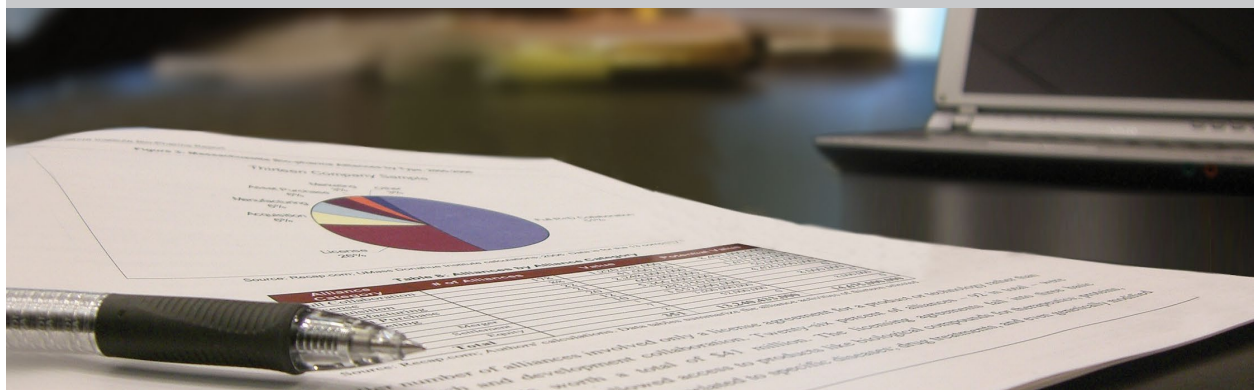


Community Needs Assessment Brockton, MA

Analysis for Catholic Charities of Boston

March 2024



UMassAmherst

Donahue Institute
Economic and
Public Policy Research

Community Needs Assessment Brockton, MA

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Funded by the Catholic Charitable Bureau of the Archdiocese of Boston

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Introduction

Purpose

Catholic Charities of the Archdiocese of Boston (CCAB), known as Catholic Charities or Catholic Charities of Boston, contracted the UMass Donahue Institute to work with local stakeholders and Catholic Charities South, the division of CCAB that operates in Brockton, to assess existing community needs in Brockton. Initial background research was conducted on existing social services and demographic and economic trends. Stakeholder interviews and focus groups were held about the need in Brockton and the efficacy of Catholic Charities South services. In essence, the purpose of this project is to create information on how Catholic Charities South might best meet local social service needs.

Background

In order to understand the social service resources available in Brockton and provide insight into what services are most needed from Catholic Charities South, the first step was to identify the services currently available through the organization, as well as from other Brockton area non-profit organizations. The services provided by Catholic Charities across all of eastern Massachusetts are also relevant to inform recommendations drawing on the expertise of Catholic Charities.

Overview of Catholic Charities South

Catholic Charities has 23 program locations in Greater Boston, with hub locations in Brockton, Dorchester, Lowell, Lynn, and South Boston. Their stated focus is on supporting children and families across the region.

Catholic Charities offers a variety of social services across Eastern Massachusetts, including multiple types of shelters, childcare, English for Speakers of Other Languages (ESOL) and many others. The services physically located in Brockton at Catholic Charities South are a food pantry, ESOL, living assistance, elder outreach and home visiting, and job training, specifically a Certified Nursing Assistant (CNA) and home health aide training program. Catholic Charities also operates the Sunset Point summer camp in Hull, with approximately half of the children coming from Brockton.

Catholic Charities South has a very positive reputation among social service providers in Brockton. All of their programs, especially their CNA job training and ESOL courses are seen as high quality, and most interviewees strongly believed that Catholic Charities could make a large and important positive impact on the community by simply scaling up the services that they already provide. Interviewees also welcomed the idea of Catholic Charities South providing new services. As an interviewee in Brockton's Department of Social Services stated:

"I think, with the organization that they have, they would be a great place to offer additional services. They're able to filter through applications and stuff, it seems very effectively, and get people where they need to go."

Interviewees identified that the current ESOL program in particular is financially self-sustaining and is well-funded by the Department of Elementary and Secondary Education (DESE). If Catholic Charities is interested in growing this program, funding such an expansion could potentially come from increased budget from DESE for more ESOL seats, if such support is available.

Catholic Charities South has pre-existing relationships with colleges in and around Brockton, particularly Stonehill College and Bridgewater State University. These colleges provide spaces for Catholic Charities South programs as well as interns. They also work with Catholic Charities South to provide freshman with an “Urban Plunge” in their first week of school during which they work in nonprofits in Brockton to get an idea of what the city and community is like outside of their campus, and fosters relationships with a variety of organizations. Overall, it appears that based on the need, nature, and qualities of their activities and potential capacities, Catholic Charities has the potential to offer more social service provision in Brockton, and there are ways in which this may be a good fit with the needs and interests of residents.

Research Approach and Methods

For this research project, background research was conducted to understand and summarize relevant elements of the socioeconomic context of Brockton. This portion of the analysis leveraged data and information across three main areas:

Demographic and economic trends

Drawn from primary sources such as the American Community Survey (ACS), the Massachusetts Office of Labor and Workforce Development (OLWD), and the Department of Housing and Urban Development (HUD).

Local non-profit providers

Drawn from proprietary data from ESRI Business Analyst, InfoGroup, and Dun & Bradstreet’s Mergent database, then cross-checked using searches on service providers to ensure continuity of practice.

Literature review

Drawn from existing research and documents highlighting the social and community context of Brockton and the larger region.

Those initial three areas of research helped found the broader context of the socioeconomic condition of the community, where potential areas of need exist, and the current makeup of the nonprofit sector in the region. In turn, this data and analysis informed much of the two activities undertaken as direct qualitative research:

Interviews

Twelve interviews were conducted in January through April 2023 with internal and external constituents, local leaders, and stakeholders in Brockton’s social service sphere. Interviews focused on Brockton’s social service needs and gaps in services, Catholic Charities’ role and potential, and the social service ecosystem in Brockton.

Focus groups

Two focus groups were conducted in early May 2023 on the needs, gaps and social service environment in Brockton and Catholic Charities’ current and potential activities and facility in Brockton.

Report Structure

This assessment of social service needs in Brockton has four topics divided into four sections, as follows:

1. The current demographic and economic landscape in Brockton, with a focus on demographic groups typically served by social service providers.

2. An assessment/listing of the current non-profit social service providers in Brockton and a portrait of the social services ecosystem.
3. The major unmet needs or gaps in services identified by Brockton residents, social service nonprofits, and government officials. These include:
 - Housing needs
 - Job training
 - Mental and behavioral health
 - Immigrant services and English language training (ESOL)
 - Food insecurity and basic assistance
 - Childcare and youth services
4. A set of recommended actions for Catholic Charities of Boston to take based on these initial findings.
5. Appendices including detailed tables.

Report Summary

Given the social service environment and the socioeconomic needs in Brockton, combined with the strengths of the organization, key areas were identified that would benefit most from increased involvement from Catholic Charities South. In the following report and appendices, unmet needs are noted for each of these six identified areas. Some Brockton organizations are also identified with some of the supply of social services in these areas:

- Immigrant services and ESOL
- Food insecurity and basic assistance
- Childcare and youth services
- Housing
- Job training
- Mental and behavioral health

These areas were identified through analysis of the interviews, focus groups, and socioeconomic and demographic data gathered. Educational attainment, income, unemployment, and poverty rates illustrate need for access to jobs and job training as well as employment support such as job search, childcare, after-school and youth programming, in addition for higher potential need for direct income support among residents. Immigrants and refugees are an important part of Brockton's population and a much higher share of residents speak English less than "very well" compared to the state overall, which underscores particular needs for immigrant services, ESOL, and cultural and linguistic capacity across all social services, particularly for critical needs with highly technical communication involved, such as job training, obtaining basic assistance, and mental health. Meanwhile, lower wages make housing expensive or out of reach for many, with high housing cost burden causing problems with housing affordability as well as homelessness. In addition, basic needs such as food and other goods are pressing for many individuals and families in Brockton, and food pantry and basic assistance coverage is incomplete in the face of the increasing financial crunch for households in a time when pandemic resources are receding. Catholic Charities South can work with and leverage the pre-existing expertise of other major and small notable non-profit providers who already provide these services, offering in exchange access to the knowledge and networks available to Catholic Charities of Boston.

Brockton Community Landscape

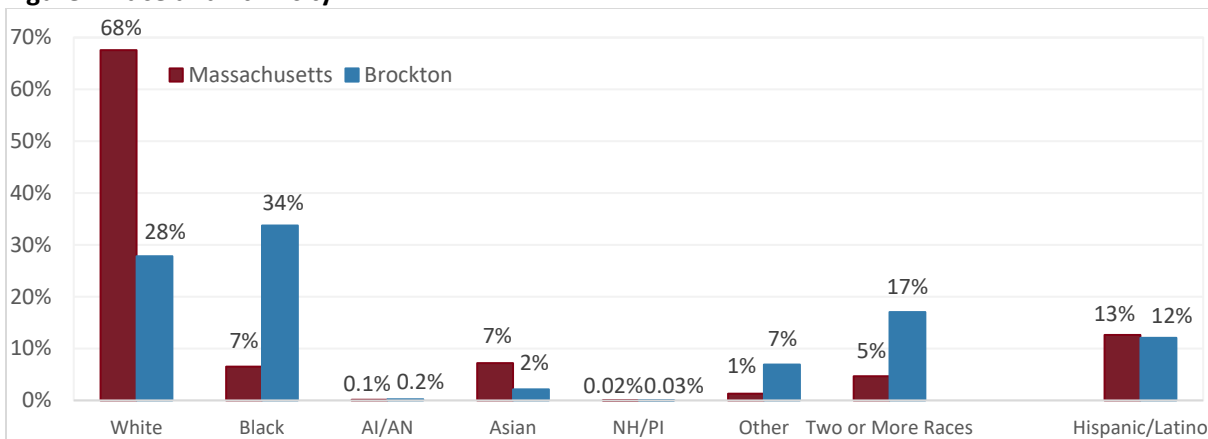
Brockton is a community facing a variety of issues consistent with being a Gateway City community with lower income, higher unemployment, and vulnerability of recent immigrants as well as longtime residents with specific social service needs. Economic challenges are pressing for many, even though much of the pandemic support has passed. With these challenges come broad needs in the community around income, housing affordability, job training, childcare and youth services, aid for basic needs and food, ESOL and immigrant services, as well as mental and behavioral health support.

Demographic and Economic Trends

Race and Hispanic/Latino Ethnicity

Brockton has a very different racial composition from Massachusetts as a whole. The most notable differences are a much higher Black population in Brockton, at 34 percent vs. seven percent for the state, and a much lower white population, at 28 percent vs 68 percent. There is also a noticeably higher share of people who identify as some other race or two or more races. There are large immigrant populations from Cape Verde and Haiti living in Brockton. The fact that the racial shares and immigrant populations diverge so widely from the state averages means that specific social service needs are particularly important to Brockton as compared with other communities in Massachusetts as a matter of equity. These services include immigration support services, English for Speakers of Other Languages (ESOL), and others. It is also important that all social services offered are culturally literate and offered in the native languages of those in the community.

Figure 1 Race and Ethnicity



Source: US Census Bureau, PL-94 Redistricting Data 2020

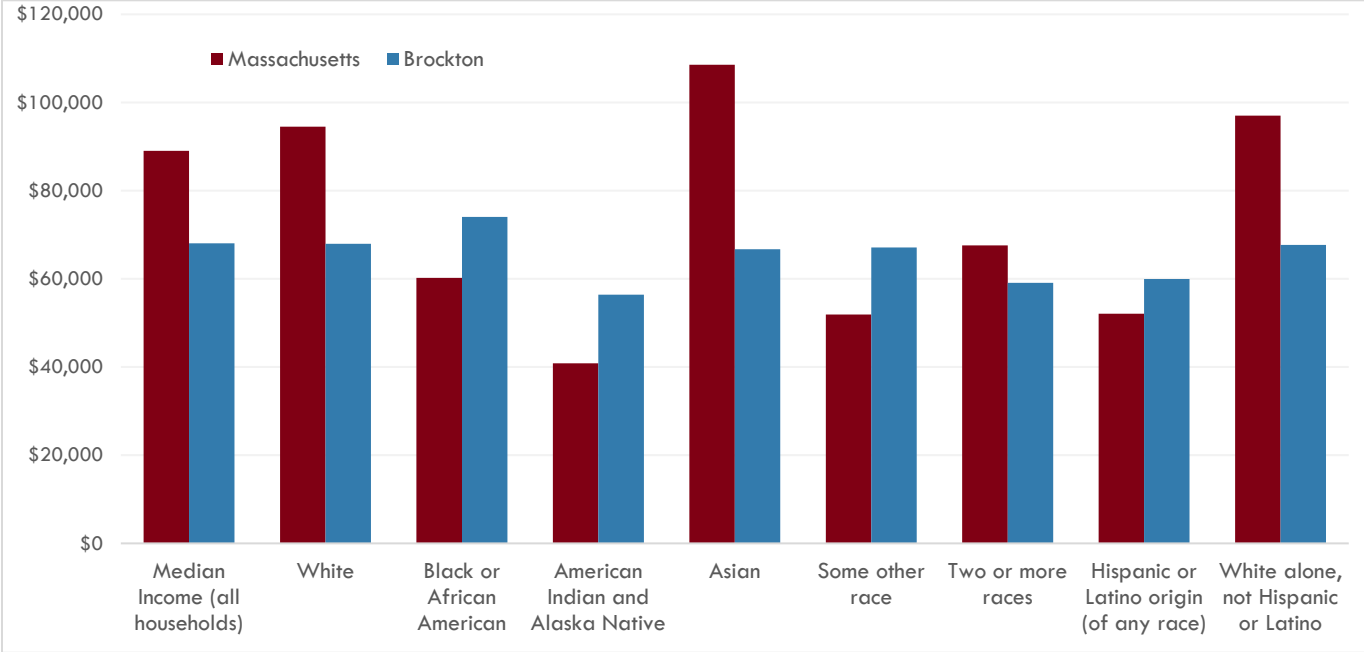
Notes: AI/AN stands for American Indian and Alaskan Native, NH/PI stands for Native Hawaiian/Pacific Islander. Race group calculations shown exclude Hispanic/Latino people, Hispanic/Latino people represented in the last bars may be of any race.

