

Big Sandy Area Community Action Program

Community Needs Assessment 2017

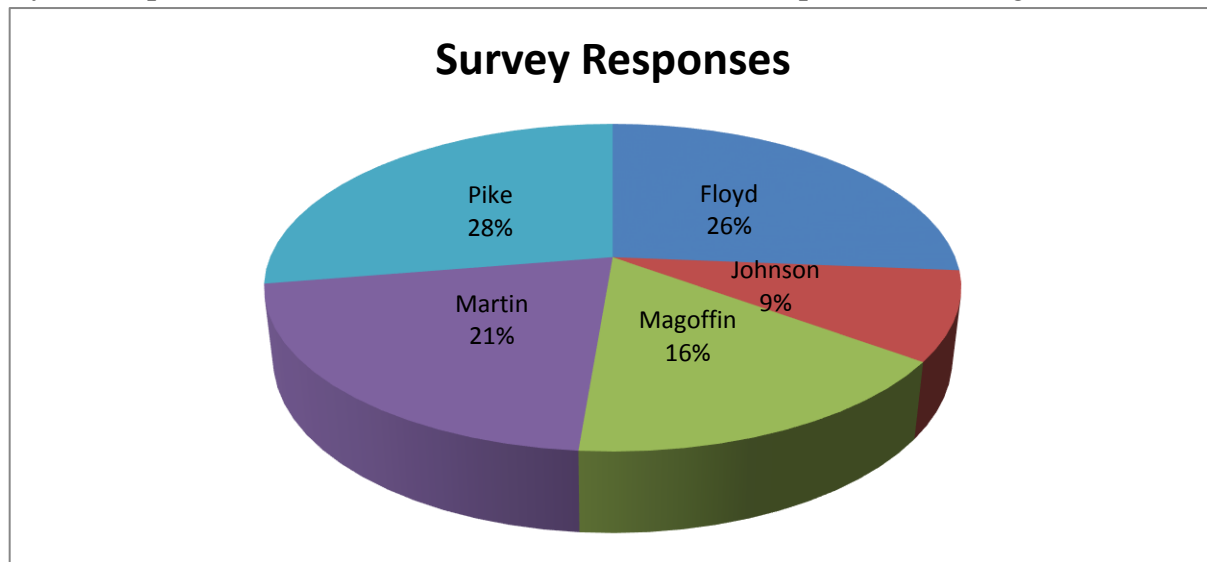


Needs Reported Through BSACAP Needs Assessment Survey

The annual needs assessment process was conducted by the Big Sandy Area Community Action Program from September 2017 to March 2017. Raw data was gathered from approximately 300 respondents using Agency assessment survey forms. In order to compile a comprehensive and accurate community cross section, assessment forms were distributed to community members throughout the five-county service region.

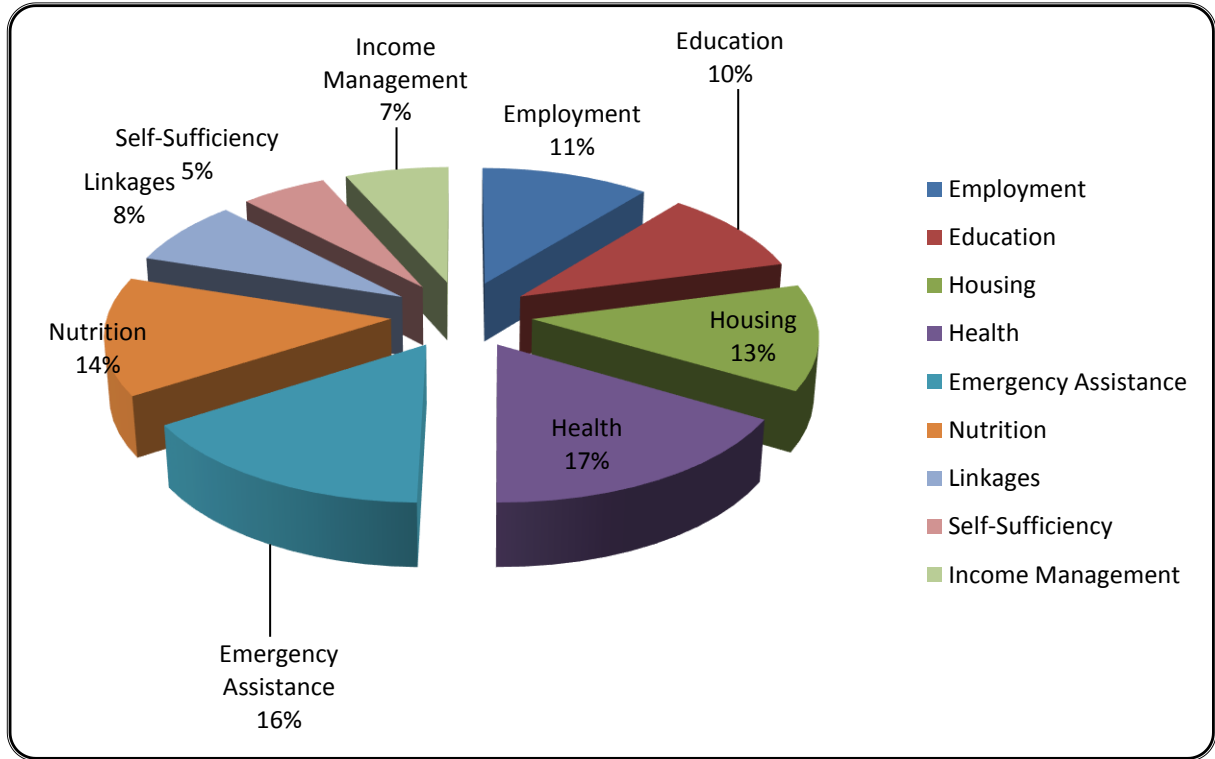
Assessments were completed by low-income representatives, individual program participants, and local service providers.

The complete results, as well as a list of locations that the surveys were conducted can be found in the appendices. The survey results were compiled and tallied after respondents completed the survey while in the presence of BSACAP staff. As proven by the responses, the needs for services that assist the impoverished are great.

