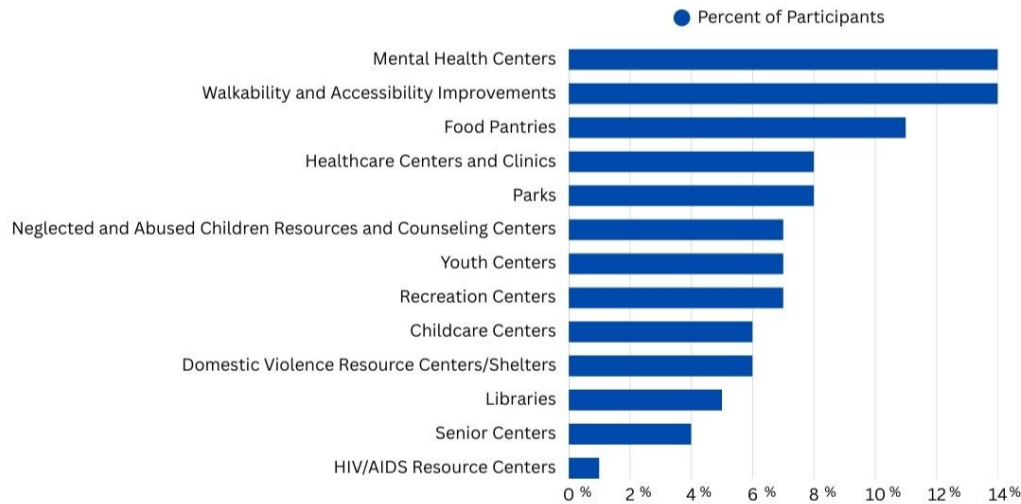


Figure 4: A bar graph showing the percentage of participants identifying the top three most needed public improvements in El Paso.

**Food pantries** were the second most identified public improvement area of need in the CNA survey. With the housing cost burden in El Paso, it highlights the intersection of housing and basic living needs. HUD's 2022 Comprehensive Housing Market Analysis for El Paso data shows that more than 55,000 households pay over 30% of their income on housing, including nearly 27,000 that are severely cost burdened, paying a significant portion of their income toward rent or a mortgage. These families are more likely to struggle with basic necessities.

Lastly, in alignment with homelessness services being identified as one of the top community service needs - facilities designed to mitigate homelessness received comparable levels of support. Each of these facilities offers various services to support individuals without homes:

- **Emergency shelters** – offer immediate, short-term housing for individuals experiencing homelessness.
- **Supportive housing** – combines affordable housing with services that promote independent living.
- **Transitional housing** – provides structured, temporary housing (up to two years) to help individuals prepare for permanent housing.
- **Permanent housing** – offers long-term, community-based living options that support self-sufficiency.

In summary, this data highlights the urgent need for a **multi-faceted** approach, along with both federal and local investment, to address the gaps within our community that disproportionately affect low-to-moderate-income residents, a situation exacerbated by cost burdens and limited federal support.

### Select the top homeless facility types that are most needed in El Paso?

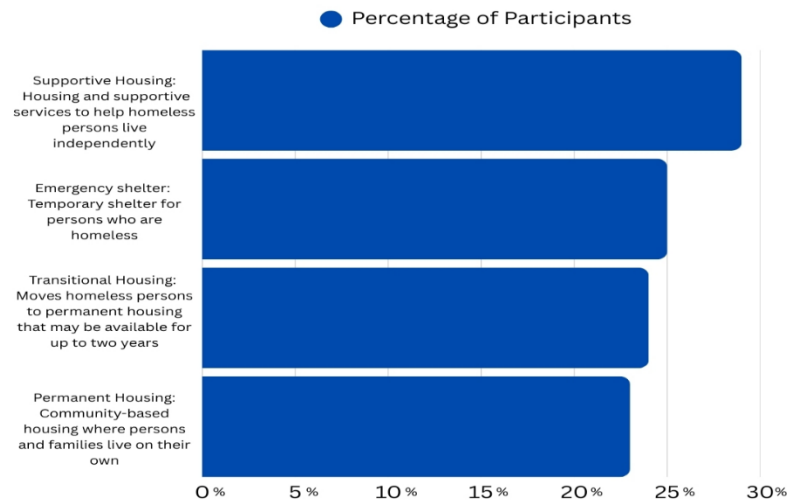


Figure 5: A bar graph showing the percentage of participants identifying the top homeless facility types most needed in El Paso.

### Equal Opportunity

The accessibility of housing for individuals with disabilities and the issue of fair housing are closely interconnected, as both involve ensuring equal opportunities and rights for all individuals, regardless of disability, race, or other protected characteristics. Survey results reveal a significant gap in accessible housing options and public awareness regarding accessibility and fair housing issues.

#### Accessibility for Persons with Disabilities:

**Do you believe enough information on accessibility and the Americans with Disabilities Act (ADA) is available to the public?**

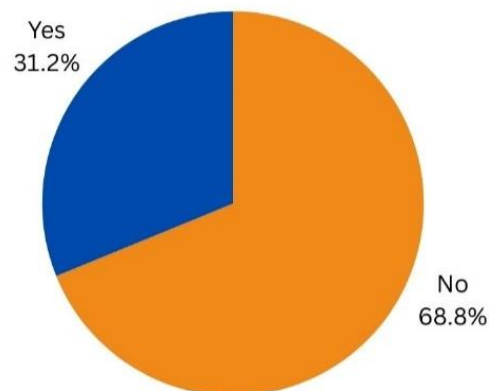


Figure 6: A pie chart showing the percentage of participants identifying if there is enough information on accessibility and the Americans with Disabilities Act made available to the public.



Of the participants that took the survey, 100 individuals identified as having a disability. Nearly 70% of all survey respondents expressed the belief that there is a lack of accessible public information relating to the Americans with Disabilities Act (ADA) and overall accessibility issues. When participants were prompted to evaluate the necessity of rental housing units specifically designed for individuals with disabilities, 47% of the respondents identified this issue as a high priority. In addition to the pressing need for specialized rental units, many participants also indicated high to medium priority for accessible amenities and ADA-compliant parking. Furthermore, the need for accessibility enhancements was not limited to renters; 47% of participants also identified a high need for accessibility improvements to ensure homes are accessible to homeowners as well.

The overall findings of the accessibility portion of the survey indicated that there is insufficient accessible public information about the Americans with Disabilities Act and its related accessibility issues. Participants highlighted the need for rental housing units designed for individuals with disabilities, while also highlighting the importance of accessible improvements for homeowners.

### **Fair Housing**

Concerning the availability of information on fair housing and housing discrimination accessible to the public in El Paso, nearly half of respondents believed there was not enough information available. In addition, 37% of the 210 respondents acknowledged that they had been unable to find an accessible home or apartment and 132 survey contributors stated they had at some point experienced a form of discrimination, such as being discouraged and/or denied because of their race, disability, or sexual orientation, when renting or buying a home.

