

# Big Sandy Area Community Action Program

Community

Needs

Assessment

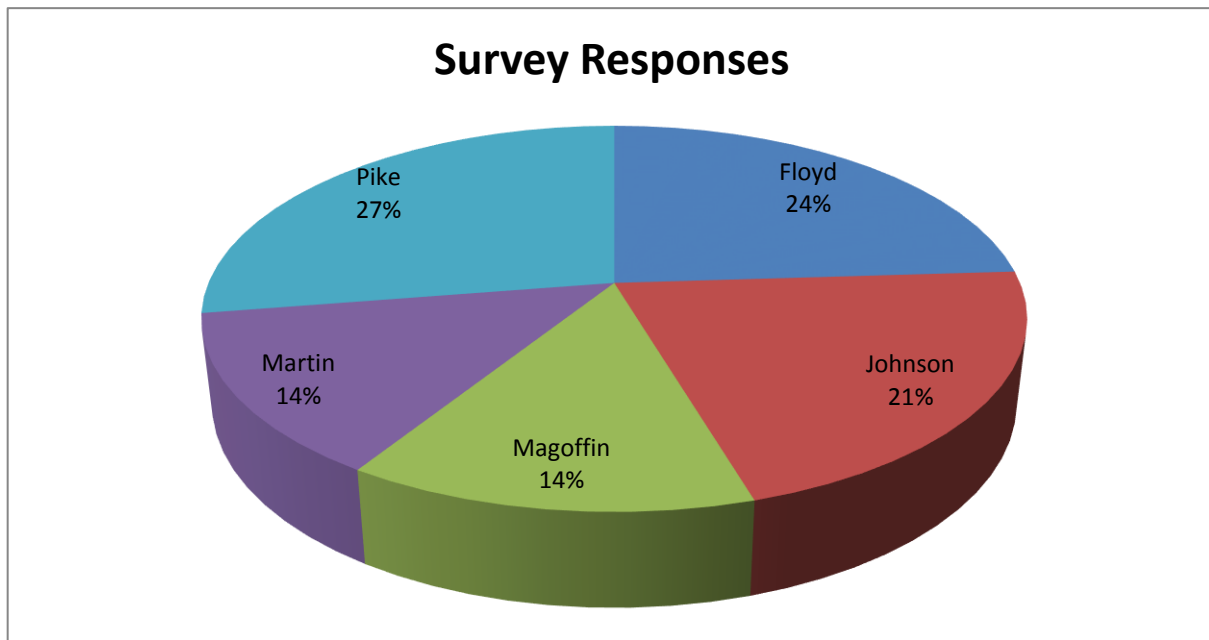
2018



# Needs Reported Through BSACAP Needs Assessment Survey

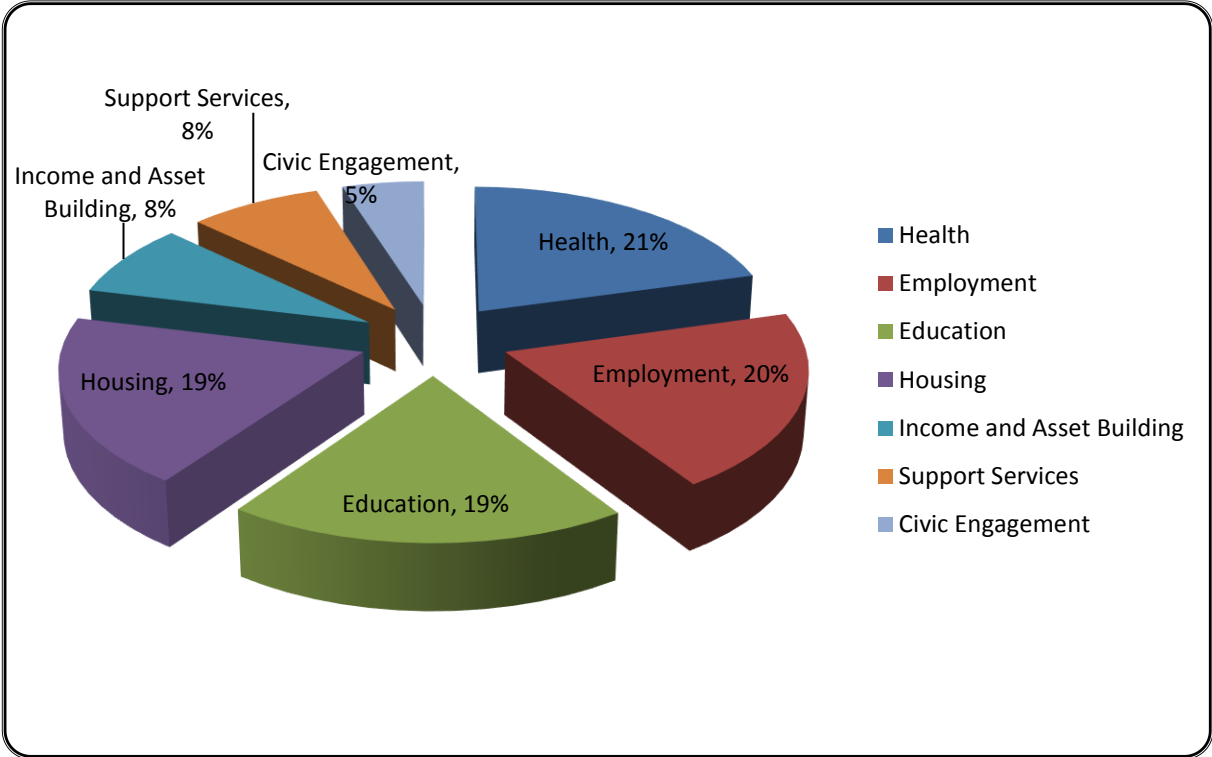
The annual needs assessment process was conducted by the Big Sandy Area Community Action Program from July 2017 to March 2018. Raw data was gathered from approximately 300 respondents using Agency assessment survey forms. In order to compile a comprehensive and accurate community cross section, assessment 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.