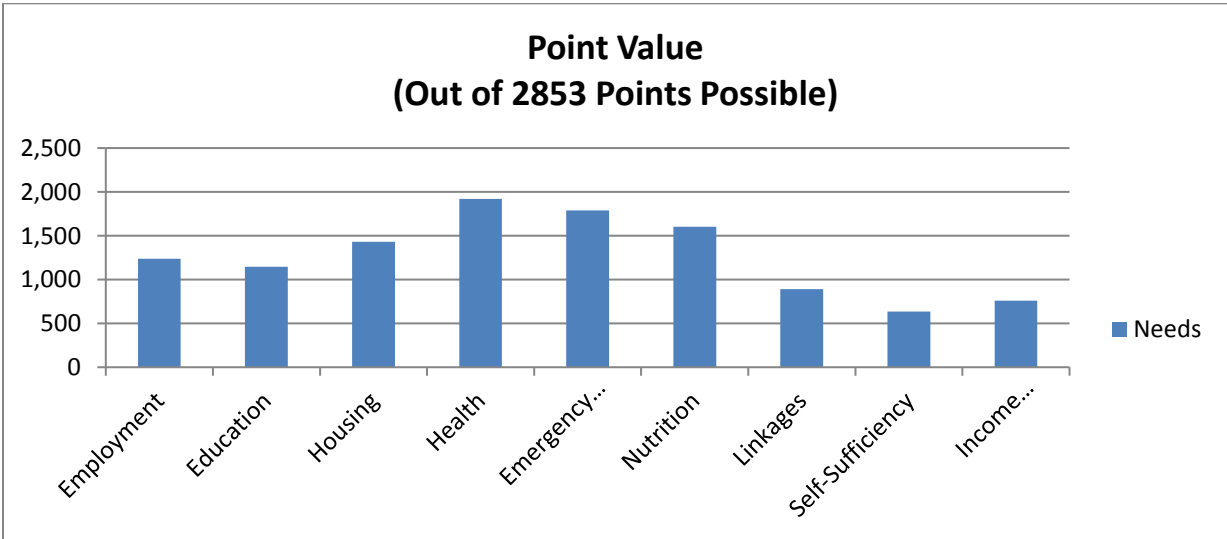


The graph above indicates the survey responses by county. As indicated, Pike County had the largest number of responses, but surveys were mostly evenly distributed throughout the BSACAP service area.

Question four of the survey asks respondents to rank the importance of potential services from 1-9, with 1 being the most important. The pie chart below indicates what the community ranks as the most important services needed. The results were used to rank the agency’s top priorities in the SFY 2017-2018 Plan and Budget Proposal.



The bar graph below shows another perspective of what the community ranks as the most and least important services needed. A point system was assigned to tally the survey results, and can be viewed in the appendices.



Health care was identified as the most needed service in the 2017 Community Needs Assessment. The largest barriers to healthcare, according to the survey results, are tied between cost & lack of health insurance. This forces many to visit emergency rooms (where they cannot be turned away because of a lack of insurance) for illnesses that could be resolved by family practitioners, pediatricians or other specialists.

Needs Assessment Results 2015, 2016, 2017

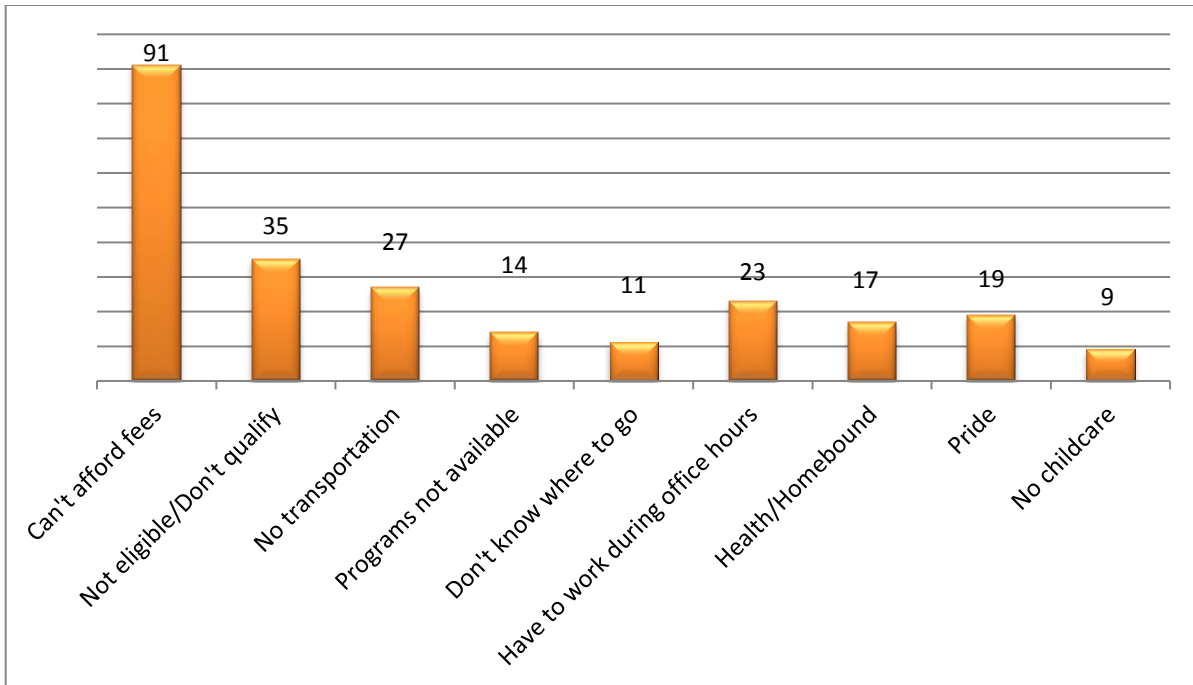
	2015	2016	2017
Rank 1	Housing	Health	Health
Rank 2	Emergency Services	Housing	Emergency Services
Rank 3	Employment	Employment	Nutrition
Rank 4	Health	Emergency Services	Employment
Rank 5	Education	Education	Education

Needs Reported

Utility Assistance	62%
Food	59%
Housing Repairs	42%
Vision Healthcare	39%
Dental Healthcare	37%
Clothing	35%
Prescriptions	31%
Medical Healthcare	22%
Employment	18%
Senior Services	16%
Disability Assistance	15%
Education	14%
Mental Healthcare	11%
Housing Loans	11%
Housing	10%
Childcare	9%
Legal Services	9%
Medical Transportation	9%
Job Transportation	8%
Elder Care	8%
Homeless Prevention	6%
Credit Counseling	6%

