

AGENDA: OTTAWA COUNTY COMMUNITY ACTION AGENCY
Advisory Board Meeting: Wednesday, April 16, 2025 10:00am
12251 James Street Holland, MI 49424-Main Conference Room

Mission: Ottawa County Community Action Agency aims to reduce the effects of financial hardships by promoting self-sufficiency and empowering individuals and families to achieve economic independence.

I. Call to Order and Activity

II. Announcements

- A. County Financial Audit available online: <https://miottawa.org/fiscal-services/audits/> (OS 8.03)

III. Consent Items

- A. Approval of minutes from February 19th meeting (pages 2-3)
- B. Approval of the 2024 Community Needs Assessment (OS 3.5, Executive Summary on pages 4-5 and <https://www.hwmuw.org/community-assessments/2024-ottawa-assessment>)

IV. Reports

- I. Finance (OS 8.7)
1. Fiscal Report (page 6); Update on fiscal status
- II. Program Oversight and Development (OS 5.9)
1. Program reports (pages 7-9)
- III. Advisory Board – no updates

V. Old business

- A. Walk for Warmth

VI. New Business

- A. Strategic Plan updates (OS 6.5, pages 10)
- B. Customer Satisfaction Results (OS 1.3 and 6.4, pages 11-14)
- C. Board Survey (pages 15-20)
- D. Weatherization Competitive Grant Funding Opportunity
- E. Annual Report Data (pages 21-23)

VII. Public Comment

VIII. Adjourn

Next Meeting: June 18, 2025 10am at 12251 James Street Holland, MI 49424- Main Conference Room

**OTTAWA COUNTY COMMUNITY
ACTION AGENCY ADVISORY BOARD**

Mission Statement: Ottawa County Community Action Agency aims to reduce the effects of financial hardships by promoting self-sufficiency and empowering individuals and families to achieve economic independence.

MEETING MINUTES

DATE: February 19, 2025

TIME: 10:00 am

LOCATION: 12251 James Street, Holland

PRESENT: Rosa Hernandez, Brittney Brown, Danielle Weeks, Esther Fifelski, Molly Brouwer, Alison El-Cassabgui-virtual

STAFF: Jennifer Brozowski, Emma Bryant, Barb Koning, Megan Kwantes, AnaSue Jaramillo-colon, Maria Gutierrez

GUESTS: Tina Duoibes & Brianna Conway - GrandPR

QUORUM: Yes

Call to Order

The meeting was called to order by Jennifer Brozowski. Everyone went around and shared their name and role with OCCAA.

Consent Items

- A. Meeting minutes from December 11, 2024, were approved.
- B. Approval of Alison El-Cassabgui for Chair of the Advisory Board.
- C. Approval of Ester Fifelski for Co-Chair of the Advisory Board.

Committee Reports

- A. Finance
 - a. The financial report was included in the board packet.
 - b. OCCAA received increased funding for the Reach & Resiliency, DOE, and LIHEAP grants.
 - c. Short discussion on fiscal year vs. grant years for OCCAA
- B. Program Oversight and Development Reports
 - a. Reports were provided in the board packet and were reviewed at the meeting.
 - b. No questions or discussions.

- C. Advisory Board
 - a. No updates or discussion

Old Business

- A. Walk for Warmth
 - a. Discussion of the shared google sheets to remind board members to sign up to volunteer at the event.
 - b. Discussion on the assistance needed with gathering in-kind donations and monetary donations from local businesses.
 - c. Rosa reported that West Michigan Works! Chili, Soup, and Salad Cookoff will be taking place on Wednesday, February 26.

New Business

- A. Programmatic Monitoring
 - a. Brief discussion on the process of weatherization and why/how some projects fall behind the deadline (ex. Needing a custom size fridge).
 - b. Rosa shared information about window warranties to hopefully help reduce some future weatherization costs.
- B. CSFP Updates
 - a. Discussion of why OCCAA is unable to continue providing the program and that June will be the last OCCAA distribution.
 - b. Molly asked for clarification on if we are unable to sustain it, how would other agencies sustain it. Leading to discussion about larger food banks and agencies having the infrastructure to support the operations.
- C. Grants
 - a. Discussion of how the current executive orders could effect OCCAA grants and funding. Currently, there is no effect and OCCAA is in communication with the National Partnership to stay up to date on changes.
 - b. OCCAA will keep board informed if there are any significant changes to federal grant status.

Public Comment

None

Adjourn @ 11:15 am

Next meeting is scheduled April 16, 2025, at 10:00 am at 12251 James Street in the main conference room.

Below is the analysis based on the CALL 2-1-1 data provided that is used by OCCAA to help drive services:

- **Service Request Trends:**

In all service requests, *Housing* consistently ranks as the top need across 2021–2023, followed closely by categories such as *Income Support/Assistance* and *Utility Assistance*. In 2021, *Health Care* featured prominently but dropped significantly in subsequent years, while *Food/Meals* and *Clothing/Personal/Household Needs* emerge in later years.

- **Unmet Needs Insights:**

The unmet requests data also highlights *Housing* as the most pressing need, followed by *Income Support/Assistance* and *Transportation*. The inclusion of *Transportation* and *Clothing/Personal/Household Needs* across all three years indicates ongoing service gaps. Notably, while overall requests for some categories are high, the unmet request numbers signal that available services may not be fully addressing community demands.

- **Overall Implications:**

The persistent prominence of housing issues in both service requests and unmet needs, combined with consistent demands for income support, utility assistance, and transportation, suggests that community efforts should focus on expanding affordable housing options, bolstering economic support services, and addressing gaps in basic transportation. Adjustments in service offerings may be needed to meet evolving demands, as seen in the shifts between the years.

