



HILLSBOROUGH COUNTY DEPARTMENT OF SOCIAL SERVICES

2025 – 2028 COMMUNITY NEEDS ASSESSMENT

MAY 2025

Hillsborough County Social Services Community Needs Assessment

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Executive Summary

Hillsborough County Social Services is one of more than 1,000 community action agencies located throughout the United States that works to determine local needs, organize consumer and community support, initiate services for the low-income individuals, and empower people to break out of the cycle of poverty. As a recipient of the Community Services Block Grant, Hillsborough County Social Services is responsible for analyzing the concerns and needs of low-income people living in its services area, both incorporated and unincorporated areas of Hillsborough County.

The Community Services Block Grant (CSBG) aims to alleviate poverty in communities by providing funds to state, territories, and tribes to support services and activities for low-income individuals and families. The primary goal is to increase self-sufficiency, improve living conditions, and foster community ownership and pride, along with strengthening family support systems.

Social Services conducts community-wide needs assessment surveys with residents and the community every three years. In partnership with the Community Action Board, Hillsborough County Social Services staff develop and deliver services based on the residents' identified needs. The purpose of this assessment is to assist the Community Action Board in its strategic goals of tailoring CSBG services to address the needs of Hillsborough County residents who are economically insecure according to the Federal Poverty Guidelines. A significant component to this assessment was data collection from various resources: existing studies, community action board group discussion, resident surveys, agency surveys, and Hillsborough County Social Services staff surveys.

Due to limited funding and resources, Hillsborough County Social Services cannot cover all the needs identified in the community-wide needs assessment however, Social Services is committed to working collaboratively with other service providers in its service area to improve the lives of vulnerable residents in Hillsborough County.

Hillsborough County Social Services has provided services in the fiscal year 2023- 2024 (October 1 - September 30) to 16,578 unduplicated individuals and 6,338 unduplicated households. Residents received assistance through Ad Valorem, Community Services Block Grant funds, Low-Income Home Energy Assistance Programs, and Emergency Home Energy Assistance for the Elderly programs. The programs and services address homeless prevention; crisis intervention; self-sufficiency; youth services; education, after-school services, and scholarships for post-secondary education to students attending universities, community colleges, and trade schools.

Most households that are single parent homes with the female as the head of the household, and the second most are single-person households. Females make up 62% of the customers that receive services. The adult age range that received services the most were ages 25-44, second 18-24 and third 45-54. The most reported groups of individuals that received assistance by race/ethnicity were Black or African American, second Hispanic/Latino, and third Caucasian/White. Over 70% of the households that received assistance are at or below the 100% threshold of the Federal Poverty Levels determined by the Federal Department of Health and Human Services. Most customers are unemployed (43.85%), receive a Supplemental Nutrition Assistance Program, are reliant on public housing assistance or receive a housing voucher.

Social Services works with landlords and mortgage companies, while partnering with utility companies such as Tampa Electric Company (TECO), Peace River Electric, and all county government and municipal water agencies within Hillsborough County to provide financial assistance to customers for their most

basic needs. Hillsborough County Social Services partners with agencies such as Feeding Tampa Bay mobile food pantries to assist with bringing food sources to communities with a large footprint of low-income households. The top two types of assistance received were electric assistance and rent/mortgage assistance.

The Strategic Plan addresses poverty reduction of low-income communities; to promote economic self-sufficiency. In collaboration with the Community Action Board, Social Services accomplishes this by identifying the Department's strategic priorities, programs, services, challenges, advantages and assessing the demographics of residents served. The Strategic Plan is an evolving process of assessments and planning reviewed annually. Based on trends, community needs, and priorities, the Department may adjust objectives and service delivery methods to achieve short-term and long-term goals for the community served.

The Community Action Board identified three impact areas for the next three years:

- **Education Empowerment:** Assisting residents in attaining higher education through scholarship and education programs, partnering with educational institutions for educational assistance, and promoting training initiatives.
- **Family Empowerment:** Provide wraparound services to Family Empowerment participants with case management services and financial assistance as needed for basic cost of living items that are barriers to achieving self-sufficiency goals.
- **Youth Empowerment:** Partnering with after-school programs for youth that align and support community action initiatives and promote self-sufficiency.

Highlights from Data Collection

This needs assessment is a community-wide analysis of local conditions and barriers of all residents who are at risk of remaining or becoming economically insecure. This assessment will guide the Community Action Board and Hillsborough County Social Services to work together to meet current challenges by strengthening Community Services Block Grant self-sufficiency programs and services for economically disadvantaged residents.

The Hillsborough County Social Services Department completed the last Hillsborough County community needed assessment in 2022. Residents identified the top five conditions to poverty to self-sufficiency identified from resident surveys included: low wages, lack of affordable and quality housing, lack and or cost of transportation, lack of opportunities, not enough county government, state/city or federal investment, and lack of jobs. For the 2022 need assessment process, Hillsborough County Social Services surveyed stakeholders, residents, and the staff. A common theme of needs was livable wage employment, affordable housing, and transportation. In addition, Hillsborough County Social Services conducted small group discussions with stakeholders identifying the needs of low-income residents and barriers and drivers to poverty.

In this assessment, we provide an overview of the methodology of data collections, characteristics of Hillsborough County and, in comparison, to other similar localities, and results of the data. A few key highlights include:

1. Data collection of resident surveys (233 collected), stakeholders surveys (122 collected) and small group discussion; and Social Services staff survey (52 collected).

2. The top five conditions to poverty to self-sufficiency identified from resident surveys included: low wages, lack of affordable and quality housing, lack of opportunities, lack of jobs, and transportation.
3. The top five needs in the community to help low-income residents to improve their financial-economic status identified by stakeholders' survey are affordable housing, livable wages, employment opportunities, job/readiness employment preparation services, and mental health services.
4. The top five needs in the community to help low-income residents improve their financial-economic status identified by Social Services staff are affordable housing, livable wages, job/readiness employment preparation services, employment opportunities, and education assistance.
5. Top priorities from focus group session included: affordable housing, education/vocation training, transportation, public awareness and information on services in the community.

Community Statistical Profile

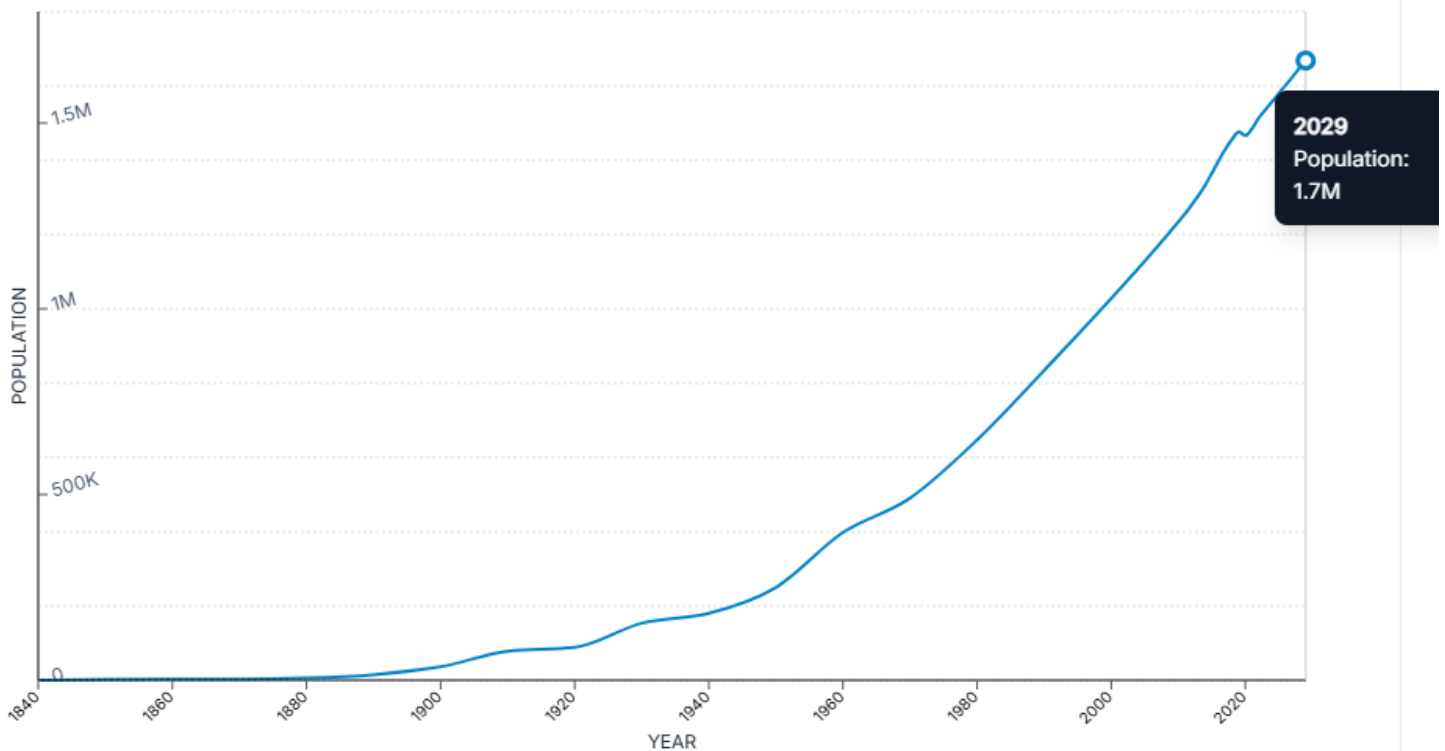
Demographics

According to worldpopulationreview.com, Hillsborough County, Florida, is the third most populous county in Florida, with a 28.07% estimated population growth increase since the U.S. Census data estimates in 2010 (**Figure 1**). The estimated 2025 population growth rate for Hillsborough County is 1.42% from the prior year.

Figure 1. Hillsborough County Population Growth

Hillsborough County Population

Data after 2023 is projected based on recent change



Source Data: worldpopulationreview.com/us-counties/florida/hillsborough-county: Hillsborough County Population

Within the four years from the U.S Census Data Collection in 2020 to the most recent estimated data collected in 2024, the Hillsborough County population increased by 121,664, or 7.69%. According to the Tampa Bay Economic Development, by 2026 Hillsborough County's population growth is projected to grow more than the state of Florida and the Nation totaling 1.6 million (<https://tampabayedc.com/wp-content/uploads/2021/07/2021-2026-Hillsborough-County-Population-Growth.pdf>)

According to the U.S. Census 2024 demographics, the female population is 50.7 %, which is a similar percentage for the state and the national population estimate. The largest race demographic is White alone at 72.6%, with White alone not Hispanic or Latino at 45.80%. The next two top demographics being Hispanic or Latino at 30.4% and Black or African American alone at 18.6% as the most significant populations estimated for Hillsborough County.

The foreign-born estimate is 19.20% persons, which is lower than the state estimate, and 5.3% higher than the national estimate. **(Table 1)** contains the U.S. Census Bureau 2024 demographics of Hillsborough County, Florida, Florida, and the United States.

Table 1

	Hillsborough County, Florida	Florida	United States
Population			
Population Estimates, July 1, 2024	1,581,426	23,372,215	340,110,988
Population Census, April 1, 2020	1,459,762	21,538,187	331,449,281
Age (Est. 7/1/2024)			
Persons under 5 years, percent	5.60%	5.00%	5.50%
Persons under 18 years, percent	21.50%	19.40%	21.00%
Persons 65 years and over, percent	15.40%	21.70%	17.70%
Gender (Est. 7/1/2024)			
Female persons, percent	50.70%	50.90%	50.50%
Race/Ethnicity (Est. 7/1/2024)			
White alone, percent	72.60%	76.70%	75.30%
Black or African American alone, percent	18.60%	16.90%	13.70%
American Indian and Alaska Native alone, percent	0.60%	0.60%	1.30%
Asian alone, percent	4.90%	3.20%	6.40%
Native Hawaiian and Other Pacific Islander alone, percent	0.10%	0.10%	0.30%
Two or More Races, percent	3.20%	2.50%	3.10%
Hispanic or Latino, percent	30.40%	27.40%	19.50%
White alone, not Hispanic or Latino, percent	45.80%	51.90%	58.40%
Population Characteristics (Est. 7/1/2024)			
Veterans, 2019-2023	87,132	1,347,330	16,569,149
Foreign born persons, percent, 2019-2023	19.20%	21.40%	13.90%

Source data: United States Census Bureau, U.S. [Census Bureau QuickFacts: United States](#)

Slightly over 61% of Hillsborough County residents own property, lower than Florida and National average. The median value of the owner-occupied property is \$333,300, slightly higher than the state and national average. The median monthly cost with a mortgage is \$1,910. The median rental price is \$1,543 per month, slightly lower than the state of Florida but higher than the national average, with an average of 2.56 persons per household **(Table 2)**.

Table 2	Hillsborough County, Florida		
	Florida	Florida	United States
Housing units, July 1, 2023, (V2023)	644,879	10,451,818	145,344,636
Owner-occupied housing unit rate, 2019-2023	61.10%	67.30%	65.00%
Median value of owner-occupied housing units, 2019-2023	\$333,300	\$325,000	\$303,400
Median selected monthly owner costs -with a mortgage, 2019-2023	\$1,910	\$1,860	\$1,902
Median selected monthly owner costs -without a mortgage, 2019-2023	\$605	\$629	\$612
Median gross rent, 2019-2023	\$1,543	\$1,564	\$1,348
Households, 2019-2023	569,998	8,550,911	127,482,865
Persons per household, 2019-2023	2.56	2.51	2.54
Living in same house 1 year ago, percent of persons age 1 year+, 2019-2023	83.70%	86.00%	87.30%

Source data: United States Census Bureau, U.S. [Census Bureau QuickFacts: United States](#)

According to the U.S. Census Bureau American Community Survey 5-year estimate, the median household income of Hillsborough County residents is \$75,011, which is higher than the state average and lower than the national average. An estimated 13.2 % of county residents are in poverty, slightly lower than the state average and higher than the national average.

An estimated 89.60% of households ages 25 and over are high school graduates and 37.20% of those age 25 and older obtained bachelor's degrees or higher. The education estimates are either equal or higher than the state and national average. **(Table 3)** provides data on the poverty and education rates for Hillsborough County compared to the state and national average.

Table 3

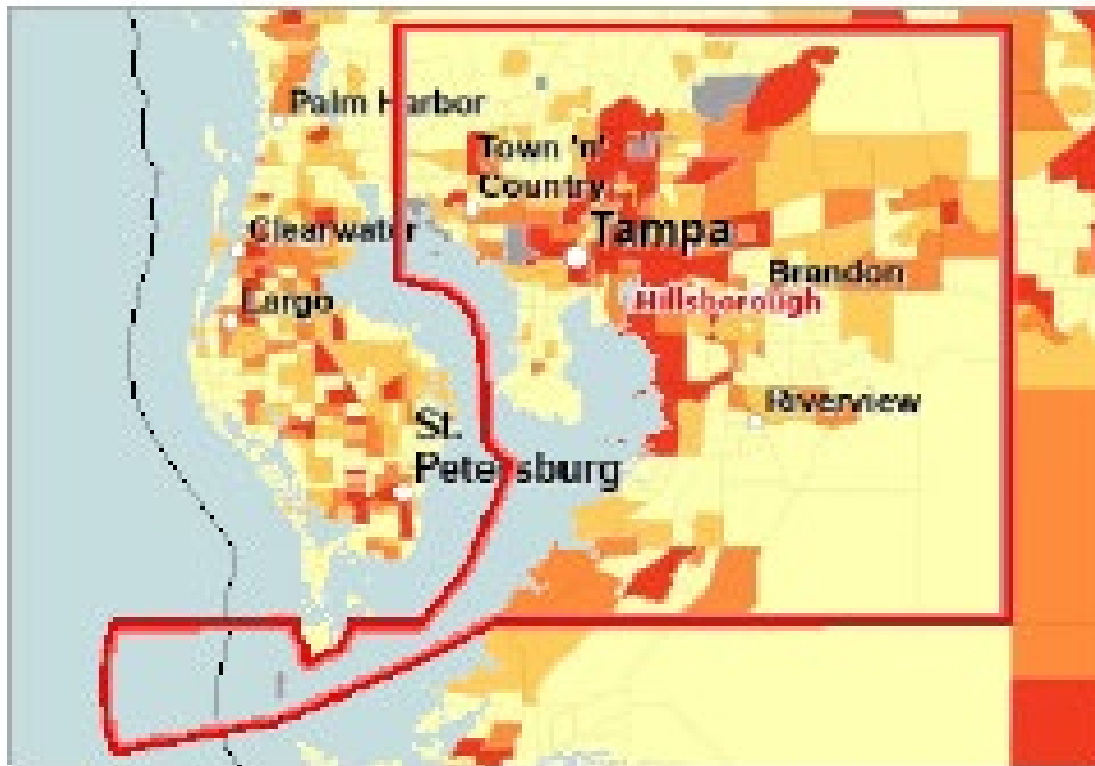
	Hillsborough County, Florida	Florida	United States
Income and Poverty			
Median household income (in 2023 dollars), 2019-2023	\$75,011	\$71,711	\$78,538
Per capita income in past 12 months (in 2023 dollars), 2019-2023	\$41,980	\$41,055	\$43,289
Persons in poverty, percent	13.20%	12.30%	11.10%
Education			
High school graduate or higher, percent of persons age 25 years+, 2019-2023	89.60%	89.60%	89.40%
Bachelor's degree or higher, percent of persons age 25 years+, 2019-2023	37.20%	33.20%	35.00%

Source data: United States Census Bureau, U.S. [Census Bureau QuickFacts: United States](#)

Hillsborough County Poverty Characteristics

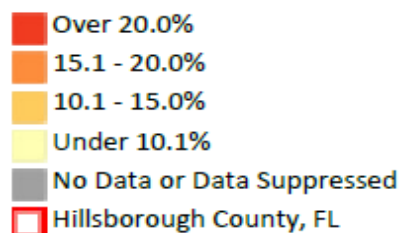
The U.S. Census Bureau 2018-2022 identified geographic areas within Hillsborough County with a high concentration of vulnerable populations. **Figure 2** demonstrates the percentage of households that are living below the poverty level in Hillsborough County. In 2022, it is estimated that 13.3% of households were living in poverty in Hillsborough County. The data source is the US Census Bureau, American Community Survey 2018-2022.