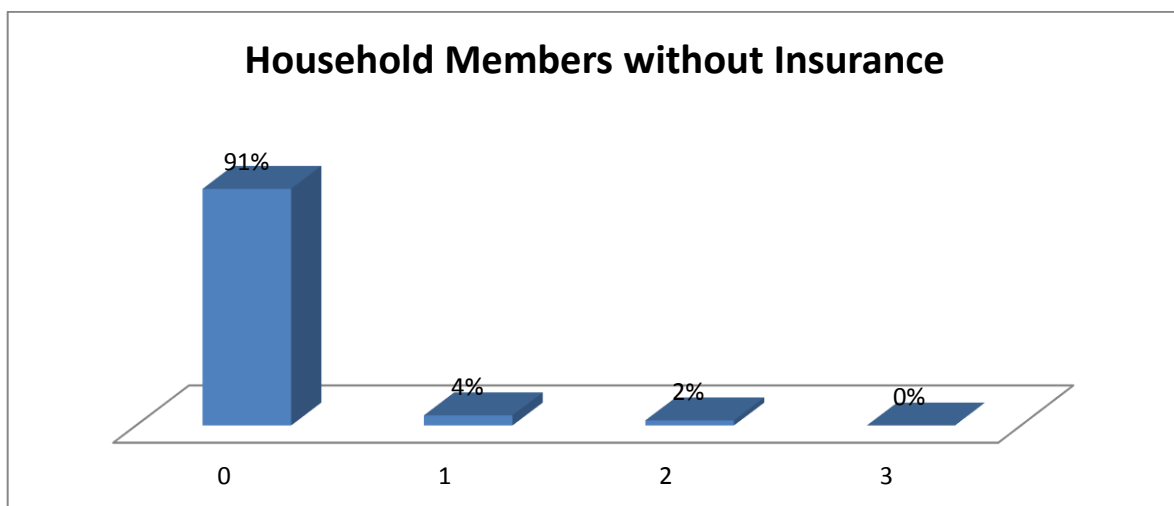
Number two of the Needs Assessment survey asks respondents to report the needs of their families. The table to the left shows what percentage of those surveyed claimed each need.

The reigning needs for families of the BSACAP region, according to these findings, are utility assistance, food, housing repairs, vision healthcare, and dental healthcare.



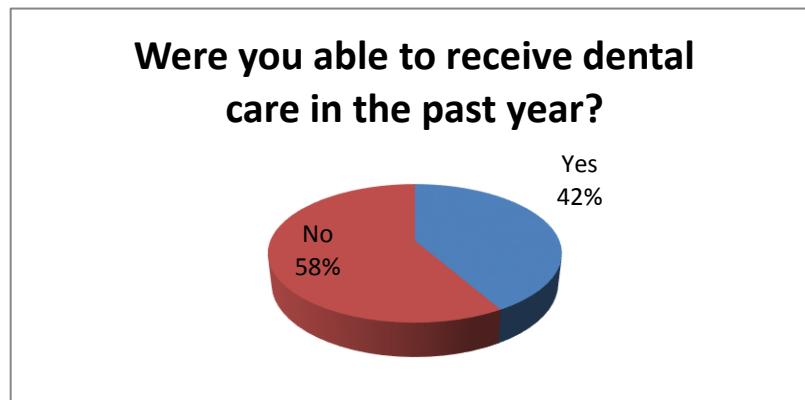
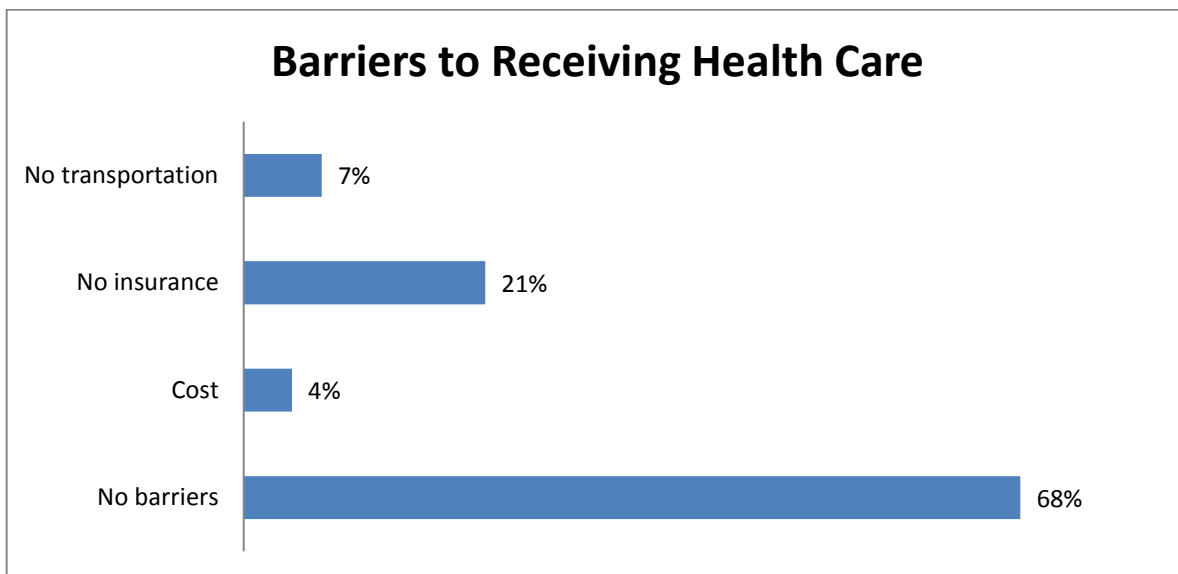
According to the people surveyed, the biggest problems in accessing services are required fees and the inability to afford them. On this question, respondents could choose more than one answer. Believing that they do not qualify for assistance was the next highest barrier. BSACAP must educate the public on what programs are available and how to receive them, as many of the “working poor” do qualify for services, but are under the misconception that they do not because they have income or are employed.

Lack of transportation and ignorance of where to go for help were also voted very problematic. BSACAP must continue to spread awareness of services offered and assist clients with referrals for transportation services. Of the people that answered this question on the survey, 35 believe that there are no programs that assist with their needs.