Executive Summary

Although OCCAA does not complete its own Community Needs Assessment, OCCAA's Program Director co-chairs the Basic Needs section of the assessment to help drive the areas in which OCCAA can improve the social determinants of health in Ottawa County. In addition, OCCAA collects data from the Customer Satisfaction survey to identify resources that are not currently being provided in Ottawa County. Lastly, OCCAA also assesses client needs during the intake process to help identify additional concerns that impact self-sufficiency.

The Community Needs Assessment lead by United Way leverages CALL 2-1-1 data from 2021 to 2023 to pinpoint critical service areas and identify persistent gaps in meeting

community demands. The analysis reveals that housing remains the foremost need, with consistently high service request volumes and unmet requests.

While local agencies, such as Community Action House and Good Samaritan, focus on housing assessment and/or searches, OCCAA focuses on housing sustainability by keeping residents in their current homes. Programs such as the Local Water Utility Affordability Program, Emergency Home Repair, and the Weatherization Assistance Program all identify crucial repairs and health and safety concerns in homes that, if not addressed, could lead to displacement.

Additionally, the data shows significant and sustained requests for income support and utility assistance. OCCAA continues to provide utility assistance programs to meet these needs and engages in goal setting with its clients to help identify the key factors that are making it difficult to pay utility bills.

OCCAA will continue to focus efforts on utility assistance, housing sustainability, and food security to align with the outcomes of the Community Needs Assessment. OCCAA staff is committed to being part of community spaces that help identify and link clients to other services that have been identified such as transportation, income support, and other household needs. Examples of these collaborations include the Case Collaborators group in Holland and Grand Haven, Community SPOKE/Lakeshore Nonprofit Alliance, Lakeshore Housing Alliance, and more.

Jennifer Brozowski

Program Director

OCCAA FY25 (October 2024 - September 2025) Available Funds

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Community Services Block Grant	Oct 2024 - Sep 2026	628,160.78	274,229.97	44%	353,930.81	644,739.37	167,483.30
Total		628,160.78	274,229.97	44%	353,930.81	644,739.37	167,483.30

Utility Assistance grants:

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Michigan Energy Assistance Program	Oct 2024 - Sep 2025	65,000.00	28,838.54	44%	36,161.46	65,000.00	12,976.19
Water Affordability Grant	Oct 2024 - Sep 2025	100,000.00	26,752.53	27%	73,247.47	100,000.00	16,864.46
Walk for Warmth Program			6,639.78				8,290.64
Total		165,000.00	62,230.85	38%	109,408.93	165,000.00	38,131.29

Food Assistance grants

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
The Emergency Food Assistance Program	Oct 2024 - Sep 2025	100,000.00	27,219.19	27%	72,780.81	103,157.00	54,031.79
Commodity Supplemental Food Program	Oct 2024 - Sep 2025	30,000.00	17,328.68	58%	12,671.32	30,000.00	14,231.65
Reach & Resiliency Grant	May 2023 - June 2025	33,216.41	26,732.83	80%	6,483.58	50,666.06	24,444.23
Total		163,216.41	71,280.70	44%	91,935.71	183,823.06	92,707.67

Weatherization grants

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Department of Energy Grant - FY24	July 2024 - June 2025	484,223.04	266,163.97	55%	218,059.07	382,704.56	200,165.99
Low Income Home Energy Assistance Program	Oct 2024 - Sep 2025	381,426.00	87,028.10	23%	294,397.90	241,400.00	106,645.96
Bipartisan Infrastructure Law Grant	Oct 2024 - Sep 2025	670,487.00	106,543.60	16%	563,943.40	676,150.00	181,440.94
Deferral Reduction	Jan 2024 - Sept 2026	347,319.84	114,808.38	33%	232,511.46	543,269.00	22,992.00
Total		1,883,455.88	574,544.05	31%	1,308,911.83	1,843,523.56	511,244.89

Home Rehab Program

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Local Water Utility Affordability	April 2024- Sep 2026	50,000.00	12,195.08	24%	37,804.92	50,000.00	-
Community Development Block Grant	July 2024 - June 2025	-	90.00	-	(90.00)	57,770.00	3,475.00
Total		50,000.00	12,285.08	24%	37,714.92	107,770.00	3,475.00

Subrecipient Grants

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Emergency Solutions Grant	Oct 2024 - Sep 2025	287,358.00	142,098.83	49%	145,259.17	281,701.00	154,364.43
Total		287,358.00	142,098.83	49%	145,259.17	281,701.00	154,364.43

OCCAA Utility Assistance Statistics (FY 2024-2025)

April 2025

Grant		Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	YTD/Total
Walk for Warmth	Expenses	\$595	\$72	\$209	\$466	\$519	\$1,583							\$3,443
	Households	3	1	2	2	3	9							20
	Avg Payment	\$198	\$72	\$104	\$233	\$173	\$176	\$0	\$0	\$0	\$0	\$0	\$0	\$172
Water Affordability Grant	Expenses	\$2,748	\$799	\$2,410	\$2,113	\$2,608	\$2,470							\$13,149
	Households	4	4	13	9	11	9							50
	Avg Payment	\$687	\$200	\$185	\$235	\$237	\$274	\$0	\$0	\$0	\$0	\$0	\$0	\$263
MI Energy Assist Prog (\$38,000)	Expenses	\$816	\$215	\$767	\$4,066	\$1,015	\$0							\$6,878
	Households	2	2	2	7	5	0							18
	Avg Payment	\$408	\$108	\$383	\$581	\$203	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$382
MEAP - APP responsibility (part of \$38,000)	Expended	1,133	1,787	1,544	1,980	1,381	3,597							11,421
	Payments	9	11	13	13	19	21							86
	Avg Payment	\$126	\$162	\$119	\$152	\$73	\$171	\$0	\$0	\$0	\$0	\$0	\$0	\$133
ZBPW (\$5,000+)	Expenses	\$0	\$453	\$1,282	\$163	\$118	\$550							\$2,567
	Households	0	2	4	1	1	1							9
	Avg Payment	\$0	\$226	\$321	\$163	\$118	\$550	\$0	\$0	\$0	\$0	\$0	\$0	\$285
Holland BPW grant (\$50,000)	Expenses	\$0	\$1,382	\$909	\$466	\$4,525	\$3,119							\$10,401
	Households	0	4	4	2	12	10							32
	Avg Payment	\$0	\$345	\$227	\$233	\$377	\$312	\$0	\$0	\$0	\$0	\$0	\$0	\$325
HBPW C.A.P.	No. of appts.	6	11	7	9	8	9							50
Denials		7	6	1	2	0	1							17
FY 2024/25 Monthly Totals	Expenses	\$5,293	\$4,708	\$7,120	\$9,254	\$10,165	\$11,319	\$0	\$0	\$0	\$0	\$0	\$0	\$47,859
	Households	18	24	38	34	51	50	0	0	0	0	0	0	215
	Avg Payment	\$294	\$196	\$187	\$272	\$199	\$226	\$0	\$0	\$0	\$0	\$0	\$0	\$223
FY 2023/24 Monthly Totals	Expenses	\$8,300	\$4,860	\$4,459	\$5,956	\$7,425	\$16,127	\$6,588	\$5,484	\$9,691	\$18,686	\$7,164	\$7,446	\$102,184
	Households	48	36	29	36	35	54	36	28	44	60	37	39	482
	Avg Payment	\$173	\$135	\$154	\$165	\$212	\$299	\$183	\$196	\$220	\$311	\$194	\$191	\$212

