

COMMUNITY NEEDS ASSESSMENT REPORT
JUNE 2016



PRESENTED BY: LINCOLN COUNTY HUMAN SERVICES

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COMMUNITY NEEDS ASSESSMENT REPORT

INTRODUCTION

Lincoln County, Nevada, is the third largest county by area in the state of Nevada. It has a total area of 10,637 square miles. It is the seventh largest county in area in the entire United States, not including boroughs and census areas in Alaska.

As of the 2010 U.S. Census, there were 5,345 people, 1,988 households and 1,282 families residing in the County. The population density was 0.5 inhabitants per square mile. The racial makeup of the county was 91.1% White, 2.3% Black or African American, 1.1% American Indian. Those of Hispanic or Latino origin made up 6.2% of the population.

Of the 1,988 households, 28.9% had children under the age of 18 living with them, 53.0% were married couples living together, 77.7% had a female householder with no husband present, 35.5% were non-families and 30.4% of all households were made up of individuals. The average household size was 2.57 and the average family size was 3.16. The median age was 39.9 years.

OVERVIEW OF DATA COLLECTION AND METHODOLOGY

Purpose

The purpose of conducting a Community Needs Assessment was to help Lincoln County Human Services (LCHS) better understand the conditions in the community that create barriers for low-income families. By having a greater understanding of the needs and barriers, LCHS is better able to determine whether the agency's programs and services are meeting those needs, and what potential gaps may exist. The Needs Assessment is also the first phase of developing a Strategic Plan for the organization.

In addition, as a recipient of Community Service Block Grant (CSBG) funding, LCHS is required to conduct a Community Needs Assessment at least every three years, including both quantitative and qualitative data, and incorporating the key findings on the causes and conditions of poverty within the community. This Needs Assessment will fulfill all such requirements.

Data Sources and Data Collection Process

In order to conduct the Community Needs Assessment, LCHS included several different sources of data. As the agency's client data management system, eLogic was used to provide reports about the needs and services provided to local residents through LCHS' programs and services. Specifically, when households requested assistance from the agency, they were assessed in the following domain areas: Childcare, Education, Employment, Energy, Food Assistance, Health Insurance, Household Budgeting, Housing, Primary Health Care, and Transportation. These domains were assessed regardless if the household was requesting assistance with these particular areas, or whether the service was available directly through the agency.

An assessment of local demographic data was also included in this process. By accessing Community Commons, a web-based resource made available through the Community Action Partnership, LCHS was able to review a multitude of poverty-related data such as income, employment, nutrition, transportation, and education for residents of Lincoln County. Staff then identified the top 10 most critical indicators, ranked them, and determined what community factors existed to cause the issues.

In addition to the above assessments, Lincoln County also distributed a community needs survey to a variety of community members, including local service providers, elected officials, representatives from the faith-based community and education, and general community members. The survey asked respondents to identify the top 5 needs that either face their own family (if applicable), or impact low-income residents. It also asked respondents to provide suggestions related to the types of services they believe would be helpful to meet those needs. A copy of the needs survey can be found on Attachment 3.

LCHS also conducted a community forum to gather feedback and input from a diverse group of community members. The forum was facilitated by Ben Rowley from the Lincoln County Record, with the assistance of Adam Katschke, County Commissioner, and Elaine Zimmerman, Lincoln County Grants Administrator.

Invitations to participate in the forum were extended to the following representatives:

Toni Acuff, Director of Lincoln County Human Services

Holly Gatske, University of Nevada Cooperative Extension

Larissa Frehner, Church of Jesus Christ of Latter Day Saints, Relief Society President

Ben Rowley, Lincoln County Record

Adam Katschke, Lincoln County Commissioner

Cheryl Flessati, Tripartite Board Member, Low-Income Population Representative

June Taylor, Retired and Senior Volunteer Program (RSVP)

Elaine Zimmerman, Lincoln County Grants Administrator
Janice Empie, Lincoln County Health Nurse Assistant
Nicole Rowe, Lincoln County Community Health Nurse
Janie Rippetoe, Caliente Mental Health
Launa Choquer, Lincoln County Workforce Connection

Forum participants were first asked to provide feedback on the critical needs of low-income individuals and families based on the eLogic domains: Childcare, Education, Employment, Energy, Food Assistance, Health Insurance, Household Budgeting, Housing, Primary Health Care, and Transportation. Participants then identified and discussed what they thought were the primary issues and/or causes related to each domain, and also had an opportunity to discuss other needs not captured within the above domains. Following this discussion, forum participants were asked to rank the top five most critical areas.

KEY FINDINGS

Customer Needs Assessment

Results of the Customer Needs Assessment identified Employment, Food and Nutrition, and Energy as the top three greatest needs for households requesting assistance through Lincoln County Human Services. The domains ranked in the following order, reflecting the primary needs in each area:

Employment: Individuals seeking employment have a difficult time finding jobs that provide a living wage. Due to the remote area, there are few employment opportunities with little diversity in options. The skill sets of local residents don't always match the needs of local businesses.

Food and Nutrition: High food costs make it difficult for families to stretch a food budget. Most families that request assistance are already receiving SNAP benefits and still struggle to have enough food.

Energy: Households struggle to keep up with rising utility costs. Assistance is provided to apply for the Energy Assistance Program, but the assistance through this program often only lasts a few months and families struggle with the remaining months.

Health Insurance for Adults: Although some adults now qualify for Medicaid as a result of the Affordable Care Act, there are still a significant number of working adults who do not receive health insurance. Oftentimes, the employers are so small that they are unable to provide insurance, and for those that do, the cost of purchasing health insurance through an employer is still too high. Insurance through Nevada Healthlink is also not affordable for such households.

Primary Health Care: Availability of health care providers is very limited within the County due to the shortage of providers. There is a small hospital and medical clinic in Caliente, but both are only able to provide care for general health problems that are not life-threatening. Families often have to travel long distances to access specialty care in Las Vegas or Utah.

Housing: There is a lack of affordable housing in Lincoln County. Families struggle to meet monthly housing costs with limited incomes.

Household Budgeting: Many low-income families lack the skills and education to properly manage monthly expenses. Oftentimes, these families also don't have adequate income to meet monthly expenses and are in and out of crisis regularly.

Transportation: Due to limited incomes, many families aren't able to sustain reliable transportation, including the costs of maintenance, gasoline, and car insurance. Limited transportation is available only through Lincoln County Transportation.

Education: Some individuals have limited education which creates barriers to employment. There are also few opportunities for individuals to extend their education.

Health Insurance for Children: Most children are covered by health insurance, either through employer-paid insurance or Medicaid programs. A small number of families still struggle to access health insurance for their children, however, due to the high premium costs, deductible, and co-pays.

Childcare: Childcare presents as a need for those families requesting assistance. The lack of living wage jobs and high cost of childcare makes it difficult for families to justify employment when such a high amount is required to pay for childcare. Those who are working typically have family members provide care. Some families do not work because there are no childcare facilities in the County.

Attachment 1 provides a chart reflecting the data retrieved from eLogic.

Demographic Data Assessment

After analyzing the demographic reports from Community Commons, the following 10 indicators were ranked based on how adversely they impact low-income families in Lincoln County.

Poverty Rate: The current poverty rate for Lincoln County is at 16.17%, higher than both the state and national rates. Since unemployment rates are not considered to be high, it is believed that this number can be attributed to the number of non-working individuals, seniors, and disabled population that live below the poverty level.

Households in Poverty: Over 16% of households in Lincoln County live in poverty, which is approximately 2% higher than state and national rates. Since child poverty rates are lower in

Lincoln County, it is expected that many of these households primarily consist of non-working adults, and seniors or disabled persons on fixed incomes.

