

## **Introduction to the Agency**

### **1. a Agency Type and Qualifications**

Big Sandy Area Community Action Program, Inc. (BSACAP, the Agency), with central offices in Paintsville, Kentucky, was chartered as a private, non-profit agency on September 5, 1965, by the Kentucky Secretary of State as a Community Action Agency. BSACAP is one of twenty-three such Community Action Agencies in the Commonwealth of Kentucky and is registered with the U.S. Internal Revenue Service as a 501(c) (3) tax-exempt agency.

BSACAP serves the needs of low-income residents, the elderly, migrant or seasonal farm workers, homeless or transient individuals, people with disabilities, and children and families. Since its inception, the Agency has developed strong partnerships with various community, state, and federal organizations to provide services throughout the Big Sandy region of eastern Kentucky. Partnering facilitates the effective operation of the Agency and ensures the maximum number of people have access to and receive much-needed services, a goal the Agency vigorously strives to achieve. BSACAP has successfully met its goals of providing employment and job training through a partnership with the state Office of Employment and Training as well as through the Workforce Innovation and Opportunity Act (WIOA), and the Senior Community Services Employment Program (SCSEP). Several Agency services including Head Start, Tenant Based Rental Assistance (TBRA), Emergency Solutions Grant (ESG), Homelessness Prevention, the Kentucky Vision Project, the Low-Income Home Water Assistance Program (LIHWAP), and the Low-Income Home Energy Assistance Program (LIHEAP) support families and children.

BSACAP currently operates twenty-four programs with a total 2023-2024 fiscal year funding of approximately \$18.2 million. Daily program operations and administration require a staff of more than sixty employees housed in service offices in each of the five Big Sandy counties and in the administrative offices in Johnson County. The Agency also maintains staff at the Kentucky Career Center (Office of Employment and Training) locations in Pikeville and Prestonsburg.

**The Agency's mission is to provide comprehensive services that PEOPLE need to live independently, PARTNERS work together to support, and COMMUNITIES receive to improve the quality of life.**

The Agency's vision is to attain statewide recognition for providing the key leadership role in assisting individuals, families, and communities to achieve their highest potential. Our services along with the collaborative efforts of community and organization partnerships allow us to improve the overall quality of life within the community.

Big Sandy Area Community Action Program fulfills the larger role in the community of leading the struggle against poverty across the service area; consequently, BSACAP operates programs that directly target the poverty spectrum and its underlying causes.

Job training, employment, and the removal of employment barriers represent crucial efforts for the Agency in fighting poverty. The Senior Community Service Employment Program (SCSEP) serves low-income senior citizens over age 55 with poor employment prospects by fostering individual economic self-sufficiency through training and job placement while concurrently providing useful community services.

The Agency provides employment and training services annually to over 1,200 adults, dislocated workers, and youth with funding from the Workforce Innovation and Opportunity Act (WIOA) of 2014 and the U.S. Department of Labor. The training is designed to increase the employment, retention, and earnings potential of its participants to enhance their productivity and competitiveness in the labor market, effectively reducing welfare dependency.

Children and families are a primary focus of the Agency, as ensuring their well-being and access to essential services is a key priority. The Child and Adult Care Food Program provides funds to centers or sponsors that offer nutritious meals to participants enrolled in childcare centers, daycare homes, and adult daycare centers. By participating in this program, we can help offer well-rounded meals that meet established dietary guidelines, ensuring that children receive adequate nutrients for growth and development.

The lack of suitable, affordable, and energy-efficient housing is tantamount to poverty and afflicts thousands of families across the Big Sandy region. The Agency strives to aid low-income families by administering and providing services and funds through a variety of programs. The components of the Low-Income Home Energy Assistance Program (LIHEAP) as well as the Kentucky Power Temporary Heating Assistance in Winter (THAW) and Home Energy Assistance in Reduced Temperatures (HEART) programs assist needy households with the costs of home energy. Tenant-Based Rental Assistance (TBRA) provides rental housing services for low-income individuals and families. The Weatherization Assistance and Demand Side Management programs work together to provide weatherization services such as insulation and heating system repair and replacement and inspection for various household safety issues. All these programs serve a population up to date with agency program information and access to a variety of programs in the area.

BSACAP maintains regular communications with many agencies representing the underserved poor within our service area including federal and state governments, higher education, other community action agencies, special interest groups, and additional social welfare agencies. BSACAP hosts quarterly interagency meetings in each county served to share information and prevent duplicative services from occurring in the service area. BSACAP also serves as a One-Stop Operator which meets monthly with partners.

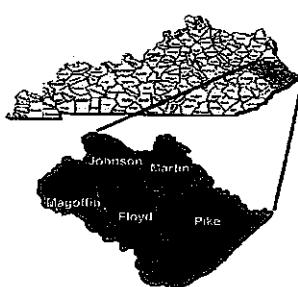
## 1. b Agency Contact Information

### *CSBG Contacts*

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## 1. c Geographic Area Served

The Big Sandy Area Community Action Program serves eastern Kentucky in the heart of the state's coal fields and comprises part of the Appalachian Plateau. Most of the programming occurs within five counties known as the Big Sandy region: Floyd, Johnson, Magoffin, Martin, and Pike. Under agreements with sister community action agencies, BSACAP maintains a minimal presence in Breathitt, Elliott, Lawrence, Letcher, and Rowan counties involving the Senior Community Service Employment Program (SCSEP).



The five primary counties cover 1,987 square miles of rough terrain. Heavy use by trucks hauling coal and logs oftentimes results in the poor condition of secondary roads. The area's steep hills and narrow valleys make development slow and expensive and a hindrance to transportation. Consequently, the terrain multiplies the distance traveled to and from school or the workplace.

The industry that is in the region faces a restricted pool of potential employees since many residents lack formal education. The mountainous terrain historically kept the region isolated and, until recently, limited outside contact. As a result, the region failed to economically prosper while other areas of the nation thrived. The isolation further caused hardship by limiting the number of residents with higher education, a problem that continues to afflict the region.

The decline of coal mining in eastern Kentucky, particularly in the Big Sandy Region, has significantly impacted employment opportunities. Between 2010 and 2020, coal production in the area dropped by 92%, leaving many workers without alternative skills struggling to secure well-paying jobs. According to the 2023 U.S. Census updates, the region's primary industries—educational services, healthcare, and social assistance—require an educated workforce, highlighting the need for job retraining and skill development.

Meanwhile, Martin County continues to grapple with a severe water crisis, drawing national attention and comparisons to Flint, Michigan. The county's deteriorating water infrastructure requires slow and labor-intensive repairs, leading to frequent water shut offs and boil water advisories. Despite the passage of a federal bipartisan infrastructure bill in November 2021, meaningful progress has been limited. The Martin County Water District, plagued by years of unreliability, has left many residents dependent on bottled water, donations, or alternative sources. A recently approved 50% rate increase aims to support infrastructure improvements, but it places an additional financial burden on a county where 40% of residents live in poverty.

Despite these challenges, the region benefits from its natural beauty, attracting thousands of visitors to its state parks and waterways. Additionally, the promotion of Appalachian culture serves as a potential economic asset for the community.

#### **BSACAP POPULATION DATA**

According to the U.S Census, and American Community Survey, the population of the area declined between the years 2023 and 2024 with an estimated 33 people increased in the region this year and last year being 833 people leaving the area. Area leaders attribute this significant emigration to residents seeking steady employment and a living wage elsewhere.

Report Area	Total Population, 2023	Total Population, 2024	Population Change for 1 year
Report Area	135,343	135,376	+ 33
Kentucky	4,519,315	4,588,372	69,057
Floyd County, KY	34,978	34,423	-555
Johnson County, KY	22,116	23,129	1,013
Magoffin County, KY	11,348	11,228	-120
Martin County, KY	10,928	10,628	-300
Pike County, KY	55,973	55,968	-5

*Note: This indicator is compared with the state average. Data breakout by demographic groups is not available. Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. Source geography: County.*

### Counties Served by BSACAP Programs

Below is a table showing the distribution of agency-operated programs across the service area, including those counties lying outside the usual five-county boundary.

Program	Elliott	Floyd	Lawrence	Letcher	Johnson	Magoffin	Martin	Pike	Rowan
Child and Adult Feeding Program		X			X	X	X	X	
Columbia Gas Energy Assistance		X					X	X	
Community Services Block Grant		X			X	X	X	X	
Delta Gas Energy Assistance Program		X			X	X	X	X	

Demand Side Management Fund		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Disaster Case Management Program		<b>X</b>				<b>X</b>	<b>X</b>	<b>X</b>	
Emergency Food & Shelter Program					<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Emergency Solutions Grant		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Garden Seed Program		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Goodwill Voucher Program		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Head Start Program		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Kentucky Vision Project (KVP)		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Kentucky Power – Heating Energy Assistance in Reduced Temperatures (HEART)		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Kentucky Power-Temporary Heating Assistance in Winter (THAW)		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Low Income Home Energy Assistance Program (LIHEAP)		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Low Income Home Water Assistance Program (LIHWAP)		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Senior Community Service Employment Program	<b>X</b>								
Supportive Services Grant					<b>X</b>				
SS/SSI Representative Payee		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Tenant Based Rental Assistance		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Weatherization Program		<b>X</b>			<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	

Winter Care Program		X			X	X	X	X	
Workforce Innovation and Opportunity Act (Adult, Dislocated Worker, Youth)		X			X	X	X	X	

### **1. d. Engagement of Low-Income Individuals**

Big Sandy Area Community Action Program engages members of the low-income community by seeking their feedback and input on agency activities and community needs. Members of the low-income community in each county participate in annual elections to choose the individual(s) who will represent their interests on the Agency's Board of Directors. This occurs each November and the new board members take seats at the beginning of the following year. They are then welcome to attend Board Meetings, which are open to all members of the public. The annual Community Needs Assessment conducted by the Agency also requires input from the low-income population to have an accurate picture of what the community is facing and what their needs are.

### **2. Community Needs Assessment Narrative**

#### ***A. Process and Procedure***

The Community Needs Assessment is conducted annually, over several months. In FY 24-25, the assessment was made available to the community between August 24 and March 2025.

Assessment questions are in line with the agency's state association's (Community Action Kentucky) data-gathering effort so that local data can be leveraged both regionally and across the state. The agency received over one thousand responses this year.

The assessment is available in paper format at each county office as well as partner locations including school resource centers, local college campuses, public libraries, health departments, local churches, etc. The assessment is available online via the agency's website at [www.bsacap.org](http://www.bsacap.org). The digital format was also shared on social media via the agency's Facebook page. These surveys were completed primarily by clients at the local service offices, but some were also completed electronically.

The agency was able to gather data directly from the local low-income population, social service and healthcare workers, educators and counselors, economic and workforce development specialists, as well as members of the public sector, private sector, and agency board members. People who completed the assessment came from economically and educationally diverse backgrounds. The demographic information in the assessment reflects the general population of the area and our clientele.

An analysis of the data from the community needs assessment survey indicates the Agency needs to continue working in each of its planning areas: employment, housing, education, support

services, health, income and asset building, and civic engagement. Specifically, the analysis reveals the top areas of concern in the Big Sandy region as housing, employment, support services, education, and health. These top concerns were followed by income and asset building and then civic engagement.

### ***B. Methodology Used to Gather Data***

To ensure adequate community and consumer representation in the needs assessment process, the following methods were used:

- Solicited community members as well as consumers applying for Low Income Home Energy Assistance Program (LIHEAP) services to complete the online survey.
- Solicited community members as well as consumers applying for Low Income Home Energy Assistance Program (LIHEAP) services to complete the paper copy of the surveys in person at the local service offices.
- Distributed and collected online and paper surveys from agency staff and community organizations (local churches, local doctor offices, public libraries, senior citizen centers, local health departments, etc.)
- Distributed and collected assessment forms from members of the Board of Directors.
- Distributed and collected surveys from community partners who regularly attend Interagency Meetings.
- Big Sandy Area Community Action Program previously used the data collected to update the agency's Strategic Plan.
- Data collected is analyzed to help prioritize funding and resources, including staff time.

*\*Please see the Community Needs Assessment tab for the summary and related information.*

### ***C. Collaborative Efforts with Service Agencies***

The strength of BSACAP's collaboration with sister agencies and community-based organizations enables the Agency to better achieve its goals. Collaboration is particularly important when conducting the annual needs assessment as it allows the Agency to obtain a more comprehensive representation of community needs.

To better coordinate services, ensure the most effective collaboration, and prevent duplicative services, regularly scheduled interagency meetings are held in each county. Delegates from a variety of social service organizations, including the public, private, and non-profit, as well as community colleges, faith-based, and ecclesiastical sectors attend these meetings. The inclusion

of all representative bodies dedicated to the elimination of poverty ensures the maximum number of people is reached and all available community resources are fully utilized.

#### **D. Community Strengths and Needs**

##### *I. Measurable and major impact on poverty*

The Big Sandy region's fundamental strengths play a crucial role in supporting the greater community's efforts to foster self-sufficiency among low-income residents. These strengths extend across the social spectrum and leverage the rich diversity and unique qualities of the Eastern Kentucky Appalachian Mountain culture. As residents increasingly recognize the value of their cultural heritage, they are learning to utilize it as an asset, particularly in the expanding tourism and recreation industry, which continues to provide significant economic benefits to the region. One of the most notable examples of this cultural and economic revitalization is the designation of a section of U.S. Highway 23 as "Country Music Highway." This designation highlights the region's deep-rooted influence on country music, as it has produced numerous country music stars. This recognition has not only honored the area's rich musical heritage but has also led to increased tourism and economic opportunities, drawing visitors who wish to explore the birthplace of legendary artists.

Additionally, Pike County has successfully capitalized on the renewed interest in the historic Hatfield-McCoy feud. Following the popularity of a television miniseries that dramatized the infamous conflict, county officials have actively promoted feud-related sites and historical tours. These efforts have attracted historical enthusiasts and tourists alike, further boosting local businesses, increasing community engagement, and strengthening regional pride.

The Big Sandy region continues to harness its cultural legacy to drive economic growth, enhance community development, and promote long-term self-sufficiency for its residents. Through tourism, historical preservation, and the celebration of its unique Appalachian heritage, the region is positioning itself as both a cultural landmark and a thriving economic hub in Eastern Kentucky.

The Appalachian Wireless Arena (Formerly the Eastern Kentucky Exposition Center) in Pikeville and the Mountain Arts Center (MAC) in Prestonsburg are two examples of the efforts area leaders have made to benefit from the region's resources. Both facilities attract nationally known entertainers as well as provide venues for showcasing local talent and artists and are proving to be effective as convention centers for regional and state conferences.

Each county in the Big Sandy region hosts an annual festival directed at highlighting area culture, artisans, and crafts, which simultaneously produces desperately needed revenue for local communities. As a result of the domino effect, all counties reap the economic rewards.

Outdoor recreation is a major economic asset to the area. The Dawkins Line Rail Trail, the longest hike and bike trail in the state, runs through Johnson County to Magoffin County. The trail is thirty-six miles long. Towns along the trail have either been completed or are in the process of completing the Trail Town Certification. The Big Sandy region, home to Paintsville Lake State Park in Johnson County, Jenny Wiley State Park and Dewey Lake in Floyd County, Fish Trap Lake State Park, and The Breaks Interstate Park in Pike County, offers tourists and residents an assortment of recreational and aquatic activities.

Eastern Kentucky has made considerable progress in improving the region's infrastructure. The arterial highway system is making the area more accessible and safer. The Bert T. Combs Mountain Parkway and the Hal Rogers Parkway provide access to central and southeastern Kentucky. A trip to Lexington from Paintsville or Prestonsburg now takes less than two hours and makes what once was an arduous trip routine. The expansion of the Mountain Parkway from Campton to Prestonsburg will fashion the road into a four-lane thoroughfare and will vastly improve safety for travelers as well as upgrade accessibility, paving the way for more industry-related traffic.

Upgrades to U.S. 23, one of the region's most important roadways for commerce, have expedited north and south travel through the area. A trip to Pikeville from Paintsville now takes only thirty-five minutes. A once remote BSACAP service office in Martin County is now accessible from the Paintsville central office in less than half an hour. Such access has made service delivery much more effective for our low-income residents than in previous years because the trips to the service offices have become shorter.

Available healthcare has improved with the development of the arterial highway system. Access to hospitals and physicians in or near the area population centers is now more easily available than before, and significant improvements can be seen in existing healthcare facilities and hospitals. Medical services once available only in larger metropolitan areas are oftentimes accessible without traveling great distances. Major hospitals outside the immediate area, in Lexington, Ashland, Huntington, West Virginia, and Knoxville, Tennessee, supplement existing facilities and are accessible by helicopter and ground transportation.

Higher education has further developed in the area with the introduction of the Kentucky Community and Technical College System. Big Sandy Community and Technical College operates four major campuses in the region – Paintsville, Hager Hill, Prestonsburg, and Pikeville – that, when considered together with the University of Pikeville and Morehead State University Extended Campus, bring much-needed education to our residents. The number of residents with high school diplomas is on the rise, as is the number of residents who continue to improve their lives by taking advantage of higher education.

Fighting poverty and promoting self-sufficiency continue to be the focus of social welfare service agencies within the Big Sandy region. Along with BSACAP, agencies such as the Christian Appalachian Project, St. Vincent's Mission, Catholic Social Services, and Hand in Hand Ministries

strive to combat the economic woes afflicting the service region, particularly in extremely rural areas.

### *Community Needs*

The region demonstrates many needs, particularly a lack of well-paying jobs, substantiated by the high jobless rate. As evidenced by the Kentucky Education and Workforce Development Cabinet yearly data for 2024, each of BSACAP's service counties ranks well above the state and national unemployment rates, with Martin County having the highest unemployment rate in the state at 12.4%. This was followed by Magoffin County, which was listed as the second county in Kentucky with a rate of 11%.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Area	43,842	40,445	3,397	7.7%
Floyd County, KY	11,461	10,622	839	7.3%
Johnson County, KY	6,995	6,427	568	8.1%
Magoffin County, KY	3,383	3,010	373	11%
Martin County, KY	2,240	1,963	277	12.4%
Pike County, KY	19,763	18,423	1,340	6.8%
Kentucky	2,085,059	1,976,436	108,623	5.2%
United States	168,547,000	161,636,573	6,910,427	4.1%

*Note: This indicator is compared with the state average. Data breakout by demographic groups is not available. Data Source: US Department of Labor, Bureau of Labor Statistics. Source geography: County.*

For many of those fortunate enough to attain employment, the lack of affordable childcare can be a barrier. Many communities are underserved by childcare providers. For example, Magoffin and Martin counties currently have no licensed childcare facilities. For other counties who do have licensed childcare facilities, periodic freezes, or caps on the number of children permitted to enroll in state subsidized childcare are sometimes imposed when funding is scarce. Facilities offering childcare outside day/morning-shift hours are non-existent, leaving parents who work second or third shifts with few available options.

No public transportation exists within the Big Sandy region. This is a major impediment to obtaining and maintaining employment for many residents. According to the U.S Census, American Community Survey, close to 12 percent of people across the area do not have access to a vehicle. Even for those in the area with access to transportation, the average commute to work is 22 minutes. Such individuals or those who experience vehicle trouble are often left to fend for themselves. Younger employees and those working for low-paid services or minimum-wage jobs are particularly vulnerable. People experiencing transportation difficulties often lose their jobs when they have no available alternative modes of transportation. Private taxis are prohibitively expensive or serve only Medicaid patients.

While there has been improvement in the region's healthcare facilities, a plentiful supply of doctors and clinics remains problematic for the Big Sandy region, particularly in specialized medicine. To see a medical specialist, one must routinely travel outside the area to Lexington, Ashland, or Huntington, West Virginia.

According to Kentucky Healthfacts.org, there are 331 practicing physicians in the Big Sandy region, serving a population of 141,311. The area is served by only six hospitals: Three in Floyd County, two in Pike County, and one in Johnson County. Martin and Magoffin counties have no hospitals and, respectively, only ten and seven practicing physicians.

The County Health Rankings report for 2024 also demonstrates the region-wide need for healthier behavior. The report examined factors that influence health, including rates of childhood poverty, rates of smoking, obesity levels, access to physicians and dentists, rates of high school graduation and college attendance, access to healthy foods, and levels of physical inactivity, and found that Floyd County is ranked 109th in the state. In addition, of the 120 Kentucky counties, Martin County ranked 98<sup>th</sup>; Magoffin County, 113<sup>th</sup>; Pike County, 103<sup>rd</sup>; and Johnson County, 96<sup>th</sup> in overall health. The report also concluded that child poverty rates are twice as high in unhealthy counties and that residents living in unhealthy counties are less likely to have access to doctors and dentists.

<b>Behavioral Indicators (percentage)</b>	<b>Floyd</b>	<b>Johnson</b>	<b>Magoffin</b>	<b>Martin</b>	<b>Pike</b>
<b>Poor or Fair Health</b>	<b>27%</b>	<b>24%</b>	<b>30%</b>	<b>26%</b>	<b>27%</b>
<b>Adult Obesity</b>	<b>43%</b>	<b>38%</b>	<b>46%</b>	<b>40%</b>	<b>33%</b>
<b>Physical Inactivity</b>	<b>35%</b>	<b>35%</b>	<b>39%</b>	<b>35%</b>	<b>35%</b>
<b>Adult Smoking</b>	<b>28%</b>	<b>27%</b>	<b>31%</b>	<b>27%</b>	<b>27%</b>
<b>Diabetes</b>	<b>13%</b>	<b>12%</b>	<b>14%</b>	<b>12%</b>	<b>12%</b>

Although education is receiving more attention and slightly rising within the past year, a sizable portion of the area's population does not finish high school. Indeed, according to data collected by the U.S. Census American Community Survey, 2019-2023 Data Release, the region lags the state average in residents who do not finish high school as well as in most other educational indicators.

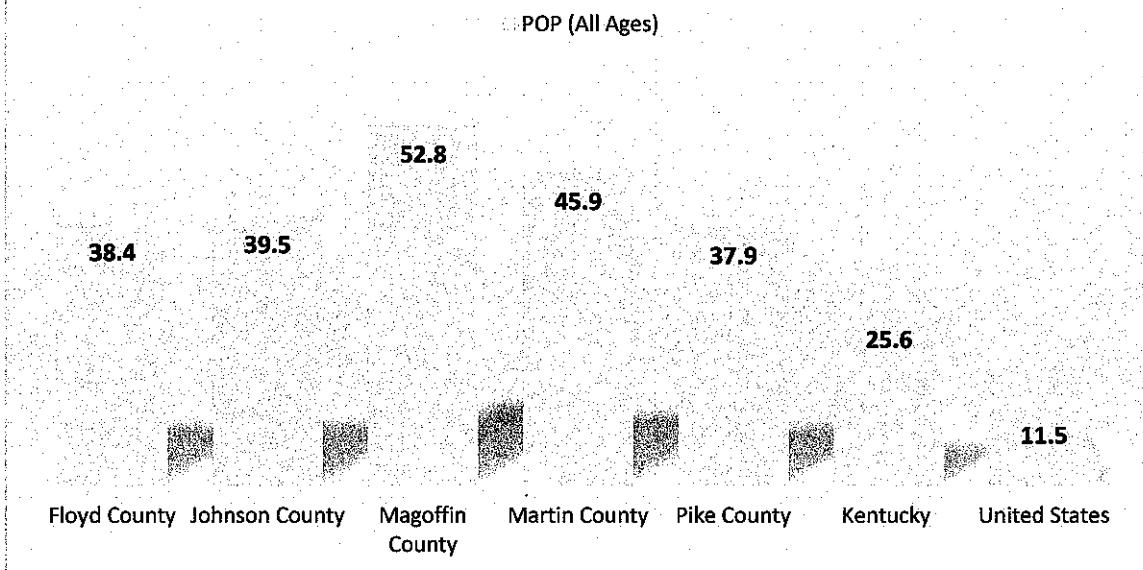
<b>Educational Attainment (percentage) for ages 25+</b>	<b>Floyd</b>	<b>Johnson</b>	<b>Magoffin</b>	<b>Martin</b>	<b>Pike</b>	<b>Kentucky</b>
<b>Less than ninth grade</b>	<b>10.4</b>	<b>7.6</b>	<b>14.6</b>	<b>12.3</b>	<b>9.6</b>	<b>5.0</b>
<b>9-12, no diploma</b>	<b>11.8</b>	<b>9.5</b>	<b>13.7</b>	<b>12.5</b>	<b>12.1</b>	<b>7.8</b>
<b>High school only</b>	<b>40.2</b>	<b>41.0</b>	<b>37.6</b>	<b>34.3</b>	<b>39.8</b>	<b>32.6</b>
<b>Some college</b>	<b>19.8</b>	<b>18.4</b>	<b>18.1</b>	<b>19.9</b>	<b>17.2</b>	<b>20.9</b>
<b>Associate degree</b>	<b>5.6</b>	<b>8.0</b>	<b>5.5</b>	<b>10.3</b>	<b>7.4</b>	<b>8.5</b>
<b>Bachelor's Degree</b>	<b>7.0</b>	<b>8.3</b>	<b>5.2</b>	<b>7.6</b>	<b>7.2</b>	<b>14.8</b>
<b>Graduate Degree</b>	<b>4.9</b>	<b>7.2</b>	<b>5.3</b>	<b>3.2</b>	<b>6.8</b>	<b>10.3</b>

The effects a limited education has on poverty levels can be seen in Kentucky's children. According to Columbia University's National Center for Children in Poverty, 91 percent of Kentucky children whose parents do not have a high school degree live in low-income families. Sixty-nine percent of children whose parents have a high school diploma live in low-income families; 34 percent of children whose parents have some college or more live in low-income families.

Housing continues to be a major concern throughout the Big Sandy region as evidenced by its ranking as one of the top agency priorities in the recent community needs assessment. Roughly 55 percent of households with an income of less than \$20,000 per year are housing burdened, meaning they use 30 percent or more of their total income for housing costs.