	Individuals Served					Slots
	Holland-Zeeland (SW)	Jenison-Hudson (SE)	Tri-Cities (NW)	Coopers-Allend (NE)	County Total	
January-25	202	26	91	33	352	400
February-25	212	42	92	30	376	400
March-25	209	28	92	30	359	400
April-25	206	42	98	38	384	400
May-25	203	27	97	38	365	400
June-25					0	400
July-25					0	400
August-25					0	400
September-25					0	400
October-25					0	400
November-25					0	400
December-25					0	400
Calendar Year (2025) To-date Totals	1,032	165	470	169	1,836	

Calendar Year 2024 Average/Month	199	32	78	33	341
Calendar Year 2024 Box Totals (annual)	2,388	378	931	400	4,097

The Emergency Food Assistance Program (TEFAP)

	Households Served		Total Slots	Pounds Received	Value
	Mass Dist	Pantry			
(Second Quarter) Jan - March 2025	548	3,718	2,330	57,682	\$4,023.00
(Third Quarter) April - June 2025			2,330		
(Fourth Quarter) July - Sept 2025			2,330		
(First Quarter) Oct - Dec 2025			2,330		
Calendar Year (2025) To Date Totals	548	3,718		57,682	\$4,023.00
Totals from Fiscal Year 2024					

*Missing Jehovah Jireh March Pantry Data

OCCAA Energy Education, Home Energy 101 and Homeowner Programs

April 2025

Home Energy 101 and 201

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	YTD
HE101 and 201	4	6	6	2	1	3	0	0	0	0	0	0	22

HQS Inspections

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	YTD
HQS Inspections	8	7	15	17	14	8	0	0	0	0	0	0	69

Homeowner Programs

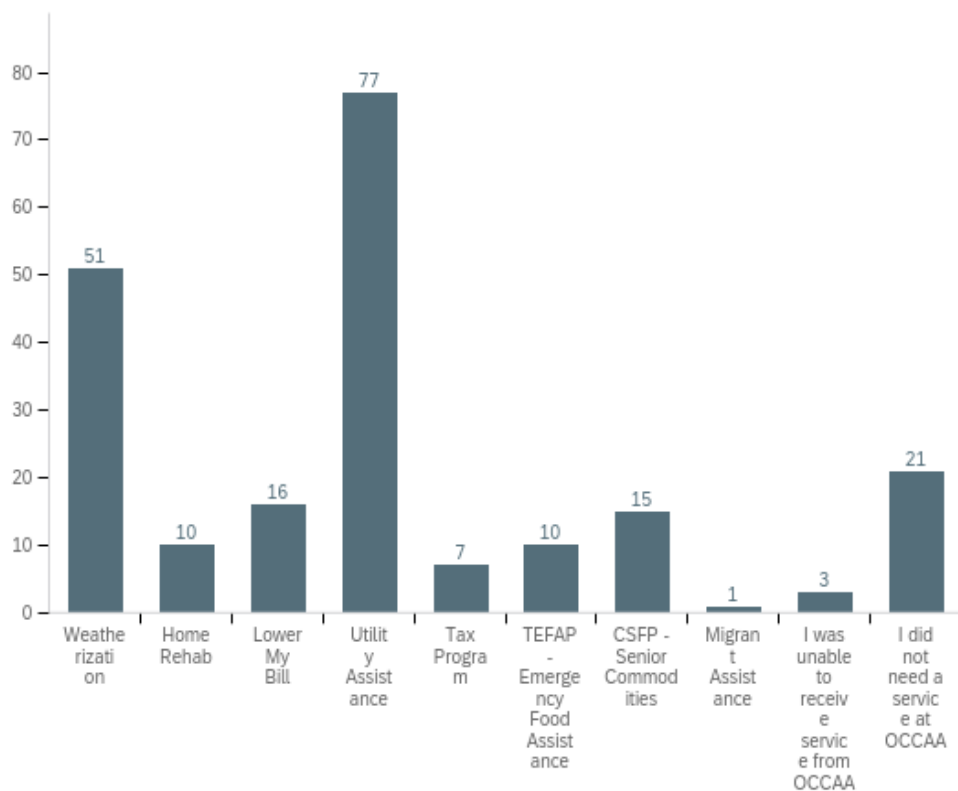
	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	YTD	In Prog.
Home Rehab (Emergency)	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Weatherization Prog.