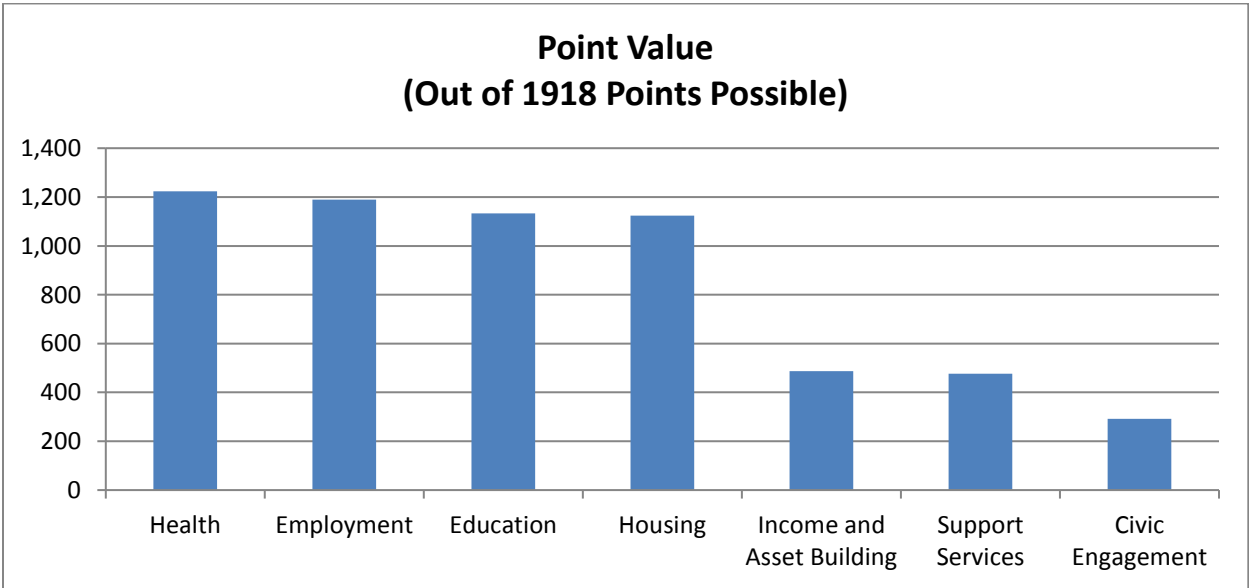


The graph above indicates the survey responses by county. As indicated, Pike County had the largest number of responses, but surveys were mostly evenly distributed throughout the BSACAP service area.

Question four of the survey asks respondents to rank the importance of potential services from 1-7, 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 2018-2019 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 2018 Community Needs Assessment. The largest barriers to healthcare, according to the survey results, are tied between no insurance & lack of transportation. 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 2016, 2017, 2018

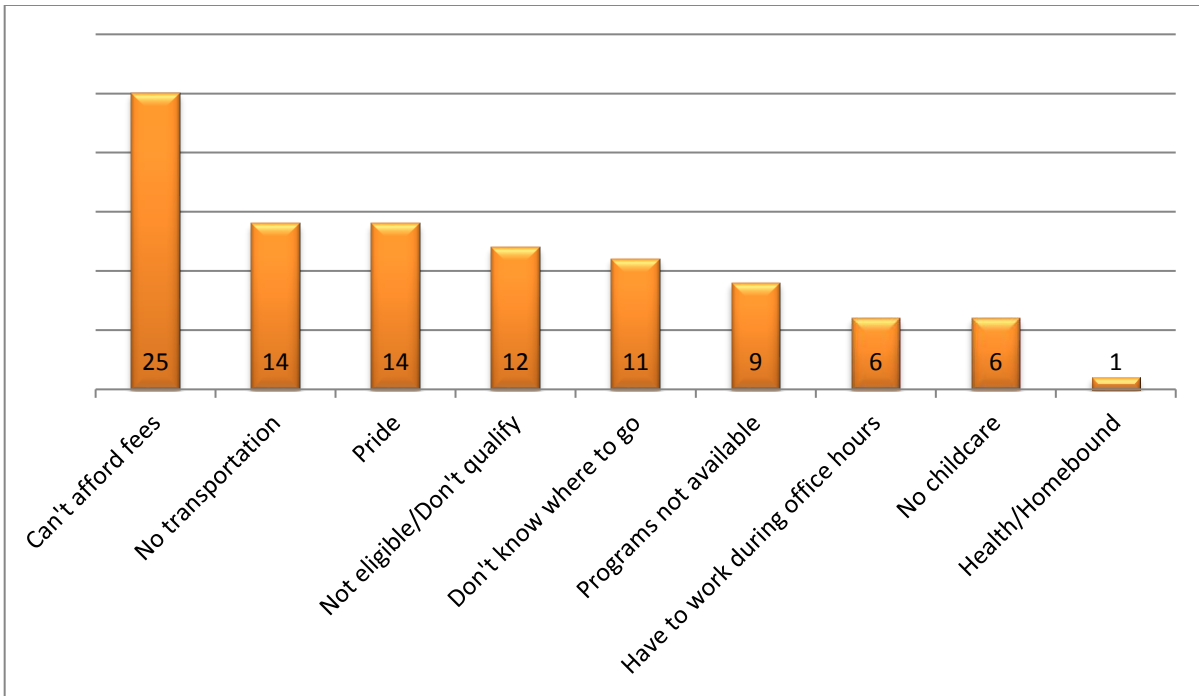
	2016	2017	2018
<b>Rank 1</b>	Housing	Health	Health
<b>Rank 2</b>	Emergency Services	Housing	Employment
<b>Rank 3</b>	Employment	Employment	Education
<b>Rank 4</b>	Health	Emergency Services	Housing
<b>Rank 5</b>	Education	Education	Income and Asset