Figure 2



Source: Map illustration from the Center for Applied Research and Engagement Systems
<https://careshq.org/map-room>

Households Living Below the Poverty Level, Percent by Tract, ACS 2018-22



The Florida Office of Economic and Demographic Research supplies details of the Hillsborough County population. Key areas of focus for the needs assessment are Employment and the Labor Force. The highest annual wage industries for 2023 are information services, financial activities, professional and business services, manufacturing, and construction (**Table 4**). The unemployment rate has decreased since 2010 for Hillsborough County. In 2023 the unemployment rate for Hillsborough County is 2.9%, which is the same as the state average (**Table 5**).

A complete report is available in **Appendix A**, which provides data on the economic health of Hillsborough County in comparison to the State of Florida.

Employment and Labor Source

Table 4

Average Annual Wage 2023	Hillsborough County	Florida
All industries	\$71,414	\$66,446
Natural Resource & Mining	\$35,269	\$46,398
Construction	\$73,648	\$66,902
Manufacturing	\$73,691	\$78,331
Trade, Transportation and Utilities	\$60,206	\$59,161
Information	\$113,401	\$112,704
Financial Activities	\$101,795	\$101,130
Professional & Business Services	\$88,068	\$83,076
Education & Health Services	\$66,089	\$63,868
Leisure and Hospitality	\$35,661	\$35,528
Other Services	\$46,639	\$49,293
Government	\$69,979	\$67,715

Source: The Florida Office of Economic and Demographic Research

Table 5

Unemployment Rate	Hillsborough County	Florida
2000	3.3%	3.7%
2010	10.4%	10.8%
2020	7.6%	8.1%
2021	4.3%	4.7%
2022	2.9%	3.0%
2023	2.9%	2.9%

Source: The Florida Office of Economic and Demographic Research

Community Needs Assessment Methodology

Over six months of preparation and data collection, the community needs assessment was done through resident surveys, service agency surveys, board group discussion, and existing research reports.

Qualitative Data Collection

The qualitative data collection and analysis process contributed to validating the needs and priorities of Hillsborough County communities. The surveys captured qualitative input from residents, agencies and staff. Additionally, the Community Action Board had a group discussion conducted by Social Services staff regarding the needs of those in the Hillsborough County service area.

Quantitative Data Collection

The quantitative data collection and analysis process was engaged through agency, resident, and staff surveys. The surveys captured quantifiable input from the community on their needs and data to support setting priorities for future actions to help the residents served by Hillsborough County Social Services in the future. The quantitative data includes the consolidation of numerous studies, assessments, and published reports/statistical data developed for the service area in recent years to assess the community profile of Hillsborough County.

Community Needs Assessment Results

Community Action Board Group Discussion

The Hillsborough County Community Action Board on January 22, 2025, had a group session which was facilitated by Hillsborough County Social Services staff. The tripartite board participated in the small group discussion representing the public, private and low-income sector.

The questions asked were and the results were as follows:

1. What financial obstacles are contributing to poverty in your community, or the community you serve?

The top five obstacles identified from analyzing the results were issues concerned with affordable housing, low wages, food cost, childcare cost, and transportation related concerns.

Affordable Housing

"They are building apartments, town homes, condos....but they're not building it family friendly...and they are starting out over \$2,000."

"I was once told...we needed to have more housing in order for the rents to go down. They're still building, but rents aren't going down."

Low Wages

"Those families who are working poor...make too much for assistance, but not enough to really live."

"We see a lot of people that have very fixed income, seniors or other on disability and they've tapped out the options that are available....there's not growth opportunity or movement. So then there's really this stuck in poverty...they are doing their best. And there's no, like pathway out."

"The benefits clip, that's what they call that when you just barely make a little bit more money and you lose your benefits and then you're actually in worse financial position."

"What may be affordable to you may not be affordable to me. So the city and the county needs to make adjustments to AMI (Area Median Income) based on Hillsborough County."

Transportation

"Transportation to get to services."

"We still have areas that just does not have access to mass transportation."

"Transportation, it's a financial obstacle, it's really more along the lines of, the cost of gas with a limited budget."

Childcare Cost

"That's like a mortgage."

Food Cost

"I think that aspect to meeting dietary nutritional needs...I just can't imagine trying to go out to look for a job or try to, like, go to school at night when you haven't eaten, you know, all day and you might not eat at all that day."

2. What are examples of barriers for residents in accessing services?

The top highest scored barriers from the analysis of the feedback from the discussion were accessibility of services, knowledge of services, transportation, access to internet/technical devices, and demand exceeds funding available.

3. What are the top needs facing low-income residents in your community or the community you serve?

The top needs identified by the participants of the discussions were affordable housing, education/vocational training, higher wage jobs, transportation, and health food service options.

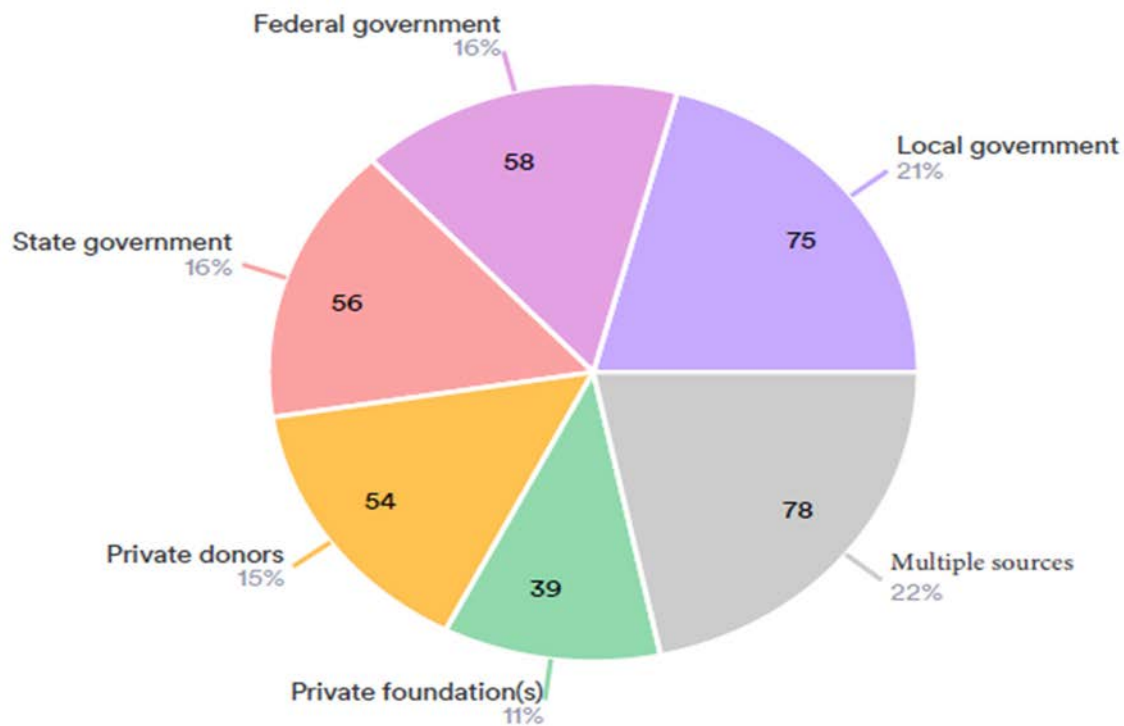
4. ***Based on the top needs, what programs, strategies and initiatives have been successful, or do you think will be successful in reducing poverty in your community, or the community you serve?***

The participants were asked to provide information on initiatives that could successfully reduce poverty in the community served identified by the participants of the discussions were case management services, budgeting programs, mentoring programs, and food banks/mobile food pantries.

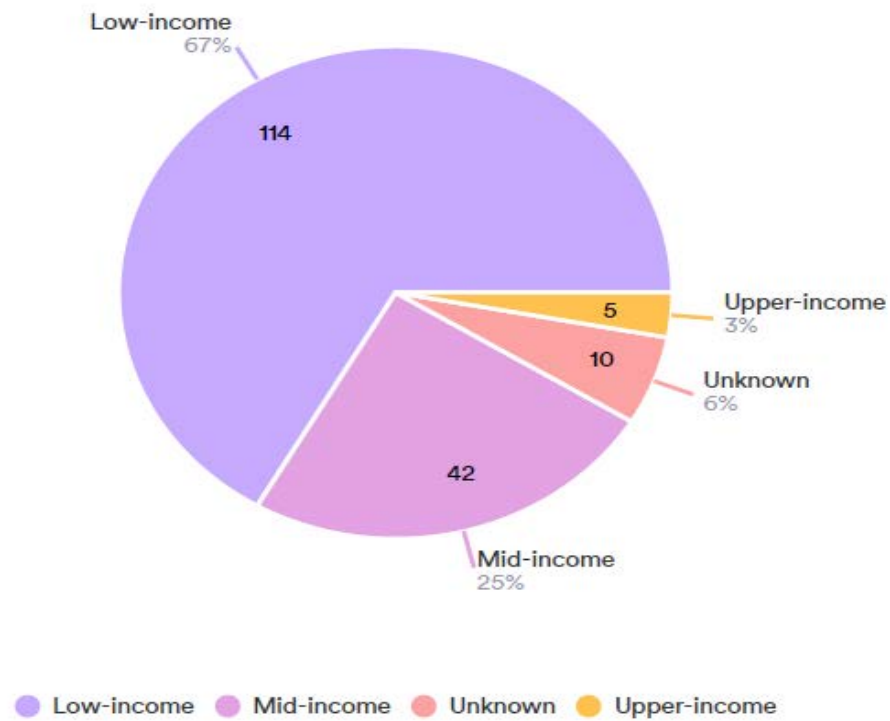
Agency Surveys

One hundred twenty-two agency representatives completed the electronic community needs assessment survey. Many respondents described their agency as a charitable organization, community organization/advocate, faith based and government organization. Most of the respondents are in leadership positions as an executive director, manager, or supervisor and second as staff, most likely direct client service staff. Most of the agencies are funded by local government, federal government, state government, private donors, and private foundations. Most of the respondents provide services to low-income and moderate-income residents. Majority of the agencies do not have a waiting list for services.

From what sources are you funded?

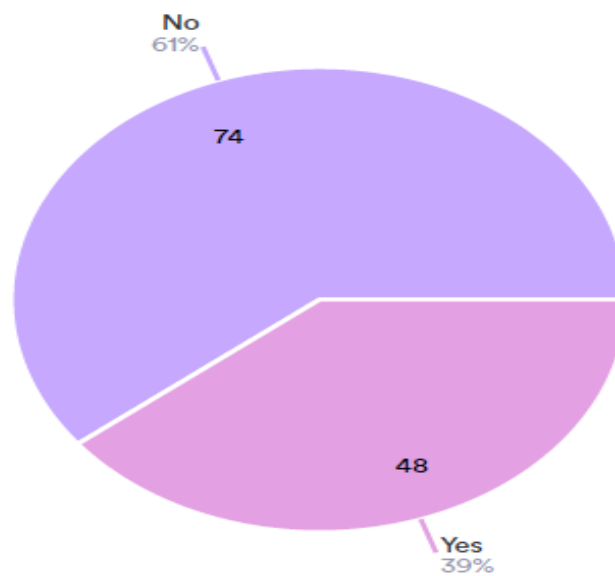


What category do the majority of your clients fall?



Does your organization/agency currently have a waiting list for services?

122 Responses

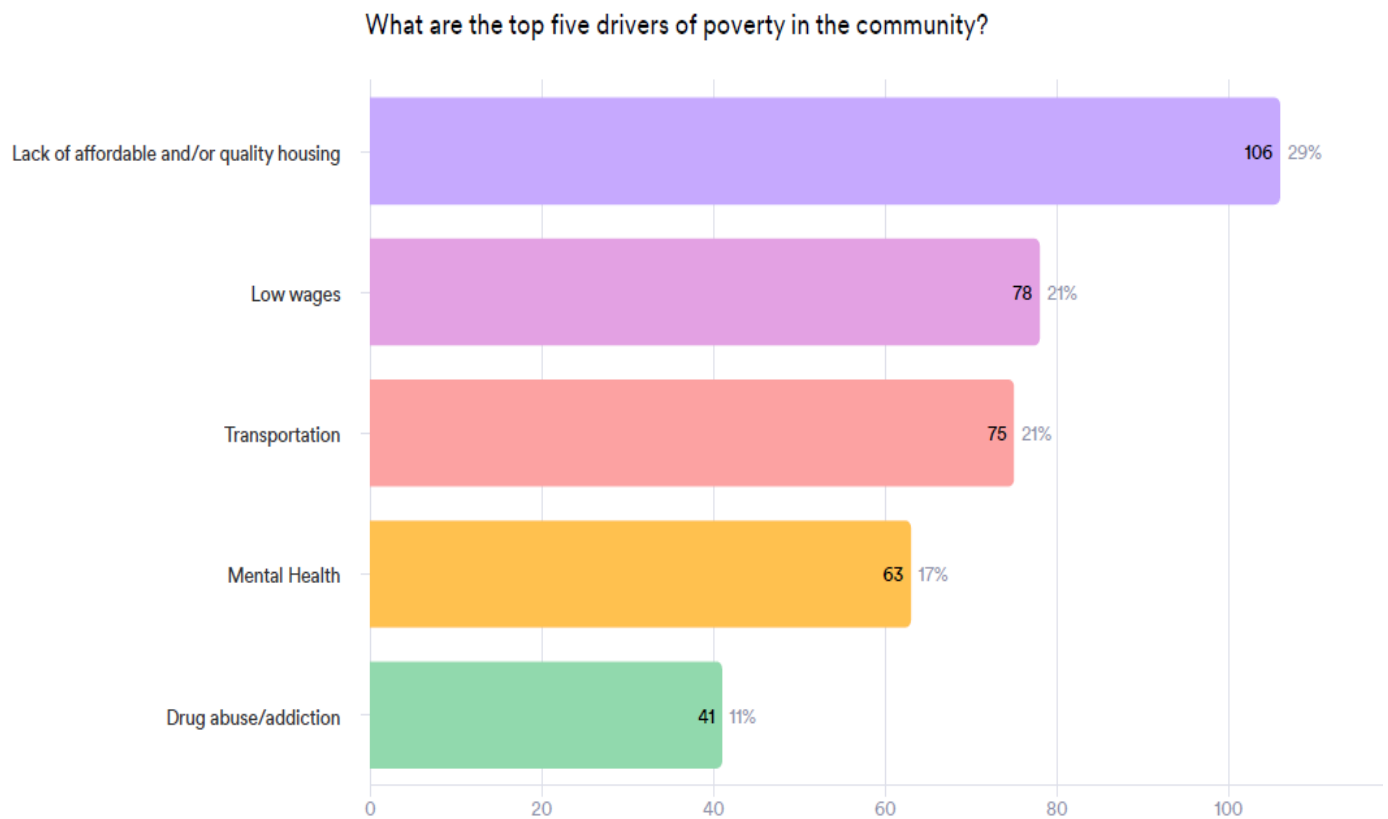


Top Needs of Low-Income Residents

The agencies identified the top five needs of low-income residents as affordable housing, livable wages, employment opportunities, job readiness/employment preparation, and mental health/drug dependence intervention services.

