



Community Needs Assessment

July 2018

*Report Prepared by
Collective Impact, LLC
and
EPIC Mission*

Contents

Introduction.....	1
Purpose of the Community Needs Assessment:	1
Objectives of the Community Needs Assessment:.....	1
Methodology	2
Planning Sessions	3
Community Stakeholders Survey	3
Characteristics of Stakeholders Surveyed	4
Client Survey.....	5
Characteristics of Service Recipients Surveyed	6
Community Discussions.....	7
Secondary Data Review and Research	8
Agency Overview	8
Program Participants and Services Provided in 2017	9
Characteristics of Clients Served	9
Head Start Services and Needs.....	9
Summary of Primary Areas of Need Identified In the Service Area	10
Community Input.....	10
Priority Needs Identified by Assessment Committee.....	11
Description of Service Area	12
Nicholas County History & Geography	12
Demographic Characteristics.....	12
Socio-Economic Characteristics in Nicholas County.....	13
Analysis of Poverty Characteristics Within the Nicholas CAP Service Area.....	13
Causes of Poverty	14
Community Needs and Resources.....	15
Overall Needs and Priorities.....	15
Employment and Jobs:	16
Education and Training:.....	19
Housing:.....	20
Healthcare:	23
Nutrition:	24
Income and Assets:.....	25

Transportation:.....	26
Emergency Services:	27
Children’s Needs:.....	28
Senior Needs.....	29
Primary Strengths and Community Resources.....	30
Potential Areas of Partnership with Other Agencies and Organizations	33
Appendix A – Complete Community Survey Results	33
Community Survey – Open Ended Comments	41
Appendix B – Comparative Analysis - Nicholas CAP Employees and Other Key Informants.....	45
Appendix C – Complete Service Recipient Survey Results	53
Service Recipient Survey – Open Ended Comments	61
Appendix D – Summary of Community Discussions by Location	66
Appendix E – Secondary Data Sets Reviewed	72
Appendix F - Summary of Secondary Data Compiled.....	73

Introduction

Nicholas County Community Action Partnership, Inc. enlisted the assistance of EPIC Mission and Collective Impact, LLC, to conduct a comprehensive community needs assessment for Nicholas County, West Virginia. Nicholas Community Action Partnership, Inc. (Nicholas CAP) is required by its federal funding to conduct a comprehensive Community Needs Assessment (CNA) every three years.

The project included planning sessions with an interagency team, surveys of key community stakeholders and clients, community discussions with stakeholders, researching and compiling available secondary data sets that inform the assessment, and development of the community needs assessment report with key findings.

Purpose of the Community Needs Assessment:

To conduct a community needs assessment with an emphasis on meeting the Community Services Block Grant and Head Start program requirements and developing a report of key findings to be used by Nicholas County CAP and its community partners for planning and other related efforts.

Objectives of the Community Needs Assessment:

- Conduct a local assessment of needs by compiling county-level data.
- Collect and analyze *primary data* by gathering community feedback through surveys and community discussions.
- Collect and analyze *secondary data* by researching national, state, and local data sets that inform the characteristics and needs of low income people in Nicholas County.
- Utilize data collected in the Nicholas CAP customer outcome tracking system.
- Facilitate an analysis process that identifies priority needs in the Nicholas CAP service area.

Community needs assessments can and should be more than just a gathering and analyzing of data; they can also be a basis for creating change. A comprehensive community-based needs assessment can help an agency address community and family needs by providing a snapshot of the service area and the characteristics of families residing in the area, including their economic well-being, educational status, health, and welfare. A comprehensive assessment can provide important community information as to what other agencies or organizations may be working on to address particular issues, and where gaps in community services may be found. In addition, the process provides a means to meet and develop partnerships with other community groups interested in strengthening services to citizens in the service area.

Finally, a comprehensive community needs assessment helps an agency in its planning process by providing the foundation for strategic and operational planning, assessing the agency's impact on meeting the needs of the community, determining what programs or strategies may no longer be needed, and deciding what strategies may provide new opportunities for the agency and the community. A multi-level community needs assessment approach was used to provide guidance in the planning process for improving services and programs to combat poverty in the service area of Nicholas County.

Methodology

An Assessment Committee was convened by Nicholas CAP to provide general oversight and assistance for the project. The committee represents a diversity of service providers and other community members familiar with the needs of low income people in Nicholas County. The Assessment Committee met on April 17, 2018 to define areas of concern, review survey tools, and provide guidance to the consulting team about priorities and considerations for the needs assessment process.

Assessment Committee Membership

<u><i>Name</i></u>	<u><i>Agency or Organizational Affiliation</i></u>	<u><i>Name</i></u>	<u><i>Agency or Organizational Affiliation</i></u>
<i>John Ballenger</i>	Wilderness Fire Rescue Department.	<i>Tiffany Montgomery</i>	Nicholas CAP
<i>Alaina Bays</i>	Victims Services Women's Resource Center	<i>Tamara Mullins</i>	Nicholas County Community Foundation & Summersville Public Library
<i>Jessica Chapman</i>	Nicholas CAP	<i>Chris Simms</i>	I Heart Church
<i>Jason Eades</i>	Nicholas CAP & City of Summersville	<i>Christy Skaggs</i>	Nicholas CAP
<i>Christine Elkins</i>	Department of Education/SPOKES	<i>Whitney Stump</i>	Nicholas CAP
<i>Betty Fleming</i>	Nicholas CAP Board of Directors	<i>Heather Tharp</i>	Department of Education/SPOKES
<i>Cindy Foster</i>	Nicholas CAP	<i>Kimberly Tyler-Stirling</i>	Victims Services Women's Resource Center
<i>Tammy Hughes</i>	Nicholas CAP	<i>Cindi White</i>	Nicholas CAP
<i>Jennifer Jarosz</i>	Nicholas CAP	<i>Angela Williams</i>	Nicholas CAP
<i>Della Legg</i>	Nicholas CAP		

A ten-domain typology was utilized to organize all assessment data collected. For purposes of the assessment a domain is defined as an area of influence affecting local community conditions and the quality of life of low income people residing in the service area. The community assessment is comprehensive as it describes general community conditions in Nicholas County while also being targeted to local conditions contributing to poverty and the needs of low income residents in the county. The ten domains examined include:

Employment and Jobs
Housing
Nutrition and Food
Transportation
Children's Needs

Education and Training
Health and Healthcare
Income and Assets
Emergency Services
Senior Needs

The Community Needs Assessment is based on a comprehensive review of both qualitative and quantitative data sources including: (1) quantitative data from relevant secondary data sources, (2) survey data collected from both key informants and service recipients including current Nicholas CAP clients, (3) review of current Nicholas CAP client data and service reports, and (4) opinions of community discussion participants convened in the Nicholas CAP service area of Nicholas County.

The primary components of the Community Needs Assessment include:

- Planning sessions with the executive team made up of key Nicholas CAP staff.
- Planning and input from the broader Assessment Committee made up of agency staff, the Nicholas CAP Board of Directors, and community partners.
- Primary research to gather input from local community-based organizations, public and private agencies, educational institutions, faith-based organizations, community residents, and current clients in the county through:
 - A community survey of persons familiar with the service system and needs of low income persons,
 - A survey of low-income clients receiving services in the service area, and
 - Community discussions.
- Secondary research and analysis of available data sets used to inform needs and local conditions within the county.
- Informational websites and other information describing local county resources.
- A review of agency reports summarizing services provided to current Nicholas CAP clients.

Planning Sessions

Nicholas CAP convened an initial planning team meeting involving consultants, community representatives, and key staff on April 17th, 2018 to discuss the community needs assessment process, timeline and activities necessary to carry out the project, solicit input on questions to include in surveys, and plan for survey distribution and community discussions. Meeting participants reviewed draft survey instruments and offered suggestions. They were also briefed about the proposed community discussion sessions. Survey distribution plans and promotion plans for recruiting local participation in the community discussions were also developed.

Internal consulting team planning and communications with Nicholas CAP staff was ongoing throughout the project, and the consulting team met with the Community Planning Team July 24th, 2018 to review a draft of the community needs assessment report and identify key findings and recommendations.

Community Stakeholders Survey

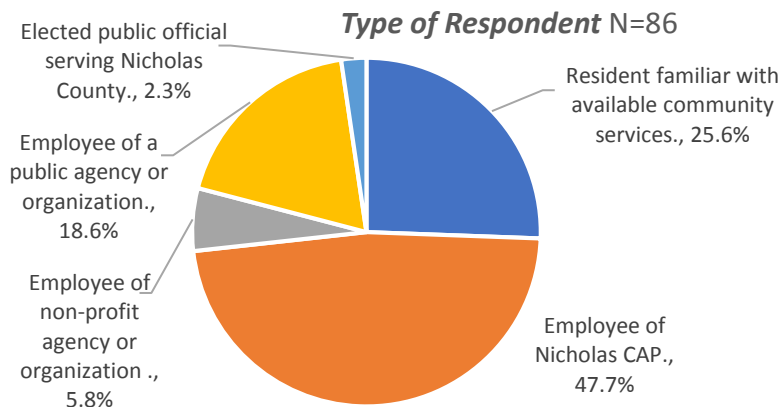
An online survey was designed to collect information from key informants in Nicholas County. The community survey could be completed on-line from any computer or mobile device with Internet access. Team members were provided with instructions for accessing and completing the survey and encouraged to disseminate information about the survey as widely as possible within the service area. On-line surveys were completed by service providers working in community agencies and organizations and other key informants familiar with local community conditions and service needs of low income persons in the county.

A total of 87 responses to the on-line survey were received from key informants in Nicholas County.

Findings from the survey reflect the opinions of the key informants responding. Given the variety of community sectors represented in the survey responses, the survey may be considered a key informant survey and, as such, survey results are informative about local conditions and needs in the Nicholas CAP service area.

Characteristics of Stakeholders Surveyed

22 of the surveys were completed by the general public (residents of the county familiar with available



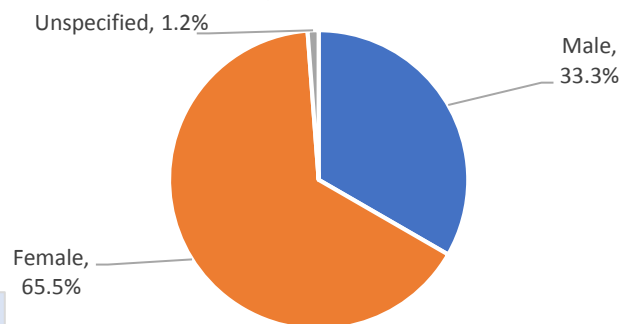
community services in Nicholas County) and 46 were completed by service providers employed by non-profit agencies or organizations serving low income people. 16 survey respondents were employees of a public agency or organization knowledgeable of the needs of low income people in the county and 2 surveys were completed by public officials. One respondent skipped the question.

Nearly half (47.7%) of all community surveys were completed by employees of Nicholas CAP. In order to check for any notable bias in the survey results, the survey responses of Nicholas CAP employees were compared to those of other key informants employed by partner agencies or otherwise familiar with the service system and local community conditions in the county. Based on this comparative analysis, it was determined that survey responses of Nicholas CAP employees were not notably different than those of non-employees; and, consequently, all responses to the community survey are included in the discussion of findings related to each domain assessed.

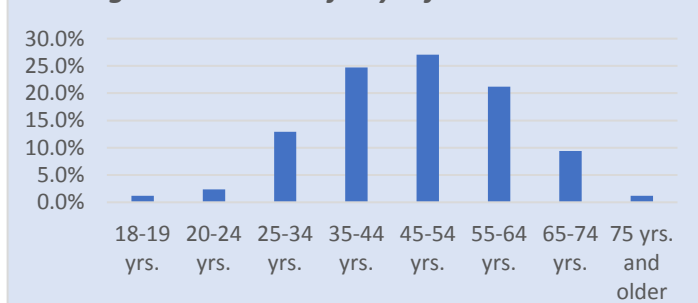
65.5% of the key informants responding to the survey were female, 33.3% were male and 1.2% chose to not specify a gender.

Those persons completing the community survey ranged in age from 18 to over 75 years.

Gender of Key Informants N=84



Age Distribution of Key Informants N=85

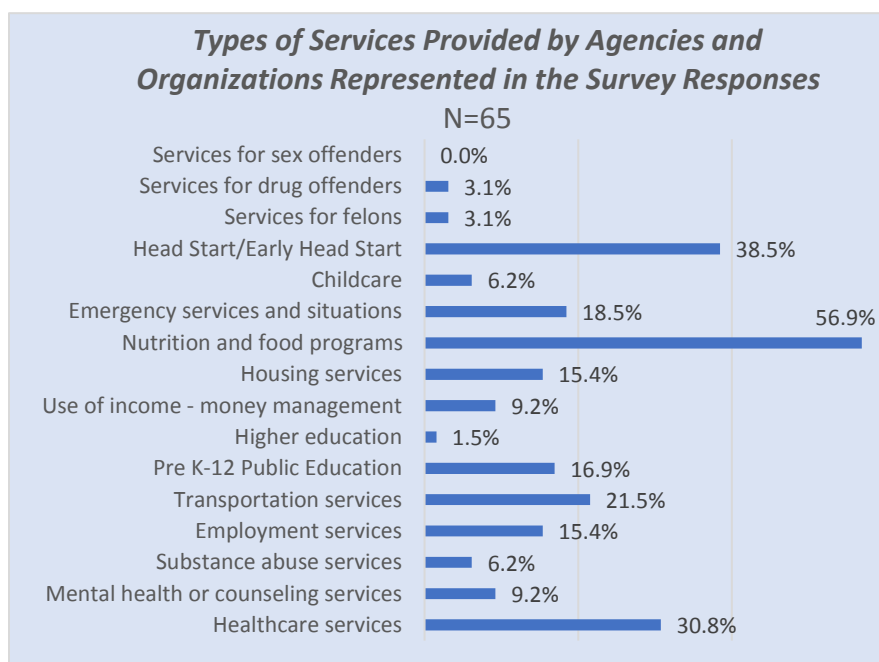


The age of the key informants completing the survey was essentially normally distributed across the different age groups with the median falling between 45 and 54 years of age.

Key informants responding to the survey generally have higher levels of income than the overall population with 42.7% of the key informants reporting annual income over

\$50,000. The survey respondents are also better educated than the county-wide population with 20.2% of all respondents holding a bachelor's level degree and 9.5% holding a graduate or professional degree.

The types of services offered by agencies and organizations represented by survey respondents provide evidence that persons completing the survey would likely be knowledgeable of a range of service needs and conditions within the service area. A wide range of services are provided by the local agencies and community organizations responding to the survey across all domains examined for the Community Needs Assessment.