By every commonly used measure of economic health, the Big Sandy region is not performing well when compared to the rest of the state as well as the nation. Indeed, all five counties BSACAP serves have a higher-than-average percentage of their population living below the poverty level, compared to both national and state averages, according to the U.S. Census Bureau's 2019-2023 American Community Survey 5-Year Estimates. The counties of the Big Sandy region also have much lower median household income and per capita money income than national and state averages.

## Percentage of People Living in Poverty



### *II. Activities to assist low-income & elderly.*

#### *1. Secure and retain meaningful employment.*

BSACAP operates four employment programs directed toward meaningful employment for low-income participants: The Workforce Innovation and Opportunity Act (Adult and Dislocated Worker Program and WIOA Youth Program) and the Senior Community Services Employment Program (SCSEP).

Many individuals cannot break the cycle of poverty due to a lack of employment or job skills. Career Advisors strive to lessen the burden of poverty by helping low-income clients prepare a resume and cover letter, conduct job searches based on his/her qualifications, education, and preferences, refer clients to employers and available positions, and educate clients on how to complete applications, how to accomplish a powerful interview, and how to achieve workplace success. These skills, which are not often taught outside a classroom, prove helpful to clients with no work experience and those who are re-entering the workforce. Following the pandemic, many local businesses slowly began allowing only 50% of staff capacity to return, making it even more difficult for those with low job skills. Many jobs in our area did not return to full staff once it was determined by some that fewer people employed could still complete the job duties.

The WIOA Adult and Dislocated Worker Programs give job seekers greater access to needed services through a one-stop system. Conveniently located access points, affiliate sites, and a comprehensive one-stop service center are used to link other service providers and to directly serve customers. The Agency strives to meet the needs of employers by coordinating and making available customized skills training classes for adults and by developing On-the-Job Training (OJT) contracts that reimburse employers for a portion of the salary of a participating employee.

for a specified time. Since 2011, the Agency has used the WOW (World of Work) Assessment on all WIOA clients. Developed for EKCEP and based on the Holland Theory of Career Choice, the WOW Assessment helps clients make career decisions based on personality types. Staff members who administer the assessment are trained in its interpretation.

SCSEP offers employment and training opportunities to eligible clients ages 55 and older. Individuals participating in the program receive valuable training and suitable employment that brings meaning to their lives and empowers them to participate in the larger community while working to increase their self-sufficiency. Participants are made ready for job placement through employability counseling and workshops that teach effective resume writing, interviewing strategies, and basic computer skills. Participants who are on a fixed income supplement their income through paid training, thereby easing their financial obligations. As the Big Sandy region's jobless rate continues to rank higher than the Commonwealth and national averages, these programs remain of paramount importance to the area. The successful operation of these programs has a significant impact on lowering the unemployment rate, which is crucial in the fight against poverty and raising the standard of living across the region.

## *2. Attain adequate education*

Multiple BSACAP-operated programs provide adequate education components for low-income individuals and families. Head Start, WIOA (Adult, Dislocated Worker, and Youth programs), the Senior Community Services Employment Program, and the CSBG scholarship program provide opportunities for low-income area residents to attain quality education.

The Head Start program, which was ranked among the top 10 percent in the nation in instructional support by the Administration for Children and Families triennial monitoring review, helps qualifying children succeed educationally by providing activities to help them grow mentally, socially, emotionally, and physically. The education services are designed to meet the individual needs of children and the curriculum is formulated within the context of sound early childhood development principles. Classroom environments foster social and academic achievement in the eight Head Start domains to comply with program objectives. Teaching strategies and individual curriculum objectives are planned and developed by the teaching staff and parents and implemented according to children's individual needs. Head Start children socialize with others, solve problems, improve their listening and speaking skills, and engage in other experiences that help them become self-confident learners. Head Start children leave the programs more prepared for kindergarten, excited about learning, and ready to succeed.

In addition to scheduled home visits and conferences, numerous contacts/interactions occur between Head Start staff and parents during classroom volunteering, meetings, and planned activities. Head Start staff members conduct on-site observations in each classroom, followed by individual conferences with teaching staff to address problem areas or training needs.

Parents of children participating in Head Start may pursue literacy and professional development opportunities. Parents may receive financial assistance for obtaining GEDs or taking college classes or technical training. In addition, parents enrolled in college full-time may apply for scholarships from the Kentucky Head Start Association.

WIOA programs use education as a tool to lead to meaningful employment for participant self-sufficiency. Participants are provided with counseling and other services that enable them to complete high school; are offered opportunities and encouraged to earn GEDs; are assisted with attending certificated short-term training programs leading to work or advancements in the work setting; and are offered, where appropriate, the opportunity to attend post-secondary programs resulting in jobs.

The Agency's partnership with the Kentucky Career Center One-Stop JobSight program adds emphasis to the importance of education and makes furthering one's education easier and more accessible. At the KCC JobSight centers, job seekers are referred to co-housed partnering agencies, such as Adult Education and Literacy, which can provide the applicant with educational services and informational sources. Representatives from the Department for Vocational Rehabilitation are available to assist applicants possessing physical impairments with barrier removals, allowing them to further their education.

As WIOA-designated access points, BSACAP's local service offices provide an array of skills training for adult and displaced workers wishing to learn new skills or embark on new careers. In addition, the staff members provide career counseling and testing to job applicants in all programs.

BSACAP offers scholarships to low-income area residents from each of the counties served to assist in paying for their college or technical school tuition, books, and other expenses. Aimed at improving education in the communities, these scholarships total several thousand dollars annually, ease the financial burden on the recipient or their parents, and improve the quality of life in communities by producing an educated workforce.

CSBG staff members conduct monthly community workshops in which guest speakers cover a wide range of educational topics, including scholarships, financial aid, and GED testing, as well as budgeting, job searching, and weatherizing a home. Each workshop educates low-income clients on topics that increase their chances of escaping poverty. CSBG staff also offers a lending library that allows students to borrow laptop computers for work and/or school.

The Senior Community Services Employment Program (SCSEP) provides opportunities for senior citizens to enroll in Adult Education or GED programs or participate in skills training. CSBG staff members also provide basic computer skills and other employment-related instruction.

Through workshops, skills-building practices, and employer matching, this program guided these individuals to opportunities they may otherwise not have encountered.

*3. Make better use of available income.*

Big Sandy Area Community Action Program recognizes the importance of utilizing available income effectively and economically, especially by the low-income residents in the region, and uses Agency resources to ensure customers achieve the maximum usage from each dollar.

Several BSACAP programs directly or indirectly assist area low-income residents to make better use of or extend the capacity of available income. Such programs include the SS/SSI Representative Payee service as well as housing and utilities assistance programs.

The Social Security Administration determines that certain recipients cannot effectively manage their own resources; nor do they have anyone else to manage the resources on their behalf. The SS/SSI Representative Payee Program requires a surrogate to enable referred entitlement recipients to make better use of their limited funds.

The Agency acts for the recipients by using the recipients' checks to pay their monthly expenses, including rent, utilities, and food costs. Staff members collaborate with individuals to develop a budget plan designed to meet the participants' needs effectively and efficiently. Any monies remaining after the individual's financial obligations are met are conserved or invested on behalf of the beneficiary. These funds are deposited into an individual's designated account and accessed only when deemed necessary. Interest earned on the account is directed back into the account to achieve maximum benefits. The Representative Payee Program assists children, the elderly, and people with disabilities; however, the program is available to anyone requesting and needing the service and is monitored annually.

Energy costs consume a massive portion of the region's low-income residents' available cash. Low-income individuals must often choose between heating their homes and sacrificing other vital needs. The LIHEAP, Emergency Food and Shelter Program Funds, Winter Care Energy Fund, Kentucky Power Home Energy Assistance Program, Kentucky Power Energy Assistance programs, and the Columbia Gas programs enable low-income area residents to make better use of available income by supplementing high energy costs during peak months. Income made available may then be used for other life necessities.

Weatherization staff members provide customers with information on how to use energy efficiently and how to save money through energy conservation in the home.

The Agency's scholarship program lowers the cost of higher education for every recipient as well as their families. The Garden Seed Program allows clients to reduce their grocery bills, and the SafeLink program allows households to obtain free cell phones. Clients who receive the Community Assistance Program prescription card spend less on prescription medicines and can apply the saved money toward other areas of their monthly budget. Clients who receive free glasses through KY Vision application assistance from CSBG staff save money on vision care costs.

To promote self-reliance, all participants are encouraged to take advantage of the Agency's community workshops, which provide information on such helpful subjects as weatherizing a home, back-to-school budgeting, gardening, and finding affordable healthcare and prescriptions.

The workshops are conducted by CSBG staff and feature guest speakers who focus on educating the consumer on the wise and efficient use of money.

*4. Obtain/maintain adequate housing.*

Substandard housing is a chronic affliction across the Big Sandy region, particularly in isolated rural areas. BSACAP recognizes that a lack of suitable and affordable housing is a major contributing factor to poverty in the region and strives to combat the problem.

The Agency operates several housing programs that assist low-income area participants to obtain and maintain suitable housing. The Weatherization program assists low-income area residents to maintain safer and more energy and cost-efficient housing. Homes served may receive energy-efficient heating systems or may be better protected from winter with caulking or insulation, thereby extending the income of the occupants and allowing them to expend their resources on other needed goods and services that might ease the economic burden on the family. The programs also allow the home to be made safer through the installation of smoke detectors and carbon monoxide alarms.

The Tenant-Based Rental Assistance (TBRA) Program extends the available income and resources of participants by supplementing the cost of housing. The program has the added benefit of ensuring an adequate level of suitable housing because each unit for which a subsidy is paid must pass inspections certified by HUD. The housing program enables families throughout the Big Sandy region to enjoy suitable as well as affordable housing and foster economic self-sufficiency by allowing the household to save part of the income that would otherwise have been used for shelter.

*5. Emergency services through one-time payment/ short-term loan*

A range of services is available to assist low-income residents with immediate and urgent individual and family needs. LIHEAP, KY Power Energy Assistance Program HEART and THAW, the Columbia Gas Energy Assistance, Winter Care and Emergency Food and Shelter are BSACAP-operated programs used to meet these purposes.

To help ease the burden of escalating electric bills, the Agency's energy assistance programs help the area's low-income individuals and families by helping with their electric payments.

The LIHEAP Crisis component may be used to make an emergency utility payment or to purchase fuel for a resident who has received a utility disconnect notice or is within four days of exhausting an alternate source of heat. This is particularly important to the Big Sandy region during the winter months when many families have difficulty meeting their utility costs. A multitude of families rely on the program, especially when winter seasons are particularly harsh and push home heating costs to extremes. Without the crisis component of LIHEAP, numerous individuals and families would be left in the cold during the most inclement weather.

Emergency LIHEAP monies are also available for the Summer Cooling program. Summer Cooling operates when the Department of Health and Human Services (DHHS) declares an emergency due to extreme and prolonged heat. The component may not be offered every year and is only implemented at the direction of the Cabinet for Health and Family Services (CHFS). Summer Cooling is targeted to households with a family member suffering from a health condition or disability that requires cooling to prevent further deterioration.

The Agency provides Certificates of Financial Need through the county service offices that may be used by eligible households for 30-day utility payment extensions or hardship utility reconnections.

The Emergency Food and Shelter Program (EFSP) is intended to meet the emergency needs of individuals and families in need of shelter in Pike County.

The Agency also acts as a referral source for individuals or households seeking emergency services BSACAP does not provide.

#### *6. Nutritious supplies/services*

The Big Sandy Area Community Action Program operates the Child and Adult Feeding Assistance Program to counter starvation and malnutrition. The Child and Adult Feeding Assistance program supplies vital nutrition for low-income children in qualifying childcare programs. This goal is accomplished by providing funds to centers or sponsors that offer nutritious meals to enrolled participants in childcare centers and daycare homes.

The Agency addresses mental health and physical well-being in its monthly workshops and promotes good nutrition with its Garden Seed program, which provides vouchers for garden seeds, plants, and/or fertilizer to, in turn, raise and preserve nutritious foods.

BSACAP offices in the five-county service area maintain a list of available food pantries and other sources for referring low-income residents in the event of emergencies. Such lists include local countywide ministerial associations, the Salvation Army, the Full Gospel Mission Food Pantry in Salyersville, and the Thankful Hearts Food Pantry in Pikeville. Agency staff members maintain communication with these organizations to ensure all resources are being utilized to feed the community's hunger.

The Agency's distribution of the Community Assistance Program's prescription cards helps lower the cost of prescription medicines. The objective is particularly important among Big Sandy elderly residents who lack private prescription coverage or do not qualify for Medicaid. Oftentimes, such people will opt to purchase a prescription instead of buying food.

Funding from the Emergency Food and Shelter Program (EFSP) is distributed to several local food pantries in our area. Needy families use this service to supplement food costs by receiving nutritious items for meal preparation.

The Agency regularly makes referrals to the Department for Community Based Services for customers to make applications for Temporary Assistance for Needy Families (TANF) and to other food relief agencies.

*7. Achieve greater participation in community affairs.*

Community affairs are important to BSACAP, and the Agency strives to affect participation by low-income residents. The quarterly interagency meetings, Head Start Policy Council activities, BSACAP Board of Directors meetings, monthly community workshops, and various community functions in which both customers and staff are encouraged to attend demonstrate the Agency's commitment to the community.

The One Stop Operator meetings and the interagency meetings provided by agency staff represent a dual purpose: to reduce or eliminate duplication of services among agencies and to share information that will lead to greater services for, and therefore participation by, low-income residents.

The Head Start Policy Council directly permits representative low-income residents with children in Head Start programs to participate in the decision-making process governing the operation of Head Start programs in the BSACAP service area. Operational policies, personnel, and budgetary issues are discussed and acted upon at the council meetings and parents are encouraged and afforded every opportunity to take part in the decision-making process.

*8. Comprehensive long-term family development programs*

Big Sandy Area Community Action Program operates several programs that individually and collectively feature family development and sustainability as their focal points. Case management works with families to break through barriers that keep them in poverty including a lack of transportation, employment, or education, all of which were identified as needs in the recent community assessment.

The Agency works one-on-one with families who want to break the cycle of poverty. After identifying barriers, as well as strengths and weaknesses, case managers help customers set goals and develop individualized plans to achieve these goals.

Head Start emphasizes family development. Fatherhood and parenting skills development efforts are vital parts of BSACAP Head Start's programming success. Such efforts are attempts to bring male role models to bear upon the early development of Head Start children. Good parenting skills are necessary for the sound social and emotional development of children as well as for their health and safety.

*9. Emergency goods and services needed for good health.*

Oftentimes, low-income residents of the Big Sandy region have trouble paying and maintaining electric bills. To help ease this burden, BSACAP provides services to assist low-income

residents' needs for emergency goods and services. The Agency uses LIHEAP, Columbia Gas Energy Assistance, and Emergency Food and Shelter to meet these needs.

The LIHEAP Crisis component may be used for emergency payment of utility bills to avoid loss of service when disconnection is imminent. The component may also be used to purchase coal, wood, propane, fuel oil, or kerosene when a family is within four days of exhausting their source of heat.

The Emergency Food and Shelter Program (EFSP) funded by the Federal Emergency Management Agency (FEMA) is designed to assist qualifying Magoffin, Martin, and Pike County households with emergency utility services. The Agency provides leadership to FEMA activities at the county level by serving on FEMA county boards in Pike County.

The service offices located in the Agency's five-county service area maintain a current list of agencies and private sources that can be used to assist individuals and families in times of personal or family emergencies. The listings include organizations such as the Salvation Army, ministerial associations, housing and clothing sources, and food pantries. The Agency also makes clients in need of emergency services aware of how other organizations can help and employees make appropriate referrals. The regularly held interagency meetings are beneficial in that all service organizations gain valuable knowledge of what each Agency offers.

The SSI Representative Payee Program administered by BSACAP helps to ensure that residents less able to make their own decisions about financial matters can still function effectively in a family environment. With the Agency administering the recipient's benefits, the likelihood of a family member abusing the recipient's monies is lessened, thereby avoiding friction and hostility within the family.

All services offices throughout the five-county service area regularly provide information and referrals to individuals and families including local health departments and community clinics.

### *III. Coordination and established linkages between governmental and social agencies*

The Agency recognizes the vital importance of maintaining a close working relationship with all social service and civic organizations within the service area and realizes more people in the community can be helped when all strive toward the common goal. CSBG staff members work diligently to develop and maintain relationships conducive to all involved, with the realization that a better understanding of sister agencies eliminates duplicative services; consequently, funds may be utilized more efficiently and effectively within the communities served.

Government, quasi-government, or university-funded programs operated by BSACAP are the Child and Adult Feeding Program, the Community Services Block Grant, Head Start, LIHEAP, Social Security and Supplemental Security Income Representative Payee program, Tenant Based Rental Assistance, and Weatherization.

Agencies with which BSACAP coordinates efforts and has an established linkage are the Cabinet for Health and Family Services, the U.S. Department of Health and Human Services, Eastern Kentucky University, Eastern Kentucky Concentrated Employment Program, Kentucky Housing Corporation, Social Security Administration, Big Sandy Area Development District, Habitat for Humanity, and Federal Emergency Management Agency.

State or federal-funded programs operated by the Agency in partnership with other non-profits include the WIOA programs that serve adults, dislocated workers, and youth.

The Agency-operated programs funded by businesses are Demand Side Management, Columbia Gas Energy Assistance, Winter Care, and Kentucky Power Home Energy Assistance Program.

BSACAP maintains a linkage and regularly coordinates efforts to deliver services with the following non-profits or businesses: The Center for Rural Development; American Electric Power; Columbia Gas; Big Sandy Area Development District; National Council on the Aging; Big Sandy Community and Technical College; the University of Pikeville; Winter Care Energy Fund; Community Action Kentucky; and Eastern Kentucky Concentrated Employment Program.

In addition to the linkages established through funded programs, BSACAP uses quarterly interagency meetings to maintain existing linkages with other social programs that share an interest in delivering services to low-income individuals. The list of such linkages includes Big Sandy Community and Technical College and its various campuses, Mountain Comprehensive Care, the Salvation Army, health agencies, and area faith-based charities and social agencies.

Members of BSACAP staff actively participate on several committees of the Pike County Human Resource Interagency Coalition, a countywide coalition that delivers services to low-income and elderly residents. At monthly meetings, linkages are used to solve case problems and to work together for the betterment of the low-income. Linkages include agencies and organizations from all areas of need including USDA Rural Development, Big Sandy Area Development District Agency on Aging, Christian Appalachian Project, Social Security Administration, and the Cabinet for Health and Family Services as well as area food pantries, faith-based organizations, and other social agencies.

Several members of the BSACAP management staff are actively involved on the boards and committees of many area community organizations. These include Sandy Valley Transportation, Red Cross, Mountain Housing, area family resource and youth service centers, 4-H Council, Low Income Housing Coalition of Eastern Kentucky, Inc. (LINKS), and various civic organizations.

#### *IV. Involvement of the private sector to reduce poverty.*

Through its many linkages with the private sector, BSACAP will continue to encourage the use of private sector community and faith-based groups and private individuals to serve the needs of the low-income within the community.

Representatives of civic organizations and private sector entities regularly attend the quarterly interagency meetings held in the BSACAP service area. Attendees may include Mountain Comprehensive Care, Christian Appalachian Project, local Catholic social services, local church groups, and local food pantries.

The Agency encourages the growth and diversification of the area's job market by partnering with EKCEP's Kentucky Teleworks, an initiative that allows qualified clients to work from their homes via the Internet. The National Healthcare Grant (H1B) provides educational and training opportunities to those interested in pursuing careers in healthcare. Agency staff members provide career counseling, resume development, and job training for such employment opportunities as well as technical support and case management.

Further, the Agency promotes economic development by assisting employers in a variety of ways, pre-screening applicants, coordinating at job fairs, employee testing, recruitment, etc. The Agency also enters into several OJT contracts with local employers to re-train and provide long-term employment. The OJT contracts allow for reimbursement for a portion of employee wages.

#### *V. Economic development activities*

Big Sandy Area Community Action Program will continue to support economic development efforts in the service area by encouraging staff members to participate in area chambers of commerce, supporting the countywide economic development initiatives, participating in the operation of the Pikeville JobSight, allying the Agency with the Big Sandy Area Development District in its economic development activities, and improving the quality of the local workforces through the WIOA programs (Adult, Dislocated Worker, and Youth).

Agency representatives are available to partner with employers and other agencies, especially when employers relocate or expand operations.

Several WIOA staff members serve as Job Club Facilitators and oversee Job Clubs in Floyd, Johnson, and Pike counties. These regular meetings allow a group of job seekers to support one another in their search for employment. Facilitators provide tips on many aspects of career development including resume assistance, interview preparation, employer visits, and job openings. Job Club attendees are assigned to individual Career Advisors for more in-depth counseling.

The Agency makes available short-term training classes for certain program participants to meet the needs of community employers. For example, as there is a shortage of Certified Nursing Aides (CNA) in the area, the Agency has, on numerous occasions, enrolled program participants in CNA training and, following completion of training, successfully placed them in employment.

To prepare individuals for the workforce, the Agency offers Job Readiness training for participants in WIOA-funded programs as well as the Senior Community Service Employee Program (SCSEP). Job readiness teaches participants how to look for suitable work, interviewing skills, appropriate dress, application completion, and effective resume writing skills.

Job developers work with clients individually to prepare them for employment. Staff members offer career counseling, skills assessment, TABE testing, and other tools to help match job seekers with employers.

*VI. Education, counseling, and technical assistance on equal opportunity compliance*

The Agency will continue its inwardly directed education and counseling efforts relative to compliance with equal opportunity legislation. Departmental managers receive in-house training at regularly scheduled staff meetings, with applicable information disseminated for the managers to share with staff. The Equal Employment Opportunity Coordinator (EEOC) will continue to monitor all Agency offices to ensure compliance with all appropriate legislation, including full disclosure relative to grievance procedures. The EEOC will continue to provide education and counseling for Agency staff on an as-needed basis. Should the need arise, the EEOC will provide referrals to individuals and community organizations requesting assistance with equal opportunity legislation.

The Agency's EEOC routinely updates all bulletin boards in public areas that contain current information for both staff and public viewing. These bulletin boards have posted information that explains the process of appealing to people dissatisfied with an Agency program decision or those who wish to file a discrimination complaint or feel they have been treated inappropriately.

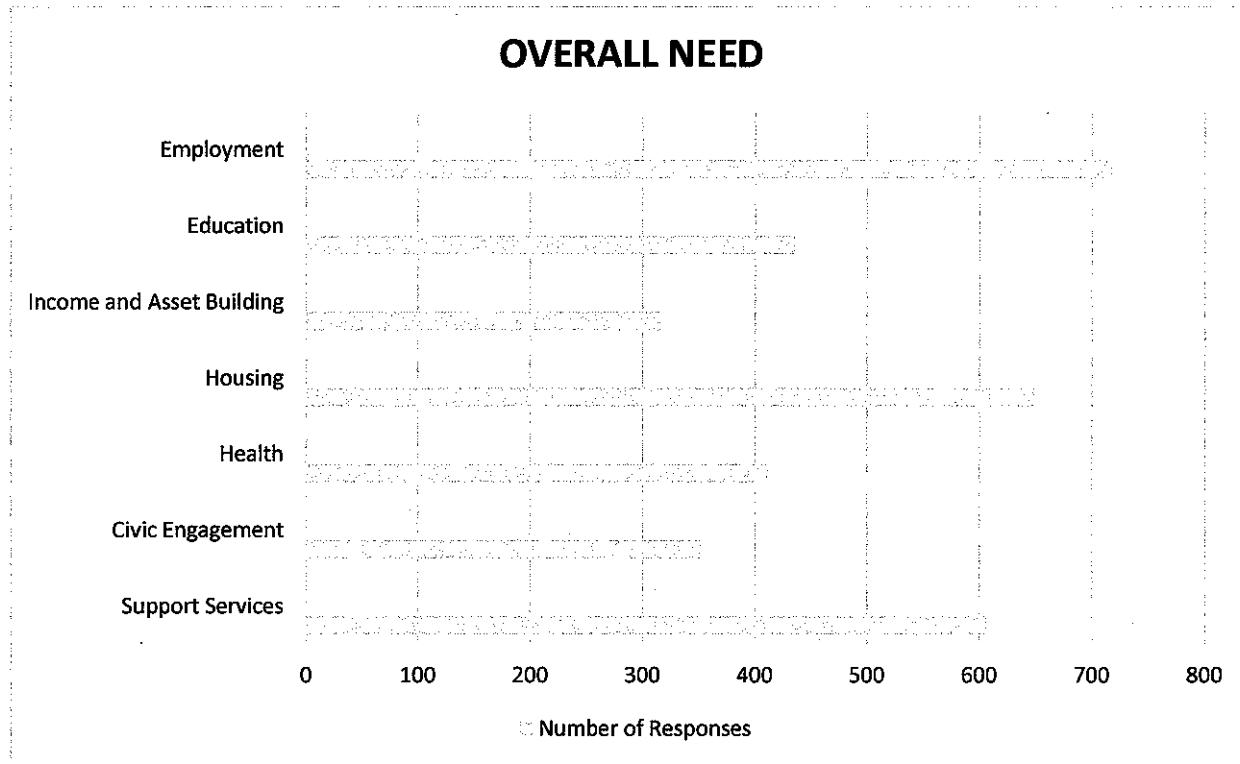
The Agency's human resources manager addresses EEO issues with presentations at interagency meetings and to other agencies. BSACAP is available to anyone in the community needing assistance with compliance with equal opportunity legislation.

The agency found that the percentage of poverty in our community is well above both the state and the national levels.

Report Area	Total Population	Population in Poverty	Percentage of Population in Poverty
Report Location	132,176	37,009	28%
Floyd County, KY	33,433	10,029	30%
Johnson County, KY	21,878	5,688	26%
Magoffin County, KY	10,988	2,747	25%
Martin County, KY	10,592	3,707	35%
Pike County, KY	55,285	12,715	23%
Kentucky	4,588,372	734,139	16%
United States	346,725,172	38,139,768	11%

The agency asked each surveyor to mark their top three concerns within the seven CSBG service categories and then asked to mark their top three subcategory concerns within each service. Responses were tabulated and ranked via the highest percentage. Based on these percentages, the Agency has given priority to the CSBG service categories shown in the chart below:

### Needs Assessment Survey Priorities



**EMPLOYMENT** is ranked as the top priority for the Agency. Employment has been determined by the Big Sandy Area Community Action Program as a community-level need.