Seniors in Poverty: The County has a higher number of seniors living in poverty than both the state and national rates. Low fixed incomes from Social Security, Supplemental Security Income (SSI), and Veterans benefits are likely to cause this.

Uninsured Population: The percentage of uninsured in Lincoln County is more than 5% higher than Nevada's rate, and nearly 10% higher than the national rate. Due to the number of small businesses, many employers are unable to offer health insurance. For those individuals that do have access to health insurance, the monthly premiums are still unaffordable.

Household Income: Household income in Lincoln County is much lower than state and national rates. Due to limited employment opportunities and the remote geographical location of the county, families have limited access to increase income.

Veterans Educational Attainment: Over 13% of Veterans in Lincoln County do not have a high school diploma. This is nearly twice as many as compared to the national rate, and nearly three times higher than the state rate. Many Veterans were likely drafted prior to finishing high school, and can also help to explain the high number of seniors who are living below the poverty level.

Homeowners: Fewer residents in Lincoln County are homeowners, as compared to state and national rates. Many rent their homes due to low incomes and availability. More affordable housing is needed within the County.

Housing Age: Homes within the County are, on average, 16 years older than most homes in Nevada. This impacts the costs associated with repairs, upkeep, and cost of living.

Residential Vacancy Rate: Nearly 7% of the homes in Lincoln County are vacant. Vacancy is often due to the poor condition of the home and lack of livability. Others are a result of the transiency of the population and lack of affordability.

Travel Time to Work: On average, residents travel 25.53 minutes to work. Reliable transportation is necessary in the area, as job opportunities are limited.

Attachment 2 provides a chart with the above listed indicators, in rank order, and the cause associated with each indicator.

Community Needs Survey

A total of 90 Community Needs surveys were completed from the following sectors: Service Providers (2), Elected Officials (5), Faith Based (3), Education (3), Community Members (77). Of the surveys completed, the following needs were the most frequently expressed:

1) Food

6) Transportation

- 2) Housing
- 3) Better Health Care
- 4) Energy
- 5) Employment
- 7) Child Care
- 8) Mental Health
- 9) Legal Assistance
- 10) Household Budgeting

A copy of the Community Needs Survey can be found on Attachment 3, and the results of the survey are available on Attachment 4.

Community Forum

Eight community representatives participated in the forum hosted by Lincoln County Human Services. After discussing the eLogic domain areas, participants identified the following domains as the five most critical:

#1 Employment

There are few employment opportunities with sustainable wages in the County. This is because businesses and industry in the area are extremely limited. Many young people who graduate from Lincoln County High School would like to stay in the area, but are forced to leave the area to find gainful employment. Lincoln County does have a Workforce Connection for job training and placement, but most employment opportunities are based outside of the County.

#2 Education

Participants noted the lack of life skills education provided to students, such as basic budgeting and parenting skills. These skills are oftentimes not being taught at home, and are no longer being taught in schools. As a result, young adults lack these basic skills when entering adulthood and struggle to manage responsibilities to help them become independent. Unfortunately, this eventually becomes generational.

Participants also highlighted the limited availability of advanced coursework for high school students. At Lincoln County High School, juniors and seniors are able to take a selection of online college credit courses for \$50.00 each. There is not a program available for gifted students. In this case they can take more math and science classes than is normally required.

#3 Food Assistance

Participants felt that food assistance is a necessary component to support low income families as it is a basic need and is difficult to obtain within the County. Food items that are available in the small grocery stores, especially perishables, are very expensive and limited in selection. Lincoln County Human Services distributes USDA Commodities every other month. Other resources include the Mobile Pantry “food drops” that provide monthly delivery to Alamo and Caliente. The Mobile Pantry usually

provides fresh fruits, vegetables, and some dairy and dry goods. Lincoln County Human Services has a food bank, as do some of the local churches in the area. Meals on Wheels is also available to homebound seniors, and WIC is available to qualified families. Unfortunately, one of the barriers to providing food assistance is the reluctance of area residents to accept assistance, or ask for help.

#4 Housing

Affordable housing is greatly needed in Lincoln County as there is a shortage of low-income, subsidized units available. Currently, the local senior and disabled housing complex is being remodeled and the company is banning pets and smoking for future use. This is a hardship for individuals in those particular situations. The Caliente subsidized housing complex also has a one year waiting list. There are no opportunities for new subsidized housing to be built, so residents must rely on the existing rental homes available, of which are often older, in need of repair, and create high utility costs.

#5 Transportation

Transportation is a necessity in a remote area such as Lincoln County. Low-income households struggle to maintain the cost of a vehicle, including regular maintenance, repairs, gasoline, and car insurance. In order to access employment, residents need a reliable source of transportation on a daily basis. There is no public transportation that is able to provide this level of service. Currently, Lincoln County has a transportation program which provides bus travel one time per week to Las Vegas, and one time per month to Utah. There is also one day per week in which residents are picked up from Pioche, Panaca, and Caliente and transported to Caliente for shopping and medical appointments. Seniors ride for free, but those age 60 and under are required to pay a bus fare. However, there are still major gaps with transportation throughout the County.

Overall, participants felt that the remote geographical location of the County was the greatest challenge to helping low-income families move out of poverty and be self-sufficient. Accessibility to employment opportunities, transportation, healthcare, and education were all voiced as concerns. Forum participants felt that communication of local services and programs was necessary in order to ensure residents were educated and informed about what services were available, who provides those services, and when and where they could access them. Also, participants expressed the difficulty of educating existing or potential funding sources about the true barriers that exist in Lincoln County and the unique challenges and dynamics within the County. Attachment 5 includes the results of the forum discussion.

CROSSWALK OF KEY FINDINGS

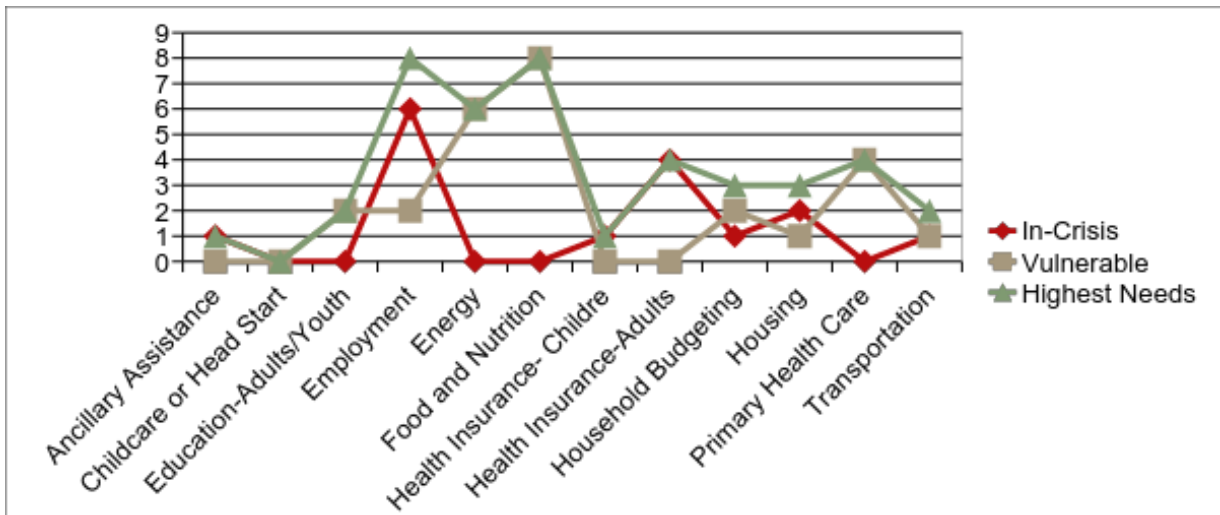
Upon review and final analysis of the qualitative and quantitative data reports, the following domains were identified as the top five most critical areas of concern for Lincoln County:

- #1 Employment**
Lack of employment opportunities, especially those that pay a living wage
- #2 Food Assistance**
Local food costs are high; Little variety and few options; Limited access to healthy, perishable foods
- #3 Housing**
Lack of affordable housing
- #4 Health Insurance – Adults**
Many adults are still uninsured due to lack of employer paid plans, or high monthly premium rates
- #5 Transportation**
High cost to maintain personal transportation; few options available for public transportation; long distances to shopping, medical care, employment

Attachment 6 includes the ranking of the domains and the key areas of concern.