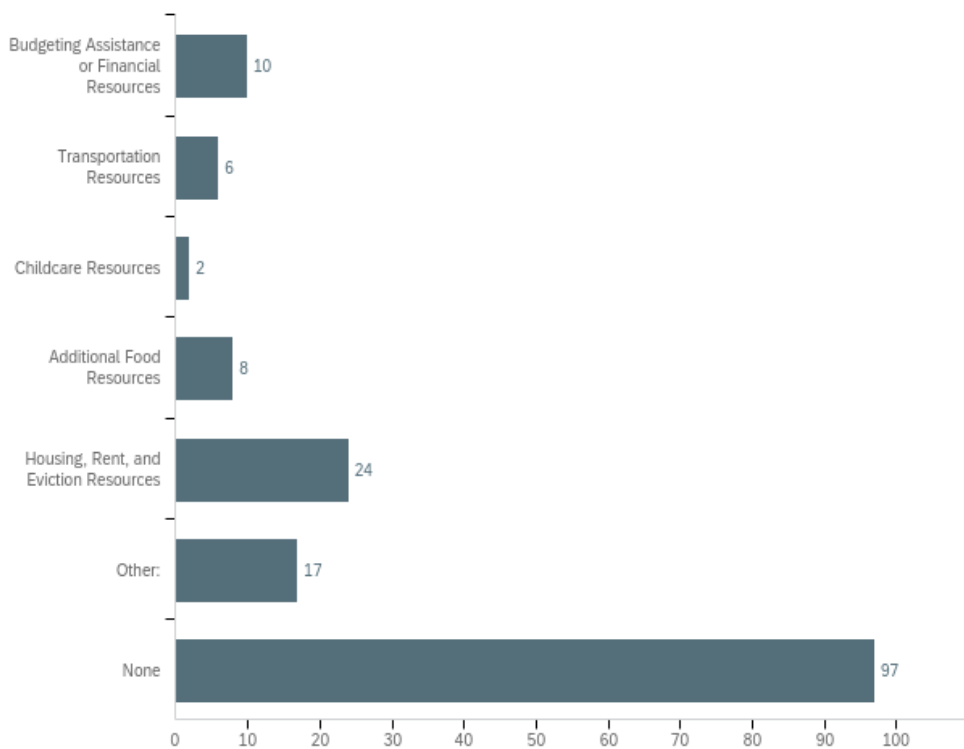
Dept. of Energy (DOE) July-June Goal: 30	1	3	10	2	2	4							22	18
BIL Oct-Sept Goal: 68	1	1	0	0	0	1							3	9
LIHEAP Oct-Sept Goal: 10		1	1	0	2	1							5	13
Combined	2	5	11	2	4	6	0	0	0	0	0	0	30	40

Strategies	Goals	Progress	Notes
a. Develop a marketing plan with goals for branding. Consider outsourcing branding/marketing to higher learning groups(e.g., community colleges, Hope, GVSU).	1, 3, 4	In progress	
b. Revamp website and social media.	1	Completed	
c. Revisit logo – change, revamp, overhaul altogether.	1	In progress	
d. Explore if the county has resources to help achieve this goal.	1, 2, 3, 4	No longer applicable	
e. Evaluate office/staff inefficiencies and determine where responsibilities can shift/exchange.	2	In progress	
f. Leverage Department of Strategic Impact’s expertise to achieve Goal 2.	2, 3		
g. Explore options to receive feedback (e.g., phone, email, text), including if the county has resources to help with this.	2	In progress	
h. Establish basic feedback questions for clients, including a measure of self-sufficiency.	2	In progress	
i. Establish a clear understanding of which partners assist/perform with each OCCAA program segment. Determine which have overlapping services with OCCAA. Determine which OCCAA staff person best matches up with each partner organization, and whether it’s one staff point-of-contact or numerous staff as point-of-contacts.	3, 4		
j. After establishing relationships, consider developing a countywide community of practice.	3, 4		
k. Explore community events.	3, 4	In progress	
l. Explore county building resources for client meetings.	4		
m. Provide fund transparency to alleviate negative perceptions of ‘government’.	4	Completed	
n. Gather input from volunteer contacts via a survey regarding the best times for them to dedicate time/resources.	4		
o. Explore outreach opportunities with school districts.	4		
p. Establish electronic workflows using program requirements in order to screen each potential client for eligibility. This can eliminate internal inefficiencies and external frustrations from the public. This process can also capture data that can be utilized as part of Goal 2.	4	In progress	
q. Research grant opportunities. Explore if this can be completed by a student intern.	5		
r. Establish and grow donor relationships.	5		

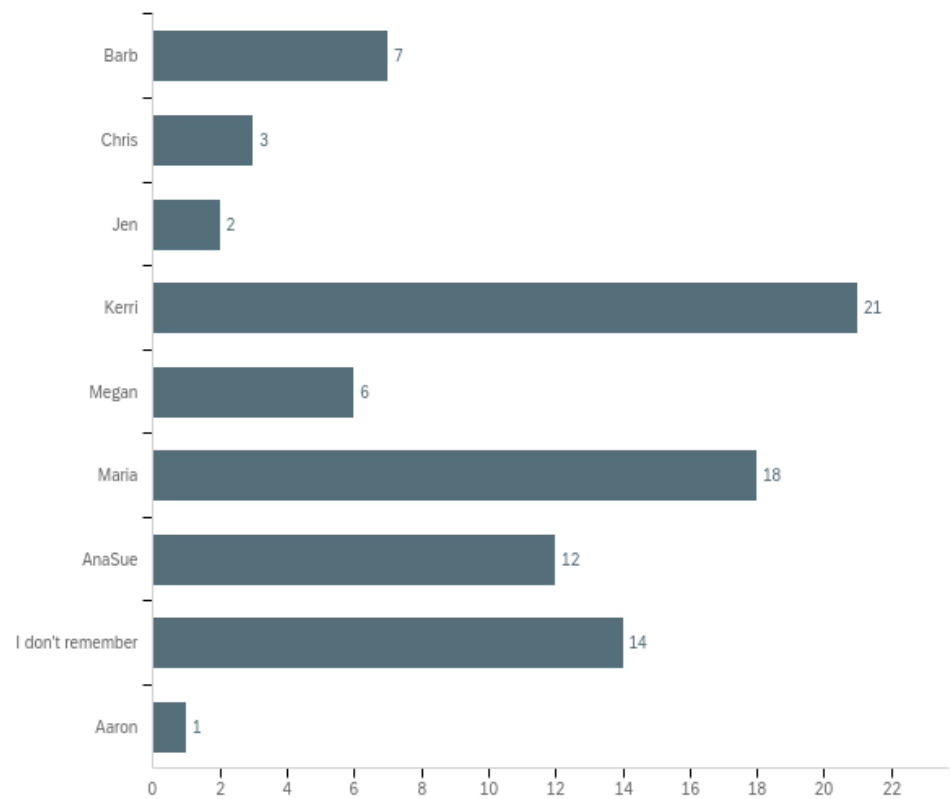
What program(s) were you involved in at Ottawa County Community Action Agency (OCCAA)? Select all that apply.