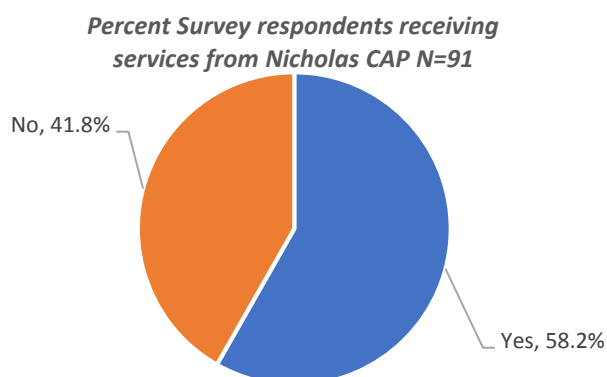
56.9% of those persons indicating they work for an agency or organization that provides one or more services to low income people provide nutrition and food programs, 38.5% provide Head Start services, 30.8% provide healthcare services, and 21.5% provide some type of transportation service. Most other service areas are also well-represented. The service providers responding to the survey would generally be expected to have a considerable degree of insight into the needs of Nicholas County residents.

A summary of the results of the community stakeholders survey for all respondents may be found in Appendix A.

A summary of the analysis of community survey responses comparing the responses of Nicholas CAP employees with other key informants not employed by the agency is found in Appendix B.

Client Survey

A survey was designed to collect information from low income service recipients about their experiences



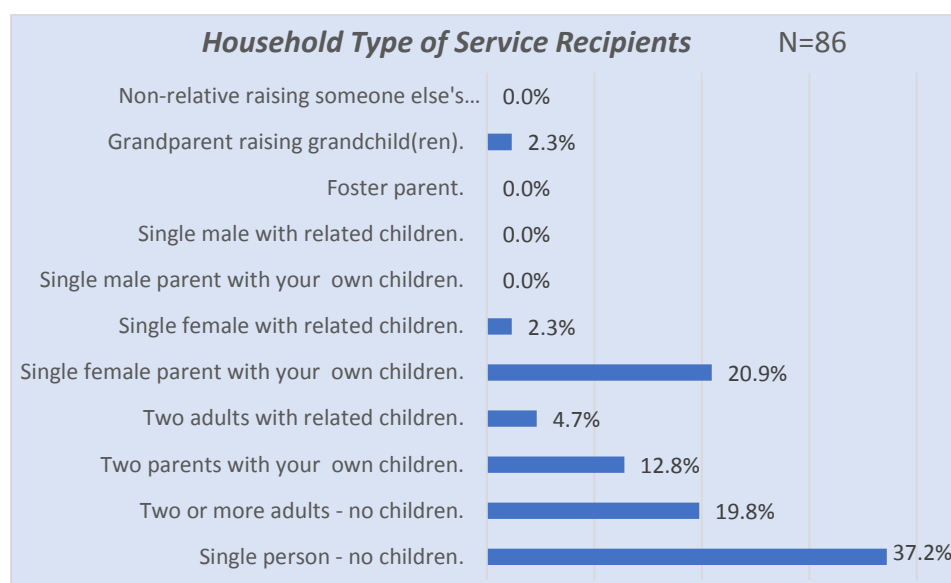
with the service system and their service needs. People receiving services residing in Nicholas County completed the survey. The client survey could be completed on-line; however, some responses were obtained on paper and then entered into the on-line database by Nicholas CAP and other agency staff. Planning Team members were provided with instructions for accessing and completing the survey both on-line and on paper and they were encouraged to have as many clients as possible complete the survey. There was a total of 91 responses to the service recipient

survey. 53 of the clients surveyed (58.2%) indicated they have received services from Nicholas CAP within the past year. The remaining 38 clients surveyed received services from other partner agencies.

Characteristics of Service Recipients Surveyed

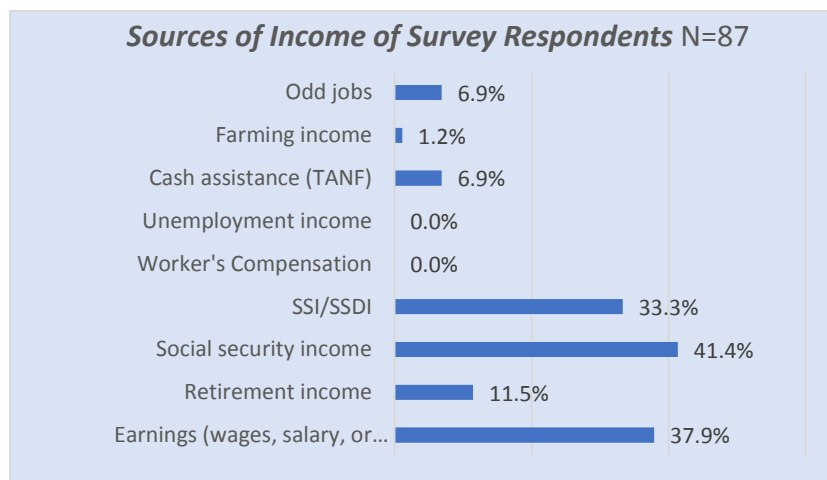
77.8% of the clients surveyed were female and 18.9% were male. Survey respondents ranged in age from 18 yrs. to over 75 yrs. and the median was within the 55 to 64 yrs. of age range. A notable percentage of the service recipients surveyed were over 65 yrs. of age (36.0%) and 23.6% were 75 yrs. or older.

Nearly all of all clients completing the survey (97.8%) are White. There were only 2 service recipients who reported they were non-white (1 Black and 1 American Indian or Alaska Native). Only 1 of the service recipients indicated they were Hispanic, and 5 (5.6%) are veterans of military service. The racial and ethnic makeup of the service recipients surveyed reflects the general lack of diversity among the overall population of the county.



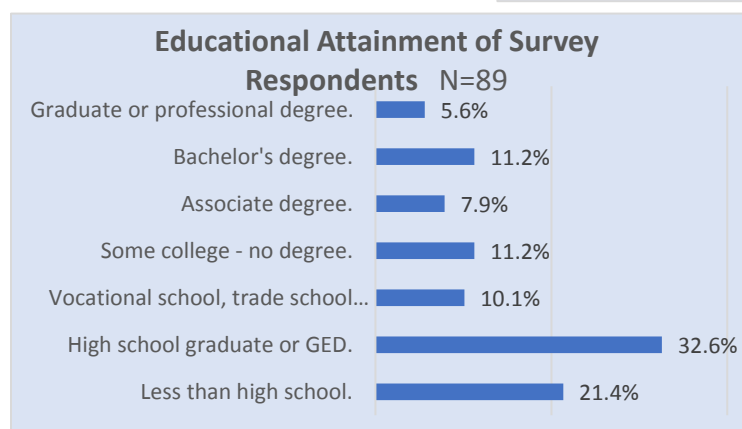
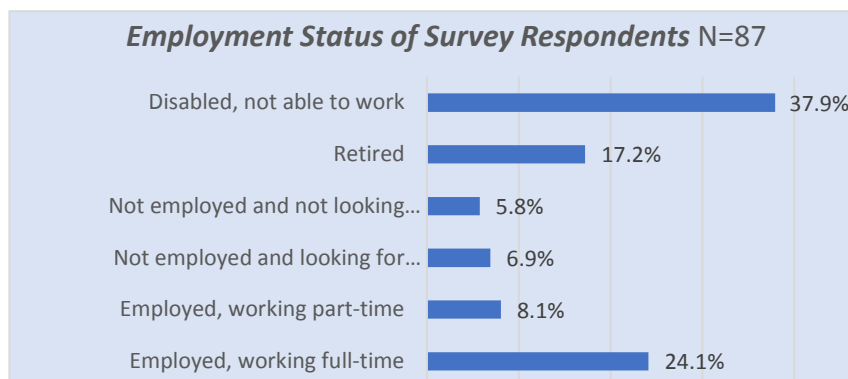
The highest portion of the clients surveyed were single with no children (37.2%); however, the survey sample included several other household types. 20.9% of the service recipients completing the survey are single females with related children, and households with two or more adults and no children made up 19.8% of the respondents.

There were 11 two parent households with children (12.8%) included in the survey results, and 2 grandparents raising their grandchildren.



74.7% of the service recipients surveyed had annual household income below \$25,000 and 43.7% of the households responding to the survey reported annual income of less than \$10,000. 37.9% of the households surveyed had some earnings from wages or contract work during the year. Other notable sources of income reported by the service recipients surveyed were SSI/SSDI (33.3%), and Social Security (41.4%).

24.1% of the service recipients reported they are employed full time and 8.1% work part time; however, 33 of the 87 people responding to the question (37.9%) reported they are disabled and unable to work. 17.2% are retired, and only 6.9% said they were looking for work.



For the most part, people receiving services who participated in the survey have low educational attainment. A majority 54.0% have no education beyond high school and 21.4% have less than a high school education.

15 of the 89 people (16.8%) answering the question have a Bachelor or Graduate level degree, and an additional 7.9% hold an Associate degree

A summary of the complete results of the service recipient survey for Nicholas County may be found in Appendix C.

Community Discussions

Additional qualitative information was secured to inform the needs assessment through facilitated community discussions. Three facilitated discussion sessions were held during April and May of 2018. A total of 33 people participated in one of the three community discussion sessions representing community-based non-profit organizations, faith-based organizations, public agencies, educational institutions, private citizens, and the local business community. Discussions were held in three different communities in Nicholas County.

- Summersville – 8 participants
- Richwood – 10 participants
- Craigsville – 15 participants

Five questions were discussed to solicit information from those attending in each county.

- What is your vision for the ideal future of your County?
- What are the greatest challenges or needs in your community?
- What are the greatest assets or strengths in your community?
- How do you define poverty? What does poverty look like in your community?
- What are some specific ways that organizations, industry, small business, the faith community, public leadership and community leaders can work together in service to the families in your community?

Community discussion comments were analyzed to identify common themes and issues of concern identified by participants that can inform the community assessment and consensus opinions and concerns of discussion group participants are included in the findings related to community needs and resources within each domain. A more detailed summary of each community discussion is included as Appendix D.

Secondary Data Review and Research

A large number of secondary data sets were also reviewed, and quantitative data drawn from these data sets were analyzed to identify key indicators that inform local causes of poverty, needs of low-income people and community conditions in Nicholas County. This data is discussed in detail for each domain examined in subsequent sections of the report. A list of secondary data sources reviewed is included as Appendix E and Appendix F provides a summary of all secondary data indicators compiled by domain.

Agency Overview

Nicholas CAP is a single-county Community Action Agency with 135 full and part-time employees and a budget of approximately \$4.1 million per year. Established in 1965, Nicholas Community Action is a private, non-profit corporation that provides a wide variety of services to low-income individuals and families. Nicholas CAP works to improve the lives of low income people living in Nicholas County communities.

VISION:

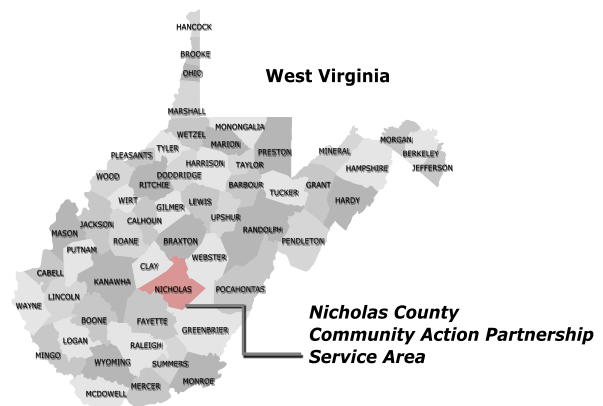
Nicholas CAP Inc. will empower people to overcome adversity by proactively seeking ways to meet the needs and change the lives of individuals and families in our community.

Mission:

Nicholas CAP Inc. provides quality services, collaborates with partners and serves as innovative leaders in our communities by creating opportunities for individuals and families to help themselves and each other.

Nicholas CAP Programs:

- ✓ **Nicholas County Head Start**
Nicholas County Head Start promotes school readiness of children 3 & 4 years old of underprivileged families through education, social, health and other services.
- ✓ **Emergency Utility Assistance**
Providing relief to families and individuals who are under the threat of utility service termination.
- ✓ **Senior Services Program**
Transportation, In-Home Personal Care, Nutrition Programs, and Assistance with Alzheimer's and Dementia are just some of the programs aimed at serving Senior Citizens in Nicholas County WV.
- ✓ **Weatherization**
Installation of cost effective measures to reduce home energy consumption to ease the burden on low income households.



The Nicholas CAP service area is a single county located in south-central West Virginia. The area includes the municipalities of Summersville and Richwood as well as several smaller communities and more rural, mountainous areas in Nicholas County.

Program Participants and Services Provided in 2017

Characteristics of current program participants and services provided by Nicholas CAP during the most recently completed year can provide useful insights and guidance about future needs of low income people and the services that can be provided by the agency to meet those needs. It is reasonable to assume that program participants and service needs of low income people in the service area will be similar over the next few years to the experience of the agency during calendar year 2017.

Characteristics of Clients Served

Program demographic reports were provided for services delivered during calendar year 2017. Based on the CSBG IS Final report for CY2017, data was collected for a total of 681 people served by Nicholas CAP during the year. 56.9% of the service recipients were female and 43.1% were male.

663 (97.4%) of the people receiving services were White and 6 persons were Black. 2 people served were American Indian or Alaska Native, 2 were multi-racial, and 3 were of another race. 2 of the persons receiving services were Hispanic. The median age of all persons receiving services from Nicholas CAP falls within the 24 to 44 yrs. age group. Households served ranged in size from one person to seven people; however, only 17 households had more than 4 people (5.3%).

The education level of 2017 Nicholas CAP clients 24 yrs. of age and older was captured for 420 people. 29.5% of persons 24 yrs. of age or older served by Nicholas CAP during 2017 have less than a high school education, and 22.4% have some post-secondary education. 19 (4.5%) of the people served during 2017 hold either a 2 yr. or 4 yr. college degree.

77.4% of all families served in 2017 have annual income below the federal poverty level, and 17.6% report zero income. 4.3% (29 people) of those persons receiving services have no health insurance and 18.9% are disabled.

71.8% of the families receiving services during 2017 were home owners and 25.9% rent. 1 family was homeless, and 6 families resided in some other type of housing situation. 18.6% of the households served in 2017 were single parent households, and 16.4% were single female-headed households with children. 40.0% of the total households served were a single person living alone.