## Needs Reported

Utility Assistance	66%
Food	40%
Education	36%
Housing Repairs	24%
Medical Healthcare	24%
Dental Healthcare	22%
Vision Healthcare	21%
Clothing	17%
Prescriptions	17%
Housing	16%
Tax Preparation	13%
Employment	10%
Disability Assistance	10%
Housing Loans	10%
Homeless Shelters	8%
Childcare	7%
Elder Care	7%
Senior Services	6%
Credit Counseling	6%
Legal Services	5%
Medical transportation	5%
Homeless Prevention Services	5%

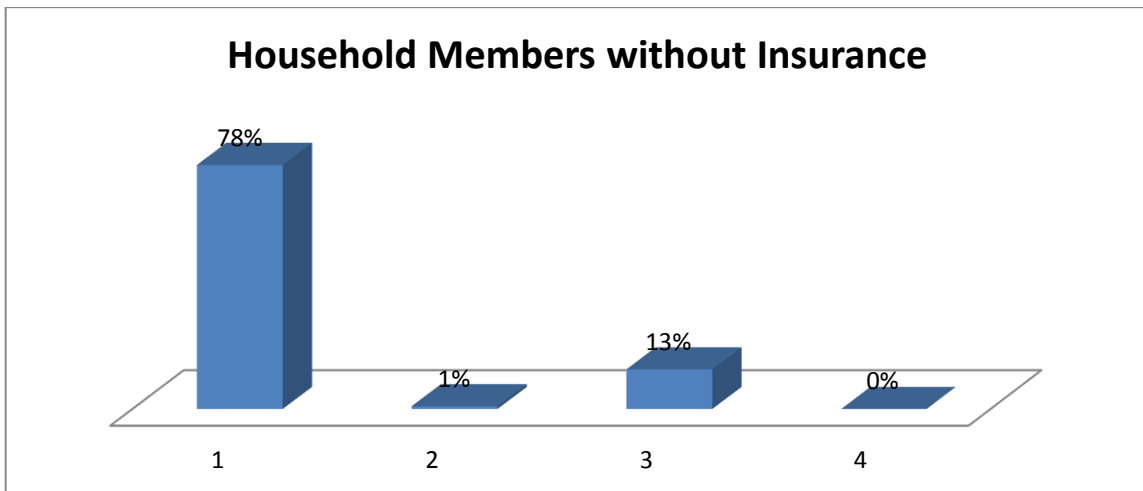
Number two of the Needs Assessment survey asks respondents to report the needs of their families. The table to the left shows what percentage of those surveyed claimed each need.

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



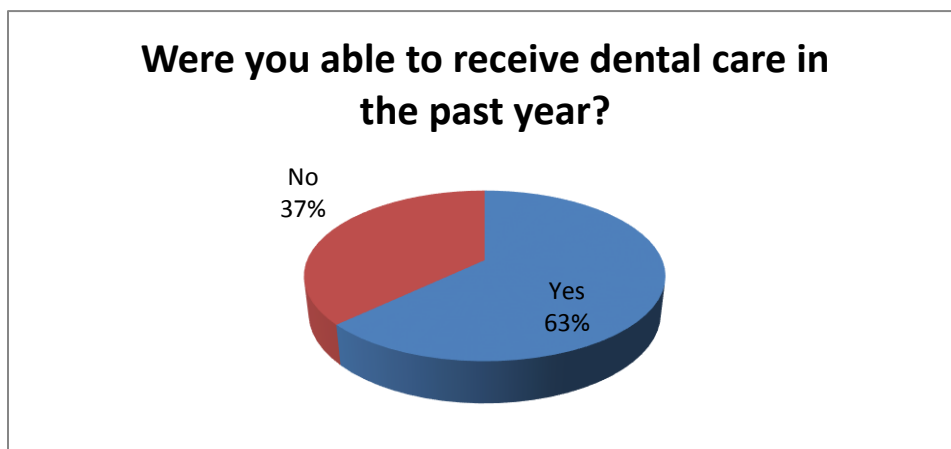
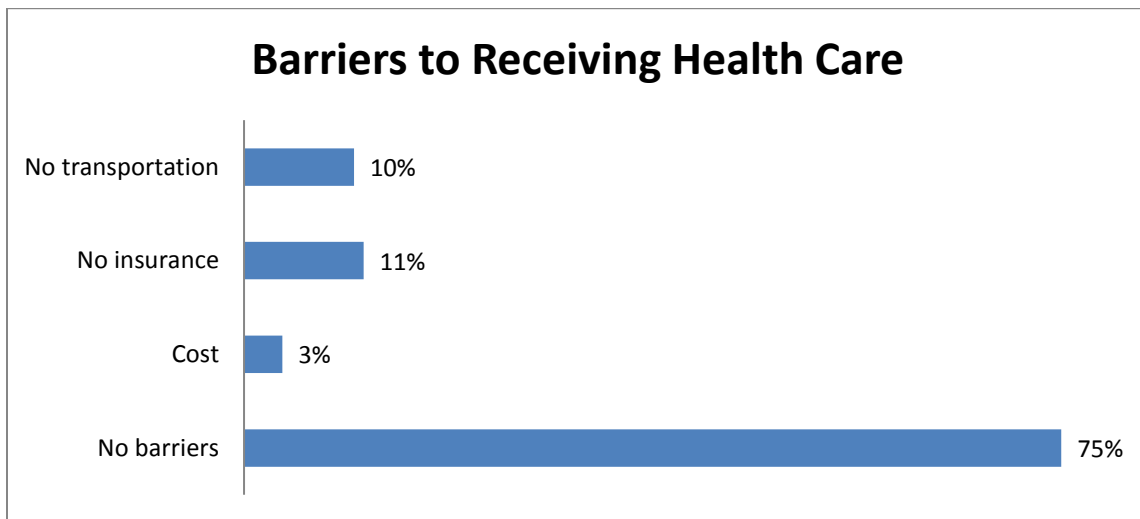
According to the people surveyed, the biggest problems in accessing services are required fees and the inability to afford them. On this question, respondents could choose more than one answer. No transportation and pride tied for the next highest barrier. BSACAP must continue to spread awareness of services offered and assist clients with referrals for transportation services.