ATTACHMENT 1

| Scale | In-Crisis | Vulnerable | Highest Needs | Stable | Safe | Thriving | Sub-Total | N/A | Total |
|---------------------------|-----------|------------|---------------|--------|------|----------|-----------|-----|-------|
| Childcare or Head Start | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 16 |
| Education-Adults/Youth | 0 | 2 | 2 | 7 | 3 | 2 | 14 | 2 | 16 |
| Employment | 6 | 2 | 8 | 7 | 0 | 1 | 16 | 0 | 16 |
| Energy | 0 | 6 | 6 | 2 | 1 | 2 | 11 | 5 | 16 |
| Food and Nutrition | 0 | 8 | 8 | 95 | 49 | 1 | 153 | 2 | 155 |
| Health Insurance-Children | 1 | 0 | 1 | 0 | 0 | 6 | 7 | 9 | 16 |
| Health Insurance-Adults | 4 | 0 | 4 | 1 | 0 | 11 | 16 | 0 | 16 |
| Household Budgeting | 1 | 2 | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| Housing | 2 | 1 | 3 | 5 | 5 | 3 | 16 | 0 | 16 |
| Primary Health Care | 0 | 4 | 4 | 1 | 1 | 8 | 14 | 2 | 16 |
| Transportation | 1 | 1 | 2 | 2 | 3 | 6 | 13 | 3 | 16 |



ATTACHMENT 2

Ranking of Demographic Reports

| Ranking | Demographic Report | Causes |
|---------|--|---|
| 1 | Poverty Rate Lincoln = 16.17% Nevada = 15.56% US = 15.59% | Incomes are low within the County, not only because of the lack of living wage jobs, but also due to the number of non-working individuals, seniors, and disabled population that live below the poverty level. |
| 2 | Households in Poverty Lincoln = 16.3% Nevada = 13.7% US = 14.4% | Since child poverty rates are lower in Lincoln County, it is expected that many of these households primarily consist of non-working adults, and seniors or disabled persons on fixed incomes. |
| 3 | Seniors in Poverty Lincoln = 11.7% Nevada = 8.3% US = 9.4% | Low fixed incomes from Social Security, Supplemental Security Income (SSI), and Veterans benefits are likely to cause this. Few opportunities exist for seniors to supplement their income. |
| 4 | Uninsured Population Lincoln = 25.3% Nevada = 20% US = 14.16% | This is due to the lack of availability of affordable health insurance. For those unable to qualify for Medicaid, insurance is not available through employers and costs through Nevada Health Link are still too high. |
| 5 | Household Income Lincoln = \$ 45,629 Nevada = \$51,487 US = \$53,657 | Due to limited employment opportunities and the remote geographical location of the county, families have limited access to increase income. Others rely on low, fixed incomes. |

| | | |
|----|--|--|
| 6 | Veterans Educ'l Attainment Lincoln = 13.49% Nevada = 5.6% US = 7.41% | Due to current military requirements, it is assumed that many Veterans in this category were likely drafted prior to finishing high school. It is also possible that some Veterans sought out the remote area of Lincoln County due to the distance from urban areas and remoteness. |
| 7 | Homeowners Lincoln = 44.37% Nevada = 47.24% US = 56.34% | Affordability is a factor in preventing families from becoming homeowners, in addition to barriers such as credit history; stable, adequate income; and transiency. |
| 8 | Housing Age Lincoln = 36 years Nevada = 20 years US = 37 years | Due to the limited growth in Lincoln County, homes are older than many across the state. This impacts the costs associated with repair and upkeep. |
| 9 | Residential Vacancy Rate Lincoln = 6.9% Nevada = 3.8% US = 3.2% | Vacancy is often due to the poor condition of the home and lack of livability. Others are a result of the transiency of the population and lack of affordability. |
| 10 | Travel Time to Work Lincoln = 25.53 mins Nevada = 23.05 mins US = 24.59 mins | Due to limited employment opportunities locally, many residents travel over 25 minutes to work. |



COMMUNITY ACTION PARTNERSHIP

REPORT AREA

Lincoln County, NV

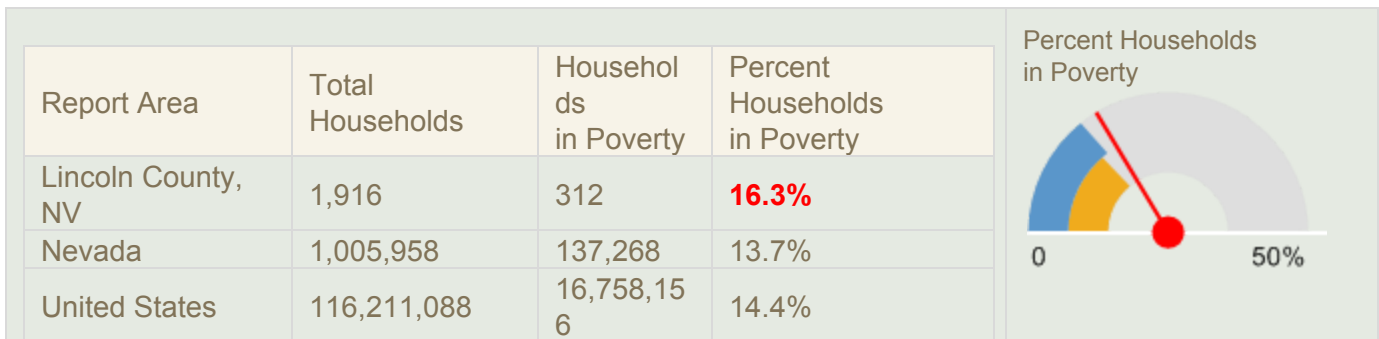
Poverty Rate (ACS)

The following report section shows population estimates for all persons in poverty for report area. According to the American Community Survey 5 year estimates, an average of 16.17 percent of all persons lived in a state of poverty during the 2010 - 2014 period. The poverty rate for all persons living in the report area is greater than the national average of 15.59 percent.