Top Drivers of Poverty

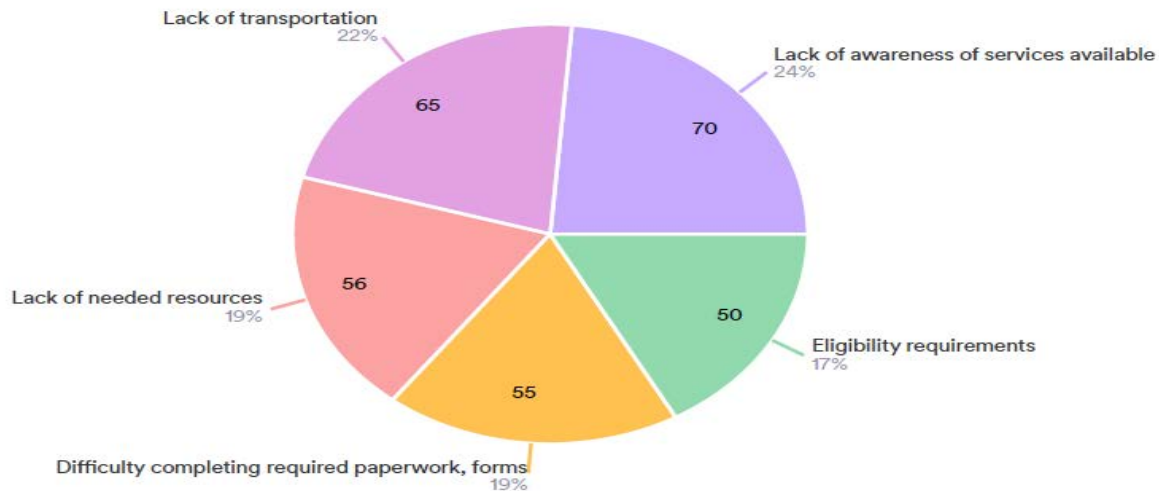
The agencies identified the top five drivers of poverty in the community are lack of affordable/or quality housing, low wages, transportation, mental health, and drug abuse/addiction.



Top barriers

The respondents identified the top five barriers preventing clients from receiving assistance are lack of awareness of services available, lack of transportation, lack of needed resources, difficulty completing required paperwork/forms and eligibility requirements.

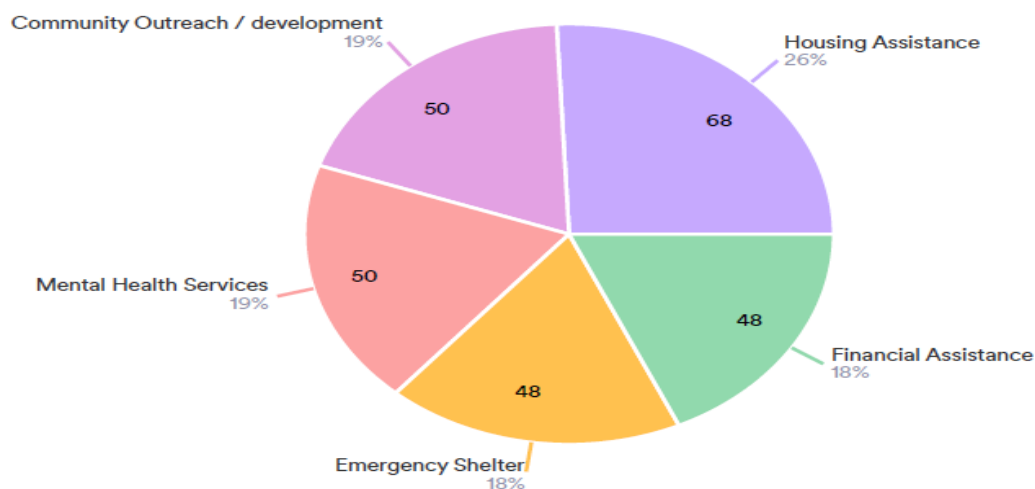
What are some of the barriers preventing clients from receiving assistance?



Services and Resourced Needed

The top five additional resources needed concerning the services and programs offered by the agencies who responded are housing assistance, mental health services, community outreach/development, emergency shelter and financial assistance.

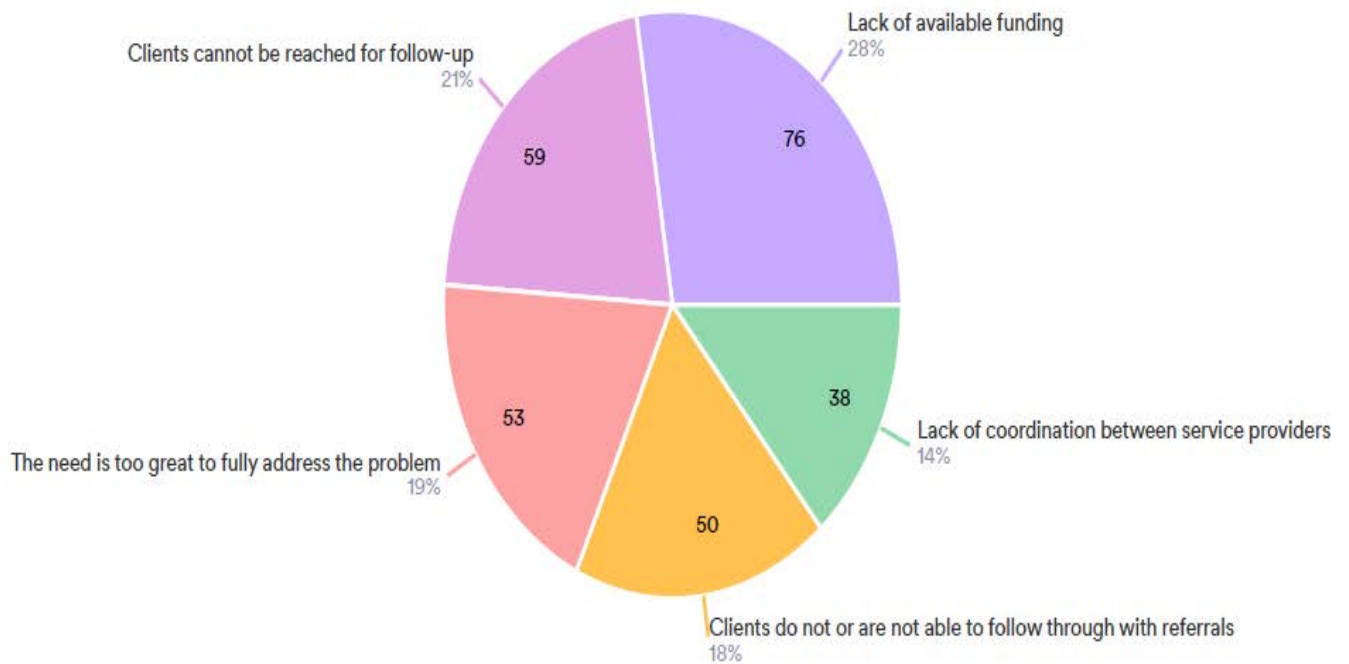
What additional resources are needed in relation to the services and programs you offer?



Top challenges

The top challenges that agencies have with administering services are lack of available funding, clients cannot be reached for follow-up, the need is too great to fully address the problem, clients do not or are not able to follow through with referrals, and lack of coordination between service providers.

What are some of the challenges of administering services?

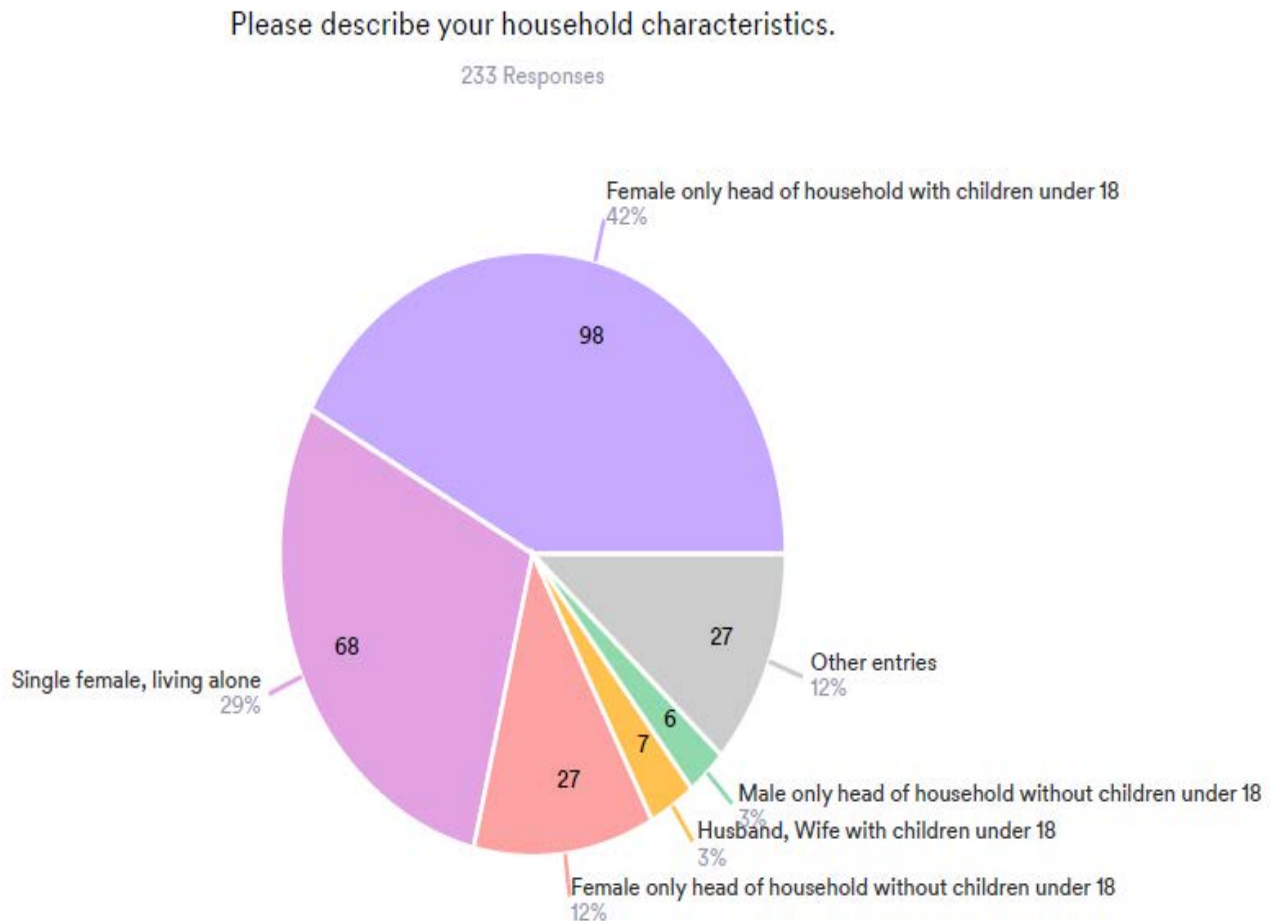


The agencies provided feedback on an opportunity to offer one service that is urgently needed in the community they service, what would it be and how would you administer it are in **Appendix B**.

Resident Surveys

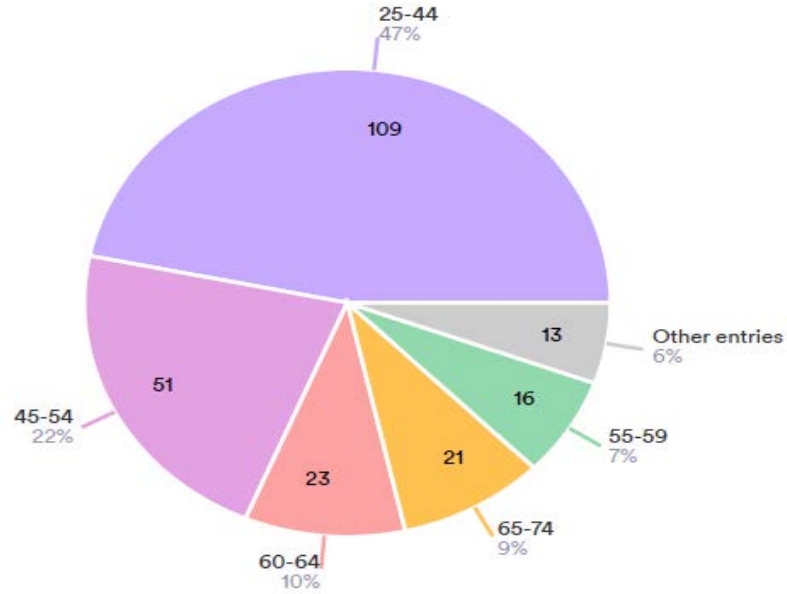
Two hundred thirty-three residents completed the electronic community needs assessment survey. The characteristics of the majority of residence who responded are:

- Reside in zip codes throughout Hillsborough County both incorporated and unincorporated.
- Primary age groups are 25-44, second 45-54, and third 60-74.
- They are part of a single-person household, two-person and third three-person household.
- A significant majority have an annual household income of less than \$30,120.
- A significant majority of the respondents are females.
- The primary level of education is a high school diploma or GED.
- The primary method of transportation is by car or motorcycle.
- The top three employment status is not employed/looking for work, disabled-unable to work, employed working 40 or more hours per week.
- The primary housing situation is renting an apartment or house.



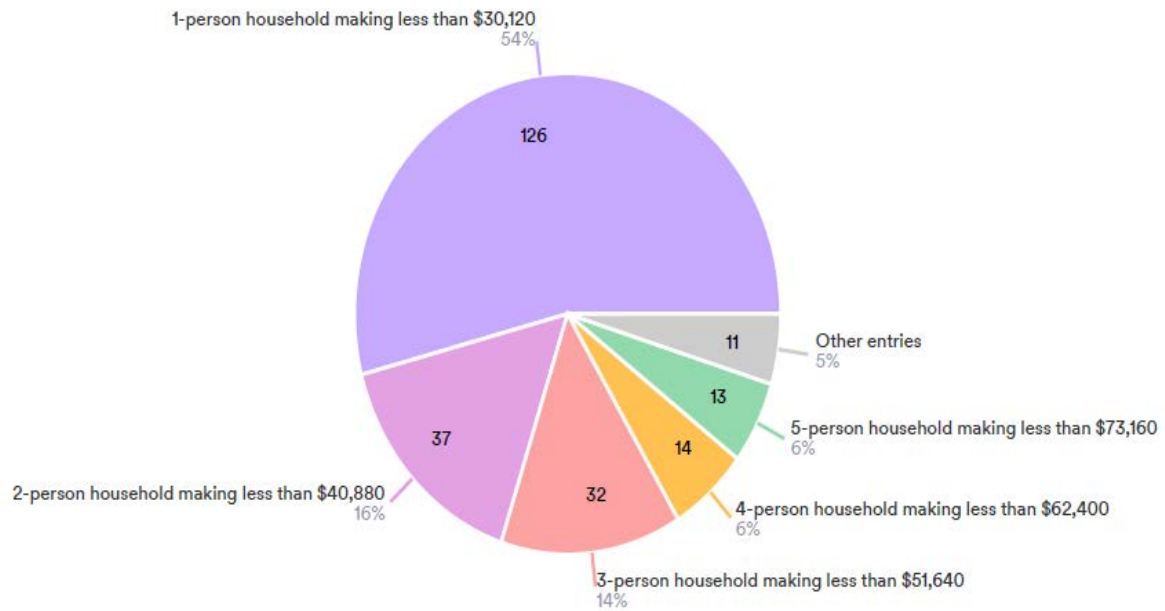
What is your age?

233 Responses



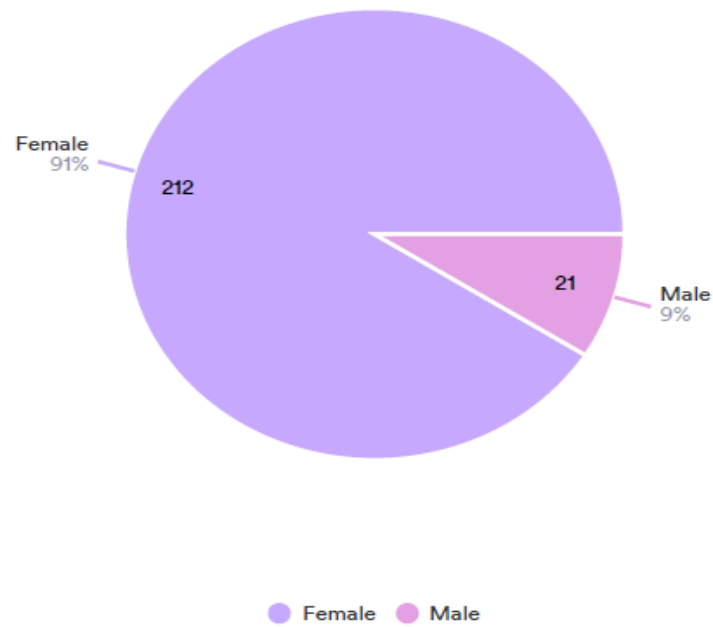
Select the correct household size and income for your household

233 Responses



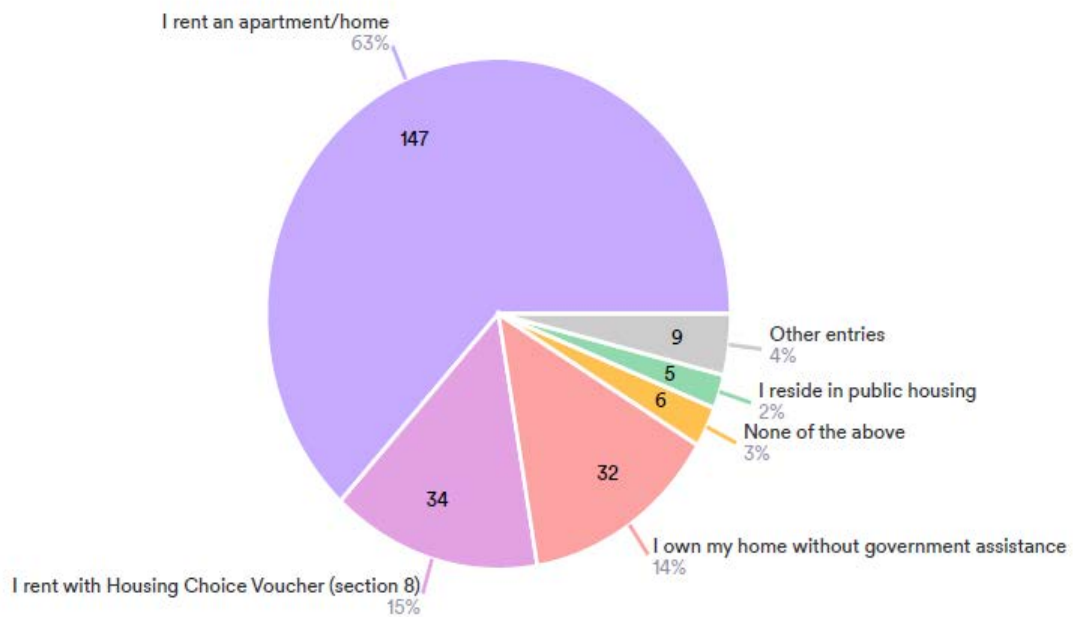
What is your gender?