Median Household Income

The median household income in Brockton is over \$20,000 lower than the state, at just over \$68,000 compared to approximately \$89,000, respectively. This trend is likely driven by several factors, most notably the educational attainment and racial makeup of the city. As shown later in this section, only 25 percent of the city has a four-year college or graduate degree, compared to 46 percent for state. Similarly, over one-third of Brockton is Black or African American, compared to seven percent for the state. Black households tend to earn lower incomes, both nationally and in Massachusetts, than White households. This clearly influences the median

income in the city. Importantly, White household income in Brockton is significantly lower than for the state overall. Brockton has developed a reputation for being one of the more affordable communities in eastern Massachusetts. It makes sense that the city would have relatively lower incomes than other parts of Massachusetts as the city is attracting residents in search of more affordable housing options compared to other parts of Greater Boston.

Figure 2 Median Income

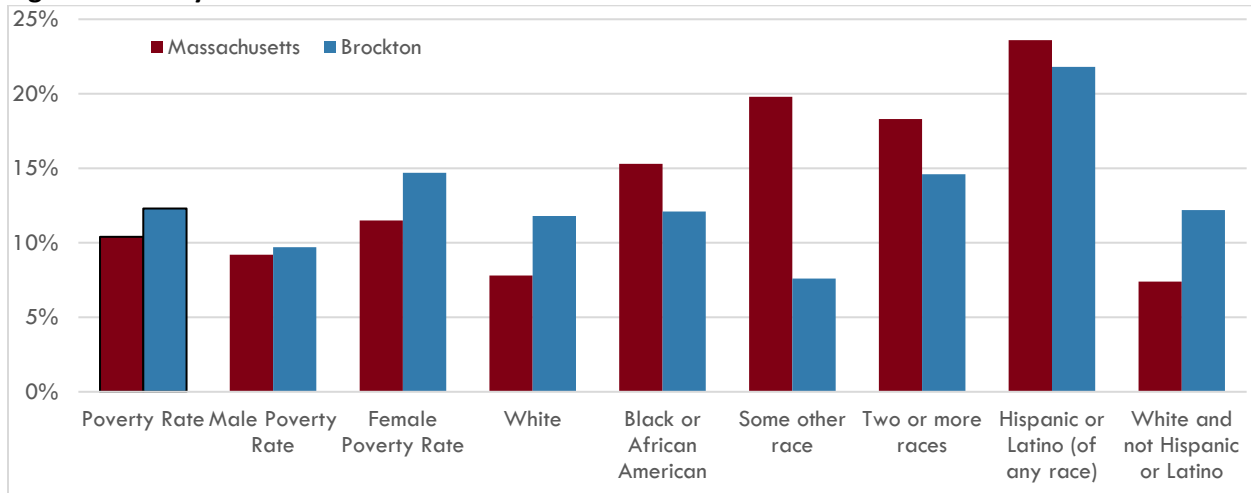


Source: US Census Bureau, ACS 5-Year 2017-2021

Poverty

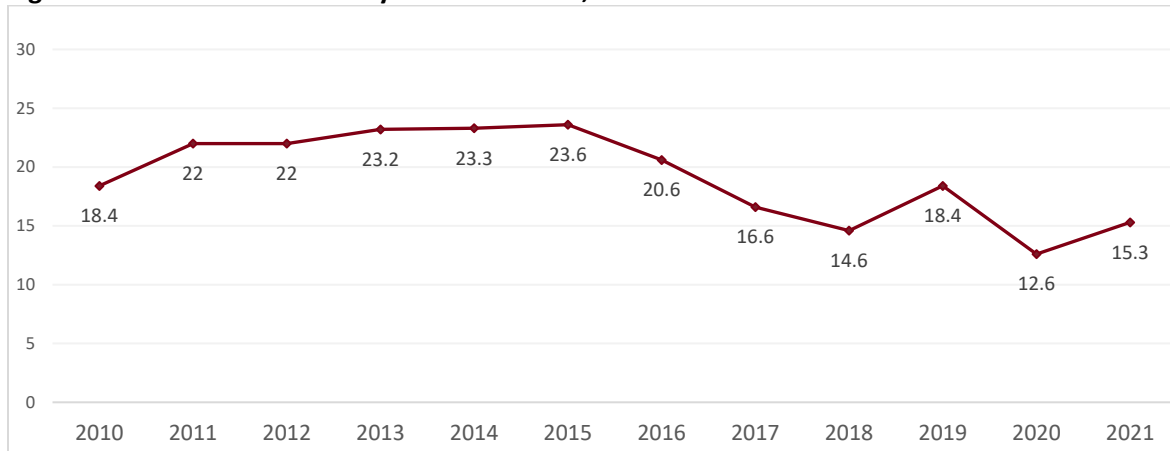
As is illustrated in the chart below, overall residential poverty rates show a similar trend to median income, in that Brockton has a higher overall poverty rate at 12.3 percent compared with 10.4 percent across Massachusetts, due to the markedly higher rate of poverty among White residents (see Figure 3). All other reported groups have a lower poverty rate than the state. In addition, Brockton has high rates of child poverty which have only slightly come down after peaking in 2015 and have recently been on the rise again. The overall poverty rates, the racial poverty rate differences, and the child poverty rates contribute to a picture of need in Brockton for access to jobs and job training as well as employment support such as job search, childcare, after-school and youth programming, in addition for higher potential need for direct income support among residents.

Figure 3 Poverty Rate



Source: US Census Bureau, ACS 1-Year 2021

Figure 4 Brockton Child Poverty Rate over Time, 2010-2021

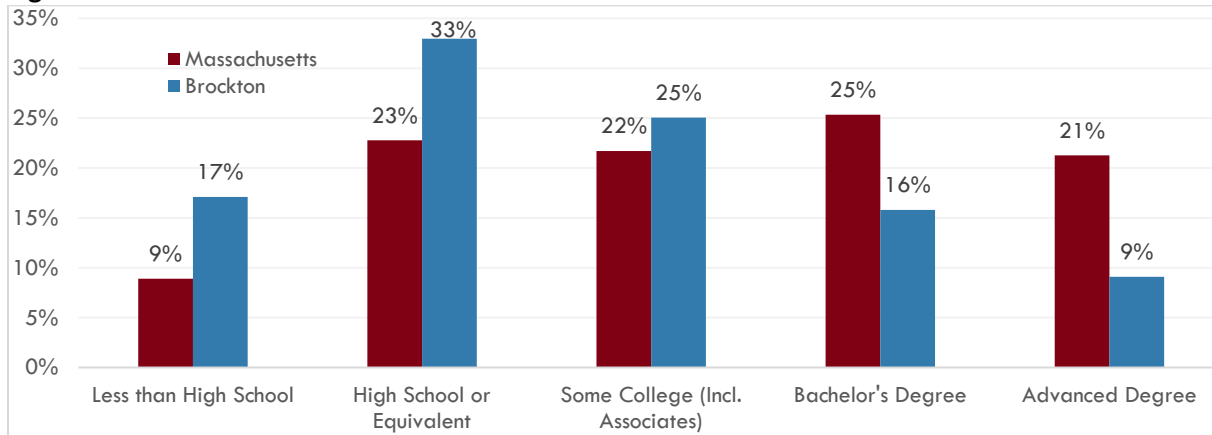


Source: US Census Bureau, Small Area Income and Poverty Estimates (SAIPE) Brockton School District, 2010-2021

Educational Attainment

Compared with Massachusetts, Brockton residents tend to have lower levels of educational attainment, particularly at the highest and lowest educational attainment levels. Whereas 9 percent of Massachusetts residents have less than a high school diploma, 17 percent of Brockton residents have the same. Conversely, 21 percent of Massachusetts residents have an advanced degree compared with just 9 percent of Brockton residents. This suggests that educational support, job training, and after-school and youth support programs may be particularly important social services in Brockton. In the case of after-school and youth programs, these support services may help encourage more students to finish high school and have the opportunity to continue their educations beyond. In the case of job training, residents without advanced degrees can be empowered through alternative routes to obtain higher-quality jobs with more pay. Other types of educational support can also improve employment outcomes, such as adult learning services for high school equivalencies and language learning for speakers of languages other than English. In addition, childcare can be an important support service for working parents, particularly those with long hours, sometimes across multiple jobs.

Figure 5 Educational Attainment

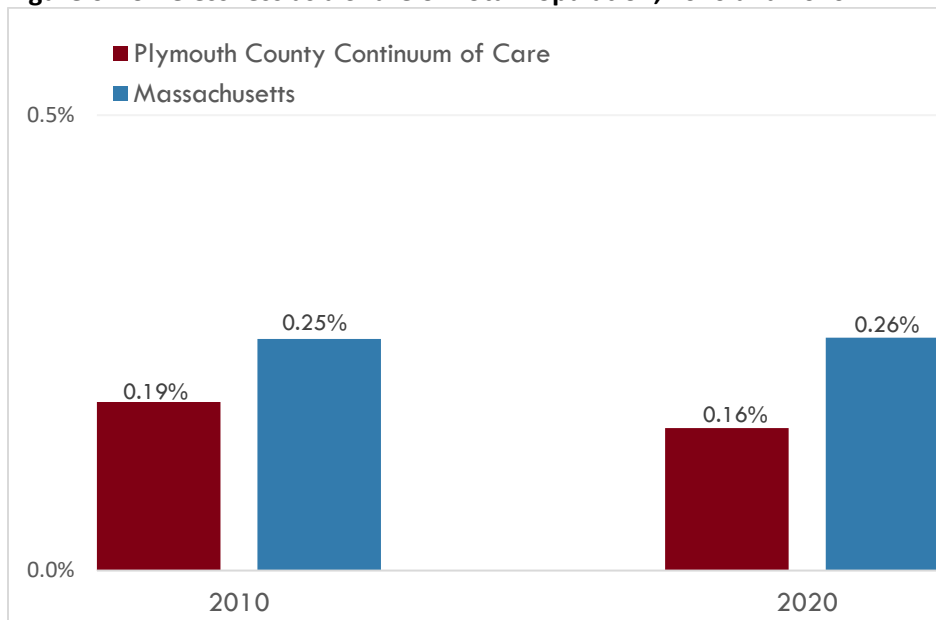


Source: US Census Bureau, ACS 1-Year 2021

Homelessness

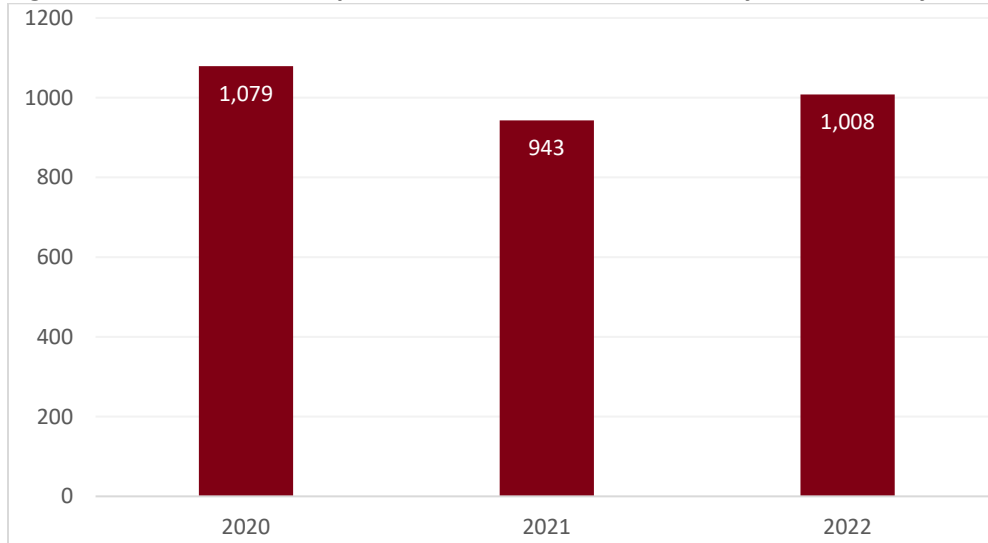
While some details are not available publicly at the municipal level, evidence shows that homelessness has remained a steady issue in Brockton. The figures below show trends in counts of people experiencing homelessness in the region over time, followed by a figure showing shares of homeless people to the overall population. This data is unfortunately only available at a large geography called a Continuum of Care. The Continuum of Care that contains Brockton consists of all of Plymouth County plus the municipalities of Weymouth and Quincy. Brockton is very demographically different than much of the Continuum of Care area, and it is reasonable to expect that a large share of the homeless population in Plymouth County lives in Brockton itself, whereas the majority of the overall resident population lives outside of Brockton. This unfortunately means that the percentage of the population experiencing homelessness, as seen in Figure 7 and Figure 8, is likely much higher in Brockton itself than in the regional area overall.