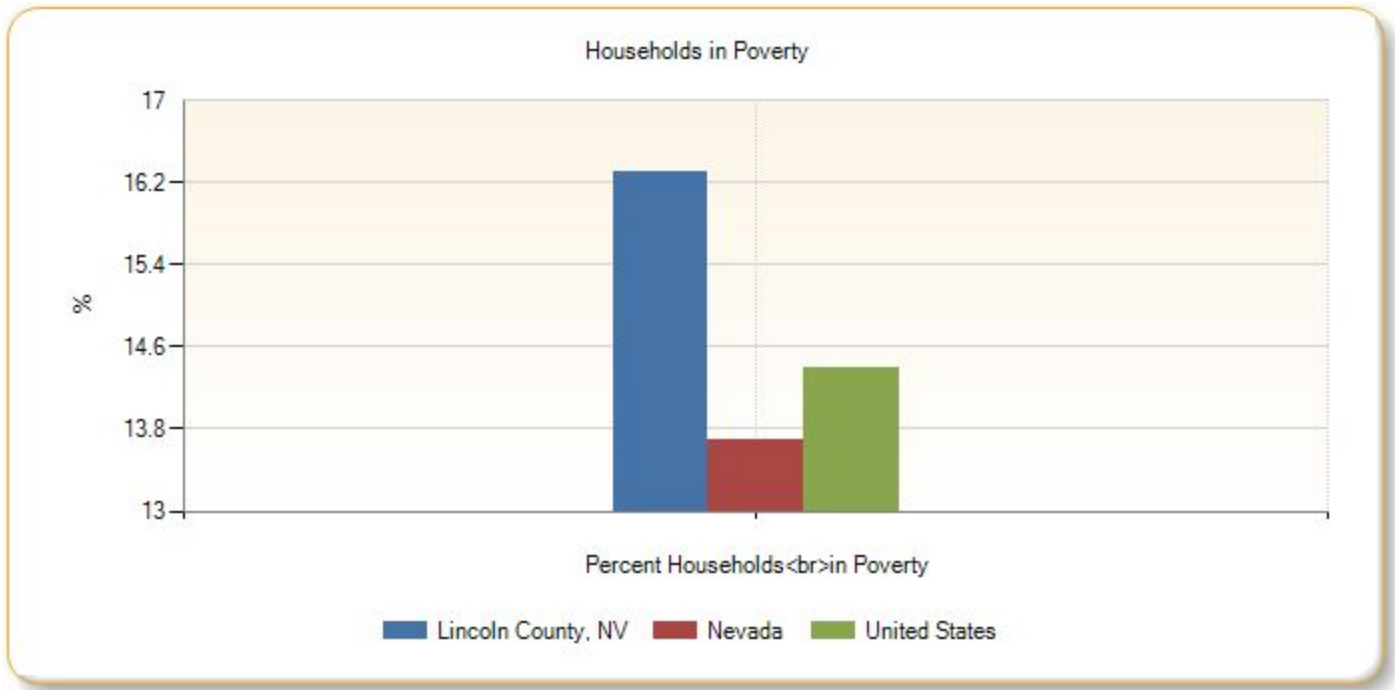
Households in Poverty

The number and percentage of households in poverty are shown in the report area. In 2014, it is estimated that there were 312 households, or 16.28%, living in poverty within the report area.



Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Lincoln County, NV (16.3%)
Nevada (13.7%)
United States (14.4%)



Seniors in Poverty

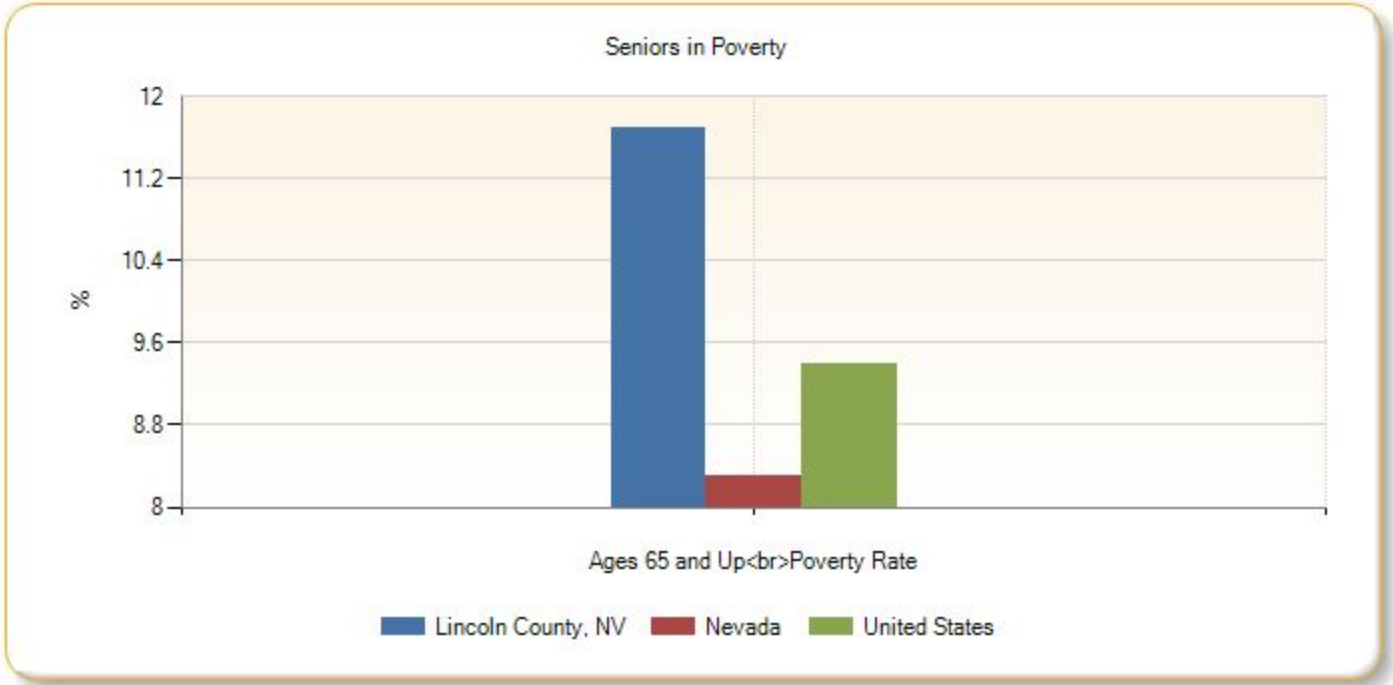
Poverty rates for seniors (persons age 65 and over) are shown below. According to American Community Survey estimates, there were 105 seniors, or 11.7% percent, living in poverty within the report area.

Ages 65 and Up Poverty Rate

| Report Area | Ages 65 and Up Total Population | Ages 65 and Up In Poverty | Ages 65 and Up Poverty Rate |
|--------------------|---------------------------------|---------------------------|-----------------------------|
| Lincoln County, NV | 899 | 105 | 11.7% |
| Nevada | 357,962 | 29,567 | 8.3% |
| United States | 41,871,248 | 3,926,219 | 9.4% |