Top concerns about employment include affordable transportation to and from jobs, more training/certification for the types of jobs available in the area, and more jobs with better pay and benefits.

The collapse of the coal industry has affected the whole economy of the region. Not only is the area faced with out-of-work miners, but the ripple effect is also a major concern. Many eastern Kentucky residents lost their jobs in non-coal related businesses because of the economic “domino effect” resulting from the rapid decline in the region’s coal industry.

For many, coal-related work has comprised the whole of their working lives, so many of the affected individuals are training in new fields or modifying their existing credentials to meet 21<sup>st</sup> century marketplace demands.

The area has many individuals who suffer from physical or mental disabilities that have taken them out of the workforce for some period. If proper healthcare is received at some point, those individuals face a difficult journey returning to work. Additionally, individuals living on a fixed income are finding it increasingly necessary to return to work to cover their household bills.

In recent years, various partners in the social service, public, and private sectors have worked together to spur economic development in the region; however, most of the job growth has been in fast food service and similar jobs that do not provide a living wage or benefits. Larger economic development projects in the areas of technology and manufacturing have failed to take hold or have not provided the benefit to the region that was intended.

The Agency's service is a very rural area with no public transportation and no method of travelling other than a personal vehicle. Similarly, childcare is often physically or financially out of reach for many families and cannot support shift work schedules.

**HOUSING** is ranked as the second highest priority for the Agency. Employment has been determined by the Big Sandy Area Community Action Program as a community-level need.

The area faces inadequate affordable housing stock. Most clean and safe housing opportunities are either out of financial reach for our most vulnerable populations, including children, single parents, the elderly, and people in addiction recovery, or the complexes are filled with long waiting lists. Opportunistic landlords take advantage of the situation by renting out low-priced properties that are significantly damaged, dilapidated, or grossly inadequate (an old motel renamed as an "apartment complex," for instance).

A huge portion of housing stock in our area is found in mobile home parks and trailer courts, and low-income apartments, several of which are also owned by opportunistic landlords. Not only are mobile homes more difficult to heat, making tenants more reliant on limited public funds for assistance with energy bills, but they are also among the most vulnerable structures in severe weather events, such as tornadoes. Our service area has seen an increase in severe weather in the last five years. Tornadoes and flash flooding have led to significant losses of property, housing, and lives. Additionally, the most affordable land is often located in the flood zone and near abandoned mines, increasing the health and safety risks of people who take advantage of the lower-priced housing on the low-cost land. Because of the location of these properties, flood insurance is extremely high, so much so that it can be impossible, even for those with middle-class wages, to purchase and maintain. Even with a roof over their heads, low-income people are still not protected from the weather.

There are only two emergency shelters in the five-county service area, one in Pike County and one in Floyd County, that opened in March of 2019, leaving three counties without an emergency shelter and no transportation options to reach the two that are available.

The area is also seeing a steady increase in the number of elderly people who fall into poverty later in life, leaving them with few resources to have maintenance or accessibility work done in their

homes. Also, despite lowering unemployment rates, the poverty rate remains persistently high, leaving many without affordable homeownership options.

**SUPPORT SERVICES/EMERGENCY SERVICES** is the Agency's third priority. This is a family-level need.

Through community partnerships with the Appalachian Regional Defense Fund (AppalReD), the University of Kentucky Cooperative Extension Services, and local schools and libraries, we work to create a network of experts who have the resources to properly address community support service needs beyond those available at the Agency.

Through a comprehensive resource guide, One-Stop meetings, and quarterly interagency meetings, the Agency continues to expand partnerships and increase awareness of the resources available, allowing for effective referrals to counseling and community-based food resources.

Data gathered by Feeding America shows that an average of 22% of the area's population is food insecure. Magoffin County is the second-highest county in food insecurity in the entire state.

The Big Sandy Area Development District has a wide variety of programs designed to assist the elderly; however, they are not well known, and many families are reluctant to request assistance. The area is seeing an aging population come into need as the Baby Boom generation begins to enter their retirement years and as younger people and families are moving out of the area in pursuit of better opportunities.

Central Appalachia is at the heart of the nation's opioid epidemic. According to the National Center for Health Statistics, Kentucky had 2,271 deaths last year. Furthermore, Floyd County is the 5<sup>th</sup> highest ranked county with the highest drug overdose deaths among its residents. Pike County is ranked the 5<sup>th</sup> highest county with counts of drug overdose deaths involving fentanyl and ranked 4<sup>th</sup> in drug overdose deaths involving methamphetamine.

**EDUCATION** is the Agency's fourth priority this year. Education is another family-level need. The top three subcategies for education is lack of affordable transportation to and from school.

A quarter of the population in the area does not have a high school diploma or equivalent. Historically, most work available in the region did not require an elevated level of education and the lack of emphasis on its importance among area families persists today. Additionally, social and home life factors have prevented many people from finishing high school and/or continuing their education. In cases of parental drug addiction, child abuse, and extreme poverty, children have a challenging time completing the work required of them and managing the social aspects of school.

Many people believe they cannot afford higher education and are unaware of the financial aid available to them. Additionally, there is a need for trade work and trade school to be incorporated into "college and career ready" discussions.

**HEALTH** is the fifth priority for the area this year. BSACAP has determined that health is a family-level need in our service area.

The Big Sandy Valley, and indeed most eastern Kentucky counties, reports high rates of obesity, smoking, diabetes, and lack of exercise, along with a need for chronic disease management. According to the USDA, Kentucky has an extremely high obesity rate, and our 5-county area has 131 fast food restaurants.

Few practicing physicians and extended travel times make healthcare difficult to receive. Two counties in our service area—Martin and Magoffin—do not have a hospital, and the one in Johnson County (ARH-Paintsville) had, for many years, the nation's fourth-highest hospital cost markup. The Affordable Care Act and the expansion of Medicaid have significantly decreased the number of individuals without health insurance; however, the working poor still struggle to afford health insurance plans.

While children are often able to access dental, hearing, and vision tests through their schools, affordable options are not always available to the adult population. Furthermore, approximately 8% of the community does not have any type of health insurance.

**CIVIC ENGAGEMENT** is the Agency's sixth priority and is considered by Big Sandy Area Community Action Program as an agency-level need. Long-term political abuse, corruption, and nepotism have created a culture of suspicion, blame, and hopelessness in the area. Funds for public works have been squandered or embezzled over the years, and individuals in positions of power have historically abused workers' rights, leading people to have a deep distrust of government and its representatives.

Finding opportunities for low-income people to have a stake in their communities is critical to the success of the area as it could provide a significant portion of the population with a say in decision-making and an understanding of how political changes affect their lives, along with empowering them to speak out on behalf of their communities' needs.

**INCOME AND ASSET BUILDING** is the Agency's seventh and lowest priority according to the Community Needs Assessment. The top subcategory this year was a lack of education on how to budget assets. Income and Asset building has been deemed a family-level need for the Big Sandy Area Community Action Program.

Cyclical and generational poverty have plagued eastern Kentucky for decades. Many families struggle to maintain subsistence levels of income and assets, so future planning has been difficult for most to envision.

The area is also serviced by many predatory "payday" lenders (i.e., five payday lenders in a town with a population of 4,203), which trap people in a repayment cycle that is difficult for them to break.

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Clients need education on how to make the most of a small income and potential pathways to homeownership and savings.

### THE PROPOSAL

To continue helping people help themselves, we will use the data from the Community Needs Assessment to complete the CSBG Plan and Budget Proposal. With funding provided through the Community Services Block Grant (CSBG) to help alleviate the causes and conditions of poverty.

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# Community Needs Assessment 2025



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**Big Sandy Area  
COMMUNITY  
Action Program**

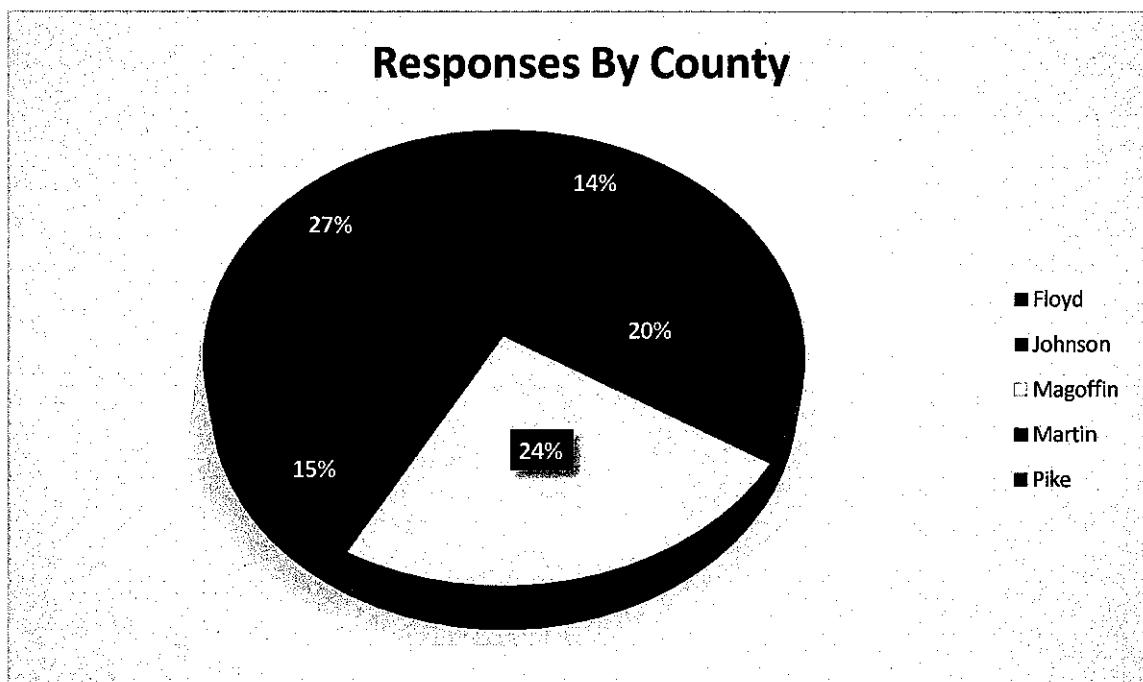
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# Needs Reported Through BSACAP Needs Assessment Survey

The Big Sandy Area Community Action Program conducted the annual needs assessment process from August 2024 to March 2025. Raw data was gathered from **1166** respondents using Agency assessment survey forms. To compile a comprehensive and accurate community cross-section, assessment forms were distributed to community members throughout the five-county service region.

The complete results, as well as a list of locations where the surveys were conducted, can be found in the appendices. The survey was available online or completed in the presence of staff at the local service offices. The results were compiled and tallied. As proven by the responses, the need for services that assist the impoverished is great.

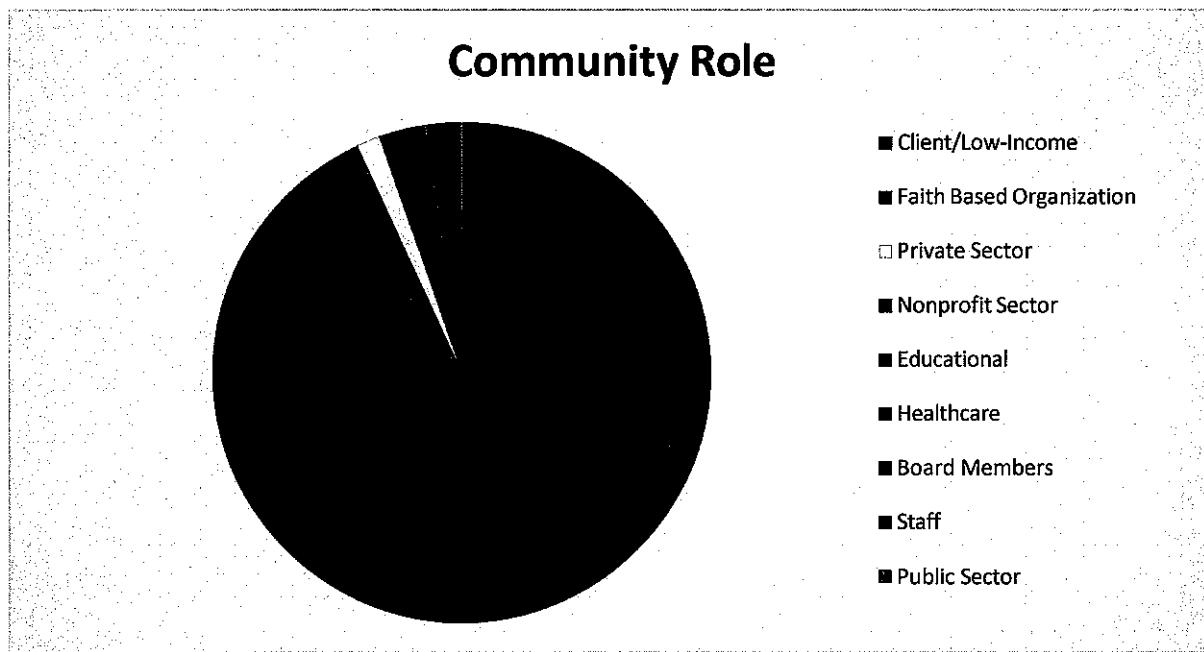
With Kentucky having one of the highest national poverty levels, the survey results will help us align programs to assist individuals and families living in poverty.



The graph above indicates the survey responses by county. As indicated, Pike County had the largest number of responses. We find this year that survey responses varied by county whereas the past years roughly aligned with the population distributed throughout the BSACAP.

Assessments were completed by low-income representatives, individual program

participants, faith-based organization representatives, local service providers, community partners, educational institution staff, members of the board, and members of both the private and the public sector.



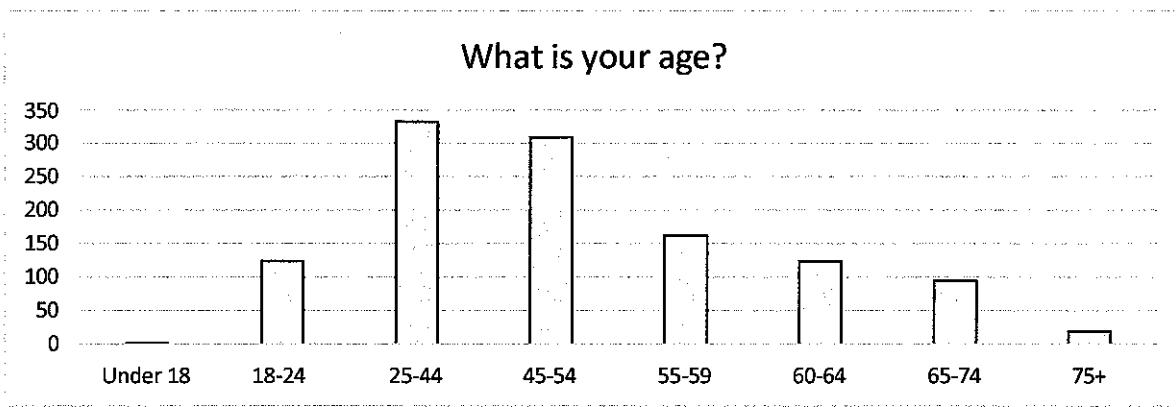
The graph above indicates the category of community member that respondents felt they most represented. A large portion of the respondents this year, 90.31%, came directly from our clients or members of the low-income community. Less than one-third came from representatives of the health, education, public, private, and nonprofit sectors.

According to the U.S. Census Bureau, approximately 27% of the population we serve in the Big Sandy Area are living in poverty. This is higher than both the state and the national poverty levels. This information is shown in the table below.

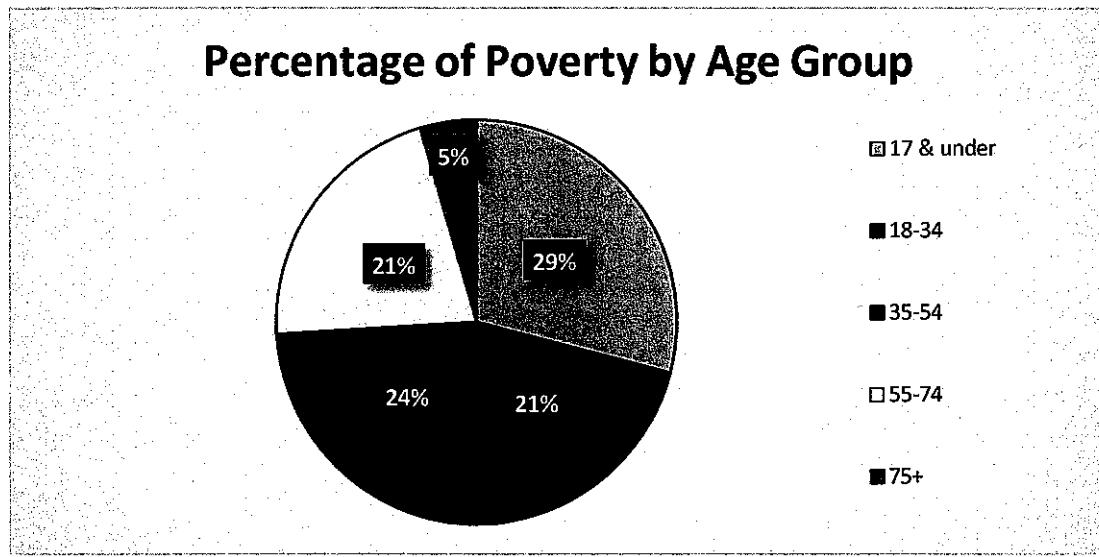
Report Area	Total Population	Population in Poverty	Percentage of Population in Poverty
Report Location	140,215	37,749	26.9%
Floyd County, KY	35,942	9,524	26.5%
Johnson County, KY	22,680	5,670	25%
Magoffin County, KY	11,637	3,398	29.2%
Martin County, KY	11,287	5,429	48.1%
Pike County, KY	58,669	13,728	23.4%
Kentucky	4,505,836	738,957	16.4%
United States	331,464,948	36,792,609	11.1%

## Demographic Information

Respondents were asked several questions regarding their demographic categorization, including age, gender, race, ethnicity, education, and military status.



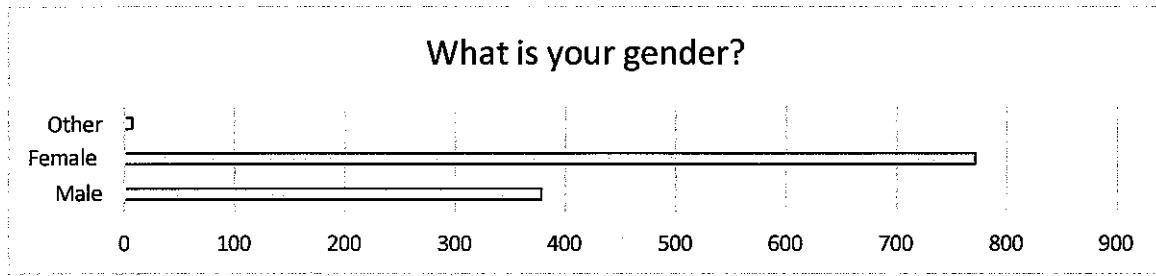
As the graph above indicates, over 54% of respondents were middle-aged, between 25 and 54 years of age. Thus, the responses to the survey are largely from people who are in their prime working years who may be caring both for children and aging parents. The next highest number of responses came from those age 55-59 who are nearing or have entered retirement age. Aside from age group 75+ with only 19 responses, the fewest number of responses came from those under age 18 with only 1 response.



Data Source: DATA USA: Big Sandy Area Development District, datausa.io

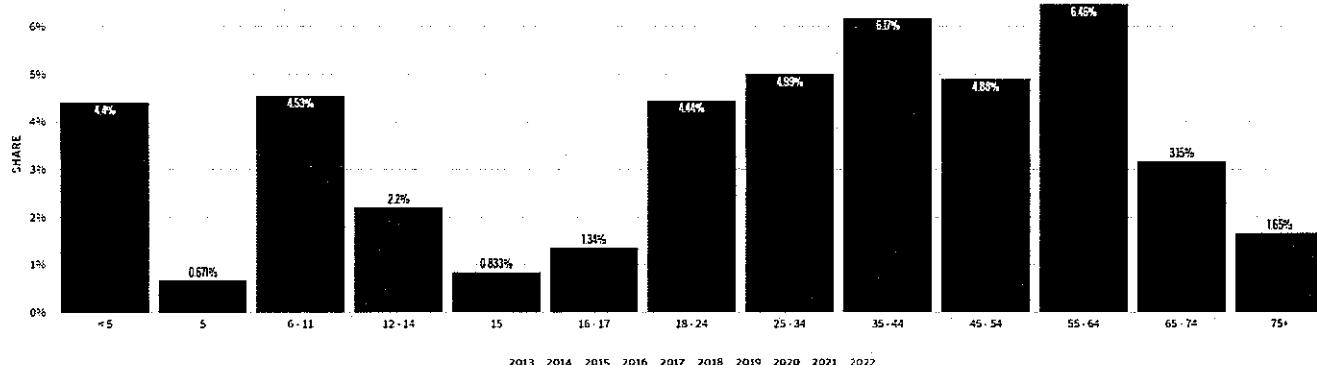
The graph above shows the percentage of the population living below the poverty line by age groups in the Big Sandy Area. A total of 139,368 people lives in the 1,979.6 square mile report area defined for this assessment according to the American Community Survey 2023. The population density for this area, estimated at 69.2 persons per square mile, is less than the

national average population density of 98 per square mile.



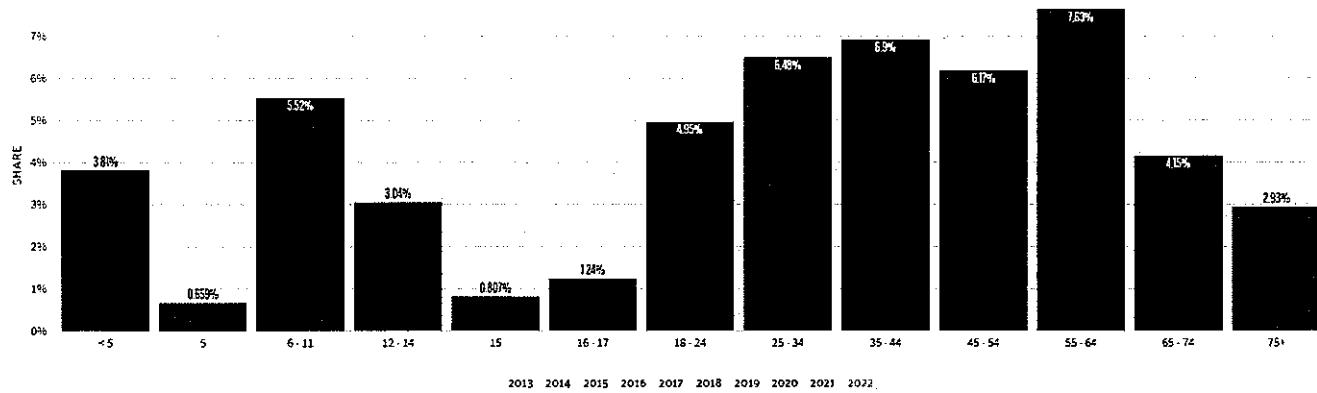
As the graph above indicates, the majority of respondents of the 2024 Community Needs Assessment were female. This number suggests a potential gender bias in the Community Needs Assessment survey participation and could indicate that community needs resonate more with women than other genders.

**Male Poverty by Age Group**



*Data USA. DATAUSA: Big Sandy Area Development District. datausa.io.*

**Female Poverty by Age Group**



*Data USA. DATAUSA: Big Sandy Area Development District. datausa.io.*

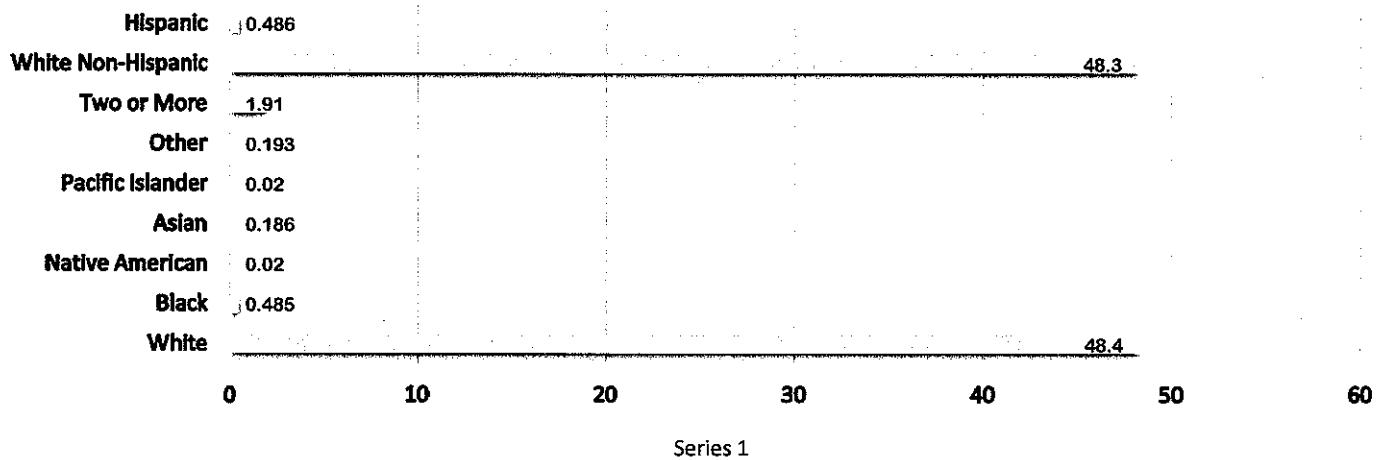
According to data from the Census Bureau, the graphs above identify residents in the Big Sandy Area living in poverty by gender and age group. The largest demographic living in poverty are females between the ages of 55 and 64 at 7.63%. The smallest demographic living in poverty are females with an age of 5 at 0.659%. Overall, adult females have a slightly higher population

in poverty than males. This could also be indicative as to the cause of the gender bias for the Community Needs Assessment survey participation.