#### **Is there enough information on fair housing and housing discrimination available to the public in El Paso?**

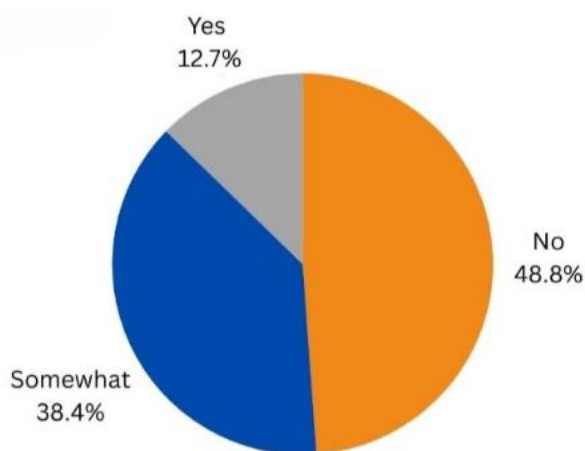


Figure 7: A pie chart showing the percentage of participants identifying if there is enough information on fair housing and housing discrimination available to the public.

In response to questions regarding potential actions in the event of encountering housing discrimination, a significant 32% of respondents indicated their intent to report the incident to

local government or housing authorities. The responses reflected a notable distribution of support for alternative courses of action, with an even proportion of participants expressing a willingness to report the matter to state or federal government entities, as well as to confront the offending individual or housing organization directly. Additionally, 19 respondents chose to provide a more detailed response by explaining their answer in the “Other” answer choice. This revealed a choice to utilize digital platforms, such as social media and review sites, as a means of confronting discrimination.

Both accessibility and fair housing issues are crucial in ensuring equal living opportunities for all, particularly individuals with disabilities. The lack of accessible rental units, inadequate public information on ADA compliance, and the prevalence of housing discrimination point to systemic barriers that prevent full participation in housing markets. Addressing these challenges requires not only improving the availability of accessible housing and amenities but also increasing public awareness of fair housing rights and the steps individuals can take to address discrimination.

### **Demographic Breakdown of Survey Respondents**

A total of 641 individuals participated in the CNA survey, of which 415 respondents provided detailed demographic information. The survey was offered to participants in both English and Spanish. Of the 641 initial survey respondents, a prominent 609 individuals responded to the questions in English. Hispanics accounted for 71% of the 412 individuals who answered the question about which race they identified as. The majority, 60% of individuals, who participated in the survey were female. Additionally, a large number of participants reported that they resided in the Eastside area of the city in zip codes: 79936, 79938, 79925, and 79928. When asked which District they resided in, many respondents were not sure. Districts 1, 2, 4, and 7 resulted to have a similar number of respondents; however, it is important to note that there were respondents from all eight El Paso city Districts.

Questions regarding familial composition revealed that of 411 respondents, 186 identified as married and 150 as single, meanwhile 76 have children and 37 do not have children. A majority, 67% (280) of the individuals surveyed, reported to have full-time employment status. The second highest segment of participants providing information about their employment status self-identified as being retired and accounted for 25% of responses.

Regarding where participants reside, 64%, of the 414 respondents, indicated they were homeowners, 27% renters, and 9% other. Of the participants who answered other, 13 responded that they lived with a family member and five self-identified as homeless. Concerning household income, the two income brackets that received the most answers were \$50,000-\$74,999 and \$100,000-\$149,999, with 74 and 71 responses respectively. Additionally, there were 60 respondents who indicated having household incomes under \$25,000 and 65 indicating \$35,000-\$49,999.

Overall, the demographical information provided by CNA survey respondents is representative of El Paso city’s general population demographics. According to data from the U.S. Census Bureau (2023) 81% of El Paso residents identify as Hispanic. Married-couple family households comprise 43% of the city’s population. In addition, 79936 is one of the most populated zip codes in the

state of Texas. The only outlier in the demographical data collected was the number of surveys that were taken in Spanish. Data from the U.S. Census Bureau (2023) shows that 63% the city's population speaks Spanish as their primary language at home while only 35% speak English as their primary language at home.

## **Public Input Sessions**

The Department of Community and Human Development hosted two Community Needs Public Input Sessions alongside the CNA survey. These sessions provided an opportunity for the public to offer feedback on what community resources, especially regarding social services, access to housing, homelessness, and accessibility, should be prioritized when the City of El Paso allocates federal funds from the U.S. Department of Housing and Urban Development. The first session occurred on February 20, 2025, at the Sylvia Carreon Community Center, and the second took place on February 25, 2025, at the Wayne Thornton Community Center. Before the session began, department staff explained the Community Needs Assessment and the Consolidated Plan to participants.

During the input sessions, participants were asked the following four questions:

1. What do you feel are the biggest gaps in services or resources in our city, and are there areas that are underserved or have greater needs than others?
2. How do you think HUD federal entitlement dollars should be prioritized in the next five years to address community needs?
3. What do you see as the most pressing issue facing our community right now, and are there specific groups (e.g., seniors, youth,) facing unique challenges?
4. What is your vision for the future of El Paso, and how can the Department of Community and Human Development contribute to achieving that vision?

Attendees were divided into two groups and asked to answer/discussion two questions before switching groups and answering the other two. DCHD employees wrote each question on a larger poster board and provided participants sticky notes and markers so that they could write responses and add them to the pertaining board. The poster boards with the corresponding participant responses attached were collected, documented, and summarized by DCHD Research Assistants. The questions were used to identify pressing issues, gaps in service/resources, and how the Department of Community and Human Development could contribute to the solution.

Participants voiced concerns about the city's communication regarding available resources, particularly among youth who are often unaware of existing programs. The discussions revealed a prominent housing crisis, highlighting the lack of affordable housing and quick-access temporary solutions for those experiencing homelessness. One critical point raised was the gap in support during the transition from temporary to permanent housing, where individuals often lose access to resources that could help them maintain stability. Many participants also emphasized the lack of job opportunities with adequate pay, which affects various demographics striving for financial independence.

The sessions also identified substantial gaps in services for homeless youth with criminal records, as minor offenses hinder their future housing opportunities. Attendees expressed that fundamentally improving El Paso's core issues could catalyze broader positive changes in the community. Furthermore, there was a shared concern that some individuals may avoid city resources due to misconceptions about potential stipulations, underscoring the need for clear communication regarding how these resources operate to encourage better community engagement.