Head Start Services and Needs

183 Nicholas County children were enrolled in Public Pre-K programs during the 2016-17 school year and the Pre-K participation rate for 4-year-olds in Nicholas County was at 73.0% (*WV Dept. of Ed*). These 4-year-olds were served in 12 Pre-K classrooms through approved voluntary programs operated collaboratively by Head Start, public schools, and other early childhood providers.

A total of 30 Pre-K children were identified with special needs during program year 2017. 10 of these children were 3 yrs. of age and 20 were 4 yrs. of age.

During program year 2017 a total of 122 children received Head Start services through the Nicholas

County Head Start program at six locations. Head Start programs are operated at the following locations:

- Birch River Early Learning Center – 1 classroom,
- Cherry River Elementary School – 1 classroom,
- Gauley River Elementary School – 2 classrooms,
- Mount Lookout Head Start – 1 classroom,
- Panther Creek Head Start – 2 classrooms, and
- Summersville Elementary School – 4 classrooms.

Demographic data for Head Start during CY2017 indicates 98.6% of those served by Head Start were Caucasian, 1 was multi-racial and 1 was of another race. 1 person served was of Hispanic ethnicity.

The program demographic report for 2017 documents 108 different families received Head Start services. Family size varied; however, 83.3% of the families served were composed of 3 to 5 persons. 69.4% of families served had annual income below the FPL. During 2017, 45.4% of Head Start families were two parent households, and 25.9% were single parent females.

Head Start Needs Projections for 2018-19 program year

Nicholas CAP Head Start will maintain the current level of service in 11 classrooms throughout the county during 2018-19. An additional classroom may be opened at the Gauley River site if enrollment is sufficient in that area of the county. Two classrooms are in stand-alone centers and nine are located within public elementary schools. All Head Start classrooms are collaborative sites offering Universal Pre-K services 4 days per week. A change in the State Department of Education Pre-K standards moving the eligibility date from September 1 of the school year to July 1 of the school year will likely affect the numbers of students eligible at each service site for the 2018-19 year.

Nicholas County Head Start has developed a memorandum of understanding with the Nicholas County Board of Education Homeless Liaison to provide services to all homeless children who may be identified in Nicholas County who apply for Pre-K/Head Start services.

Summary of Primary Areas of Need Identified In the Service Area

Community Input

Both survey respondents and community discussion participants identified the primary areas of greatest need for low income people. Key informants completing the survey identified (1) employment opportunities, (2) housing, and (3) transportation services as the top three areas of need for low income residents in Nicholas County. Those persons participating in the community discussions identified development of living wage jobs, additional transportation options, and addressing drug abuse and addiction as the highest priority needs in Nicholas County. Discussion participants in the more isolated communities of Richwood and Craigsville also identified improved infrastructure, housing, and transportation as priority needs in those areas.

Service recipients surveyed identified priority needs from a more personal perspective based on their individual experiences in seeking assistance. For example, elderly service recipients tend to focus on needs of the Senior population while service recipients with children were more concerned about children's needs and child safety issues. Since service recipients were asked to identify the needs and issues from a more personal perspective, the primary needs identified by service recipients tend to reflect the individual

needs and individual perspective only of those responding to the survey. Consequently, the primary needs identified by service recipients are not necessarily consistent with the more general needs of low income residents identified by key informants. The most prevalent areas of need identified by those service recipients who responded to the survey include programs and services for seniors, transportation services, healthcare services, and employment opportunities.

Priority Needs Identified by Assessment Committee

The assessment committee reviewed all survey responses and secondary data collected and based on that review the following priority needs were identified for Nicholas County:

- Affordable transportation options
- Safe, affordable housing
- Youth services and activities
- Resource page (paper/post)
- Living wage employment
- Homeless shelter
- Dental and hearing services for adults
- Women's Resource Center in the county

Description of Service Area

Nicholas County History & Geography

Nicholas County was established in 1818 by the Virginia General Assembly and was named for Wilson Cary Nicholas who served in the US Senate from 1779 to 1805 and as Virginia Governor 1814 to 1816.



Summersville is the county seat of Nicholas County and West Virginia's largest lake is found in the county. Summersville Lake has over 28,000 acres of water and 60 miles of shoreline. The county offers a wide range of recreational opportunities including swimming, fishing, scuba diving, hiking, biking, climbing and whitewater rafting.

White water rafting in the Gauley River National Recreation Area is controlled by Summersville Dam, and water released feeds the Gauley River providing

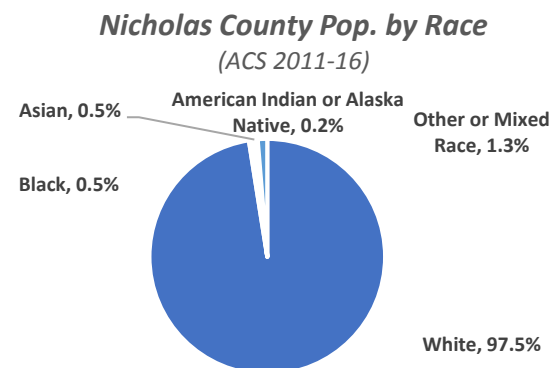
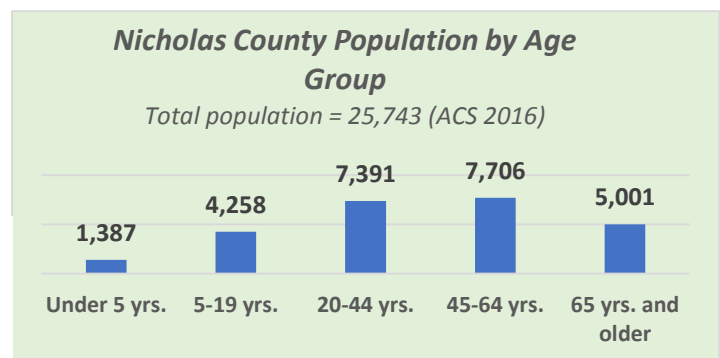
some of the best whitewater in the eastern U.S.

Nicholas County is also rich in the history of early settlements, Civil War sites including Carnifex Ferry State Park, and the lumber industry which shaped the early economy of the town of Richwood. Fairs and festivals in the area include annual events such as Feast of the Ramson in April, gospel & bluegrass music in June, and the Civil War Weekend and Gauley Fest in September.

A major transportation route (US Rt. 19) passes through Nicholas County linking Interstate 79 with Interstates 64 & 77. Nicholas County encompasses 647 square miles and the county is generally rural with a population density of 40.6 persons per sq. mile.

Demographic Characteristics

The total population of Nicholas County is 25,743 persons (ACS, 2016). 5.4% of the population is under five years of age, 16.5% is 5 to 19 yrs. of age, 28.7% is 20 to 44 yrs. of age, 29.9% is 45 to 64 yrs. of age, and 19.4% is 65



yrs. and older.

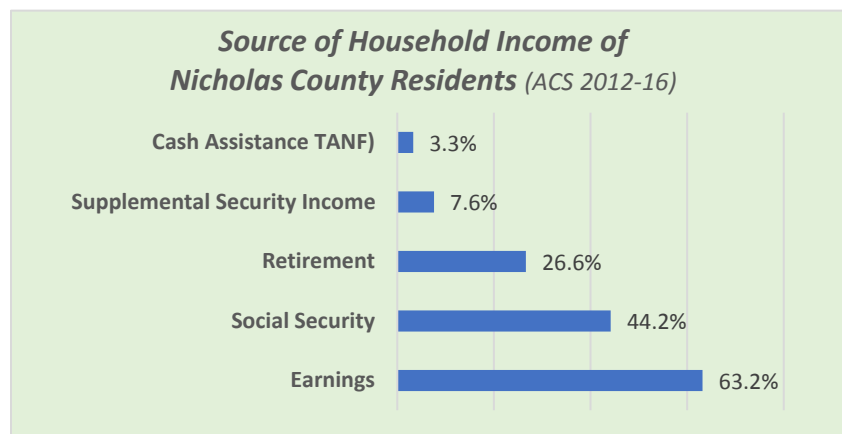
There is little racial diversity in Nicholas County. 97.5% of the population is White and 0.5% is Black, 0.5% is Asian, and 0.3% is American Indian or Alaska Native. The remaining 1.3% of Nicholas County residents are of mixed or other races.

The service area also has little ethnic diversity. Only 0.5% of the population in Nicholas County is of Hispanic descent. There are 10,752 households and 7,612 family households in the county. 2,341 or 21.8% of the total households have children under 18 yrs. of age. 9.2% of Nicholas County residents 18 yrs. of age or older are veterans, and more than half of all veterans (55.5%) are 65 yrs. of age or older.

Socio-Economic Characteristics in Nicholas County

Median household income in Nicholas County is \$39,901 which is below the state average of \$42,644 (ACS 2012-16). 63.20% of the households in the county have income from employment and 44.2% receive social security benefits. 3.3% receive cash assistance through the TANF program.

The “Liquid Asset Poverty Rate” defined as a lack of sufficient liquid assets to subsist at the poverty level for three months in absence of any income, is at 42.0% in the county. In addition, 16.6% of all households are estimated to have zero net worth (2014 Survey of Income and Program Participation, US Census Bureau).



Analysis of Poverty Characteristics Within the Nicholas CAP Service Area

A total of 4,486 persons (17.6%) residing in Nicholas County have annual income below the federal poverty level (FPL). 98.5% of all Nicholas County residents in poverty are White, and 1.0% are multi-racial. None of the few people of Hispanic ethnicity residing the county are estimated to have income below the FPL.

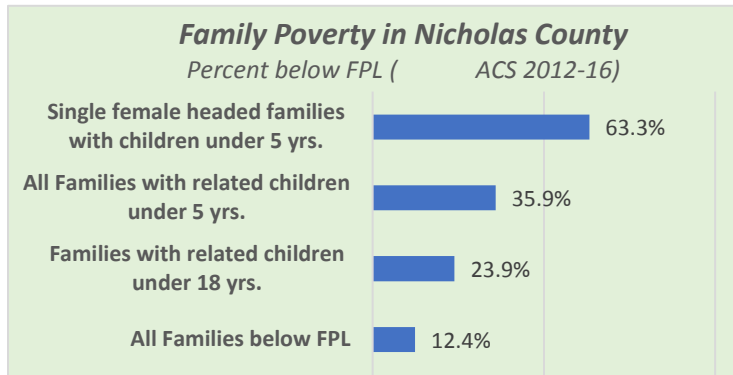
The total number of children (under 18 yrs.) living in households below the FPL is 1,385; and the total children in the service area under 5 yrs. of age who are in poverty is 664. There are 449 seniors ages 65 yrs. and older below the FPL.

The poverty rate for all children under 18 yrs. of age is 27.5%, however, nearly half (48.8%) of children under 5 yrs. of age live in households with annual income below the FPL. 10.0% of seniors residing in the county have income below the poverty level (*Poverty Status in Past 12 Months - 2012-2016 ACS Estimates*).

Poverty is more prevalent among females than males. There are 2,590 females with annual income below the FPL in Nicholas County making up 19.8% of people in poverty, and 1,896 males below the FPL - 15.3% of total persons in poverty (ACS 2012-16). 12.4% of all Nicholas County families have annual income below the FPL. When the poverty rate of all families is compared to the poverty rate of families with children, the percentage of families with children below the FPL is nearly twice as high at 23.9%.

Poverty rates in families with young children under 5 yrs. of age are particularly high.

The percentage of families with children under the age of 5 yrs. below the FPL is estimated to be 35.9%. Single female headed families with children under 5 yrs. of age have even higher rates of poverty. 63.3% of these single parent families with young children have annual income below the FPL (*Poverty Status in Past 12 Months of Families - 2012-2016 ACS Estimates*).



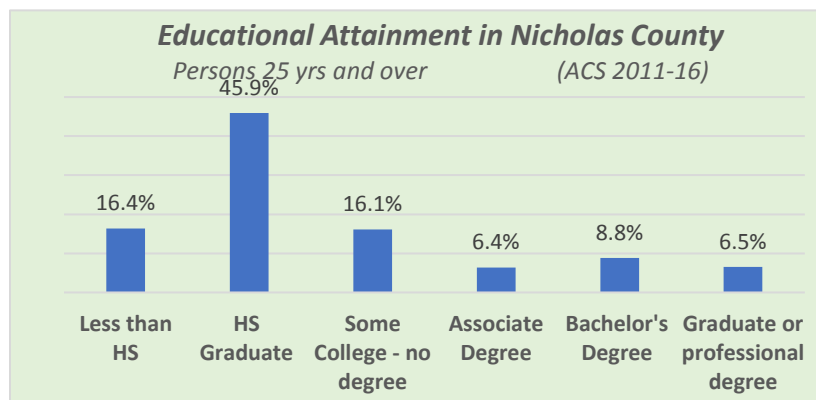
Additional statistical data describing the poverty characteristics in Nicholas County may be found in the summary of secondary data indicators - Appendix E.

Causes of Poverty

Based on review of the most recent secondary data available, primary causes of poverty in the county appear to include:

- A higher rate of unemployment than the state average (March 2018),
- Lack of post-secondary education and skills among the adult population,
- Lower than average high school graduation rates,
- Substance abuse and addiction, and
- High rates of disability.

The unemployment rate in Nicholas County is at 7.6% (March 2018) and unemployment in the county remains higher than the state average of 5.9%.



Educational attainment is low among Nicholas County residents over 25 yrs. of age. 15.3% hold a college degree and an additional 6.4% have an associate degree; however, 62.3% of county residents over age 25 yrs. have no education beyond high school and 16.4% of county residents have less than a high school education (ACS 2016).

When asked to define poverty and the factors that keep county residents in poverty, community discussion participants identified: (1) generational poverty, (2) a sense of hopelessness, (3) situational poverty resulting from a lack of any “financial cushion” that allows people to make it through a crisis or change in their finances, (4) a lack of living wage jobs in the area, and (5) physical and mental health problems including addiction.

High rates of substance abuse and addiction are documented by the drug overdose mortality rate in Nicholas County which is 47 per 100,000 population (*CDC Mortality data 2014-16*). The percentage of the overall population with a disability is also notable at 21.0% and the percentage of residents with a disability who are under the age of 65 yrs. is at 14.3%.

A measure of the potential for situational poverty is the Liquid Asset Poverty Rate defined as a lack of sufficient liquid assets to subsist at the poverty level for three months in absence of income. This is estimated to be at 42.0% of households in Nicholas County (*Census Bureau Survey of Income and Program Participation, 2014*). Two indicators of potential generational poverty are births to mothers with less than a high school education and the teen birth rate. The percentage of total births to county residents without a high school education is at 12.7% in Nicholas County and the teen birth rate (ages 15-19 yrs.) is at 45.9 per 1,000 females. (*Kids Count 2015*).