Figure 6 Homelessness as a Share of Total Population, 2010 and 2020



Source: US Department of Housing and Urban Development, AHAR, Point-in-Time Counts 2010, 2020

Figure 7 Total Homeless Population, Point in Time Counts, Plymouth County Continuum of Care, 2020-2022



Source: US Department of Housing and Urban Development, AHAR, Point-in-Time Counts 2020-2022

The 2010 to 2020 decade comparison, as well as the recent trend data which includes the pandemic, show a relatively steady, slightly decreasing but still substantial trend over time for both Massachusetts and the regional Continuum of Care. It also shows that the overall Continuum of Care containing Brockton (but also containing all of Plymouth County as well as Weymouth and Quincy) has a lower share of homeless people than Massachusetts as a whole, which, while unlikely to be fully reflective of rates within Brockton itself, is the most geographically specific public data available, and makes a good case for the city of Brockton to work with nonprofits to share localized point-in-time homelessness data. The mostly steady trends, rates, and presence of homelessness overall is the more informative aspect of this information. Homelessness is so disruptive for the individuals and families experiencing it, that even comparatively low shares of homelessness in the population has a large impact on those experiencing homelessness and on their communities.

Industry Mix and Employment

Understanding the industries important to Brockton’s employment is relevant to the needs of the community because it shows what types of jobs are in demand and what support community members might need to begin or further their careers.

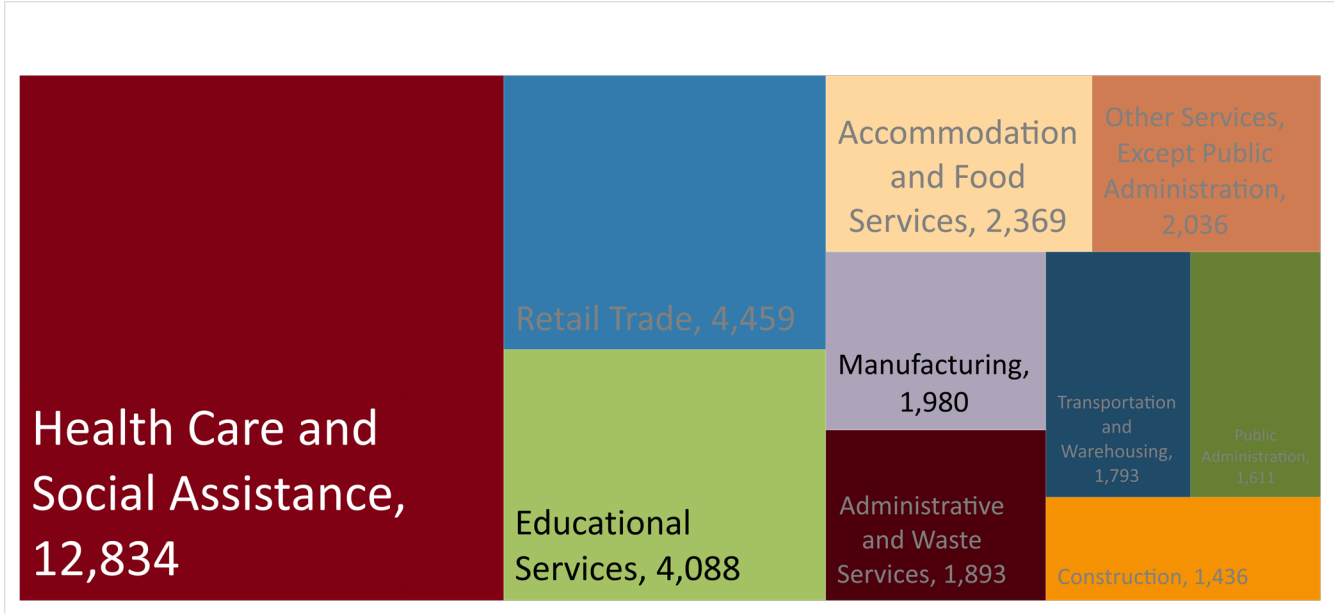
There are several important industries in Brockton. The top five industries for employment are health care and social assistance; retail trade; educational services; accommodation and food services; and other services.¹ Health care and social assistance is by far the largest industry in terms of employment, employing nearly 13,000 people in Brockton in 2022. Retail trade and accommodation and food services also employ a lot of people in Brockton. Both of these two industries employ approximately 4,000 people.

Within health care and social assistance, the largest employers are hospitals, which employ close to 4,800 people in Brockton, followed by individual and family services, where approximately 2,300 people work. In

¹ Other services includes service-based businesses such as repairing equipment, religious activities, grantmaking, advocacy, laundry, personal care, pet care, photofinishing, parking, and dating services. Other services also includes private households that employ workers for household activities. The top employment in ‘other services’ in Brockton specifically are in automotive repair and maintenance, personal care services, and dry cleaning and laundry services.

terms of the number of establishments/firms, individual and family services, which includes the social service organizations this report is focused on, have by far the largest number of establishments within the health care and social services industry, at 1,895 firms.

Figure 8 Employment by Major Industry



Source: Massachusetts Department of Labor and Workforce Development, Employment and Wages (ES-202) 2022

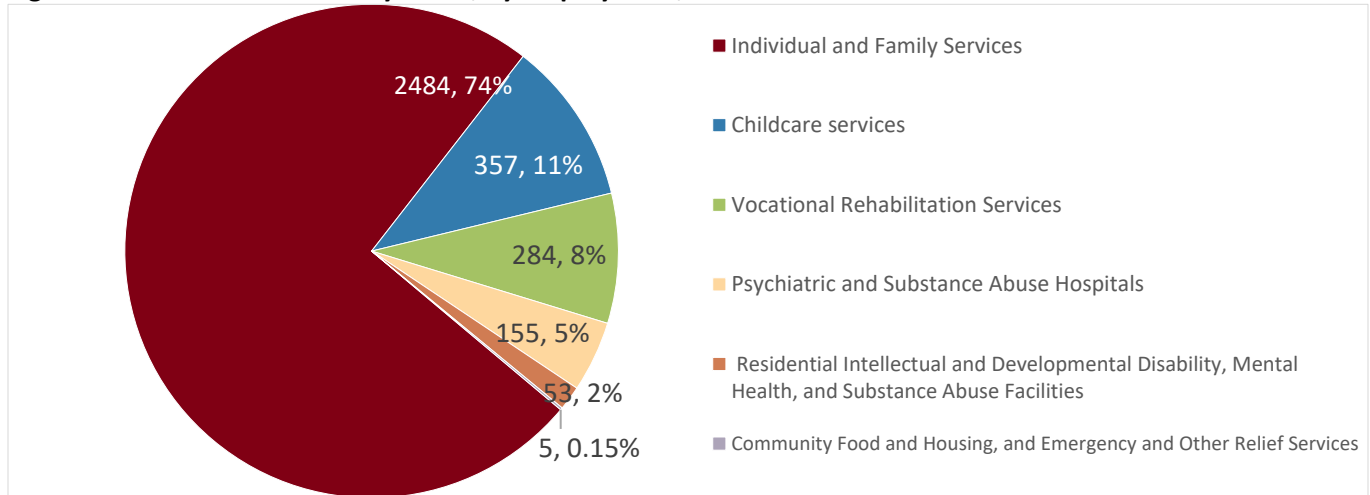
This industry analysis shows that not only are social services an important community resource in Brockton, social services are a crucial employment sector as well.

Direct data collection and research into the existing social service landscape in Brockton reveals a highly dynamic and diverse non-profit ecosystem. Well-regarded service providers are already attempting to address nearly every need identified in this report’s landscape analysis. However, through interviews and focus groups it became clear that a lack of monetary resources, coordination, and resource allocation prevent some of these needs from being fully met.

To support a landscape analysis a business list of current social service providers in Brockton was developed. This list drew on multiple data sources combined and checked by project staff. An industry analysis of the resulting Brockton social services business list shows that Brockton’s top social service industries are individual and family services, with nearly 2,500 employees, and childcare services, with just over 350 employees. This is a key employer sector in Brockton. The following figure shows the shares of the number of workers employed by social service organizations by areas of practice within the sector. Industry share was also analyzed by business income and establishment count. Each way of viewing the detailed industry data collected, individual and family services is the most prevalent form of social services, while community food and housing, and emergency and other relief services is the least prevalent. Note that these proportions of services should be interpreted thoughtfully, recalling that some of these proportions shown are due to different staffing levels and different levels of expenditure necessary to deliver certain social services. As these figures reflect analysis of the Brockton business list assembled from proprietary data, there also may be some incomplete or incorrectly included data.

Despite these limitations, shares still provide important insight and are likely to be generally reflective of the reality of the social services environment in the city.

Figure 9 Social Services Industry Share, by Employment, Brockton



Source: Mergent Intellect, ESRI Business Analyst, UMDI analysis

Given this social service environment and the socioeconomic needs in Brockton, combined with the strengths of the organization, six key areas were identified that would benefit most from increased involvement from Catholic Charities South:

- Immigrant services and ESOL
- Food insecurity and basic assistance
- Childcare and youth services
- Housing
- Job training
- Mental and behavioral health

Rather than taking on the full burden of creating new infrastructure and hiring additional employees to meet all of these areas of need, Catholic Charities South can work with and leverage the pre-existing expertise of other major and small notable non-profit providers who already provide these services, offering in exchange access to the knowledge and networks available to Catholic Charities of Boston. In the section following this list, unmet needs are identified within each key area, and name organizations that already supply services in said area.

Notable Non-Profit Providers

To assess the supply of services in Brockton, this list was developed containing some of the most active and influential social service providers, many of which were interviewed or invited to focus groups for this study. This section will serve as a brief overview of the scope of services provided by each organization. Many of the organizations on this list are also mentioned in the following section on unmet needs.

BAMSI (Brockton Area Multi-Services Incorporated) Provides services to individuals with developmental disabilities, mental health challenges, acquired brain injuries, and other disabilities or challenges in the Brockton area. Their services include residential programs, day programs, individualized support services, employment

services, behavioral health services, food pantry, and specialized services for children and families as well as support for seniors. They also offer specialized programs for individuals with autism spectrum disorder, substance abuse disorders, seniors, and dual diagnosis.

Boys & Girls Club of Metro South Offers after-school and summer programs that focus on academic enrichment, character development, and physical fitness. The club also provides sports programs, including basketball, soccer, and flag football, as well as arts programs such as music, dance, and visual arts. They also offer leadership development opportunities, college and career readiness programs, and community service projects.

Brockton Interfaith Community Works to promote social justice, improve access to education and healthcare, and create economic opportunities for individuals and families. Their services include leadership development programs, advocacy and organizing initiatives, affordable housing development projects, and programs to promote financial literacy and economic empowerment. They also offer community organizing training and support for grassroots organizations, as well as opportunities for community members to participate in advocacy campaigns and social justice initiatives.

Brockton Neighborhood Health Center Services include primary care, dental care, behavioral health services, pediatric care, women's health services, and pharmacy services. They also offer specialized services such as HIV/AIDS care, nutrition counseling, and substance abuse treatment. The health center accepts patients with or without insurance and offers a sliding fee scale for those who are uninsured or underinsured. They prioritize providing accessible, affordable, and culturally competent care to patients of all ages, genders, races, and ethnicities.

Cape Verdean Association Offers English language classes, citizenship classes, after-school tutoring, counseling services, health fairs, and seminars on health-related issues. They also offer job training and placement services, as well as housing and financial assistance to those in need.

Cape Verdean Women United Services include community outreach and engagement, translation and interpretation services, educational workshops, and counseling and support services for victims of domestic violence and sexual assault. They also offer a range of programs aimed at promoting personal growth and self-sufficiency, including job readiness training, financial education, and parenting classes.

The Charity Guild operates a walk-up pantry on Main St. and a home food delivery program serving senior citizens and the homebound on Saturdays. In addition, at Brockton High School they provide snacks and individual serving-sized meals to bridge the gap between the free school lunch on Friday and the free school breakfast on Monday. Since 2020, The Charity Guild also initiated, leads, and coordinates The Brockton Area Hunger Network to coordinate many of the major food pantries in Brockton. Beyond these programs, they also offer assistance for clothing and household essentials and connect clients to other service programs as needed.

Family and Community Resources Provides mental health and crisis intervention services to trauma survivors, particularly survivors of domestic violence. They also run rehabilitation programs for perpetrators of domestic violence. These programs consist of both group and personal therapy, case management, assistance with safe shelter placement, parenting groups, visitation services, and specialized services for survivors who are immigrants/refugees, veterans, or from the LGBTQ Community.

Father Bill's & MainSpring Provides services to help individuals and families experiencing homelessness or at risk of becoming homeless. Their services include emergency shelters, transitional housing, supportive housing, case management, employment services, and basic needs assistance such as food and clothing. They also offer programs and services for veterans, individuals with disabilities, and youth at risk of homelessness.

Haitian Community Partners Helps with filling out government forms, interpretation and translation services, assistance with housing and employment, legal services, and youth programs. They also offer healthcare access and education, financial education and budgeting, and English language classes.

Latin Women's Association Offers interpretation and translation services for filling and filing legal and medical paperwork, assistance with doctor appointments, support for those seeking citizenship, discounted notary services, English language education, and job search and preparation assistance. The association hosts various support groups for alcohol and drug abuse, women, men, children, and the elderly. Additionally, individual counseling services are available for those who have experienced domestic violence and sexual assault.

My Brother's Keeper Services include a food pantry, clothing assistance, furniture and household goods assistance, and housing support services. They also offer youth mentoring programs, including a summer camp and a leadership program, as well as community outreach and engagement initiatives. In addition, they provide emergency financial assistance and support to individuals and families experiencing hardship, including help with utility bills, rent, and transportation.

Old Colony YMCA Offers fitness and exercise programs, swimming lessons, youth sports leagues, and summer day camps for children. They also provide educational programs such as literacy and STEM programs, and job training and career development services.

Salvation Army Provides emergency assistance programs such as food assistance, rent and utility bill assistance, and emergency shelter for homeless individuals and families. They also provide substance abuse rehabilitation programs, youth development programs, and adult education programs. The organization operates a thrift store to support their programs and services, and they also offer worship services and pastoral care for those in need of spiritual support.