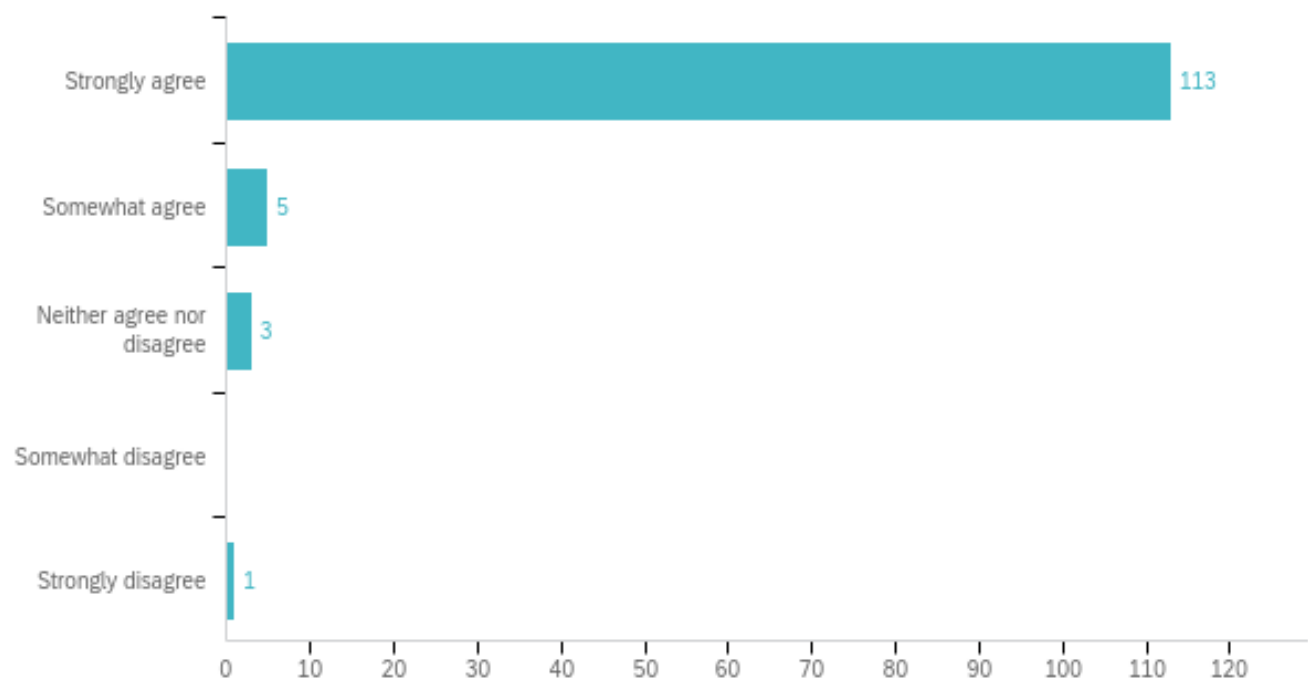
What resources do you need that are not currently being provided in Ottawa County? Select all that apply.



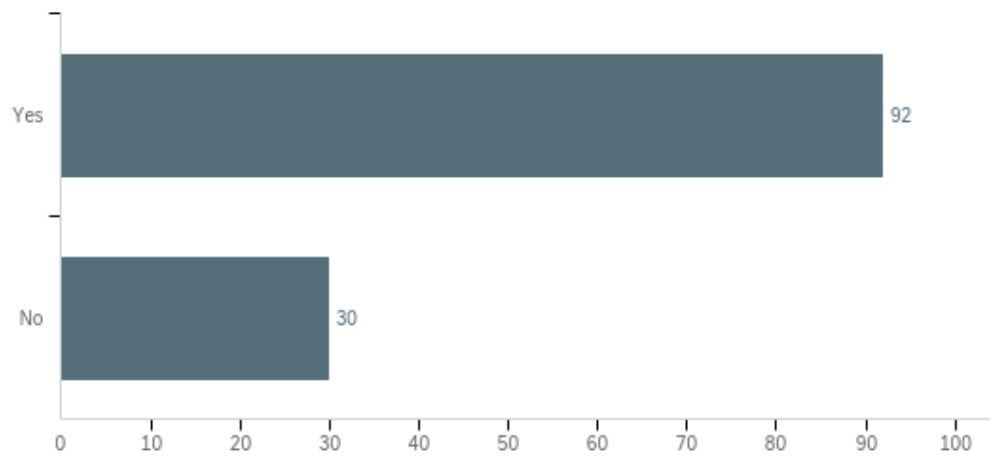
What is the name of the person(s) who helped you? Select all that apply.