233 Responses



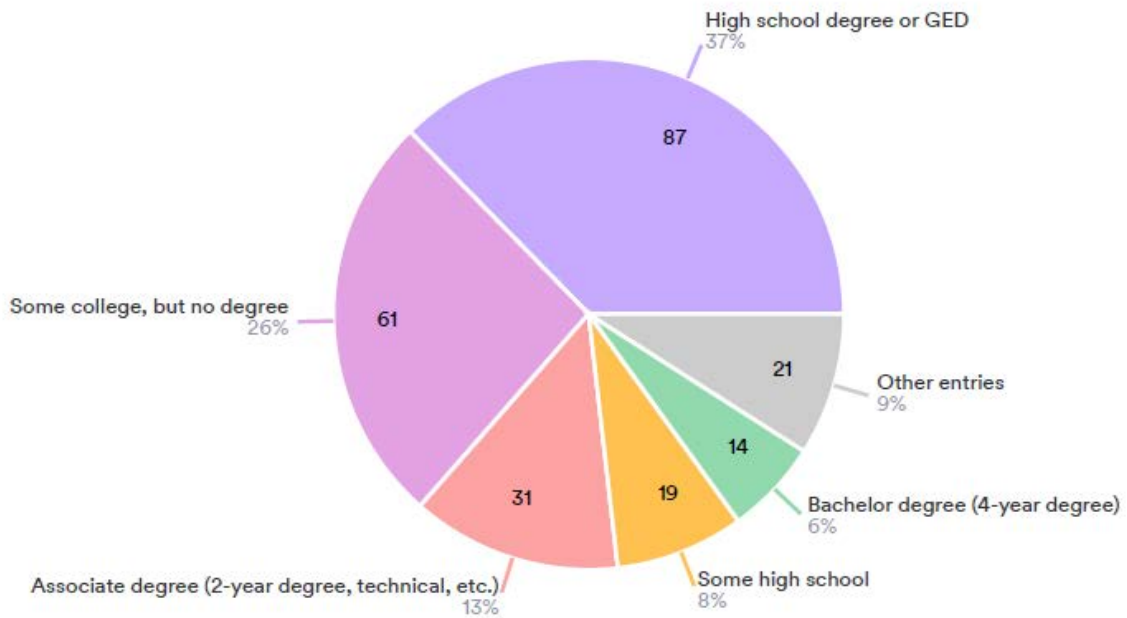
What is your current housing situation?

233 Responses



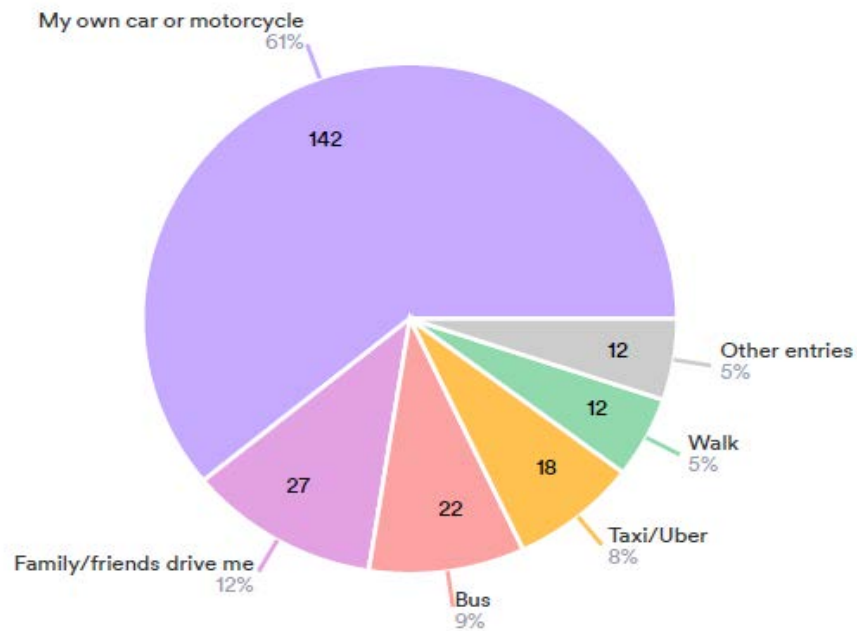
What is the highest level of education you have completed?

233 Responses



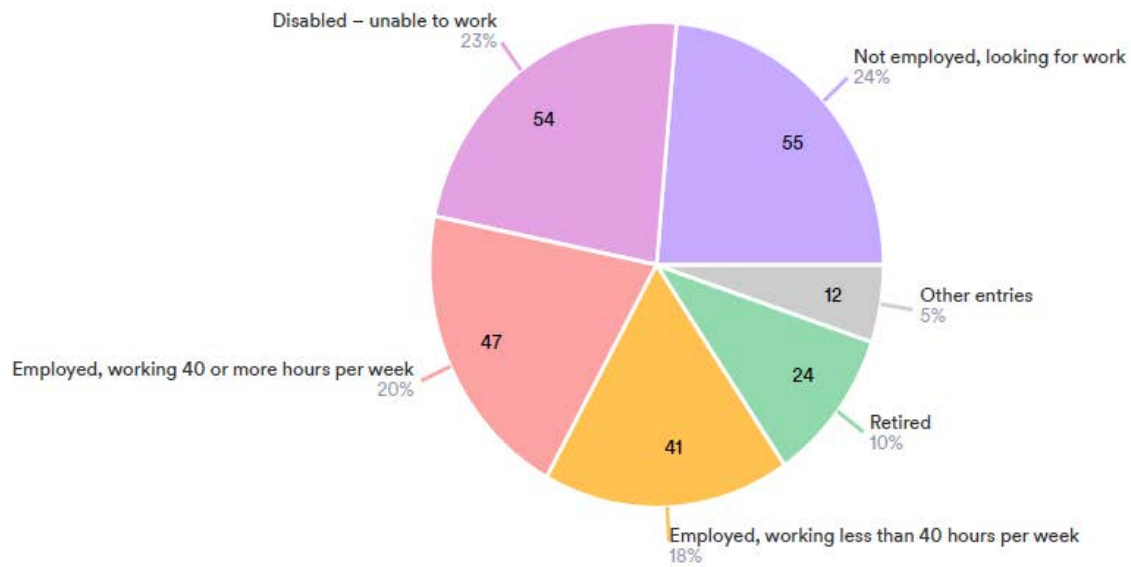
What is your primary method of transportation?

233 Responses

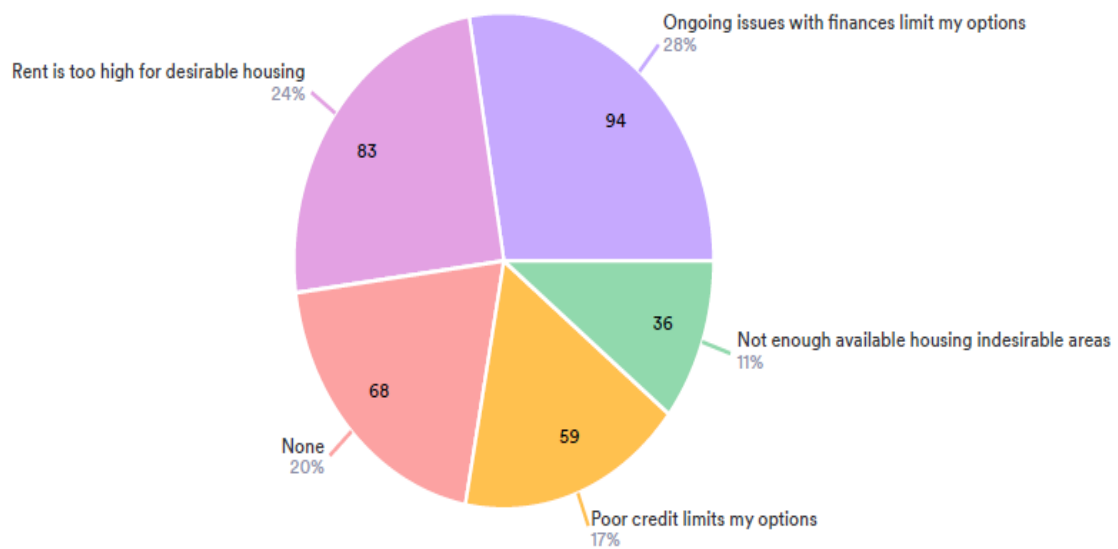


Which of the following best describes your employment status

233 Responses



Have you experienced any of the following within the past 12 months? Check all that apply

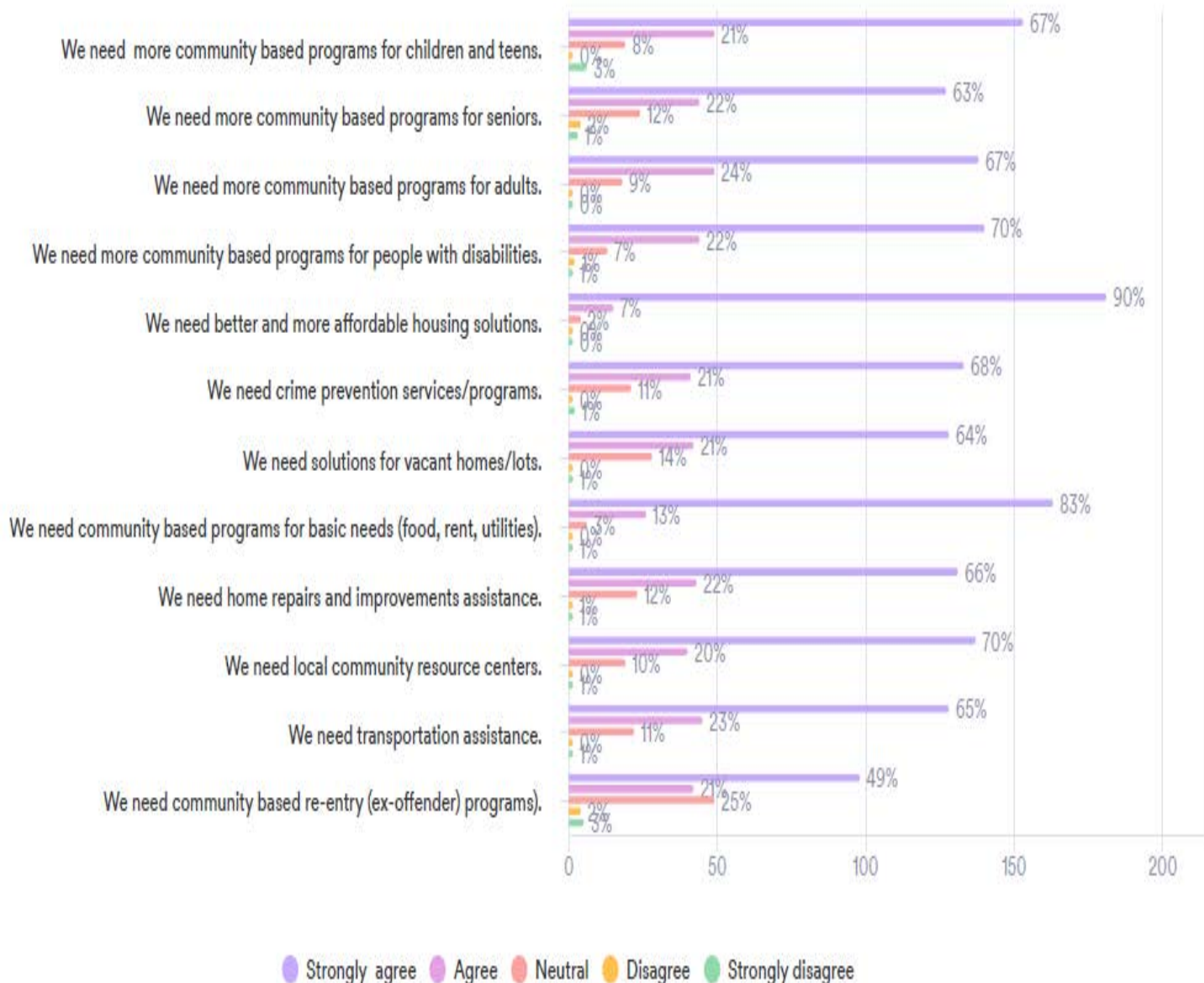


Community Needs

On a strongly agree to strongly disagree scale, the residents were asked to rank their community needs in twelve categories. Residents ranked affordable housing solutions, community-based programs for basic needs (food, rent, utilities) as the top needs. Residents ranked top services needed but that were unavailable as rent/electric assistance followed by food assistance and transportation assistance services.

Please rank the following community needs from strongly agree to strongly disagree.

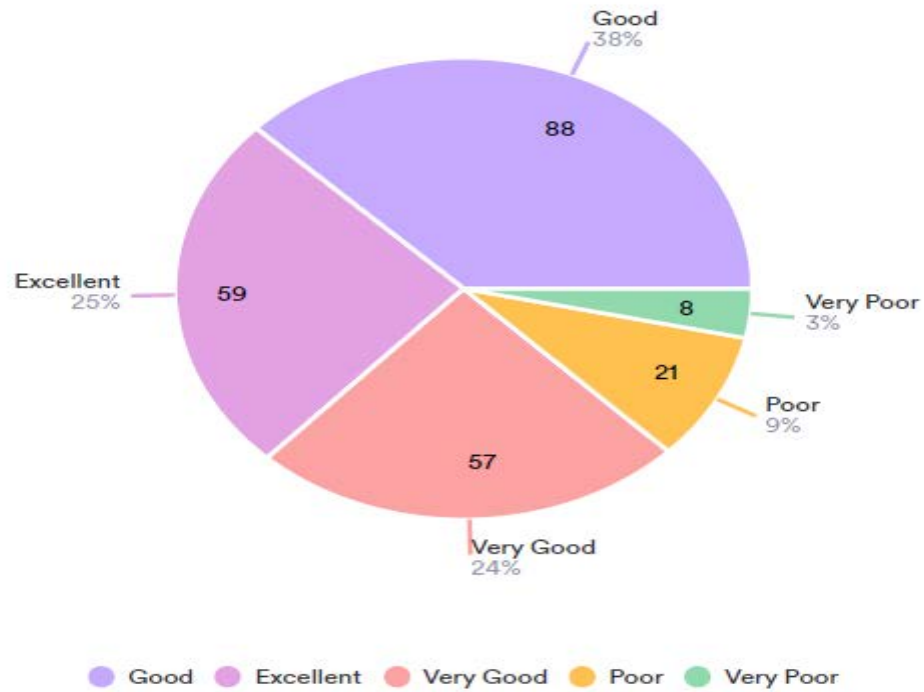
233 Responses



Residents were asked to rate their neighborhood's access to grocery stores. The majority ranked this category as good, second my excellent, and third by very good.

How would you rate your neighborhood's access to grocery stores?