## **Conclusion**

The Community Needs Assessment (CNA) has provided invaluable insights into the critical needs and service gaps within El Paso, particularly in the areas of mental health services, along with improved public facilities that support overall health, affordable housing, varied sheltering of the homeless, and disability access. With a wealth of respondents, the survey brought forward the community's consensus for enhanced mental health services with complementary facilities, as well as a significant lack of quality affordable rental units and single-family homes. Additionally, there is a clear demand for accessible housing for individuals with disabilities, alongside a growing concern for homelessness, with support for a variety of homeless facilities, including emergency shelters and permanent housing. The CNA also identified barriers to fair housing, including a lack of public information and a notable level of housing discrimination.

The community's prioritization of mental health and transportation services and separately, of improvements to mental health centers and increasing walkability not only reflects a broader concern for the well-being of residents, but shows a congruence between the identified needs in public services and public facilities, suggesting a perceived connection between the services that are most critical to residents and the physical infrastructure necessary to support those services. Additionally, the equal support for multiple forms of homeless facilities indicates that homelessness is a complex issue in need of diverse, integrated solutions. The overwhelming consensus on the insufficient availability of affordable housing highlights the need for enhanced strategic allocation of resources to meet the growing demand for housing in the city. The survey reveals significant communication challenges regarding the availability of education concerning fair housing and disability access.

Further engaging and informing the community as a whole, will be imperative to improving awareness and participation in the available services. As these findings are incorporated into the Consolidated Plan, the DCHD will play a pivotal role in ensuring that these exigencies are met by strategically funneling the federal grant funds toward essential programs aimed at filling these gaps and supporting those most in need.

## **Next Steps and Future Engagement**

The data and insights gathered through the CNA will directly inform the City of El Paso's 2025-2029 Consolidated Plan. This document will guide the strategic use of federal funding and establish the City's priorities for the next five years. Public hearings and presentations will allow for further discussion with the City's Mayor and Council, ensuring that community input continues to shape the final plan.

The City will also continue engaging with stakeholders throughout the process to ensure that the needs of El Paso's residents are not only being heard but, most importantly their perspectives are incorporated in addressing the complex challenges identified in this assessment.

### **Closing**

The City of El Paso remains steadfast in its commitment to addressing the community's needs. By prioritizing the findings outlined in this assessment, federal resources will be strategically allocated to support the most vulnerable populations. By actively listening to the voices of El Paso residents, the DCHD aims to mitigate homelessness, promote family stability, support affordable housing initiatives, enhance accessibility and create a fairer, more accessible housing environment for all residents, particularly those who face systemic barriers and discrimination.

In the spirit of community development and empowerment, DCHD will continue to leverage its programs and partnerships to implement the goals of the Consolidated Plan. With the support of the community, the City of El Paso is dedicated to advancing these initiatives and ensuring a more equitable and resilient community.



## Appendices

### Survey Questions:

**1. Select the top 3 community services that are most needed in El Paso:**

- physical recreation for seniors
- physical recreation for persons with disabilities
- Youth Programs (13-19 years of age)
- Child Care Services (under 13 years of age)
- Transportation Services
- Crime Awareness and Prevention Programs
- Mental Health Services
- Domestic Violence Prevention and Assistance
- Small Business Support
- Job Training
- Financial Education
- Language Barrier and Literacy Programs

**2. Select the top 3 public improvements that are most needed in El Paso:**

- Walkability and Accessibility Improvements
- Domestic Violence Resource Centers/Shelters
- Mental Health Centers
- Senior Centers
- Youth Centers
- Libraries
- Recreation Centers
- Parks
- Childcare Centers
- Healthcare Centers and Clinics
- HIV/AIDS Resource Centers
- Neglected and Abused Children Resource and Counseling Centers
- Food Pantries

**3. How important is it for the City of El Paso to address homelessness in the community?**

- low priority
- Medium Priority
- High Priority

**4. Select the top homeless facility types that are most needed in El Paso:**

- Emergency shelter: temporary shelter for persons who are homeless
- Transitional housing: moves homeless persons to permanent housing that may be available for up to two years
- Supportive housing: housing and supportive services to help homeless persons live independently
- Permanent housing: community-based housing where persons and families live on their own

**5. Are you from a social service agency that provide services to the unhoused population?**

- Yes
- No

**6. Please enter the social service agency you are from:**

**7. Briefly describe the services your agency provides to assist families and individuals who are experiencing homelessness or are at risk of becoming homeless.**

**8. What populations are in the most need of additional services and/or resources?**

- Individuals and families at risk of experiencing homelessness
- Individuals experiencing homelessness
- Families experiencing homelessness
- Youth experiencing, or at risk of experiencing, homelessness
- Veterans individuals experiencing homelessness

**9. What do you consider to be the top gaps in our community's homeless service system?**

**10. Where do you think resources should be allocated to address gaps in the homeless service system?**

**11. What do you consider to be the top strengths in our community's homeless service system?**

**12. Where do you think resources should be allocated to leverage the strengths of the homeless service system?**

**\*\*Social Service Agencies Only\*\***

**13. During COVID-19, what would you consider to be the most successful initiatives that safeguarded families and individuals experiencing homelessness, or at risk of experiencing homelessness?**

**14. Do you have any other thoughts on homeless service provision in El Paso?**

**\*\*Social Service Agencies Only\*\***

**15. Do you believe enough information on accessibility and the Americans with Disabilities Act (ADA) is available to the public?**

- Yes
- No

**16. Rate the level of need for rental housing units for persons with disabilities.**

- low priority
- Medium Priority
- High Priority

**17. Rate the level of need for accessibility to amenities (e.g., laundry, picnic areas, etc.) at rental housing units**

- low priority
- Medium Priority
- High Priority

**18. Rate the level of need for availability to ADA parking spaces in a rental or housing complex.**

- low priority
- Medium Priority
- High Priority

**19. Rate the level of need for accessibility improvements for homeowners**

- low priority
- Medium Priority
- High Priority

**20. What type of housing do you think is most needed in El Paso?**

- Affordable rental units for low-income families
- Affordable rental units for moderate-income families
- Affordable rental units for the elderly (55 and over)
- Affordable single family homes (for first-time homebuyers)
- El Paso has adequate affordable rental housing units
- Other (open ended response)

**21. In what area do you think affordable rental housing units are most needed in El Paso?**

- Downtown
- West
- Northeast
- Central
- East
- Far East
- Affordable rental housing units are not needed in any are of El Paso
- other (open ended response)

**22. Do you think that all families in El Paso have equal access to safe and adequate housing?**

- Yes
- No

**23. Which of the following rental or home-owner assistance programs for low-income families should the City of El Paso prioritize?**

- New construction of affordable rental housing units
- Rehabilitation of affordable rental housing units
- Single family owner-occupied rehabilitation
- Single family owner-occupied emergency repair
- Homebuyer down payment assistance
- Other (open ended response)