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.



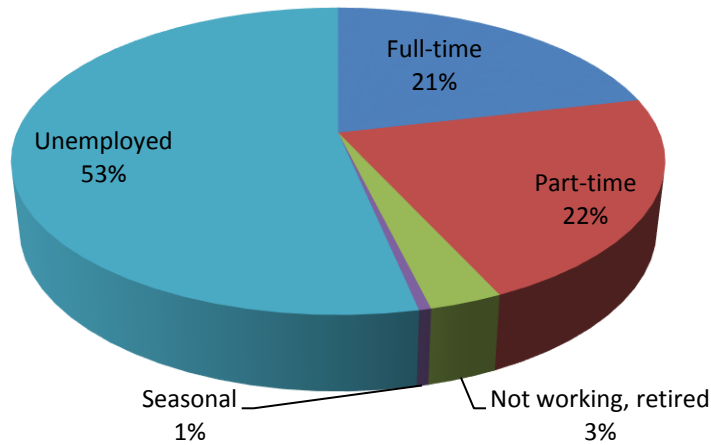
Question ten on the survey asks how many people within respondent’s households lack health insurance. Seventy-eight percent of people surveyed had zero residents in their homes without insurance. This has decreased since the 2017 needs assessment, which reported that ninety-one percent of households surveyed had all members insured. The percentage of households that have one member without insurance (now 1%) has dropped from the 4% that was reported during the 2017 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 your 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. Thirty-seven percent of respondents that answered question 13, “Were you able to receive dental care in the last year?” answered that they were not.

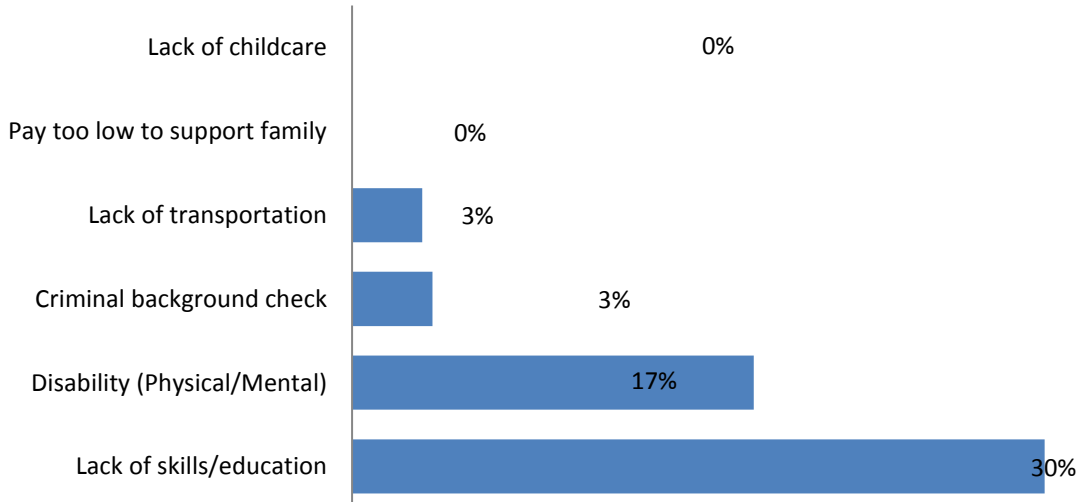
## Employment Status of Respondents



Question six on the survey asks respondents about their current employment status. Surprisingly the number of people unemployed and not seeking work rose from 38% to 67% an increase of 29%. Another major change was the full-time employed increased from 8% in 2017 to 18% in 2018. 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.

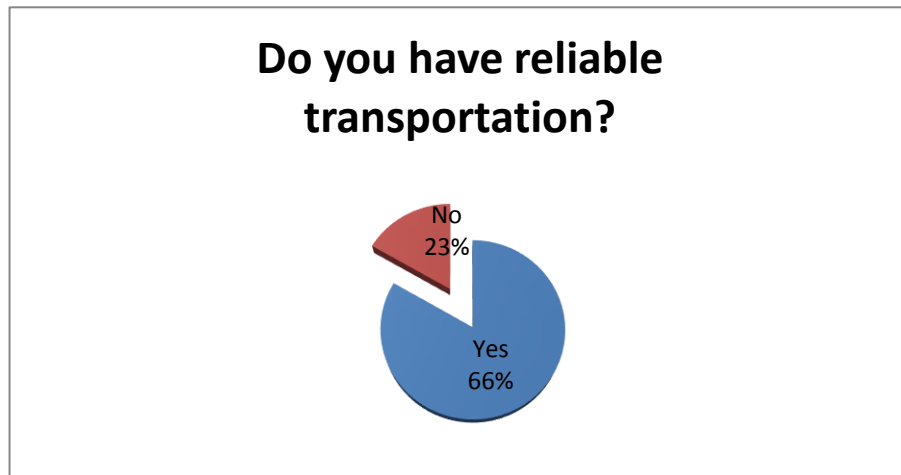
Thirty-eight percent of people that were surveyed were unemployed and not searching for employment. This could be because of a disability, lack of childcare or many of the other barriers that inhibit employment. The following graph shows the results of survey question number twelve, "What makes it tough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