Community Needs and Resources

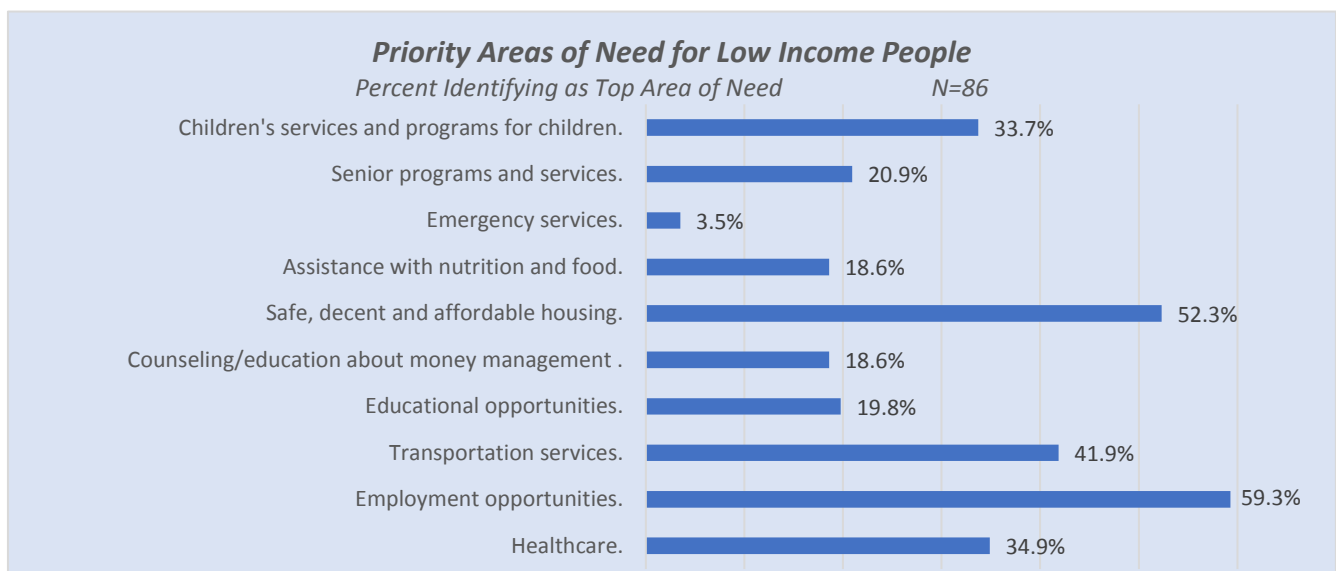
The surveys were designed to identify overall areas of need as well as the priority needs within each of the ten distinct domains assessed.

Overall Needs and Priorities

Key informants surveyed were asked:

” What do you think are the top three areas of need of low income people? ”

Employment opportunities were the most frequently selected area of need by key informants. 59.3% of survey respondents indicated jobs and employment was one of the priority areas of need of low income people in the county. A majority of all key informants completing the community survey (52.3%) also indicated housing is a “top area of need”.



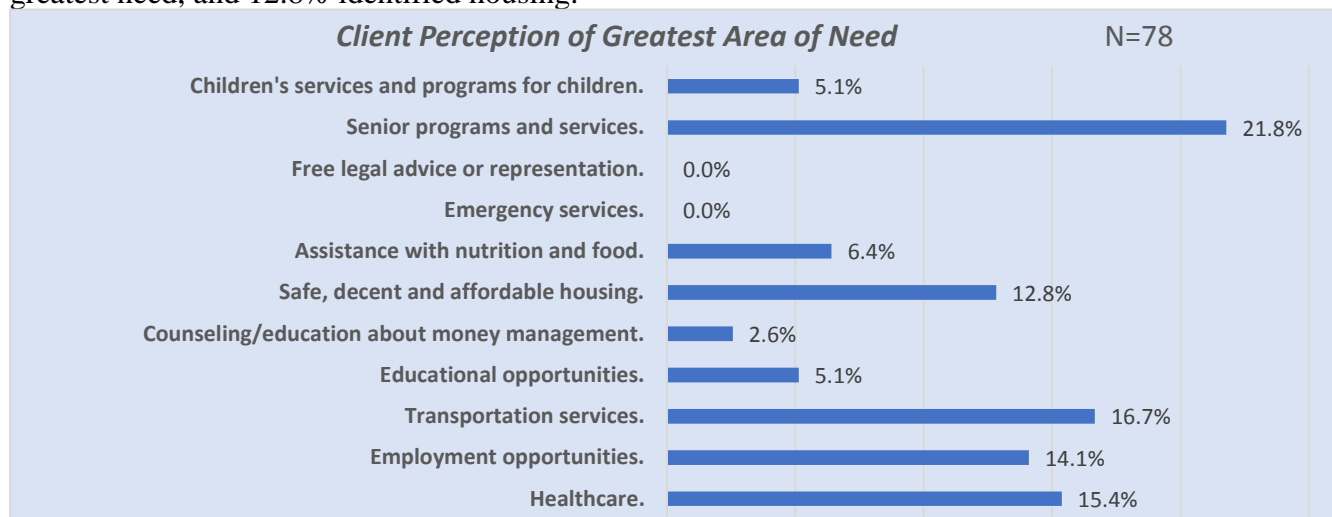
Transportation services was identified by 41.9% of the key informants as a priority area of need in the county, and children’s services and programs are seen as one of the areas of greatest need by one-third (33.7%) of key informants.

Service recipients were asked:

“If you could only choose one type of service, which of the following would be your area of greatest need?”

78 of the 91 service recipients surveyed responded to this question. 17 people indicated their area of greatest need was programs and services for seniors; however, the relatively high number of older clients included in the sample likely accounts for this response.

A number of other domains were seen by service recipients as areas of need including those identified by the key informants. 16.7% of those clients responding said they need transportation services, 15.4% indicated a need for healthcare services, 14.1% identified employment opportunities as their area of greatest need, and 12.8% identified housing.



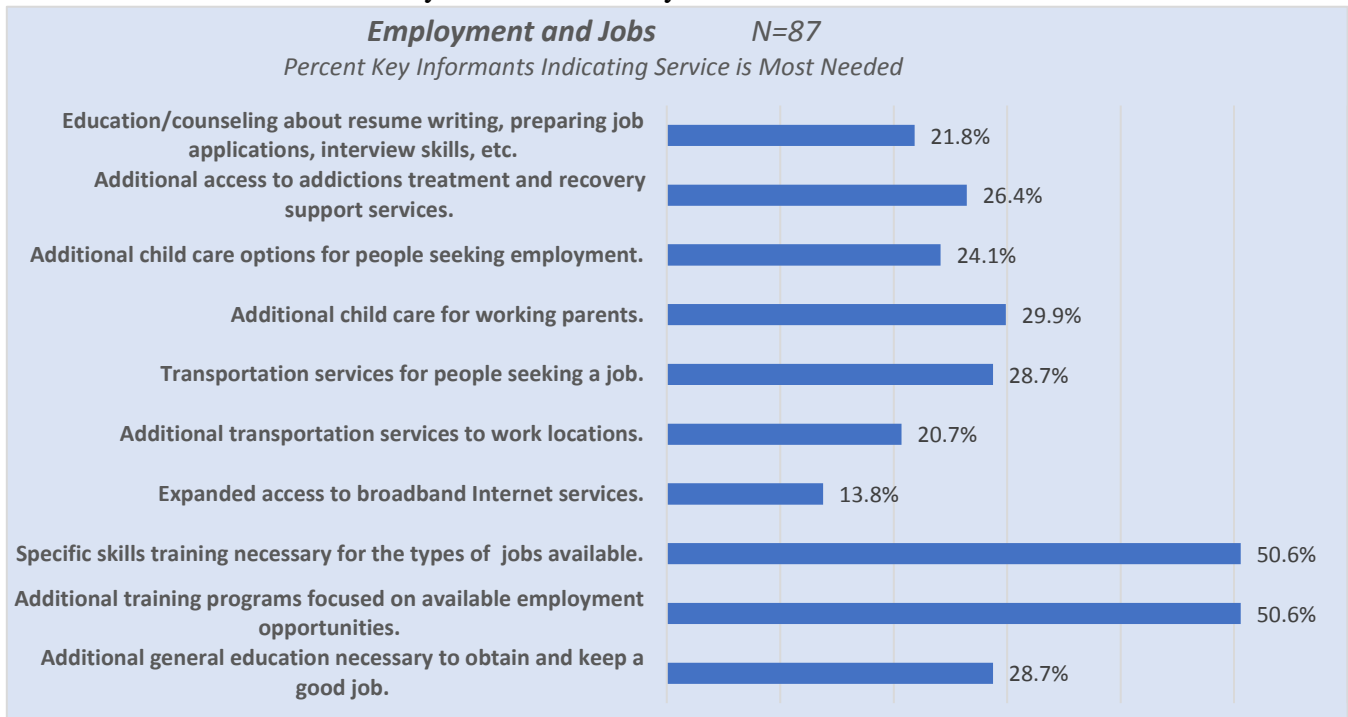
The key informants responding to the community survey were asked to identify what they considered to be the three top priorities for the county within each of the ten individual assessment domains examined for the Community Needs Assessment. The service recipients were also asked to share their particular needs and personal experiences about each of the domains. Responses of both the key informants and low-income service recipients are discussed in more detail in the following sections.

Since the survey of service recipients asked about their personal issues, needs, and experiences, respondents generally did not respond to questions about every domain or area of need examined through the survey. Respondents tend to share their experiences and needs about those domains that are applicable to their personal situation. Consequently, the number client responses about their personal experiences within each domain vary from a low of 40 responses about housing needs to a high of 73 responses about needs for home maintenance and repairs.

Employment and Jobs:

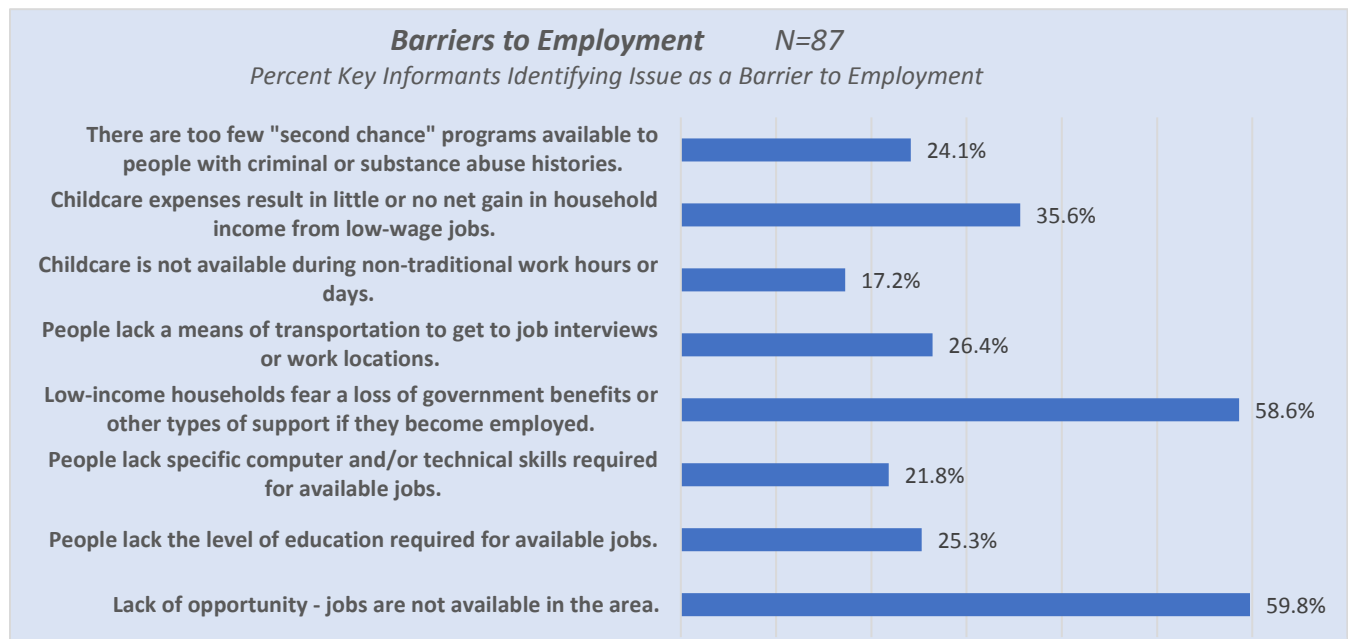
When asked about the most needed services within the employment and jobs domain, half (50.6%) of the key informants responding to the survey in Nicholas County indicated additional training opportunities for the types of jobs available in the area and specific skills training necessary for these available jobs are the highest priorities.

Other services and supports related to seeking and retaining employment were seen as “most needed” by between 20% and 30% of the key informants surveyed.



The key informants surveyed were also asked about the barriers to employment in Nicholas County. The most significant barriers to employment identified by the key informants include:

- A lack of opportunity for employment due to jobs not being available in the area (59.8%).
- Low income households receiving government benefits fear they will lose their benefits if they become employed.

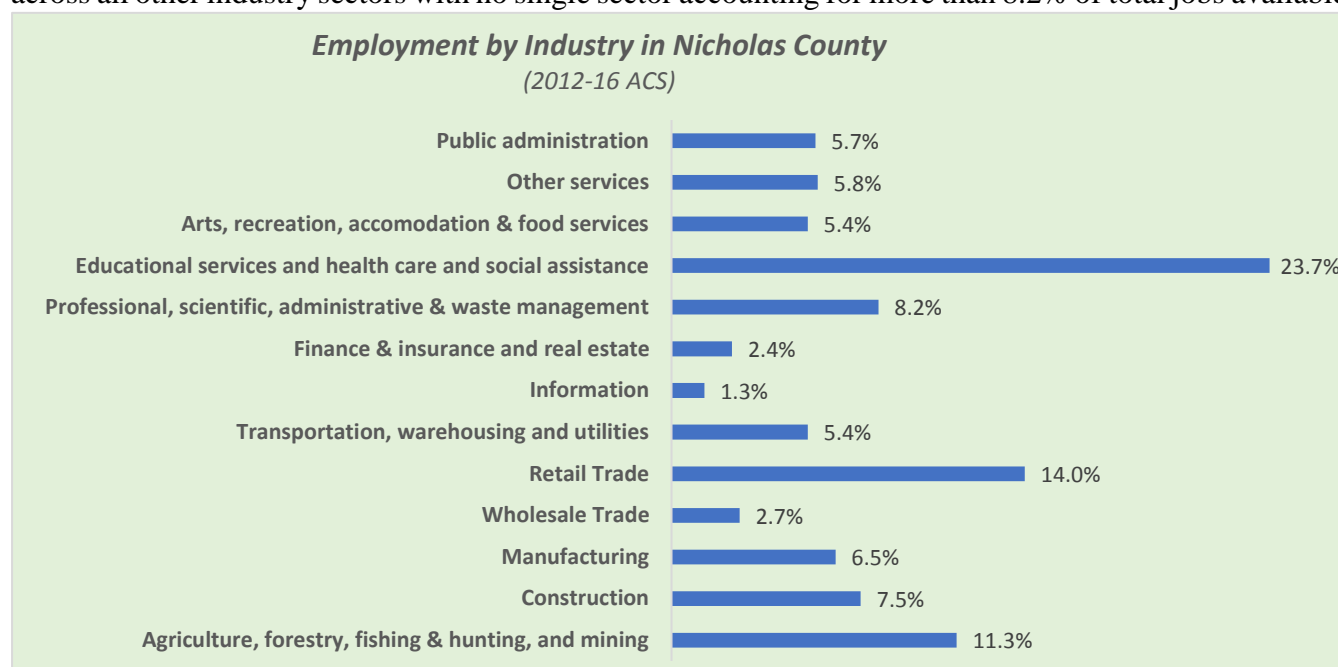


The high cost of childcare appears to be a barrier to employment in the opinion of key informants. 35.6% of the 87 key informants said there would be little or no net gain in household income from a low wage job after paying for childcare.

