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# COMMUNITY NEEDS ASSESSMENT REPORT 2022

*A study of needs and resources for low-income residents in  
Osceola County, Florida*

## INTRODUCTION

The purpose of this Community Needs Assessment (CNA) is to learn about Osceola County and the socio-economic disparities impacting its low-income population. The CNA is intended to describe the needs of the community, the factors contributing to the county's poverty rate, and the community's collective resources available to promote long-term self-sufficiency for low-income residents.

### Strategy

Identifying the community's needs and the agency's strengths enable the Council to target and address socio-economic barriers. The goal for the initial phase of the needs assessment is to collect and analyze data that identifies the community/service area, the population demographics, and the relevant economic and social conditions. The three data sets utilized for identification of socio-economic disparities in Osceola County to assess CSBG-related family and community-level needs are:

Data Set A— The secondary data set, comprised of hard information, is collected from various independent reports to provide a demographic analysis of the target service area. The data also serves to identify current conditions and trends across multiple dimensions of family self-sufficiency and quality of life, including income/economy, employment, education, food/nutrition, housing and homelessness, health, and transportation. The compilation provides a compelling picture of Osceola County's priorities, strengths, challenges, and trends.

Data Set B - The primary set of data is composed of internal documentation based on annual client surveys and service utilization records. This information provides a profile of the typical client, types, and level of assistance delivered and therefore, the needs.

Summary and Findings - This overview of the social service providers and available resources in Osceola County helps to determine gaps in the service delivery system on a community-wide basis.

The Development Team manages the coordination, collection, synthesis, and analysis of data on an annual basis.

Examination of the resulting data sources reveals trends, needs and issues to compile the Community Needs Assessment. The problems identified are prioritized based on the agency's capacity to address those needs, and in consideration of the National Goals for Community Action. These findings aid in the development of the agency's annual CSBG Work Plan activities and Strategic Plan. When an issue is beyond the scope of the Council and yet crucial to the community, we create, foster and develop networks to provide the appropriate services. While there are numerous disparities within Osceola County's low-income population, this report will focus on the top five issues as identified in the last ten CNAs conducted: Housing, Transportation, Nutrition, Health Care, and Employment.

## EXECUTIVE SUMMARY

The Osceola County Council on Aging is 501 (c) 3, non-profit, private charitable organization dedicated to providing services to enable independence and self-sufficiency for seniors, disabled adults, the disadvantaged and families in poverty.

Created in 1971, the Osceola Council on Aging, Inc. is the largest social services organization in Osceola County, providing a vast array of services and programs to meet the needs of our community. Though the name implies services exclusively for the elderly, the Council's 34 health and human service programs extend to families as well, helping during crisis to enable generations of residents to cope with challenges

The Osceola County Council on Aging received formal designation by the Office of the Governor as a Community Service Block Grant Agency in 2006 and began operating the Community Action Agency to deliver health and human services addressing the economic self-sufficiency of disadvantaged, low-income families in Osceola County. Historically, Community Action Agencies have been catalysts in the community for addressing the needs of the poor. In response to the changing dynamics of the population, this role has evolved into a more prominent one of leadership among social service providers.

As a Community Action Agency, the Osceola Council on Aging utilizes a holistic and strategic approach in addressing identified community needs as detailed in the 2021-2022 Community Action Plan, a board-approved documented program of specific activities addressing the self-sufficiency of the elderly, disabled and disadvantaged residents of Osceola County. The Community Action Plan, developed in compliance with the Community Service Block Grant guidelines and 42 U.S.C. 9901 of the Florida Administrative Code, defines the agency's service delivery system, indicates partnerships and community resources to create synergy in meeting our community's needs, and is a tool for addressing economic disparities.

The Council's Community Action Plan (CAP) serves as a roadmap for facilitating the lasting improvement of the community's socio-economic landscape. The Council's CAP, based on a comprehensive Community Needs Assessment, and Low-Income Client Needs Assessment, and is conducted in three-year cycles. The findings yielded through internal evaluation of the CNA serve as the compass for the development of strategies the Council will employ during the coming year of service to the community.

## OSCEOLA COUNTY SNAPSHOT

Created in 1887, Osceola County has become Florida's 17th most populous county with an estimated 403,282 residents per US Census Data. The COVID-19 Pandemic helped illustrate how tenuous economic stability is within the County, as more than 51% work in the service industry sector and when these businesses shut down Osceola reached a 20.8% high unemployment rate. Housing (Rent and Mortgage) and Food Insecurity (No money for groceries, low supply) were high priority issues during and after the Pandemic. Currently the County is

seeing an 18% increase in rents from the previous year (2021) and inflationary prices at the gas pump, retail sales, and more importantly groceries and food costs. Many who live paycheck to paycheck are having a hard time keeping up with both factors, leading to an increase for many individuals and families in the County to rely on financial assistance from federal, state, local governments and non-profit sources.

## DATA SET A

### DEMOGRAPHICS

#### Population at a glance

Osceola has become the 17th most populous county in Florida and is home to 1.8% of the state’s population. The Office of Economic and Demographic Research project that the county’s population will reach 463,495 by 2025 and 618,247 by 2030.

#### *Population Change 2010-2020*

Using the statistics from the 2020 US Census, Osceola County’s population grew to 388,656 in 2020, with an estimated total by April of 2021 at 403,282. Currently the largest demographic group in Osceola is Hispanic at 55% (213,760) with White at 30.1% (121,388) and Black/African American at 14.1% (56,863).