**24. Do you think local tax dollars should supplement federal funding for homeowner assistance programs?**

- Yes
- No

**25. There is enough information on Fair Housing and housing discrimination available to the El Paso public?**

- Yes
- No
- somewhat

**26. Have you experienced any of the following when renting or buying a home?**

- Discouraged from buying or renting a dwelling based on your race, color, religion, national origin, sex, familial status or disability
- Discouraged from buying or renting a dwelling based on your sexual orientation or gender identity
- Denied, or charged more for homeowner's insurance; or a home or equity loan based on your race, color, religion, national origin, sex (includes gender identity and sexual orientation), familial status or disability
- Denied reasonable accommodation or modification to make an apartment more accessible to someone with a disability
- Denied, or charged to have a service or emotional support animal in a rental property
- Unable to find an accessible home or apartment

**27. What would you do if you encountered housing discrimination? Mark which applies.**

- Confront the person or housing entity directly
- I am not sure
- Do nothing
- Report it to local government or housing authority
- Report it to state government
- Report it to federal government
- Other (open ended response)

**28. What district do you reside in?**

- District 1
- District 2
- District 3
- District 4
- District 5
- District 6
- District 7
- District 8
- I am not sure
- I am not a resident of the City of El Paso

**29. What is your zip code?**

**30. What is your gender?**

- Male
- Female
- Non-binary / third gender
- Prefer not to say
- other

**31. What is your race? Select all that apply**

- American Indian/Alaskan Native
- Asian
- Black/African American
- Hispanic
- Native Hawaiian/Other Pacific Islander
- White
- Multi-racial or other

**32. What is your familial/marital status? Select all that apply.**

- Single
- Married
- Separated
- Divorced
- Widowed
- Have children
- No children

**33. Do you have a disability?**

- Yes
- No

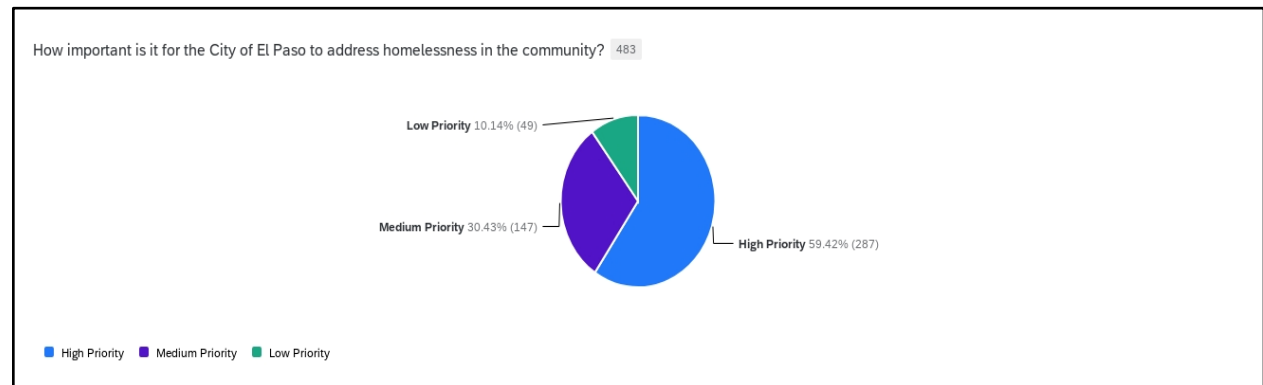
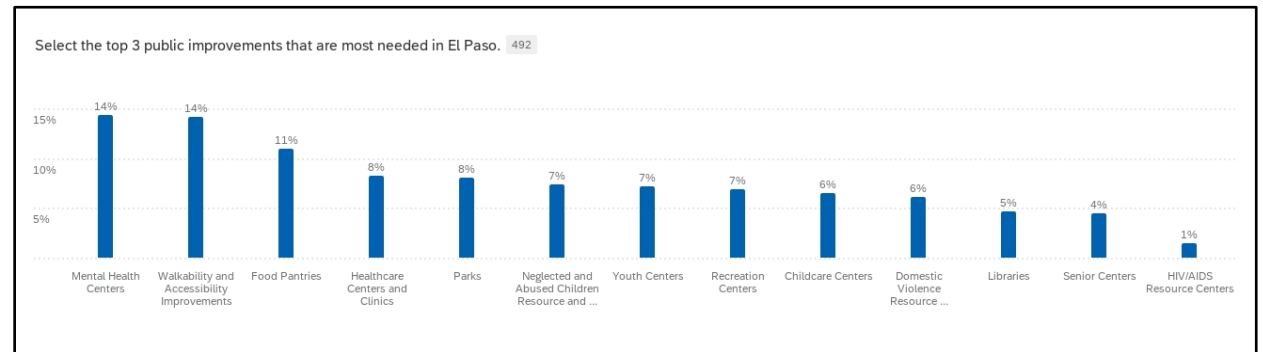
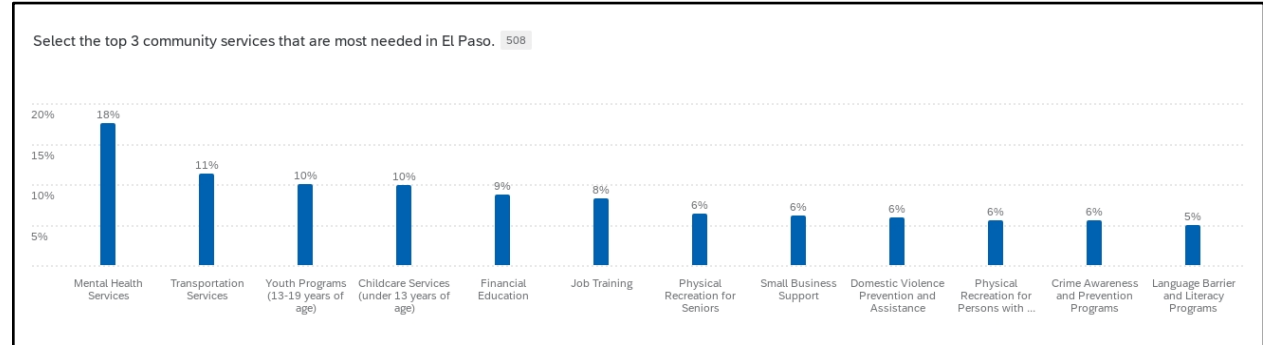
**34. Please select all that apply.**

- Do you have serious difficulty walking or climbing stairs? (5 years old or older)
- Are you deaf, or do you have serious difficulty hearing?
- Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping? (15 years old or older)
- Do you have difficulty dressing or bathing? (5 years old or older)
- Are you blind, or do you have serious difficulty seeing, even when wearing glasses?
- Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions? (5 years old or older)

**35. What is your employment status?**

- Full-time
- Part-time
- Retired
- Self-Employed
- Service member
- Temporary/Contract
- Unemployed
- Unemployed and Seeking Employment
- Veteran