A majority of the 72 clients sharing their experiences about jobs and employment (52.8%) said they have a disability that prevents them from working. The remaining respondents have had a range of experiences related to looking for work - 16.7% (12 people) said they have tried to find work but there is nothing available to them in the area. 9 of the clients were concerned about the cost of child care and 9 also said the jobs available to them don't pay enough to make up for the loss of government benefits they presently receive. 8 service recipients indicated they do not have the level of education required by potential employers.

"I work, but my husband stays home to keep children due to lack of affordable childcare."

Current employment in Nicholas County is highest within the education, healthcare, and social service sectors which tend to be primarily supported by state and federal government funds and public health insurance programs. Education, healthcare, and social services jobs account for 23.7% of total employment in the county. 14.0% of the jobs are found in the retail trade sector, and the agriculture, forestry, and mining sectors account for 11.3% of employment in the county. Other employment is spread across all other industry sectors with no single sector accounting for more than 8.2% of total jobs available.



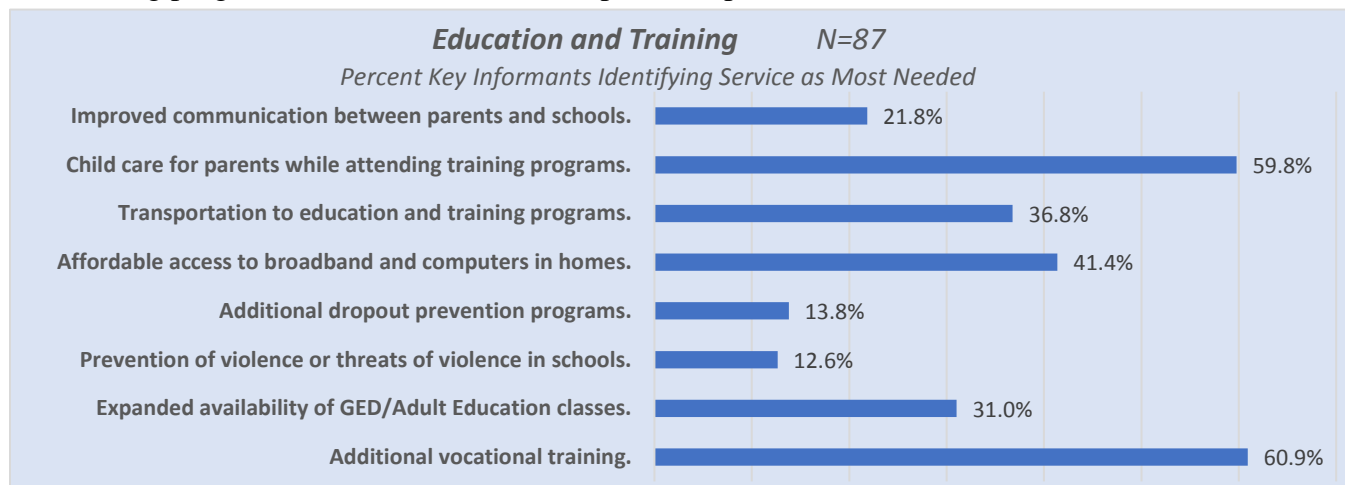
The WV Bureau of Employment Programs list the largest employers in Nicholas County (2017) in order of number of people employed:

1. Nicholas County Board of Education
2. Summersville Regional Medical Center
3. Wal-Mart Associates
4. Seneca Health Services, Inc.
5. Columbia West Virginia, Inc.

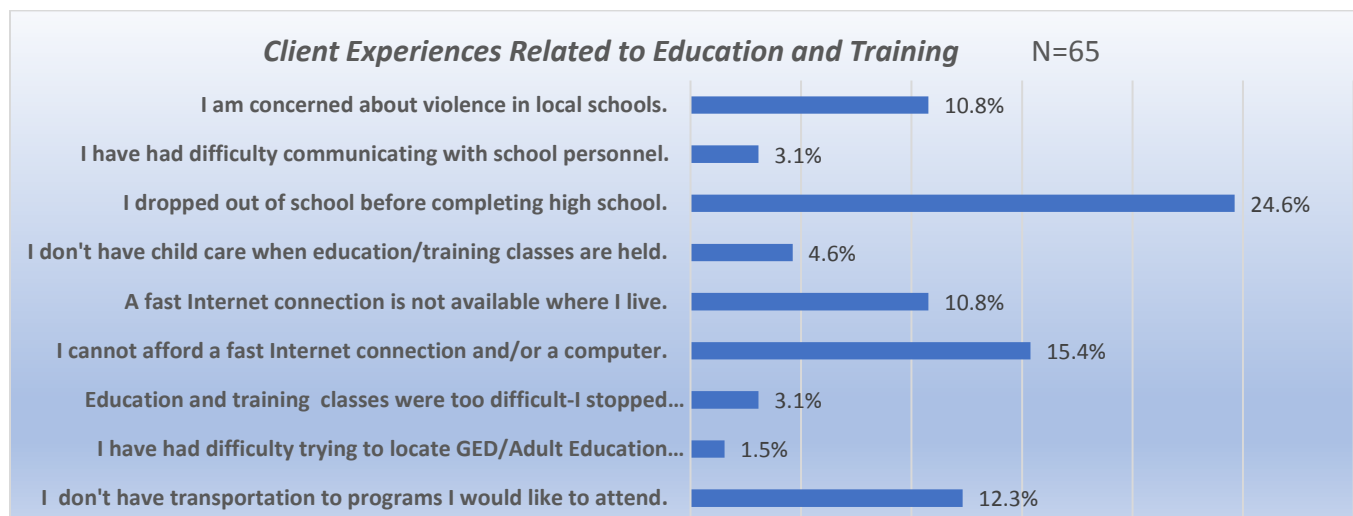
The Mountain Valley Pipeline project which passes through Nicholas and 10 other WV counties may provide some short-term employment opportunities in Nicholas County. According to the project developers, over \$811 million will be spent on West Virginia-based labor, goods, and services to support construction of the project. This direct spending would provide an additional 4,500 jobs during the peak of construction in 2017 and 2018.

Education and Training:

The key informants tend to think the most significant needs related to education and training are (1) development of additional vocational training programs and (2) child care for people attending education and training programs. Close to 60% of all respondents prioritize these areas of need.



Affordable access to broadband and computers in homes are a priority for 41.4% of the key informants knowledgeable of local needs, and transportation for people wishing to attend education and training programs was identified by 36.8% of the 87 key informants responding to the survey.



24.6% of the service recipients sharing their experiences about education and training indicated they dropped out before completing high school. 10 of the 65 clients responding said they could not afford an Internet connection or computer in their home, and 8 service recipients said they did not have any transportation to an education or training program they would like to attend.

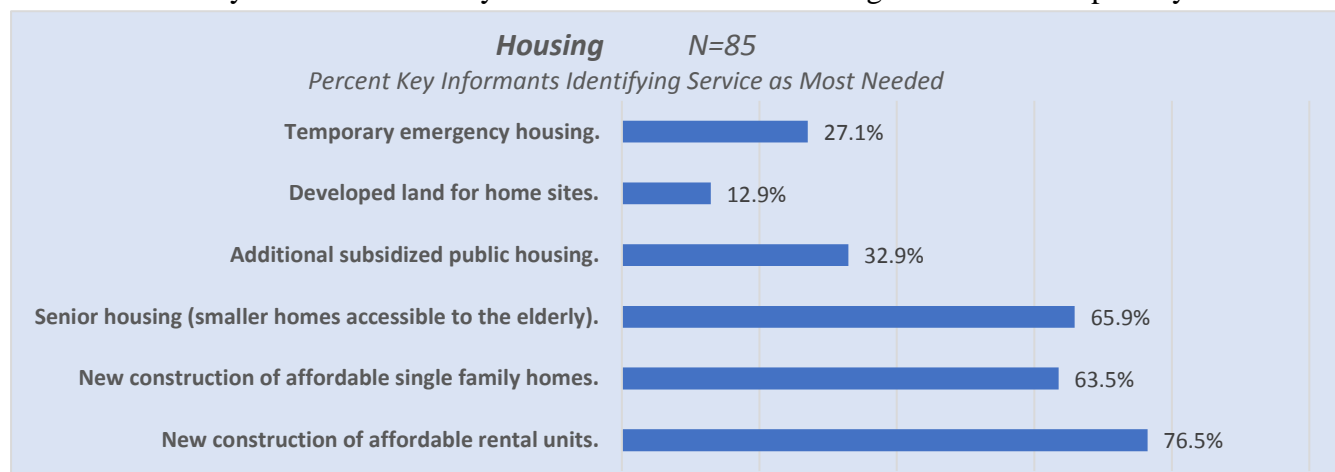
Most of the clients responding to the survey have had little experience with issues related to education and training.

“It is not possible to attend any classes due to not having a reliable babysitter that doesn’t cost an arm and a leg.”

Currently, Nicholas County youth appear to be graduating from high school at relatively high rates. The most recent 4-year cohort graduation rate is 93.4% (WVEIS 2017). 11th grade reading proficiency is at 51.5%; however, mathematics proficiency is low at only 18.0% (WVEIS 2016-17). Increasing numbers of young people are enrolling in higher education programs. The 2016 college going rate at any higher education institution is at 52.3% of graduating high school seniors, and 36.1% of Nicholas County high school graduates enroll in a West Virginia 4 yr. institution (WV Higher Education Policy Commission).

Housing:

Key informants responding to the survey in Nicholas County identified a need for additional housing in the county. 76.5% of the survey respondents believe new construction of affordable rental units is needed in the county, and 63.5% see a need for new single-family homes. Senior housing was also identified as a need in the county – 65.9% of the key informants identified housing for seniors as a priority.

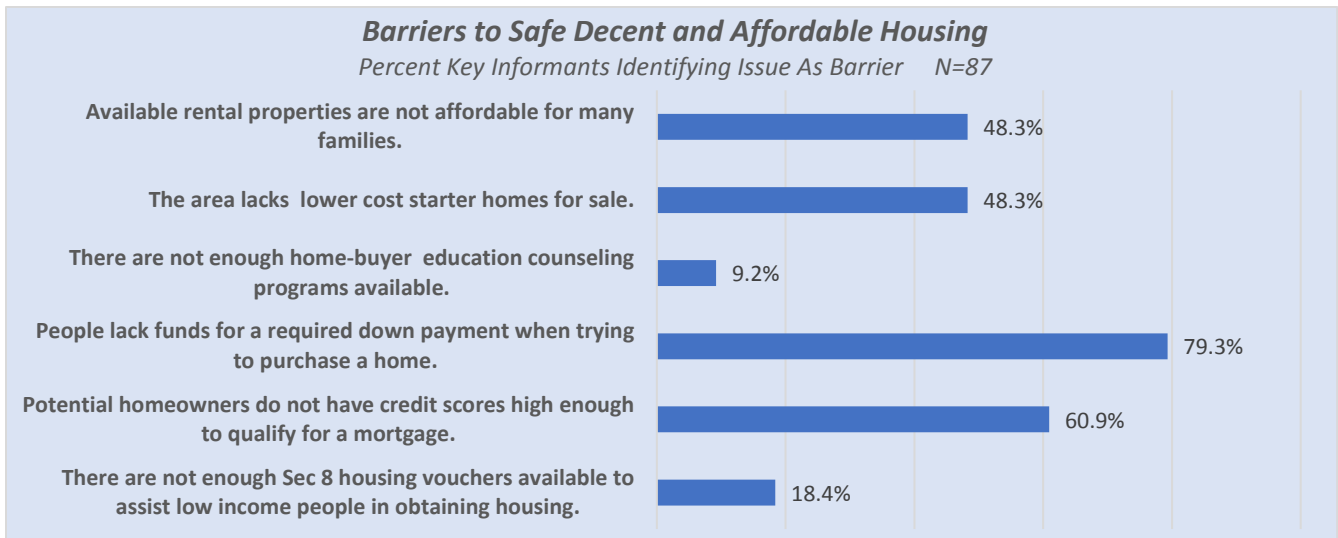


Homelessness is a significant issue in Nicholas County. Nicholas County Schools report 233 homeless children and youth enrolled during the 2017-18 school year.

Service recipients relating their experiences about housing reinforced the perception of the key informants about poor credit scores and inability to make a down payment on a home. 57.5% of the service recipients said they did not have a good enough credit score to qualify for a mortgage, and 52.5% said they had no way to make a required down payment.

Service recipients also indicated lower cost, safe, and decent housing is not available in the area. 60.0% of the clients surveyed said decent places to rent cost too much for them to afford and 50.0% said all the decent homes for sale cost too much for them to afford.

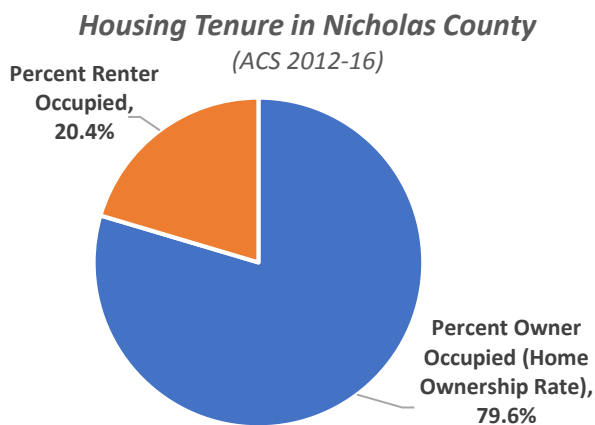
When asked about barriers to obtaining safe, decent and affordable housing, 79.3% of the key informants said many residents are unable to purchase a home due to an inability to make a sufficient down payment, and more than half (60.9%) said potential homeowners cannot qualify for a mortgage due to poor credit.