Report Area	Total Population, 2010 US Census	Total Population, 2020 US Census	Population Change from 2010-2020	Percent Change from 2010-2020
Osceola County, FL	268,685	388,656	119,971	69.13%

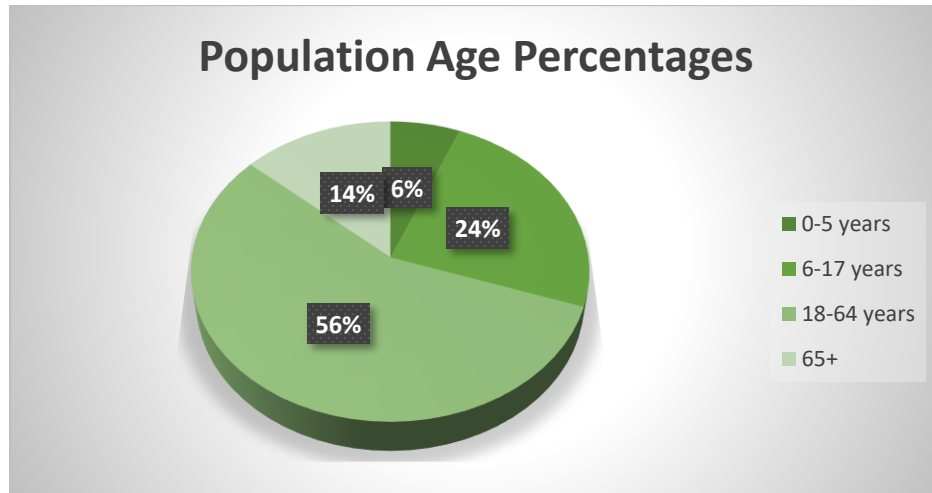
Data Source: US Census Bureau, American Community Survey. 2020.

#### *Population Comparisons by Ethnicity*

Report Area	Total Population 2022	Hispanic or Latino Population	Percent Population Hispanic or Latino	Non-Hispanic Population	Percent Population Non-Hispanic
Osceola County, FL	403,282	221,804	55%	181,478	45%
Florida	21,220,00	5,686,960	26.8%	15,533,040	73.2%
United States	329,500,000	61,616,500	18.7%	267,883,500	81.3%

Data Source: US Census Bureau, American Community Survey. 2020, 2022.

### Total Population by Age Group



Age Group	Percentages	Population Number
0-5	6%	24,197
6-17	24%	96,788
18-64	56%	225,838
65 and older	14%	56,459

Data Source: US Census Bureau, 2020, 2022.

### Percentage of Population with any disability

Report Area	Total Population with a Disability	Percent Population with a Disability
Osceola County, FL	58,073	14.4%
Florida	2,843,480	13.4%
United States	85,670,000	26%

Data Source: US Census Bureau, 2020, 2022.

### Veteran Population

The indicator reports the percentage of the population age 18 and older that served in the armed forces including the Air Force, U.S. Army, Navy, Marine Corps, Coast Guard, and the U.S. Merchant Marines.

Report Area	Total Population Age 18	Total Veterans	Veterans, Percent of Total Population
Osceola County, FL	282,297	17,100	6.5%

## POVERTY IN OSCEOLA COUNTY

The US Census in 2020 estimated 47,587 Osceola County residents were living at or below the Federal Poverty Guideline Levels. The 2020-2025 American Community Survey projected that 14.8% of Osceola County residents will live below the Federal Poverty Levels (FPL 125%, 150%, 200%), exceeding the national average of 13.4%. Poverty creates a huge roadblock to accessing health services, nutritious food, and other necessities, which contribute to poor health status.

Heart of Florida United Way’s 2020 Asset Limited, Income Constrained, and Employed (ALICE) report update offers eye-opening statistics on Osceola County’s employed residents. These are individuals who work hard and are paid enough to live above the poverty line. In most cases, these families are living paycheck to paycheck and have no liquid assets for unexpected emergencies. Hardworking employees are living “liquid asset poor.” With limited cash or savings, they are literally one step away from financial chaos. Seniors living on fixed incomes are finding it increasingly difficult to afford the necessities of life. These demographic groups struggle to remain self-sufficient and need assistance in times of crisis. According to the ALICE Report, 102,705 Osceola County households (64%) live at or below the ALICE threshold.

Report Area	Total Population	Population in Poverty	Percent Population in Poverty
Osceola County, FL	403,282	47,587	11.8%
Florida	21,220,00	3,180,109	13.1%
United States	329,500,000	47,749,043	11.6%

*Data Source: US Census Bureau 2020, American Community Survey, 2020-2025. Source geography: Osceola Tract*

### Population in Poverty by Race/Ethnicity

Population in Below FPL by Race/Ethnicity	Below Poverty Level	% below poverty level
White alone	6,805	14.3%
Black or African American alone	6,566	13.7%
American Indian and Alaska Native alone	186	.4%
Asian alone	616	1.2%
Native Hawaiian and Other Pacific Islander alone	156	.3%
Hispanic or Latino origin (of any race)	33,258	70.1%

### *Population in Poverty by Age*

	<b>Below Poverty Level</b>	<b>Percent below poverty level</b>
Under 5 years	5,820	30.4%
5-17 years	16,178	28.7%
18-59 years	31,369	16.8%
60-64 years	6,611	12.8%
65 years and over	4,779	13.3%

*Data Source: American Community Survey, 2022.*

## **HOUSING**

Lack of affordable housing is not just a problem in Osceola County, but in the State of Florida and the United States. The Metro Orlando area (Orange, Osceola, and Seminole Counties) ranked 3rd in the nation (behind Los Angeles and Las Vegas) during 2021 for shortages of affordable rentals for low-income residents. The rating is based on the fact that for every 100 low-income residents there are only 15 houses within their financial means in Central Florida.