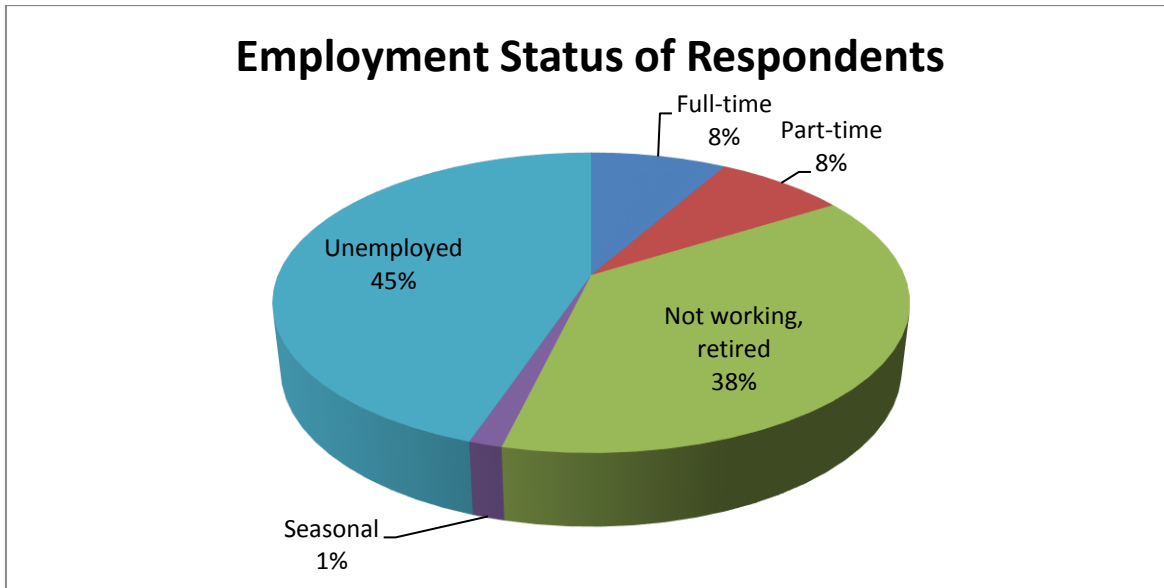


Question ten on the survey asks how many people within respondent's households lack health insurance. Ninety-one percent of people surveyed had zero residents in their homes without insurance. This has decreased since the 2016 needs assessment, which reported that fifty-eight percent of households surveyed had all members insured. The percentage of households that have one member without insurance (now 4%) has dropped from the 10% that was reported during the 2016 needs assessment. These results can be attributed to The Affordable Care Act, which has allowed access to free or low cost health care for hundreds of thousands of Kentuckians.

The bar graph below illustrates the responses to question number twelve, "What are you barriers to receiving health care?" The largest barrier to healthcare, according to the survey results, is lack of health insurance. This forces many to visit emergency rooms (where they cannot be turned away because of a lack of insurance) for illnesses that could be resolved by family practitioners, pediatricians or other specialists.



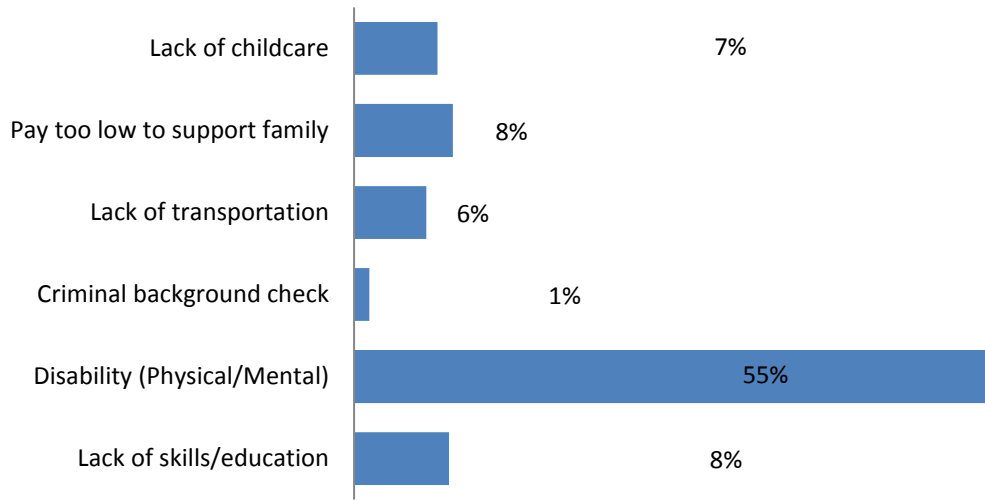
Unfortunately, the Affordable Care Act does not apply to dental or vision care. Fifty-eight percent of respondents that answered question 13, “Were you able to receive dental care in the last year?” answered that they were not.



Question six on the survey asks respondents about their current employment status. Surprisingly the number of people unemployed and not seeking work rose from 37% to 38% an increase of 1%. Another major change was the full-time employed increased from 3% in 2016 to 8% in 2017. While we don't know the cause of the change these people is our target for BSACAP's programs such as WIOA, JET, or other workforce and training programs.

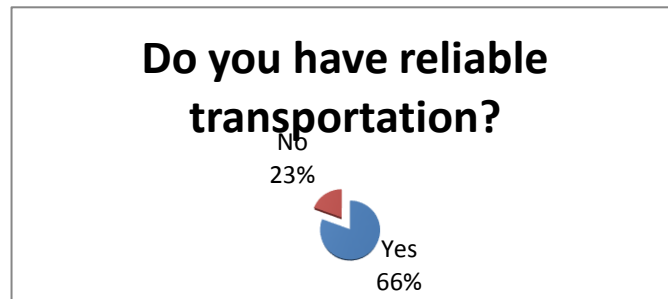
Thirty-eight percent of people that were surveyed were unemployed and not searching for employment. This could be because of a disability, lack of childcare or many of the other barriers that inhibit employment. The following graph shows the results of survey question number twelve, “What makes it tough to get and/or keep a job?”

Barriers to Getting and/or Keeping Employment

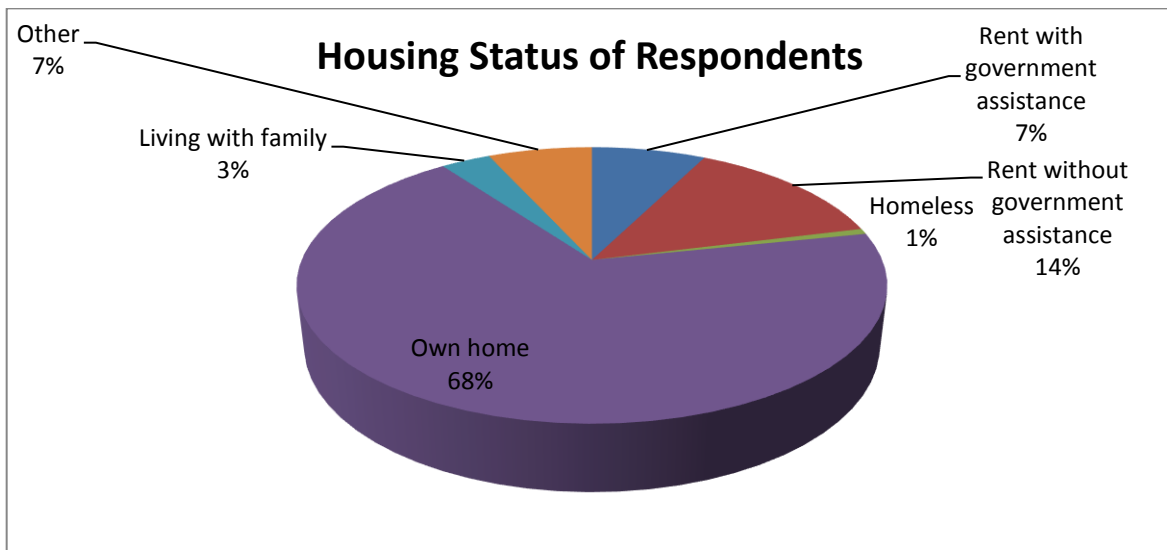


Fifty-five percent of respondents have a disability and are unable to obtain employment.