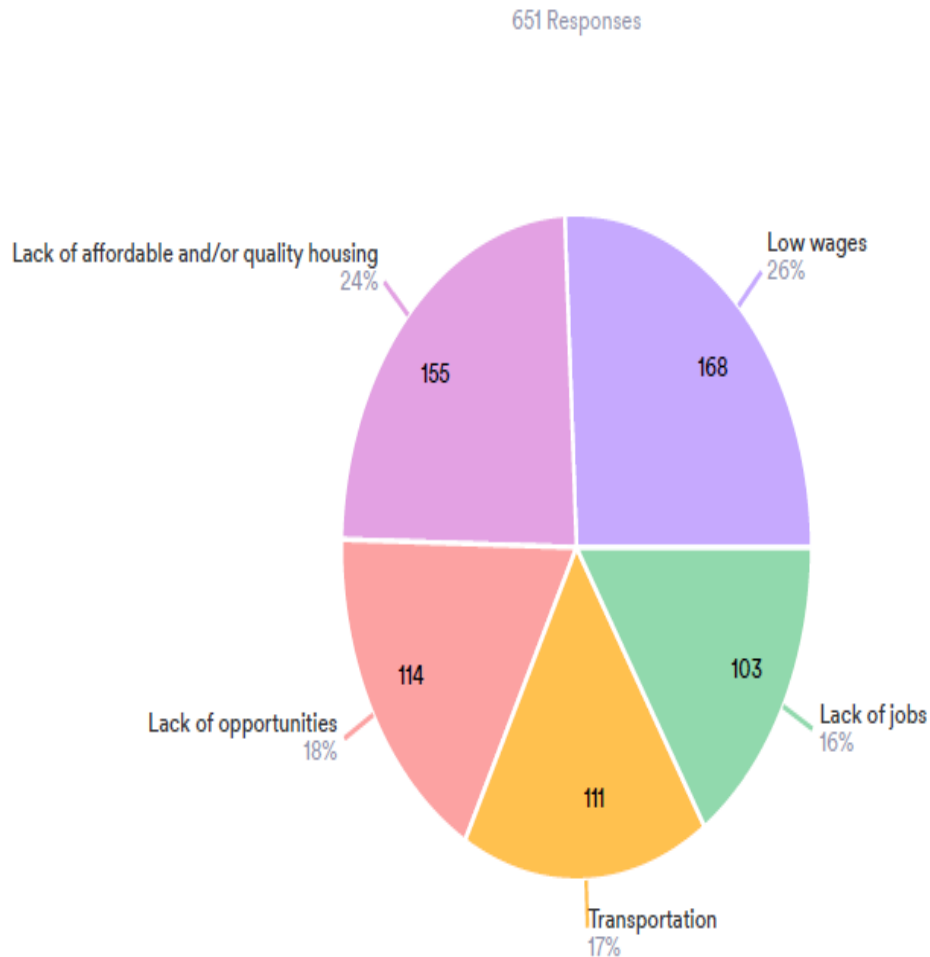
233 Responses



Top Barriers

The resident survey asked the top barriers to the financial health of residents in their community. The residents' responses were low wages, lack of affordable housing, lack of opportunities, lack and or cost of transportation and lack of jobs. The top barriers to financial health for the residents in the south county area were lack of job opportunities, low wages, lack and or cost of transportation and affordable housing. The top barriers to financial health for the residents in the east county area were lack and or cost of transportation, affordable housing, lack of job opportunities and low wages. The top barriers to financial health for the residents in city of Tampa were affordable housing, lack of job opportunities, low wages and lack and or cost of transportation.

What do you think are barriers to the financial health of residents in Hillsborough County who do not make a livable wage?



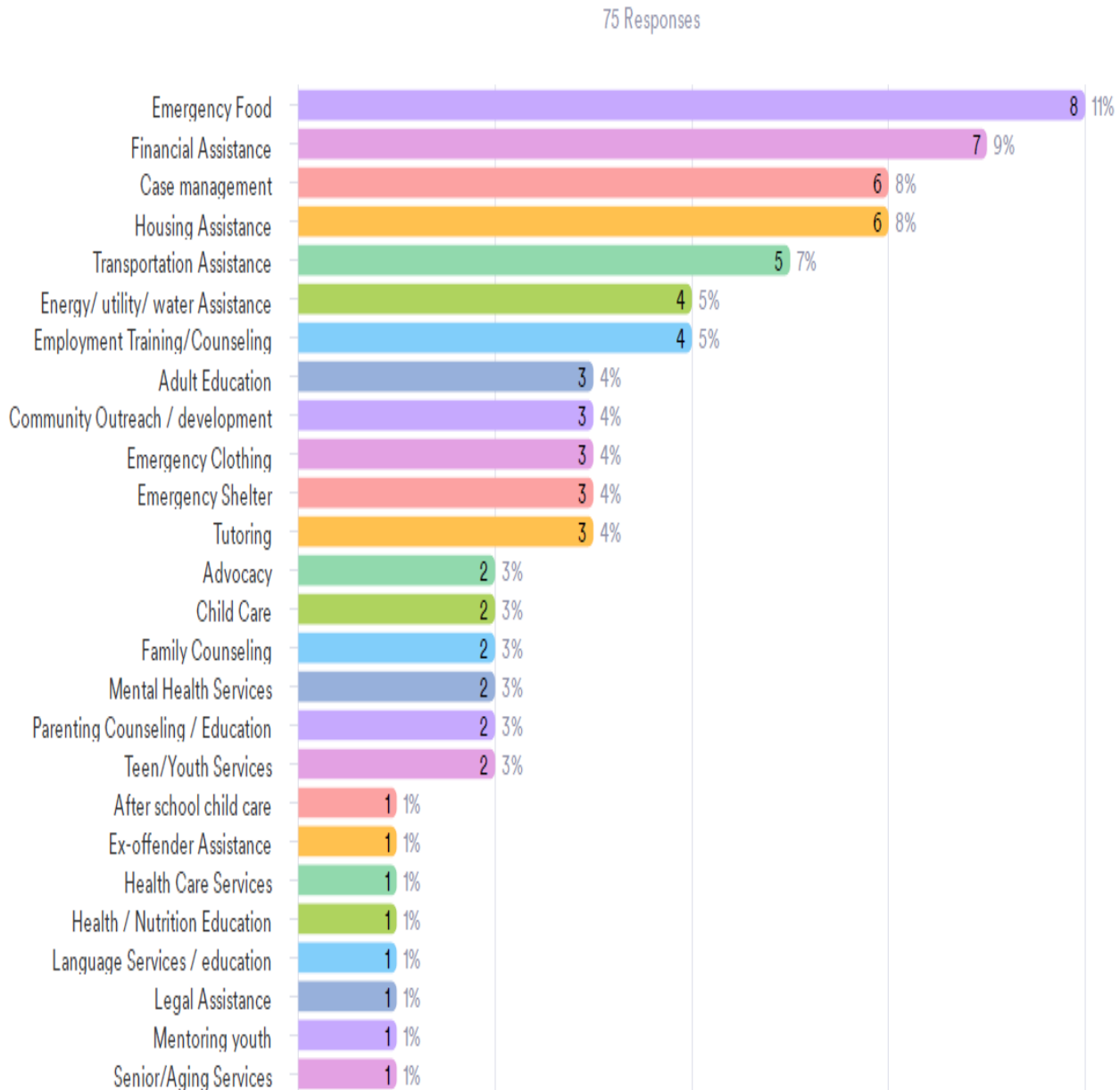
Staff Survey

The Hillsborough County Social Service staff are the custodians of services and provide a feedback loop for residents. The staff composition was leadership, call center staff, intake staff, administration, and Community Services Block Grant staff.

The staff surveys identified the top five additional resources needed in relation to services and programs services offered are emergency food, financial assistance, case management, housing assistance, and transportation assistance.

Top Needs

4. What additional resources are needed in relation to services and programs Social Services offer?

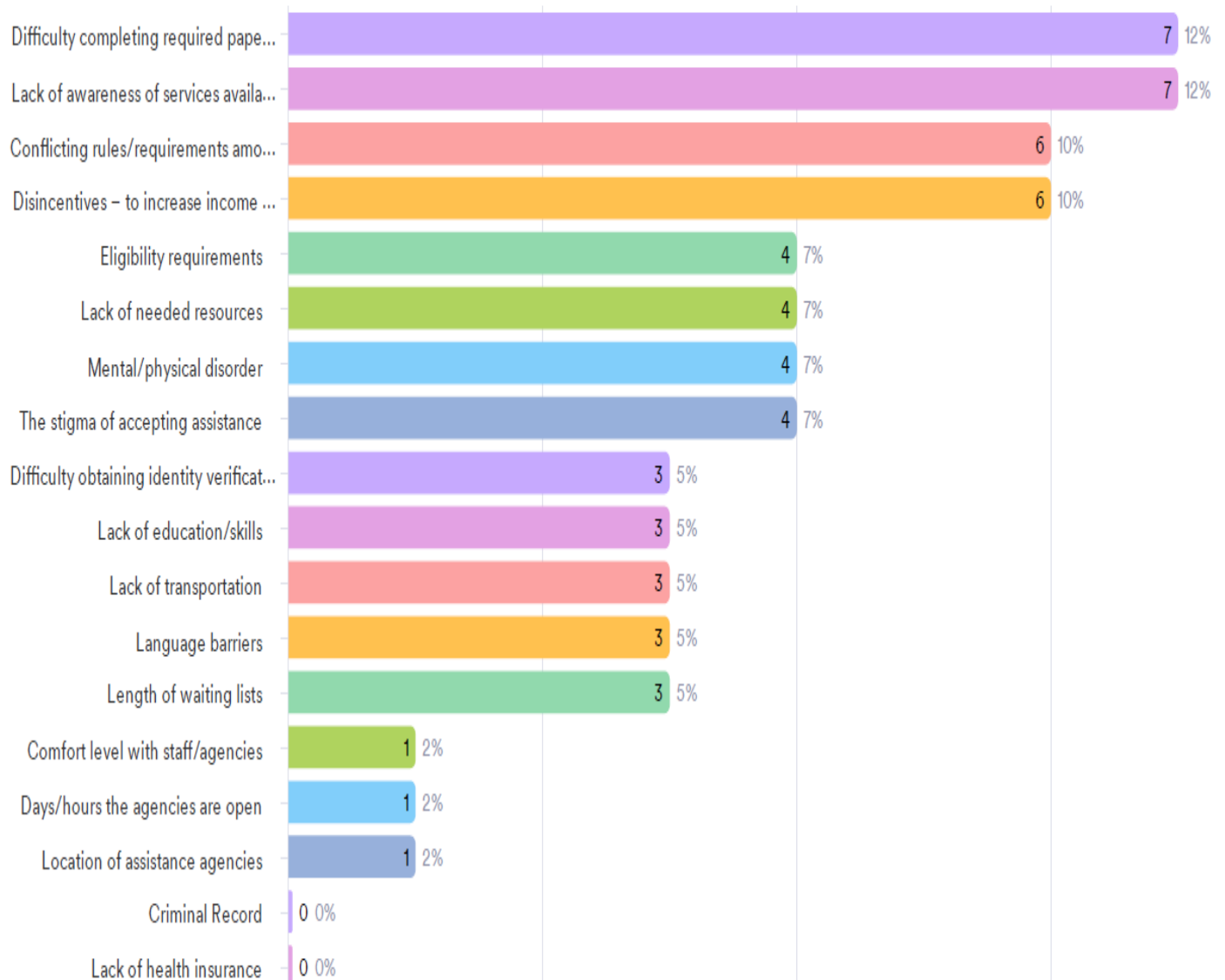


Top Barriers

Staff identified the top five barriers preventing customers from receiving assistance: difficulty completing required paperwork and forms, lack of awareness of services available, conflicting rules/requirements amount programs, disincentives to increase income would reduce assistance, and eligibility requirements.

5. What are some of the barriers preventing clients from receiving assistance? [check all that apply]

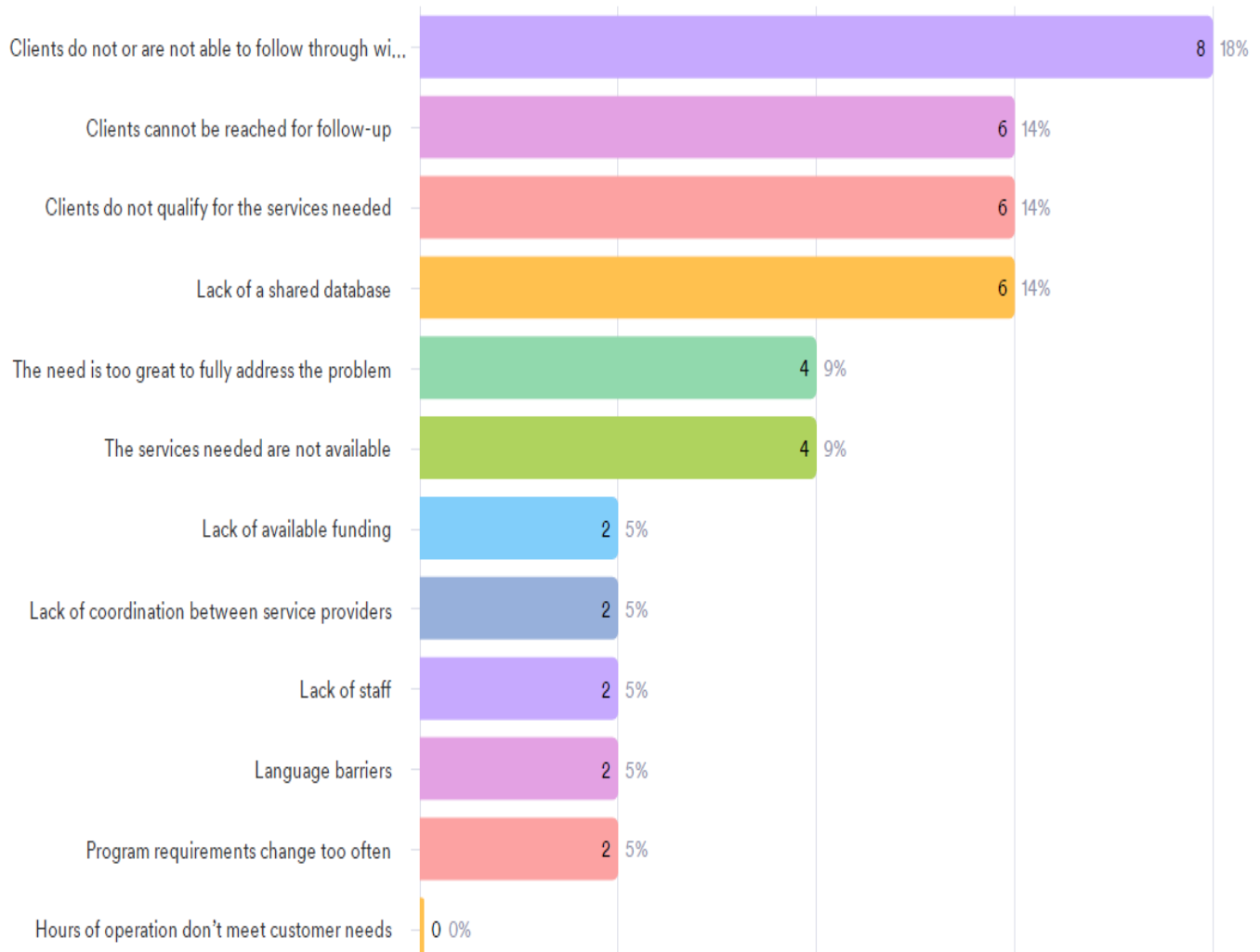
60 Responses



Top Challenges

Some of the challenges of administering services are that clients do not or are not able to follow through with application process, clients cannot be reached for follow-up, and clients do not qualify for the service needed as the top three challenges.