According to Realtor.com, the median house value in Osceola County for 2020-2021 was \$225,000. Zillow.com reports the median house value nationwide in 2021 was \$188,900. This is a difference of \$36,100. Rent Data.org reports that the average fair market rent for a 3 bedroom apartment in Osceola County is \$1,713-\$2,000 while the average throughout the US was \$1,695. A \$1,700 to \$2,000 rent places a high economic burden on low-income individuals and families, most of whom (51%) work in service industry jobs earning minimum wage.

Access to affordable housing is a growing concern not only in Osceola County and Florida, but also throughout the rest of the United States. A 2020 State of the Non-Profit Report quoted that lack of access to affordable housing nation-wide was the number one issue by over 70% of non-profit agencies reporting. The cost of a 3 bedroom home in Osceola County as of this writing jumped to \$320,000; a difference of 29.3%. Apartment rentals jumped to \$1,886 in 2022 where a year ago they were at \$1,268; a difference of 33%. This increase in costs and lack of affordability has become a major concern for not only our agency but others nation-wide.

### *Housing Cost Burden (30% or more, 50% or more)*

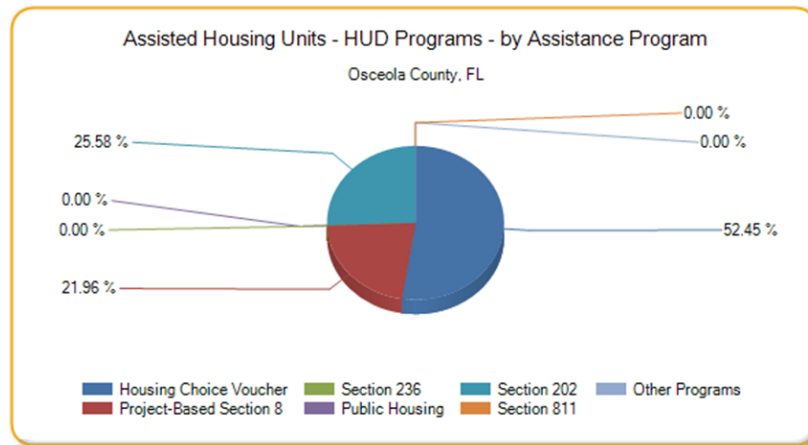
Individuals and families that pay 30% of their household income are considered to be “cost-burdened”. The Osceola County Health Department Community Health Needs Report stated the percentage of “cost-burdened” households was 40% of all homes in Osceola County. Those that pay more than 50% are considered “severely cost-burdened”. The Osceola County and St. Cloud Housing Study carried out in 2016 states there are 34% of homes (of the 40% of cost-burdened) at this level. Excessive housing costs

are an economic challenge for homeowners and renters forcing many to work more than one job and/or have more than one family live in a household.

Report Area	Total Households	Cost Burdened Households (Housing Costs Exceed 30% of Income)	Percentage of Cost Burdened Homes	Cost Burdened Households (Housing Costs Exceed 50% of Income)	Percentage of Severely Cost Burdened Homes
Osceola County, FL	162,661	64,064	40%	21,782	34%

Data Source: US Census Bureau, American Community Survey, 2020, OCHDCNHR, 2019. FDH, 2020.

### Assisted Housing Units – HUD Programs



### Housing Units by Age (Time Period Constructed), Percentage

This indicator reports the median year of construction for all housing units (vacant and occupied). The data helps to identify construction of new housing, the disappearance of old houses from the inventory, and also serves to aid in the development of formulas to determine substandard housing and provide assistance in forecasting future services, such as energy consumption and fire protection.

Report Area	1960-1979	1980-1999	2000-2010	2010-2020	After 2020
Osceola County, FL	10.25%	45.29%	38.28%	40.72%	1.03%
Florida	27.81%	38.44%	20.54%	21.96%	2.34%
United States	26.64%	27.72%	14.89%	16.46%	1.55%



### Overcrowded Housing

This indicator reports data on overcrowded housing from the latest 5-year American Community Survey. The US Census Bureau does not have an official definition for "crowded units." For this report, units with more than one occupant per room are considered overcrowded.

Report Area	Total Occupied Housing Units	Overcrowded Housing Units	Percentage of Housing Units Overcrowded
Osceola County, FL	162,661	6,961	4.28%
Florida	5,877,996	208,036	3.54%
United States	90,647,126	3,889,851	4.29%

Data Source: US Census Bureau, American Community Survey. 2020. Source geography: Tract

### Substandard Housing

Substandard housing has one or more of the following conditions that decrease the quality of living. The issues may be incomplete or non-existent plumbing facilities, inadequate kitchen facilities, overcrowding, and a monthly cost that is 30% or greater of the household income.