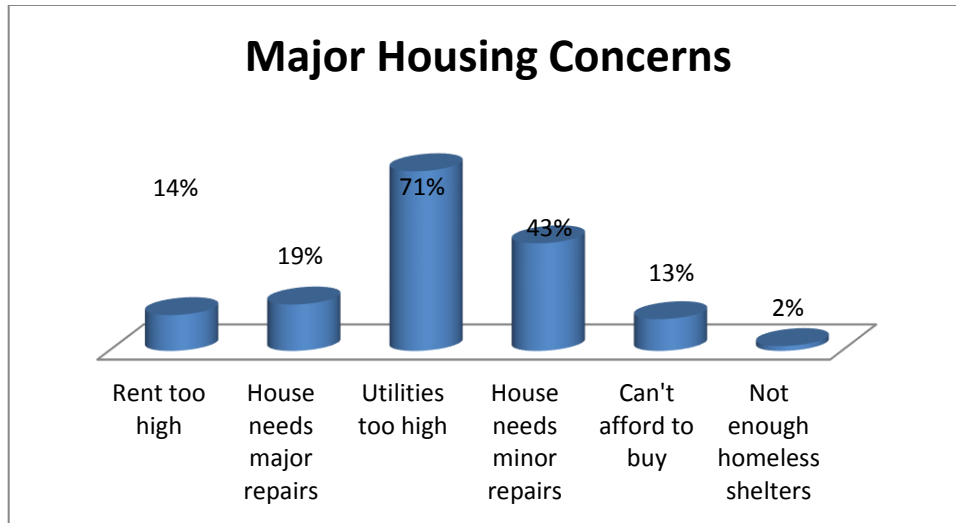
Lack of skills/education and the fact that pay is too low to support their family are tied at eight percent. The lack of industry and employers that are hiring create a significant strain on local job seekers.



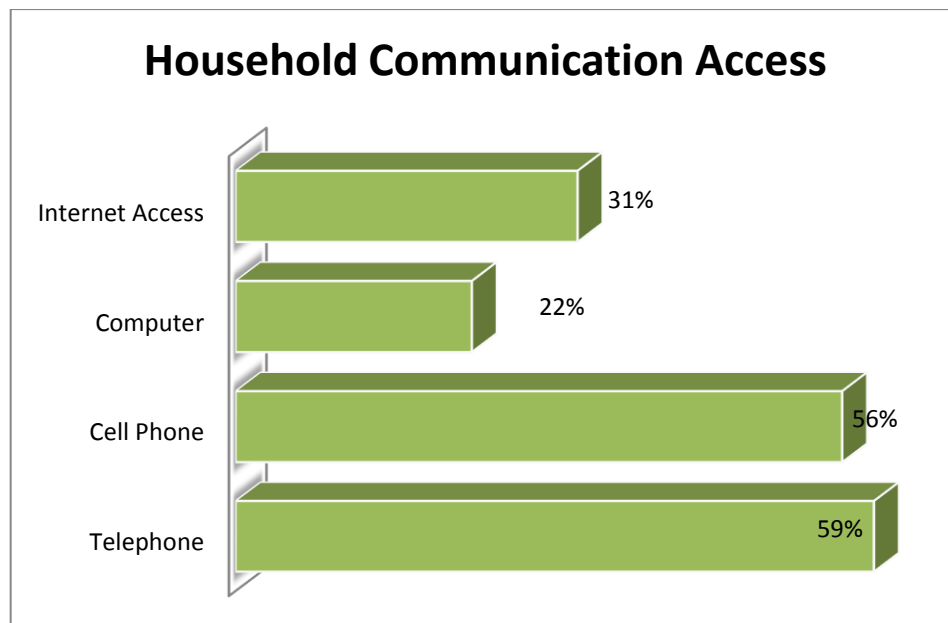
The majority of respondents had reliable transportation. With 23% of respondents lacking transportation, it is likely that they will also have trouble maintaining employment.



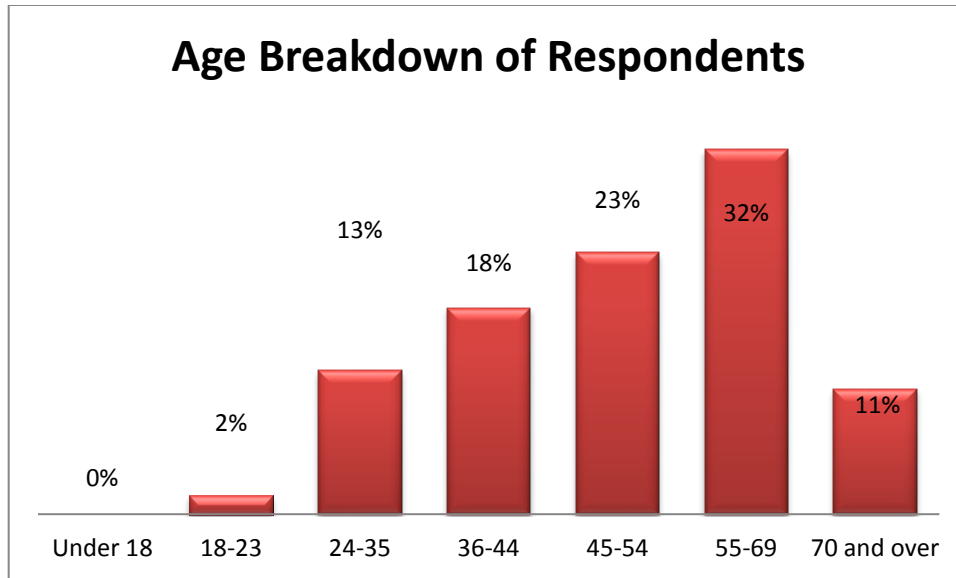
Twenty-one percent of respondents were renters, sixty-eight percent owned their homes, three percent lived with family, one percent considered themselves homeless but 7% listed their status as 'other'.