## Qualtrics Automated Graphs:



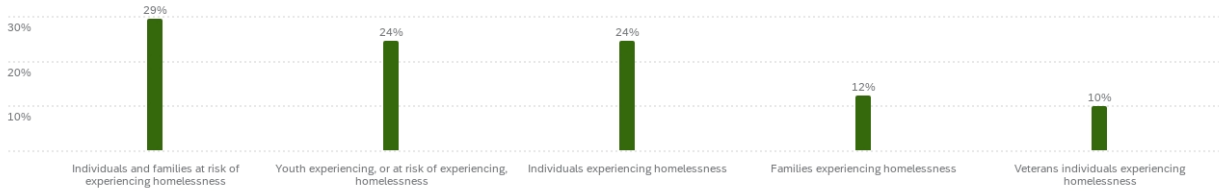
Select the top homeless facility types that are most needed in El Paso. 481



Are you from a social service agency that provide services to the unhoused population? 487



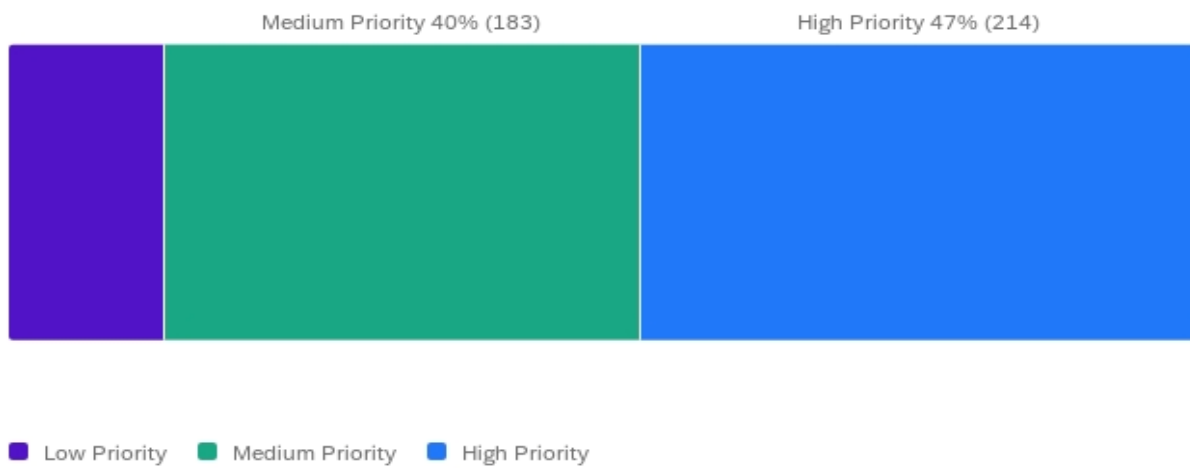
What populations are in the most need of additional services and/or resources? 41



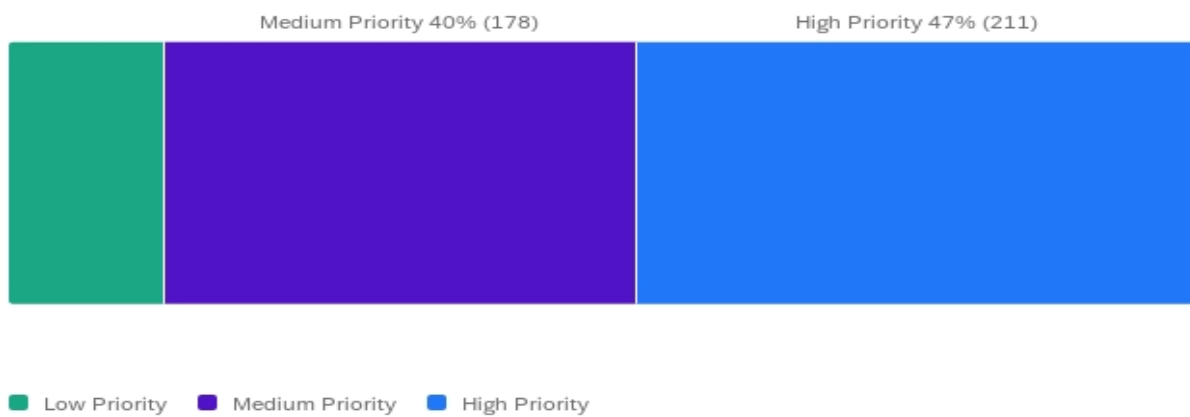
Do you believe enough information on accessibility and the Americans with Disabilities Act (ADA) is available to the public? 459



Rate the level of need for rental housing units for persons with disabilities.