Nearly half of the 87 informants responding to the question about barriers to affordable housing indicated available rental units are not affordable for many Nicholas County families and nearly half also believe the county lacks affordable, lower cost starter homes.

Secondary data sets were also reviewed in order to provide more information about housing issues in Nicholas County. Available data tends to reinforce the need for development of additional safe, decent and affordable housing units in the service area.

79.6% of Nicholas County residents are home owners 20.4% live in rental properties.



There are 13,012 housing units in Nicholas County; 82.6% of existing housing units are occupied while 17.4% are vacant. 23.0% of existing housing stock was built prior to 1950 and only about 2.3% was built between 2010 and 2016. As of 2016, there were an estimated 75 occupied homes without complete plumbing facilities in Nicholas County.

The median value of owner occupied housing in the county is \$87,300 (ACS 2011-16).

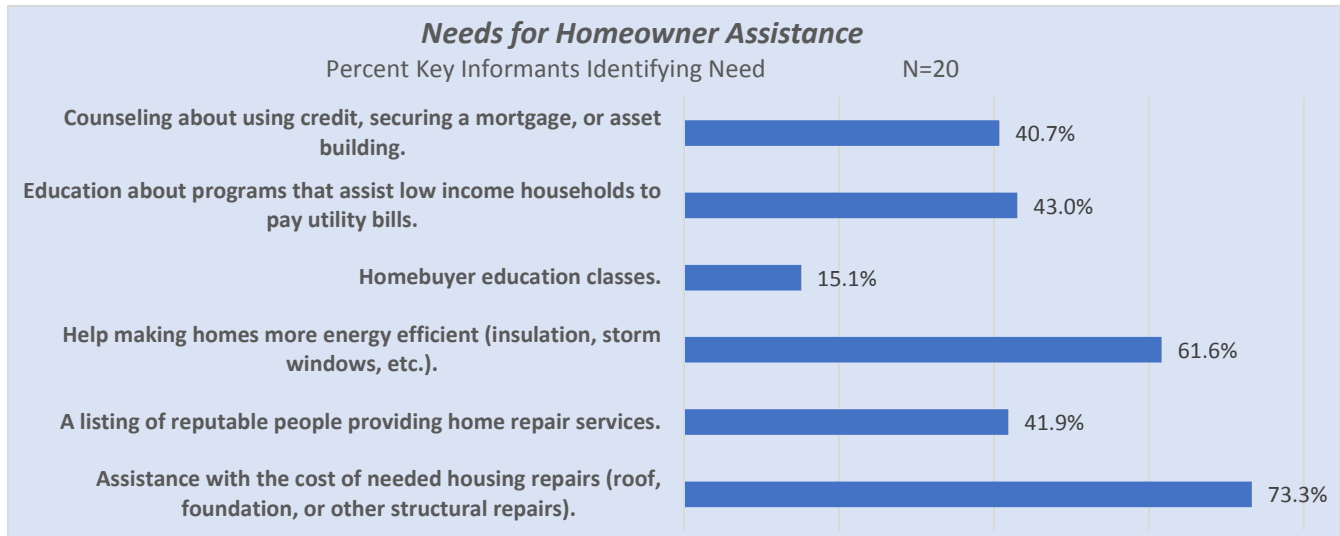
Median monthly owner costs for those with a mortgage is \$906, and 20.1% of homeowners with a mortgage are

“cost burdened” with monthly housing costs exceeding 30% of income.

Median rent in Nicholas County is \$551 per month and nearly half (45.1%) of the people who rent are cost burdened based on their gross rent exceeding 30% of the household income. (ACS 2011-16).

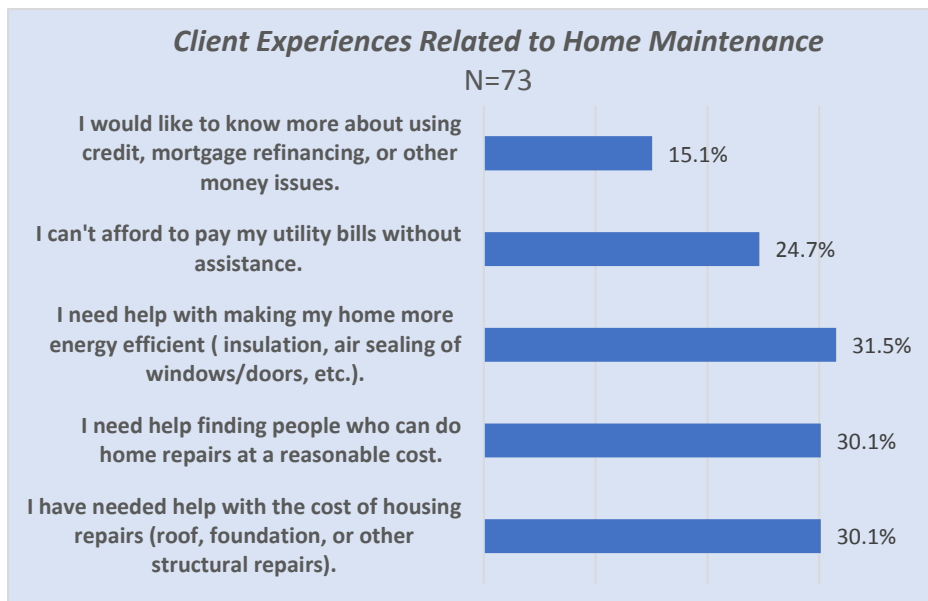
Homeowner Assistance:

Nicholas County key informants indicated by their survey responses that assistance with housing repairs and help with energy efficiency measures are the greatest needs of low income people in the county. 73.3% of the key informants prioritized repairs to existing homes, and 61.6% indicated one of the most needed services to assist current homeowners is assistance with energy efficiency.



Other education and counseling services related to using credit, securing a mortgage, and information about programs that assist low income households with utility bills are also indicated by the responses of the key informants.

The responses of service recipients in Nicholas County about their experiences related to maintaining their home are generally consistent with observations of the key informants.



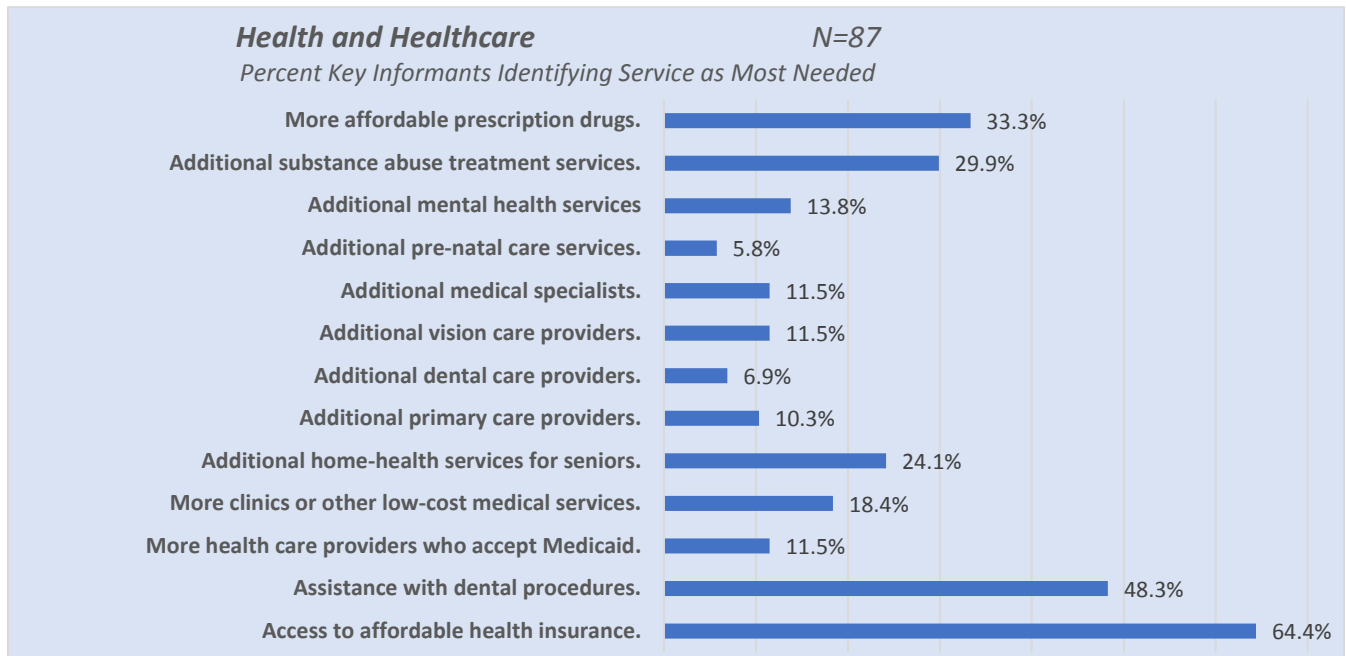
About 30% of the 73 clients responding said they have needed help with structural repairs, finding people who can make repairs at a reasonable cost, and need assistance with making their home more energy efficient.

"I need help finding a decent contractor - honest one. We were defrauded, lost money and we're still paying the bank."

24.7% of the service recipients responding also indicated they can't afford to pay their utility bills without assistance.

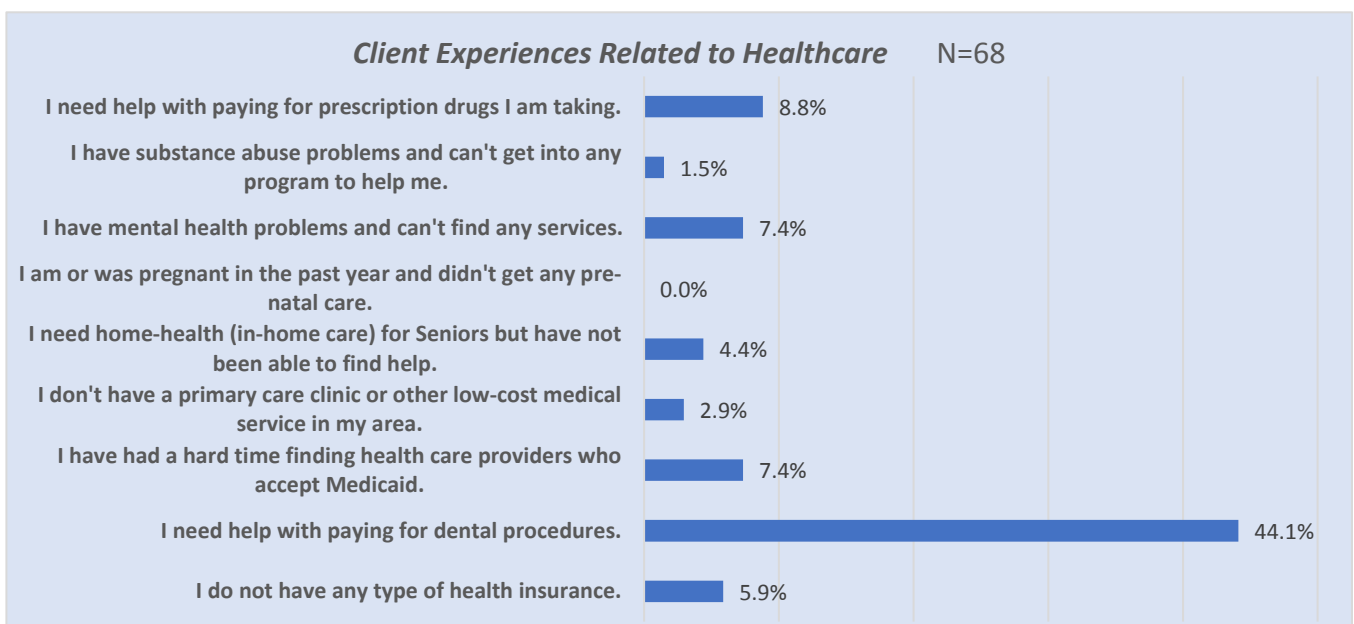
Healthcare:

Access to affordable health insurance is the health-related service most needed based on survey responses of the key informants. 64.4% of the respondents identified this as one of the “most needed” services in the county.



Nearly half (48.3%) of the key informants also indicated people in the county need assistance with dental procedures. Additional substance abuse treatment services and more affordable prescription drugs are other services identified as “most needed” by about 30% of the key informants completing the survey.

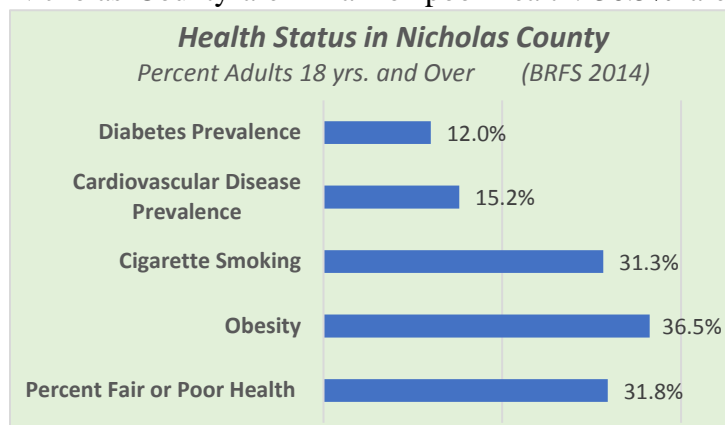
Service recipients surveyed were asked about the issues or experiences they have had related to healthcare, and the clear priority identified by 44.1% of respondents was assistance paying for dental procedures.



Responses from clients surveyed about their experiences with health-related services do not appear to indicate these clients have any appreciable degree of difficulty accessing other types health-related services.

"I need help being able to get a hearing aid due to cost."

Available secondary data indicates 31.8% of the overall adult population (18 yrs. of age and older) of Nicholas County are in fair or poor health. 36.5% are estimated to be obese, and 31.3% of the adult population of the county smoke (CDC Behavioral Risk Factors Survey 2014).