The results of the questions regarding race and ethnicity indicate that the vast majority of respondents in our area were White, Non-Hispanic or Latino people, which reflects local demographic information showing that the BSACAP service area is approximately 97% White and more than 99% Non-Hispanic, Latino, or Spanish origins.

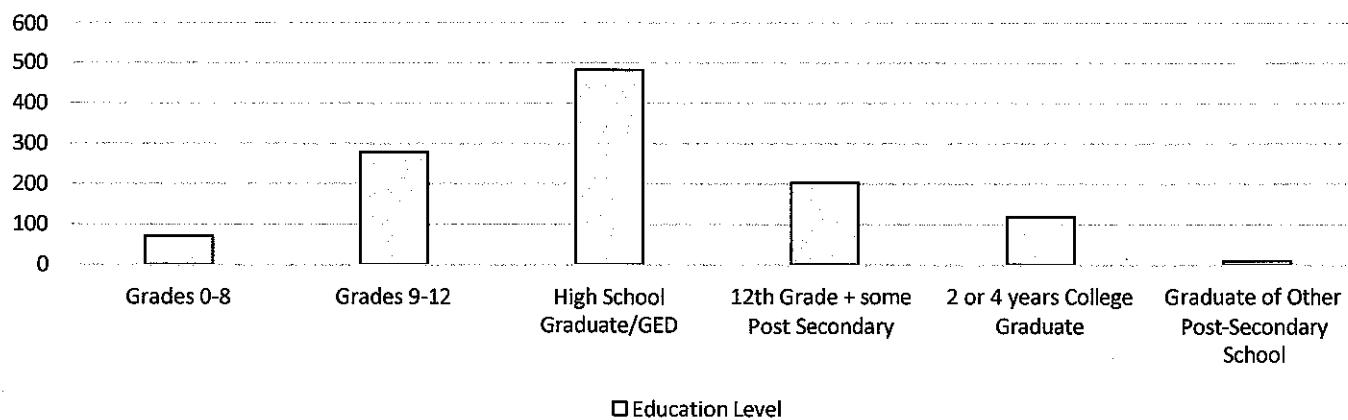
The graphs below show the poverty level averages by race and ethnicity. Chart showing race is also compared to state levels of poverty by race. You can see from the charts that the poverty by race aligns with the demographic information above.

### % Poverty by Race and Ethnicity



*Data USA. DATAUSA: Big Sandy Area Development District. datausa.io*

### Education Level

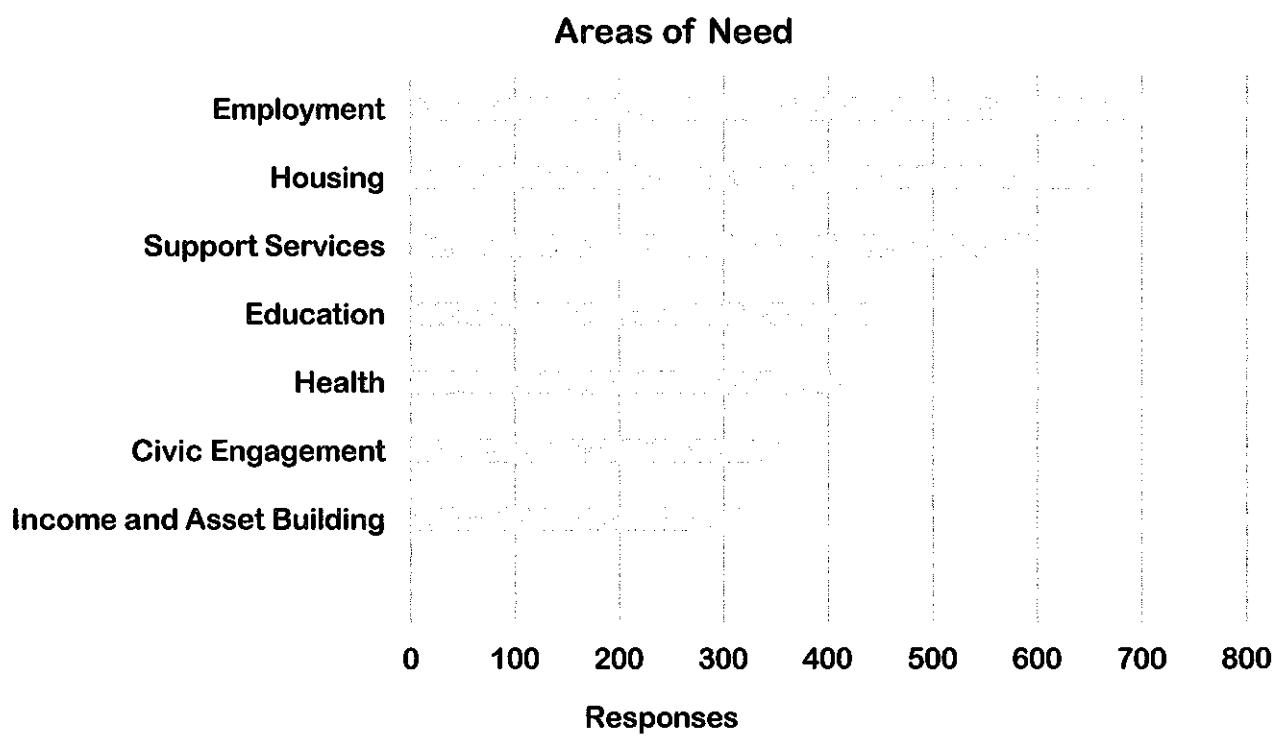


As the chart above indicates, while nearly 42% of respondents have their high school diploma or equivalent, another 30% of respondents either did not attend or did not complete high school. Just over 15% of respondents have attended but not completed some post-secondary education, while 10% completed a two or four-year degree course or higher. BSACAP did have 1% of the respondents to the Community Needs Assessment that were Graduates of Other Post-Secondary Schools.

The survey was completed by 23 military veterans this year and 0 active military. This number has decreased since last years' responses, but we still have a long way from having reliable data for our area regarding veterans. These survey response results do indicate a need on the part of the agency to conduct outreach to current and former military members and to continue strengthen the partnerships with local veterans' service programs.

## **Areas of Need**

Respondents were asked to mark their top three most important needs (in no particular order) among the agency's planning areas: health, employment, education, housing, income and asset building, support services, and civic engagement. The chart below indicates what the community ranks as the most important services needed. This data is extremely helpful to the agency when deciding next steps.



Employment was identified as the most needed service in the 2024 Community Needs Assessment with nearly 62% of respondents marking it as a top priority, followed by housing, support services, education, health, civic engagement, and income and asset building.

## Overall Needs Assessment Results 2020 through 2024

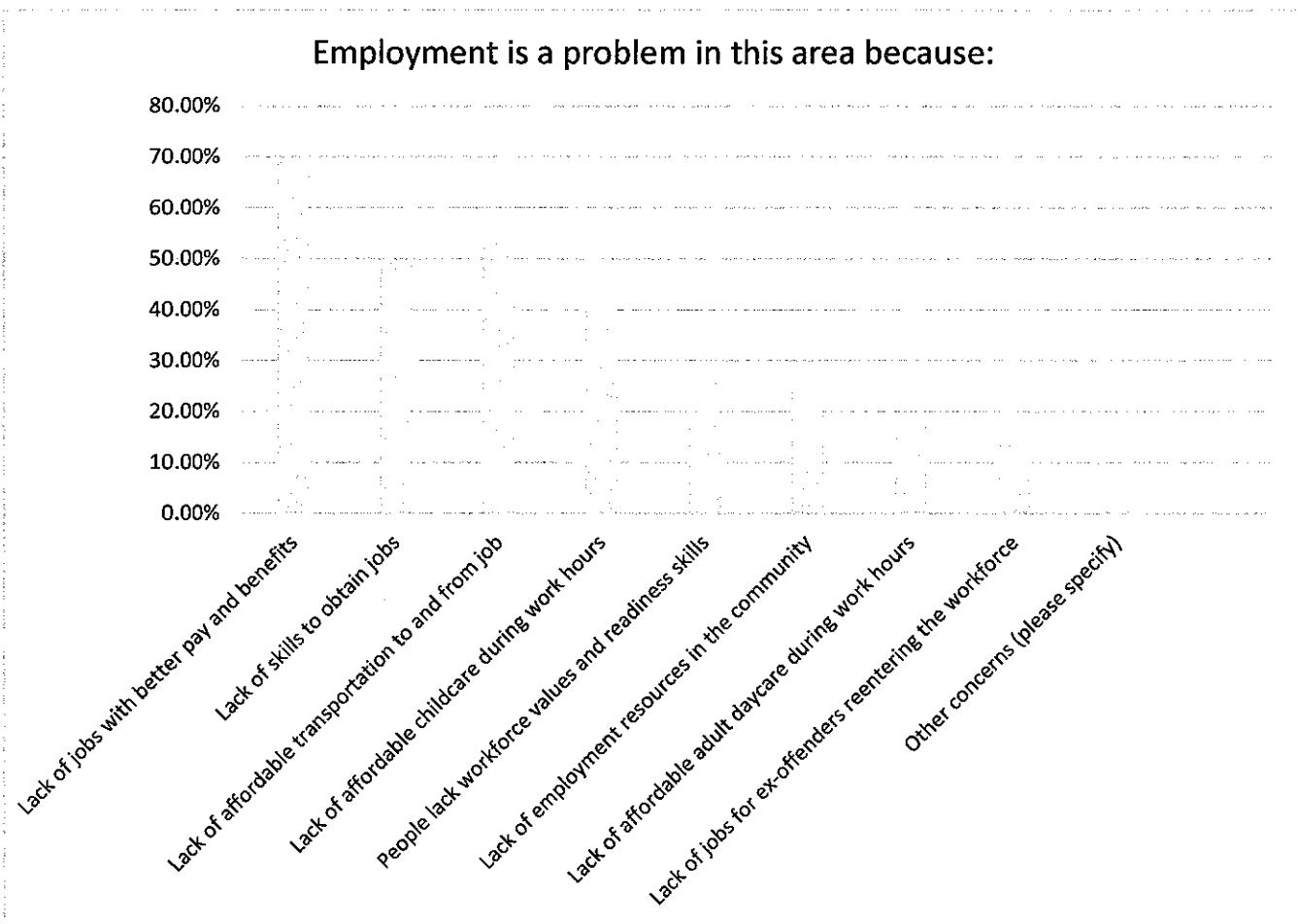
	2020	2021	2022	2023	2024
Rank 1	Employment	Employment	Employment	Employment	Employment
Rank 2	Housing	Housing	Housing	Housing	Housing
Rank 3	Education	Education	Education	Education	Support Services
Rank 4	Health	Income & Asset Building	Income & Asset Building	Support Services	Education
Rank 5	Income & Asset Building	Health	Health	Health	Health

*In 2020 through 2024, respondents were asked only to mark the top three needs, but in no order. Please see the chart above for needs ranked.*

Respondents were then asked to mark their top three concerns among several subcategories within each service area to determine the aspects of each area respondents find most challenging to overcome.

### EMPLOYMENT

**Employment** was ranked as the top need among survey respondents. The Big Sandy Area Community Action Program considers Employment to be a community-level need. Within the service area of employment, barriers to self-sufficiency rose to the top of list of concerns. Chief among those concerns was that our community needed more jobs with better pay and benefits. Other top concerns by respondents were that the area needs more training for the types of jobs available in the area as well as affordable childcare during work hours and affordable transportation to and from work and the need to improve the workforce readiness skills of people who are able to work.



The agency's Workforce Innovation and Opportunity Act (WIOA) Program participates in a wide variety of economic development initiatives in partnership with other local service organizations in addition to several other job seeker services. The agency acts as the area's One- Stop Operator meaning that comprehensive workforce services and support services can be accessed at our local offices. The agency also hosts an annual East Kentucky Workforce Partners Conference in order to allow all area organizations to improve communication and work toward common goals. BSACAP's local county offices are Kentucky Career Center Jobsight Affiliated Access Points. The individual centers provide job seekers access to services carried out by a wide network of partners operating within one physical location.

Staff operate in conjunction with the Eastern Kentucky Concentrated Employment Program (EKCEP), local Offices of Employment and Training, Vocational Rehabilitation, and others, as well as serve with the local Work Ready Community initiatives. The agency also has an Employer Account Representative who acts as a liaison between the private sector and the nonprofit sector. The Employer Account Representative can coordinate employer needs with agency services such as creating incumbent worker trainings, job fairs, vetting and hiring of employees, connections to economic development projects, and more to ensure that businesses that open in the area have what they need to succeed.

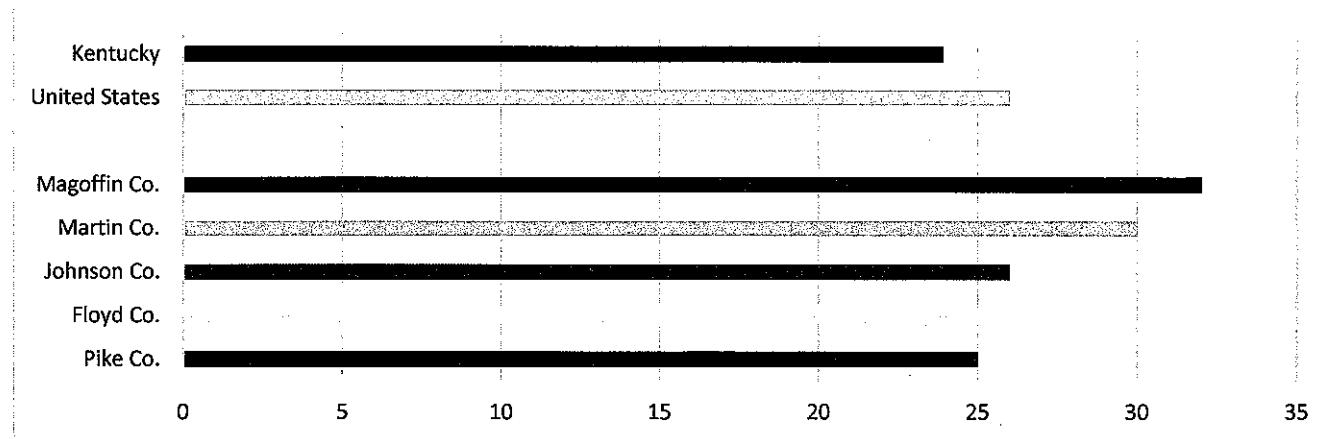
Unfortunately, most new businesses in the area do not offer a living wage or benefits. The chart below shows the median annual income for households in the Big Sandy Area based on data from the US Census Bureau. On average, residents in the Big Sandy Area annually earn approximately \$24,000 lower than the state average and approximately \$41,000 lower than the national average. According to the US Census Bureau data for 2023, Kentucky is ranked 5th of the 50 states with highest poverty rates, following only 4 other states (Mississippi, Louisiana, New Mexico, and West Virginia) with higher poverty levels. Many people move out of the Big Sandy Area to obtain employment elsewhere.

	Floyd County	Johnson County	Magoffin County	Martin County	Pike County	Kentucky	United States
Average Annual Income per Household	\$41,582	\$43,014	\$33,632	\$46,185	\$42,179	\$61,118	\$77,719

The Big Sandy Area Community Action Program's service area is predominately rural with a mean commute time for workers of 27.8 minutes, according to recent census data, and virtually no public transportation. The graph below indicates the average daily commute for the Floyd, Johnson, Magoffin, Martin, and Pike counties as well as the state average.

Without a reliable personal vehicle and the ability to afford repairs, employment is difficult to maintain. Similarly, lack of affordable childcare options prevents many from entering or remaining in the workforce, especially the working poor. During the global pandemic in the previous few years, unemployment increased and many in our area lost vehicles due to lack of payment. In addition to other barriers, recent flooding has left households without transportation.

Average Commute (minutes)



Transportation remains a top concern for respondents of the Community Needs Assessment for Big Sandy Area Community Action Program when trying to find employment. Within the

service area, over 11% of the total number of households do not have a motor vehicle. This is higher than both the state level at 7% and the national level at 6%.

## HOUSING

The second highest ranked service category in 2024 according to the Community Needs Assessment was **Housing**. The Big Sandy Area Community Action Program considers **Housing to be a *community-level* need**. Nearly 56% of respondents to the Community Needs Assessment considered Housing to be in the top three overall needs of the community.

Rank	Need	Responses
1	Families need affordable housing	75.90%
2	Lower costs for rent/utility deposits	69.13%
3	More subsidized housing	46.57%
4	Access to home repairs that reduce energy costs	44.68%
5	More income-based housing for disabled and seniors	28.13%
6	Community support for homeless families	24.27%
7	Access to housing for ex-offenders	10.63%

BSACAP operates a housing program that provides rental and utility assistance with funding from the Department of Housing and Urban Development in the form of Tenant-Based Rental Assistance and Emergency Solutions grant monies. The program is financially exhausted nearly as soon as funds are available and always maintains a waitlist. These two programs assist clients in alleviating the cost of rental costs in the form of rent payments, security deposits, utility deposits, and utility allowances.

According to Census data for Kentucky for 2023, roughly 42.2% of all renter households were cost-burdened, meaning households are spending at least 50% of their income on housing. Approximately 69% of households with income between 20k – 35k are spending more than 30% of their income on housing, and 24.3% of households with the same income spend more than 50% on housing. Between 2022 and 2023, there has been virtually no change in income in Kentucky, however the cost of rent continues to rise. The median rent increased to \$929 in 2023 from \$891 in 2022. This rising cost continues to burden families in Kentucky and families nationwide.

The agency also operates the Weatherization Assistance Program and the Low-Income Home Energy Assistance Program, both of which aim to reduce the burden of utility costs. The Low-Income Household Water Assistance Program also helps reduce the burden of utility costs. In addition to strengthening our referrals to home repair groups, the agency could benefit from assisting with financial education and pathways to homeownership for low-income people.

There are currently four emergency shelters in the five-county service area. Two of these are homeless shelters that house 45 individuals each and the other two are emergency shelters for women and children escaping sexual assault or domestic violence that house even less. Of these 4 shelters, 3 are in the same county leaving the other 4 counties that are served by BSACAP with low options for homeless individuals or families. Partnerships with local churches continue to help BSACAP assist some homeless families in the area. Searching for partners that will assist homeless families through community support is another way we can accomplish this.

As we see a greater number of our senior population fall into the range of poverty, we are also seeing a greater need for home repair and home accessibility programs.

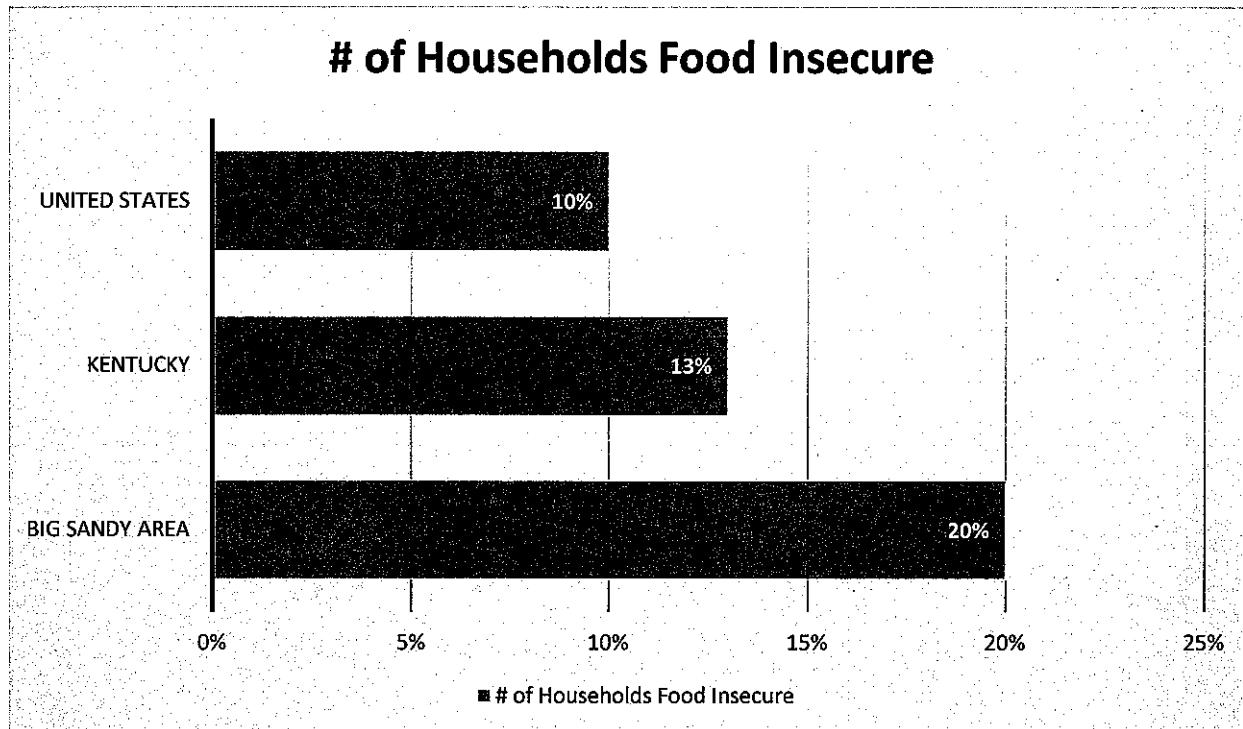
### SUPPORT SERVICES

**Support Services** was found to be the second priority for the agency. **The Big Sandy Area Community Action Program considers Support Services to be a *family-level* need.**

#### **Support Services**

Rank	Need	Responses
1	Access to emergency financial assistance	47.94%
2	Youth Programs	37.39%
3	Meal Programs	37.14%
4	Access to disaster recovery services	32.08%
5	Transportation services	28.99%
6	Life skills (budgeting/bills paying)	19.55%
7	Elderly services	19.21%
8	Child support referrals	16.72%
9	Disabled services	11.75%
10	Access to substance abuse resources	11.23%
11	Legal services	9.09%
12	In-home services for seniors	7.80%
13	Senior centers	7.55%
14	Access to sexual/emotional/physical abuse services	7.29%
15	In-home services	5.83%

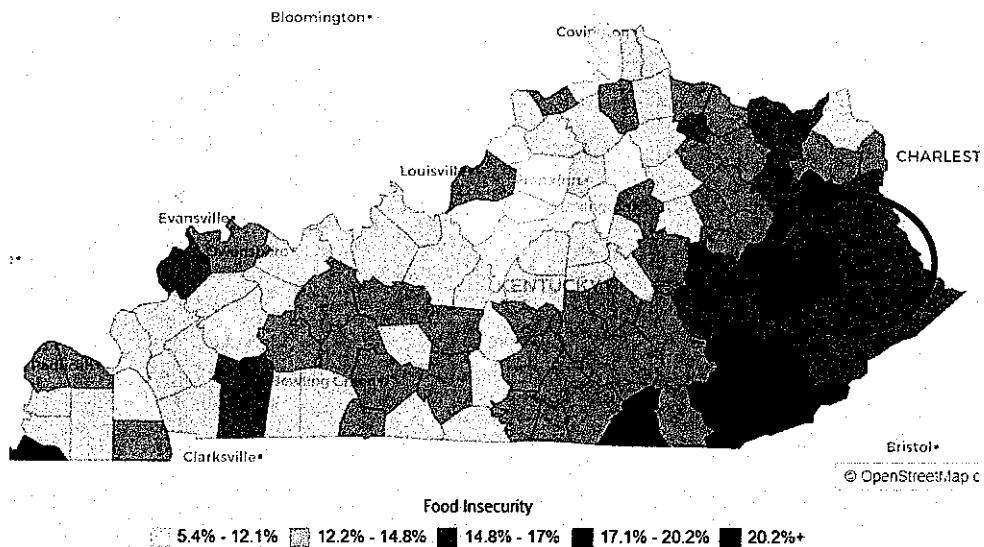
BSACAP uses the Emergency Food & Shelter Program to provide financial assistance to local food banks and makes referrals to area food banks, community meals, and the USDA's summer feeding program in which local schools participate. Data gathered by County Health Rankings & Roadmaps shows that roughly 20% of our service area lacks adequate access to food. This is higher than the state and national average of Kentucky at 13% and the United States at 10%. In 2023, Magoffin County had the third highest prevalence of food insecurity at 25.1%.



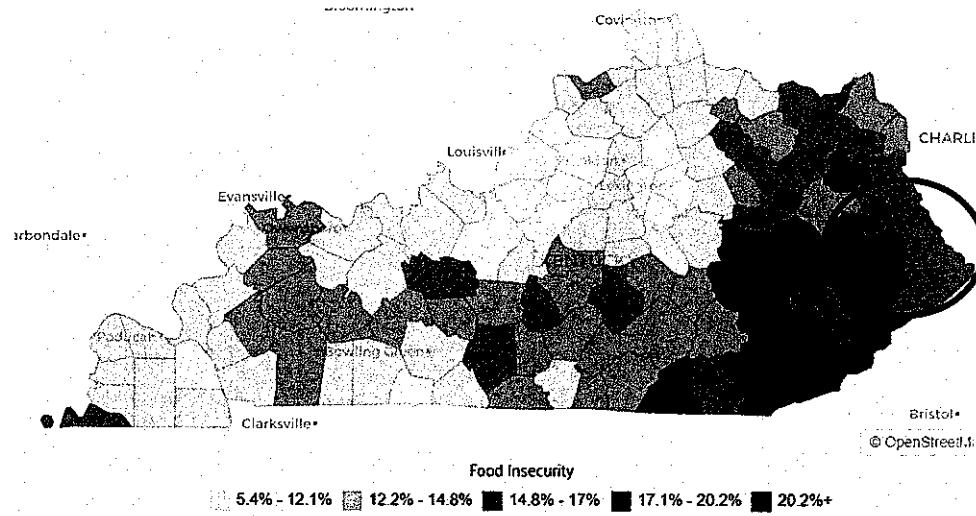
According to data provided by the Kentucky Youth Advocates' 2022 County Data Book, an average of 44% of children live in low-income homes and nearly 16% of children across the service area live in food insecure homes. This is a 2% increase from the previous year's data at 14% of children in the area living in a food insecure home. According to the USDA's latest Household Food Insecurity in the United States report, 662,660 people in Kentucky are struggling with hunger. The graph below shows that 20% of the population in the Big Sandy Area face hunger and compares it to the 13% of Kentucky and the national level of 12%.