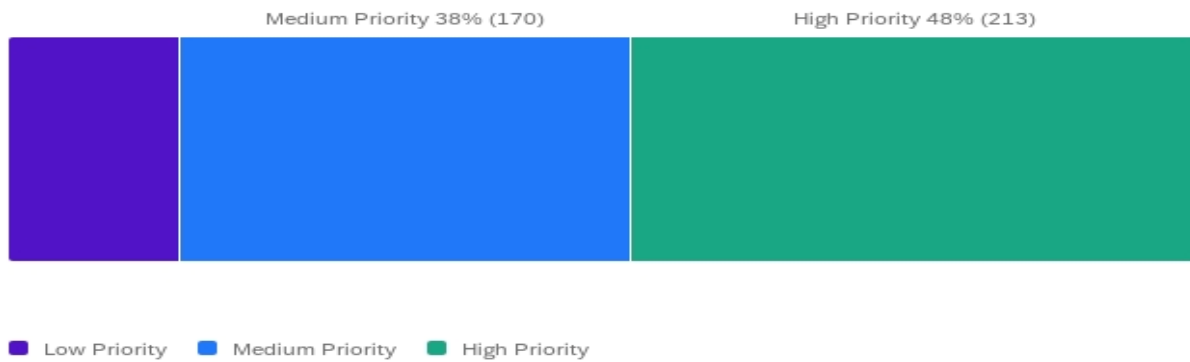


Rate the level of need for accessibility improvements for homeowners

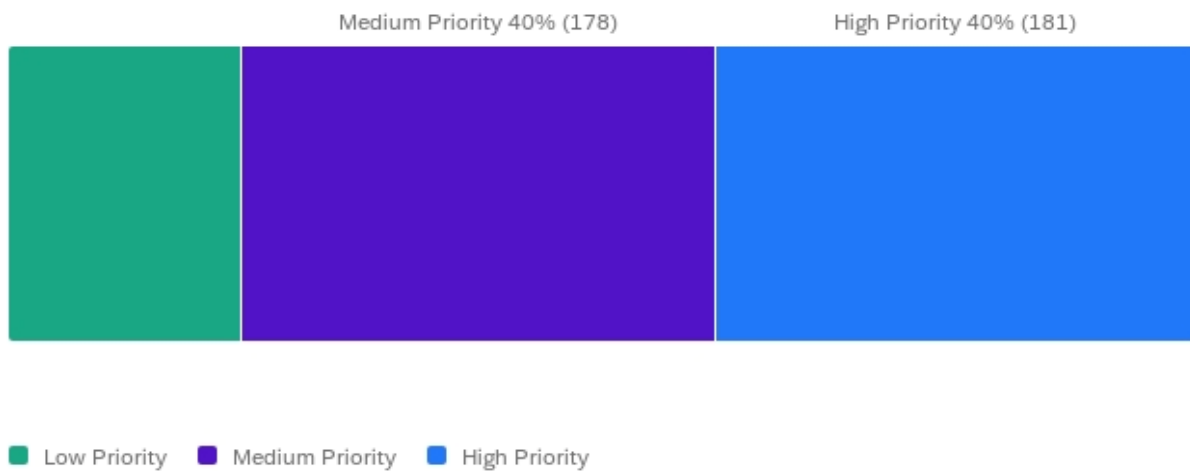




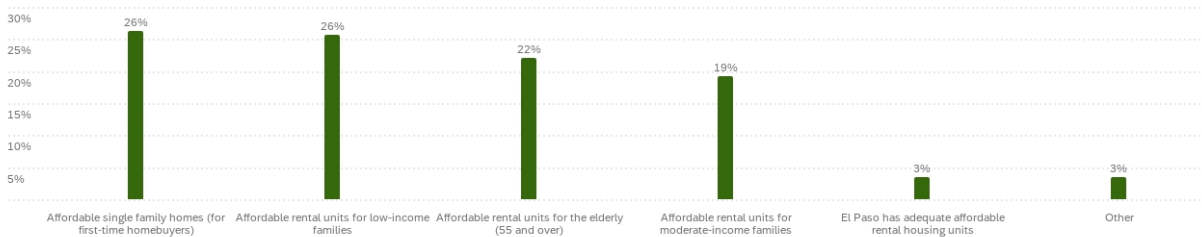
Rate the level of need for accessibility to amenities (e.g., laundry, picnic areas, etc.) at rental housing units



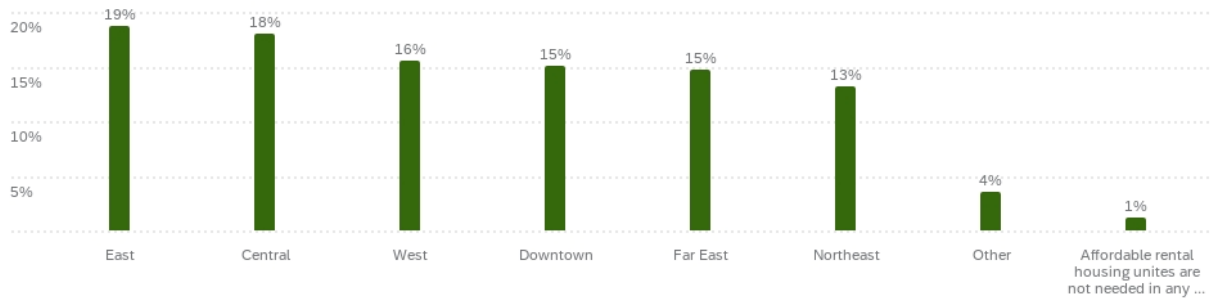
Rate the level of need for availability to ADA parking spaces in a rental or housing complex.



What type of housing do you think is most needed in El Paso? 448



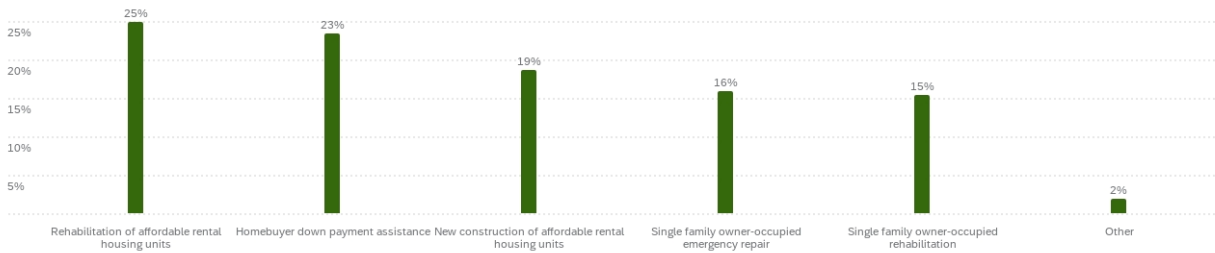
In what area do you think affordable rental housing units are most needed in El Paso? 447



Do you think that all families in El Paso have equal access to safe and adequate housing? 441



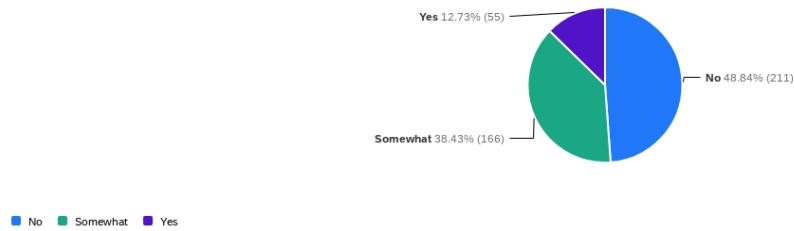
Which of the following rental or home-owner assistance programs for low-income families should the City of El Paso prioritize? 441



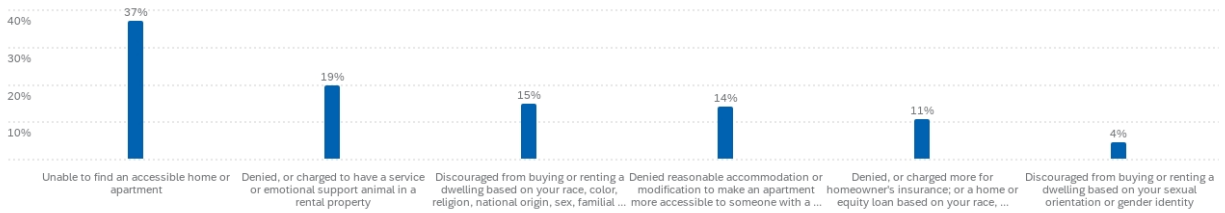
Do you think local tax dollars should supplement federal funding for homeowner assistance programs?