Report Area	Total Occupied Housing Units	Occupied Housing Units with One or More Substandard Conditions	Percent Occupied Housing Units with One or More Substandard Conditions
Osceola County, FL	162,661	64,706	39.78%
Florida	7,931,313	2,797,301	35.27%
United States	122,354,219	38,476,032	31.45%

Data Source: US Census Bureau, American Community Survey. 2020. Source geography: Tract

## NUTRITION

### *Food Insecurity Rate*

The USDA defines food insecurity as the lack of “access by all people at all times to enough food for an active, healthy life.”

Report Area	Total Population	Food Insecure Population, Total	Food Insecurity Rate
Osceola County, FL	403,282	40,731	10.1%
Florida	21,220,00	3,437,640	16.2%
United States	329,500,000	49,128,450	14.91%

*Data Source: Feeding America. 2018, US Census Data 2022. Source geography: County*

### *Food Insecure Children*

Report Area	Population Under Age 18	Food Insecure Children, Total	Child Food Insecurity Rate
Osceola County, FL	120,985	30,464	25.18%
Florida	4,028,730	1,071,760	26.6%
United States	73,580,326	17,284,530	23.49%

### *Food Insecure Population Ineligible for Assistance*

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

Report Area	Food Insecure Population, Total	Percentage of Food Insecure Population Ineligible for Assistance	Food Insecure Children, Total	Percentage of Food Insecure Children Ineligible for Assistance
Osceola County, FL	34,860	7%	18,180	18%
Florida	3,315,550	27%	1,071,760	30%
United States	48,770,990	29%	17,284,530	31%

### *Households Receiving SNAP by Poverty Status (ACS)*

The below table shows that according to the American Community Survey (ACS), 20,700 households (or 22.18%) received SNAP payments during 2016. During this same period there were 7,878 households with income levels below the poverty level that were not receiving SNAP payments.

Report Area	Households Receiving SNAP Total	Households Receiving SNAP Percent	Households Receiving SNAP Income Below Poverty	Households Receiving SNAP Income Above Poverty
Osceola County, FL	20,700	22.18%	8,774	11,926
Florida	1,092,862	14.78%	496,971	595,891
United States	15,360,951	13.05%	7,727,684	7,633,267

*Data Source: US Census Bureau, [American Community Survey](#). 2016-2020.*

### *Food Access – Grocery Stores*

Grocery stores are defined as supermarkets and smaller grocery stores primarily engaged in retailing a general line of food, such as canned and frozen foods; fresh fruits and vegetables; and fresh and prepared meats, fish, and poultry. Included are delicatessen-type establishments. Convenience stores and large general merchandise stores that also retail food, such as supercenters and warehouse club stores are excluded. This indicator is relevant because it provides a measure of healthy food access and environmental influences on dietary behaviors.

Report Area	Total Population	Number of Establishments	Establishments, Rate per 100,000 Population
Osceola County, FL	268,685	48	17.86
Florida	18,801,310	3,684	19.59
United States	312,846,570	66,284	21.19

*Data Source: US Census Bureau, [County Business Patterns](#). Additional data analysis by CARES. 2020. Source geography: County*

## TRANSPORTATION

LYNX reported that in 2021 it provided over two million rides within Osceola County, with a majority of those rides given on routes that travelled to Orlando, the Florida Mall, Poinciana, and Walt Disney World. The 187 million-dollar expansion of the Sun-Rail service, which connects Kissimmee and Poinciana to Orange, Seminole, and Volusia counties via commuter rail, carried 772,951 riders in 2020.

The busiest roads in Osceola County, per traffic counts in June of 2020, were Interstate 4, US Hwy. 192 & US Hwy. 441, FL Hwy. 535, Pleasant Hill Road, Poinciana Blvd., Narcoosee Rd., John Young Parkway, and the Florida Turnpike. The Osceola Expressway Authority has plans to build a network of highways which would ring around Kissimmee and St. Cloud connecting the recently completed Poinciana Parkway to the Osceola Expressway.

### Use of Public Transportation

The percentage of the population that relies on public transportation as their primary means of commute to work.

Report Area	Total Population Employed Age 16	Population Using Public Transit for Commute to Work	Percent Population Using Public Transit for Commute to Work
Osceola County, FL	129,068	2,029	1.57%
Florida	8,432,513	178,238	2.11%
United States	143,621,171	7,362,038	5.13%

Data Source: US Census Bureau, American Community Survey. 2020. Source geography: Tract

### Households with No Motor Vehicle

The number and percentage of households with no motor vehicle based on the latest 5-year American Community Survey estimates.

Report Area	Total Occupied Households	Households with No Motor Vehicle	Percentage of Households with No Motor Vehicle
Osceola County, FL	109,642	5,568	6.03%
Florida	7,300,494	516,293	7.07%
United States	116,926,305	10,628,474	9.09%

Data Source: US Census Bureau, American Community Survey. 2020. Source geography: Tract

### Average Commute Time

Employees in Kissimmee have an average of 27.5 minutes of commute time as compared to the average US worker's 24.8 minutes. A reported 1.97% have super commutes of more than 90 minutes per day.

Data USA reports that 80.2% drive alone, 11% Carpool and 2.99% use Public Transportation. Driving alone is the most common method of travel for workers in Kissimmee. The Florida Department of Transportation estimates the average travel time to work in Osceola County is 30.3 minutes. Best Places reports that residents living in Poinciana have much higher commute times than the US average of 25.71 minutes.