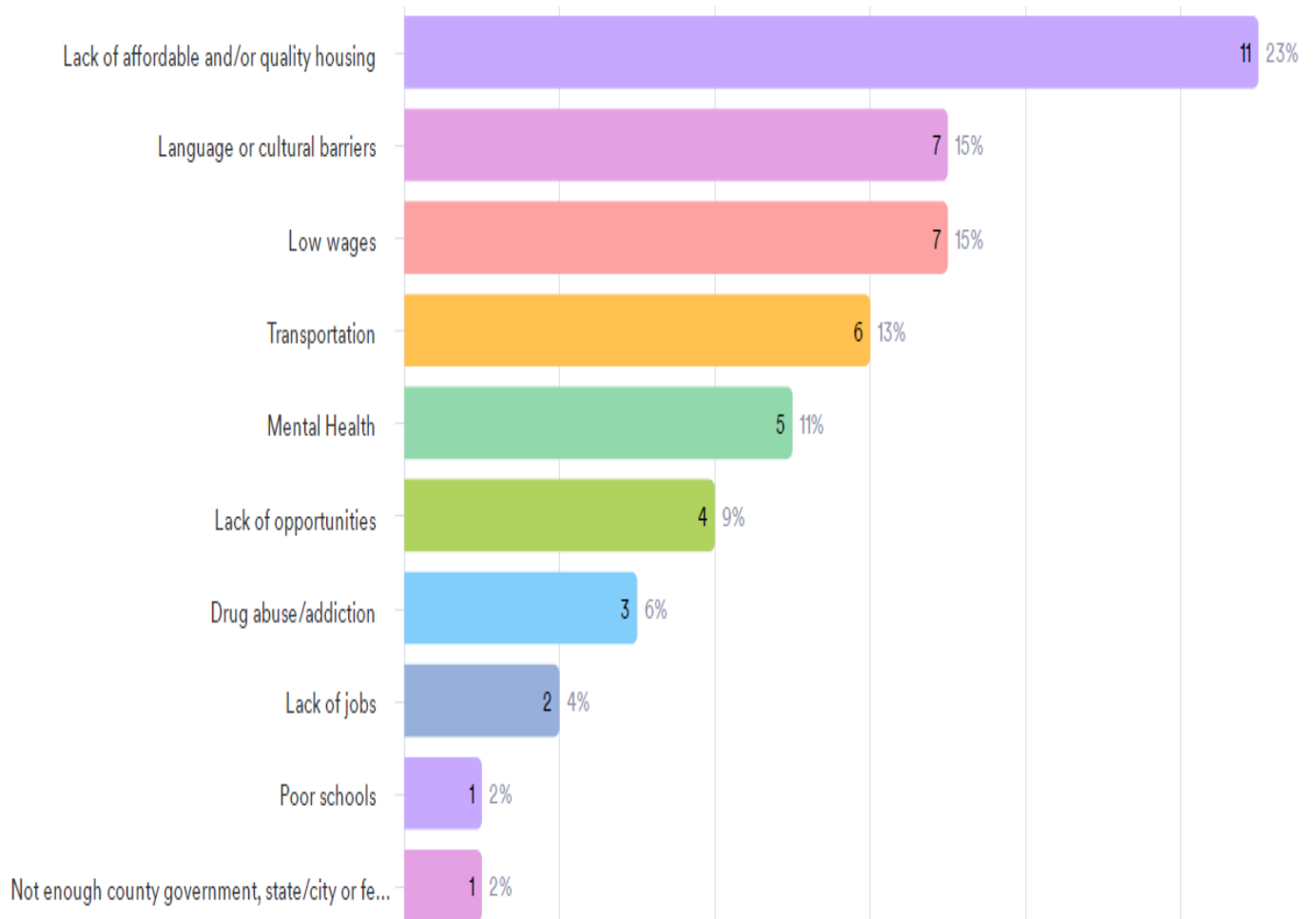
What are some of the challenges of administering services? [check all that apply]



Top Drivers of Poverty

Staff identified the top five drivers of poverty in the community as lack of affordable and quality housing, language or cultural barriers, low wages, lack and or cost of transportation, and mental health issues.

What are the top five drivers of poverty in the community?

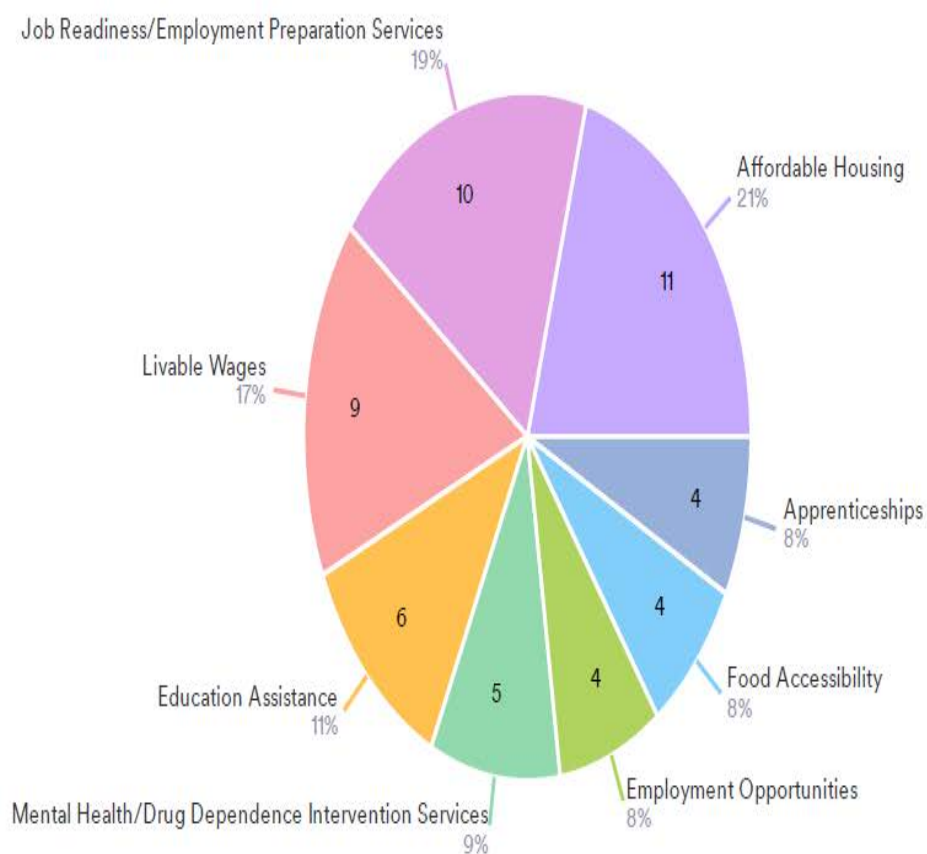


Top Needs in the Community

Staff identified the top five needs in the community to help low-income residents improve their financial/economic status:

- Affordable housing
- Job readiness/employment preparation services
- Livable Wages
- Education assistance
- Mental Health/Drug dependence intervention services

What are the top five needs in the community to help low-income residents improve their financial/economic status?



The staff provided feedback on additional services needed in the community and how they would administer these services. See the response listed in **Appendix C**.

Conclusion and Recommendations

Assessing the agency, resident, and staff survey responses, the most prevalent needs of residents are:

- Affordable housing
- Livable wage
- Basic needs (food/rent/utilities)
- Job readiness
- Employment opportunities

The residents identified the top three services their household needed in the past twelve months but were unavailable as:

- Rent/utility assistance
- Food/clothing assistance
- Transportation assistance

Feedback for long-range planning is reducing the duplication of services and ensuring that services are available in low-income communities. As previously stated, due to limited funding and resources, Hillsborough County Social Services cannot cover all the needs identified in the community-wide needs assessment however, Social Services is committed to working collaboratively with other service providers in its service areas to improve the lives of vulnerable residents in Hillsborough County.

Appendix A

Hillsborough County

Florida's 3rd most populous county
with 6.8% of Florida's population



Population

	Hillsborough County	Florida
Census Population		
1980 Census	646,939	9,746,961
1990 Census	834,054	12,938,071
2000 Census	998,948	15,982,824
2010 Census	1,229,226	18,801,332
2020 Census	1,459,762	21,538,187
% change 2010-2020	18.8%	14.6%
Age		
% Under 18 years of age	22.0%	19.5%
% Aged 65 and over	15.1%	21.2%
% Median age	37.6	43.0
Gender		
% Male	48.6%	48.6%
% Female	51.4%	51.4%
Race (alone) & Ethnicity		
% Not Hispanic-White	45.7%	51.5%
% Not Hispanic-Black or African American	15.4%	14.5%
% Not Hispanic-American Indian and Alaska Native	0.2%	0.2%
% Not Hispanic-Asian	4.8%	2.9%
% Not Hispanic-Native Hawaiian and Other Pacific Islander	0.1%	0.1%
% Not Hispanic-Some Other Race	0.7%	0.6%
% Not Hispanic-Two or More Races	3.9%	3.7%
% Hispanic or Latino (of any race)	29.3%	26.5%

Population Estimates

	Hillsborough County	Florida
2021 Estimate	1,490,374	21,898,945
% change 2020-2021	2.1%	1.7%
2022 Estimate	1,520,529	22,276,132
% change 2020-2022	4.2%	3.4%
2023 Estimate	1,541,531	22,634,867
% change 2020-2023	5.6%	5.1%
2024 Estimate	1,560,449	23,014,551
% change 2020-2024	6.9%	6.9%
Based on 2023 Estimate		
2025	1,593,916	23,292,200
2030	1,706,761	24,698,545
2035	1,795,300	25,814,954
2040	1,861,041	26,682,030
2045	1,914,868	27,409,376
2050	1,963,430	28,065,018

Population Characteristics

	County	Florida
(% of total persons aged 5 and over)		
Speak only English	69.7%	69.9%
Speak a language other than English	30.3%	30.1%
Speak English "very well"	18.4%	18.0%
Place of birth		
Foreign born	19.2%	21.4%
Veteran status		
Civilian population 18 and over	7.5%	7.7%

Migration

	Hillsborough County	Florida
Residence 1 Year Ago		
Persons aged 1 and over		
Same house	83.7%	86.0%
Different house in the U.S.	15.0%	13.0%
Same county in Florida	9.0%	6.9%
Different county in Florida	2.7%	3.1%
Different county in another state	3.2%	3.0%
Abroad	1.3%	1.0%

Real Gross Domestic Product

	Hillsborough County	Florida
Real GDP		
(Thousands of Chained 2017 Dollars)		
2017 GDP	87,528,485	1,014,866,863
Percent of the State	8.6%	
2018 GDP	90,751,683	1,050,433,812
Percent of the State	8.6%	
2019 GDP	94,689,584	1,084,913,903
Percent of the State	8.7%	
2020 GDP	95,824,192	1,069,758,799
Percent of the State	9.0%	
2021 GDP	104,510,821	1,170,526,307
Percent of the State	8.9%	
2022 GDP	110,602,534	1,239,883,625
Percent of the State	8.9%	
2023 GDP	115,772,943	1,292,787,615
Percent of the State	9.0%	

Population by Housing Type

	Hillsborough County	Florida
Household Population	1,429,252	21,073,604
Household Population per Occupied Housing Unit	2.55	2.47
Group Quarters Population	30,510	464,583

Housing

	Hillsborough County	Florida
Housing Counts		
Housing units, 2020 Census	602,886	9,865,350
Occupied	559,949	8,529,067
Vacant	42,937	1,336,283

Building Permits

	Hillsborough County	Florida
Units Permitted		
2000	11,656	155,269
2010	3,950	38,679
2020	12,392	164,074
2021	11,281	213,494
2022	17,444	211,962
2023	12,716	193,788

Density

	County	Florida
Persons per square mile		
2000	950.6	296.4
2010	1,204.9	350.6
2020	1,428.5	401.4
2023	1,508.5	421.9
2024	1,527.0	429.0

Households and Family Households

	Hillsborough County	Florida
Households		
Total households, 2000 Census	391,357	6,338,075
Family households, 2000 Census	255,222	4,210,760
% with own children under 18	48.1%	42.3%
Total households, 2010 Census	474,030	7,420,802
Family households, 2010 Census	304,864	4,835,475
% with own children under 18	46.2%	40.0%
Average Household Size, 2010 Census	2.55	2.48
Average Family Size, 2010 Census	3.11	3.01
Total households, 2020 Census	559,949	8,529,067
Family households, 2020 Census	364,068	5,571,482
% with own children under 18	42.3%	36.0%

According to Census definitions, a household includes all of the people who occupy a housing unit. The occupants may be a single family, one person living alone, two or more families living together, or any other group of related or unrelated people who share living quarters. A family includes a householder and one or more other people living in the same household who are related to the householder by birth, marriage, or adoption.
Census counts may be corrected for Census Count Question Resolution (CQR).

Employment and Labor Force

Establishments 2023	Hillsborough County	Florida	Establishments % of All Industries	Hillsborough County	Florida
All industries	57,159	878,947	All industries	57,159	878,947
Natural Resource & Mining	313	5,771	Natural Resource & Mining	0.5%	0.7%
Construction	5,346	82,738	Construction	9.4%	9.4%
Manufacturing	1,529	25,599	Manufacturing	2.7%	2.9%
Trade, Transportation and Utilities	9,480	151,500	Trade, Transportation and Utilities	16.6%	17.2%
Information	1,345	19,752	Information	2.4%	2.2%
Financial Activities	6,435	95,132	Financial Activities	11.3%	10.8%
Professional & Business Services	15,815	226,936	Professional & Business Services	27.7%	25.8%
Education & Health Services	7,140	100,498	Education & Health Services	12.5%	11.4%
Leisure and Hospitality	4,129	66,309	Leisure and Hospitality	7.2%	7.5%
Other Services	3,676	59,548	Other Services	6.4%	6.8%
Government	267	5,830	Government	0.5%	0.7%
Average Annual Employment % of All Industries, 2023	Hillsborough County	Florida	Average Annual Wage 2023	Hillsborough County	Florida
All industries	779,822	9,678,557	All industries	\$71,414	\$66,446
Natural Resource & Mining	0.6%	0.7%	Natural Resource & Mining	\$35,269	\$46,398
Construction	6.4%	6.5%	Construction	\$73,648	\$66,902
Manufacturing	3.9%	4.4%	Manufacturing	\$73,691	\$78,331
Trade, Transportation and Utilities	18.7%	20.2%	Trade, Transportation and Utilities	\$60,206	\$59,161
Information	1.9%	1.6%	Information	\$113,401	\$112,704
Financial Activities	11.0%	6.9%	Financial Activities	\$101,795	\$101,130
Professional & Business Services	19.4%	16.7%	Professional & Business Services	\$88,068	\$83,076
Education & Health Services	14.9%	15.1%	Education & Health Services	\$66,089	\$63,868
Leisure and Hospitality	10.4%	13.4%	Leisure and Hospitality	\$35,661	\$35,528
Other Services	2.6%	3.0%	Other Services	\$46,639	\$49,293
Government	9.9%	11.2%	Government	\$69,979	\$67,715
Industries may not add to the total due to confidentiality and unclassified.					
Labor Force as Percent of Population Aged 18 and Older	Hillsborough County	Florida	Unemployment Rate	Hillsborough County	Florida
2000	70.9%	63.7%	2000	3.3%	3.7%
2010	68.5%	61.8%	2010	10.4%	10.8%
2020	66.0%	58.1%	2020	7.6%	8.1%
2021	67.4%	59.1%	2021	4.3%	4.7%
2022	68.2%	59.8%	2022	2.9%	3.0%
2023	69.2%	60.4%	2023	2.9%	2.9%
Income and Financial Health					
Personal Income (\$000s)	Hillsborough	Florida	Per Capita Personal Income	Hillsborough	Florida
2000	\$29,330,438	\$471,588,082	2000	\$29,230	\$29,387
2010	\$49,054,904	\$730,690,145	2010	\$39,791	\$38,778
% change 2000-2010	67.2%	54.9%	% change 2000-2010	36.1%	32.0%
2020	\$78,150,120	\$1,220,782,745	2020	\$53,299	\$56,540
% change 2010-2020	59.3%	67.1%	% change 2010-2020	33.9%	45.8%
2021	\$85,502,173	\$1,358,786,260	2021	\$57,592	\$62,242
% change 2020-2021	9.4%	11.3%	% change 2020-2021	8.1%	10.1%
2022	\$90,653,818	\$1,436,107,237	2022	\$59,898	\$64,557
% change 2021-2022	6.0%	5.7%	% change 2021-2022	4.0%	3.7%
2023	\$97,723,882	\$1,553,426,399	2023	\$63,640	\$68,703
% change 2022-2023	7.8%	8.2%	% change 2022-2023	6.2%	6.4%
Earnings by Place of Work (\$000s)			Median Income		
2000	\$26,983,358	\$308,751,767	Median Household Income	\$75,011	\$71,711
2010	\$38,825,493	\$439,036,383	Median Family Income	\$91,253	\$86,127
% change 2000-2010	43.9%	42.2%			
2020	\$62,474,299	\$684,270,758			
% change 2010-2020	60.9%	55.9%			
2021	\$69,999,330	\$771,654,020			
% change 2020-2021	12.0%	12.8%			
2022	\$76,278,077	\$841,921,275			
% change 2021-2022	9.0%	9.1%			
2023	\$83,407,215	\$908,440,362			
% change 2022-2023	9.3%	7.9%			
Workers Aged 16 and Over	Hillsborough County	Florida	Personal Bankruptcy Filing Rate (per 1,000 population)	Hillsborough County	Florida
Place of Work in Florida			12-Month Period Ending September 30, 2022	1.16	1.14
Worked outside county of residence	11.9%	17.2%	12-Month Period Ending September 30, 2023	1.10	1.16
Travel Time to Work			State Rank	19	NA
Mean travel time to work (minutes)	28.7	28.0			
NonBusiness Chapter 7 & Chapter 13					