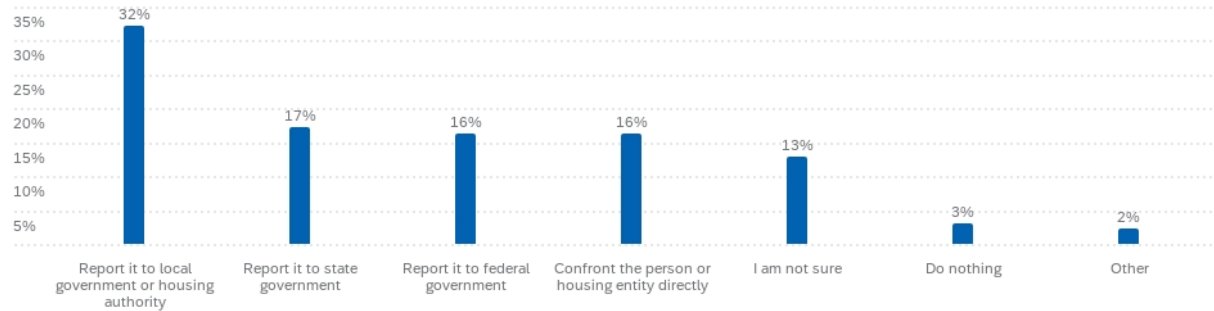
There is enough information on Fair Housing and housing discrimination available to the El Paso public?



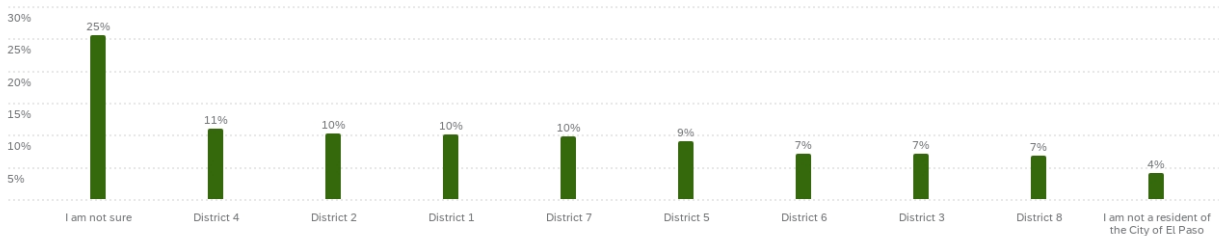
Have you experienced any of the following when renting or buying a home? 210



What would you do if you encountered housing discrimination? Mark which applies. 428



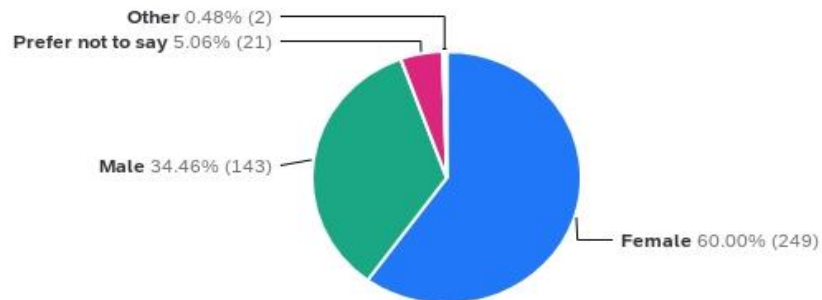
What district do you reside in? 401



What is your zip code? 641

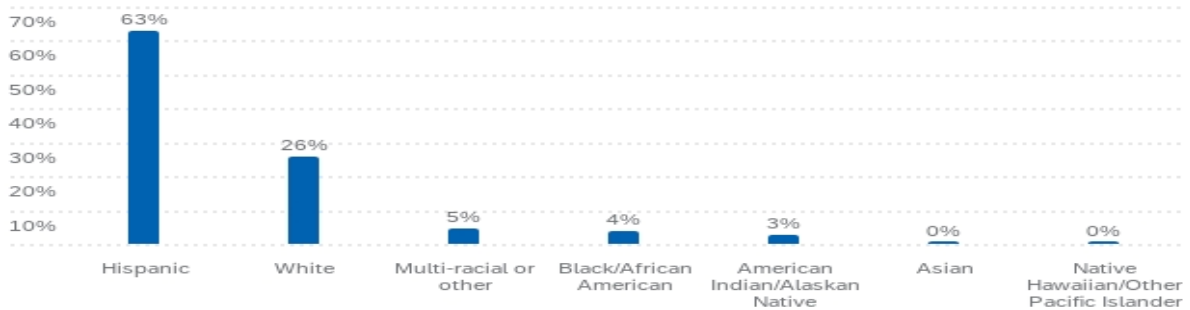


What is your gender? 415

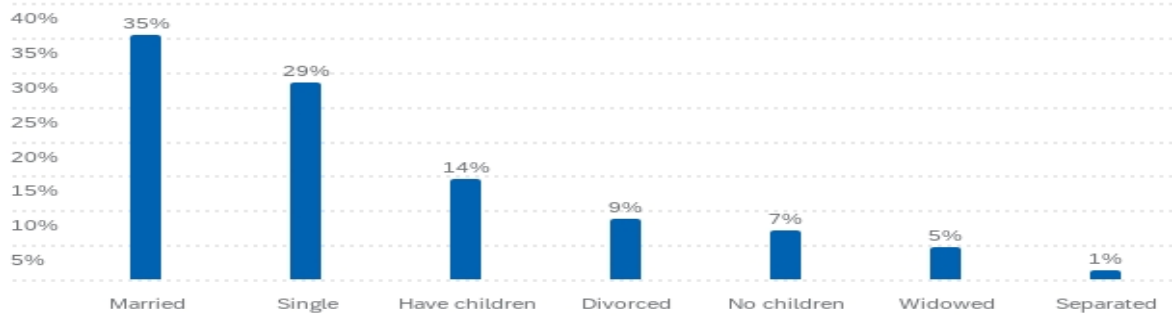


Female Male Prefer not to say Other Non-binary / third gender

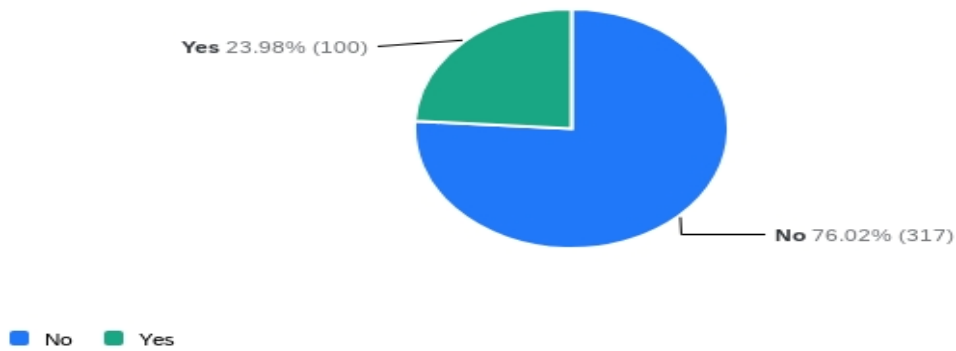
What is your race? Select all that apply 412