## HEALTHCARE

AdventHealth Community Health Needs Assessment 2019 reports that preventative care has decreased in Osceola County. Skipping doctor visits due to the high cost put individuals at risk both present and in the long-term. The report also addresses the health coverage disparity among racial and ethnic groups. Black residents have the lowest percentage of health insurance coverage. The report identifies hot spots served by Florida Hospital Kissimmee where the unemployment rate is 11% with over 25% are living in poverty. The County also has a ‘modified retail food environment score denoting low, weak or no access to healthy retail food outlets.

The Health Council of East Central Florida’s 2020 County Health Profile for Osceola County states that the whole of the County is a medically underserved area. The Profile lists the top 5 causes of death as Heart Disease, Cancer, Unintentional Injury (including motor vehicle accidents), Stroke and Chronic Lower Respiratory Disease, which places many in the at-risk category for contracting COVID-19. The Profile also identifies a high prevalence of Alzheimer’s disease and Diabetes in the County.

County Health Rankings reports that Osceola County’s Health Factors is ranked 45th of Florida’s 67 counties and per the 2020 US Census, 16.3% (58,860) of the County’s residents under 65 years of age are uninsured. The Florida Health Department classifies the whole of Osceola County as a medically underserved population. Local hospitals, free clinics, and the Health Department work together to provide medical support services to the increasing population of disadvantaged families and individuals.

### *Uninsured Adults Age 18-64*

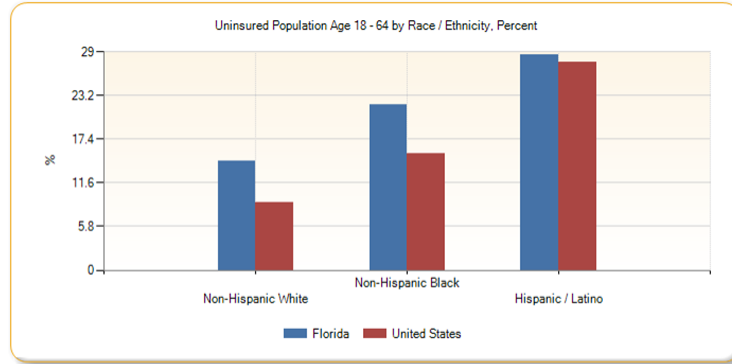
The lack of health insurance creates a barrier to accessing healthcare services. This indicator reports the percentage of adults age 18 to 64 without health insurance coverage.

Report Area	Total Population Age 18 - 64	Population with Medical Insurance	Percent Population with Medical Insurance	Population Without Medical Insurance	Percent Population Without Medical Insurance
Osceola County, FL	282,297	156,443	78.58%	42,647	21.42%
Florida	11,930,518	9,606,466	80.52%	2,324,052	19.48%
United States	194,584,952	168,884,012	86.79%	25,700,940	13.21%

*Data Source: US Census Bureau, Small Area Health Insurance Estimates. 2019. Source*

## Uninsured Population by Age Group

### Uninsured Population Age 18-64 by Race/Ethnicity, Percent



### Uninsured Children

The lack of health insurance contributes to poor health by inhibiting access to healthcare services including regular primary care and secondary care.

Report Area	Total Population Under Age 19	Population with Medical Insurance	% Population with Medical Insurance	Population Without Medical Insurance	% Population Without Medical Insurance
Osceola County, FL	83,330	76,455	91.75%	6,875	8.25%
Florida	4,250,715	3,938,645	92.66%	312,070	7.34%
United States	76,217,025	72,369,595	94.95%	3,847,430	5.05%

Data Source: US Census Bureau, Small Area Health Insurance Estimates. 2019. Source geography: County

### Health Professional Shortage Areas

The shortage of health professionals results in access and health status issues.

Report Area	Primary Care Facilities	Mental Health Care Facilities	Dental Health Care Facilities	Total HPSA Facility Designations
Osceola County, FL	1	1	1	3
Florida	127	110	116	353
United States	3,599	3,171	3,071	9,836

Data Source: US Department of Health & Human Services, Health Resources and Services Administration, Health Resources and Services Administration. 2019. Source geography: Address

### Federally Qualified Health Centers

Federally Qualified Health Centers (FQHCs) are community assets that provide health care to vulnerable populations; including ambulatory care in medically underserved areas.

Report Area	Total Population	Number of Federally Qualified Health Centers	Rate of Federally Qualified Health Centers per 100,000 Population
Osceola County, FL	268,685	1	0.37
Florida	18,801,310	359	1.91
United States	312,471,327	7,646	2.45

Note: This indicator is compared with the state average.

Data Source: US Department of Health & Human Services, Center for Medicare Medicaid Services, Provider of Services File. Dec. 2019. Source geography: Address

### Lack of a Consistent Source of Primary Care

Regular primary care aids in the prevention of serious health issues and emergency department visits.

Report Area	Survey Population (Adults Age 18 )	Total Adults Without Any Regular Doctor	Percent Adults Without Any Regular Doctor
Osceola County, FL	150,665	39,912	26.49%
Florida	14,671,272	3,638,104	24.80%
United States	236,884,668	52,290,932	22.07%

Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Additional data analysis by CARES. 2019. Source geography: County

### Population Living in a Health Professional Shortage Area

Areas geographically designated as "Health Professional Shortage Area" (HPSA), have a shortage of primary medical care, dental or mental health professionals.