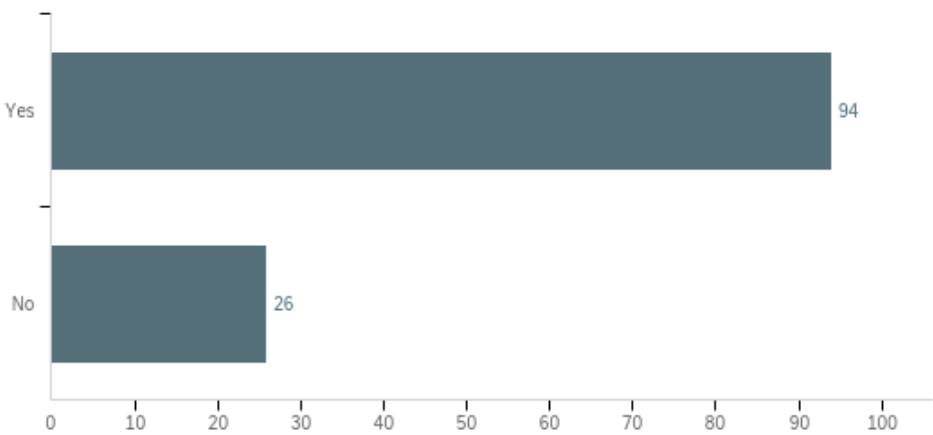
I was treated with respect and dignity:



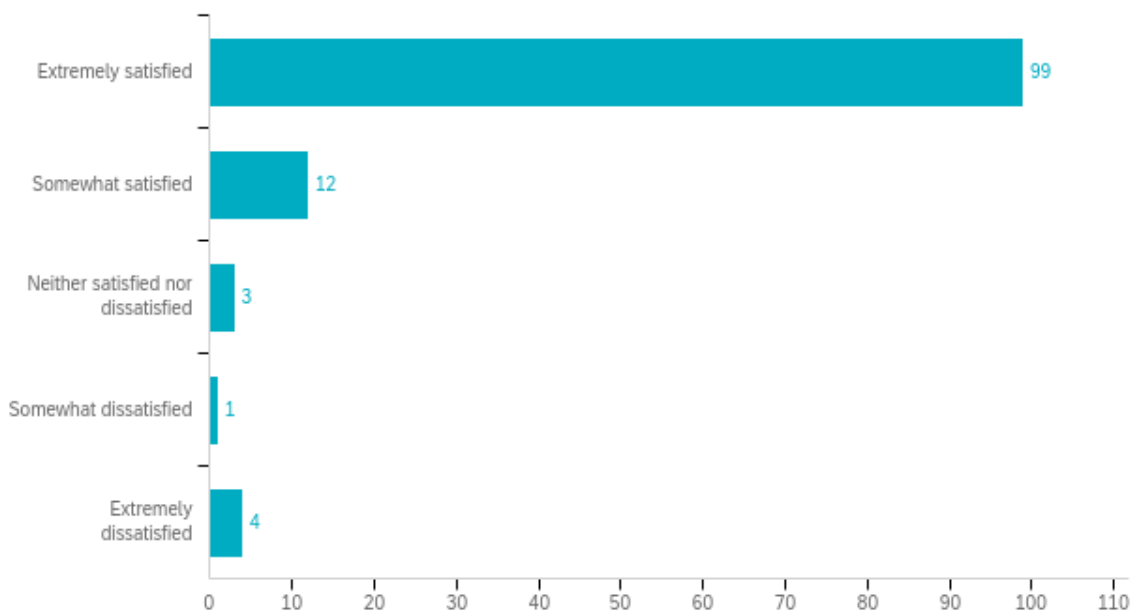
I was informed of other services offered by OCCAA:



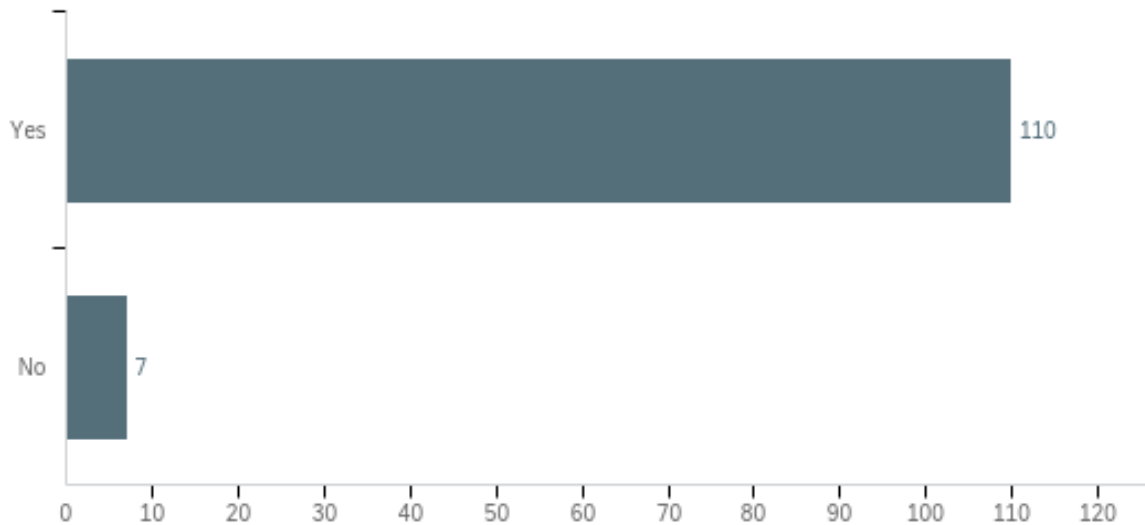
I was informed of other agencies in the area that may be able to provide a service I need:



How satisfied were you with your overall experience with OCCAA?



I would refer others to OCCAA.



What other feedback would you like to share with OCCAA?