United Way of Greater Plymouth County Provides various services and support to improve the lives of individuals and families in Plymouth County. They work to address community issues related to education, financial stability, and health. Their services include funding and coordination for local non-profit organizations, volunteer opportunities, and community initiatives such as early childhood education programs, youth mentoring programs, financial coaching services, and emergency assistance programs.

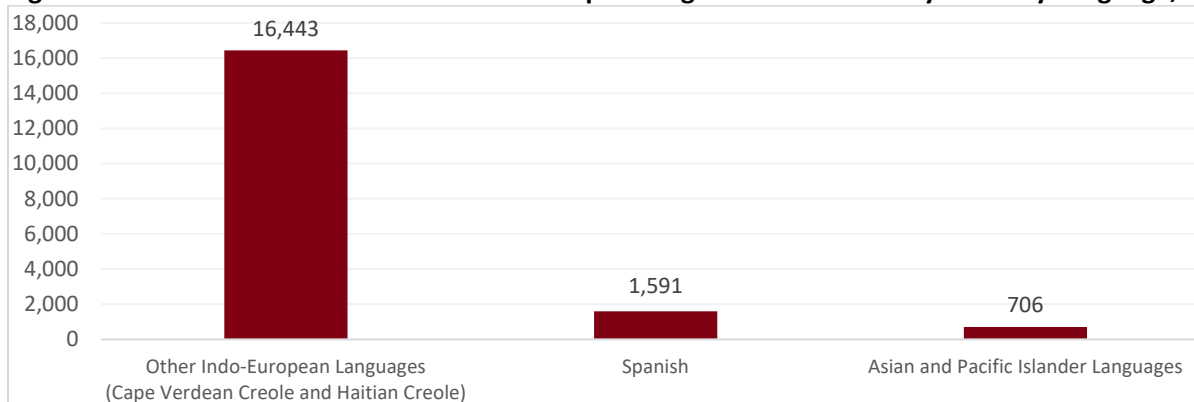
Unmet Needs or Gaps in Services

The Brockton community landscape, detailed in the prior section, illuminates a variety of issues consistent with being a Gateway City community, with lower income, higher unemployment, and vulnerability of recent immigrants as well as longtime residents with specific social service needs. In addition, it shows the importance of the social services sector to the local employment and economic picture. Pressing economic challenges for Brockton residents have not abated even as pandemic aid has waned, and with them come broad needs identified related to immigrant services and ESOL, income and food assistance, childcare and youth services, housing affordability, job training and job-related services, as well as mental and behavioral health support. Therefore, it is potentially very helpful to take stock of the needs in Brockton. The following section dives deeper into detail on each of these needs. This section is supplemented with additional data in the appendices, in particular Table 1 and Table 2, with gathered data on the demand for services, as much as can be estimated, as well as limited indicators on the supply of services as attainable data allow (see **Appendix: Needs Tables**).

Immigrant Services and ESOL

Brockton continues to be a hub for immigration, with nearly one out of every three residents born outside of the United States. A notably higher percentage of Brockton's population (19 percent) speaks English less than "very well", compared to the state as a whole (9 percent). The people with low English proficiency in Brockton primarily speak languages ACS classifies as "Other Indo-European Languages". Qualitative research, combined with ACS data from 2011-2015 that provides more detailed data, suggests that roughly two-thirds of "Other Indo-European Language" speakers are Cape Verdean Creole speakers, and the other third are Haitian Creole speakers, and Spanish or Spanish Creole speakers.²

Figure 10 Number of Brockton Residents Who Speak English Less Than "Very Well" by Language, 2021



Source: U.S. Census, ACS 1-Year Estimates 2021

Note: 2011-2015 is the latest year available in which Brockton data has English proficiency broken down by individual languages, allowing the level of detail needed to identify Cape Verdean and Haitian languages as the most highly prevalent.

² This is based on the assumption that the languages that make up the "Other Indo-European" language group are similar to 2015 based on comparing the overall datasets to each other. In the more detailed 2015 data, Cape Verdean Creole, Haitian Creole, and Spanish speakers made up 92.5% of the low English proficiency population. In 2021, "Other Indo-European Language" speakers and Spanish speakers made up 96% of the low English proficiency population.

Historically, the main immigrant populations have been Haitian and Cape Verdean, but it was expressed consistently across interviews that there has been a recent influx of immigration from Spanish-speaking countries, particularly Ecuador. While demographic data does not show an especially larger Hispanic/Latino population in Brockton compared to the state, many recent immigrants may not be reflected in official data due to their immigration status and/or data lags.

The main service providers to recent immigrants tend to be cultural organizations, such as Haitian Community Partners, the Latin Women's Association, and the Cape Verdean Association. All these organizations offer ESOL classes and general interpretation and translation services necessary for immigrants with low English proficiency to fill out government forms, apply for assistance with housing and employment, acquire legal services, and any other task that may present a language barrier. These organizations tend to be small compared to the immigrant population, however, and do not have the capacity or resources to deal with the recent influx of immigrants into Brockton.

Interviewees described groups of 50-100 people arriving at once, putting considerable stress on existing immigration services as well as other services such as food pantries and counseling services. Many of the immigration services and ESOL courses were not geared towards Spanish speakers, reflecting the historical focus on Portuguese and French Creole for the Cape Verdean and Haitian populations. While the number of language courses on offer quickly rose to try to meet increased need, the demand is huge. One ESOL provider had 200 people on their waiting list at any given time, resulting in a six month wait, and data from the Massachusetts Department of Elementary and Secondary Education (DESE) shows a nearly 1,000-person long combined waitlist for the existing 580 ESOL and 135 Adult Basic Education classroom seats funded by DESE in Brockton.³ Even when someone manages to access language classes, not all classes are official, and the quality varies widely between providers, with some language courses staffed by volunteers with no teaching experience rather than certified ESOL teachers. One ESOL provider emphasized that many of their students already speak English well and just need to be assured of their skills so they feel confident enough to seek employment, but without a qualified instructor to recognize their competency they often waste a lot of time in classes they do not need.

The lack of services has a detrimental effect on recent immigrants, who can struggle to find employment due to low English proficiency or immigration status. Those immigrants who are also undocumented are not eligible for state-run social services such as MassHire, who can only refer them to other nonprofit programs. Many immigrants from Central America are eligible for work authorization through asylum claims or family ties but lack the legal assistance necessary to navigate the process of attaining said authorization. Even if work authorization is granted, immigrants often end up underemployed due to their lack of English skills or because licenses or certifications obtained in their country of origin are not transferable to the US. One job training provider noted:

"[Immigrants] in many cases are underemployed. They may have been, well, you name it in their own country but when they get here, because of the language barrier, and because the licenser isn't the same, they can't be a doctor. They can't be a nurse yet. So that timeframe between, they might be working on one of the bakeries in the city, or one of the warehouses fulfilling orders."

³ The waitlist data DESE keeps does not specify between those waiting to enter Adult Basic Education classes and those awaiting class seats for English for Speakers of Other Languages. However, in Brockton current enrollment in ESOL is much higher than for ABE, making it likely that the majority of those on waitlists are likely seeking ESOL.

Food Insecurity and Basic Assistance

Inflation has caused considerable stress to Brockton's population, with food prices rising over 10 percent year-on-year and fuel and utilities prices rising over 35 percent between 2022 and 2023.⁴ This unfortunately also coincided with the closure of many smaller food pantries during the pandemic and the end of many pandemic-era federal programs that offered basic assistance. The rise in prices has led to food pantries becoming a way of life, rather than something used in emergencies, as more and more income is diverted to heating and electricity and both Supplemental Nutrition Assistance Program (SNAP – food stamps) and Temporary Assistance for Needy Families (TANF) have reduced funding and tightened requirements post-pandemic. One in three households in Brockton received cash public assistance or food stamps/SNAP in 2021, but qualitative research seems to indicate that ratio has decreased recently. Utility payments, previously on hold due to a pandemic moratorium, are now quickly piling up as many families are forced to choose between utilities and other basic needs. Demand at food pantries has only gone up over time, while temporary aid during the pandemic has receded.

Despite these challenges, there remain numerous food pantries and basic assistance providers in Brockton. Organizations like the Salvation Army and My Brother's Keeper provide food, rent, and utility assistance, and many smaller organizations and churches host food pantries at various times during the week (see **Figure 12, 13, and 14** and **Appendix: Data Tables, Table 12 Food Pantries in the Greater Brockton Area**). In 2022, The Greater Boston Food Bank (GBFB) partnered food pantries distributed nearly 2.3 million pounds of food in Brockton. This equates to more than 1.9 million meals for those in need, and an estimated 12,500 families served per month across the city. Based on estimates from GBFB, in 2022 Catholic Charities alone distributed almost 16 percent of all food from Brockton food pantries, over 358,000 pounds, which provided nearly 300,000 meals to over 9,600 families over the course of the year.

These efforts, however, have not been enough to meet the growing need. According to the Greater Boston Food Bank's Third Annual Statewide Report, 70 percent of food insecure households in Massachusetts had to choose between food and paying utilities, and 64 percent had to choose between rent or mortgage payments. Using estimates from this report, approximately 40,000 people in Brockton are facing food insecurity, and one in four households in Brockton have had to choose between buying food and affording other basic costs such as utilities or rent. Providing basic assistance to families can allow them to buy enough food. Catholic Charities South has seen an increase in applications for this reason, as many residents now face shut down notices for non-payment after they had gotten used to not paying during the moratorium. As a local emergency food and shelter provider stated:

"During the pandemic we received numerous grants and foundation assistance to help those in need. We were pleased and surprised but also knew it wasn't going to last forever. As we came out of the pandemic we saw the funding dollars decrease with new grant cycles. The problem is that the need continues to be great for those who, like all of us, are paying increased prices at grocery stores, gas stations and to utility companies to keep our lights on."

Many parents rely on school to provide two meals a day and struggle to make up the deficit in the summer. Summer camps run by organizations like the Boys & Girls club often provide meals to children but are not run consistently enough to provide a continuous supply of meals between the school year and summer, and even

⁴ Using official CPI data from the Bureau of Labor Statistics for February 2023, Boston-Cambridge-Newton MSA

the Boys & Girls Club, which is one of the largest providers, only has the capacity to serve around 400 people per day, leading to increased strain on food pantries.

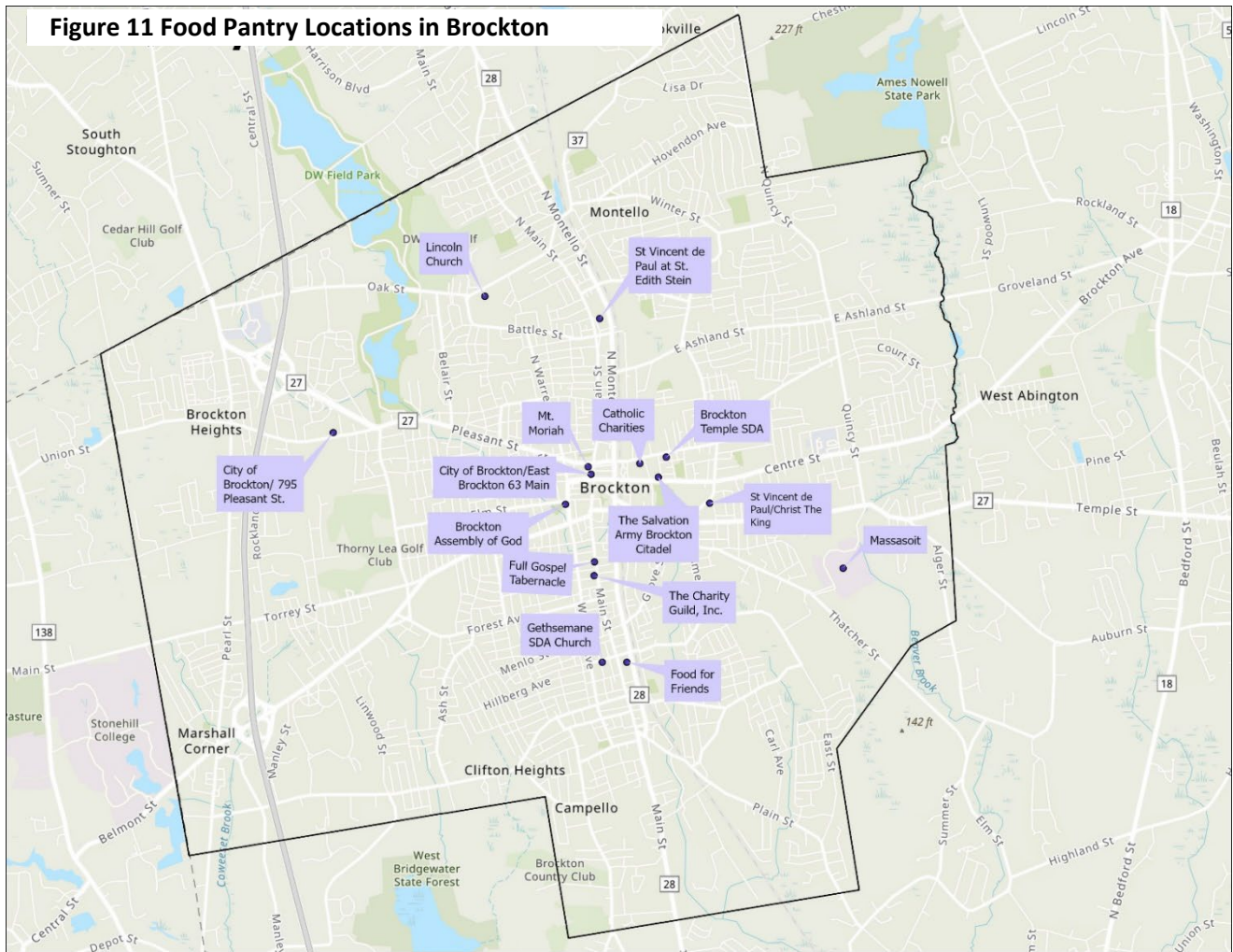
Many organizations have begun to open food pantries to try to make up for this deficit, but these efforts suffer from a severe lack of coordination that more longstanding food pantry providers are aware can create inefficiencies which can further allow food scarcity to persist. For example, in many cases different food pantries/soup kitchens are operated on the same schedules, which can lead to days where the supply of food exceeds demand, causing food waste, and days where there is not enough food available for those in need.