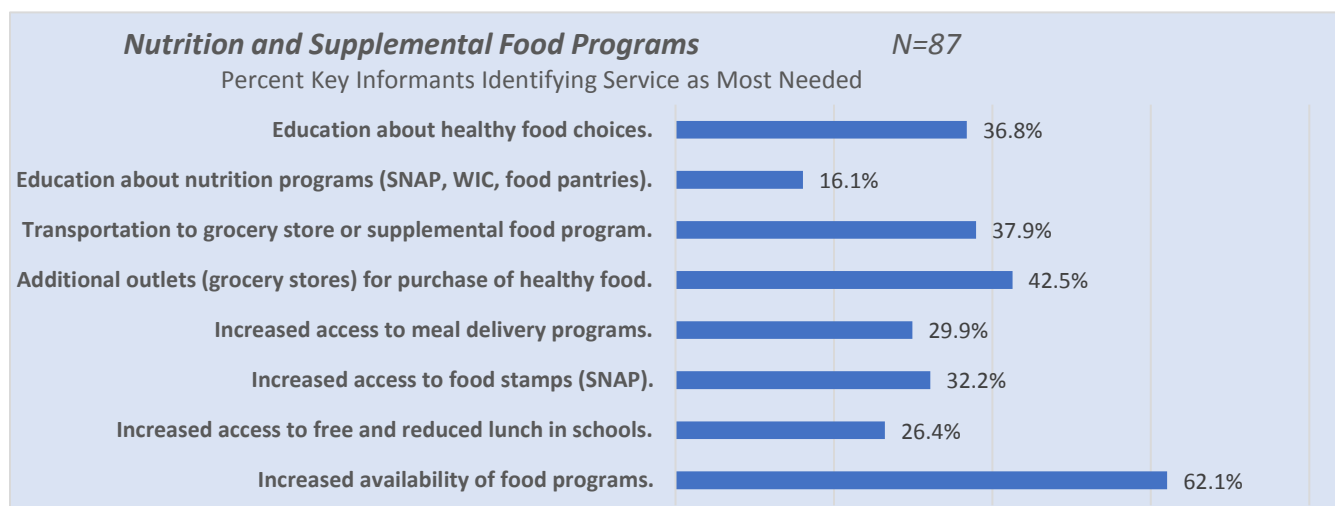


8.3% of the population is estimated to be without any type of health insurance (ACS 2016).

The infant mortality rate in Nicholas County is relatively high at 9.1 deaths per 1,000 live births and 8.5% of babies born to county residents are low birth weight (less than 2500 grams).

Nutrition:

When asked about community needs related to food and nutrition, Nicholas County key informants responding to the community survey focused on increased availability of food programs (food pantries, meal programs, etc.), and additional outlets where healthy food can be purchased. 62.1% of all key informants prioritized a need for increasing access to supplemental food programs. Transportation to various types of food outlets including groceries, food pantries, or meal programs was also an identified need by 37.9% of the key informants.



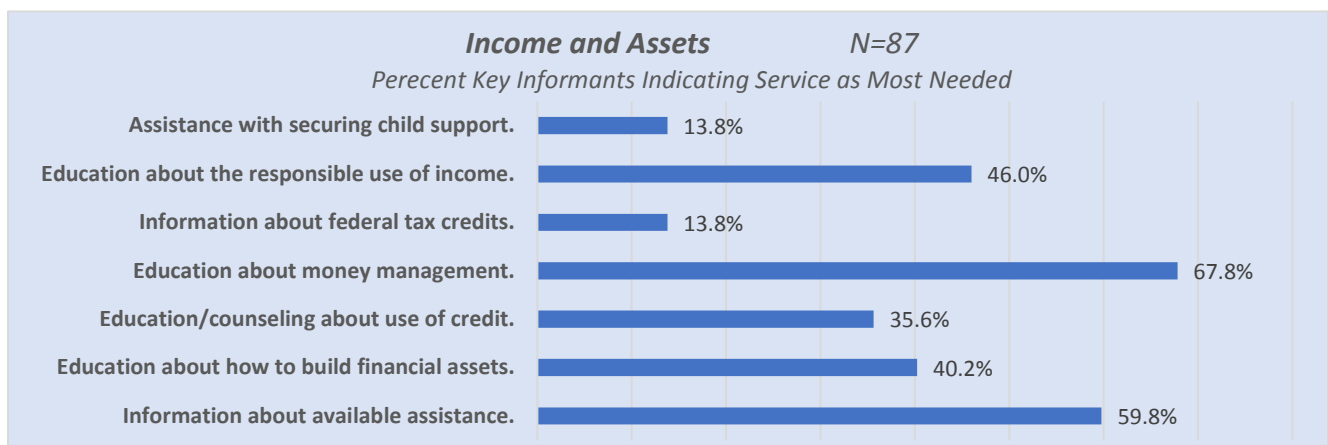
When low-income persons receiving services were asked about their experiences in the area of food and nutrition, less than 10% of the respondents indicated they had difficulty providing adequate food for themselves and their families; however, 32.1% of the 56 clients responding said they would like more information about healthy food choices.

In 2015, there were 10 supplemental food programs (food pantries, hot meal programs, backpack programs, meal delivery, etc.) serving Nicholas County (*WV Foodlink 2015*), and 19.1% of households received food stamps to supplement their food budgets (ACS 2016). 1,256 families were enrolled in WIC through the WIC office serving the county in 2013. The *WV Foodlink County Profile* for Nicholas County documents 43 retail locations that accept food stamps and 3 locations accepting WIC (2015).

In 2015, 2,684 school-age children were eligible for free and reduced cost meals at school, but available data from 2015 indicates only 65.0% of eligible students participate in the program (*WV FoodLink*).

Income and Assets:

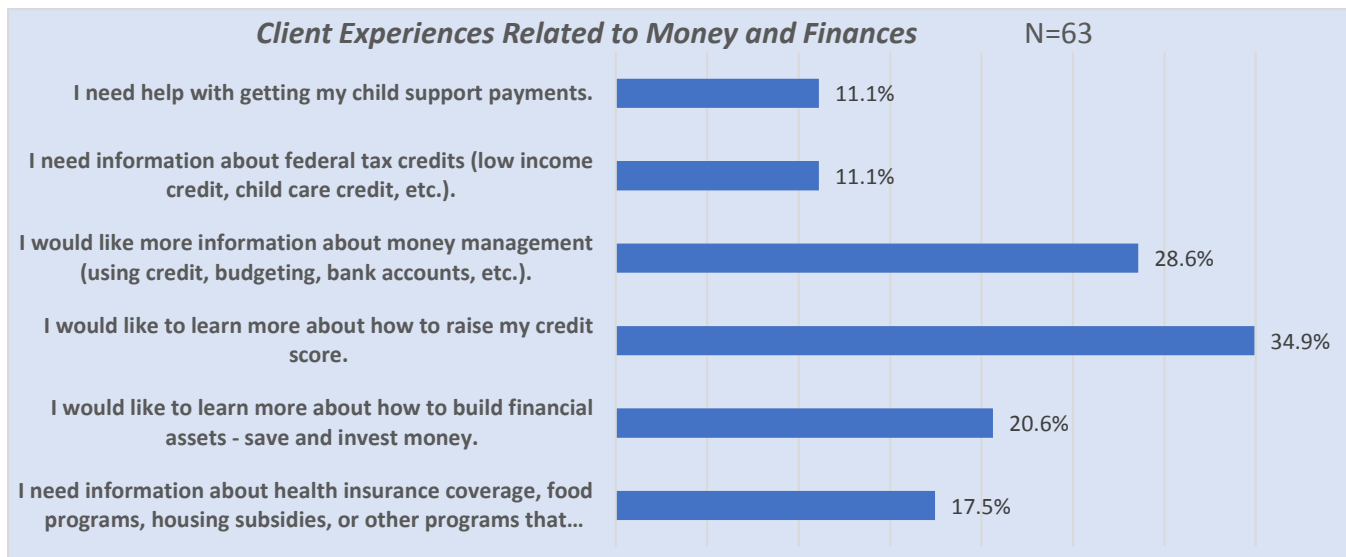
67.8% of the community survey respondents indicate low income residents need education about money management including credit, budgeting, bank accounts, and other issues related to financial literacy.



59.8% of the key informants also believe information about available resources and assistance for low-income people such as health insurance coverage, nutrition programs, housing subsidies, etc. was a priority need in the county, and 46.0% believe education and counseling about the responsible use of income is a needed service.

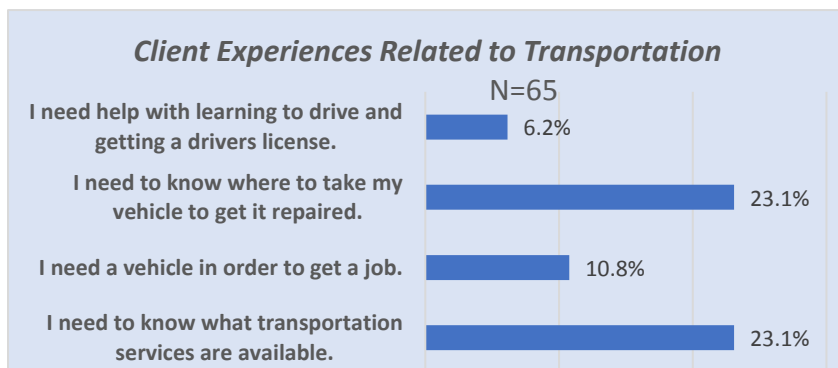
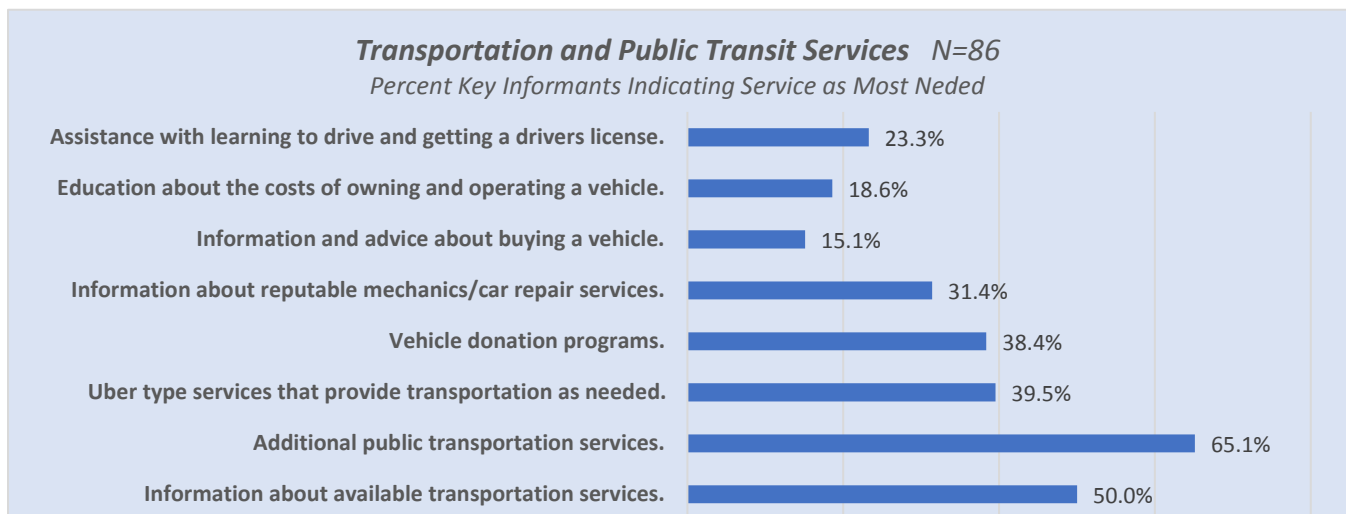
Available data from the 2015 FDIC Survey of Unbanked and Underbanked households indicates 5.6% of Nicholas County households are “unbanked” (have no checking or savings accounts).

Those service recipients who chose to share their experiences and needs about money and finances appear to be most concerned about how to raise their credit score. 34.9% of the clients responding to the question said they wanted to learn how to improve their credit score. Some of the service recipients surveyed also appear to be interested more information about money management issues and building assets. 17.5% of the service recipients surveyed need information about health insurance, housing subsidies, or other programs to help low income people.



Transportation:

Additional access to public transportation was a priority identified by the key informants. 65.1% of the informants participating in the survey indicated access to public transportation was one of the most needed services to meet the transportation needs of county residents. 50.0% also said people need information about those transportation services that are available.

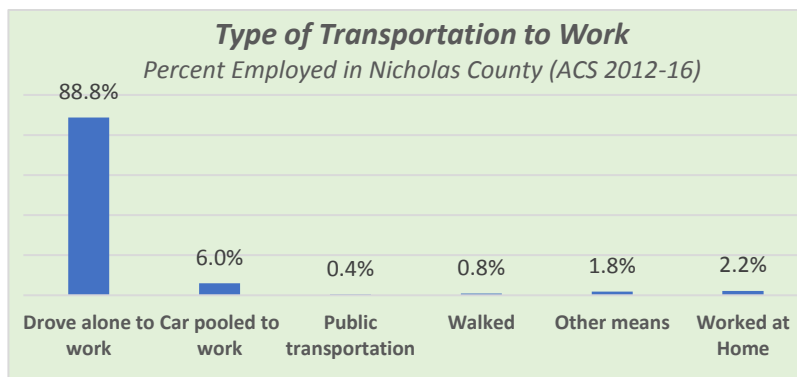


The most frequently mentioned needs by those service recipients surveyed about transportation are: (1) information about what services are available and (2) a need to know where they might get a vehicle repaired at a fair price. 23.1% of the clients responding identified these needs related to transportation.

Some type of dependable transportation is necessary for nearly all employed people to access their work location. The average travel time to work for current workers is 27.3 minutes.

Most workers rely on private transportation to get from home to their work site. 94.0% of all persons employed either drive alone or car pool to work (ACS 2011-16).