Reported County Government Revenues and Expenditures

Revenue 2021-22	Hillsborough County	Florida*	Expenditures 2021-22	Hillsborough County	Florida*
Total - All Revenue Account Codes (\$000s)	\$10,398,646.0	\$100,987,094.3	Total - All Expenditure Account Codes (\$000s)	\$3,462,998.12	\$87,375,419.16
Per Capita \$	\$6,838.83	\$4,753.99	Per Capita \$	\$2,277.50	\$4,113.22
% of Total	100.0%	100.0%	% of Total	100.0%	100.0%
General Government Taxes (\$000s)	\$7,894,163.0	\$38,773,224.6	General Government Services** (\$000s)	\$950,136.12	\$36,715,485.34
Per Capita \$	\$5,191.72	\$1,825.26	Per Capita \$	\$624.87	\$1,728.39
% of Total	75.9%	38.4%	% of Total	27.4%	42.0%
Permits, Fee, and Special Assessments (\$000s)	\$173,075.0	\$4,209,936.0	Public Safety (\$000s)	\$883,269.00	\$13,363,472.90
Per Capita \$	\$113.83	\$198.18	Per Capita \$	\$580.90	\$629.09
% of Total	1.7%	4.2%	% of Total	25.5%	15.3%
Intergovernmental Revenues (\$000s)	\$518,009.0	\$8,275,034.7	Physical Environment (\$000s)	\$520,691.00	\$5,823,076.34
Per Capita \$	\$340.68	\$389.55	Per Capita \$	\$342.44	\$274.12
% of Total	5.0%	8.2%	% of Total	15.0%	6.7%
Charges for Services (\$000s)	\$938,668.0	\$25,774,652.2	Transportation (\$000s)	\$172,161.00	\$6,146,973.86
Per Capita \$	\$617.33	\$1,213.35	Per Capita \$	\$113.22	\$289.37
% of Total	9.0%	25.5%	% of Total	5.0%	7.0%
Judgments, Fines, and Forfeits (\$000s)	\$11,702.0	\$2,289,306.5	Economic Environment (\$000s)	\$86,740.00	\$2,095,127.71
Per Capita \$	\$7.70	\$107.77	Per Capita \$	\$57.05	\$98.63
% of Total	0.1%	2.3%	% of Total	2.5%	2.4%
Miscellaneous Revenues (\$000s)	\$462,034.0	\$8,397,909.0	Human Services (\$000s)	\$234,000.00	\$4,845,695.64
Per Capita \$	\$303.86	\$395.33	Per Capita \$	\$153.89	\$228.11
% of Total	4.4%	8.3%	% of Total	6.8%	5.5%
Other Sources (\$000s)	\$400,995.0	\$13,267,031.3	Culture / Recreation (\$000s)	\$135,656.00	\$2,101,309.57
Per Capita \$	\$263.72	\$624.55	Per Capita \$	\$89.22	\$98.92
% of Total	3.9%	13.1%	% of Total	3.9%	2.4%
			Other Uses and Non-Operating (\$000s)	\$402,747.00	\$12,196,205.02
			Per Capita \$	\$264.87	\$574.14
			% of Total	11.6%	14.0%
			Court-Related Expenditures (\$000s)	\$77,598.00	\$4,088,072.79
			Per Capita \$	\$51.03	\$192.45
			% of Total	2.2%	4.7%

* All County Governments Except Duval - The consolidated City of Jacksonville / Duval County figures are included in municipal totals rather than county government totals.

** (Not Court-Related)

Quality of Life

	Hillsborough County	Florida
Crime		
Crime rate, 2020 (index crimes per 100,000 population)	1,400.2	2,158.0
Admissions to prison FY 2023-24	1,319	27,227
Admissions to prison per 100,000 population FY 2023-24	84.5	118.3

Health Insurance Status

	Hillsborough County	Florida
Percent Insured by Age Group		
Under 65 years	86.6%	86.1%
Under 19 years	93.7%	92.7%
18 to 64 years	84.1%	83.8%

Education

	Hillsborough County School District	Florida
Public Education Schools Traditional Setting (2023-24)		
Total (state total includes special districts)	287	3,787
Elementary	144	1,877
Middle	44	565
Senior High	44	729
Combination	55	616
Educational attainment		
Persons aged 25 and older		
% HS graduate or higher	89.6%	89.6%
% bachelor's degree or higher	37.2%	33.2%

Other County Profiles

Criminal Justice County Profiles
School District Profiles

State and Local Taxation

2024	Hillsborough County	
	County-Wide	Not County-Wide*
County	5.6630	2.6876
School	5.3880	
Municipal		2.4998
Special Districts	0.7268	1.0208

*MSTU included in Not County-Wide "County" category

State Infrastructure

	Hillsborough County	Florida
Transportation		
State Highway		
Centerline Miles	445.0	12,189.9
Lane Miles	2,051.5	45,742.2
Conservation Land (land acres only)		
State-Owned (includes partially-owned)	43,070	5,689,323
% of Total Conservation Land (CL)	39.3%	54.9%
% of Total Area Land	6.6%	16.6%
% of Florida State-Owned CL	0.8%	

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December 2024

Appendix B – Agency Survey Response

If you had the opportunity to provide one service that is urgently needed in the community you serve, what would it be and how would you administer it?

- Sober Living Facility
- Our community needs more affordable housing not just for persons serve but for staff. Rent rates are out of control and Florida has to find a way to regulate this cost. It starts with legislation.
- One of the greatest needs continues to be housing, which is especially challenging for our returning citizens.
- Safe space for unhoused to sleep and not criminalize individuals for being unhoused and better public transportation. More frequent buses running instead of every 30 minutes from 5 a.m. to 10 a.m. and from 3 p.m. to 7 p.m.
- Career Coaching
- Transportation
- Mental health referrals
- It will be Housing/Mortgage assistance. Customer has to show they are working and that they can afford the place of living. Customer needs to show what's the barrier. They will get assistance up to three months. Hoping that in those three months customer will be able to get back in their feet.
- Food Vouchers for clients that do not qualify for Food stamp.
- Workforce development and housing. Would administrate it by collaborating with existing housing programs and workforce development agencies to facilitate the need. Will have stronger internal resources and programs to better reach the community to promote awareness of process for attaining the needed support. Continue to develop the trust of the organization in the community to better reach the individuals needed the support as this segment is the community is under recognized, underserved, and not marketed to.
- We conducted a Community Health Assessment in Hillsborough County last year and identified six main overarching issues impacting the health of our residents: Social and Economic Factors, Behavioral Health, Healthcare Access and Quality, Health Behaviors, Morbidity and Mortality, and Environment. If I had the opportunity to provide one service that is urgently needed in historically underrepresented population, that would be related to initiatives addressing the social determinant of health impacting their health. These initiatives could include the following: Enhance Economic Opportunities: Support initiatives that boost employment and economic empowerment, which could directly influence health determinants. Expand Mental Health Services: Increase accessibility to mental health resources, with a focus on veterans and those in economic distress. Improve Healthcare Access: Work on reducing healthcare costs, increasing the number of healthcare providers, especially in underserved areas, and improving the quality of care. Promote Health Education: Initiate community-wide programs to educate on healthy behaviors, with specific campaigns on substance abuse, diet, and exercise.

Environmental Advocacy: Collaborate with local government to address environmental health issues, like pollution control and promoting green spaces. Community Outreach: Strengthen community engagement by making health services more visible and accessible, possibly through partnerships with local organizations.

- Send local gov officials directly to center to process requests
- The community HEA serves has an urgent need for rental and mortgage assistance, particularly among those recently impacted by hurricanes in Florida, especially in Hillsborough. Additionally, many residents require repairs and maintenance for their properties due to disaster-related damage. HEA has a dedicated and experienced team equipped to efficiently administer these funds and support those in need. To administer this effectively, HEA would: Streamline the application process – Utilizing an online intake system to quickly assess eligibility. Provide case management support – Connecting clients with financial counseling to ensure long-term stability. Ensure efficient fund distribution – Working directly with landlords and mortgage servicers to prevent evictions and foreclosures. Assist with property repairs – Allocating funds for essential home repairs to maintain safe and livable conditions.
- One urgently needed service in Hillsborough County is comprehensive workforce development with wraparound support services to address unemployment and underemployment, particularly among disadvantaged youth, justice-involved individuals, and low-income families.
- Proposed Service: HOPE Workforce Advancement Initiative (HWAI). This program would provide industry-recognized credential training in high-demand fields such as IT, construction, healthcare, and logistics while incorporating mentorship, career coaching, and social support to ensure long-term success. Administration Plan: Targeted Outreach & Enrollment: *Partner with schools, community organizations, re-entry programs, and shelters to identify individuals in need of workforce training. *Offer mobile enrollment units to meet prospective participants where they are. Industry-Recognized Credential Training: *Provide hands-on vocational training in TBAH training facilities and through partnerships with local trade schools and employers. *Ensure at least 40% of participants obtain industry certifications in fields aligned with workforce demand. Workforce Readiness & Soft Skills Development: *Deliver job readiness training covering resume building, interview preparation, communication, and workplace professionalism. *Incorporate financial literacy and entrepreneurship education to promote long-term economic stability. Comprehensive Support Services: *Case management & mentoring: Each participant is assigned a case manager to help navigate personal and professional challenges. *Mental health and wellness support: Access to counseling services and wellness workshops. *Transportation & childcare assistance: To eliminate barriers to program completion. Employer & Community Engagement: *Develop a network of employers committed to hiring graduates and offer structured internships/apprenticeships as pathways to employment.*Implement Community Violence Intervention (CVI) strategies to provide mentorship and prevent workforce disengagement among high-risk individuals. Ongoing Career Tracking & Alumni Support: * Establish a Career Advancement Network to track participant success, offer continued mentorship, and provide job placement assistance beyond program completion. This initiative would break cycles of poverty, reduce recidivism, and empower individuals with sustainable career pathways, ultimately strengthening the Hillsborough County community.

- Parent University - ESOL, finances, how to fill out paperwork independently, how to find resources that are useful on their own, etc.
- Affordable housing. Advocate on all levels of government in regards to rent and homeownership. Meet community where they are and evaluate ways to assist until things are better in the economy. Do this by providing budgeting and saving classes, homeownership classes, credit awareness, build rental and home sale partners, employment training and referrals, education training, refer to childcare resources.
- A service would be shelter too offer because some people need it like me I got kicked out and staying with a friend but I want to stay by myself.
- Too many emergency shelters for people experiencing homelessness have high barriers for admission. We would propose fewer barriers (drug screenings, mental health evals, backgrounds, open CPI cases) being used to deny admission. While this might directly impact outcomes negatively, it would ensure homeless adults and children have a safe place to live temporarily. The community would have to be willing to adjust its expectations as to what success looks like.
- Early Childcare Education with low or no cost to the most at risk families.
- A temporary or permanent work visa for families must be based on a case-by-case review.
- Help accessing emergency financial services to resolve housing needs.
- I'm not sure how to answer this question with respect to the type of capacity building work we do. I don't know that it's any one single service that's urgently needed, as perhaps flipping the script a bit to consider that more services need to work together to provide the holistic support people need at different times for different reasons, and the patience, commitment and funding needed to engage in the long game of gradualism needed to create real positive impact over time.
- Coaching to help adults navigate life skills and relationship issues. We currently receive community requests and provide service via phone calls or Zoom. We currently do not have a meeting facility due to budget constraints.
- We have decided this month that we are going to have to put our Emergency Bridge Housing program from moms and young children on pause due to funding. We are hoping to have the opportunity to build a new facility to house this program in the near future, along with all of the other programs we offer. Including a social enterprise with the main impact of teaching on the job, employee soft skills for those that have joined the Just Initiative community. Affordable Housing is likely the greatest need in our community right now.
- Offer housing, however the facility would be needed
- Our community either need ongoing housing financial assistance or more affordable housing. Our clients's household incomes cannot keep up with the market. There are situations where individuals mismanage their finances, and we offer personal development courses for those who are ready to make those types of changes in their lives. But when you are a single working mom, it's difficult to slow down to invest that time in your family. We really need a comprehensive culture shift in our community where we require heads of households to invest in themselves and the future of their children. Because the financial struggles became pernicious generational curses that will not be broken if there isn't a mindset change.

- Based on Love INC of Metro Tampa's latest Help Center metrics, one of the most urgent needs in the community is housing assistance and emergency shelter, followed closely by financial assistance and access to household goods/furniture.
- Urgently Needed Service: Safe, stable, and affordable housing assistance for individuals and families in crisis.
- How We Would Administer It:
 - Expand Housing Navigation Support – Increase our capacity to help clients find sustainable housing by strengthening partnerships with landlords, agencies, and faith-based housing initiatives.
 - Emergency Housing Fund – Establish a dedicated fund to assist with security deposits, application fees, and short-term housing stabilization.
 - Wraparound Support – Provide financial coaching, employment connections, and essential household items to ensure long-term stability.
 - Church & Community Partnerships – Engage more churches and community partners in sponsoring housing needs, such as hosting families in transition or offering financial aid.
- affordable housing is a significant issue. would like to provide intergenerational housing for families.
- We need more positions, more buses and a bigger budget for Monday thru Friday; we may want to have a few part time positions for Saturdays, hours to be 8:00am to 5:00pm.
- Additional grant funding for food assistance.
- Emergency shelter that accepts pets, or foster services for pets while families are in shelter programs. Animals are one of the biggest barriers we see daily that prevents families from going into shelter.
- One of the greatest needs in the community is housing. While each case is different, key strategies that can be implemented are leveraging government funding programs like the Low-Income Housing Tax Credit (LIHTC), expanding rental assistance programs like Housing Choice Vouchers, enacting zoning reforms to allow for denser housing development, partnering with non-profit organizations, utilizing land trusts, and providing incentives to developers to build affordable housing; all while focusing on community engagement and addressing local needs to create sustainable housing solutions.
- Eviction payoff
- There is a huge need for more affordable and assisted housing that would be administered through coordinated entry which is how it is currently administered.
- There is a vital need for food assistance in our community, especially in areas that are outside the city. Many residents in these areas face challenges accessing food due to transportation barriers or the rising cost of gas. Without reliable access to food, families may struggle to put meals on the table, leading to food insecurity and additional hardships.
- To ensure that everyone has nutrition an increase on the number of mobile pop-up food distributions in underserved could make a difference. This can be achieved by partnering with more organizations and recruiting additional staff and volunteers. Expanding these

efforts will help reach more people who cannot travel far, ensuring that food assistance is available to those who need it most. Having consistent access to food is crucial for maintaining health, stability, and overall well-being."

- Transportation for families
- There is a vital need for service in our community, particularly in areas like Seffner and Valrico, which are outside the city. Many residents in these areas face challenges accessing food due to transportation barriers or the rising cost of gas. Without reliable access to food, families may struggle to put meals on the table, leading to food insecurity and additional hardships.
- To ensure that everyone has the nutrition they need, we hope to establish mobile distributions in these locations. These distributions would provide essential groceries and support directly to those who cannot travel to our main location. Having consistent access to food is crucial for maintaining health, stability, and overall well-being, and we are committed to finding ways to serve those in need within our community."
- Income based housing - work with developers to continuously build
- Our local K-12th grade children are in desperate need of mentoring and educational support. Over 85% of local students are minorities who are attending Tier I schools while living in underserved, at-risk families. We desire to support these children and families, so funding is being sought to support that initiative. Being able to provide youth mentoring for all local children who are in need would literally change the dynamics of this whole community. Our future can only be bright if the children of today receive the proper support and development, so they can dream big and become productive citizens. The local crime rate, high school dropout rate, drug use rate, and poverty rate would dramatically decrease over time as these children grow into adulthood.
- Affordable housing
- Transportation as getting around in Tampa is challenging.
- Development for affordable housing that is eviction friendly. I would administer by finding individuals in need who meet the criteria.
- Homelessness and financial stability.
- Safe, sustainable, affordable housing (mixed income). Set up a bond as a sort of secure form of credit for people with bad credit histories to help assure landlords and lenders of timely payments. Have a group of case managers/housing liaisons to assist clients to link with resources and help to obtain skills to maintain income to support the housing. Housing inspectors to ensure clients are receiving safe housing. And a standing board consisting of both for profit and nonprofit entities to provide seamless community integration.
- Service to homeless seniors. Though this is a population we do not serve, the need is great. If I could afford the staff, we would provide case management to the seniors and assist with locating more affordable housing options.
- Showers & laundry services
- People are looking for jobs to support themselves and their families. I would partner with organizations to be able to find out what type of jobs they are hiring for and bring the community to them to have a job fair. There will be organization hiring for those clients that

may only speak Spanish or have a criminal background or a disability. Have a inclusive job fair event where people can see job opportunities that are for them.

- better and more reliable transportation assistance
- I would like to provide more shelter space for families and individuals that offer case management or employment services by buying a large motel/hotel and utilizing that space to offer multiple styles of shelter spaces while also hosting other non-profit and government agencies in office spaces to connect more individuals with resources.
- Find suitable temporary housing for homeless veterans and connect them to a housing program that actually helps with permanent housing!
- A building to house as many women as possible I would go out and look for homeless people because a lot of times they don't even know some housing is there for them to take advantage of some don't or can't get to these places because of transportation issues or health issues
- Prevention Assistance funds for civilians (non-veterans) as a vast majority of the calls we receive are from families who need assistance because they are behind on rent or utilities.
- Equally as important, we need more shelters. Enough is enough. We can't keep ignoring the lack of shelter beds available for all demographics in our county. We need more shelters in the City of Tampa limits, but we also need shelters outside of Tampa like Brandon, Citrus Park, and Apollo Beach. There are various numbers of individuals and families who are not within city limits who need shelter, and we need to have some in place because of the time it takes to build housing, yet alone, ""affordable housing"" is still leaving a large number of individuals unsheltered. It doesn't seem like we have the means to bring down the overall cost of living, or do anything about not having rent control, so with that reality in mind, we need shelters in order to provide our neighbors the ability to have a safe environment to sleep, shower, and get some basic human necessities met."
- There is a high need for housing to accommodate emergency housing for families, especially for families with 3+ children.
- Housing - work in cooperation with Local, State and Federal Agencies to find and implement a workable model.
- Comprehensive Integrated Care - ensuring patients get behavioral health care AND physical health care.
- One ? Housing - Hands down . Everything can be coordinated if we just had housing to help the population we serve get grounded .
- "First and foremost, we need monetary donations and other forms of support. Many of our clients have criminal records, so an updated list of companies that hire felons would be very helpful. Additionally, we would appreciate a list of organizations that employ individuals with mental health issues.
- We will assist clients with resume writing, obtaining their Social Security cards, and securing bus passes for transportation.
- Furthermore, establishing an in-house GED program would be highly beneficial."