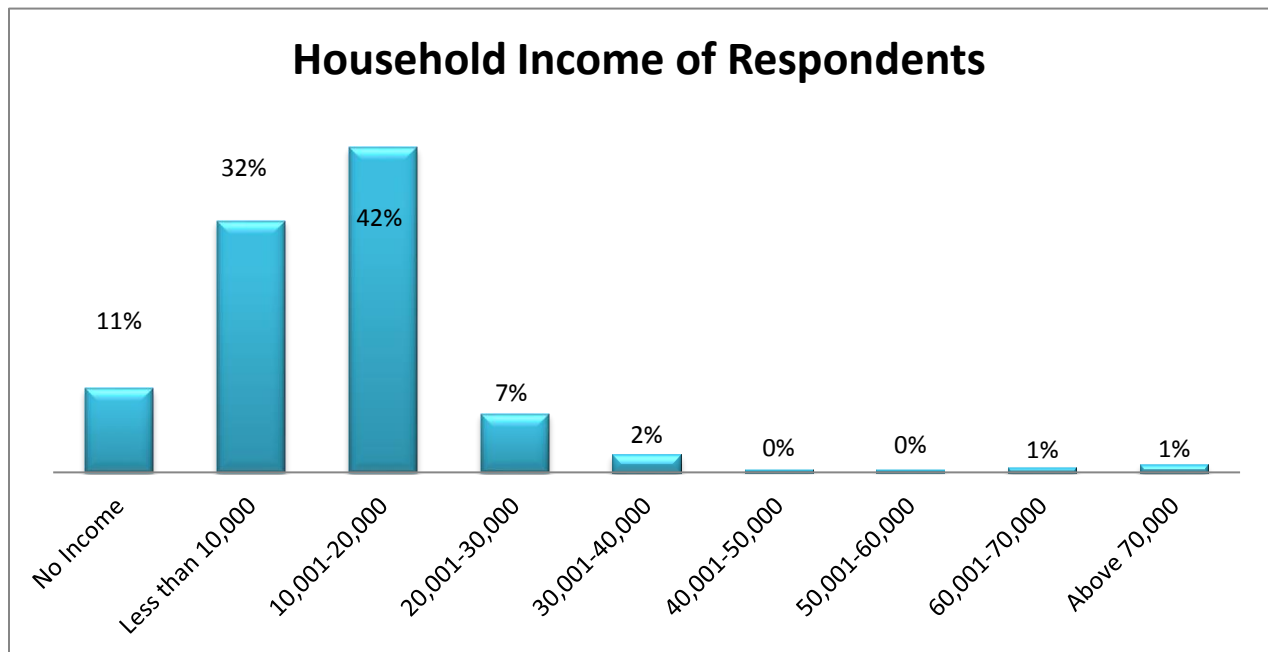
When asked about major housing concerns on the needs assessment survey, respondents could choose more than one answer. The cost of utilities was the highest chosen, with seventy-one percent response. This has increased from fifty-five percent in 2016. Homes needing minor repair were ranked second and major home repair came in third.



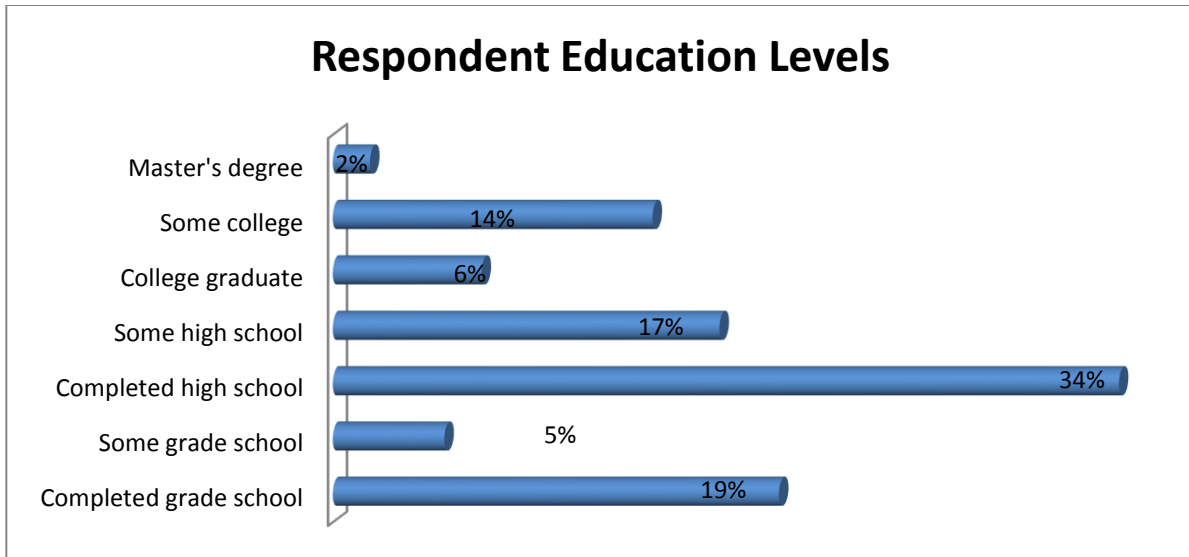
The majority of respondents had access to a cell phone, but a striking number reported that they do not have computer or internet access. In an age when internet is vital for education and job attainment (most applications are now online), BSACAP must have internet and computer access readily available for client use.



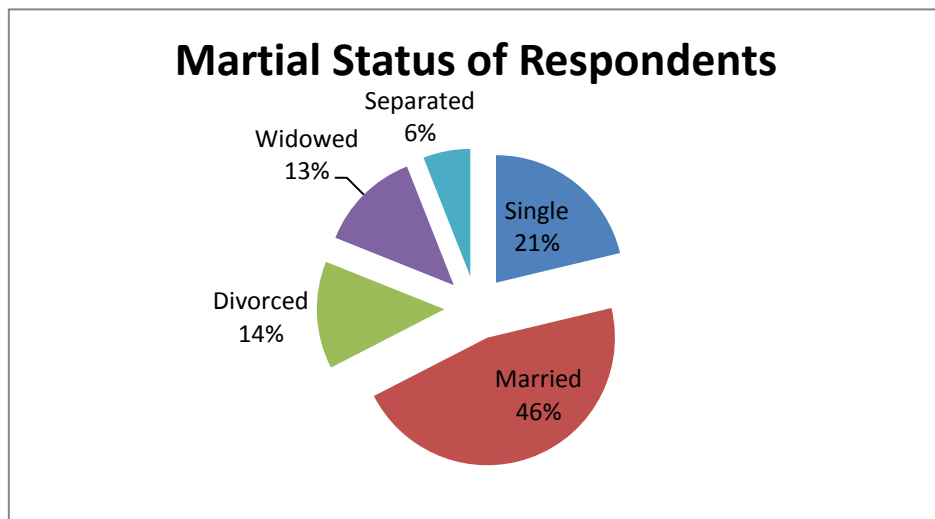
Three hundred and four people answered the survey question regarding age. The fifty-five to sixty-nine age group had the most respondents, with 32%. Of all people surveyed, most were between the ages of 55 and 69.



Eighty-five percent of total respondent households made less than \$20,000 per year. This has increased from eighty-four in 2016 to eighty-five percent in 2017.



41% of respondents had less than a high school education. 34% had obtained a high school education, and of those that answered, 8% had a college degree or above.



Three hundred and one people answered the question regarding marital status. Of those, fifty-two percent were married (either married or married and currently separated).

The respondents were mostly married (46%), white (98%) and female (62%).