The images below from Data USA show the difference in food insecurity for our service area in 2020 compared to 2023. We can see that the prevalence of food insecurity in Kentucky is on the rise.

# 2020



# 2023



The agency's SCSEP program assists people aged 55 and over to enter or re-enter the workforce. Referrals are also made to the Big Sandy Area Development District which manages several services for the elderly designed to help them stay in their homes and remain as independent as possible.

It is widely known that central Appalachia and eastern Kentucky is in the heart of the nation's prescription drug abuse (opioid and other) epidemic, and that the manufacture and distribution of methamphetamine is prevalent. The agency's WIOA currently runs the Opportunity Youth Program. This program targets youth ages 18-24 who have been involved in the criminal justice

system by providing mentorship, educational opportunities, one-on-one job and career counseling to help them recover from their mistakes. Providing targeted assistance to families suffering from substance abuse through drug-free housing, employment of ex-convicts, and programs for child victims of parental substance abuse can be ways that we engage with the community on these issues.

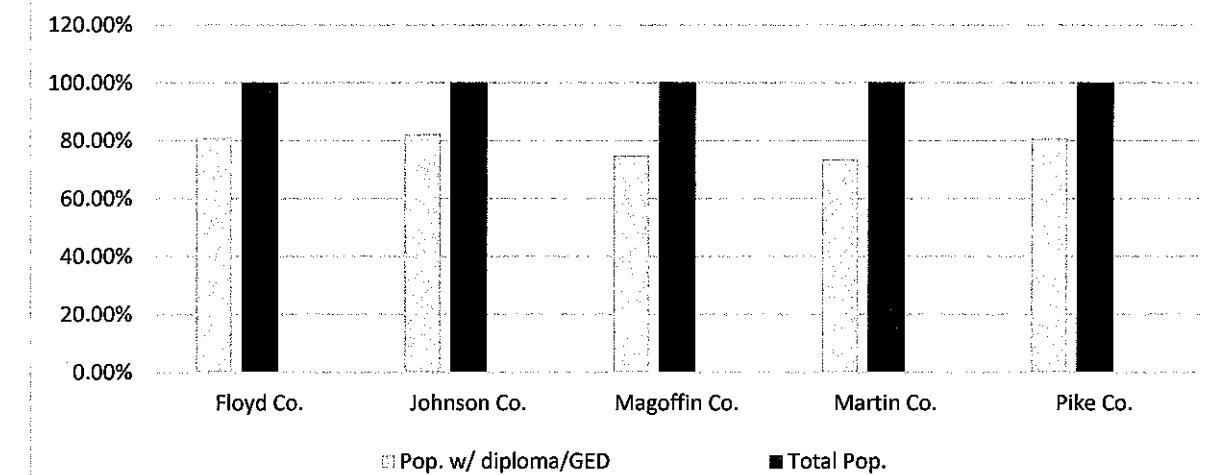
### **EDUCATION**

The Community Needs Assessment data showed that Education ranked fourth among those surveyed. **Education is deemed a *family-level* need for Big Sandy Area Community Action Program.**

Rank	NEED	Responses
1	Affordable transportation to and from school	58.40%
2	Affordable high-quality childcare	52.49%
3	More education resources in the community	43.48%
4	Way to attain high school diploma/GED	38.08%
5	More post-secondary education (vocational skills/college education)	36.79%
6	Resources to help children become school ready	34.65%
7	More certificate/degree programs offered locally	33.79%
8	Other concerns	2.32%

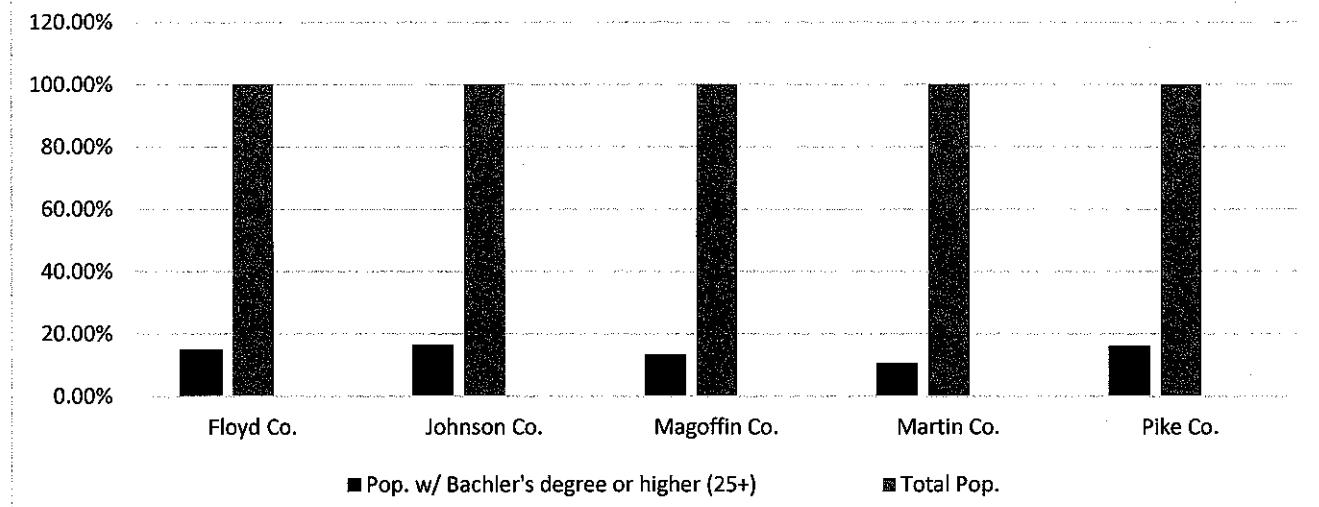
You can see in the chart above that our community felt the top needs in Education were more accessible transportation to and from school, affordable childcare, access to education resources in the community, ability to earn diploma/GED in addition to accessibility to post-secondary education, among other needs.

## High School Graduate or Equivalent



The graph above shows the population, per county, that has a high school diploma or equivalent versus the total population. Roughly 82% of the Big Sandy Area has a diploma or equivalent according to US Census Bureau data. This is lower than the state and national average with Kentucky at 89.5% and the United States at 89.8%.

## Bachelor's Degree or higher (age 25+)



The graph above shows the population age 25 years or older, per county, that has a bachelor's degree or higher versus the total population. Roughly 17% of the Big Sandy Area age 25 or older has a bachelor's degree or higher according to US Census Bureau data. This is lower than the national average with Kentucky at 27.9% and the United States at 36.2%.

All BSACAP programs have an educational component. The WIOA program connects people with colleges and trade schools, assists with paperwork and technical assistance, and offers financial assistance with tuition, required books and tools, test fees, and travel. The Head Start program not only addresses the needs of early childhood but offers financial assistance to parents and teachers who wish to further their education or obtain early childhood credentials. The Senior Community Service Employment Program (SCSEP) assists participants with earning their GED and offers computer and customer service training. The CSBG program offers workshops on going back to school, scholarships, and financial assistance.

While graduation rates are on the rise, roughly a quarter of the area's population is without their high school diploma or GED. Of those able to attend, many people believe they cannot afford higher education and are unaware of the financial aid available to them. Additionally, there is a need for trade work and trade school to be incorporated into "college and career ready" discussions. The agency must continue to find ways to share knowledge of educational opportunities and best practices for parenting.

## HEALTH

The fifth highest ranked concern in 2024 by survey respondents to the Community Needs Assessment survey was **Health**. The Big Sandy Area Community Action Program considers this to be a *family-level* need.

### Health

Rank	Need	Responses
1	Access to programs that help pay for adult dental, hearing, and/or vision services	63.12%
2	Access to affordable transportation for healthcare services, groceries, and/or food pantries	56.78%
3	More affordable comprehensive health care services	50.51%
4	Increased community focus on preventative healthcare	47.68%
5	More health resources in the community	29.25%
6	Access to nutrition education	18.78%
7	More resources for victims of elderly abuse	17.32%
8	More resources for victims of domestic violence	15.87%

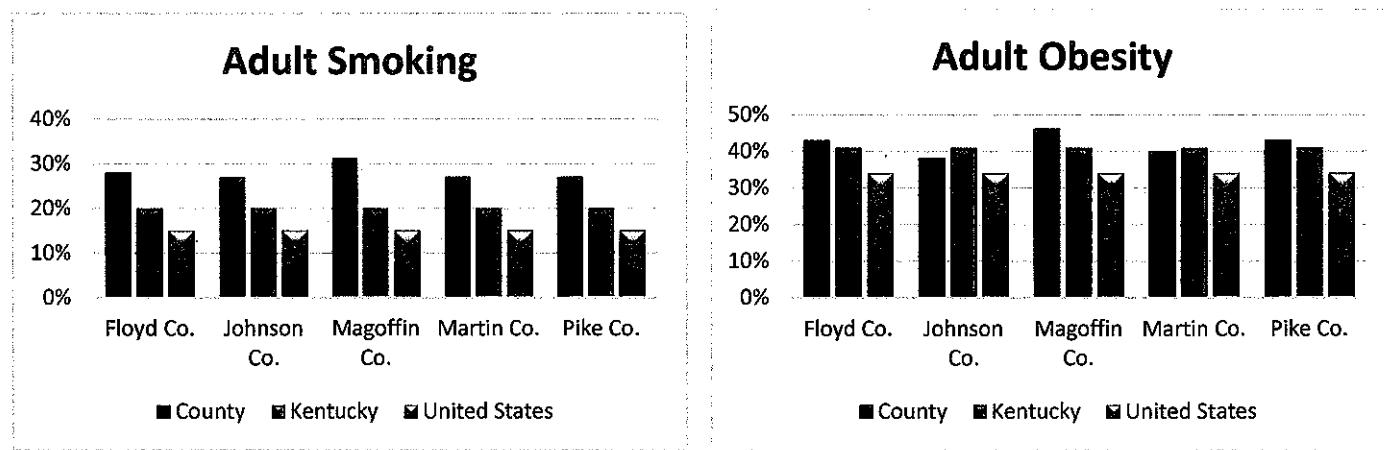
The agency's CSBG program offers yearly Community Health Fairs in our service counties. The Community Health Fairs offer free preventative health screenings such as dental screenings, Hepatitis A vaccinations, A1C tests, EKGs, cholesterol, blood pressure, school physicals, and others. This allows CSBG staff to work with community partners from health agencies such as the county health departments and medical clinics in the area. The agency also assists clients with accessing the Kentucky Vision Project year-round to help residents obtain assistance with eye exams and prescription eyeglasses.

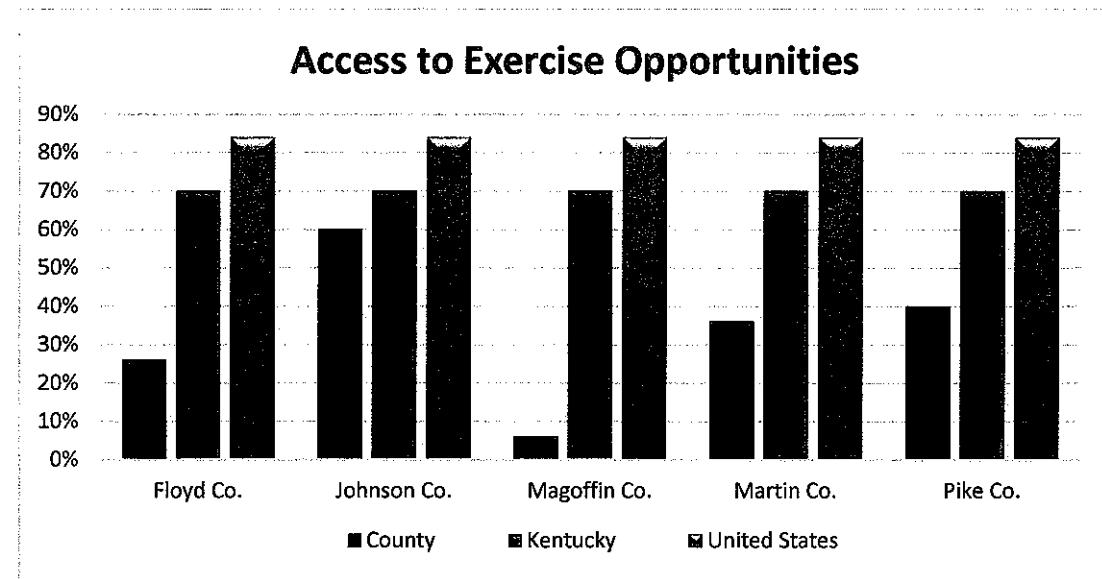
The agency addresses mental and physical well-being in its monthly workshops. Workshops provide opportunities for clients to come into the local service offices or to community partners to interact socially. The agency also promotes good nutrition with its Garden Seed Program each year. The Garden Seed Program provides vouchers for garden seeds, plants, and fertilizer to allow families to raise and preserve nutritious foods. Follow-up to the Garden Seed program included classes providing education to people in the community on how to preserve items that were grown in the garden.

With additional CARES funding, the agency created a 5-county resource guide to assist the community with resources from agency partners, many of whom are in the health field. This guide is used to reach out to partners to assist the community with health care concerns not covered by the agency.

The Big Sandy area, and the majority of eastern Kentucky, report high rates of smoking, obesity and lack of exercise. The County Health Rankings-Kentucky report for 2023 reports that all five counties in our service area are near the bottom of the rankings list. Out of 120 counties, Floyd County ranks 108<sup>th</sup>, Johnson County ranks 99<sup>th</sup>, Magoffin County ranks 114<sup>th</sup>, Martin County ranks at 98<sup>th</sup>, and Pike County ranks 100<sup>th</sup>. These rankings are based off metrics such as quality of life, health behaviors, clinical care, in addition to other factors.

The graphs below show how each of the counties we service compare to state and national average for adult smoking, adult obesity, and access to exercise opportunities.

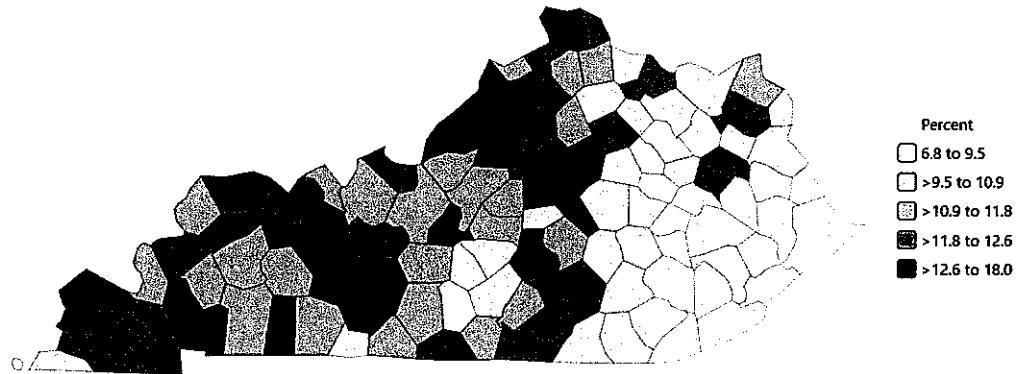




### Uninsured Population (18-64 years)

	Uninsured (People)	Uninsured (%)	Rank with US (of 3133 counties)
<b>Floyd County</b>	647	8.6%	37 <sup>th</sup>
<b>Johnson County</b>	413	9.2	74 <sup>th</sup>
<b>Magoffin County</b>	250	9.3%	81 <sup>st</sup>
<b>Martin County</b>	173	8.4%	29 <sup>th</sup>
<b>Pike County</b>	962	9.0%	56 <sup>th</sup>
<b>Kentucky</b>	69,900	12.2%	8 <sup>th</sup>
<b>United States</b>	6,849,291	20.7%	-----

As shown in the table above, according to 2022 data from the National Institute on Minority Health and Health Disparities, the Big Sandy area's uninsured population makes up slightly less than 10% of the area's total population. Health insurance coverage promotes positive health outcomes by increasing the use of health care services. Uninsured people will often rely on emergency rooms to receive care only when needed. According to data from America's Health Rankings, uninsured adults have far worse health outcomes than their insured counterparts. This includes higher rates of mortality and premature death, inadequate access to preventative services, and higher rates of cancer mortality.



## CIVIC ENGAGEMENT

Civic Engagement was found to be the sixth priority among those surveyed. Civic Engagement is deemed by Big Sandy Area Community Action Program to be an agency-level need but has continued to rank last in the seven domain categories.

Rank	Need	Responses
1	Leadership development for seniors	78.30%
2	Leadership development for youth	72.90%
3	Increased education on how to join community associations, board, groups, and organizations	62.44%
4	Increased youth programs/activities	48.97%
5	Access to citizenship classes	35.68%

The Big Sandy Area Community Action Program strives for community participation in all programs administered by the Agency, and realizes the importance of Civic Engagement, identified as the seventh priority. Customers are informed about and invited to volunteer in the Agency and are elected or invited to participate on Agency boards, policy councils, or advisory committees. The interagency meetings coordinated by BSACAP provide valuable linkages to faith- and community-based organizations across the area. Staff from education based and

health-based organizations are also part of the interagency meetings. BSACAP encourages customer suggestions and participation in the Agency's community needs assessment process.

Finding opportunities for low-income people to have a stake in their communities is critical to the success of the area as it could provide a significant portion of the population with a say in decision-making and an understanding of how political changes affect their lives, along with empowering them to speak out on behalf of their communities' needs.

### **INCOME & ASSET BUILDING**

The seventh priority for the agency, according to the Community Needs Assessment survey results, was **Income & Asset Building**. The Big Sandy Area Community Action Program considers **Health** to be a family-level need.

#### **Income & Asset Building**

<b>Rank</b>	<b>Need</b>	<b>Responses</b>
<b>1</b>	Access to education on how to budget assets	89.71%
<b>2</b>	Access to free financial counseling resources/services	75.64%
<b>3</b>	Increase use of Earned Income Tax Credit	66.21%
<b>4</b>	More available mainstream financial resources	65.78%
<b>5</b>	Other	2.66%

In addition to CSBG workshops regarding budgeting and financial health, through an agreement with the Social Security Administration, the Agency receives Social Security and Supplemental Security Income checks for referred clients through the Social Security Representative Payee Program.

Cyclical and generational poverty have plagued eastern Kentucky for decades. Many families struggle to maintain subsistence levels of income and assets, so future planning has been difficult for most to envision. The area is also serviced by a large number of predatory "payday" lenders (i.e. seven payday lenders in a town with a population of 4,312 (2023 data) which trap people in a repayment cycle that is difficult for them to break. Clients need education on how to make the most of a small income and potential pathways to

homeownership and savings.

Assisting clients with information regarding financial opportunities for low-income people is something the agency must research further. Several federal programs are available through HUD and the USDA that provide pathways to homeownership for the working poor, for instance, and such information should be disseminated to agency clients. The Big Sandy Area Community Action Program does have strong relationships with both partners and often gives referrals to people looking for assistance in this area.

## **Why Community Action is Important**

The final question on the 2024 Community Needs Assessment Survey was “What do you think is the most important reason you or your community needs Community Action?” Below is a cross-section of some of the responses collected in the respondents’ own words.

- “To help us survive”
- “Because it help the people with low income pay some of the bills”
- “To Help people in need”
- “To help to pay for necessities like water and heat”
- “It is the only agency that helps with utility bills”
- “To help those that struggle”
- “It is a blessing”
- “To give people the help they need”
- “High electric bills”
- “Rental assistance”
- “To help those not able to meet their basic needs”
- “To help families with utilities and other programs”
- “To make ends meet”

## **Key Findings and Initial Conclusions**

- More agencies and community officials must be encouraged to attend interagency meetings to build stronger communication about available resources, which can be shared with those in need at even more entry points into the system.
- The agency needs to conduct outreach to current and former military members and to form stronger partnerships with local veterans’ service programs.

- The agency needs to work on finding transportation opportunities for the area.
- The agency must continue to work toward finding more program funding/grant opportunities so that a greater number of people can be served.
- While the agency currently works with partners to provide vision services the area, we need to look for further options and build strong partnerships to assist people with health services including dental and hearing services.
- The agency must continue to work toward getting more parents involved in student's education.
- The agency needs to look for ways to provide financial education and pathways to homeownership for low-income people, especially seniors.

Assurances

Big Sandy Area Community Action Program

- Assures that any audit of CSBG funds performed by an independent public accounting firm designated by the agency will be performed in compliance with 42 U.S.C. Section 9916, 2 CFR, Part 200, Subpart F, and the contractual agreement between the agency and CHFS.
- Assures that the agency will comply with 45 CFR Part 75 except where state procedures, including Kentucky Administrative Regulations, specifically exclude certain sections of Part 75.
- Assures that the agency is in compliance with 2 CFR Part 200 Subpart E.
- Assures an effective delivery of services to the low income will be delivered by coordinating and establishing linkages between governmental and other social programs to avoid duplication of services.

Phanda Thacker  
Executive Director

4/18/2025  
Date



**Big Sandy Area  
COMMUNITY  
Action Program**

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# **Strategic Plan**

## **2019-2024**

## Executive Summary

The 2019-2024 Strategic Plan for Big Sandy Area Community Action will serve as the guiding document for agency capacity building and program management over the next five years. The plan was formed under the guidance of a Strategic Planning Committee and relied on data from the agency's annual Community Needs Assessment and SWOT analyses submitted by agency leadership. The key areas of focus for the Strategic Plan are the service areas of Employment, Housing, Education, and Health. The committee received input from the Board of Directors, agency leadership, fellow social service agencies, and the community at large in order to determine objectives and strategies designed to help the agency to maintain high standards and make progress. An Implementation Committee will be formed in order to ensure that the objectives of the Strategic Plan are met in the coming years.

## Background

Big Sandy Area Community Action Program serves the “persistent poverty counties” of Floyd, Johnson, Magoffin, Martin, and Pike. The charts below indicate the poverty rates and median household incomes present in the region and the poverty rates across the state and nation, broken down by age, sex, and race.

	Poverty Rate (All Ages)	Poverty Rate (Under 18)	Poverty Rate (Seniors)	Median Household Income
United States	14.6	20.3	9.7	\$57,652
Kentucky	18.3	24.7	11.7	\$46,535
Floyd County	30.7	43.0	14.4	\$31,196
Johnson County	24.1	25.5	16.2	\$35,629
Magoffin County	28.6	37.4	23.2	\$29,578
Martin County	29.8	33.7	16.8	\$29,239
Pike County	26.4	35.2	17.5	\$32,972

<b>National &amp; State Poverty Statistics</b>		<b>United States</b>	<b>Kentucky</b>
	Percent below poverty level	Percent below poverty level	
	14.60%		18.30%
<b>AGE</b>			
Under 18 years	20.30%		24.70%
Under 5 years	22.50%		28.00%
5 to 17 years	19.50%		23.50%
18 to 64 years	13.70%		17.60%
18 to 34 years	18.10%		22.60%
35 to 64 years	11.20%		15.00%
60 years and over	9.70%		11.70%
65 years and over	9.30%		11.10%
<b>SEX</b>			
Male	13.30%		16.60%
Female	15.80%		19.90%
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>			
White	12.00%		16.90%
Black or African American	25.20%		29.20%
American Indian and Alaska Native	26.80%		27.70%
Asian	11.90%		16.10%
Native Hawaiian and Other Pacific Islander	19.00%		21.90%

## **Introduction (purpose, process, stakeholders)**

This Strategic Plan will serve as the guiding document for Big Sandy Area Community Action Program, Inc. for the next five fiscal years (FY 2019-2020 to FY 2023-2024). The strategic planning process allowed the agency to take stock of current programs and offerings to see if they are performing well, reaching clients, aligning with ROMA standards, and providing services to the area that are in line with the community's stated needs.

To begin, a Strategic Planning Committee was formed in order to develop and oversee the process. The Committee consisted of the Executive Director, the Chair of the Board of Directors' Planning and Review Committee, key administrative staff, and the CSBG Program Manager.

The Committee reviewed information related to the CSBG Organizational Standards, the ROMA Cycle, and the National Theory of Change. They analyzed information and data from the previous Strategic Plan (2014-2019), the Community Needs Assessment, and SWOT analyses provided by each department head and program manager.

The Community Needs Assessment, conducted November 2018-March 2019, was offered to clients, community members, and fellow social service agencies in order to gather data on the most important issues our communities are facing. The Community Needs Assessment data showed that between 2016 and 2019 the service areas of Employment, Housing, Education, and Health have consistently ranked among the top five areas of concern. These areas of need serve as the basis for the Strategic Plan.

Each program manager and department head was asked to submit a SWOT analysis of their aspect of the agency in order to provide a detailed look at the issues facing the agency overall and our clients. Agency leadership then met to analyze and discuss the information revealed through the SWOT analysis in order to determine how the agency, as a whole, is currently ensuring that clients' needs are being met in the four key service areas (employment, housing, education, health) and what must happen in order to reach the needs of clients as revealed by the Community Needs Assessment.

The Strategic Planning Committee then met to discuss and finalize the objectives and strategies that would make the Strategic Plan.

The drafted plan was submitted to the Planning and Review Committee of the Board of Directors for approval and then was presented to the entire Board of Directors for their approval.

## **Summary of Strategic Issues:**

### **A. SWOT Analysis Findings**

SWOT analyses submitted to the Strategic Planning Committee by agency leadership on behalf of their department/program showed that the overall strengths and weaknesses of the agency aligned with data from the Communities Needs Assessment.