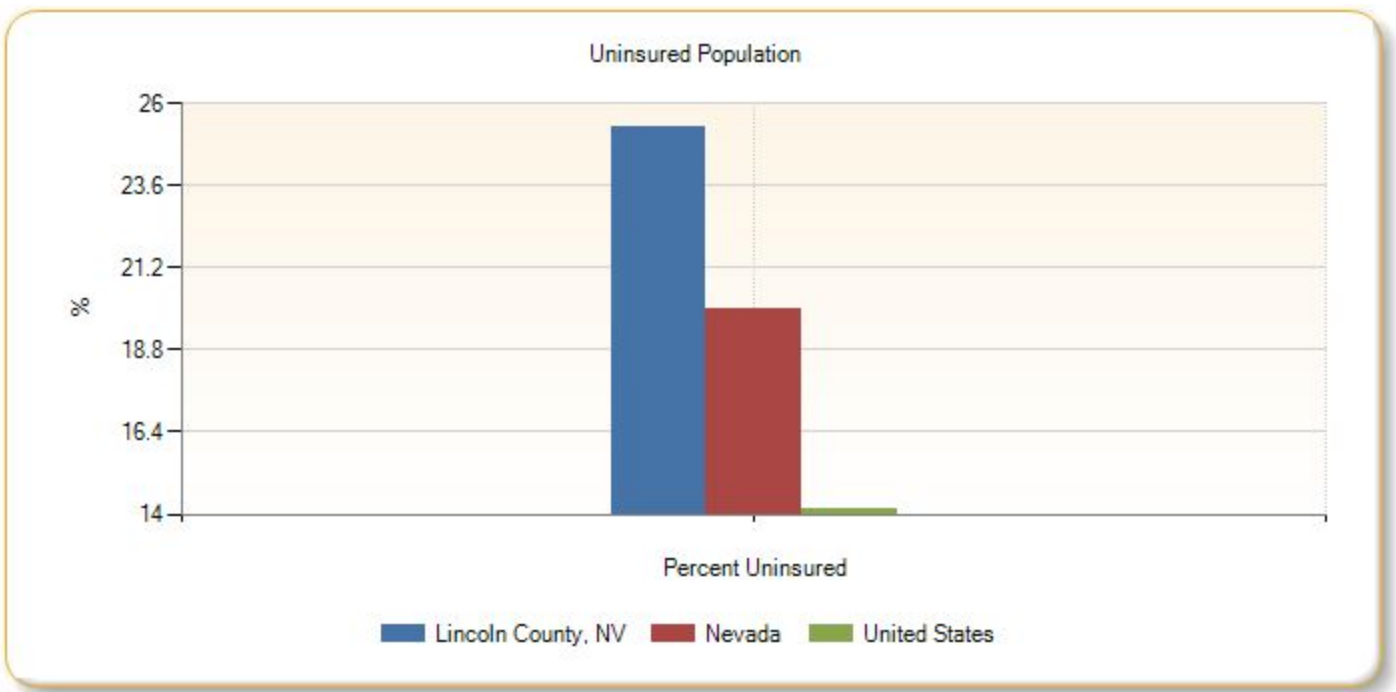
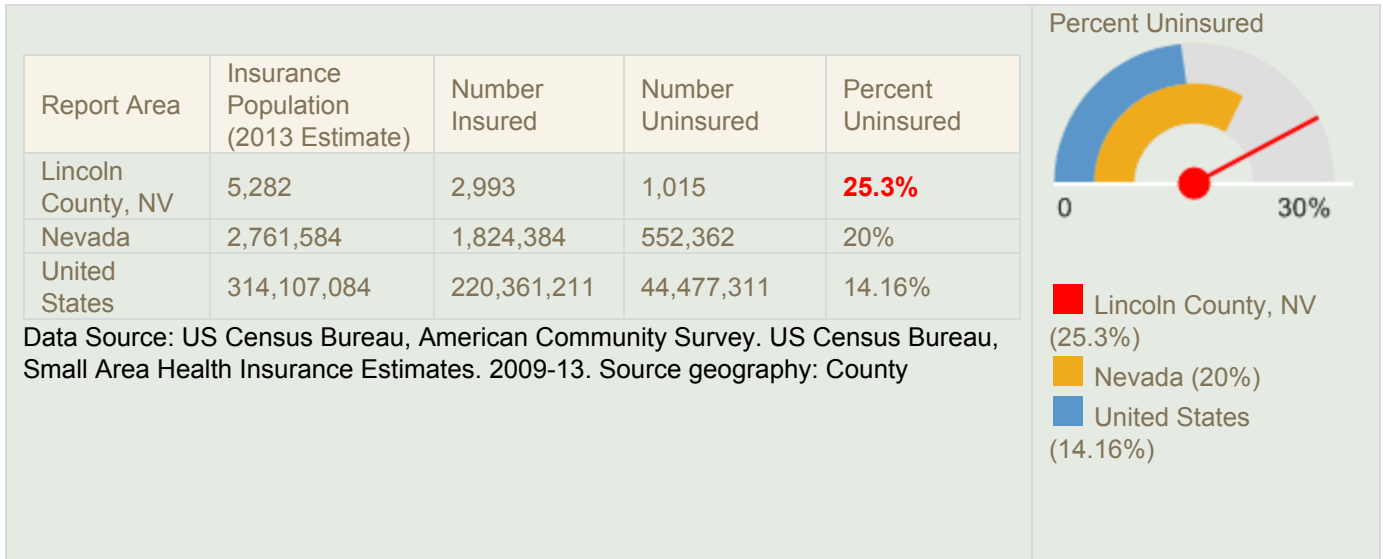
Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: county

■ Lincoln County, NV (11.7%)
■ Nevada (8.3%)
■ United States (9.4%)



Uninsured Population

The uninsured population is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons.

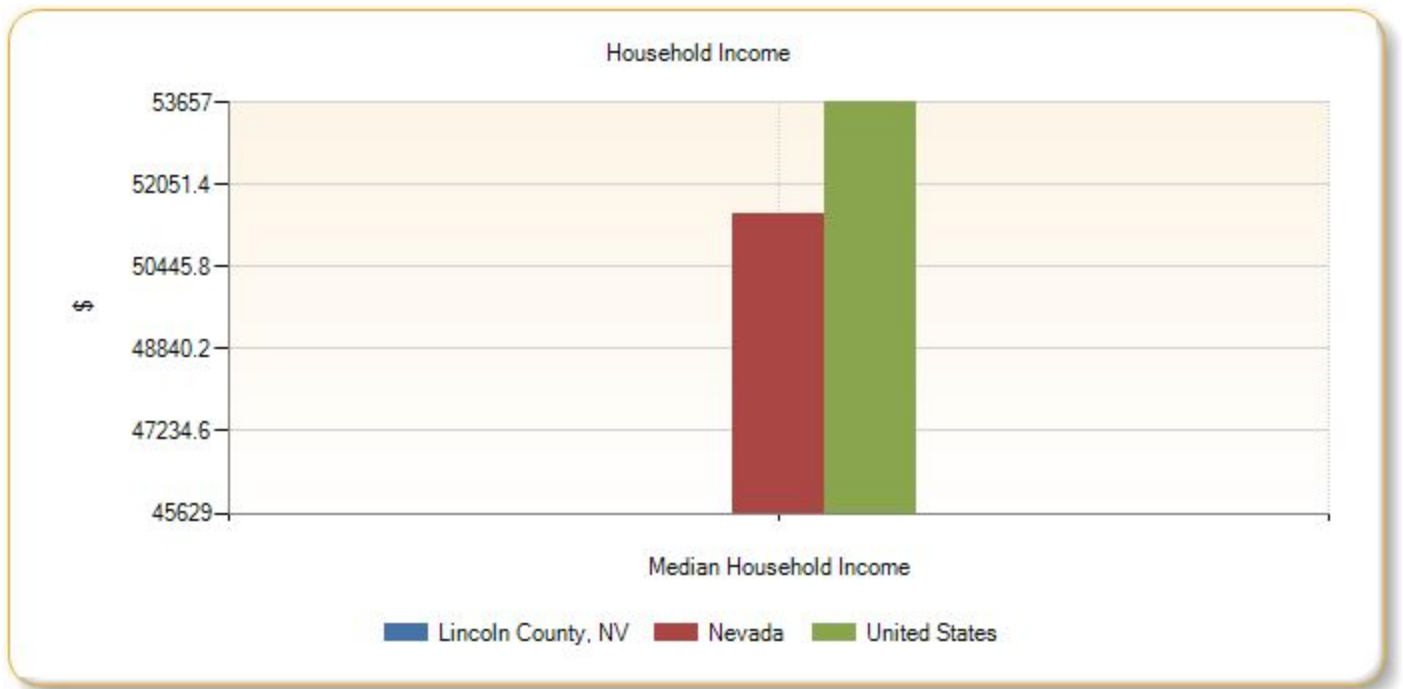


Household Income

Median annual household incomes in the report area are shown below.