Coordination, especially in terms of operation schedule, but also in terms of geographic coverage, through communication and planning across agencies would ensure pantries are present, consistently available, provide better coverage throughout the weekends and the workweek for working families and individuals, and are well-stocked with fresh foods and staples to efficiently serve all residents in Brockton. Currently The Brockton Area Hunger Network, BAHN, led by The Charity Guild, provides coordination on intake and information on coverage for many of the major food pantries. More on this important effort, following the tables. As need continues to be pressing for many locals, filling in complementary coverage and resources are still needed to extend further.

While many depend on food pantries each week for basic food needs, the approach of providing efficiently from pantries was identified as a tension point with potential donor interest in broader food systems. Despite the expense, some donors are interested in funding involved food-growing projects like community gardens or prefer projects to offer only organic food which, while commendable initiatives on their own, impact the direct funding for food pantries and, while they are attractive, reduce monetary efficiency for the objective of supporting those who depend on pantries for food for meals when larger Massachusetts farms provide fresh foods in a relatively local system in a far more efficient manner, as funding is siloed into smaller initiatives that do not benefit from the economies of scale enjoyed by larger providers. As an example, one of the larger organizations stated:

“You had 20 food pantries opening up, tiny, open one day a month. The food is going bad, I mean people are lining up there one day, and they're lining up over there the next, and of course the folks that were more professional said, I wish these churches would just give us the money because we go up to the [Greater] Boston Food Bank and for 35 cents a pound we could buy a lot more food than what they're doing, which is asking their 200 parishioners to bring in spaghetti this week, or bring in sauce...we're not really doing it in an efficient way.”

To provide information on food pantry coordination, as well as to provide an example of how asset mapping and analysis can support communication, coordination and networking within a particular social service need area, the following map shows the locations of food pantries in Brockton and a schedule of the hours of operation was created across all the food pantries identified, following.



Source: Brockton Area Hunger Network and Brockton WIC Program, January 2020, MassGIS, ESRI

An interactive version of the map was also created, available here: <https://public.tableau.com/views/BrocktonFoodPantryMap/Sheet1>

Figure 12 Schedule of Food Pantries in Brockton, Monday – Thursday

	Monday			Tuesday			Wednesday			Thursday		
	8-12	1-3	3-6	8-12	1-3	3-6	8-12	1-3	3-6	8-12	1-3	3-6
Massasoit Food Pantry												
Catholic Charities Brockton												
Lincoln Church												
Brockton Assembly of God												
The Salvation Army Brockton Citadel												
Brockton Temple SDA												
Mt. Moriah Emergency Food Program												
Gethsemane SDA Church												
Full Gospel Tabernacle												
The Charity Guild, Inc.												
St Vincent de Paul/Christ the King												
St Vincent de Paul Food Pantry at St. Edith Stein												
Food for Friends Pantry												

Figure 13 Schedule of Food Pantries in Brockton, Friday - Sunday

	Friday			Saturday			Sunday		
	8-12	1-3	3-6	8-12	1-3	3-6	8-12	1-3	3-6
Massasoit Food Pantry									
Catholic Charities Brockton									
Lincoln Church									
Brockton Assembly of God									
The Salvation Army Brockton Citadel									
Brockton Temple SDA									
Mt. Moriah Emergency Food Program									
Gethsemane SDA Church									
Full Gospel Tabernacle									
The Charity Guild, Inc.									
St Vincent de Paul/Christ the King									
St Vincent de Paul Food Pantry at St. Edith Stein									
Food for Friends Pantry									

Combining the information from the map and schedule tables above shows pantries may be hard to get to for some in Brockton, both due to timing and if transportation to and from downtown is an issue, it could also limit access. Overall, the schedule represents an obstacle to people who work a typical 9-5 work week, and most of the food pantries in Brockton are in the center of the city along Route 28/Montello St. There are three other pantries on the map, two in the east and one in the west of Brockton: Massasoit Food Pantry and Saint Vincent de Paul - Christ the King's Food Pantry are the only pantries east of Montello Street and Saint Vincent de Paul - Christ the King is open only by appointment. To the west of Montello St., there is just one food pantry, Lincoln Church Food Pantry. There is also one of two WIC programs located to the west of Montello St., listed in the Appendix in Table 14, which is a more inclusive list of food-related services available.

The tables above show that working families may need additional times to access pantries as well. This list of Brockton's food pantries, when analyzed by schedule, shows most of the pantries are open during the week and very few are open on weekends. There were no pantries found which are open after 7pm. Of the 13 pantries located in the city, three are open at any point on Saturday and only one is open on Sunday (for two hours). Of the three food pantries open on Saturday, none are open weekly, only once or twice a month. Five out of the 13 food pantries are only open once or twice a month, and another is only open by appointment. Only two are open four or more days a week, from morning to late afternoon (Massasoit Food Pantry and Catholic Charities Food Pantry). This asset mapping of food pantries may not include every source of food, for example, church meals, school meals, delivered meals, and soup kitchens were omitted (for a wider list inclusive of some feeding programs, see **Appendix: Data Tables, Table 14** Food Pantries in the Greater Brockton Area). However, it shows there may be a need for after-hours and weekend food pantry locations, more distributed throughout the city. This method of identifying coverage in space and time for specific services could also be applied to other services and then communicated to those in need, including long-time residents as well as new arrivals, an example of the type of coordination and communication which a well-networked social services sector in Brockton could benefit from.

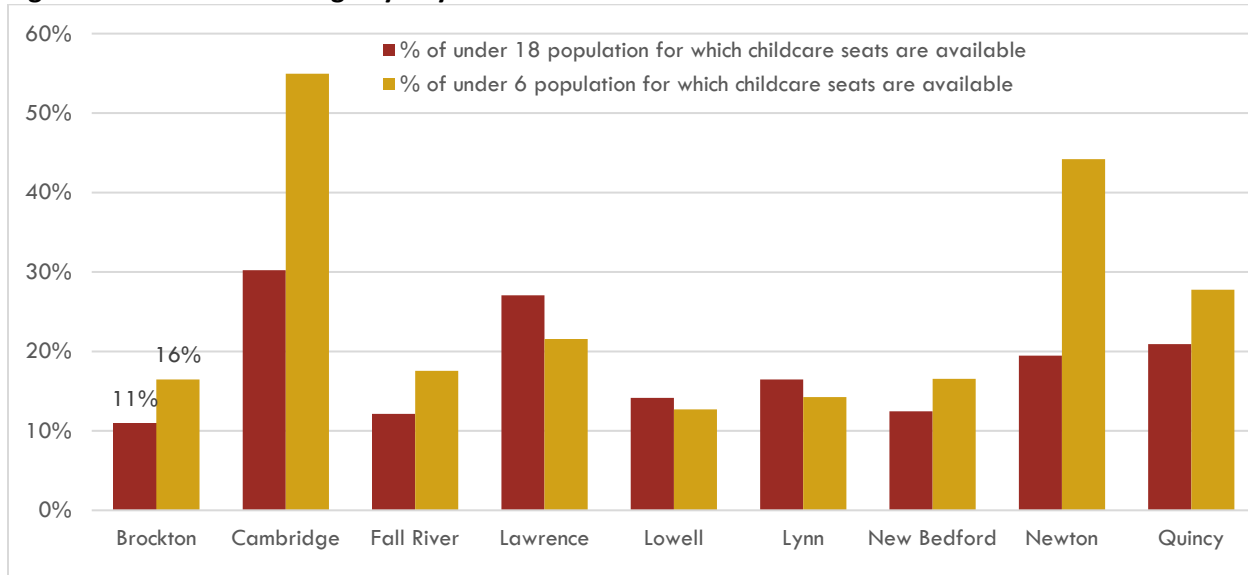
The Brockton Area Hunger Network, BAHN, a coordination network of food providers, led by The Charity Guild, includes most of the major food pantries in an initial effort to coordinate this work starting in July 2020. The following year they launched the BAHN Cooperative Intake Program, which was designed to better understand Food Insecurity specifically in Brockton by having program partners utilize the same client intake software program, increasing their ability to better address the needs of their clients, together. By streamlining the intake process, they have decreased client wait times, and they provide clients with a flyer for quick reference for places they can receive food assistance Monday to Saturday. The partners share resources, including access to food, when possible. BAHN is committed to working together to coordinate and provide services to better serve the community, which could be supported and further built upon. The program partners are: Boys and Girls Club Metro South; Brockton Public Schools; Catholic Charities Food Pantry; The Charity Guild Food Pantry; Full Gospel Church Food Pantry; Salvation Army Food Pantry; and Massasoit Community College Food Pantry.

Childcare and Youth Services

Rising prices have also had an adverse effect on Brockton residents' ability to afford childcare, as more and more income is required to meet other basic needs. Census data from 2021 shows that approximately 37 percent of Brockton households have children under the age of 18 living in them, for a total of around 27,000 children. Of these, approximately 14 percent, or around 3,700 children, live in households with income below the poverty level. Nearly 43 percent of children in Brockton, or around 11,500, live in households with Supplemental Security Income (SSI), cash public assistance income, or Food Stamp/SNAP benefits, which can make the difference

between falling on one side or the other of the poverty line. Of these, approximately 30 percent of children in these households, or around 3,400, are under the age of six. While all families likely need childcare at some point, for this analysis it was assumed that households who already receive government assistance would be most likely to need further assistance to afford childcare, and that children under the age of six are not yet able to attend school every day in lieu of childcare (and for older children, school typically ends before the traditional work day is over, as well). Some two-parent households may be more able to provide their own childcare, however, ACS estimates show that both parents work in approximately 85 percent of households with children under the age of six in Brockton.

Figure 14 Childcare Coverage by City



Source: MA Department of Early Education and Care Licensed and Funded Programs, July 2023, and US Census Bureau ACS 1-Year2021

The City of Brockton’s social services office has seen an influx in requests for childcare financial assistance subsidies for parents and guardians and heard calls for more low-cost daycare options. The Massachusetts Department of Early Education and Care (EEC) provides some income-tested subsidies for licensed daycare programs. However, the subsidy reimbursement rates are regional, and they are lower than the cost of providing childcare. While the rates were recently increased, the EEC has recognized this is not enough, and is currently in an exploratory research phase to retool the rates with an eye to equity, including how many children are in need of childcare and getting rates closer to regional costs of doing business. However, the costs in the Southeast region, which includes Brockton, will never be as high as in some areas, in particular, the Boston Metro region. Increases to the reimbursement rates could help support childcare providers and workers as well as potentially increase the number of seats providers are able to offer (the number of subsidies available to parents and guardians are limited as well). Currently 1,308 childcare seats for children under 6 are listed by EEC in Brockton and there is a waitlist of an additional 765 Brockton children under age 6.

The lack of affordable childcare has a particularly harsh knock-on effect on employment, as parents are stuck in a cycle where they need childcare to be able to work but need to work more to afford childcare. Both childcare and youth services are needed, as this gap extends past just young children; as one interviewee put it:

“We need more after-school programs. We have the Boys & Girls club up until 13 or 14 years old, but after that there’s nothing for them to do in the city. We don’t even have a movie theater.”

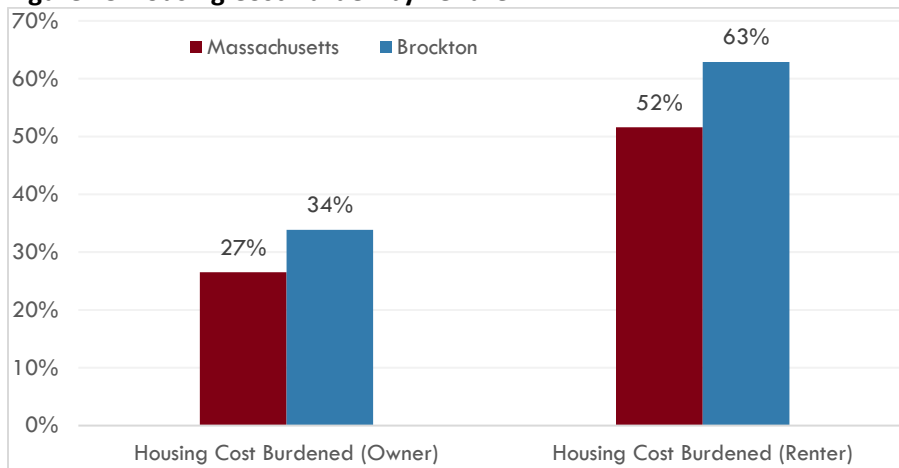
As mentioned in that interview, the Boys & Girls Club is the largest provider of after-school programs, with over 2,800 children served in the first six months of 2023. The YMCA also provides various youth development and childcare services on a large scale. Outside of school hours and during the summer, these organizations are a safe place for young people to be, while providing opportunities to play sports, catch up on school, or develop leadership skills, among other options. Programs for older teenagers are not as common. Brockton After Dark, a city government led initiative, offers various activities for young people aged 13-20 from 6pm-10pm on weekdays; these programs, however, are only run during the summer.

Housing

Increased rent and home purchase prices have combined with rising utility and other housing-related costs to drive up rent out of reach of many people and is pushing long-term residents out of the city. White-collar workers, attracted by lower rent relative to Boston and the presence of commuter rail, have moved in to some pre-existing housing. Meanwhile most new housing developments are geared towards attracting more wealthy residents, while the stock of affordable housing has not increased as quickly. As one long-term resident put it:

“We have more buildings going up, but people can’t afford to live in the city on their own anymore without five roommates. They’re moving out.”