The agency's greatest strengths lie in the employment, education, housing and health service areas, all of which have been part of the top five concerns of the community based on the last four years' of Community Needs Assessment data.

The agency offers employment services through the WIOA and SCSEP programs, which work to provide jobseeker and job readiness skills, as well as a variety of one-on-one employment services. Employment programs participate in economic development projects designed to bring in more jobs with better pay and benefits to the area. The agency also provides assistance to job seekers through Goodwill Vouchers, which can provide interview and work clothes, as well as referrals to other programs and agencies which can provide items necessary to succeed in the workplace, such as hearing aids and eyeglasses.

Educational services are offered through nearly all agency programs. Head Start students are able to receive kindergarten readiness education and Head Start parents and teachers can be assisted with

the furthering their educational goals as well. WIOA and CSBG work with those seeking secondary education/technical training to provide workshops and counseling related to continuing education and financial aid/scholarships. SCSEP is able to provide participants with specific educational training related to operating in a digital workplace. There are opportunities across the agency to receive assistance with earning a GED, learning more about educational options, taking the courses/classes necessary to obtain employment, getting help with applications, paperwork, and financial assistance.

The agency addresses health-related needs through offering a nutritional food program, healthcare related workshops, offering free preventative health screenings at annual health fairs, providing referrals to payment assistance programs, and working in partnership with the Office of Vocational Rehabilitation as well as local health service providers.

Additionally, housing was listed as a top community concern. The agency has several programs operating to improve housing options for the area, including the Rental Assistance Program offering TBRA and ESG services, along with the Weatherization Assistance Program, LIHEAP, and, in cooperation with Kentucky Power/AEP, the HEART and THAW programs.

Generally speaking, the agency has programs in place that are working to address the communities top needs and staff are actively searching for ways to improve their work and provide more services to a greater number of people.

Across the board, agency weaknesses centered on issues that the agency can work to ameliorate, but largely has no control over. The collapse of the coal industry, for instance, has created a ripple effect across the local economy, meaning there are fewer jobs that pay a living wage available in the area. The decline in population over recent years has created more problems as fewer people are contributing to and participating in the local economy and paying into locally funded infrastructure.

As a result, the agency is seeing more people with greater needs and is operating on limited funding. Leadership is looking for ways to bolster staff knowledge, resilience, and creative problem solving through training, in addition to finding new funding opportunities to reach the community with improved services that target specific needs that the agency currently does not have the capacity to provide, such as childcare assistance and transportation assistance.

## **B. Mission Statement Findings**

As part of the Strategic Planning Process, the agency must review the Mission Statement to ensure that aligns with the national mission of Community Action and that it contains the four elements required by CSBG Standards (population, service, outcome, relationships).

The Strategic Planning Committee accepted new mission statements from the committee and then narrowed the choices down to those which contained the four required elements. The mission statements which met the requirements were then sent out to the agency staff for a vote. Staff were also able to submit their own mission statement if they felt none of the choices reflected their work and the agency.

This data was then provided to the Board of Directors for review, editing, and finalizing the new mission statement.

***Strategic Plan Update***  
**Plan for 2019-2024**  
**Update for January - December 2024**

## **Employment Goals**

### **Objective 1**

To improve employment opportunities to clients by providing quality job seeker services.

#### **Strategies:**

- Continue to serve eligible clients in workforce programs.
  - 2024- WIOA and SCSEP remain operational. SCSEP currently has filled all slots and is working on getting new sites for staff training and on-the-job experience.
  - 2023- WIOA and SCSEP remain operational.
  - 2022- WIOA and SCSEP remain operational and SCSEP participants remain fully staffed.
  - 2022 – Kentucky Career Center JobSights at both Prestonsburg and Pikeville were re-certified by the KYWIB for one year.
  - 2021 – WIOA and SCSEP remain operational.
  - 2021 – CARES Act staff provided one-on-one job coaching.
  - 2021 – Kentucky Career Center JobSight – Prestonsburg continues to be certified a comprehensive One-Stop Center
  - 2021 – Kentucky Career Center JobSight- Pikeville continues to be certified as an Affiliate One-Stop Center
  - 2021 – WIOA grant renewed for two years.
  - 2020 – SCSEP grant was renewed for three years.
  - 2020 – WIOA staff assisted the state to tackle record UI claims due to the pandemic.
  - 2019 – WIOA and SCSEP remain operational
  - 2019 – SCSEP Request for Proposal completed in early November
  - 2019 – Kentucky Career Center JobSight – Prestonsburg certified a comprehensive One-Stop Center
- Improve the referral process with effective internal communication, engage the client with the next step and tracking referral results.
  - 2024- CSBG staff continue to provide referrals to clients for workforce programs during LIHEAP and other heavy-traffic programs throughout the year.
  - 2024- CSBG staff are working to complete referrals in new program software empowOR.
  - 2023- Community Resource Guide is available on the agency website as well as on the agency's Facebook page.
  - 2023- Community Services Program Manager can receive referrals from state office through Kynect and send to correct staff who can assist.

- 2023- New partners are added to CASTiNET software when new partnerships are created with the agency.
- 2022- CSBG staff continue to give referrals to clients for workforce programs during other agency operated programs. (LIHEAP/LIHWAP)
- 2022- Community Resource Guide is hosted and remains easily accessible on the agency website and is shared periodically at partner meetings.
- 2021 – Creation, distribution, and update of Community Resource Guide
- 2021 – CARES staff serve as Community Resource Guides answering phone calls and providing referral to agency services and others.
- 2021 – Head Start Family Advocates provided 501 families with referrals to resources in our area ranging from clothing, food, heating assistance, and job search.
- 2021 – Communications began sharing program updates with all program managers in order to assist with intra-agency referrals.
- Ensure staff are properly trained and equipped with the necessary tools to provide job seeker services to clients.
  - 2024 – All Community Resource Representatives, Admin, and Temporary LIHEAP Intake Workers have been provided with ongoing training on empowOR-by-empowOR staff.
  - 2024- All agency staff continue to go to all training provided by funders and the state association.
  - 2023 – Comprehensive staff training provided by EKCEP on Career Advising, Policies, and state guidelines.
  - 2022- SCSEP has been offering Cybersecurity workshops virtually.
  - 2022- New staff receive online training provided by EKCEP on Career Advising basics followed by 2 weeks of job shadowing.
  - 2022- Selected staff attended the Fall SETA Conference in Louisville, KY.
  - 2021 – Kentucky Career Centers allow customers to use web conferencing tools to connect with offsite workforce partners
  - 2021 – Worked out an onsite schedule with Skills-U as outlined in the MOU
  - 2021 – Coordinated with BSCTC to provide free workshops to the KCCJ System and Job Seekers
  - 2020 – Laptop Lending Library began with 10 laptops.
  - 2019 – Kentucky Career Centers allow customers to use web conferencing tools to connect with offsite workforce partners
  - 2019 – Worked out an onsite schedule with Skills-U as outlined in the MOU
- Strengthen partnerships among One-Stop partners by participating in weekly and monthly meetings.
  - 2024- One-Stop Partner meetings continue.
  - 2023- One-Stop Partnerships expanded to include representatives from Frontier Behavioral Health, Operation UNITE in order to expand workforce services to understand individuals with barriers to employment.
  - 2023- One-Stop Partner meetings returned to In-Person meetings at the Kentucky Career Centers in both Prestonsburg and Pikeville locations.

- 2022 – One-Stop Partner continues to expand One-Stop partner participation by creating open invitations to other workforce related agencies (i.e. Goodwill, Job Corps, local college systems)
- 2021 – One-Stop Operator continues to expand One-Stop partner participation by creating open invitations to other workforce related agencies (i.e. Goodwill, Job Corps, local college systems)
- 2020 – Annual East Kentucky Workforce Partners meeting held virtually in August covering the “Bridges Out of Poverty” program.
- 2019 – Workforce Partners agreed to meet on the 2<sup>nd</sup> Friday of each month at the KCCJ – Prestonsburg.
- 2019 – One-Stop Operator continues to expand One-Stop partner participation by creating open invitations to other workforce related agencies (i.e. Goodwill, Job Corps, local college systems).
- Continue to create On-the-Job training opportunities.
  - 2023- On-the-job training opportunities created with Eastern Telephone and Technologies.
  - 2022- On-the-job training opportunities created with Altman Eye Center and Appalachian Tank.
  - 2021 – One-the-job training opportunities created with Logan Corp, Mt. Enterprises, other new companies to the region
  - 2021 – Work Experience placements for Out of School Youth
  - 2021 – Internships through ONEUP for placements for those that just completed or are currently in School
  - 2020 – One-the-job training opportunities created with Boxxanna
- Secure funding and implement the Justice Involved Youth Program.
  - 2024- The Justice Involved Youth Program is now open to high school students and has been labeled Prosper Appalachia.
  - 2022- The Justice Involved Youth Program continues to work on barriers that impede employment.
  - 2021 – Recruitment continues for Opportunity Youth
  - 2021 – Roll out of new barriers including Justice-Involved, Pregnant and Parenting, High School Dropout, Homeless, Disabled, and Low income with other serious barriers to employment
  - 2021 – Grant awarded from EKCEP
  - 2020 – Recruitment continues for Opportunity Youth
  - 2019 – Roll out of Justice-involved Youth Program (Opportunity Youth) began in October

## Objective 2

To increase work readiness of job seekers through employment related workshops.

### Strategies:

- Educate clients on job seeking, career readiness and job retention skills.

- 2024- WIOA continues to provide monthly workshops to educate clients on job seeking skills.
- 2023- WIOA continues to present services at RESEA classes.
- 2022- SCSEP continues to work with participants in developing Individual Employment Plans (IEPs) at six-month intervals to determine which job skills are needed, which need improvement, and which, if any have been mastered.
- 2022- UI reintroduced the RESEA in-person class allowing WIOA to present services and provide information.
- 2022- Career Readiness workshop provided through Supportive Services Grant for CSBG.
- 2021 – WIOA hosted virtual workshops to help jobseekers take better advantage of the networking opportunities at job fairs
- 2021—SCSEP continues to work with trainees to develop Individual Employment Plans every six months to determine which job skills have been mastered, and which still need improvement.
- 2020 – Videos created to assist clients to understand telecommuting, best practices for working from home, and the Opportunity Youth program.
- 2019 – WIOA hosted Job Fair 101 workshops to help jobseekers take better advantage of the networking opportunities at job fairs— those in attendance received priority access at Mega Job Fair held in October
- Inform clients of financial aid, work ready scholarships and trade school opportunities.
  - 2020 – “Don’t Fear the FAFSA” financial aid workshop held in October.

### Objective 3

To increase employer and job seeker participation in job fairs.

#### Strategies:

- Workforce staff continue to serve as liaison between private and nonprofit sector.
  - 2024- WIOA staff liaison attends all hiring events and meets daily with new employers for program.
  - 2023- WIOA encourages clients to attend all scheduled hiring events.
  - 2022- SCSEP participates in job fairs and encourages participants to attend job fairs in search of suitable employment.
  - 2021 – New employers assisted to create On-the-Job opportunities, assisted to recruit, vet, and hire new employees
  - 2020 – New employers assisted to create On-the-Job opportunities, assisted to recruit, vet, and hire new employees.
- Maintain representation at local chamber of commerce meetings and events.
  - 2023- WIOA and SCSEP continue to have representation with all local chambers of commerce.
  - 2021 – WIOA and SCSEP continue to have representation with local chambers of commerce.

- 2020 – WIOA and SCSEP continue to have representation with local chambers of commerce.
- Increase outreach efforts to job seekers.
  - 2024- WIOA, SCSEP, and HR continue to increase outreach efforts to job seekers through Job Fairs and placing all job opportunities on Indeed.com.
  - 2023- WIOA continues outreach for Adult, Youth, and Dislocated Workers.
  - 2023- CSBG staff inform Big Sandy Area residents of WIOA and SCSEP services in our area through a Supportive Services agreement and through Interagency Meetings provided quarterly.
  - 2022- SCSEP continue recruitment, outreach, and education about SCSEP benefits to prospective applicants/participants.
  - 2022- WIOA and Opportunity Youth continue recruitment.
  - 2021 – SCSEP, WIOA, and Opportunity Youth continue recruitment
  - 2021 – Employer Spotlight virtual information sessions
  - 2021 – Included sessions on criminal record expungement during Job Fairs.
  - 2019 – Included sessions on criminal record expungement during Job Fairs.
- Plan and host two multiple employer job fairs per program year.
  - 2024- Agency held annual multi-employer Spring and Fall Job Fair.
  - 2023- Held annual Fall Job Fair.
  - 2022- Held annual multi-employer Spring Job Fair.
  - 2021 – Held annual multi-employer fall Job Fair.
  - 2019 – Held annual multi-employer fall Job Fair.
- Develop an annual event that allows workforce staff to network with local governments, employers and other local economic development agencies.
  - 2023- WIOA staff attended SOAR in Pikeville KY to network with local government agencies, employers, and other local economic development agencies.

## **Housing Goals**

### **Objective 1**

To improve living conditions by reducing energy consumption and optimizing energy efficiency.

Strategies:

- Maintain weatherization funding and continue to provide service.
  - 2024- Continue to provide home TBRA assistance to residents in the area that are in need and qualify for rental assistance.
  - 2024- Maintain waiting list of residents in the area who need rental assistance.
  - 2024- Weatherization Assistance Program grew to 2 full crews to maximize number of homes that are weatherized each program year.
  - 2023- Weatherization Assistance Program remains operational.
  - 2023- Continued to maintain all funding; used 100% of CV ESG Prevention funds (\$107,026.19), 100% of CV ESG RRH funds (\$453,967.99), 100% of TB2021-2023 HOME TBRA funds (\$241,860.90), and have used 84.1% of

ES22 funding that will end December 31, 2023. New ES23 ESG Grant is also ready to begin usage January 1, 2024.

- 2022- Weatherization Assistance Program operational with expanded opportunities through WX Ready and BIL.
- 2021 – Weatherization Assistance Program operational.
- 2020 – Weatherization Assistance Program operational.
- 2019 – Weatherization Assistance Program operational.
- Include energy conservation education with clients.
  - 2024- CSBG Staff provide workshops each September about energy conservation.
  - 2024- Flyers are placed in each office to explain to clients of Kentucky Power about the HEART and THAW Programs offered to them.
  - 2023- CSBG Staff provide workshops to educate clients about energy conservation.

### Objective 2

To provide safe and affordable housing to low income clients.

#### Strategies:

- Maintain TBRA and ESG funding.
  - 2024- Agency undergoes annual monitoring to remain compliant and maintain agency funding.
  - 2023- Agency maintains TBRA and ESG funding to provide safe and affordable housing to low-income clients in the area.
  - 2022- Funding has been maintained; used 100% of ESG Prevention funds, 94% of CV-ESG-RRH funds, used 69% of ESG-RRH funds, and used 83% of HOME TBRA funds.
  - 2021 – Used all of 2019 TBRA contract funds and have already used approximately \$15,000+ of 2021 contract allotment
  - 2021 – Awarded maximum allowable request for TBRA; increased ESG funding
  - 2020 – Maintained TBRA and ESG funding; awarded extra HOME TBRA, as well as CV-ESG RRH, and CV-ESG Prevention funds
  - 2019 – Funding maintained
- Continue to provide and strengthen case management to housing clients.
  - 2024- New agency staff has strengthened case management to housing clients.
  - 2023- Continue to complete case management with all clients via phone or in-person at least once monthly and more frequently when needed.
  - 2021 – A CARES Act funded staff member began assisting with follow-ups and case management activities.
  - 2020 – Contact is made with every individual/household, as well as landlords at least 1 time per month. Usually more before, during, and after unit placement for ESG client households.
- Ensure all staff are educated and aware of housing issues and programs.

- 2024- New agency housing staff continues to take advantage of training opportunities and works with Kentucky Housing to stay educated and aware of housing issues and programs.
- 2023- Continue to refer clients to Team KY Eviction Relief Program and Team KY Eviction Diversion Program
- 2023- Make all current housing program clients aware of LIHEAP/HEART/THAW/LIHWAP programs and assist them with applications.
- 2023- Staff attended 2023 Kentucky Affordable Housing Conference in Lexington (August 2023)
- 2023- Staff attended HOME TBRA Training in Winchester, KY. (August 2023)
- 2023- Staff attended KY and WV BOS Summit to Prevent and End Homelessness in Ashland, KY (April 2023)
- 2022- Staff attended THRIVE KY's "Advocacy for Thriving Communities" meeting (October 2022) that provided information on the local needs of housing, food, economic issues, mental health awareness, and possible solutions to these issues.
- 2022-Staff attended Kentucky Affordable Housing Conference (September 2022) along with several speakers/partners that provided information regarding housing needs, homelessness, landlord engagement, and HMIS/Spdat training materials.
- 2022- Staff attended Trauma-Informed Outreach Training Programs (July and August 2022)
- 2021 – Staff attended 2021 Virtual Homeless Summit: Housing and Hope that provided information from several partners about key strategies to addressing homelessness (Intervention, Prevention, Affordable Housing)
- 2019 – Received an operational grant to provide a training on trauma-informed approaches to case management for BSACAP staff and Housing Partners (LPC).
- Search and apply for funding opportunities for additional subsidized housing programs.
  - 2021 – Applied for Capacity Building funding through AmeriBank; determined CoC funds would not benefit the agency due to the lack of funding provided for staffing.
  - 2020 – Applied for ATHF funds, AmeriCorps
  - 2019 – Applied for Continuum of Care funds
- Develop stronger partnerships with landlords, local housing authorities and homeless shelters.
  - 2024- Continue to attend monthly LPC meetings.
  - 2024- New Housing Coordinator attended all new staff trainings available in person and on the KY Housing website to learn about topics including how to develop stronger partnerships with landlords, housing authorities, and local homeless shelters.
  - 2023- Continue to attend monthly LPC meetings. Work with local shelters, DV shelters, VA Centers, Frontier Behavioral Health, etc.

- 2022- Staff attend monthly LPC meetings and remain in contact via phone/email in between meetings as needed.
- 2022- Staff has begun working with local VA centers, as well as local Behavioral Health Centers for transitional housing needs and other client referrals.
- 2021 – Began working with KHC staff and local housing authority (Paintsville HA) to assist clients with Emergency Housing Voucher Program.
- 2021 – Began landlord awareness campaign.
- 2020 – Began working with more landlords in the Pike and Magoffin County areas. Established good contact with the Floyd County HA. More contact with the local homeless shelters.
- 2020 – BOS Coordinated Entry and LPC meetings every Monday, and in contact by phone and email in between if the need arises.

### Objective 3

To reduce the burden of utility bills of low income renters and homeowners.

Strategies:

- Continue to provide and administer LIHEAP.
  - 2024- The agency continues to provide LIHEAP components to help with the burden of utility bills.
  - 2023- LIHEAP is operational; providing year-round heating/cooling benefits through multiple components with Spring Subsidy, Summer Cooling Subsidy, Fall Subsidy, and Winter Crisis.
  - 2023- LIHWAP is operational when funds are available to offer low-income residents in the area assistance on water bills.
  - 2022- LIHEAP is operational; providing Spring, Summer, Fall, and Winter LIHEAP
  - 2021 – LIHEAP is operational; provided Spring and Summer LIHEAP
  - 2020 – LIHEAP is operational; provided Spring and Summer LIHEAP programs in addition to the regular Fall and Winter seasons.
  - 2019 – LIHEAP is operational.
- Improve HEART and THAW program effectiveness by collaborating with AEP and the Public Service Commission.
  - 2024- CSBG staff attended the meeting with AEP/KY Power staff Stevi Cobern prior to HEART and THAW to fill slots and find out allocations for the upcoming program.
  - 2023- CSBG staff attend meeting/training with AEP/KY Power staff prior to the beginning of HEART and THAW programs.
  - 2023- CSBG Program Manager meets with Stevi Cobern prior to HEART and THAW programs beginning to collaborate the program effectiveness.
  - 2022- CSBG staff attending meeting with Stevi Cobern prior to HEART and THAW to fill slots for the year.

- 2021 – CSBG Staff attended meeting with Stevi Cobern prior to HEART and THAW to fill the slots for the year.
- 2020 – CSBG Staff attended meeting with Stevi Cobern prior to HEART and THAW to fill the slots for the year.
- 2019 – HEART Season 2019-2020: 854 AEP/Kentucky Power clients enrolled
- 2019 - THAW Slots: 642 applications with money totaling: \$107,306.13.

## Education Goals

### Objective 1

To increase parent involvement in their child's education.

Strategies:

- Provide training on health and family life issues.
  - 2024- Agency staff from CSBG continue to provide workshops/training on health and family life issues through the Supportive Services grant.
  - 2020 – Families and parents offered guidance on home safety and hygiene during a pandemic, as well as usual healthy eating, exercise, and stress management guidance.
- Encourage parent participation and input.
  - 2022- All 63 Head Start classrooms developed and maintain a parent social media group to share information with parents regarding their child's education.
  - 2021 – Delegate Head Start programs provided families with training on how to use Zoom, Google Classroom, and other online platforms to assist their children with virtual learning.
  - 2021 – Created a private Facebook group for 47 of our classrooms so teaching staff can share classroom information and videos with parents about their child's Head Start experience.
  - 2021 – Head Start purchased around 400 tablets for children and families to use at home for virtual learning in our delegate programs and 25 for Model City.
  - 2020 – Parents encouraged to assist children to participate in online learning during pandemic, parent thoughts and preferences taken into account when determining educating during "stay-at-home" orders.
- Increase parent volunteer hours in the classroom.
  - 2024- Continue to allow parents in the classroom to volunteer after providing them with proper volunteer training.
- Expand parent volunteer opportunities beyond the classroom.

### Objective 2

To improve client access to guidance and assistance for college and technical schools.

Strategies:

- Continue to provide technical and paperwork assistance to clients.

- 2024- Agency continues to operate the Lending Library Program for all five counties served.
- 2023- Agency operates a Lending Library program that allows clients the ability to rent, free of charge, laptop computers to help with work and/or school.
- Continue to provide paid GED opportunities.
  - 2023- Partnered with Adult Education programs at BSCTC to assist clients with employment search, job training, and GED opportunities.
  - 2021 – Presented to all GED Instructors and support staff at BSCTC about the paid assistance available to GED seeking students through WIOA.
- Continue to offer Eula Hall Community Advocate Scholarship and the CSBG Academic Scholarship to local students.
  - 2024- CSBG Scholarships awarded to 7 students and Eula Hall Community Advocate Scholarship awarded to 1 student.
  - 2023- CSBG Scholarships awarded to 8 students.
  - 2023- Eula Hall Scholarship awarded to 1 student.
  - 2022- CSBG Scholarships awarded
  - 2021 – Eula Hall and CSBG Scholarships awarded
  - 2020 – Eula Hall and CSBG Scholarships awarded
  - 2019 – Eula Hall and CSBG Scholarships awarded
- Provide financial assistance to parents covering expenses related to testing, materials, transportation and babysitting.
  - 2021 – Began working with BSCTC Career Navigators to connect GED students with services.
- Provide continuing education, options for financial aid and life-skill workshops.
  - 2020 – Virtual FAFSA workshop provided

## Health Goals

### Objective 1

To improve access and affordability of healthcare services to parents, children and family.

#### Strategies:

- Continue to provide and develop new partnership referrals for eye glasses, hearing aids, dentures and mental health.
  - 2022- Continue to work with KY Vision Project for prescription glasses assistance.
  - 2022- Partnering with KY Clinic for assistance with dentures and hearing aids.
  - 2021 – Continue to work with KY Vision Project for prescription glasses assistance.
  - 2021 – Developed strong partnership with WellCare for referrals for hearing aids.
- Increase vision and dental exams and provide treatment for children.

- Provide payment and mileage assistance for child medical appointments.
- Establish partnerships with local pediatric dental care providers.
  - 2023- Established partnerships with 11 local pediatric dental care providers across the 5-county area covered by the agency.
- Improve the program that offers prescription assistance cards by providing clients with an updated list of participating pharmacies and identifying new prescription assistance programs offered by drug companies.
  - 2023- Continue to work with America's Drug Care to provide clients with prescription assistance cards to use at local pharmacies.
  - 2022- Continued working with America's Drug Card to provide clients with prescription assistance cards.
  - 2020 - Worked with prescription assistance card vendor America's Drug Card to provide clients with an updated list of pharmacies that participate in the program.
    - Prescription cards have Big Sandy Area Community Action Logo and ID that is specifically for clients in our area who obtain the card. Once requested, clients can receive printed copy of participating pharmacies and informed that information can change annually.

## Objective 2

To improve the health and safety practices of parents and family.

### Strategies:

- Increase the effectiveness of Health Fair offerings by growing attendance through outreach and promotion.
  - 2024- CSBG staff have begun contacting venues and vendors for the 2025 Health Fair.
  - 2022- CSBG staff began contacting vendors for the 2023 Health Fair.
- Improve healthcare sector partnerships by encouraging healthcare providers to attend interagency meetings.
  - 2023- Continue to offer Interagency Meetings virtually and in-person as the dual option has raised attendance for partners.
  - 2022- Continued offering Interagency Meetings virtually to raise attendance of healthcare sector partners.
  - 2021 – Began offering Interagency Meetings virtually in order to raise attendance of healthcare sector partners.
- Provide training on health, mental health, child support, budgeting, domestic violence and transitioning to kindergarten.
  - 2023- Mental Health Workshop provided in all counties through the local health departments.
  - 2023- Health workshop provided in all counties through the local UK Extension Offices.
  - 2022- Mental Health workshop provided through Magoffin County Health Department.

- 2021 – CARES Act funded financial budgeting expert added to staff; providing one-on-one assistance to households
- 2021 – CARES Act funded KISS Program (Keeping Informed on Senior Services) provided resource guidance to seniors during the pandemic.

### Objective 3

To improve the community's access to nutritional food and nutritional education.