| Report Area | Median Household Income |
|--------------------|-------------------------|
| Lincoln County, NV | \$45,629 |
| Nevada | \$51,487 |
| United States | \$53,657 |

Data Source: US Census Bureau, Small Area Income Poverty Estimates. 2010-14. Source geography: County



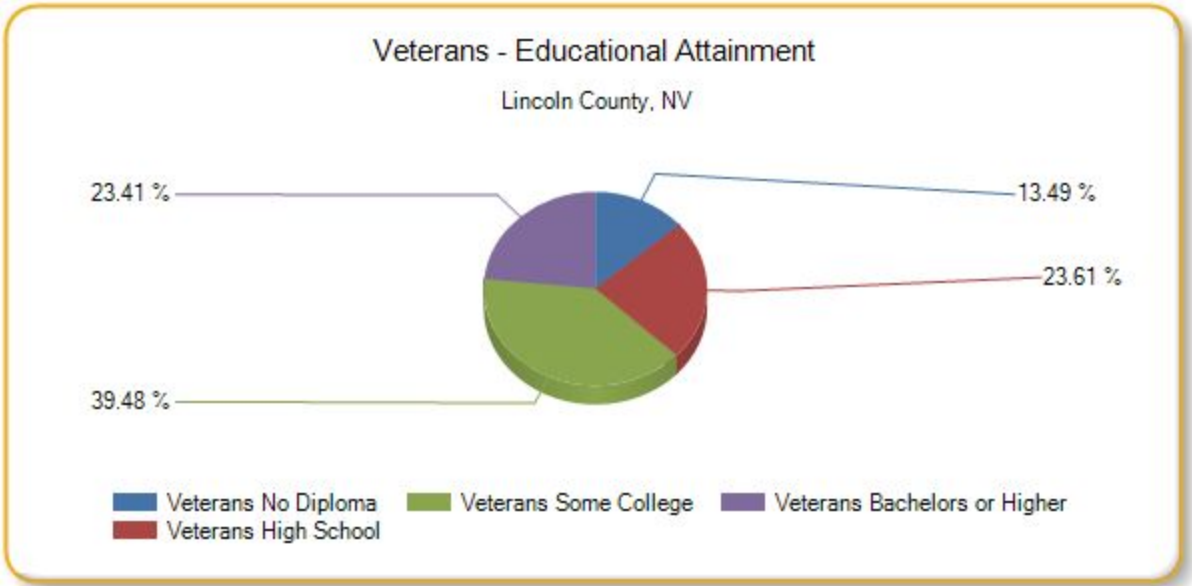
Veterans - Educational Attainment

Veterans Educational Attainment contrasts the distribution of educational attainment levels between military veterans and non-veterans in the region. Educational attainment is calculated for persons over 25, and is an average for the period from 2010 to 2014.

| Report Area | Veterans % No Diploma | Veterans % High School Diploma | Veterans % Some College Diploma | Veterans % Bachelors or Higher Diploma | Non-Veterans % No Diploma | Non-Veterans % High School Diploma | Non-Veterans % Some College Diploma | Non-Veterans % Bachelors or Higher Diploma |
|--------------------|-----------------------|--------------------------------|---------------------------------|--|---------------------------|------------------------------------|-------------------------------------|--|
| Lincoln County, NV | 13.49% | 23.61% | 39.48% | 23.41% | 12.97% | 38.09% | 35.37% | 13.58% |
| Nevada | 5.6% | 26.92% | 43.48% | 24% | 16.51% | 28.97% | 32.25% | 22.28% |
| United States | 7.41% | 29.32% | 36.62% | 26.64% | 14.4% | 27.85% | 28.21% | 29.54% |

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Homeowners

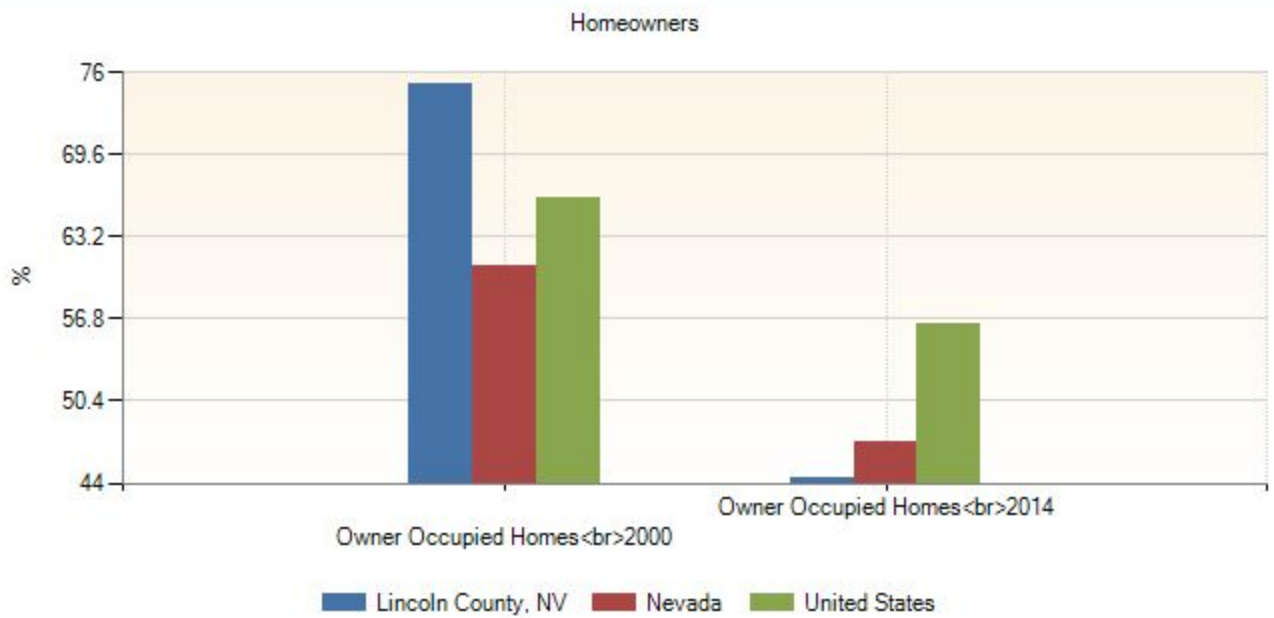
The U.S. Census Bureau estimated there were 1,156 homeowners in the report area in 2000, and 75.06% owner occupied homes in the report area for the 5 year estimated period from 2010 - 2014.

| Report Area | Owner Occupied Homes 2000 | Owner Occupied Homes 2000 | Owner Occupied Homes 2014 | Owner Occupied Homes 2014 |
|--------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Lincoln County, NV | 1,156 | 75.06% | 1,238 | 44.37% |
| Nevada | 457,247 | 60.87% | 559,911 | 47.24% |
| United States | 69,815,753 | 66.19% | 74,787,460 | 56.34% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Owner Occupied Homes 2014

- Lincoln County, NV (44.37%)
- Nevada (47.24%)
- United States (56.34%)