BSACAP staff conducted surveys in numerous locations, including:

- CSBG workshops for all counties
- All county inter-agency meetings
- Sandy Valley Abuse Shelter
- Westcare Men's Homeless Shelter
- Westcare Women's and Families Homeless Shelter
- LIHEAP Subsidy and LIHEAP Crisis in all counties

Sign in sheets can be viewed at the end of this needs assessment. The survey results illustrate the enormous need for services such as those offered by BSACAP. The conclusions match those of the 2013 census update and past needs assessments.

For the foreseeable future, it is reasonable to believe that demand for programs provided in the Home, Utilities, and Assistance division (namely CSBG Garden Seed Project, LIHEAP, Tenant Based Rental Assistance, Weatherization, and Emergency Food and Shelter) will increase.

Programs that offer job seeker and retraining services (such as WIOA and JET) will continue to be a necessity for the region. The Workforce Innovation and Opportunities Act, CSBG Scholarship Program, CSBG JET Program, Year Round Youth Program, and Senior Community Services Employment Program must continue to aid those who are seeking to better themselves, become self-sufficient, and escape poverty.

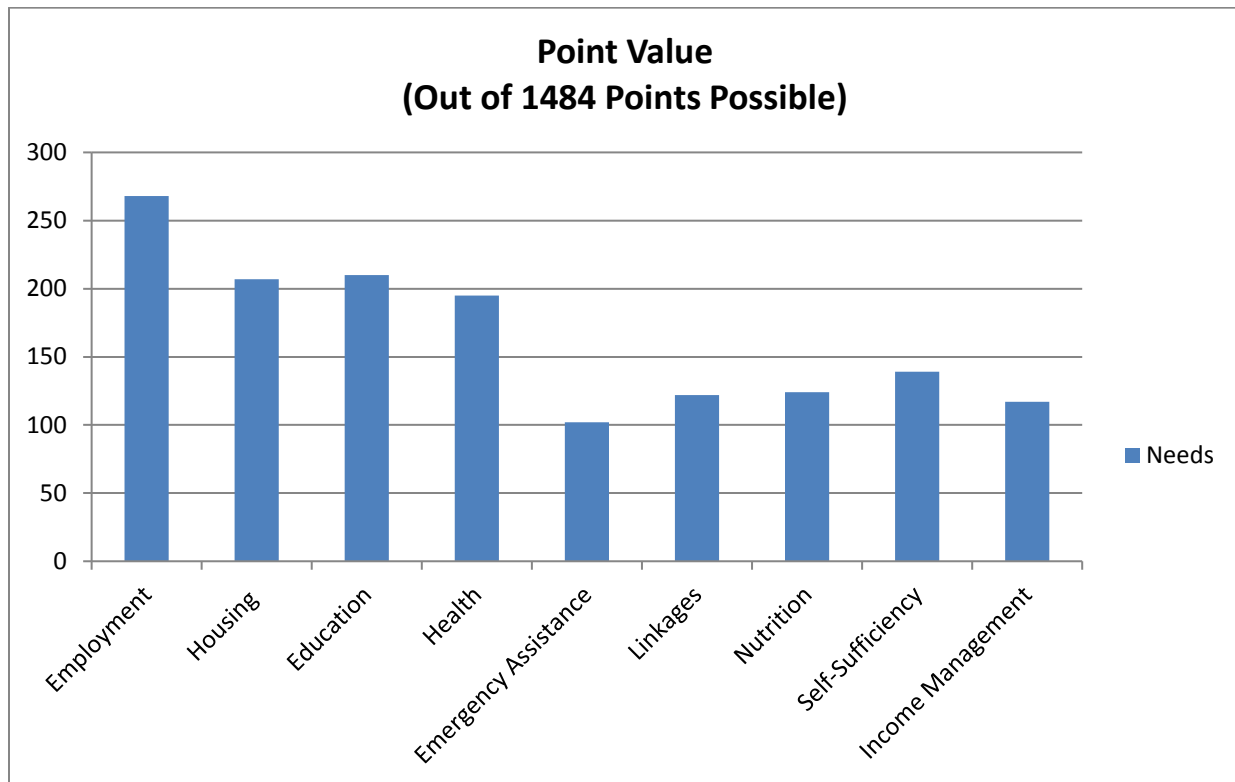
Service Provider 2017 Needs Assessment Survey Results

Along with the general public, local service providers were also surveyed about the local needs in the community. Forty-eight surveys were collected from an array of professionals, including representatives from:

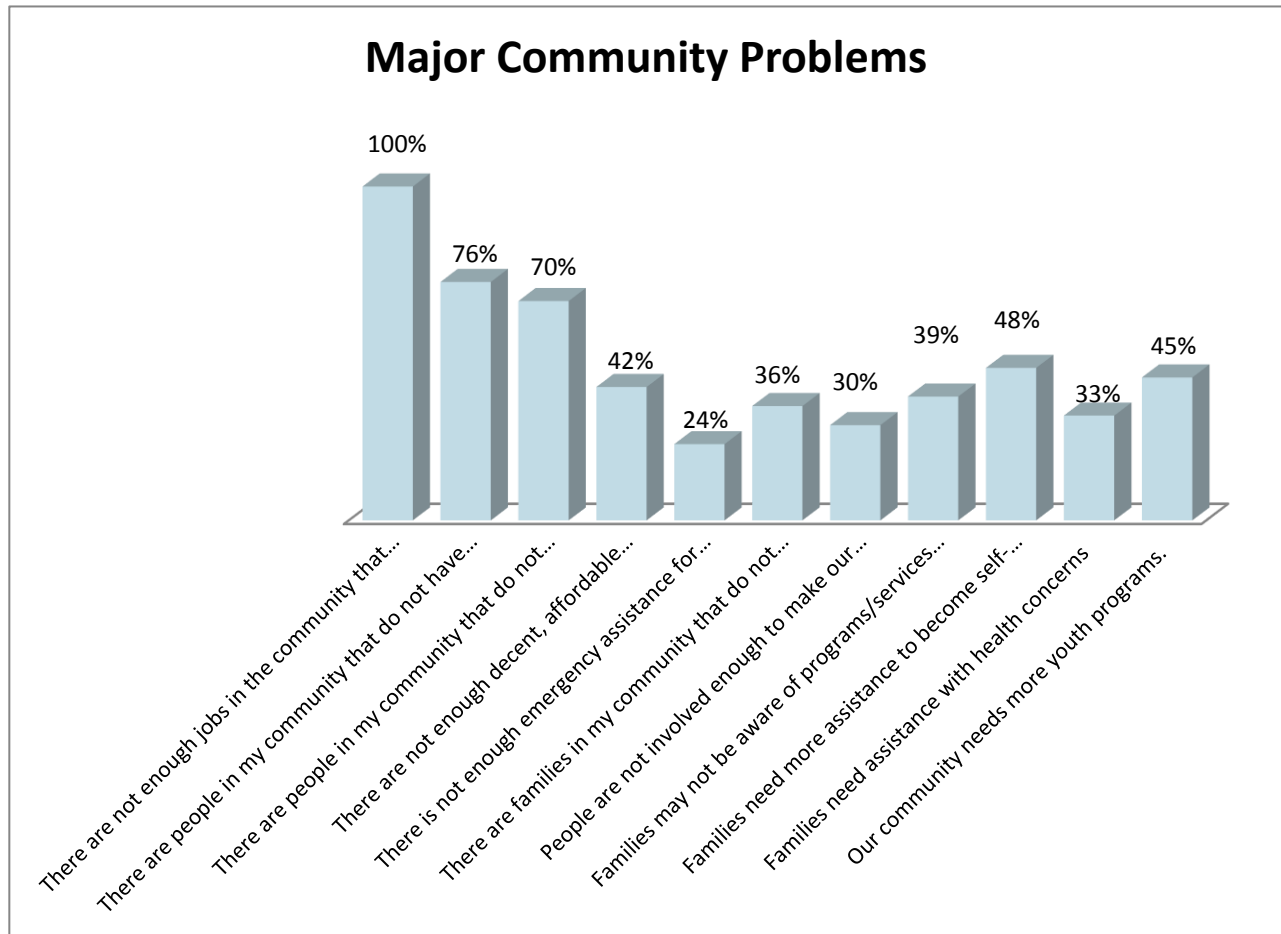
- Martin County Health Department
- Mountain Comprehensive Care Center
- Johnson County Health Department
- American Red Cross
- Floyd County Chamber of Commerce
- Turning Point KY
- Highlands Health System Community Development
- Big Sandy Community & Technical College
- Appalachian Hospice Care
- Family Advocate Staff, Floyd County Head Start
- Johnson County Salvation Army
- Morehead State University
- Special Needs Adoption Program
- Floyd County Housing Authority
- South Floyd Youth Service Center