## Barriers to Getting and/or Keeping Employment

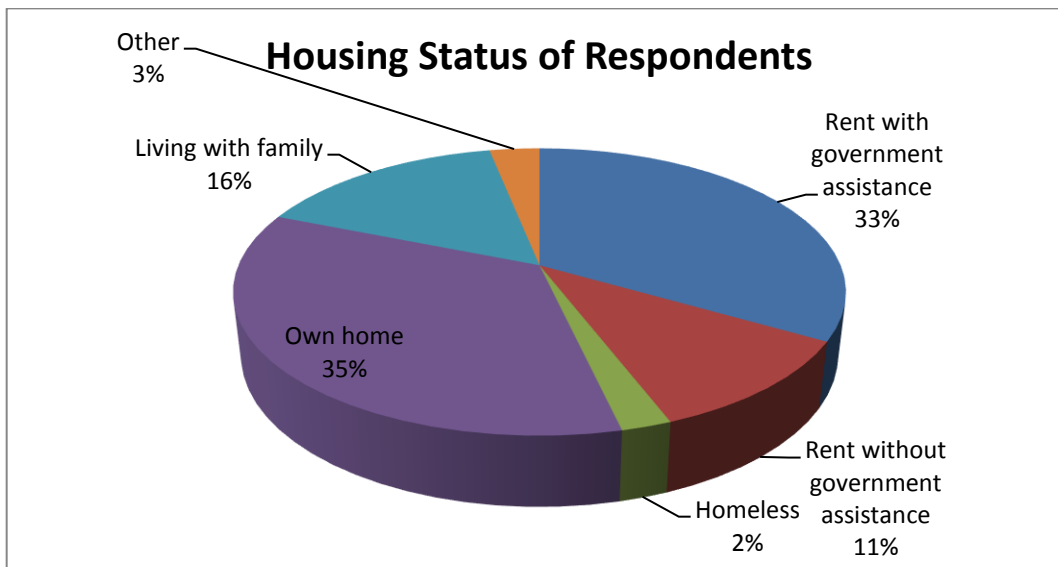


Seventeen percent of respondents have a disability and are unable to obtain employment.

Lack of skills/education increased from eight percent in 2017 to thirty percent in 2018. The lack of industry and employers that are hiring create a significant strain on local job seekers.

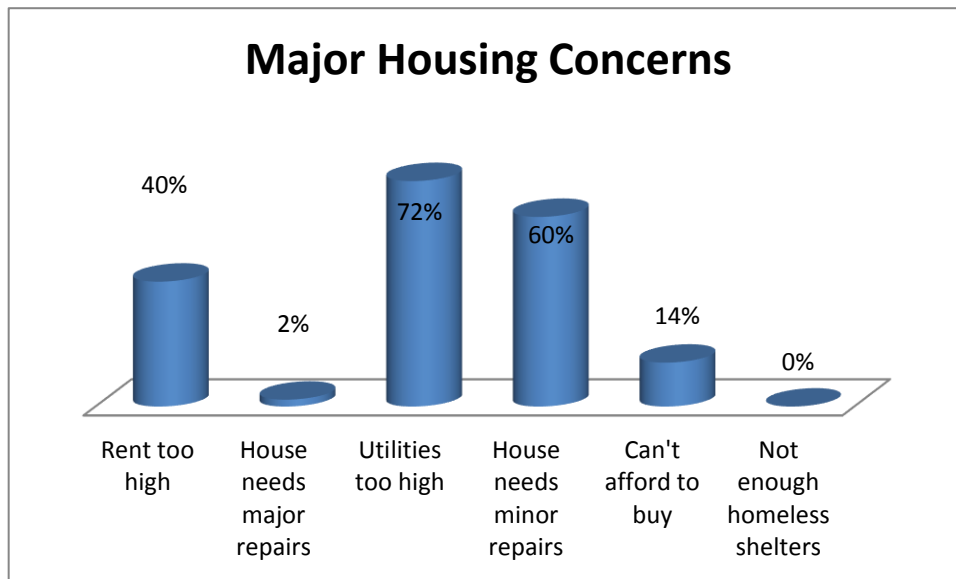


The majority of respondents had reliable transportation. With 23% of respondents lacking transportation, it is likely that they will also have trouble maintaining employment.

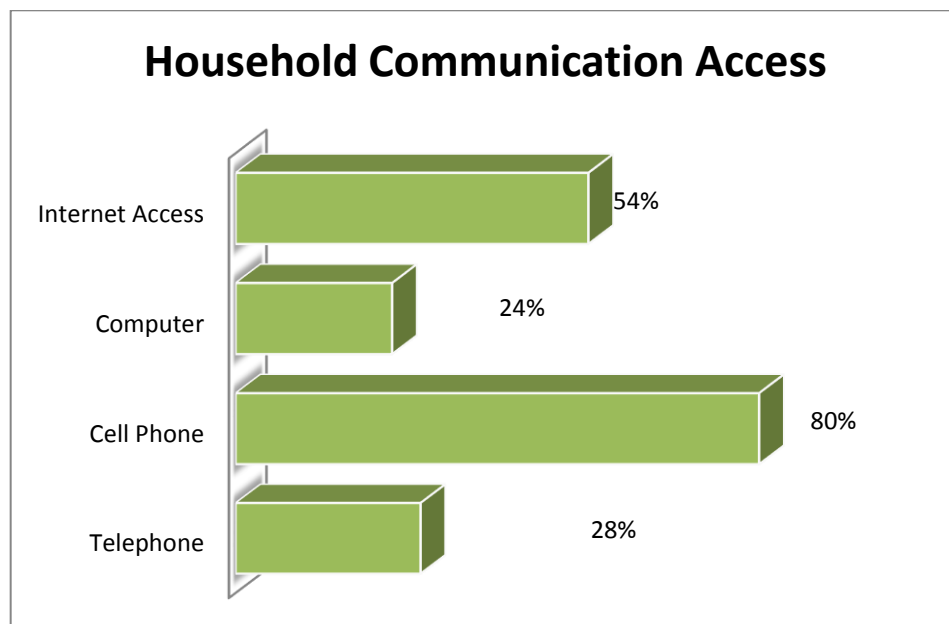


Forty-four percent of respondents were renters, thirty-five percent owned their homes, sixteen percent lived with family, two percent considered themselves homeless but three percent listed their status as ‘other’.