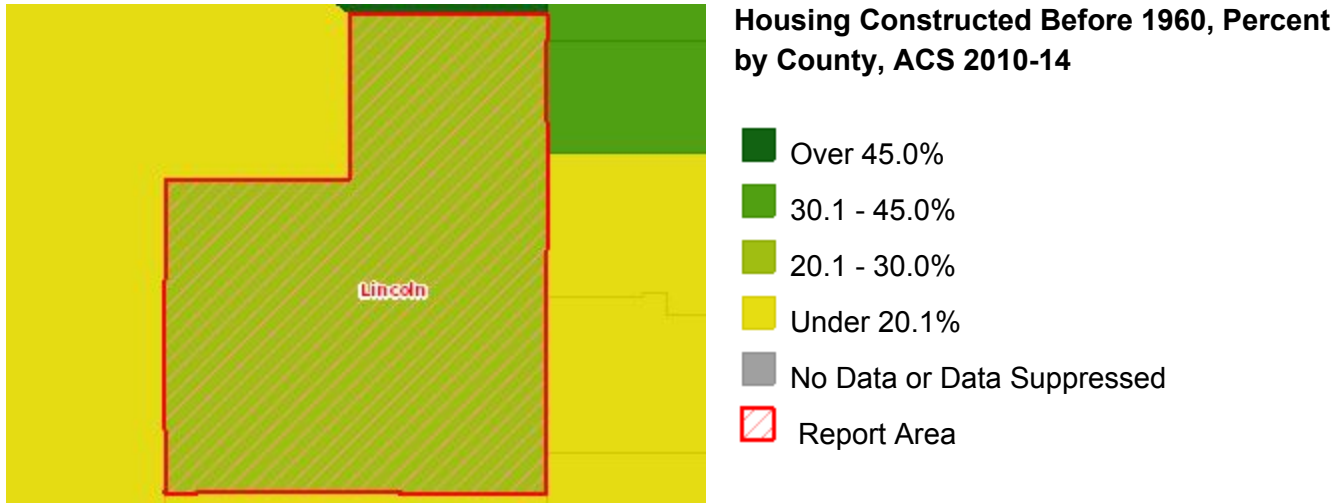
Housing Age

Total housing units, median year built and median age in 2014 for the report area are shown below. Housing units used in housing age include only those where the year built is known.

| Report Area | Total Housing Units | Median Year Built | Median Age (from 2014) |
|--------------------|---------------------|-------------------|------------------------|
| Lincoln County, NV | 2,790 | 1977 | 36 |
| Nevada | 1,185,232 | 1993 | 20 |

| | | | |
|---------------|-------------|------|----|
| United States | 132,741,032 | 1976 | 37 |
|---------------|-------------|------|----|

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

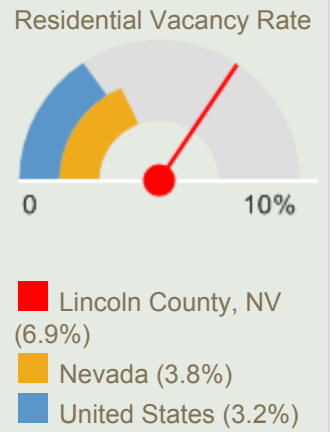


Vacancy Rates

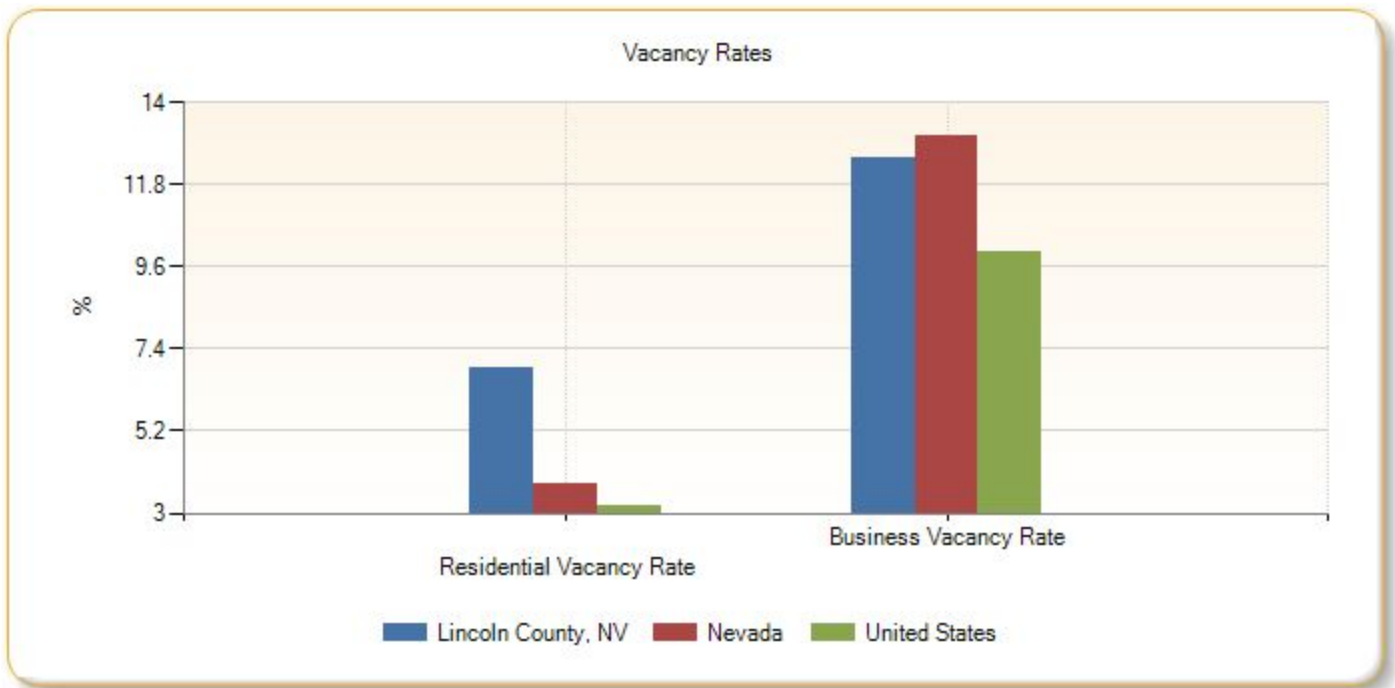
The U.S. Postal Service provided information quarterly to the U.S. Department of Housing and Urban Development on addresses identified as vacant in the previous quarter. Residential and business vacancy rates for the report area in the first quarter of 2015 are reported. For this reporting period, a total of 27 residential addresses were identified as vacant in the report area,

a vacancy rate of 6.9%, and 2 business addresses were also reported as vacant, a rate of 12.5% .

| Report Area | Residential Addresses | Vacant Residential Addresses | Residential Vacancy Rate | Business Addresses | Vacant Business Addresses | Business Vacancy Rate |
|--------------------|-----------------------|------------------------------|--------------------------|--------------------|---------------------------|-----------------------|
| Lincoln County, NV | 392 | 27 | 6.9% | 16 | 2 | 12.5% |
| Nevada | 1,248,960 | 46,919 | 3.8% | 112,512 | 14,756 | 13.1% |
| United States | 142,865,596 | 4,520,991 | 3.2% | 13,410,665 | 1,334,421 | 10% |