Figure 15 Housing Cost Burden by Tenure



Source: US Census Bureau, ACS 1-Year 2021

A household is considered to be experiencing housing cost burden by Housing and Urban Development (HUD) when paying 30 percent or more of household income for their housing. Housing affordability is a pressing issue in Brockton: Brockton residents are more likely to be housing cost burdened, whether homeowners or renters, than Massachusetts residents as a whole. Renters are especially housing cost burdened, with 63 percent of Brockton renters paying 30 percent or more of their income for housing. Comparing the housing affordability issues for local homeowners to the rental affordability for local renters, Brockton follows a similar but even slightly more intense trend as is transpiring across Massachusetts, with renters about twice as likely to be housing cost burdened than homeowners. This data, combined with the input of residents and stakeholders, strongly suggests there is high need for housing affordable to Brockton residents. This issue is pressing across

the state and is especially challenging in Brockton, where income is not consistently high enough at the local home purchase and rental prices to support affordability for much of the population.

The lack of safe, affordable housing for residents, and homelessness, have both become serious issues as a result. One of the main causes identified by participants for current housing issues is the lack of long-term planning and partnership-building by local and state government. Due to a lack of consistency in both governance and social service providers, which will be touched on in later sections, short-term solutions like rent subsidies and utility credits have been the most common approach to the housing issue, but these solutions have not kept up with rising prices. Current estimates from the Massachusetts Executive Office of Housing and Livable Communities' Subsidized Housing Inventory shows 4,494 state or federally subsidized housing units in Brockton as of June 2023, which does not include mobile vouchers, such as those which move with a tenant for Section 8. Interviewees report that apartments that are affordable (and even some that are too expensive) are often so badly maintained that they cannot pass the inspections required to be covered by federal programs. The lack of housing within reach has put increased pressure on many aspects of life in Brockton as families are forced to leave the community, and Brockton's school system has felt the crunch. As one focus group participant noted:

"We have about 17,000 students in the school systems, both private and the public. However, those numbers are dropping to the point where we're losing roughly, \$20,000 per child leaving the city. We're looking at a close to a 20-million-dollar deficit this coming year, which is going to result in layoffs and us re-shifting because of the loss of families and students in the school system."

Solving the housing issue requires long-term planning, coordination, and investment on behalf of the private and public sector. Relationships need to be built at the community and state level to properly address this issue and the city needs to play a leadership role in navigating those relationships to ensure an alignment of priorities between communities and investors.

Father Bill's & MainSpring, the main provider of homeless shelters in Brockton, has by all accounts done a commendable job, and has ramped up capacity by purchasing new properties to convert to housing. The National Alliance to End Homelessness' (NAEH) State of Homelessness: 2023 Edition estimates that 1,008 people homeless on a given night in 2022 across the Continuum of Care (CoC) that includes Brockton. The NAEH report determined that there were enough homeless shelters across the CoC to house 100 percent of families, as family shelter is a right in Massachusetts, and only 66 percent of individuals on a given night in 2022. However, given that the CoC contains Quincy, Weymouth, Plymouth City, and the rest of Plymouth County, it is unclear how accessible and available these shelters are to Brockton's population, and how well-matched homelessness resources are to the places where they are needed in the region. However, the focus on rapid expansion has caused issues around the new shelters, particularly those recently constructed in the business district. Much of this is due to little support for the homeless population outside of overnight shelters. People experiencing homelessness, on top of lacking housing, also face the same economic pressures that the rest of Brockton is facing, but can miss out on services because they do not have an address. Interviewees also noted that some homeless people suffer from substance abuse and need detox and rehab support that is not currently widely available.

Mental and Behavioral Health

The increasing cost of living in Brockton, combined with the lingering effects of the pandemic and the growing homeless population, have contributed to increased need for mental health services. Based on Census race/ethnicity data and mental health prevalence numbers from the National Institute of Mental Health, it can be estimated that nearly 26,000 people, or approximately 1 in 4 Brockton residents, would benefit from mental health services.⁵ Respondents indicated that Brockton is in need of an established, trusted organization to provide mental health services, as the current service sector is highly fragmented, with many different small establishments serving specific service areas such as general mental health, developmental disabilities, substance abuse, and domestic violence, among many others.

The largest general mental health providers in Brockton are BAMSI (Brockton Area Multiservices Incorporated) and the Brockton Neighborhood Health Center, with both offering a range of services covering areas from developmental disabilities to general behavioral health counseling. There are also more specialized organizations such as Family and Community Resources which focus providing therapy and support to domestic abuse survivors, and larger organizations like the YMCA and Salvation Army which offer mental health and substance abuse services along with many other unrelated services.

Brockton is especially in need of bilingual services, but cost continues to be a barrier for organizations that are interested in offering mental health or substance abuse counseling:

“There...specifically is a lack of bilingual and bicultural mental health services. Part of that is because there is not funding to pay for mental health services. Third party billing is never going to pay what a therapist wants today, and we can't attract them to come to the Brockton area to work because they can make much more money working on their own at home or going to Boston to work.” – a representative from Family and Community Resources, Inc.

Smaller cultural organizations such as Haitian Community Partners, the Latin Women's Association, and Cape Verdean Women United make efforts to provide counseling sessions but need more advanced training and funding. Haitian Community Partners identified a gap in mental health services provided in Haitian Creole, but despite numerous volunteers, they were still working hard to find and afford professionals to train them.

Interviewees and focus group participants who were either members of or had worked closely with the Haitian, Cape Verdean, and Latino communities all identified serious issues with domestic violence, and much of their current counseling is directed towards coaching domestic abuse survivors on how to escape their situation, or how to work towards being able to escape if they are currently unable. Members of a local job training center identified domestic violence as a common reason women are unable to complete their training, and a local government official said she has heard that around 80 percent of calls are around domestic violence.

Job Training and Additional Job Services Support

According to data from the Bureau of Labor Statistics, Brockton's unemployment rate of 3.9 percent is higher than the state average of 2.2 percent. Census data shows that labor force participation, which includes employed people and those looking for work while on unemployment, is higher among working age people in

⁵ https://www.nimh.nih.gov/health/statistics/mental-illness#part_2539

Brockton (18- to 64-year-olds) at 85 percent, compared to 80 percent statewide. Because the data include unemployed people in the labor force, this suggests that more people in Brockton are actively searching for work but are less likely to find it than people in the labor force are in Massachusetts overall. Unfortunately, this has coincided with job training programs suffering considerably in Brockton as many residents struggle to meet their basic needs. In an interview with the management of MassHire Career Centers in Brockton, the largest job training provider in the city, they noted that in the past few years the services they offer have moved from reviewing resumes and connecting people with job training, to needing to connect people to far more resources. As John Murray, Director at MassHire Greater Brockton Career Center put it:

“One of the things that affects us is people’s ability to be able to accept a job. If people are worried about housing and food and domestic violence, and my kids getting fed and able to get to school, then you know, finding a job might be number five on the list. There’s much more of a need now for the services to be intertwined, so the person can get the full spectrum of services for success, because it doesn’t do us any good to get somebody a job if they can’t get to work.”

Recommendations

Expand Core Services

The English language lessons (ESOL), Certified Nursing Assistant training, and food pantry provided by Catholic Charities South are considered very high quality and should be the focus of expanded services. Catholic Charities teachers and direct service staff in Brockton see a benefit from expanding programs, particularly ESOL, job training, and basic needs services, including transportation vouchers, and adding new programs such as immigration services, legal services, and childcare. Participants in interviews and focus groups also named immigration services and food pantries as areas intense need in Brockton that Catholic Charities would be well-suited to cover. A representative of Family and Community Resources reflected:

“Catholic Charities, in all forms, plays a very pivotal role. I think it will become more important as the population grows with the influx of the wonderful immigrants that have come into our community. They’ve always had a really good way of working with the immigrant population and knowing what the services were that they were able to provide. They’ve always been a good partner in the community”.

With appropriate space and staffing, there would be particular value in Catholic Charities expanding the Certified Nursing Assistant (CNA) training and ESOL classes. Many interviewees and focus group participants specifically named the CNA program as something they admired about Catholic Charities and something that they had recommended many of their own clients to. Increasing the capacity of CNA training would address increased and continued need and job training, particularly in nursing assistant and other health careers. This would respond to the needs of both underemployed and unemployed residents and employers in a city where health care is a leading industry. The ESOL program offered by Catholic Charities is certified and licensed by DESE, and is staffed with teachers, not volunteers. This has led to admiration from others in the social service sector and strong outcomes for graduates who often move on to further education. Expanding classroom space would accommodate both programs, while also being general-use enough for other potential services, such as collaborating with local childcare providers or hosting planning meetings with other social service organizations.

Facility Location and Structure

Catholic Charities South’s current building is in a good location and easily accessible by public transportation for people who are seeking out their services. However, for those who do not already know about Catholic Charities South, it was remarked on multiple times that the building can be difficult to spot and is not highly visible, contributing to lack of awareness of the facility. Interviewees and focus group participants described the location of the current building as “tucked away” and not at the “front door” of the area, and that they felt Catholic Charities had a higher profile when the building was on North Main Street. One focus group participant described it as “on a prime route, but not in a prime area” leading to the issue that “people don’t always realize it’s there.”

Interviewees consistently reported that, while Catholic Charities South is highly respected in the social service space, many Brockton residents do not seem to be aware of where the Catholic Charities South building is, what

services are offered, and whether services are available to non-Catholics. CCS staff theorized that this could be due to CCS' tendency to avoid big showy projects, and that is not something likely to change.

Focus group participants suggested several potential advertising avenues that they had not seen Catholic Charities South make use of in the past, including leveraging CCS' connection with local churches to spread awareness of their activities, placing advertisements on Facebook, and making use of student facilitators at local schools who are able to place notice for parents in students' backpacks. However, respondents cautioned that any big advertising push would need to go hand in hand with expanding capacity to serve more people with more staffing, as CCS already serves hundreds of Brockton residents a week without additional advertising.

Capacity would need to be increased both in terms of staff hours or number of staff as well as program space. Hiring shortages are already affecting CCS' currently offered services, as workers are able to command high wages in a tight labor market. Students from local colleges could potentially be used to plug some staffing holes in currently offered projects, but any expansion into new programs will likely require hiring highly skilled staff at market prices. For program space, interviews suggest expanding warehouse space and adding more loading docks for the food pantry services, and building additional classrooms that could be used for both CNA and ESOL classes.

One suggestion from a participant was for a potential new space was to work with other organizations to create a multi-tenant shared space. Similar initiatives have found success in places like the NonProfit Center in Boston, which offers multiple floors of offices at below market rates, as well as collaborative spaces in meeting and conference rooms. Such a space would encourage collaboration between tenant organizations and the large meeting spaces would provide an opportunity to hold events with both outside organizations and the public. Some participants offered feedback that the current Catholic Charities location and set up can feel less welcoming, so a larger collaborative space with dedicated spaces for public engagement and people available to greet and orient walk-ins could alleviate those concerns.

Network Coordination

Respondents reported the Brockton social service sector could benefit from more coordination, and most providers recognized the negative impact a lack of coordination was having on their operations. Most interviewees responded positively to the idea of working more closely with Catholic Charities. Current partners with Catholic Charities South expressed their appreciation of the partnerships and experienced overall positive impacts on their own organizations. Other organizations often refer individuals and families to Catholic Charities, specifically for services offered in the past and the present such as ESOL classes, nursing assistant classes, the adoption program, and the food pantry. Previous collaborations have included presentations from other organizations, such as Family and Community Resources giving a presentation through their domestic violence program, as well as food pantry collaborations where food was dropped off to a shared location and Catholic Charities South picked up some of it for their food pantry while the other portion remained at the collaborating site for distribution. Catholic Charities currently participates in the Brockton Area Hunger Network.

Food pantries in particular were identified by participants in interviews and focus groups as an area with overlap, where an established organization like Catholic Charities could increase efficiency if it served as the distributor and potentially coordinator for food pantry activities, providing warehouse space and trucks and

leveraging its connection to the Greater Boston Food Bank. Other organizations could provide funding and labor, as well as satellite sites rather than spending extra money to set up their own food pantries and obtaining food at retail as opposed to wholesale. Catholic Charities currently performs this on a small scale, picking up food from the Greater Boston Food Bank for the Girl and Boys Club in Brockton. An improved communication network or environment including more participants in BAHN as well as coordination for coverage in time and space would also be of benefit among pantries and across all social service providers.

While such a model of coordination can be more efficient, there are obstacles that have limit how deeply this collaboration can run, in terms of which food organizations can participate in which ways. While Catholic Charities is one of the largest member agencies of the Greater Boston Food Bank, this advantage comes as a result of inspection, health, and access guidelines and therefore cannot share the food it receives from GBFB with other food pantries, including the many unregulated ones. Organizations that want to join any future network, if they wanted to receive food from the Food Bank, would need to follow the same health and safety as well as access guidelines in order to become members of the Greater Boston Food Bank. While organizations would not be able to share allotted food, members who meet Greater Boston Food Bank guidelines could still coordinate opening hours, food transportation, funding, and labor. Catholic Charities could work within the Brockton Area Hunger Network to push these guidelines in an effort to standardize food pantry operations in Brockton, or possibly provide technical assistance to those currently not meeting the guidelines, however, churches which only provide food to exclusively to their membership cannot qualify, as this is one of the access requirements. Greater coverage and more access to food is needed to meet the conditions for local residents.

More generally, many funders attach stipulations to their donations that would require an organization to provide their own food pantries or offer certain types of food outside of what CCS normally supplies. In some cases, food pantry funding is contingent on providing other types of services that are not directly aimed at feeding as many people as possible, such as requirements that the funded organization run a garden or urban farm, or only provide organic ingredients. Some organizations are also concerned that if they cease offering certain services in the name of overall efficiency, their funders will leave to whichever organization will offer the services they are interested in funding. In the words of a few interviewees:

“Everyone has their own criteria or funding source that they have to provide stuff for.”