- Mountain Regional Prevention Center
- Office For the Blind
- Pikeville Medical Center
- Family Resource Center
- Magoffin County Senior Citizens Center
- Big Sandy Healthcare
- The Healing Program
- Eastern KY HUD/VASH
- KYNGB Family Programs

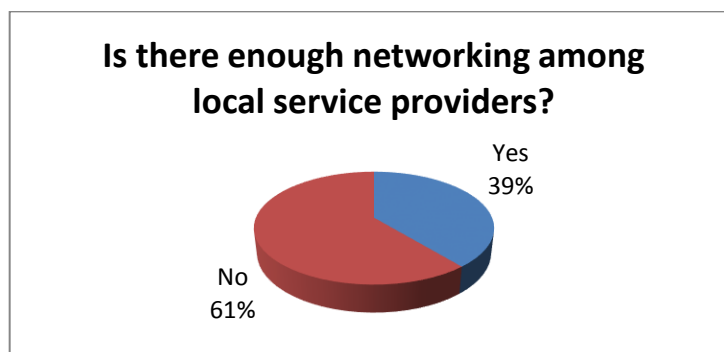
As with the survey for the general public, respondents were asked to rate the needs of the community from most to least needed. The following bar chart indicates the results (out of 1484 points possible).



Number three of the service provider survey asks what the major problems facing the community are. Respondents may choose more than one answer. The graph below illustrates the number of times each need was chosen. Lack of well-paying jobs in the area was a major concern of service providers.



Question number six on the service provider survey asks whether there is enough networking among local service providers. As shown in the graph below, 61% believe there is not enough networking and believe it can be improved.



Service providers were encouraged to write-in their thoughts on approaches that are currently working or steps that need to be taken in order to enhance service delivery to clients or communication among providers. Some of the responses have been listed below.

“More communication and interaction with community.” Sheila Howell, RN, Martin County Health Department

“Bring in industry to provide jobs. Only a set few of community people try to help. Until our gov't officials along with community partners' work together nothing will change.” Robin Thompson - Martin County Health Department

“Mandatory budgeting for welfare recipients, resource fair at local venue, community support associate program through MCCC.” - Jessica Franklin, Mountain Comprehensive Care Center

“Some of these are being addressed but there are lots that are not. Employment is a huge issue that has a trickledown effect on all the other issues.” - Johnson County Health Department

“More jobs needed in area that pays a self-sufficient wage. With the loss of the mining industry a lot of people are without jobs and now a lot of these people have less than a high school diploma.” - BSACAP WIOA

“Stop believing that coal is coming back...deal with facts. - Appalachian Hospice Care
I am at a loss as to how best to answer this question. I am not sure of what is currently being done and I am not sure what needs to be done.” - Highlands Regional Medical Center

“There is not enough resources available to address all of the community needs.” - Susan Patton, BSACAP WIOA

“Not seeing jobs that provide a wage comparable to the mining industry especially for individuals over the age of 40”. - Special Needs Adoption Program

“Of the jobs that are available to individuals they do not pay enough for families to be able to meet their housing and food needs. Most of these families do not qualify for the programs (make just enough money to be above the income limit but not enough to meet all the needs in the family) or do not know the programs exist. Many of the families have never asked for assistance and are too proud to ask now and wouldn't know where to ask for help. We need to make our programs known to the general public and to take away the stigma

associated with many of our programs. (They are not welfare)” - Office of the Blind

“I believe that if our citizens would come together and discuss the problems that we are dealing with and start brainstorming on ways to fix or manage those problems, it would work out a lot better.” - Angela Perkins - Magoffin Senior Citizens Center.

“I would begin with quarterly notifications to the local DCBS about programs that are offered in the community as well as the Employment Center(s), hospitals, doctor offices and schools.” - Kathy Chitti

“Families that receive food stamps or financial assistance should be required to attend classes that will help them meet their needs...especially budgeting.” - Karen Salyer, Johnson County High School Youth Services Center Coordinator

“We need jobs desperately, adequate housing and transportation for all people.” - Linda Spurlock, The Healing Program

“Advocate with political leaders to bring new industry into the area, stress the importance of education and/or vocational trainings to high school students, have more programs that teach healthy eating, fitness and disease prevention.” - Danielle Franklin, Highlands Health System

“Increase potential advertising so that more people can be informed.” Sheila Howell, RN, Martin County Health Department

“Need more interest among community partners, more involvement among partners.” Robin Thompson - Martin County Health Department

“Continue interagency meetings, invite other agencies for meet and greets/information presentations.” - Jessica Franklin - Mountain Comprehensive Care Center

Area service providers seem to agree on multiple ways of bettering our services and our community. Most agree that our main areas of focus should be in bringing jobs to the area, strengthening networking among providers, finding additional funding for programs that assist the impoverished, and the need for public transportation.

Most services providers praised the interagency meetings, but wished for a comprehensive resource guide and more public awareness. BSACAP may need to address this issue by creating an online resource guide for all counties, hosting benefits fairs, and increasing advertising about agency programs