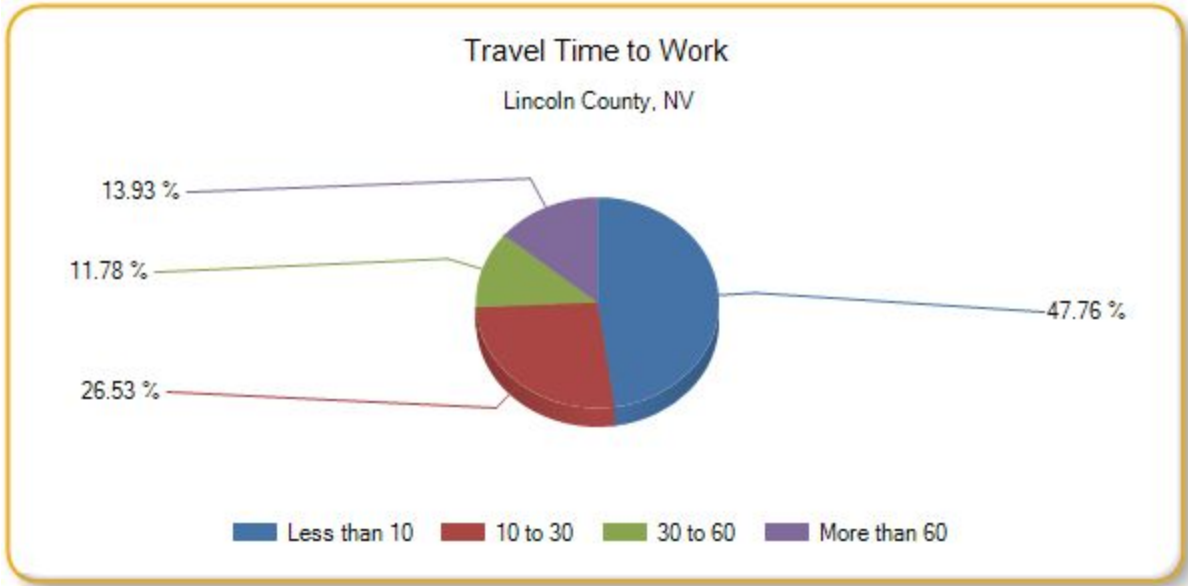
Data Source: US Department of Housing and Urban Development. 2015-Q1. Source geography: County



Travel Time to Work

Travel times for workers who travel (do not work at home) to work is shown for the report area. The median commute time for the report area of 25.53 minutes is longer than the national median commute time of 24.6 minutes.





ATTACHMENT 3

Community Needs Survey

Person Being Interviewed: _____ (name is optional)

Staff or Volunteer Conducting Interview: _____

City: _____

County: _____

Date: _____

1) What would you list as the top 5 needs for you and your family:

1. _____

2. _____

3. _____

- 4. _____
- 5. _____

2) What would you list as the top 5 needs of the low-income community:

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

3) Do you have any suggestions for the types of services that would help meet the needs:

ATTACHMENT 4

Needs Assessment Survey Results

Service providers – 2 surveys:

- 2 ~ Housing
- 1 ~ Food
- 1 ~ Healthcare
- 1 ~ Coordinate Govt. Services

Recommendations: Advertise to County what services are available and where to contact.

County Judge – 1 survey

Meals on Wheels

Rural Health Nurse
Community Service Project Coordinator
Community Convention Center

Elected Officials – 4 surveys

- 3 ~ Housing
- 3 ~ Medical Care
- 3 ~ Jobs
- 2 ~ Legal Services
- 1 ~ Food
- 1 ~ Energy Assistance
- 1 ~ Transportation
- 1 ~ Wellness Checks

Recommendations: Housing, Meals on Wheels, Transportation, Medical, Legal aid, Home health.

Faith-Based – 3 surveys

- 2 ~ Transportation
- 2 ~ Substance abuse counseling
- 1 ~ Hospice
- 1 ~ Home Health
- 1 ~ Child Abuse
- 1 ~ Mental Health
- 1 ~ Child Care
- 1 ~ Hygiene Products
- 1 ~ Workforce
- 1 ~ Job

Education – 3 surveys

- 3 ~ Housing
- 3 ~ Transportation
- 2 ~ Jobs
- 1 ~ Money Management
- 1 ~ Education
- 1 ~ Day care
- 1 ~ Drug Abuse
- 1 ~ Mental Health
- 1 ~ Food
- 1 ~ Insurance

Recommendations: Housing, Employment

Community Members – 77 surveys

Top Needs Family:

- 56 ~ Food
- 22 ~ Lower utilities
- 22 ~ Better healthcare facilities
- 14 ~ Low income housing
- 12 ~ Jobs

Top Needs Community:

- 40 ~ Food
- 28 ~ Low income housing
- 20 ~ Better health care
- 19 ~ Lower utilities
- 19 ~ Jobs
- 16 ~ Transportation

Recommendations: Employment Opportunities, Transportation, Child Care, Thrift Stores, Doctors/Hospital, Assistance with Vehicle Repairs

ATTACHMENT 5

Ranking of Domains from Community Forum

| Rank | Domain | Key Barriers | Causes |
|------|------------|--|--|
| 1 | Employment | Lack of employment opportunities within the County | Limited businesses and industry in the County due to remote location |

| | | | |
|----|-----------------------------|--|---|
| 2 | Education | Lack of available educational opportunities | Lack of accessibility to resources such as life skills training and higher education |
| 3 | Food Assistance | Expensive and limited variety | Small grocery stores, expensive prices; Remote area too small for bigger chains such as WalMart |
| 4 | Housing | Lack of available low-income subsidized housing | Government will not invest money into building new housing complexes |
| 5 | Transportation | No daily public transportation options, and high cost of maintaining personal transportation | Lack of accessibility to public transportation due to remote location |
| 6 | Household Budgeting | Individuals are not taught basic budgeting at home or at school | Lack of accessibility to resources due to remote location |
| 7 | Primary Health Care | Limited to small County hospital and clinic; no specialized care | Lack of accessibility to health care due to remote location |
| 8 | Health Insurance - Adults | Lack of employer-paid health insurance or other affordable options | Limited businesses and industry; Government subsidized plans too expensive |
| 9 | Energy | Expensive utility costs | Small County and City providers |
| 10 | Health Insurance - Children | High premium rates | Limited businesses and industry who provide employer-paid health insurance |

ATTACHMENT 6

Crosswalk of Key Findings

| Rank | Customer Needs Assessment | Demographic Needs Assessment | Community Needs Survey | Community Forum |
|------|---------------------------|------------------------------|------------------------|-----------------|
| 1 | Employment | Poverty Rate | Food | Employment |
| 2 | Food Assistance | Households in Poverty | Housing | Education |
| 3 | Energy | Seniors in Poverty | Health Care | Food Assistance |

| | | | | |
|----|---------------------------|----------------------------|----------------|---------------------------|
| 4 | Health Insurance - Adults | Uninsured Population | Energy | Housing |
| 5 | Primary Health Care | Household Income | Employment | Transportation |
| 6 | Housing | Veterans Educ'l Attainment | Transportation | Household Budgeting |
| 7 | Household Budgeting | Homeowners | Child Care | Primary Health Care |
| 8 | Transportation | Housing Age | Mental Health | Health Insurance – Adults |
| 9 | Education | Residential Vacancy Rate | Legal | Energy |
| 10 | Health Ins. - Children | Travel Time to Work | Hhld Budgeting | Health Ins. - Children |

Top Five

| Rank | Domain | Key Areas of Concern |
|------|---------------------------|---|
| 1 | Employment | Lack of employment opportunities, especially those that pay a living wage |
| 2 | Food | Local food costs are high; Little variety and few options; Limited access to healthy, perishable foods |
| 3 | Housing | Lack of affordable housing |
| 4 | Health Insurance - Adults | Many adults are still uninsured due to lack of employer paid plans, or high monthly premium rates |
| 5 | Transportation | High cost to maintain personal transportation; Little options available for public transportation; long distances to shopping, medical care, employment |