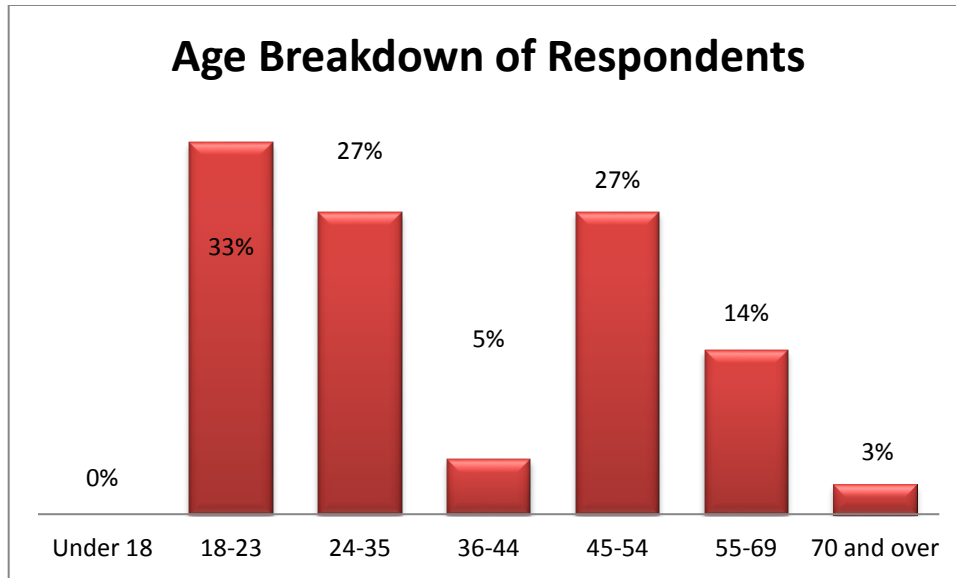




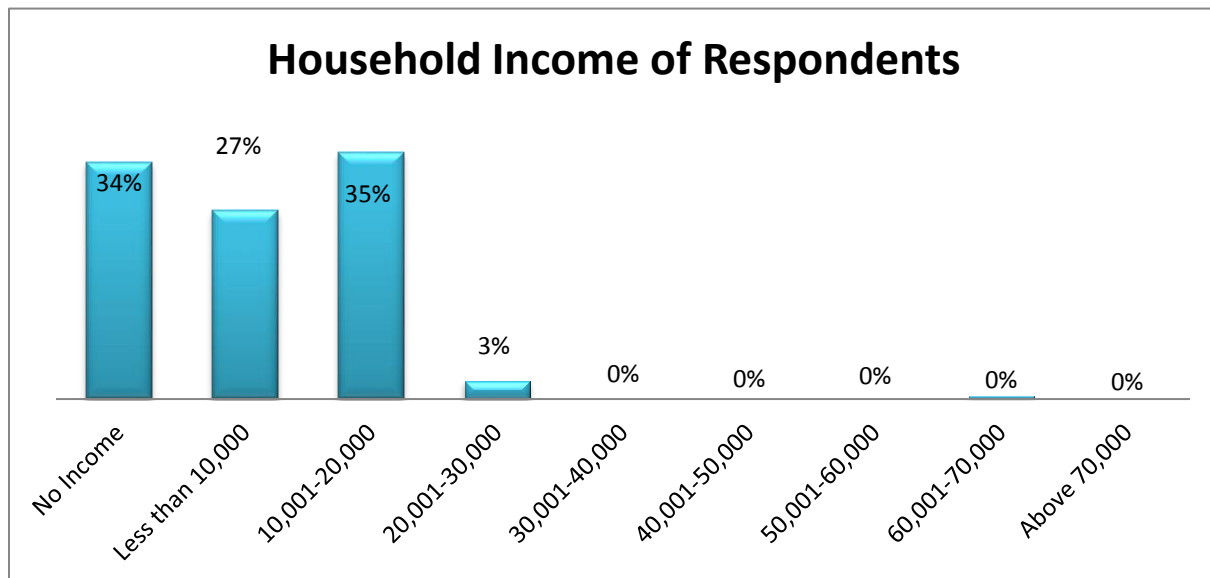
When asked about major housing concerns on the needs assessment survey, respondents could choose more than one answer. The cost of utilities was the highest chosen, with seventy-two percent response. This has increased from seventy-one percent in 2017. Homes needing minor repair were ranked second and rent too high came in third.



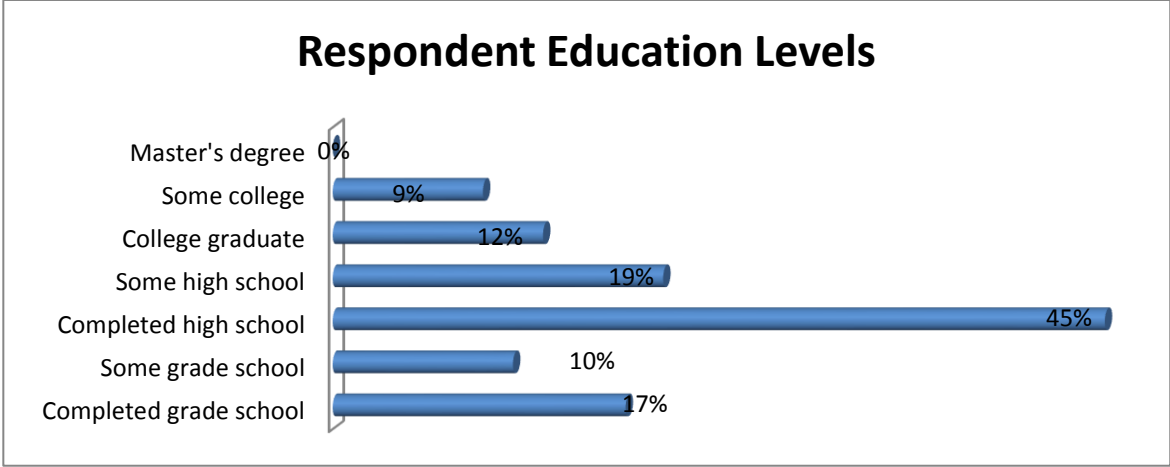
The majority of respondents had access to a cell phone, but a striking number reported that they do not have computer or internet access. In an age when internet is vital for education and job attainment (most applications are now online), BSACAP must have internet and computer access readily available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