- Housing for teens who age out of many services by the time they turn 18. They still need assistance to become stable. Age 18 may be the legal adult age, but young people are not usually self-sufficient at 18. I'd administer help by offering extended transitional housing and life skills training with a strong referral pipeline to job placement.
- "Application fees- THA has offered this service in the past through various programs.
- Security Deposit Assistance- THA has offered this service in the past through various programs.
- Utility Services Assistance-THA has offered this service in the past through various programs.
- Transportation - Coordination with other agencies to get the bus cards needed for the programs
- Eviction prevention - This can be an educational opportunity that can be provided by any agency"
- We need more services in south Hillsborough County.
- Transportation through Uber or similar for pregnant moms and their infants to be able to attend programs, doctors appointments and groceries.
- I would provide affordable housing with low barriers. It would be administered to anyone who qualified as low income. The barriers addressed would be evictions and criminal background.
- Drug and alcohol abuse programs to be available closer to the area.
- affordable housing
- Homeless shelters.
- If I had the opportunity to provide one urgently needed service in the community I serve, it would be stable housing and employment opportunities for individuals with a sex offense conviction. In my years of doing this work, this is by far the biggest need.
- The lack of housing and employment options for this population creates a cycle of instability, making successful reintegration nearly impossible. To address this, we would develop a structured transitional housing program that provides safe, affordable living arrangements while offering direct pathways to employment.
- Administration Plan:
 - Housing Component – Secure property or partner with landlords open to renting to this population. Implement a structured program with case management, life skills training, and community integration support.
 - Employment Pathways – Establish partnerships with businesses willing to hire individuals with past convictions. If necessary, develop in-house employment opportunities, such as a social enterprise that offers training and jobs.
 - Support Services – Provide mentorship, mental health resources, and legal advocacy to help individuals navigate restrictions and rebuild their lives.
 - Long-Term Solution – Secure a permanent housing program using container homes, offering sustainable, affordable housing tailored to the needs of this population. This would create a stable, self-sufficient community that fosters long-term success.

- By addressing both housing and employment, we can significantly reduce recidivism, increase public safety, and give people a real chance at stability and success.
- Prosocial activities for teens in low income neighborhoods and in foster care.
- Longer termed adequate shelter with support services for quick turn around.
- "The ability for renters to address past evictions on their credit reports and public records to remove the barrier from being approved for an apartment or purchase a house. We currently have the ability to assist with negotiation with creditors to reduce and/ or pay off eviction collections however funds are needed to do so. We can then assist with updating the credit report and public records.
- "I would build a nonprofit motel.
- ECHO would operate it.
- It would be a social enterprise.
- On site, we would provide security, a clean environment, case management, and job coaching.
- In unincorporated Hillsborough County, the need for emergency shelter is dire."
- Housing, I would utilize grants and investors to build affordable residential homes and in exchange give investors incentives.
- Transportation to services that are out of county. The cost of Uber Health or other transportation services is prohibitive. A service that is reasonable to transport people to treatment/counseling out of the area.
- Currently notice we could use food pantries
- Provide daily meals
- Provide computer access to apply for services or learn new skills
- Provide housing assistance
- Violence (including Gun) interruption.
- Serve as a convener of service providers, ensuring we all work together to address these issues and address where gaps of service are and how to best provide those services that are missing
- Mental health and independent review of hardship situations (due to infirmities, old age, or other such issues).
- More collaborative efforts with the school system to bring programming to the schools
- Respite care for older teenagers that are DJJ involved.
- Transitional housing and medical care after acute care.
- This question is difficult to answer since we have a responsibility to address nearly every difficulty across the spectrum.
- Permanent supportive housing and Temporary Supportive Housing. We would provide apartments (maybe an abandoned hotel/motel) to single individuals who are working with a SOAR representative to gain Social Security benefits and housing for individuals who are enrolled in an educational track that would make them more employable but would take time to finish (for example CDL or HVAC certifications)

- Our food pantry would be open more hours Monday thru Friday if we had the food available to meet the needs of our community. We offer a bag of food per family, using the 15 volunteers to pack bags. We would be able to feed more families if food was available. One a person comes to our pantry we extend an opportunity to come once a week to pick up food items. We would keep a list of clients that we serve, we would get telephone numbers to text clients as food is available.
- Low-income housing is mostly needed for every community. With strong governing rules with no exceptions.
- More Case Management services through various agencies.
- Mental health services with transitional housing
- I would like to provide the homeless with the food and shelter and necessary assistance they need to be a better person in the community. I would need access to buildings, food, clothing. I would buy vacant hotels, and it would be staffed with the appropriate people that have a heart to serve the needy. I would require they attend the local agency for job training. I would help them apply for government assistance SNAP. My goal would be to help them get fit for life. I would need security especially at night. I would need the assistance of the government to help fund the program. I would organize fund raising. I would require that they clean their own rooms. I have worked as a housekeeper at a local hotel. I have an associate degree in business administration. I have leadership skills. I am a certified life coach. I am a leader in my local church.
- Low-income housing that includes housing support such as case management services to contact someone when emergency or non-emergency services are needed for help or other linkages in the community.
- Fair housing.
- Apprenticeship and internships to increase workforce. Administer via HR and program services staff. Partner with high schools, HCC and universities to create REAL on the job training programs for students. It would provide free tuition for training while paying the students. This would greatly reduce both immediate and long-term workforce shortages.
- Shelters that allow pets. Shelters for individuals requiring rehabilitation or assistance. Shelters for elderly.
- Landlord Recruitment
- Hire staff to work in the field and focus on Landlord Recruitment"
- We will continue to provide adult education, job training, and career obtainment services for clients throughout Hillsborough county.
- A grocery store and community kitchen.
- The City of Tampa currently provides funding to various agencies to provide a variety of services to low to moderate income residents of the City of Tampa as well as homeless outreach services to those in need.
- Increase in funding to fund more affordable housing projects and increase availability of housing in both multifamily rentals and single-family homeownership spaces. The department must procure all services in order to award funding. That process would continue.

- We are in dire need of permanent supportive housing for ex-offender populations. We would advocate for an agency that specializes in providing the permanent supportive housing services to expand its array of services. For example, agencies like Abe Brown Ministries or the Agency for Community Treatment Services.
- Affordable Housing - build more housing
- As Outreach Coordinator we faced a very difficult time due to Hurricane Milton. Hundreds of families displaced due to the devastation/ flooding and precarious state of deteriorating conditions in the apts/ housing right after the storm. Please work towards a REAL improvement for this area. We lack public sidewalks, proper roads. walking is the main way to move around here. is 2025 and main roads lack sidewalks. Like 20th St Road. The Victor Crist CCC infrastructure is deteriorating. SUMMER CAMP and Proper free programs aftercare for the children of in this area are imperative for prevention, and safe care of the whole community. Affordable/ accessible housing is impossible to find.
- "My name is Jantel Thomas, I am the Program Director with the Teen Parent Engagement Program (Formerly Women 2 Women) for Hillsborough and Pinellas County. If you know of any Male or Female that can benefit from the services, please share flyer with them and their families. All services are free. Do you have time this week for a TEAMS meeting to discuss some of your clients that can potentially benefit from our program? This program is new to the Pinellas since April 2023, funded by the Juvenile Welfare Board in Pinellas. This program has been in Hillsborough for over two decades with success. Please do not hesitate to reach out to if you have any additional questions. I look forward to hearing from you soon. Eligibility for the program: Ages 14-19years of age (21 because they can remain in the program for two years). Please share quick videos with your team: We were recently featured on Channel 10 News (please take a look): <https://youtu.be/t9YQegASW38?si=ndW29r-F-BspKoUi>](<https://youtu.be/t9YQegASW38?si=ndW29r-F-BspKoUi>) Teen Parent Engagement Program-Hillsborough <https://youtu.be/oQVmgY7UWXg?si=-H0xHCdbf3jKp69P> Teen Parent Engagement Program-Pinellas, I can do a presentation (via TEAMS, or In person) for you and your team. Pregnant or a teen parent Mother or Father with one child, Resident of Hillsborough County and Pinellas County, Willing to be open to try new things and create new possibilities for the future. Desire to be self-sufficient. Attend monthly workshops occurring on the Third Saturday of every month. Meet with an assigned case manager in the home twice a month at minimum. Attend an approved educational institution: high school or equivalent, college, or technical school. Willingness to delay additional pregnancies. If you have time, please let's connect for any questions or concerns you may have. Please send all referrals to [TPEP.Referrals@gcjfcs.org or Jantel.thomas@gcjfcs.org
- One of the biggest challenges I see is transportation. It becomes an excuse for everything parents cannot or choose not, to do. Not only is it a reason student are late or absent, but also stops parents from attending conferences, events, getting to a grocery store, getting to work, etc. And giving bus passes is great except many students would have to walk several blocks to get to the bus, cross a major intersection and walk again to the school. Everyone keeps giving hand-outs but no one is giving a hand-up. Food assistance, electric

assistance, housing assistance is all great but without training to teach how to manage a household, people will continue to rely on the assistance.

- Support to nonprofits to address burnout and fatigue among their staff, who are dealing with so many challenges as they try to assist those most in need. It would be administered through easy to access and apply for grants for wellness and mental health for the nonprofit staff..
- It would be a comprehensive housing stability program that addresses both affordable housing and utility assistance to prevent homelessness and financial crisis.
- Affordable housing assistance: Both short and long term rental assistance to individuals and families at risk of eviction.
- Partnership with property owners: work with local landlords and set aside units for program participants at a reduced tare in exchange for guaranteed on time payments through subsidies.
- Rapid re-housing and case management: Transitional housing support: work with shelters and temp housing programs to ensure individuals don't experience long term homelessness"
- More permanent housing and case management for our homeless population. This could be administered through developing partnerships with developers to assist with building residences that could accommodate these clients along with securing partnerships with non-profit agencies to provide the proper level of case management to service these individuals and families.
- Low Income Housing. Prioritized by need and income.
- transportation
- wrap around services focusing on all aspects of social determinates of health.
- Job Service, Create a space to assist with resumes, applications. Have the use of computers and software. Teaching clients to interviewing skills and how to complete the application process from start to finish.
- Housing
- Emergency housing that mandated attendance is educational programs for a maximum of 2 years while waiting for stable housing to become available. Case management would be provided to move family toward self sufficiency.
- More financial assistance for people at risk of homelessness. Add additional staff to more quickly process requests. Offer extended hours and creative ways to increase access for Seniors/aging population.
- South County lacks public transportation. Need more buses, at the very least. Only having one bus an hour is not acceptable for our clients trying to juggle work and childcare.
- Understanding the situation the client is facing
- Getting rid of slum and blight
- Attitude adjustment of those behind the desk
- Mental health and physical would be number one priority

- The service most needed in our area is affordable housing/housing options. I don't know how it would be administered but it has to be addressed!!
- food services

Appendix C – Staff Survey Response

If Social Services had the opportunity to provide one service that is urgently needed in the community it serves, what would it be and how should it be administered?

- Nutrition assistance such as emergency food assistance for seniors and for families with young children.
- Rent assistance for those clients going through a hardship.
- 24-hour Services
- Shelter resources are a needed resource in the community. If there were emergency shelter, transitional housing and low income resources that social services could directly provide or refer to, that would be extremely helpful. This could be accomplished by connecting social services directly to individuals in the different agencies and providing a direct referral.
- Money management/budgeting.
- Rental Assistance and it should be administered to the households that qualify based on the pre-requisites that are given.
- Shelter assistance. Administered based on county limits.
- More opportunities for housing/electric assistance
- Disaster preparedness. Many citizens were caught off guard with last year's storms and are unaware of what government programs can (and cannot) do. Additionally, many low-income citizens were unable to prepare for storms due to financial constraints.
- Affordable housing
- Rental assistance
- Gas assistance (prepaid gas cards) to individuals who actively participate in the Employment and Education programs under the Family Empowerment and Education initiative.
- The ability to provide direct housing assistance to those that have qualification barriers post disaster.
- I believe that there is a general lack of disaster preparedness in our community, particularly with disabled, elderly, and low-income residents who may have less access to the available resources. Many people saw detrimental damage from Helene and Milton last year and I saw a lot of gaps in the public's understanding of disaster assistance following a hurricane. I think that pushing out resources year-round through all different channels (local news, social media, outreach events, or even canvassing) would give our residents a better idea of how they can prepare their homes and families beforehand and also of what they can expect in terms of assistance after a storm passes.
- Water assistance administered the same as LIHEAP assistance
- Electrical assistance/Housing
- Self-sufficiency, Finding a way to teach and encourage our clients to reach their life goals even if they are living in subsidized housing or have other limitations. This can be done by having self-motivation Classes and training.
- Helping more of the middle class by raising income limits. There are a lot of working families that need help just as much as low income, and it would be nice to let them qualify without having food stamps or government assistance when over income.
- More low-income housing for low-income Elderly
- Ongoing need of food assistance and rental assistance.

- One service that would benefit the community would be Job Aid assistance. While there are services that already provide employment search seeing as a lot of our applicants have lost employment or are searching for it and while it is needed for income verification. Assisting with setting them on to the right path would help with not only providing the initial assistance they called for but to make sure they have an opportunity aligned or at least pushed in the right direction to set themselves up for success. Providing them with links or a class showing how to navigate such websites would assist with the excuse of "not knowing how to do that".
- I feel there's a good number of requests for water bill assistance.
- The cost of housing and childcare services seem to both be extreme hardships for our community. Wages do not match these high costs. There are many who are trying to address affordable housing and it is a complex issue. I do see an opportunity to assist with short term childcare service payments. I could see this program could be linked to long term case management (CSBG) and offer 3-6 months of assistance with specific eligibility.
- Social Services is providing the biggest needs which is assistance with shelter and electricity. The only added benefit would be to provide childcare assistance for those families that are attempting to work full-time by partnering with more vendors that administer childcare.
- Affordable housing opportunities and programs to reduce the utility costs
- An ongoing food pantry. Once a week availability for residents
- One of the main services that continues to be an urgent need in the community is rental assistance. It could me run like the R3 program, however, it needs to have more landlord acceptance. Many landlords say they will not accept any assistance and I'm not sure if that's because they don't have confidence in the program.
- Rental assistance is an urgently needed service
- Rental Assistance is much need and it should be administered monthly for a six month period up to 12 months
- Shelter Assistance
- In house group training for the community
- Electric service through partnership with community partners
- Financial and budging education
- I think that the SMI should be higher to allow those households that earn above the FPL but are experiencing a hardship can access services.
- Rent assistance is needed more than ever due to the continuous rise of rent. Department should advocate for clients, and connect with landlords that are willing to support the local community by providing affordable rent with contracts that would allow clients to maintain housing for longer than a year. For example, contract of 3 years at a fixed rate. This will allow the client to maintain housing longer and the landlord would not have to find a new tenant every year, both benefiting of the contract. Specific requirement will have to be met by client, such as: showing proof of continuous employment for a minimum of a year, show good paying record with previous landlords, est. Case management can also be provided for these clients with initial help with the first month's rent, finance training and referral support.
- If Social Services had the opportunity to provide one service urgently needed in the community, it could be focused on job opportunities to change the community mentality and improve personal growth. Access to stable employment and educational resources is foundational to lifting individuals and families out of poverty, fostering long-term stability, and promoting community growth. It should be administered by Partnership

with Local Employers: Collaborate with local businesses and industries to understand the skills that are in high demand. This helps shape job training programs that are directly linked to real employment opportunities. Also, it can be an incentive for local business.

- Have open same day appointments available for emergencies, examples lights turned off today/ water turned off today. Maybe 1-4 available slots.
- Housing assistance, determining a set amount of assistance that can be provided monthly to offset the rising cost of housing in the area, issued as a subsidy to be administered on a monthly basis for a period of time.
- Rent/Mortgage assistance for people who have recently lost their income.
- Housing would be a priority and should be administered through partnerships and combined with intensive case management.
- Water Assistance
- Housing for the low fixed income for our senior population
- The biggest need I see is affordable housing. Unfortunately, I don't know how to administer a program to resolve the issue.