Report Area	Total Area Population	Population Living in a HPSA	Percentage of Population Living in a HPSA
Osceola County, FL	268,685	0	0%
Florida	18,801,310	10,284,868	54.7%
United States	308,745,538	102,289,607	33.13%

Data Source: US Department of Health/Human Services, Health Resources and Services Administration, Health Resources and Services Administration. 2019. Source geography: HPSA

## EMPLOYMENT

### Unemployment Rate

Unemployment results in financial instability by creating barriers to access including insurance coverage, health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Labor Force	Number Employed	Number Unemployed
Osceola County, FL	163,275	149,070	14,205
Florida	9,879,776	9,277,110	602,666
United States	161,376,737	151,210,003	10,166,734

Data Source: US Department of Labor, Bureau of Labor Statistics. 2020 - July. Source geography: County

### Average Monthly Unemployment Rate (Jan. 2021-Jan. 2022)

Report Area	Jan. 2021	Feb. 2021	Mar. 2021	Apr. 2021	May 2021	Jun. 2021	Jul. 2021	Aug. 2021	Sep. 2021	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022
Osceola County, FL	8.4	6.4	5.5	6.7	6.6	7.2	6.5	6.1	5.4	5.0	4.5	4.0	4.7

Data Source: FRED Economic Research (Federal Reserve Bank of St. Louis); Bureau of Labor Statistics, US Dept. of Labor.

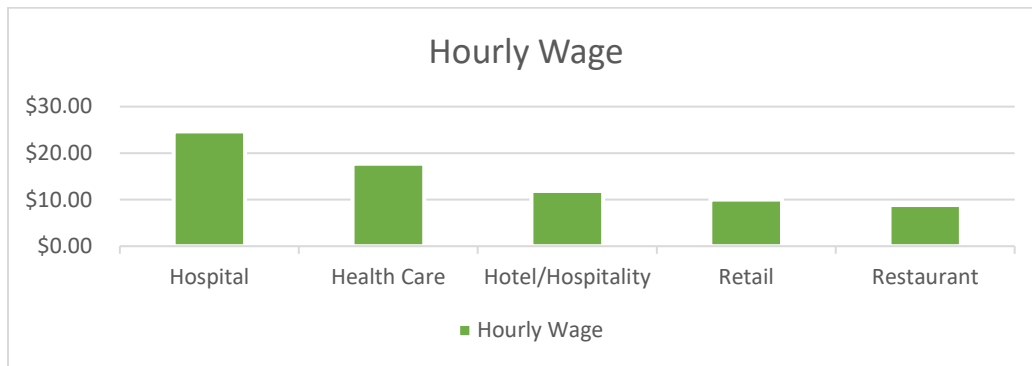
### Average Wages in 2021

Report Area	Average Weekly Wage	Average Hourly Wage
Osceola County	\$838	\$24.41
Florida	\$896	\$22.40
United States	\$1,021	\$25.53

Data Source: US Department of Labor, Bureau of Statistics. Source Geography: Tract.



### Median Hourly Rate (2020) by Industry in Osceola County



Data Source: [www.payscale.com](http://www.payscale.com) Source Geography: Tract.

## EDUCATION

### Population with No High School Diploma

Report Area	Total Population Age 25+	Population Age 25+ with No High School Diploma	Percent Population Age 25+ with No High School Diploma
Osceola County, FL	195,118	27,121	13.9%
Florida	13,824,205	1,814,266	13.12%
United States	211,462,522	28,229,094	13.35%

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, [American Community Survey](#), 2020. Source geography: Tract

### High School Graduation Rate

Report Area	Total Student Cohort	Estimated Number of Diplomas Issued	Cohort Graduation Rate
Osceola County, FL	4,174	3,757	<b>90%</b>
Florida	199,015	155,014	88%
United States	3,116,301	2,648,271	85%

Note: This indicator is compared with the state average. Data Source: US Department of Education, [EDFacts](#). Accessed via [DATA.GOV](http://DATA.GOV). Additional data analysis

### Population with Associate's Level Degree or Higher

27.57% of the population aged 25 and older, or 53,788 have obtained an Associate's level degree or higher.

Report Area	Total Population Age 25+	Population Age 25+ with Associate's Degree or Higher	Percent Population Age 25+ with Associate's Degree or Higher
Osceola County, FL	195,118	53,788	<b>27.57%</b>
Florida	13,824,205	5,076,992	36.73%
United States	211,462,522	79,981,739	37.82%

Note: This indicator is compared with the state average. Data Source: US Census Bureau, American Community Survey. 2020 Source geography: Tract by CARES. 2019. Source geography: School District

### Population with Bachelor's Degree or Higher

23.2% of the population aged 25 and older, or 55,852 have obtained a Bachelor's level degree or higher.

Report Area	Total Population Age 25+	Population Age 25+ with Bachelor's Degree or Higher	Percent Population Age 25+ with Bachelor's Degree or Higher
Osceola County, FL	240,760	55,852	<b>23.20%</b>
Florida	15,255,326	4,659,946	30.55%
United States	222,836,834	73,356,319	32.92%

Note: This indicator is compared with the state average Data Source: US Census Bureau, American Community Survey. 2020. Source geography: Tract

### Population with Limited English Proficiency

This indicator reports the percentage of residents aged 5 and older who speak a language other than English at home and speak English less than "very well." This indicator is relevant because an inability to speak English well creates barriers to healthcare access, provider communications, and health literacy/education.