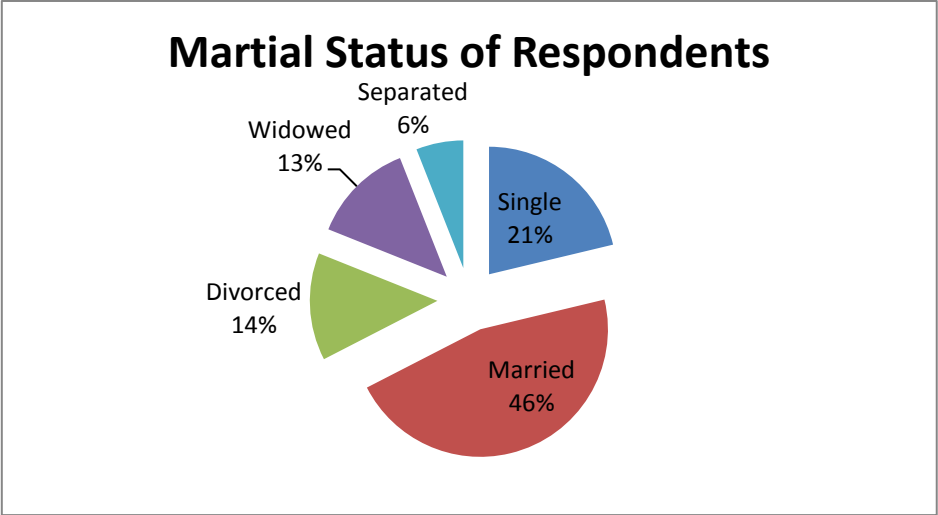
Two-hundred forty seven people answered the survey question regarding age. The eighteen to twenty-three age group had the most respondents, with 33%. Of all people surveyed, most were between the ages of 18 and 23.



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



46% of respondents had less than a high school education. 45% had obtained a high school education, and of those that answered, 12% had a college degree or above.



Two hundred thirty-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 (58%).

BSACAP staff conducted surveys in numerous locations, including:

- CSBG workshops for all counties
- All county inter-agency meetings
- Turning Point Domestic Violence Shelter
- Westcare 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.

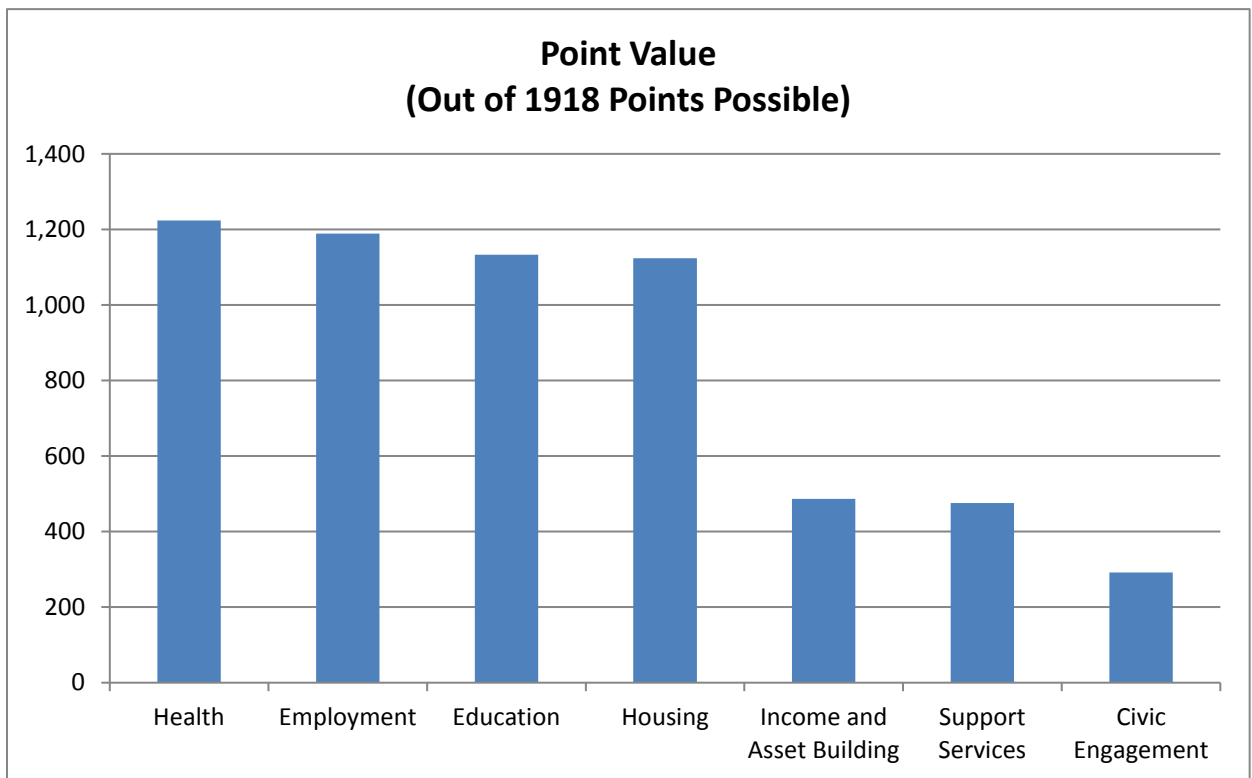
# **Service Provider 2018 Needs Assessment Survey Results**