- Thank you for answering my questions and making sure that I got the help I needed!
- **Helpful and kind staff**
- This was an amazing opportunity to improve the conditions of our transitional housing, and had a huge impact on the people currently living there, as well on our ability to provide that housing in the future.
- **Very helpful and understanding. Didn't make me feel less of a human being just because i need a little Assistance.**
- We wouldn't be able to stay warm this winter if it wasn't for the help of community action! THANK YOU FROM THE BOTTOM OF OUR WARM HEARTS
- **Thank you for helping my family while I'm going through cancer treatment. I feel like I failed my family but your staff helped me understand that it's not a bad thing to ask for help. Thank you for being understanding**
- I greatly appreciate all that you do for people in need.
- **Thank you very much I appreciate the help in this time of need and thank you very much for being polite and understanding with my needs**
- I recently became disabled after working in a supervisory position. Needless to say I have found this experience quite humbling. Along the way I've met and had to work with some incredibly rude, patronizing, and not helpful people. Your staff was amazing and kind and I after this last year I really needed that!
- **You guys are great! Thank you for helping our community. I think what you guys do is amazing. That's why Ottawa county is such a great county it's because of people like you. Thank you**
- This financial relief is so wonderful and of tremendous help to me. Thank you so very much, God bless you all.
- **God bless you all for the excellent help and advice that you give us that are in need**

CAA Advisory Board - 2025

Ottawa County Community Action Agency (OCCAA):

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
OCCAA has a positive image in the community.	☐	☐	☐	☐	☐	☐
OCCAA works collaboratively with other agencies.	☐	☐	☐	☐	☐	☐
OCCAA develops and maintains positive relationships with community partners.	☐	☐	☐	☐	☐	☐
OCCAA is driven by a clear mission to assist low-income people to become self sufficient.	☐	☐	☐	☐	☐	☐
OCCAA's current Strategic Plan (2017) has a clear plan for the future of the agency.	☐	☐	☐	☐	☐	☐
OCCAA has competent, knowledgeable, and skilled staff.	☐	☐	☐	☐	☐	☐
I have access to agency information and program reports.	☐	☐	☐	☐	☐	☐
I have the tools/information/training I need to perform my board member duties.	☐	☐	☐	☐	☐	☐

OCCAA:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree
OCCAA understands common needs of low-income county residents.	☐	☐	☐	☐	☐
The OCCAA board seeks to advocate for low-income county residents.	☐	☐	☐	☐	☐
OCCAA has strong values and ethical principles.	☐	☐	☐	☐	☐
OCCAA is creative and innovative in developing and sustaining programs.	☐	☐	☐	☐	☐
Communication between the agency director/manager and the board is good.	☐	☐	☐	☐	☐

OCCAA:

	Yes	No
I am familiar with the agency's mission statement.	☐	☐
I understand my CAA Advisory Board duties.	☐	☐
I would recommend OCCAA to others as a good place to be a board member.	☐	☐
I am familiar with the all programs offered at OCCAA.	☐	☐

Which programs would you like to know more about? Check all that apply.

- ☐ Commodity Supplemental Food Program (CSFP) - senior program
- ☐ The Emergency Food Assistance Program (TEFAP) - quarterly
- ☐ Weatherization
- ☐ Utility Assistance
- ☐ Home Rehabilitation
- ☐ Home Energy 101
- ☐ Water Repair
- ☐ Other: _____

What would you say are OCCAA's major strengths as an organization?

What would you say are OCCAA's major weaknesses or limitations?

What are the top three issues you think OCCAA should focus on in its Strategic Planning?

☐ 1. _____

☐ 2. _____

☐ 3. _____

Would you like to attend trainings (summer conference, CAA Association trainings, etc.)?

☐ Yes

☐ Maybe

☐ No

What topics of training would interest you?

Please rank your preferred time for training.

_____ Morning (before noon)

_____ During lunch (12-2)

_____ Afternoon (1-5)

_____ Evenings (weekdays)

_____ Saturdays

Please let us know why you may have missed a board meeting. Check all that apply.

- ☐ I have not been able to attend due to work priorities.
 - ☐ I have not been able to attend due to family priorities.
 - ☐ Meetings are too long.
 - ☐ Agenda items are too difficult to understand.
 - ☐ Other: _____
 - ☐ I have attended all meetings.
-

Are you happy with the current day and time of board meetings [Third Wednesday of even months at 10:30am (except Dec)]?

- ☐ Yes
 - ☐ No
 - ☐ It is okay but not preferred.
-

Please rank your preferred time for meetings.

- _____ Morning (before noon)
- _____ During lunch (12-2)
- _____ Afternoon (2-5)
- _____ Evenings

Please rank your preferred days for meetings.

- _____ Monday
- _____ Tuesday
- _____ Wednesday
- _____ Thursday
- _____ Friday

The length of the meetings are:

- ☐ Too long
- ☐ About the right length
- ☐ Too short
-

What are some additional items you would like to see in Board Meetings? Check all that apply.

- ☐ More information about specific programs
- ☐ More financial information
- ☐ Staff spotlight
- ☐ Activities such as icebreakers
- ☐ None of the above
- ☐ I have other ideas I would like to share with CAA
-

Would you like to meet with Jen outside of regular meetings times?

- ☐ Yes
- ☐ No
-

Do you have anything else you would like to add or share?