#### Strategies:

- Maintain the Garden Seed Program.
  - 2024- Maintained the Garden Seed Program to provide low-income clients with \$50.00 vouchers for garden seeds/plants/fertilizers.
  - 2023- Maintained the Garden Seed Program to give clients \$50.00 vouchers to grow garden.
    - Distributed 225 Vouchers: \$11,250
  - 2022- Maintained the Garden Seed Program to give clients \$50.00 vouchers.
  - 2021 – Maintained Garden Seed Program to give clients \$40.00 vouchers.
    - Distributed 550 Vouchers: \$22,000
  - 2020 - Maintained Garden Seed Program to give clients \$40.00 vouchers.
    - Distributed 187 Vouchers: \$7,480.00
- Identify opportunities to increase Garden Seed Funding to serve more clients.
  - 2023- Applied for the grant from the Pallottine Foundation of Huntington to increase the number of vouchers and the amount of each voucher awarded in the Garden Seed Program.
  - 2022- Awarded grant for the Pallottine Foundation of Huntington to increase the number of vouchers and the amount of each voucher awarded.
  - 2021 – Awarded grant from Pallottine Foundation of Huntington to increase the number of vouchers given to each county.
  - 2021 – Applied for a Community Health grant through the Pallottine Foundation of Huntington, WV for Spring 2022 season
  - 2020 – Applied for a Community Health grant through the Pallottine Foundation of Huntington, WV
- Continue to provide food and nutritional workshops.
  - 2024- Provided workshops in each county for gardening tips and food preservation in partnerships with the local UK extension offices.
  - 2023- Provided workshops for gardening and food preservation at the local UK extension offices.
  - 2021 – Provided gardening and food preservation workshop virtually.
  - 2019 – Provided gardening and food preservation workshops.
- Develop Partnerships with dieticians and nutritionist to assist clients one-on-one or through workshops.
  - 2023- Partnered with UK Extension Offices and local health departments in each county served by the agency to provide dual workshops so they were available in person and virtually to clients.

- 2022- Virtually offered workshop “Preserving the Harvest” through UK Extension Office.
- 2021 – Reached out to UK Extension Offices and local Health Departments to build strong partnerships with dieticians and nutritionists in each county.

## Employment/Education/Health

### Objective 1

To develop processes that address transportation barriers within the community.

Strategies:

- Streamline staff referral process to other partners and agencies with established transportation services.
  - 2024- Agency administrative staff began looking for ways to begin transportation services.
  - 2023- Built strong partnerships with local medical taxicabs and Sandy Valley Transportation through the Representative Payee Program to help low-income residents find needed transportation for medical appointments.
- Make available physical goods to clients while they are already receiving service in the office. i.e. Clothing Bank.
  - 2022- Continued to participate in “The Giving Bags” in Floyd County through St. Martha’s Catholic Church. (10 households per month awarded)
  - 2020 - Continued to participate in “The Giving Bags” in Floyd County through St. Martha’s Catholic Church.
    - Prior to COVID-19, clients in Floyd County who were low-income and had children in the home, qualified for a “Giving Bag” that was distributed in the service office. This bag included hygiene items for members of the household. (toothpaste, paper towels, toilet paper, soap powder, dish liquid, shampoo, etc.)
- Research grants with the scope of financial assistance related to transportation i.e. Gas Cards, vehicle repair.
  - 2020 – Research began on opportunities through the National Rural Transit Assistance Program and charity cars for low-income families.

## Agency Goals

### Objective 1

To increase community awareness of the agency activities, programs, services and successes.

Strategies

- Expand social media audience with promoted posts to target demographics which will generate “Likes” and followers.
  - 2024- Agency created new Facebook page to increase followers.
  - 2023- Page followers increase by 490 since January 1, 2022
  - 2023- Page reach since January 1, 2023: 64,336

- Peak individual posts reach 15,338
- 2021 – Page followers increased by 1,300 since Jan. 1, 2021
  - Total followers: 7,300
- 2021 – Page reach since Jan. 1, 2021: 119,469
  - Peak individual post reach of 33,700
- 2020 – Page followers increased by 1,945 since Jan. 1, 2020
  - Total followers: 5,962
- 2020 – Peak post reach of 22,741 people
- 2019 – Page followers increased by 834 since Jan. 1, 2019
  - Total followers: 3,803
- 2019 – Peak post reach of 12,042 people
- Update website to be more user-friendly and engaging with a modern design.
  - 2024- Per requirements for annual Organizational Standards Monitoring, the website also includes all ROMA reporting.
  - 2023- The new website launched January 13, 2023, that includes new features such as office location search by zip code and indeed job posting feed.
  - 2021 – New layout decided upon
  - 2020 – Online appointment booking system and personal document upload capabilities added to website.
- Create an electronic delivery method for quarterly newsletters.
  - 2020 – Departments shared flyers for events and programs internally which were emailed out to their respective client list (e.g. Head Start made sure that their families were informed that LIHEAP was available, etc.)
- Create various forms of signage.
  - 2024- Agency implemented a new form of electronic signature for empowOR applicants to use. This is being implemented in each of the 5 county service offices for LIHEAP.
  - 2022- Agency uses Adobe Sign for electronic signature of clients for agency programs.
- Produce logo branded items to hand out to the community to increase brand awareness.
  - 2023- WIOA staff continue to have logo branded items produced to hand out at Job Fairs to increase brand awareness.

## Objective 2

To improve the functionality and quality of technology systems.

### Strategies:

- Maintain security service subscriptions and contracts.
  - 2023- All systems run on Windows 10 and upgraded Microsoft E3 license with a more comprehensive security solution.
  - 2022- All systems run on Windows 10 managed by Microsoft Endpoint Security.

- 2019 - Upgrade to Windows 10 in progress; expected to be completed by the end of this year.
  - 2019 - Through Microsoft's donation program, the agency acquired licensing for Enterprise Mobility + Security that gives the agency more control and security over data as systems become more mobile (laptops, tablets, smartphones) and applications become cloud hosted (CASTiNET 3.0, Email).
- Continue to replicate data to cloud storage for disaster recovery.
  - 2023- On-Premises backup appliance received courtesy upgrade as part of our subscription agreement.
- Research and apply up-to-date protection policies.
  - 2019 - Testing is underway for Microsoft Booking application that will allow clients using their smartphone or computer to schedule an appointment for LIHEAP.
- Train end-users in cyber security and workstation best practices.
  - 2023- All new users are required to complete Cyber Security Awareness Training.
  - 2022- All new users are required to complete Cyber Security Awareness Training. Existing users completed as well.

### Objective 3

To improve functionality and quality of financial reporting systems

Strategies:

- Maintain and secure grant funding through operational reporting.
  - 2024- Agency began using updated MIP program for financial reporting system.
- Recruit qualified candidates with specialized experience and education
  - 2023- Agency continues to use Indeed.com to advertise jobs to recruit qualified candidates with specialized experience and education.
- Update staff through continuous training on new finance guidelines and materials necessary as regulations change.
  - 2024- Agency finance staff have attended several training courses on new finance software.
- Conduct annual review of the education and training of accounting staff.
  - 2023- Finance Director works one-on-one with finance/accounting staff annually.

### Objective 4

To improve functionality and quality of Human Resources Department.

Strategies:

- Maintain competitive benefits package.
  - 2023- Kentucky Employees Health Plan insurance offered to employees providing better plan choices and reduced cost to employees.

- 2022- Employees were offered options for their health insurance provider resulting in substantial cost savings for the Agency.
  - 2020 – Introduced new life insurance benefits to employees. This resulted in reduced employer expense while providing the same benefit to employees. This insurance also gives employees the new opportunity to purchase additional life insurance on themselves, spouse, and dependents. This life insurance is also portable, which means they can continue the life insurance after termination of employment.
- Review and update agency's personnel policies, procedures and personnel forms.
  - 2024- New Employee Handbook approved by Board of Directors and all staff trained in new policies and procedures.
  - 2023- Updating the employee handbook, currently in review for release.
  - 2020 – In response to COVID, new policies were drafted for Telecommuting and Safety Policies for employees working in offices. Both were sent out and signed electronically by all staff.
  - 2020 – Employment forms were updated to reflect updated language and practices and converted to Adobe PDF format to accommodate electronic completion and signature.
  - 2020 – Open enrollment and all new hire paperwork has been converted to electronic completion to reduce contact among employees.
- Expand and improve agency's annual performance review system.
  - 2024- Agency is looking for ways to improve the agency's annual performance review system.
- Conduct annual reviews of the education and training needs of individual staff.
  - 2020 – Employees received diversity training
  - 2020 – Videos to demonstrate proper techniques for use of PPE were distributed with tracking systems to ensure completion by all employees.
  - 2019 - Annual KYSHRM Conference
  - 2019 - SHRM Certification Preparation
  - 2019 - Model Employee Policies for the 21<sup>st</sup> Century – This training provided a basis for auditing and identifying the need for changes and additions in our employee handbook to accommodate the changes in employment law.
- Research and purchase cloud-based payroll/HR system.
  - 2023- Staff continue to use Employee Web Services for timesheet entry, time off requests and access to HR related information.
  - 2023- Human Resources/Electronic Timekeeping system fully implemented.
  - 2022- Additional HR modules will enhance the new payroll system.
  - 2022- Added Employee Web Services to payroll system to allow employees to access their HR related information. Paystubs and W2's can be delivered electronically also resulting in cost savings to the agency.
  - 2021 – New payroll system implemented
  - 2019 - Research/meeting with vendors on cloud-based payroll systems showed that the available options cannot interface with our current system

and to start over with something brand new would be a heavy monetary investment

- Modernize recruiting techniques through use of social media and applicant tracking system.
- Improve hiring process to reduce the time to fill positions.
  - 2023- Continue to post all positions on the agency website and on Indeed.com.

#### Objective 5

To increase agency funding by adding sources such as donations and grants.

Strategies:

- Develop a fundraising plan to include online and local donations.
  - 2021 – Research conducted on Giving Tuesday, Facebook fundraisers, Year End Giving strategies.
  - 2021 – Began grant inventory to track opportunities, announcement dates, deadlines, general requirements
  - 2020 – Research began on online giving platforms.
- Recruit and hire a grant writer to request funding to support programs that are consistent with the mission of the agency.
  - 2024- Agency's Associate Directors attended grant writing training to begin working toward writing grants for the agency to use.
  - 2021 – Maintained or increased funding for several programs; developed new grant partnerships
  - 2020 – Maintained funding; added new grant partnerships
  - 2019 – Grant writer hired.

# Customer Satisfaction Survey

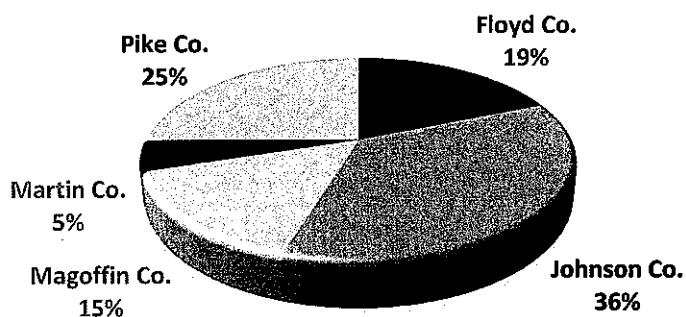
March 2024 – March 2025

The Customer Satisfaction Survey is completed online or on paper by clients who visit BSACAP offices looking for assistance. The survey can be accessed on our website at <https://www.survey.bsacap.org>, via a QR code made available to clients on a postcard, or, for clients who do not have access to internet, a paper copy of the survey is made available and those responses will be recorded online.

**Total Number of Responses Received: 1,195**

## Where do our clients live?

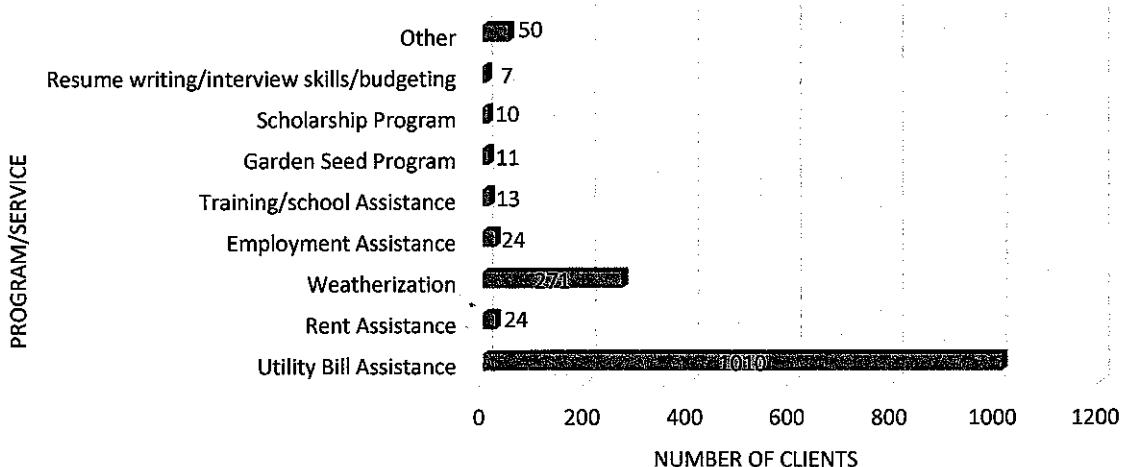
### RESPONSES BY COUNTY



Floyd County	225
Johnson County	430
Magoffin County	183
Martin County	57
Pike County	300

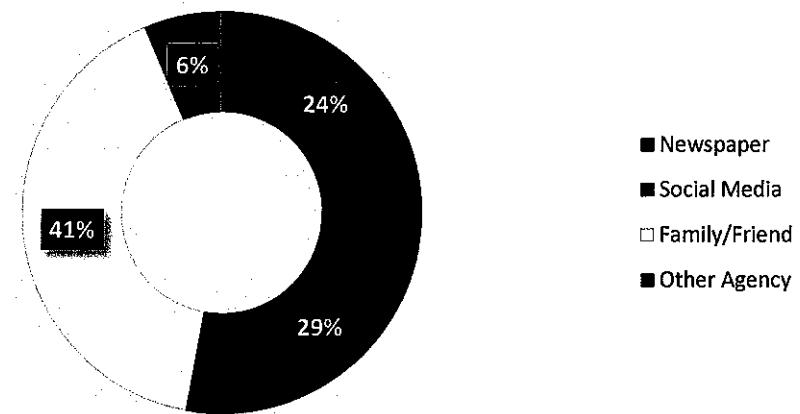
## Why do clients visit BSACAP?

### Reason for Visiting BSACAP

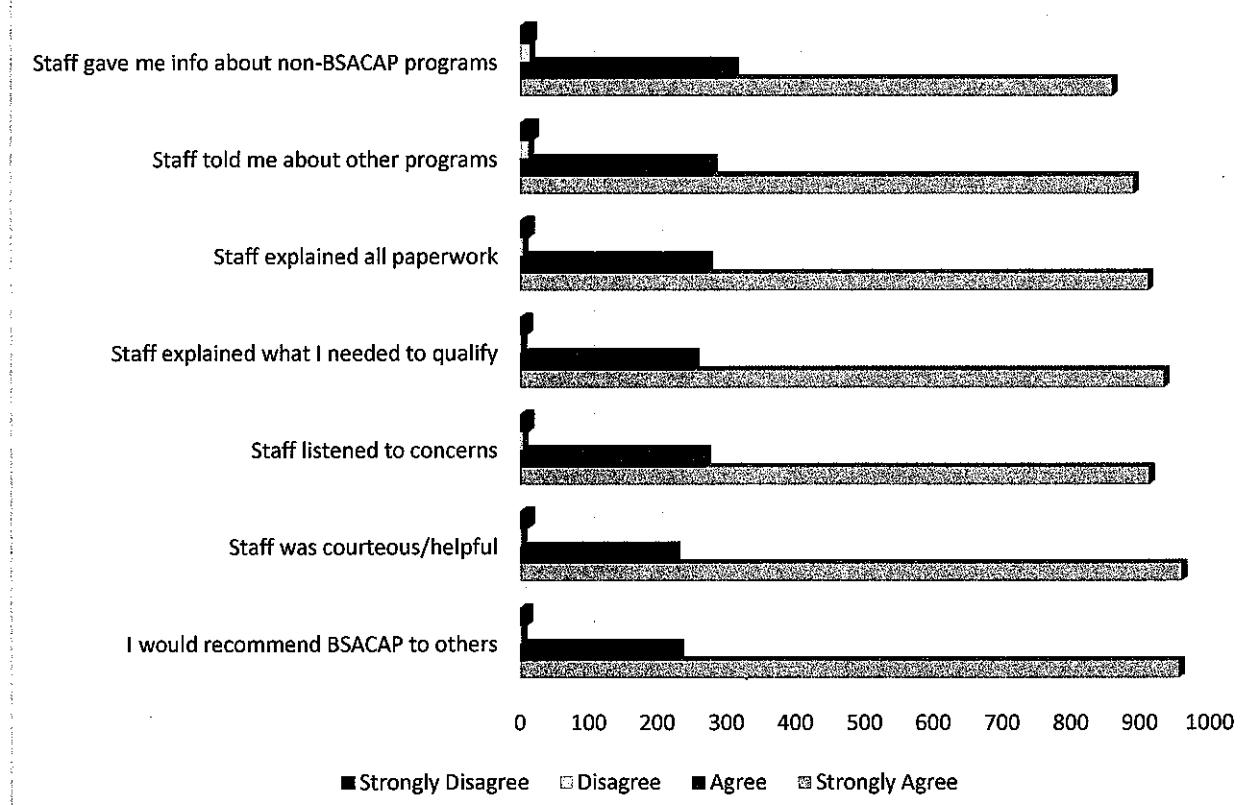


*Other* responses include Goodwill Vouchers, Representative Payee Program, Disaster Case Management, HEART, and LIHEAP visits that were incorrectly documented as part of the *Other* category.

## How do clients hear about BSACAP?



## How did BSACAP do?



### Conclusions:

- BSACAP staff act in a professional and courteous manner with clients and provide them with the information needed to resolve their needs and concerns.
- While advertisements from newspapers and social media continue to bring clients into our service offices, the majority of referrals this year came from friends/family.
- Our number of survey responses increased roughly 58% from last year's 694 responses.

# **BSACAP Board of Director's Meeting Schedule**

## **Meeting Dates 2026**

January 27, 2026

March 24, 2026

May 26, 2026

July 28, 2026

September 22, 2026

November 24, 2026

# Big Sandy Area Community Action Program

230 Court Street  
Paintsville, KY 41240

## **AFFIRMATIVE ACTION PLAN**



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## **I. Statement of Policy and Authority**

### **A. General Policy**

It shall be the general policy of the Big Sandy Area Community Action Program, Inc. (BSACAP) to have in its Personnel Policies a section which prohibits discrimination in its hiring, firing, promotion, demotion, fringe benefits and other activities regarding race, color, creed, sex, age, national origin, disabilities, political affiliation, or beliefs.

### **B. Overall Purpose**

The Affirmative Action Plan shall support this policy and shall further this policy to the extent that this plan shall deal with delegate agencies, contractors, subcontractors, lenders, vendors, suppliers, and other parties which BSACAP does business with.

### **C. General Plan**

To implement this policy, this agency has established a position among its staff known as the "Equal Opportunity Officer". This employee shall have full responsibility for making sure that this agency operates as an Equal Opportunity Employer and that it conducts the approved Affirmative Action Plan and Personnel Policies and Procedures. The E.O. Officer shall also be responsible for collaborating with the Executive Director, Personnel Committees or similar persons in agencies, firms, and organizations with which this agency does business in assisting them in developing similar plans and policies for hiring, firing, demoting, promoting, etc. of minority persons. In addition, the E.O. Officer shall ensure full-implementation, evaluation, and updating of these instruments.

### **D. Authorities**

The authorities governing the operation and function of this program shall be, in addition to this agency's own basic philosophy those established under:

1. Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and all requirements imposed by or pursuant to the Regulation of Community Services Administration (45 CFR Part 1010) issued pursuant to the title, to the end that, in accordance with Title, on the grounds of race or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives federal financial assistance. (This Title is administered by the U.S. Equal Employment Opportunity Commission).
2. Title 45, Chapter X, Part 1010 C.F.R.
3. CAP Form 11, "Assurance of Compliance with Equal Rights"
4. CSA 6004-2, "Limitation on Benefits to those Voluntarily Poor" (3/22/69)

5. CSA 6004-4, "Requirement for Affirmative Action Civil Rights Program" (7/26/69)
6. CSA 6005-1, "Participation of the Poor in Planning, Conduct and Evaluation of Community Action Programs".
7. CSA 6904-1, "Promotions of Grantee Personnel".
8. CAP Memo 23-A.
9. CSA 6902-1, "Training and Career Development of Grantee Personnel".
10. CSA 7850-1, "Standards for Evaluating the Effectiveness of Community Action Programs".
11. Executive Order 11246-Part II prohibits employment discrimination by certain government contractors and requires them to take affirmation action to remedy the effects of past discrimination. (This order is administered by the Office of Federal Contract Compliance, Department of Labor. It has designed several agencies to monitor compliance by several types of government contractors).
12. Economic Opportunity Act of 1964 as amended.
13. Title VI of Equal Employment Act of 1972.
14. 45 CFR Part 101, Civil Rights Program Requirements of CSA Grantees, Civil Rights Regulations, 12/6/79.
15. Receiving or benefiting from Federal Financial Assistance. 6/30/78.
16. General Grant conditions, paragraphs 6 and 7, Governing Community Action and Migrant Grants.
17. The Americans with Disabilities Act Public Law 101-336, July 26, 1990
18. All other notices, instructions, memorandums, and enacted laws applicable, promulgated by Federal, State, or local agencies.

#### **E. Assurances of Compliance**

##### **Statement**

1. The Big Sandy Area Community Action Program, Inc. maintains an Affirmative Action Plan in compliance with the above listed legal mandates. As part of our

program, this requirement includes, but is not limited to, the assurance that employees are recruited, hired, and promoted based on ability, experience, and training without regard to race, sex, color, creed, national origin, age, disabilities, political affirmation, or beliefs.

2. BSACAP requires its delegate agencies to carry out an effective Affirmative Action Program, adhere to equal opportunity in employment and its participation and enjoyment of benefits and to abide by the above-mentioned laws, acts, and instructions.
3. BSACAP shall give preference to those vendors who are demonstrating an affirmative equal employment opportunity policy. No business will be transacted with firms not in compliance with equal opportunity employment laws unless such business is included by law in conforming with an affirmative equal opportunity policy.
4. BSACAP submits this plan to assure its commitment to Affirmative Action by removing present discriminatory practices and the effects of past discrimination.

## **II. Affirmative Plan for Equal Employment Opportunity**

### **A. Dissemination of Policy Internally**

1. The E.O. Officer will communicate to employees the existence of the affirmative action program.
2. The policy will be placed with all delegated and sponsored programs of BSACAP along with State and Federal posters.
3. The policy will be included in the Personnel Policies and Procedure Manual.
4. Each Program Director or Supervisor will be made aware of the statute of equal opportunity and their responsibilities by the Equal Opportunity Officer.

### **B. Dissemination of Policy Externally**

1. All recruiting sources shall be given a copy of BSACAP's policy.
2. Vendors and suppliers shall be informed of BSACAP's policy in writing and verbally.

3. When advertising, the slogan, "Equal Opportunity Employer" shall be included.
4. The slogan, "Equal Opportunity Employer", is on BSACAP stationery/letterhead.

## C. Employment Practices

### 1. Recruitment

All vacancies occurring within the agency shall be filled by means of promotion/transfer, where feasible. If no employees are eligible or desire a promotion/transfer to a vacancy, then the job is advertised and recruitment outside the agency is utilized.

### 2. Qualifications

It is the policy of BSACAP to hire the qualified applicant who is best suited for the job. Recruitment hiring will be done based on the applicant's abilities, skills, experience, and other job-related measures.

All employees are required to provide good personal references and have the physical well-being necessary to fulfill the requirements of the job.

### 3. Selection Process

Responsibility for hiring shall be as follows:

1. The Board of Directors has the responsibility for selecting the Executive Director in conformance with the established By-Laws of the BSACAP.
2. The Board of Directors delegates to the Executive Director the full responsibility for the selection of employees and for the implementation of the hiring procedures.
3. The Head Start Policy Council will participate in all Head Start personnel actions according to 70.2.
4. Supervisors or Program Directors will make recommendations for hiring to the Executive Director after careful and fair review of all applications.

Methods for selecting employees shall be as follows:

#### 1. Within the Agency-Promotion/Transfer

It is the policy of the agency to offer employees an opportunity for advancement in accordance with demonstrated capabilities. First consideration is given to current employees when there are job openings which offer advancement.

Employees who are interested in being considered for another position within the agency should submit a written request to the Executive Director indicating the position which they are interested in obtaining.

The Executive Director shall have the authority to promote or transfer any employee within the limitations of the job classification. The Executive Director shall create positions and hire for these positions, as necessary.

All positions not filled through existing agency staff shall be through outside advertisement of the position. To assure that BSACAP provides for affirmative action, all advertisements will carry the statement "An Equal Opportunity Employer" and may be listed in county newspapers and with the State Department of Employment Services.

A cut-off date for receiving applications for each position opening shall be established and included in the advertisement. No applications shall be considered for the opening which are received after that date.

At the close of the recruitment period, the appropriate person(s) as designated by the Executive Director shall screen all applications and select those to be interviewed.

Those applicants will be notified of the time and place for an interview. Failure to appear for an interview shall automatically disqualify any applicant.

A written notice will be given to the person selected, giving beginning salary, first working date, and job title. Should the selected applicant misrepresent any information on the application, supporting documents or during the interview, the selected employee shall be terminated immediately and have no further recourse which these policies.

### **III. Objectives**

#### **A. Institutional Change**

In addition to those cited in the General Policy and authority section, the following goals of the affirmative action plan in respect to institutional change:

1. To ensure equal opportunity and promotional advancement practices for minorities as conducted within the agency. The number of people employed by this agency will be as deemed appropriate by the Executive Director and the available funding. This agency will strive to employ persons in positions in a minority ratio as equal as possible to the minority population served.