“I've asked them to get together and talk about some of the stuff they're doing. They don't. I think there's some funding, some turf issues to be honest with you in terms of, you know they've cut out their piece, and they know who their funders are, and [coordination] doesn't seem to be something they're interested in.”

“Funding isn't coordinated... [We received] a list of some of what these... food pantries, specifically, are getting this money for, and it's for, you know, having a garden and growing your food and mass-producing vegetables, etc. We don't have the capacity to do that. We run a food pantry. We serve people five days a week, and we'll never have a farm with a garden.”

Respondents also highlighted a lack of consistency in the space, including in the government of Brockton. It is difficult to establish communication and coordination as the players, funds, and resources are inconsistent and change frequently. Promising collaborations often fall apart when a key member at a participating organization leaves and their replacement does not have the institutional knowledge or personal relationships to maintain interest from partners or even their own organization. Additionally, the two-year election cycle means that many projects that require a long-term vision, particularly housing, either lose funding before they begin to show results or are ignored entirely in favor of efforts that will bear fruit within a shorter time frame.

Respondents noted that social service organizations are increasingly centralizing as staffing costs balloon, leading to less specialized knowledge and increased responsibilities for each staff member. Where in the past a manager may have had multiple team members working on individual projects, many organizations now rely on that manager to cover all of those projects themselves, making it increasingly difficult to commit the staff hours necessary to plan collaborations and participate in network meetings as they struggle to meet even the day-to-day responsibilities of their positions. A representative of Family and Community services tied many of the issues together very neatly, stating that:

“Over the years, and I firmly believe it's because everybody's gone after all the money and the smaller programs sort of have fallen by the wayside, there hasn't been some way to connect the people who are doing the work. All the [people in leadership roles] get together at, you know, meeting after meeting. But I'm not the one answering the hotline, and I'm not the one trying to get a survivor to safety. I need my staff to be able to go out and connect with the people who are actually doing the work. I need my Haitian staff to meet with [Haitian Community Partner's] staff, for example, so that they can work together so that we're not trying to recreate something that we don't need to, because they're already doing it.”

Despite these serious challenges, participants still believe it is worth the effort to continue and expand opportunities for collaboration within the social services sector in Brockton. All organizations can benefit from collaboration, especially in collaboration with smaller, identity- and community-based organizations. Marline Amedee, a representative of Haitian Community Partners, noted:

“Collaboration is key, but I will emphasize that collaboration needs to be not only with the bigger organizations it needs to be trickled down to small organizations that don't have a heavy pocket to do the work. I'm closer to the community than a lot of bigger organizations, but smaller organizations are struggling to meet the needs of the community at large.”

Collaboration between small and large organizations can result in beneficial impacts for all—smaller, community-based organizations can then have access to increased resources, and larger organizations can then be better connected to and speak the languages of the populations and communities they are trying to serve. Catholic Charities expressed interest in meeting the large unmet need for high quality childcare in Brockton by collaborating with a local childcare provider to offer programming at a Catholic Charities site in Brockton. If successful, this could serve as a blueprint for ongoing collaborations with smaller organizations.

An alternative to coordinating programs directly through CCS facilities is creating a more communication-based coordination network. United Way of Greater Plymouth County currently runs a monthly meeting with most of the nonprofit agencies in Brockton, usually gathering between 20-40 executive directors and their staff, and is chaired by Beth Chambers of Catholic Charities. This group serves as a forum for discussion, events, referrals, and coordination including hiring staff and finding contractors to do work. Interviewees reported that the pandemic-driven switch to online-only meetings increased engagement, and more people tend to attend each meeting now than when the meetings were in person. Metro South Chamber of Commerce has also been suggested as a potential vehicle for increased coordination of services, as well as potentially reviving Community Service of Greater Brockton, which formerly served as an informal “Brown Bag” style meeting place for monthly meetings of 30-40 staffers from various organizations before falling by the wayside during the pandemic.

A low-cost option suggested was to work with one of these coordinating bodies to hire an experienced operations manager to start keeping track of the timing and resources allocated to different projects across all participating nonprofits. This work on its own would be useful, and could prevent overlap in services, but would also serve to highlight existing inefficiencies:

“If every organization said, you know, these are our activities. January we’re doing this, and then March this, and these are the resources we have, and these are the locations. If someone had that ability to pull those together, I think there’s enough bright people and well intentioned and smart people in this industry in Brockton that they’d start to realize ‘Why don’t we pull back? That’s been a loser for us for the last 4 years, why don’t we just give that to you, and then we’ll take on this over here.’”

A member of the Brockton Council on Aging suggested that a point person could also address the previously noted issues with the high turnover in the space, as this outside person could serve as a consistent voice holding long-term efforts together and educate new employees at members of the service network on ongoing collaborations.

Appendix: List of Organizations Involved in Interviews and Focus Groups

Boys & Girls Club of Metro South

Brockton Council on Aging

Brockton Lions Club

Brockton Public Schools

Catholic Charities of Boston

City of Brockton

- Department of Planning and Economic Development
- Mayor's Office

Family and Community Resources

Father Bill's & MainSpring

Haitian Community Partners

HarborOne Bank

MA House of Representatives, 10th Plymouth District

MA Office of Early Education and Care

MassDevelopment

MassHire Greater Brockton Career Center

Metro South Chamber of Commerce

United Way of Greater Plymouth County

Appendix: Needs Tables

Brockton is a community facing a variety of issues consistent with being a Gateway City community with lower income, higher unemployment, and vulnerability of recent immigrants as well as longtime residents with specific social service needs. Economic challenges are pressing for many, even though much of the pandemic support has passed. With these challenges come broad needs in the community around income, housing affordability, job training, childcare and youth services, aid for basic needs and food, as well as English for Speakers of Other Languages (ESOL) and immigrant services as well as mental and behavioral health support.

It is therefore potentially very helpful to take stock of the needs and how they are being met, or not met in the city of Brockton. It is difficult to precisely measure and appropriately and fully map need and the provision of relevant services. **More specifically**, it is hard to precisely measure the total demand and supply of social services for a variety of reasons, including the availability of data, consistency in how things are tracked and measured, overlapping or differing need for services, and other issues. However, asset mapping, as was done in this report for food pantries, can be clarifying. Mapping and analysis of the available places and times food pantries are available to people shows a need for sites which are accessible at times of day when working families can access the food they need, and in places from which people who may be without independent transportation can bring groceries home. While each of the six areas of need highlighted in this report differ greatly in the nature of services provided, making generalizations or summative, complete measures across them difficult. For example, appropriate coverage of supply of social services cannot easily be measured with existing publicly available or proprietary data, and estimation by employment intensity or number of firms (for example) would differ across each type of service needed. Nevertheless, to provide some numerical data on the state of things in Brockton, this appendix contains indicative key points in each of the six areas which identify and estimate need in Table 1, “Demand for Services” and some of the provision of social services is identified and noted where possible in Table 2, “Supply of Services”. Following these tables are methods sections for each identifying the sources and methods used to provide these estimates.

Beyond these data, the city could be well served by further asset mapping work and reference information connecting people in need to the services to help them, and further identifying gaps. This is work which could evolve to be connecting, potentially spearheaded by a coalition of community and nonprofit organizations, perhaps in collaboration with the city and with meaningful leadership or collaboration from Catholic Charities.

Table 1 Demand for Services

Immigrant services and ESOL	Food insecurity and basic assistance	Childcare and youth services	Housing	Job training	Mental and behavioral health
<ul style="list-style-type: none"> • 18,740 people over the age of five spoke English less than “very well” in 2021 • 88% spoke non-Spanish Indo-European languages (ex. Cape Verdean, Haitian) • 8% spoke Spanish • 4% spoke an Asian or Pacific Islander language 	<ul style="list-style-type: none"> • An estimated 40,000 people in Brockton are facing food insecurity • 1 in 4 have had to choose between buying food and paying for other basic needs such as utilities or rent 	<ul style="list-style-type: none"> • An estimated 3,400 children under 6 live in households with Supplemental Security Income, cash public assistance income, or food stamp benefits • In 2021, all parents worked in 85% of households with children under the age of 6 	<ul style="list-style-type: none"> • The majority of Brockton renters, 63%, paid more than 30% of their income for housing in 2021 	<ul style="list-style-type: none"> • Brockton’s unemployment rate of 3.9% remains higher than the state average of 2.2%. 1,835 people were unemployed as of June 2023 	<ul style="list-style-type: none"> • An estimated 26,000 residents would benefit from mental health services
<ul style="list-style-type: none"> • Nearly 1,000-person waitlist for DESE-funded classroom seats in Brockton in November 2022 	<ul style="list-style-type: none"> • 12,186 (approximately 1 in 3) households received food stamps in 2021 	<ul style="list-style-type: none"> • 765 children under age 6 on EEC waitlist as of August 2023 	<ul style="list-style-type: none"> • 1,008 people homeless on a given night in 2022 (Quincy/Brockton/Weymouth/Plymouth City Plymouth County Continuum of Care (CoC) covering all of the county together) 	<ul style="list-style-type: none"> • Along with higher unemployment, the labor force participation rate (employed people and those looking for work while on unemployment) is higher among 18- to 64-year-olds, 85% in Brockton vs. 80% statewide 	<ul style="list-style-type: none"> • Interviewees identified the presence of domestic violence, including in immigrant communities, with large percentage of police calls centered on domestic abuse

Table 2 Supply of Services

Immigrant services and ESOL	Food insecurity and basic assistance	Childcare and youth services	Housing	Job training	Mental and behavioral health
<p>The main service providers to recent immigrants tend to be cultural organizations such as Haitian Community Partners, the Latin Women’s Association, and the Cape Verdean Association.</p> <p>Each provides ESOL classes and general interpretation and translation services to:</p> <ul style="list-style-type: none"> • Fill out government forms • Apply for assistance with housing and employment • Acquire legal services • Any other task that may present a language barrier 	<ul style="list-style-type: none"> • Organizations like the Salvation Army and My Brother’s Keeper provide food, rent, and utility assistance, and many small nonprofits and churches host food pantries at various times during the week, but with time gaps for working people’s access (see Table 12) • Schools provide two meals per day to children during the school year, as do some summer camps in the summer 	<ul style="list-style-type: none"> • Brockton Boys & Girls Club has had more than 2,800 children attend their childcare services so far in 2023, their busiest pace since the pandemic • 70 children and young adults aged 13-20 attend Brockton After Dark on average 	<ul style="list-style-type: none"> • Father Bill’s & MainSpring is the main provider of homeless shelters in Brockton • Across the Quincy/Brockton/Weymouth/Plymouth City and County Continuum of Care (CoC) there are enough beds to shelter 66% of homeless individuals • There are enough beds to shelter 100% of homeless families, as family shelter is a right in Massachusetts 	<ul style="list-style-type: none"> • Brockton MassHire, the major job services provider in Brockton, served 5,863 customers in FY 2023 	<ul style="list-style-type: none"> • BAMSI and Brockton Neighborhood Health Center are the largest providers that provide most mental health services • YMCA and Salvation Army are large organizations that also provide general mental health services • Family and Community Resources focuses on domestic abuse survivors
<ul style="list-style-type: none"> • Qualitative research revealed that many churches offer ESOL courses, but their offerings are ad hoc and vary widely in terms of quality • DESE funded 580 ESOL slots as of November, 2022 	<ul style="list-style-type: none"> • Just under 2.3 million lbs. of food were served by GBFB- partnered food pantries in 2022 according to GBFB estimates • 1.2 pounds of food/meal/person is the typical conversion rate, for an estimate of just over 1.9 million meals served in 2022 • On average, 12,950 people were served each month 	<ul style="list-style-type: none"> • 1,308 childcare seats are provided by EEC licensed daycares open to children under 6 as of August 2023 	<ul style="list-style-type: none"> • There are 4,494 known subsidized housing units in Brockton as of June 29, 2023 	<ul style="list-style-type: none"> • In addition to MassHire, some organizations such as the YMCA, Cape Verdean Women’s United, and the Cape Verdean Association offer job training as well 	<ul style="list-style-type: none"> • Smaller cultural organizations such as Haitian Community Partners, the Latin Women’s Association, and Cape Verdean Women United make efforts to provide counseling sessions but need more advanced training and funding • Haitian Community Partners in particular noted a gap in mental health services provided in Haitian Creole

Method

Immigrant Services and ESOL

Demand

Demand for immigrant services and English for Speakers of Other Languages (ESOL) lessons was determined through a mix of primary and secondary data. ACS data from the most recently available year (2021) was used to determine the number of people in Brockton who speak English less than “very well”. A more in-depth language breakdown was available for Brockton in the 2015 ACS estimates, which shows that the speakers of “Indo-European languages other than Spanish” are essentially two-thirds Portuguese and Portuguese Creole (Cape Verdean) speakers and one-third French or French Creole (Haitian) speakers. Additional data analyzed from the Massachusetts Department of Early and Secondary Education (DESE) showed nearly 1,000 people on their waitlist for ESOL and Adult Basic Education (ABE) courses as of November 2022. The waitlist data DESE keeps does not specify between those waiting to enter Adult Basic Education classes and those awaiting class seats for English for Speakers of Other Languages. However, in Brockton current enrollment in ESOL is much higher than for ABE, making it likely that a majority of those on waitlists are likely seeking ESOL.

Supply

The only primary source available to count the number of ESOL seats on offer in Brockton was through DESE, which showed 580 funded seats in Brockton as of November 2022. Qualitative research revealed that Haitian Community Partners, the Latin Women’s Association, and the Cape Verdean Association also provide ESOL classes and general interpretation and translation services. Interviewees also said that many churches offer ESOL lessons, but their quality is much lower than DESE-funded courses.