ANNUAL REPORT

SUMMARY

OCCAA

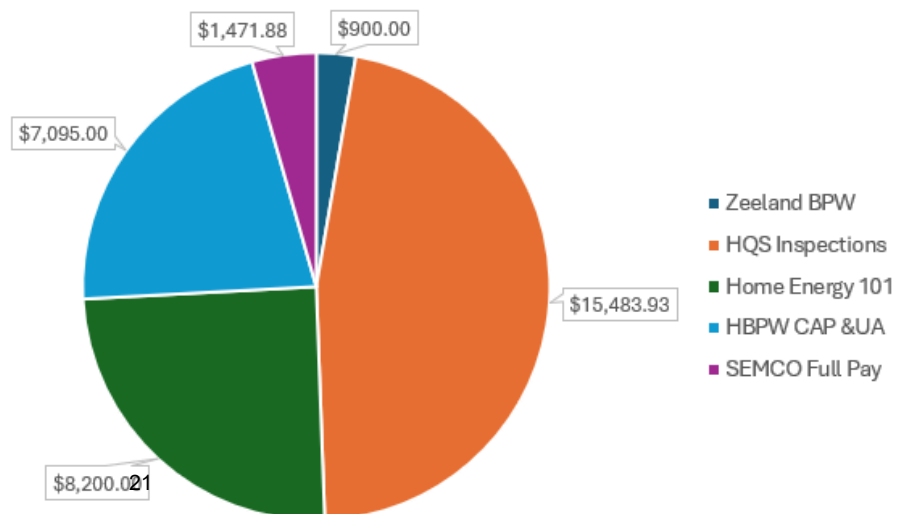
Ottawa County Community Action Agency

20
24

Households Served

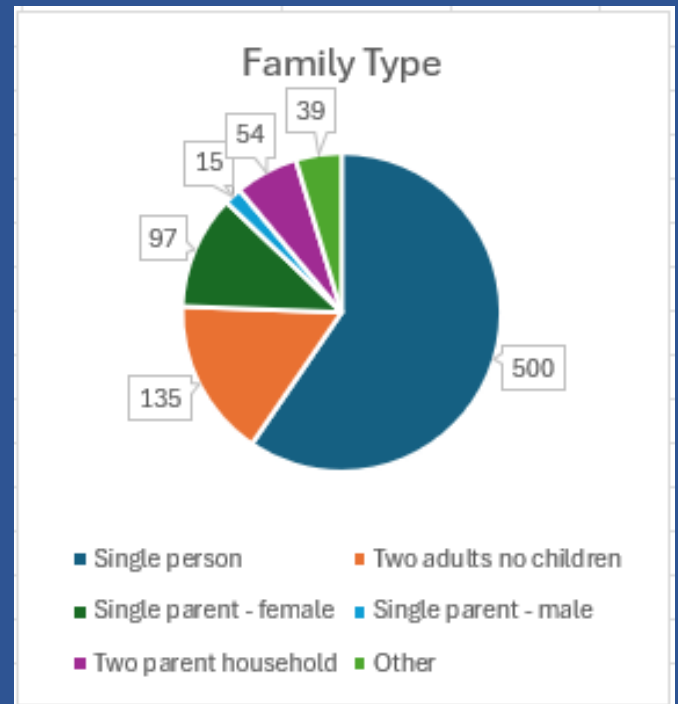
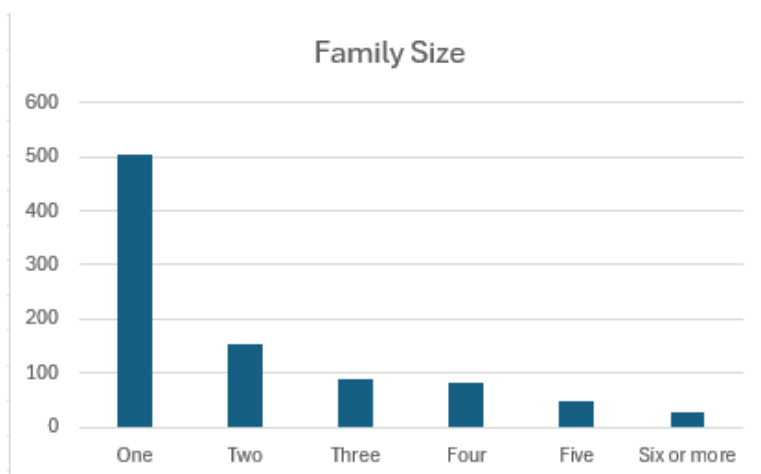
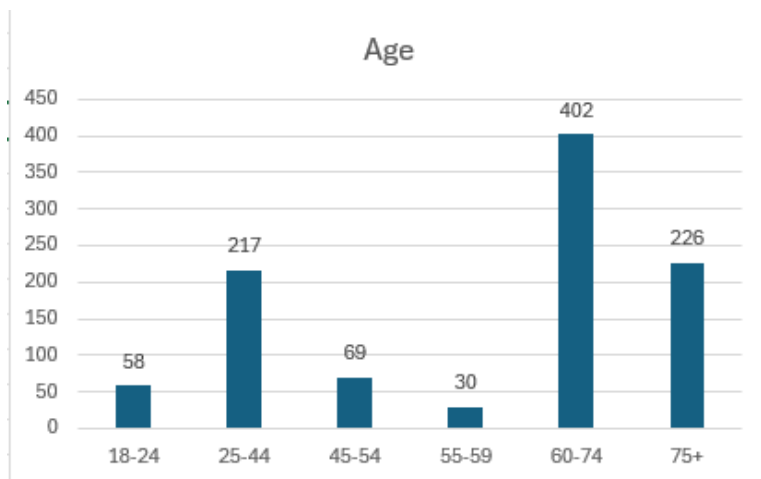
Utility Grants	482
Weatherization Grants	48
Food Grants	4544
SEMCO Full Pay	7
Housing Repair	1
Water Repair	3
HQS	97
HE101	36
HBPW Promise Funds	86

Revenue Producing Programs



DEMOGRAPHICS

INDIVIDUALS & HOUSEHOLDS



SPECIAL NOTE:

ABOUT 35% OF THE INDIVIDUALS SERVED ARE ENROLLED IN CSFP. THIS INFLATES THE DEMOGRAPHICS THAT ARE MOST COMMON IN THIS POPULATION (AGE 60+; SINGLE PERSON HOUSEHOLD; FAMILY SIZE OF ONE).

DEMOGRAPHICS

RACE & ETHNICITY