Report Area	Population Age 5	Population Age 5 with Limited English Proficiency	Percent Population Age 5 with Limited English Proficiency
Osceola County, FL	281,435	52,222	<b>18.56%</b>
Florida	18,564,715	2,167,671	11.68%
United States	296,603,003	25,410,756	8.57%

*Data Source: US Census Bureau, American Community Survey. 2020. Source geography: Tract*

### Data Set A

- The American Community Survey
- The American Fact Finder
- Community Commons
- The Centers for Medicare Medicaid Services
- The Centers for Disease Control and Prevention
- County Health Rankings
- Data.gov
- Feeding America 2018
- Florida Health Department 2020 Survey
- Florida Hospital 2020 Community Health Needs Assessment
- Heart of Florida United Way ALICE report 2020 Update
- The Office of Economic and Demographic Research
- The Orlando Sentinel
- Spectrum News 13
- US Department of Labor
- USA.com
- US Department of Health & Human Services
- US Census Bureau

## Data Set B

### Survey Respondents

A total of 215 residents from low, middle and upper incomes, community leaders, and other social service agencies completed our agency's 2021 Community Needs Assessment Survey.

The three sections of the surveys included questions dealing with the current situation of COVID-19 Pandemic within Osceola County:

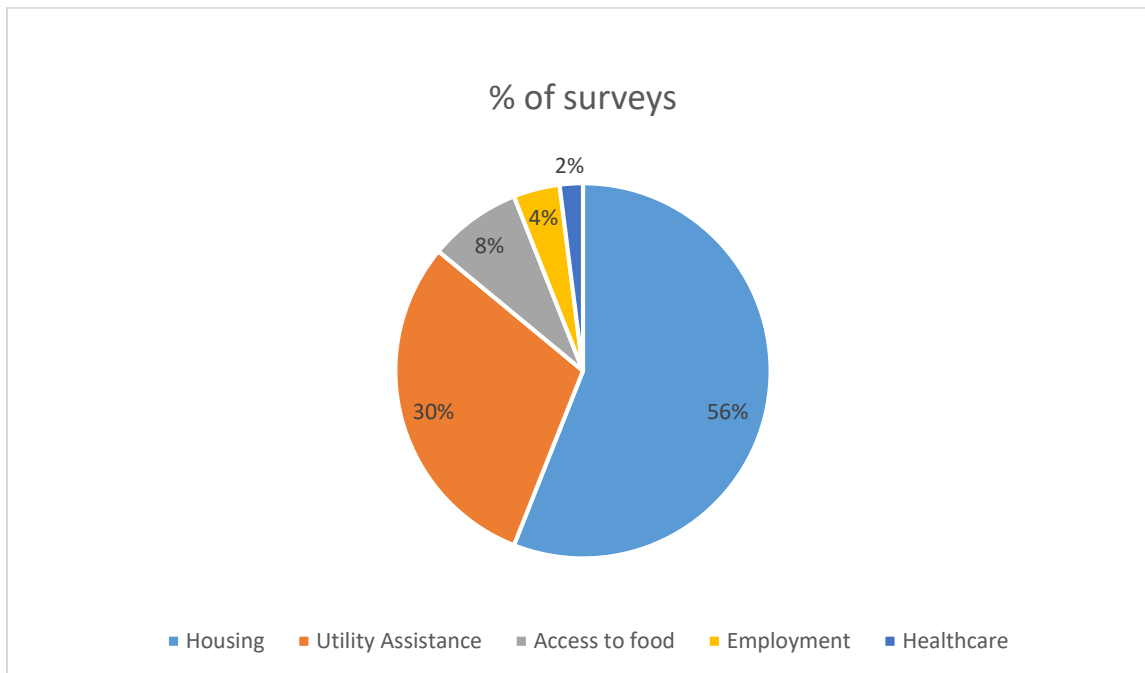
1. The top five critical unmet needs of yourself and your family
2. From the top five needs indicate the largest need
3. Suggestions for types of services that would help to meet the identified needs

### Primary Data Results

The Top 5 needs as identified by respondents for themselves and their families

- #1 – Housing (mortgage/rent assistance)
- #2 – Utility Assistance
- #3 – Access to food
- #4 – Employment
- #5 – Healthcare

The Top 5 needs by percentages for Osceola County



## The Top 5 needs as identified by respondents for the Community

- #1 – Housing (mortgage assistance)
- #2 - Nutrition
- #3 – Utility Assistance
- #4 – Healthcare
- #5 – Employment

## The Top 5 Needs as identified by respondents from Community Leaders

- #1 – Housing (mortgage/rent assistance)
- #2 – Access to food
- #3 – Employment
- #4 – (tie) Healthcare, utility assistance
- #5 – (tie) Financial assistance, mental health, transportation

## SUGGESTED TYPES OF SERVICES

Key recommendations from survey respondents

- Updated comprehensive agency resource guide for clients
- More inter-agency communication
- Expand partnerships to provide more services to clients