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

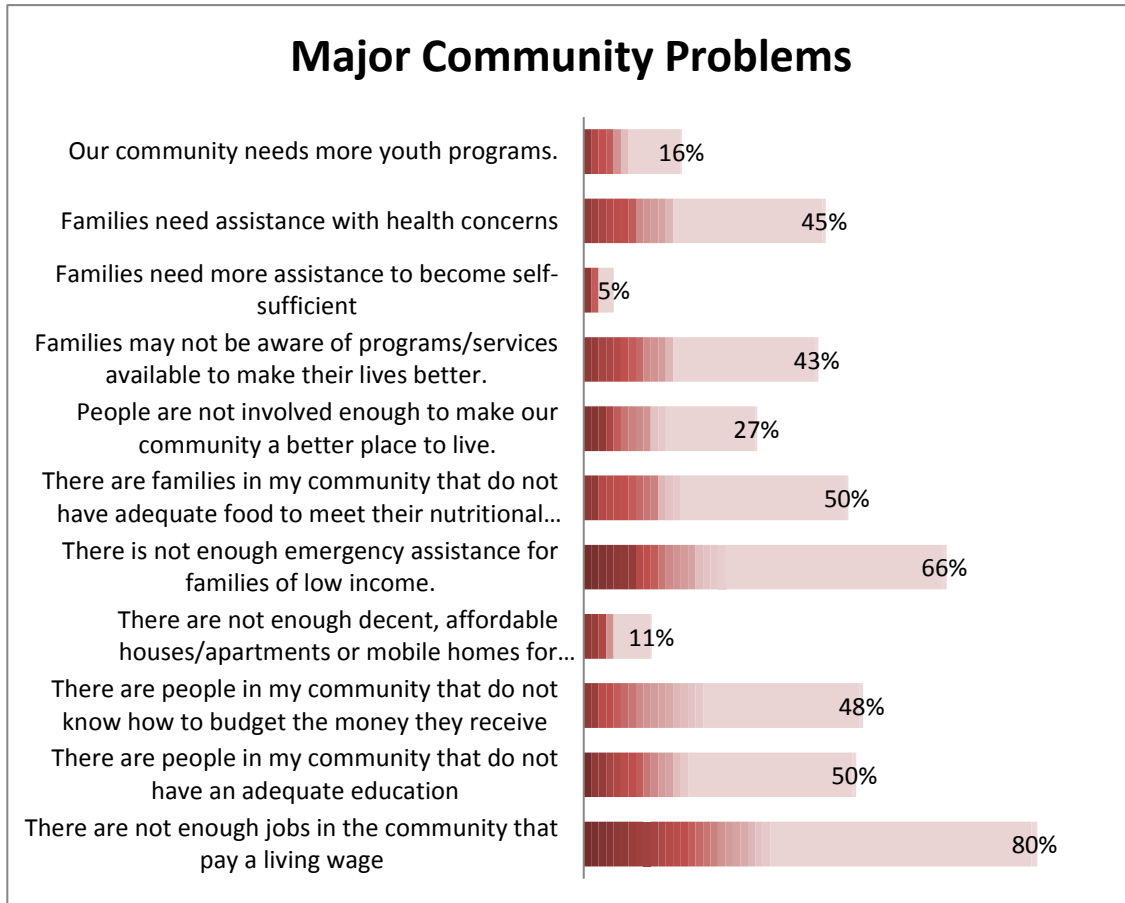
- Martin County Health Department
- Mountain Comprehensive Care Center
- Johnson County Health Department
- American Red Cross
- Floyd County Chamber of Commerce
- Turning Point KY
- Big Sandy Community & Technical College
- Appalachian Hospice Care
- Family Advocate Staff, Floyd County Head Start
-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

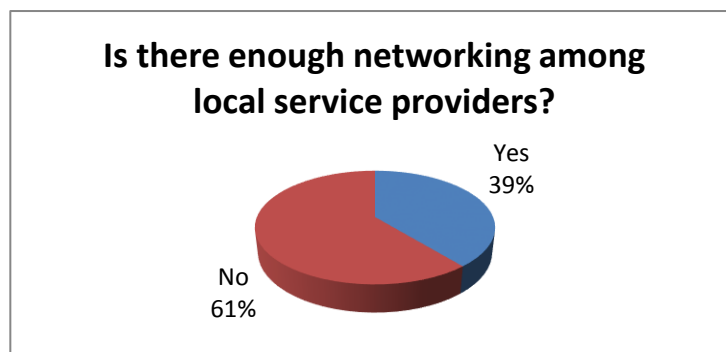
As with the survey for the general public, respondents were asked to rate the needs of the community from most to least needed. The following bar chart indicates the results (out of 1484 points possible).



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.

“Everyone needs to get out and do more meetings so we know what’s available.” – APCC

“More community togetherness.” - Chain of Love

“Communication and participation in advisory groups.” - U.K. Extension

“Communication.” - Mt. Comp. Care

“Combined services. More awareness.” - Mt. Comp. Care Center

“Better organization is needed.” - Appalachian Reach Out

“We try but every agency is so imploded to make it work. It becomes so overwhelming and the needs are so great.” Sheila Howell, RN. Martin County Health Department

“Social media groups and community meetings.” - Martin County Adult Education

“I believe there is still a significant breakdown in services available in our community  
Phone calls open the communication channels before sending a referral to an agency.” - Big Sandy Health Care

“There are things being done to address the issues, but the problems are still there.” -  
Katherina Hamilton, KY Homeplace

“Industry that pays higher wages. Adult education classes. Education for families to become more sufficient; programs like 4-H helps. After school child care is needed so that low income families can work to improve their quality of life.” - U.K. Extension

“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

“Not seeing jobs that provide a wage comparable to the mining industry especially for



### individuals over the age of 40” - Special Needs Adoption Program

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