2. To require all delegate agencies of BSACAP to establish equal employment opportunity programs and enforce such policies as the grantee agency.
3. To collaborate with all contractors, subcontractors, lenders, vendors, suppliers, etc. with which this agency does business in developing affirmative action plans and equal opportunity for employment programs.

**B. Vendor's Compliance**

All vendors with whom BSACAP transacts business must be following Affirmative Action policies and laws, save those concerns which hire less than 8 people who belong to one family unit, e.g., family-owned, and operated grocery stores, merchandising outlets, and wholesale concerns. However, these vendors shall be apprised of Title VI and its contents (Made aware of the Equal Opportunity Officer) and shall, whenever feasible, implement equal treatment of all its customers.

Annual written or verbal compliance reports will be required of all vendors.

1. Procedure for Handling Compliance
2. Voluntary Compliance

**C. Participant and Service Delivery**

1. BSACAP staff, also sponsored and delegate agencies staff will disseminate information regarding programs that all eligible persons are welcome, and no person will be excluded from any program because of race, creed, color, disabilities, national origin, political affirmation, or beliefs.
2. The Equal Opportunity Officer will monitor all programs to ensure that employment and participants reflect the racial composition of the community being served.
3. Recruit minorities for participating as individuals and groups in program planning, development and evaluation on boards, advisory and policy committees.
4. Location sites service facilities shall be selected to provide equal access to these services for members of all groups.

5. Monthly reports by each Project Director and County Coordinator will be submitted to the Equal Opportunity Officer containing information on race, sex and national origin of persons participating and being served. This report will be used to evaluate BSACAP in attaining these goals.

## **IV. Grievance Procedure**

Any employee not following grievance procedures as outlined in these policies shall forfeit the right to appeal.

Employees who feel they have been subject to unfair treatment will have the right to present their grievance. The employee may present his case, or he may have a representative of his choice present them with obtaining representation.

The aggrieved employee or his representative shall be free from restraint, coercion, discrimination, or reprisal.

The Personnel and Finance Committee shall serve as the grievance shall be given prompt and fair consideration in the order of the following procedures:

### Informal Stage

- A. Employee files grievances within the Supervisor within ten (10) days after occurrences.
- B. Within five (5) days after receipt of grievance, the Supervisor will provide the employee with a written response and a written statement of the employee's rights.
- C. Within five (5) days after the receipt of the supervisor's decision, the employee may file the grievance with successive supervisors or the Executive Director.
- D. Within five (5) days after receipt of the grievance, the

### Formal Stage

- A. If the employee is dissatisfied with the Executive Director's decision, the employee have seven (7) days after receipt of the decision to file a formal grievance with the chairperson of the grievance committee.

- B. Within five (5) days after receipt of the formal grievance, the grievance committee chairperson will notify the aggrieved employee of the date, place, and time of the grievance hearing. The date should be within seven (7) days after notification.
- C. The grievance hearing will be held.
- D. Within five (5) days of holding a grievance hearing, the chairperson of the grievance committee must notify the aggrieved employee, Board Chairperson and Executive Director of the decision in writing.
- E. Within seven (7) days of receiving a written decision of grievance committee, the employee may appeal to the Chairperson of the Board of Directors.
- F. The Chairperson of the Board will notify the aggrieved employee of the next regular scheduled Board meeting at which time the appeal will be heard.
- G. The Board in closed session will decide and notify the employee within 15 days.
- H. If still dissatisfied, the employee may have further appeal to the funding source.

## **V. Civil Right Action**

### Submission of Equal Opportunity Problems

Any employee who believes he has encountered discrimination because of race, color, creed, sex, national origin, age, political affiliation, beliefs, or disabilities may first file a complaint with the Equal Opportunity Officer (EOO) of BSACAP not more than 180 calendar days after the act complained of occurred.

### Action of the Equal Opportunity Officer

The Equal Opportunity Officer shall make every effort to resolve the problem informally. To this end, the Equal Opportunity Officer shall, if requested by the employee, assist in discussions with his supervisor, or any other party to the problem, and may take other steps which may assist in resolving the issue.

- 1. Aid or perpetuate discrimination against a qualified disabled person by providing significant assistance to an agency, organization, or person that discriminates based on beneficiaries or the Agency programs.
- 2. Deny a qualified disabled person the opportunity to participate as a member of policy, planning, or advisory boards;

3. Otherwise limit a qualified disabled person in the enjoyment of any right, privilege, advantage, or opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting appropriate to the person's needs.
4. Directly or through contractual or other arrangements, utilize criteria or methods of administration: a.) that have the effect of subjecting qualified disabled persons to discrimination on the basis of disabilities; b.) that have the same purpose or effect of defeating or substantially impairing accomplishment of the objectives of the recipient's program (of services) with respect to disabled persons; c.) that perpetuate the discrimination of another recipient if both recipients are subject to common administrative control; and,
5. In determining the site of location of a facility, an applicant for assistance or a recipient may not make selections: a.) that have the effect of excluding disabled persons from, denying them to discrimination under any program or activity that receives benefits from Federal financial assistance; or b.) that have the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the program or activity with respect to disabled persons.

#### Notice of Appeals

Under various titles of federal law, Kentucky Revised Statutes and pursuant to terms of contracts and agreements with and through the Kentucky Cabinet for Health and Family Services, this agency is required to provide a hearing to any applicant or recipient of service who is aggrieved by any agency action resulting in denial, suspension, discrimination, exclusion or termination of services administered under federal or state statute or funding pertaining to its administered programs.

This agency, as grantor and/or contractor in the public interest, hereby affirms its compliance with this policy and directs its staff to act accordingly.

Please consider your receipt of this statement as your personal and formal notice of your right to a fair hearing should you be aggrieved by any covered action by this agency or its staff.

If you are dissatisfied with the action taken by the agency, you may request a fair hearing of your complaint. Your request must be filed in writing within thirty (30) days of the action you wish to appeal. You may appeal by letter or by completing an appeal form which may be obtained from the agency's local county coordinator. Your complaint must contain:

1. Your full name, complete address and telephone number(s).

2. A detailed statement of the nature of your complaint, including the date and place of the agency action and the agency program or service involved.
3. Name(s) and addresses (at least their office or service location) of staff you believe treated you inappropriately.
4. Your signature and/or that of your authorized representative, if any; and
5. A clear indication whether your complaint pertains to service or involves alleged discrimination.

Providing false information or hiding information to receive LIHEAP benefits is fraud. All incidents of fraud will be reported to the Office of Inspector General, Cabinet for Health and Family Services. If you commit fraud, your benefits can be stopped, and you can be prosecuted.

(USPS postmark or agency date-of-receipt-stamp serves to verify timeliness.)

Please forward your complaint to:

Agency Executive Director

230 Court Street Johnson County Courthouse, 3rd Floor Paintsville, KY 41240

Definitions: - The defined terms used for the LIHEAP Program are as follows:

"Confidential Information" means information including, but not limited to, financial information, social security number, drivers' license number, age, health information, information relating to disabilities, employment information, date of birth, education level, criminal history, amounts of assistance provided, and any information collected or generated by the IRS with regard to a person's tax liability regarding a Data Subject, as hereinafter defined.

"Data Subject" means members of my household, my family and me.

"Data Recipient" means Big Sandy (hereinafter "CAA") and any Federal, State and/or local government agency(ies) including, but not limited to, The Commonwealth of Kentucky, Community Action Kentucky, Inc. (CAK); a Data Subject's energy provider(s), a Data Subject's financial institutions, and any other appropriate third party as needed for the purpose of providing benefits, determining eligibility, verifying the data provided, operating the LIHEAP program; performing evaluation and reporting; as well as referring and/or enrolling any Data Subject in other third party assistance programs or any other reason authorized by state or federal law.

“Disclosure” means collection, storage, disclosure, copying, sharing, giving, release of use, and/or transmission to and/or receipt of, and examination or analysis.

# Big Sandy Area Community Action Program 2025

Community Partner	Purpose	Anti-Poverty Sector	Outreach Information/Website
American Red Cross	Disaster Relief Services	Community	<a href="http://www.redcross.org">http://www.redcross.org</a>
AmeriCorps	Community Involvement	Community	<a href="https://www.nationalservice.gov">https://www.nationalservice.gov</a>
Appalachia Service Project	Home Repair	Private	<a href="https://www.asphome.org">https://www.asphome.org</a>
Appalachia Reach Out	Food Pantry	Faith	<a href="http://www.aggalachiareachout.com">http://www.aggalachiareachout.com</a>
Appalachian Pregnancy Care Center	Family services	Private	<a href="http://www.aggalachiangregnancycare.com">http://www.aggalachiangregnancycare.com</a>
Appalachian Research & Defense Fund	Legal Aide Assistance	Public	<a href="https://www.ardfkv.org">https://www.ardfkv.org</a>
ARC Counseling	Addiction Counseling	Private	<a href="https://www.arccenters.com/">https://www.arccenters.com/</a>
Ashland Community College	Education	Educational	<a href="https://ashland.kctcs.edu/">https://ashland.kctcs.edu/</a>
Auxier Center	Food Pantry	Private	<a href="http://www.myhandinhand.org">http://www.myhandinhand.org</a>
Big Sandy Area Development District	Aging services/food/employment	Private	<a href="http://www.bigsandy.org">http://www.bigsandy.org</a>
Big Sandy Community & Technical College	Education	Educational	<a href="https://bigsandy.kctcs.edu">https://bigsandy.kctcs.edu</a>
Big Sandy RECC	Electric	Public	<a href="https://bigsandyrecc.com/">https://bigsandyrecc.com/</a>
Bread of Life	Food pantry	Faith	<a href="http://graceglory.weebly.com">http://graceglory.weebly.com</a>
Cabinet for Health & Family Services -	SNAP/KTAP	Public	<a href="http://chfs.ky.gov/dcbs">http://chfs.ky.gov/dcbs</a>
Department for Comm. Based Services	SNAP/KTAP	Public	<a href="http://chfa.ky.gov">http://chfa.ky.gov</a>
Carl D Perkins Job Corp	Education/technical	Public	<a href="https://carldperkins.jobcorps.gov">https://carldperkins.jobcorps.gov</a>
Carl D. Perkins Vocational Rehab	Education/technical	Public	<a href="https://kcc.ky.gov/vocational-rehabilitation.gov">https://kcc.ky.gov/vocational-rehabilitation.gov</a>

Child Care Aware	Child care	Private	<a href="http://www.childcareaware.org/state/kentucky">www.childcareaware.org/state/kentucky</a>
Chain of Love	Disaster services	Faith	<a href="https://www.dnb.com">https://www.dnb.com</a>
Christian Appalachian Project	Home repair/disaster	Faith	<a href="http://www.christianapp.org">http://www.christianapp.org</a>
Christian Help	Food/clothing	Faith	<a href="http://www.christianhelpingo.org">http://www.christianhelpingo.org</a>
Church Housing Association	Housing	Private	<a href="https://www.guidestar.org/profile/61-0703077">https://www.guidestar.org/profile/61-0703077</a>
Columbia Gas - EAP	Energy assistance	Public	<a href="https://www.columbiagasky.com">https://www.columbiagasky.com</a>
Commission for Children with Disabilities	Health care	Private	<a href="https://chfs.ky.gov/agencies/ccschn">https://chfs.ky.gov/agencies/ccschn</a>
Dempsey Housing Community	Project based Section 8	Public	<a href="https://www.edgewoodmgmt.com/apartments/ky/warfield">https://www.edgewoodmgmt.com/apartments/ky/warfield</a>
Division of Child Support Enforcement	Child support	Educational	<a href="https://chfs.ky.gov/agencies">https://chfs.ky.gov/agencies</a>
Eden Family Resource	Remove barriers for students	Private	<a href="https://www.martin.kyschools.us/">https://www.martin.kyschools.us/</a>
Facing Hunger Food Bank	Food pantry	Faith	<a href="http://www.facinghunger.org">http://www.facinghunger.org</a>
Father Belting Appalachian Mission	Home repair/Disaster services	Faith	<a href="http://www.fbamc-ky.org">http://www.fbamc-ky.org</a>
Feed My Sheep Food Pantry	Food pantry	Faith	<a href="http://cumberlandparish.org/FMSP.htm">http://cumberlandparish.org/FMSP.htm</a>
First Christian Church	Hot meal/food pantry	Public	<a href="https://www.fccpaintsville.org/">https://www.fccpaintsville.org/</a>
First Steps Program	Developmental Disability Services	Faith	<a href="https://chfs.ky.gov/agencies/dph/dmch/ecdbs/Pages/firststeps">https://chfs.ky.gov/agencies/dph/dmch/ecdbs/Pages/firststeps</a>
Fishes and Loaves Food Bank	Food pantry/thrift store/soup kitchen	Educational	<a href="https://www.stjamesdiolex.org">https://www.stjamesdiolex.org</a>
Flat Gap Elementary FRC	Remove barriers for students	Public	<a href="https://www.johnson.k12.ky.us/flat-gap-elementary-school">https://www.johnson.k12.ky.us/flat-gap-elementary-school</a>
Floyd County Health Department-HANDS	Supports families	Private	<a href="http://www.kyhands.com/hands-services-near-you">http://www.kyhands.com/hands-services-near-you</a>
Floyd County Housing Association	Section 8 housing	Faith	<a href="https://affordablehousingonline.com/housing-authority">https://affordablehousingonline.com/housing-authority</a>

Floyd County Ministerial Association	Utility assistance/food pantry/clothes	Faith	<a href="https://www.manta.com/c/mb5z491/floyd-county-prestonsburg">https://www.manta.com/c/mb5z491/floyd-county-prestonsburg</a>
God's Appalachian Partnership	Food/clothing/home repairs	Private	<a href="http://www.gapky.org/">http://www.gapky.org/</a>
Good Neighbors, Inc.	Home repair	Faith	<a href="http://www.gapky.org/">http://www.gapky.org/</a>
Grace Fellowship	Soup Kitchen	Faith	<a href="https://www.gracefellowshipkeevilleky.com/community-kitchen">https://www.gracefellowshipkeevilleky.com/community-kitchen</a>
Guiding Light	Food pantry	Community	<a href="https://www.guidinglight.org/food-clothing-bank/">https://www.guidinglight.org/food-clothing-bank/</a>
Habitat For Humanity	Housing	Faith	<a href="https://www.habitat.org/">https://www.habitat.org/</a>
Heaven's Harvest & Food Pantry	Food pantry	Faith	<a href="https://heavensharvest.com/">https://heavensharvest.com/</a>
Highland Church of Christ	Food pantry	Community	<a href="http://highlandchurchfamily.com/">http://highlandchurchfamily.com/</a>
Highland Community Food Basket	Food pantry	Faith	<a href="http://highlandchurchfamily.com/ministries/">http://highlandchurchfamily.com/ministries/</a>
Highland Elementary FRC	Remove barriers for students	Educational	<a href="https://www.johnson.k12.ky.us/o/highland-elementary-school">https://www.johnson.k12.ky.us/o/highland-elementary-school</a>
Highlands ARH Regional Medical Center	Health care	Community	<a href="https://www.ahr.org/">https://www.ahr.org/</a>
Home Health	Health care	Community	<a href="http://www.jubileechristianassemblychurch.com">http://www.jubileechristianassemblychurch.com</a>
Hope in the Mountains	Personal counseling	Private	<a href="https://www.hopeinthemountains.org/">https://www.hopeinthemountains.org/</a>
Appalachian Hospice Care	Hospice services	Private	<a href="https://ruralhealth.med.uky.edu/cerh-homeplace">https://ruralhealth.med.uky.edu/cerh-homeplace</a>
Housing Authority of Martin	Section 8 housing	Private	<a href="http://www.kyhousing.org">http://www.kyhousing.org</a>
Inez Resource Center	Remove barriers for students	Educational	<a href="https://www.martin.kyschools.us/">https://www.martin.kyschools.us/</a>
Jacob's Ladder	Food pantry	Faith	<a href="https://www.chamberofcommerce.com/united-states/kentucky/alle...">https://www.chamberofcommerce.com/united-states/kentucky/alle...</a>
JCHS Youth Service Center	Remove barriers for students	Educational	<a href="https://www.johnson.k12.ky.us/o/ohnson-central-high-school">https://www.johnson.k12.ky.us/o/ohnson-central-high-school</a>

JCMS Youth Service Center	Remove barriers for students	Educational	<a href="https://www.johnson.k12.ky.us/o/johnson-county-middle-school">https://www.johnson.k12.ky.us/o/johnson-county-middle-school</a>
Johnson County Health Department	Health care	Public	<a href="http://Lakefrontchurchofgod.weebly.com">http://Lakefrontchurchofgod.weebly.com</a>
Johnson County Housing Authority	Section 8 housing	Private	<a href="https://affordablehousingonline.com/housing-authority/Kentucky">https://affordablehousingonline.com/housing-authority/Kentucky</a>
Jubilee Christian Assembly	Food pantry	Faith	<a href="https://www.faithstreet.com/church/jubilee-christian-assembly">https://www.faithstreet.com/church/jubilee-christian-assembly</a>
Kentucky Homeplace	Health care and resources	Private	<a href="https://ruralhealth.med.uky.edu/ceh-homeplace">https://ruralhealth.med.uky.edu/ceh-homeplace</a>
Kentucky Housing Corporation	Housing	Private	<a href="https://www.kyhousing.org/Pages/default.aspx">https://www.kyhousing.org/Pages/default.aspx</a>
Kentucky Vision Project	Vision care	Private	<a href="https://kyeyes.org/vision-care/ky-vision-project/">https://kyeyes.org/vision-care/ky-vision-project/</a>
Kings Daughters Medical Center	Health care	Community	<a href="https://www.kingsdaughtershealth.com/">https://www.kingsdaughtershealth.com/</a>
KY Office for the Blind	Employment	Public	<a href="https://kcc.ky.gov/">https://kcc.ky.gov/</a>
Lakefront Church of God	Food pantry/employment	Faith	<a href="http://lakefrontchurchofgod.weebly.com/">http://lakefrontchurchofgod.weebly.com/</a>
Licking River Baptist Church	Food pantry	Faith	<a href="https://www.faithstreet.com/church/licking-river-baptist-church">https://www.faithstreet.com/church/licking-river-baptist-church</a>
Licking Valley RECC	Electric	Community	<a href="https://lvrecc.com/">https://lvrecc.com/</a>
LINKS	Housing	Private	<a href="https://www.kymha.com/">https://www.kymha.com/</a>
Little Flowers Clinic	Affordable dentistry	Private	<a href="https://fuirmancenter.org/about/links/">https://fuirmancenter.org/about/links/</a>
Magoffin County Health Department	Health care	Public	<a href="http://www.magoffincountyhealthdepartment.org/">http://www.magoffincountyhealthdepartment.org/</a>
Martin County Health Department	Health care	Public	<a href="http://www.martincountyhealth.org/">http://www.martincountyhealth.org/</a>
Martin County Housing Authority	Section 8 housing	Private	<a href="https://affordablehousingonline.com/housing-authority">https://affordablehousingonline.com/housing-authority</a>
Maytown Center	Food pantry/home repairs	Private	<a href="https://www.meridzo.org/maytown-center">https://www.meridzo.org/maytown-center</a>
Middle Creek Community Development Club	Food pantry	Private	<a href="http://www.nonprofitfacts.com/KY/Middle-Creek-Community">http://www.nonprofitfacts.com/KY/Middle-Creek-Community</a>

Morehead State University	Education	Educational	<a href="https://www.moreheadstate.edu/">https://www.moreheadstate.edu/</a>
Mountain Comprehensive Care Center	Health care	Private	<a href="https://www.mtcomp.org/">https://www.mtcomp.org/</a>
Mud Creek Clinic	Medical assistance	Private	<a href="https://www.bshc.org/index.html">https://www.bshc.org/index.html</a>
Mud Creek Clinic/ Food Pantry	Health Care/Food pantry	Private	<a href="https://www.bshc.org/index.html">https://www.bshc.org/index.html</a>
Office Of Employment And Training	Employment	Public	<a href="http://www.kewes.ky.gov/">http://www.kewes.ky.gov/</a>
Paintsville Elementary/Paintsville High FRC	Remove barriers for students	Educational	<a href="https://sites.google.com/paintsville.kyschools.us/paintsville/home">https://sites.google.com/paintsville.kyschools.us/paintsville/home</a>
Paintsville Housing Authority	Section 8 housing	Private	<a href="https://paintsvillehousingauthority.com/">https://paintsvillehousingauthority.com/</a>
Paintsville Ministerial Association	Utility assistance/food/clothes	Faith	<a href="https://opencorporates.com/companies/us_ky/0831955">https://opencorporates.com/companies/us_ky/0831955</a>
Park Place Apartments	Affordable housing units	Private	<a href="https://www.apartments.com/park-place-apartments-prestonsburg-ky">https://www.apartments.com/park-place-apartments-prestonsburg-ky</a>
Pike County Health Department	Health care	Pike	<a href="https://www.pikecountyhealth.com/4i/index.html">https://www.pikecountyhealth.com/4i/index.html</a>
Housing Authority of Pikeville	Section 8 housing	Private	<a href="http://www.hapky.org/">http://www.hapky.org/</a>
University of Pikeville	Education	Educational	<a href="https://www.upike.edu/">https://www.upike.edu/</a>
Pikeville Helping Hand	Utility assistance/thrift store	Private	<a href="https://www.thehelplist.com/helplist/united_help-Pikeville-41501">https://www.thehelplist.com/helplist/united_help-Pikeville-41501</a>
Porter Elementary FRC	Remove barriers for students	Educational	<a href="https://www.johnson.k12.ky.us/o/porter-elementary-school">https://www.johnson.k12.ky.us/o/porter-elementary-school</a>
Prater Creek Food Pantry	Food pantry	Private	<a href="http://www.nonprofitfacts.com/KY/Pirater-Creek-Food">http://www.nonprofitfacts.com/KY/Pirater-Creek-Food</a>
Preston's Crossing	Affordable housing	Private	<a href="https://properties.wodagroup.com/apartments/ky/prestonburg">https://properties.wodagroup.com/apartments/ky/prestonburg</a>
Prestonsburg Housing Authority	Section 8 housing	Private	<a href="https://affordablehousingonline.com/housing-authority/Kentucky">https://affordablehousingonline.com/housing-authority/Kentucky</a>
RAMP Food Program	Food pantry	Private	<a href="http://www.rampamerica.org/">http://www.rampamerica.org/</a>
REACH-Salyersville	Addiction counseling	Private	<a href="https://www.charitynavigator.org/eln/611396956">https://www.charitynavigator.org/eln/611396956</a>

Safelink Wireless	Cell phone	Private	<a href="https://www.safelinkwireless.com/Enrollment/Safelink">https://www.safelinkwireless.com/Enrollment/Safelink</a>
Salvation Army	All assistance	Community	<a href="https://www.salvationarmyusa.org/usn/">https://www.salvationarmyusa.org/usn/</a>
Sandy Valley Transportation	Transportation	Private	<a href="http://www.svtransport.org/">http://www.svtransport.org/</a>
Sheldon Clark HS/YSC	Remove barriers for students	Educational	<a href="https://www.martin.kyschools.us/1/News/sheldon-clark-high-school">https://www.martin.kyschools.us/1/News/sheldon-clark-high-school</a>
Social Security Administration	Disability/retirement	Public	<a href="https://www.ssa.gov/">https://www.ssa.gov/</a>
St. Luke's Catholic Church	Clothes/food pantry	Faith	<a href="http://www.saintlukemclean.org/">http://www.saintlukemclean.org/</a>
St. Martha's Church	Clothes/personal hygiene items	Faith	<a href="https://www.parishesonline.com/find/st-martha-church-41653">https://www.parishesonline.com/find/st-martha-church-41653</a>
St. Michael's Catholic Church	Utility assistance/food/clothes	Faith	<a href="https://www.parishesonline.com/find/st-michael-church-41240">https://www.parishesonline.com/find/st-michael-church-41240</a>
St. Vincent's Mission	Food pantry/home repairs	Faith	<a href="https://stvincentsmission.org/">https://stvincentsmission.org/</a>
Thankful Hearts Food Pantry	Food pantry	Private	<a href="https://www.foodpantries.org/ii/thankful-hearts-food-pantry">https://www.foodpantries.org/ii/thankful-hearts-food-pantry</a>
The Light	Thrift store	Private	<a href="https://zmaps.net/company/bargain-store-6067547773">https://zmaps.net/company/bargain-store-6067547773</a>
The Piarist School	Home repair	Private	<a href="http://piaristschool.org/">http://piaristschool.org/</a>
Turning Point Domestic Violence Center	Emergency shelter	Private	<a href="https://www.turningpointky.org/">https://www.turningpointky.org/</a>
UK-Extension Service	Education	Educational	<a href="https://extension.ca.uky.edu/">https://extension.ca.uky.edu/</a>
USDA Rural Development	Housing services	Community	<a href="https://www.rd.usda.gov/">https://www.rd.usda.gov/</a>
VA Medical Center	Housing/employment/medical	Public	<a href="https://www.va.gov/directory/guide/state">https://www.va.gov/directory/guide/state</a>
W.R. Castle Elementary FRC	Remove barriers for students	Educational	<a href="https://www.johnson.k12.ky.us/o/w-r-castle-elementary-school">https://www.johnson.k12.ky.us/o/w-r-castle-elementary-school</a>
WestCare Homeless Shelter	Emergency shelter	Private	<a href="https://www.westcare.com/page/where-we-serve_KY_01a">https://www.westcare.com/page/where-we-serve_KY_01a</a>

## **CSBG Grant Application Available for Public Review**

The Big Sandy Area Community Action Program has made an application for funding under the Community Services Block Grant (CSBG) with the state Cabinet for Health and Family Services. This 2026 grant application will be available for public review the week of April 21, 2025, at the agency's central office in the Johnson County Courthouse, 230 Court Street, Paintsville, as well as at any of the agency's county service offices in Floyd, Magoffin, Martin, and Pike counties, Monday through Friday, 8 am to 4:30 pm. Interested parties may call (606) 789-3641 with questions or for additional information.