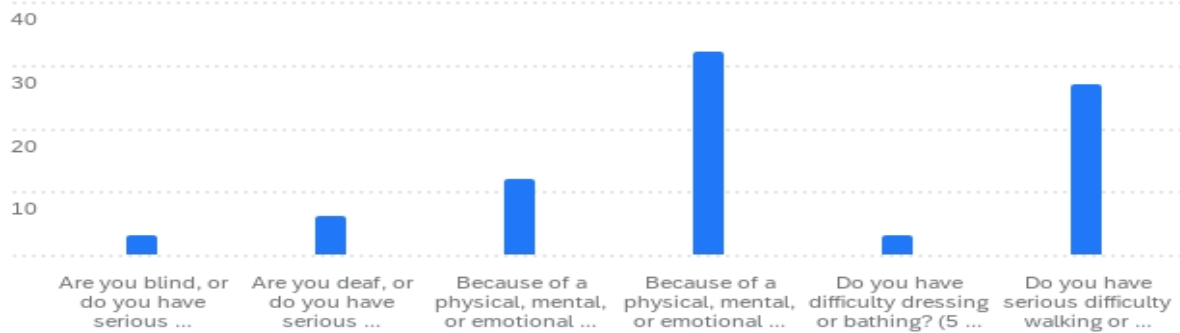
What is your familia/marital status? Select all that apply. 411



Do you have a disability? 417

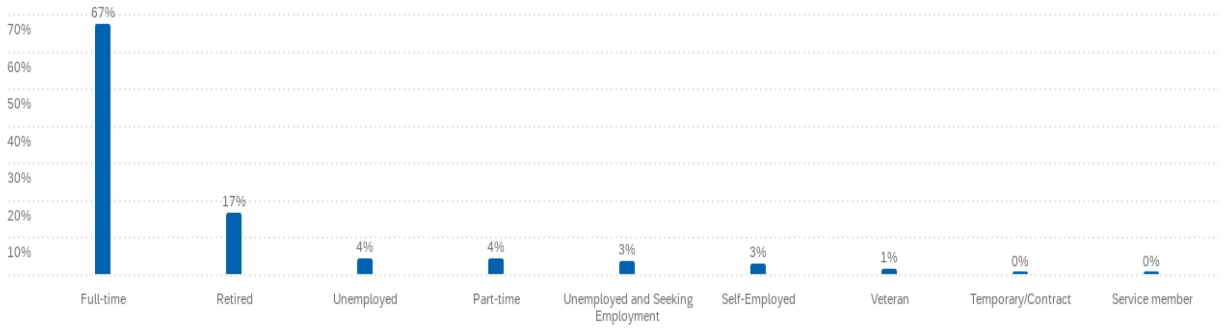


Please select all that apply. 83

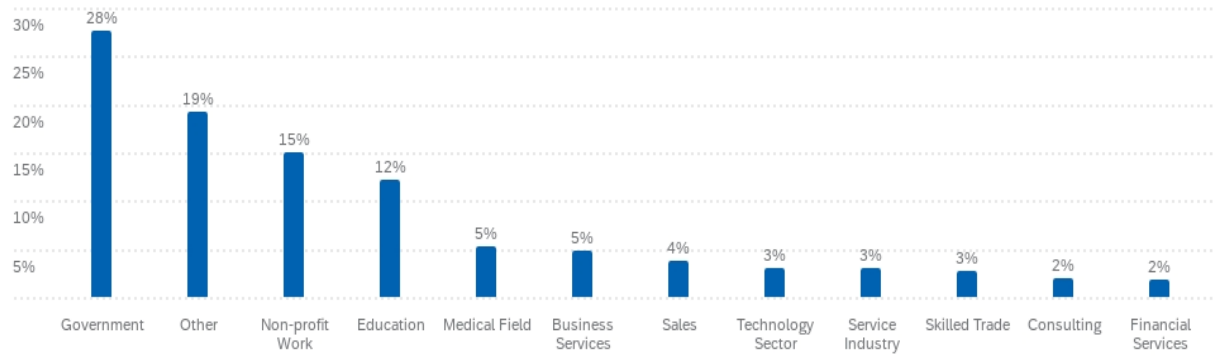




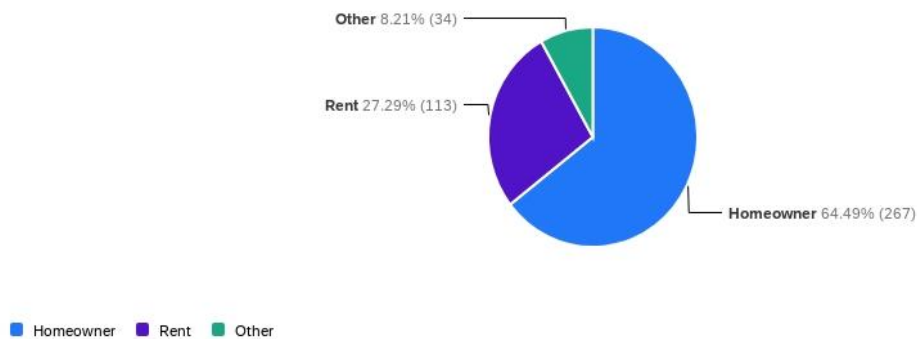
What is your employment status? 417



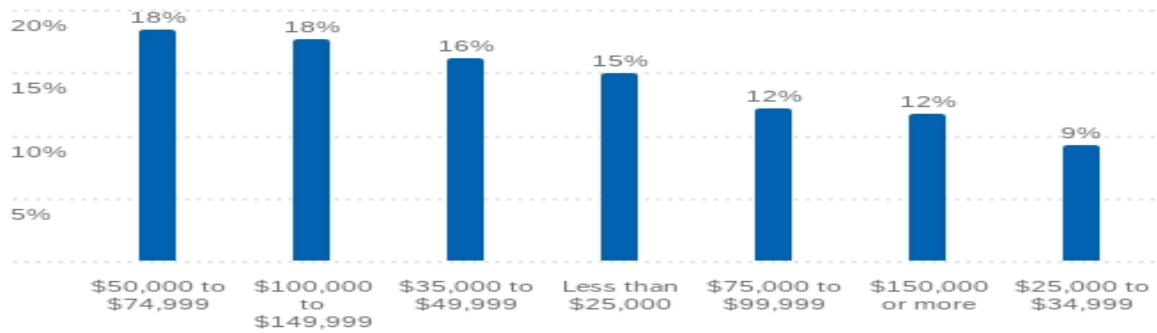
What is your career field? 402



Are you a homeowner or do you rent? 414



What is your household income? 403



## Resources

City of El Paso Dept. of Community and Human Development. (2025). Consolidated Plan 2025-2029. City of El Paso.

Office of Policy Development and Research. (2022). Comprehensive Housing Market Analysis. U.S. Department of Housing and Urban Development.  
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