## OTHER COMMUNITY NEEDS ASSESSMENT PROFILES

Ours was not the only agency to conduct a Community Needs Assessment this year. Ranking from two of those reports, United Way 2021 2-1-1 Counts Report and AdventHealth 2020 Community Health Needs Assessment are as follows:

2021 2-1-1 Report (20,133 respondents)

1. Housing
2. Utilities Assistance
3. Healthcare
4. Financial Assistance
5. Access to food
6. Employment

AdventHealth CHNA 2021 (600 respondents)

1. Lack of health providers
2. Access to food
3. Transportation
4. Mental Health
5. Substance abuse
6. Housing

## SUMMARY AND FINDINGS

The top five needs of Osceola County's low-income population, as identified in this annual Community Needs Assessments (Housing, Healthcare, Nutrition, Transportation, and Education/Employment, have remained the same for more than a decade, even during the current pandemic, with changes in order of priority being the only thing that differs from year to year. Non-profits, government entities, faith-based organizations, civic groups, foundations and private funders in the last year continue to leverage resources addressing old disparities. The ongoing rapid growth of the community's low-income population contributed to the widening gap of services, however this became even more evident during the COVID-19 crisis.

The top two priorities which this report indicates are Housing/Housing-related issues (Utility Assistance) and Nutrition/Access to Food. Priority to stabilize current and incoming clients with Building Back America dollars and other sources of funding, due to increasing high rents and inflation, is paramount. Funding from the Federal, County, and Municipal Governments needs to continue for two reasons, first, to stabilize low-income clients in their current housing situation while maintaining their self-sufficiency, and second, the average rent in Osceola County as of this writing is twice as high than it was a year ago, meaning there are members of the community paying upwards of 50% of their income monthly for rent. Those who have limited sources of income more often than not rely on unemployment payments, borrowing from family members, Government assistance, or assistance from a social services agency to pay their mortgages or rent. Utility assistance was also listed as a priority in the survey rankings and are a Housing issue as well. Maintaining water and power through our LIHEAP and EHEAP programs, as well as similar programs offered by the Salvation Army, are critical to our clients, many who need refrigeration for food and medicines, or to operate medical equipment. Access to Food is another priority need warranting an effort from this agency to address it. Maintaining our current levels of clients receiving our home delivery meal services will require a steadier supply of funding to accommodate the need. Government funding can only pay for so much for so long, and the number of clients needing food will not decline, unless inflationary prices drop or even out. This agency handed out over two million pounds of food through its food pantry and home delivered meals programs during 2021. That equates to around 200,000 lbs. per month and currently we are seeing an even greater need for food in 2022 with inflationary prices causing many to rely on social services and food pantries in greater numbers.

Low-income residents need a hand-up to elevate themselves out of poverty during this pandemic. Education opportunities coupled with employment services are tools that can help them attain stability and self-sufficiency. Education institutions in Osceola County are working together to provide enhanced opportunities for students, such as our agency's YouthBuild and Building Strong Families Continuing Education Programs. High School students have Dual Enrollment options through Osceola Technical Education Center (OTEC) and Valencia College. Both institutions have multiple campuses in Osceola County and offer education at annual costs well below the national average of \$15,403: OTEC \$7,631, Valencia College \$6,166. OTEC has a 100% acceptance rate and a 61% graduation rate. TECO's five most popular majors are Police and Criminal Science, Phlebotomy, Nursing Assistant, Health Aides and Attendants and Pharmacy Technicians. The Median Annual Earnings six years after graduation is \$32,700. Valencia College has a 30:1 Student Faculty Ratio and a 44% graduation rate. Valencia's five most popular majors are Liberal Arts and Humanities, Business Administration and Management, Entrepreneurship, Emergency Medical Technician (EMT Paramedic). The Median Annual Earnings six years after graduation is \$31,200.

In answer to the county's medical professional shortage, the program expanded to include the Certified Nursing Assistant course. Many of the CNA graduates hired by AdventHealth who show initiative and aptitude receive the opportunity to continue their education to attain an RN degree. The certification degrees are viewed as a starting point rather than destination. Clients gain employment and employers hire skilled workers, all of which positively impacts the county's economic development. Low-income residents are given the opportunity to elevate themselves out of poverty through Building Strong Families Continuing Education, a program that provides a well-developed support system through Case Management, financial literacy training, job skills training and employment services.

Our clinic is on the front line of helping our uninsured and low-income clients receive the primary and secondary care they require to maintain their stability and self-sufficiency. With many members of our community without work and benefits such as Health Insurance, the need for access to Health increases in Osceola County. The referral network created by leaders in the Health Community of Osceola ties the Federally Qualified Health Clinics (FQHC's), hospitals, and clinics such as ours, together in seeking healthy outcomes for low-income and uninsured clients which reduce their risk from adverse health conditions due to poverty. It is a necessary element in the Council's holistic approach to maintaining stability and self-sufficiency towards those clients. Continuing our Health Services, Clinic, WeCare Osceola, and Adult Health Day Care will address this need.

Osceola County is a community faced with both future economic opportunities and a present-day high poverty rate, exacerbated by the highest rents in the United States and high prices for food. Navigating the low-income population past crisis and on to economic opportunity will require a concerted effort by Community-based organizations, Faith-based Organizations, the Private Sector, the Public Sector and Educational Institutions. Gaps in service must be addressed from a concentrated effort by agencies within Osceola County. Not any one agency can do it all, but in partnership, they all may rise to the challenge.