Food Insecurity and Basic Assistance

Demand

Food insecurity rates by race were used from the Greater Boston Food Bank (GBFB) third annual statewide food equity and access report to estimate the number of people in Brockton facing food insecurity and the percentage of households that faced choosing between buying food and paying for other basic needs. 2021 ACS data was used to identify how many households received food stamps.

Supply

Data received from the GBFB was used to show how many people and how many pounds of food were served in Brockton by GBFB-affiliated food pantries in 2022. Qualitative research determined that many smaller organizations not affiliated with GBFB also offer food pantries at various points during the week, for which asset mapping and analysis of overall coverage by schedule and map both illuminate locations and times which are under-covered (see **Table 12**). Participants in interviews and focus groups also identified that schools are by far the largest providers of meals for children, and as a result food pantry demand is much higher during the summer when schools are closed even though summer camps fill some of the need, underscoring the need for school funding and participation among Brockton’s youth. The Charity Guild’s coordination of the Brockton Area Hunger Network created a good foundation. It started almost four years ago, includes most of the major food pantries, and could be built upon for further coordination and communication of resources across providers and for clients.

Childcare and Youth Services

Demand

The most recent available ACS data, 2021, was used to determine the number of children under the age of six who live in households with Supplemental Security Income (SSI), cash public assistance income, or food stamp/SNAP benefits. While all families likely need childcare at some point, for the purpose of this analysis it was assumed that households who already receive government assistance would be most likely to need further assistance to afford childcare, and that children under the age of six are not yet able to attend school every day in lieu of childcare. To determine this number, it was first identified that approximately 37 percent of households in Brockton have children under the age of 18 living in them, for a total of around 27,000 children. Nearly 43 percent, or around 11,500, live in households with SSI, cash public assistance income, or food stamp benefits. Of these, approximately 30 percent of children in these households, or around 3,400, are under the age of six. While two-parent households may be more able to provide their own childcare, 2021 ACS estimates show that both parents work in approximately 85 percent of households with children under the age of six.

The current waitlist numbers, from August 2023, for Department of Early Education and Care (EEC) licensed childcare seats for children under the age of six show a need for at least 765 seats on their waitlist.

Supply

To determine supply of childcare in Brockton, data from the EEC, Boys & Girls Club, and Brockton After Dark was obtained to provide insight into childcare for those under six and youth programs for older children. EEC licensed daycares provide 1,308 seats to children under the age of 6 in Brockton. An important note, however, is that these seats are broken down further by age (0-18 months, 3-5 years, etc.), so not all seats are available to every child in a given year. Boys & Girls club stated that they had served 2,800 children as of June 2023, and have seen a steady growth in program participants as Brockton comes out of the pandemic. Brockton After Dark sees an average of 70 participants in the summer.

Housing

Demand

The most recent available ACS data, 2021, was used to estimate that 63 percent of households in Brockton spent more than 30 percent of their income on housing costs (for rent or ownership/mortgage), which is the federal Department of Housing and Urban Development's definition of housing cost burdened. Data was also used from the National Alliance to End Homelessness' (NAEH) State of Homelessness: 2023 Edition. The smallest regional unit in their report is the Quincy/Brockton/Weymouth/Plymouth City and County Continuum of Care (CoC), which identified 1,008 people homeless on point-in-time count performed on a given night in 2022 across Plymouth County. More focused geographic detail is not publicly available from the HUD AHAR report nor from NAEH to furnish information on Brockton alone.

Supply

Through qualitative research, it was determined that Father Bill's & MainSpring is the primary provider of shelter to the homeless population in Brockton. Through focus groups and interviews it became clear that their capacity does not, however, have a large enough capacity to redress all homelessness in Brockton. Available quantitative data is not specific to Brockton, but it supports the same picture overall of individual homelessness

remaining. While HUD AHAR report and the NAEH report show that there were enough homeless shelters across the county-wide CoC to house 100 percent of families, as family shelter is a right in Massachusetts, but only 66 percent of individuals on a given night in 2022. Given the size of the area, it is unclear how available and accessible these shelters are to Brockton's population, and how well-matched homelessness resources are to the places where they are needed in the region. Another source used was the Subsidized Housing Inventory from the Massachusetts Executive Office of Housing and Livable Communities, which showed 4,494 state or federally subsidized housing units in Brockton as of June 2023.

Job Training

Demand

The Local Area Unemployment dataset from the Bureau of Labor Statistics was used to find Brockton's current unemployment rate and compared it to data from the same source for the unemployment rate for the state overall. In addition, 2021 ACS data was used to determine labor force participation rates for Brockton and Massachusetts.

Supply

Brockton MassHire is the primary provider of job training. They served 5,863 customers in FY 2023. Qualitative research revealed that some smaller organizations such as the YMCA, Cape Verdean Women's United, and the Cape Verdean Association offer job training, but at a much smaller scale.

Mental and Behavioral Health

Demand

Based on 2020 Census race/ethnicity data and mental health prevalence numbers from the National Institute of Mental Health, supported an estimate that nearly 26,000 people, or approximately 1 in 4 Brockton residents, would benefit from mental health services. Qualitative research also revealed a need for more counseling for domestic abuse survivors, especially in immigrant communities.

Supply

BAMSI and the Brockton Neighborhood Health Center were identified as the primary mental health providers in Brockton. YMCA and the Salvation Army also provide some general counseling services, and Family and Community Resources specializes in domestic abuse counseling. Smaller cultural organizations such as Haitian Community Partners, the Latin Women's Association, and Cape Verdean Women United make efforts to provide counseling sessions but are limited in how much they can provide due to a need for more advanced training and funding. Haitian Community Partners in particular was able to identify a gap in mental health services provided in Haitian Creole.

Appendix: Data Tables

Table 3 Housing Cost Burden

	MA	Brockton
Percent Housing Cost Burdened (Owner)	27%	34%
Percent Housing Cost Burdened (Renter)	52%	63%

Source: US Census Bureau, ACS 1-Year 2021

Table 4 Educational Attainment

Education Level	MA		Brockton	
Less than High School	439,192	9%	11,730	17%
High School or Equivalent	1,124,134	23%	22,608	33%
Some College (Incl. Associates)	1,071,006	22%	17,192	25%
Bachelor's Degree	1,250,748	25%	10,837	16%
Advanced Degree	1,049,675	21%	6,243	9%
Total	4,934,755	100%	68,610	100%

Source: US Census Bureau, ACS 1-Year 2021

Note: This data is calculated for the population aged 25 and older

Table 5 Race and Ethnicity

	Massachusetts		Brockton City	
Total:	7,029,917	100%	105,643	100%
White	4,748,897	68%	29,392	28%
Black	457,055	7%	35,656	34%
American Indian/Alaskan Native	9,387	0.1%	232	0.2%
Asian	504,900	7%	2,243	2%
Native Hawaiian/Pacific Islander	1,607	0.02%	28	0.03%
Other	92,108	1%	7,315	7%
Two or more races	328,278	5%	18,015	17%
Hispanic/Latino	887,685	13%	12,762	12%

Source: US Census Bureau, Decennial Census 2020

Note: Race groups exclude Hispanic/Latino people, Hispanic/Latino may be of any race

Table 6 Language Spoken by Limited English Proficiency Households

	MA		Brockton	
Spanish	67,306	2.4%	335	0.9%
Other Indo-European languages	61,456	2.2%	4,148	11.0%
Asian and Pacific Island languages	34,192	1.2%	69	0.2%
Other languages	6,109	0.2%	0	0.0%

Source: US Census Bureau, ACS 1-Year 2021

Note: Percentage given is percentage of all households

Table 7 Age

	MA		Brockton	
14 and under	1,113,416	16%	21,454	20%
15-24	936,552	13%	15,391	15%
25-54	2,754,812	39%	39,071	37%
55-64	963,496	14%	12,374	12%
65+	1,216,447	18%	17,165	16%

Source: US Census Bureau, ACS 1-Year 2021

Table 8 Median Income

	MA	Brockton
Households	\$89,026	\$68,067
White	\$94,510	\$67,958
Black or African American	\$60,232	\$74,068
American Indian and Alaska Native	\$40,833	\$56,400
Asian	\$108,555	\$66,732
Native Hawaiian and Other Pacific Islander	\$80,661	-
Some other race	\$51,926	\$67,128
Two or more races	\$67,602	\$59,083
Hispanic or Latino (of any race)	\$52,106	\$59,953
White, non-Hispanic/Latino	\$97,034	\$67,699

Source: Source: US Census Bureau, ACS 1-Year 2021

Table 9 Poverty Rate

	MA	Brockton
Poverty Rate	10.4%	12.3%
Male Poverty Rate	9.2%	9.7%
Female Poverty Rate	11.5%	14.7%
White	7.8%	11.8%
Black or African American	15.3%	12.1%
American Indian and Alaska Native	17.1%	-
Asian	10.9%	-
Native Hawaiian and Other Pacific Islander	-	-
Some other race	19.8%	7.6%
Two or more races	18.3%	14.6%
Hispanic or Latino (of any race)	23.6%	21.8%
White non-Hispanic/Latino	7.4%	12.2%

Source: US Census Bureau, ACS 5-Year 2017-2021

Table 10 Brockton Child Poverty Rate Trend

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Child Poverty Rate, Ages 5-17	18.4%	22.0%	22.0%	23.2%	23.3%	23.6%	20.6%	16.6%	14.6%	18.4%	12.6%	15.3%

Source: US Census Bureau, Small Area Income and Poverty Estimates (SAIPE), Brockton School District, 2010-2021

Table 11 Unemployment Rate

	MA	Brockton
Unemployment Rate	4.1%	5.3%

Source: Bureau of Labor Statistics, LAUS January 2023

Table 12 Place of Birth

	MA		Brockton	
	N	%	N	%
Native Born	5,757,235	82%	75,414	72%
Foreign Born	1,227,488	18%	30,041	28%
Total	6,984,723	100%	105,455	100%

Source: US Census Bureau, ACS 1-Year 2021

Table 13 Speakers of Other Languages Who Speak English Less Than "Very Well"

	Brockton
Portuguese or Portuguese Creole	7,114
French or French Creole	4,982
Spanish or Spanish Creole	2,885
Vietnamese	251
Chinese	182
Greek	175
African languages	134
Korean	79
Other Indo-European languages	70
Arabic	53
Italian	49
Polish	47
Scandinavian languages	35
Russian	35
Tagalog	27
Thai	24
Mon-Khmer, Cambodian	19
Hindi	14
German	11
Hmong	11
Hungarian	6
Total speakers of other languages who speak English less than "very well"	16,203

Source: U.S. Census, ACS 5-Year Estimates, 2011-2015

Note: 2011-2015 is the most recent period available in which Brockton data has English proficiency broken down by individual languages.

Table 14 Food Pantries in the Greater Brockton Area

Food Pantry	Time Open	Verification Status
<i>City of Brockton WIC (Pleasant St. Location)</i>	<i>Mon - Thu 8:15AM-5:30PM FRI 8:15AM - 1:30PM Sat 8:15AM-3:3 PM 508-588-8241</i>	<i>Not Verified</i>
Brockton Assembly of God - Food Pantry	Fridays 10-Noon except on Holidays 508-583-7222	Verified
Brockton Temple SDA Food Pantry	Last Wednesday of the month 9:30-11:30AM 508-588-0477	Verified
Catholic Charities Brockton Pantry	Mon-Wed 10AM-11:45AM, 1PM-2:45PM, Fridays 10AM-12:45PM 508-587-0815	Updated
<i>City of Brockton WIC (Main St. Location)</i>	<i>Tue 9AM - 5PM Two Wednesdays per month (2nd & 4th) 8:30AM-1:30 PM 508-894-3206</i>	<i>Not Verified</i>
Food for Friends Pantry	3rd Saturday of each month 8-10AM 508-586-9021	Not Verified
Full Gospel Tabernacle	2nd Tuesday 9AM-Noon 508-587-6785	Verified
Gethsemane SDA Church/ GCSDA	2nd Tuesday 10AM-11AM 781-344-2902	Not Verified
Lincoln Church Food Pantry	The 3rd Thursday of the month 2PM-4:30PM 508-587-8219	Updated
Massasoit Food Pantry	Mon-Thurs 10AM to 4PM, Brockton Student Center, Lower Level, Rm 136 508-588-9100-X1018	Updated
Mt. Moriah Emergency Food Program	<i>Tuesdays Noon-1PM & (soup kitchen)</i> Last two Saturdays/mo. 10-11:30 AM 508-588-08339 (food pantry)	Verified
<i>Soup Kitchen at Trinity Baptist Church</i>	<i>Last Tuesday ea/mo (community dinner) 5:00-6:00 PM 508-588-4668</i>	<i>Not Verified</i>
<i>Soup Kitchen Table at Father Bill's</i>	<i>Every day of the week but Tuesdays, Noon- 1:30PM, must arrive by 1PM</i>	<i>Not Verified</i>
St Vincent de Paul Food Pantry at St. Edith Stein	Sundays 11AM-Noon 508-586-6491	Not Verified
St Vincent de Paul/Christ The King Food Pantry	Only by appointment 508-586-1575	Not Verified
The Charity Guild, Inc.	Tues and Thurs 10AM-Noon, Wed 1PM to 2:30PM <i>Saturday & during week: seniors/homebound Food Home Delivery program</i>	Updated
The Salvation Army Brockton Citadel	Tuesdays and Fridays 1-3PM 508-583-1896 Clients can receive food once per month	Verified

Source: Brockton Area Hunger Network, UMDI Analysis

Note: Verified means the hours on the BAHN list were confirmed. Updated means different hours were found and updated from a more recent source than the BAHN list. Not verified means no additional source was found confirming the BAHN listed hours. *Non-food-pantry food services, such as soup kitchens, delivery feeding programs, and WIC programs, are in grey italics.*