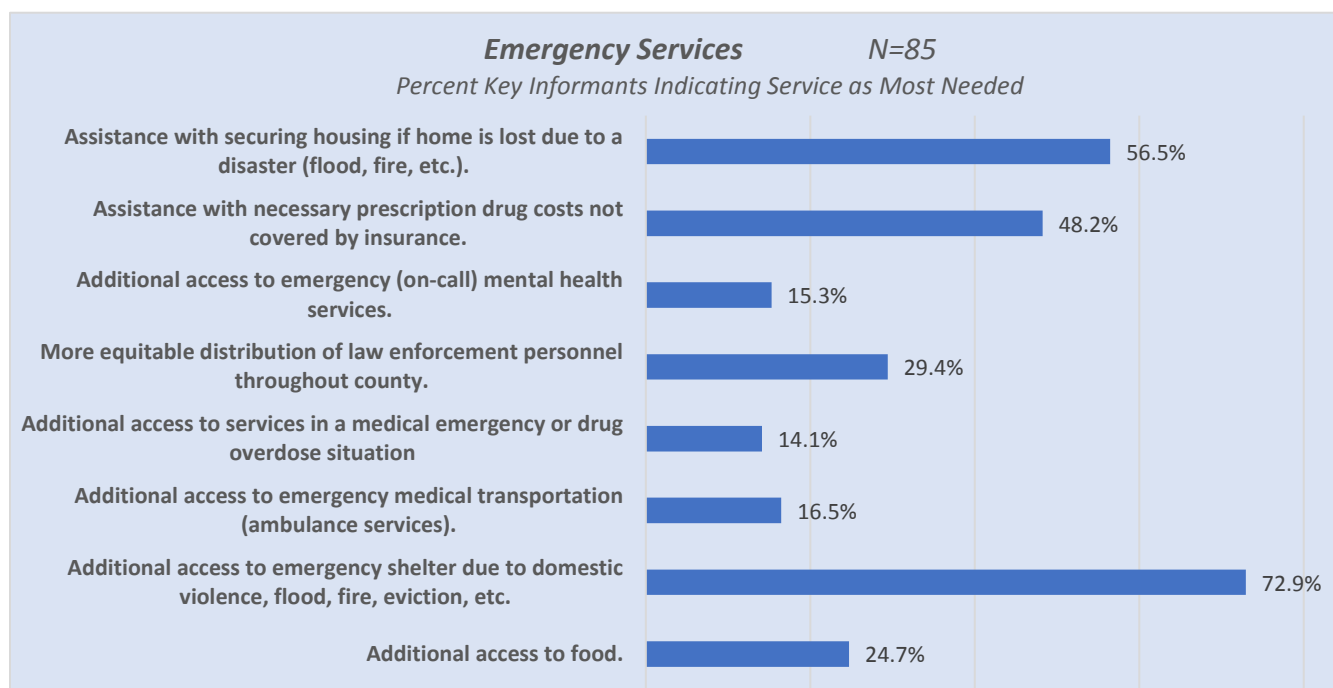
The Mountain Transit Authority (MTA) provides wheelchair accessible public transportation services in Nicholas County. A weekday route linking Richwood, Craigsville, Persinger, and Summersville is operated by MTA. There is also a local loop route within the Summersville area available Monday through Friday with stops at various shopping and business locations. Limited transportation services also appear to be available through some local agencies generally providing transportation for persons utilizing agency services.



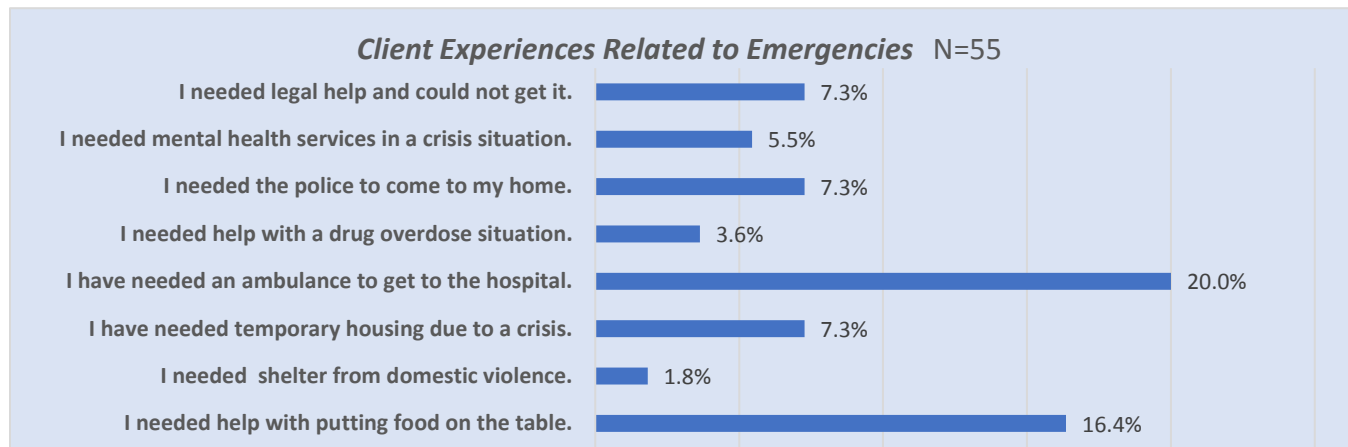
Emergency Services:

The most frequently cited need by the key informants within the emergency services domain is temporary emergency shelter in cases of domestic violence, flood, fire, eviction, etc. 72.9% of the respondents said temporary shelter was one of the “most needed” services in Nicholas county.

Other needs within this domain identified by the key informants include access to assistance in securing housing if one’s home is lost due to some type of disaster. A majority of the respondents (56.5%) indicated this type of service is needed in the area. Assistance with prescription drug costs not covered by medical insurance was also cited as one of the most needed services by nearly half of the key informants.



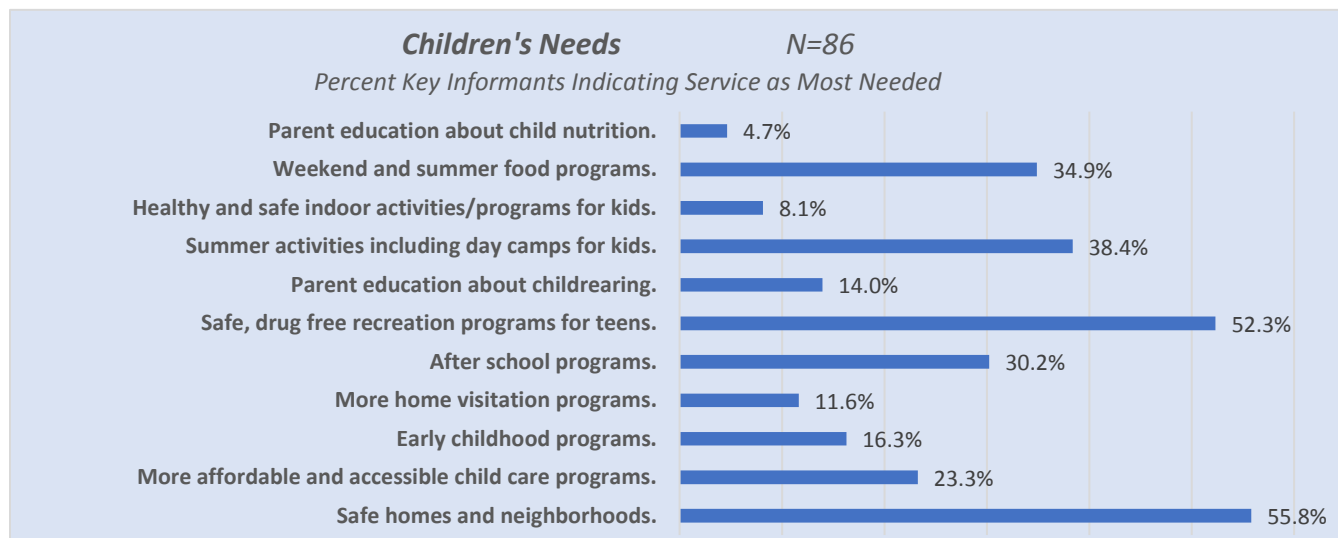
The clients who shared their experiences related to the need for some type of emergency services primarily had needs in the area of emergency medical transportation (ambulance services). 20.0% of the clients responding said they have needed an ambulance to get to a hospital.



Food is also a concern expressed by some clients - 16.4% of the service recipients said they have needed help putting food on their table. A need for other types of emergency services were infrequently reported by the service recipients who completed the survey.

Children's Needs:

Safety of children appears to be the predominant need identified by key informants responding to the survey. 55.8% of the key informants see safe homes and neighborhoods as a priority area of need for children and 52.3% said safe, drug-free recreation programs for teens was one of the “most needed services” within the children’s needs domain.



Other concerns identified by key informants focus on what children do when school is not in session including 38.4% who see a need for summer activities, 34.9% who think the county needs weekend and summer food programs for kids, and 30.2% who identify after school programs as one of the most needed services in the area.

Available quantitative data from secondary data sets reviewed may be used to further explore child safety issues. The child abuse/neglect rate in the county in 2015 was 59.6 per 1,000 children (Kids Count 2015). There were 124 court filings for child abuse/neglect in 2016 which is a rate of 53.0 filings per 1,000 households with children (2016 *Circuit Court case filings data*). There were also 184 domestic violence cases filed in 2016 which is a rate of 24.2 filings per 1,000 family households (2016 *Family Court case filings data*). Data related to child homelessness in Nicholas County does not appear to be available within publicly available data sets. Nicholas County schools submitted an application for funds through the McKinney-Vento Homeless education program for the 3-yr. period 2015-18; however, the estimated number of homeless students in the county is not available.

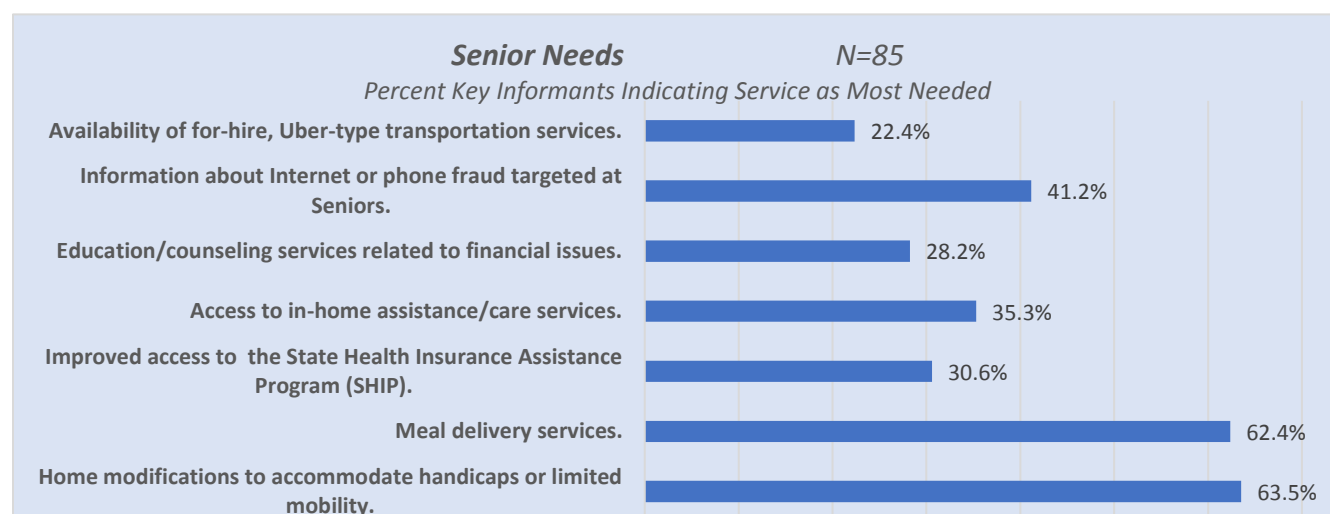
2.1% of children under the age of 18 yrs. have some type of disability (ACS 2016). 183 young children (preschool age) in Nicholas County are enrolled in a Pre-K program at one of 12 pre-k classrooms serving the county. The Pre-K participation rate is, relatively low at 73.0% (2017 school year); however, the Pre-K collaboration rate among public schools, Head Start programs and child care centers is at 100% in Nicholas County. Head Start provides transportation to all Pre-K children.

Many of the service recipients were not able to offer personal experiences about children since they had no children in their household. Those who did express concerns and/or needs related to children's services were most concerned about safety issues and a need for summer activities when school is not in session.

“Addiction is a problem here in Richwood, which means that you find needles throughout town. That is a concern for us who have children walking to school or playing in the neighborhood.”

Senior Needs

There are 3,636 households with seniors in Nicholas County and 49.3% of seniors have some type of disability. 1,347 seniors over 65 years of age (26.9%) live alone (ACS 2016). It is estimated that 47.7% of grandparents who live with their grandchildren are responsible for raising grandchildren under 18 yrs. of age. The most prevalent needs of seniors identified by the key informants are meal delivery services and home modifications to accommodate handicapping conditions or limited mobility. 62.4% of the key informants indicated meal delivery was a “most needed” service within the Senior Needs domain, and 63.5% prioritized home modifications for seniors with a handicap or mobility issue.

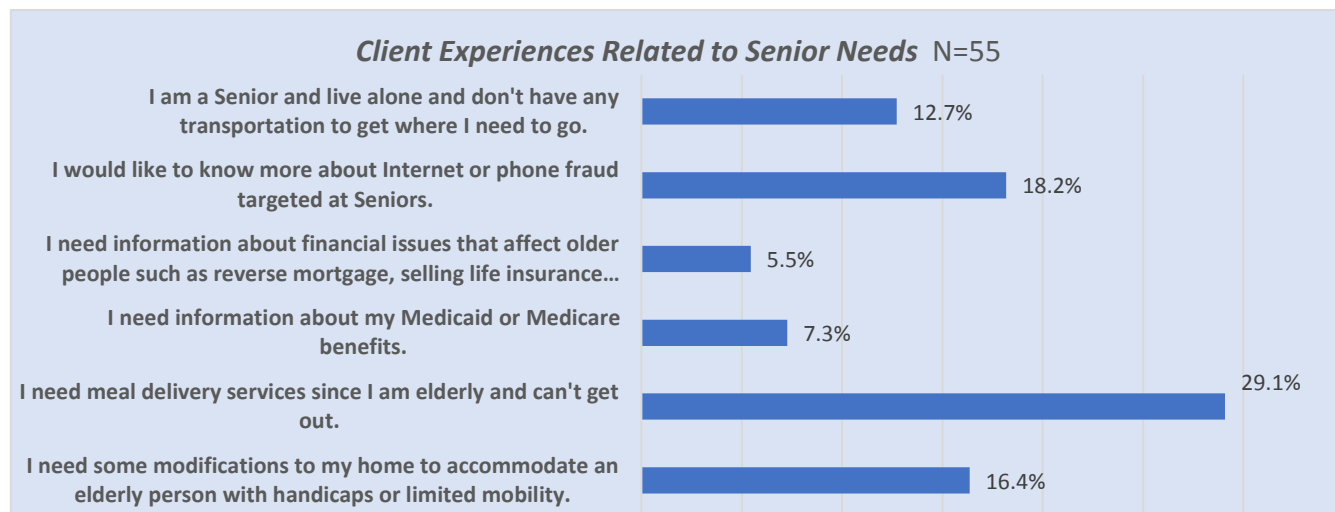


Providing seniors with information about Internet or phone fraud was also seen as a needed service by 41.2% of the key informants.

When low income service recipients in Nicholas County were asked about their needs, responses were consistent with those expressed by the key informants. 29.1% of the elderly respondents said they need meal delivery services since they can't easily get out of their homes, and 16.4% indicated they need modifications to their home to accommodate handicaps or limited mobility.

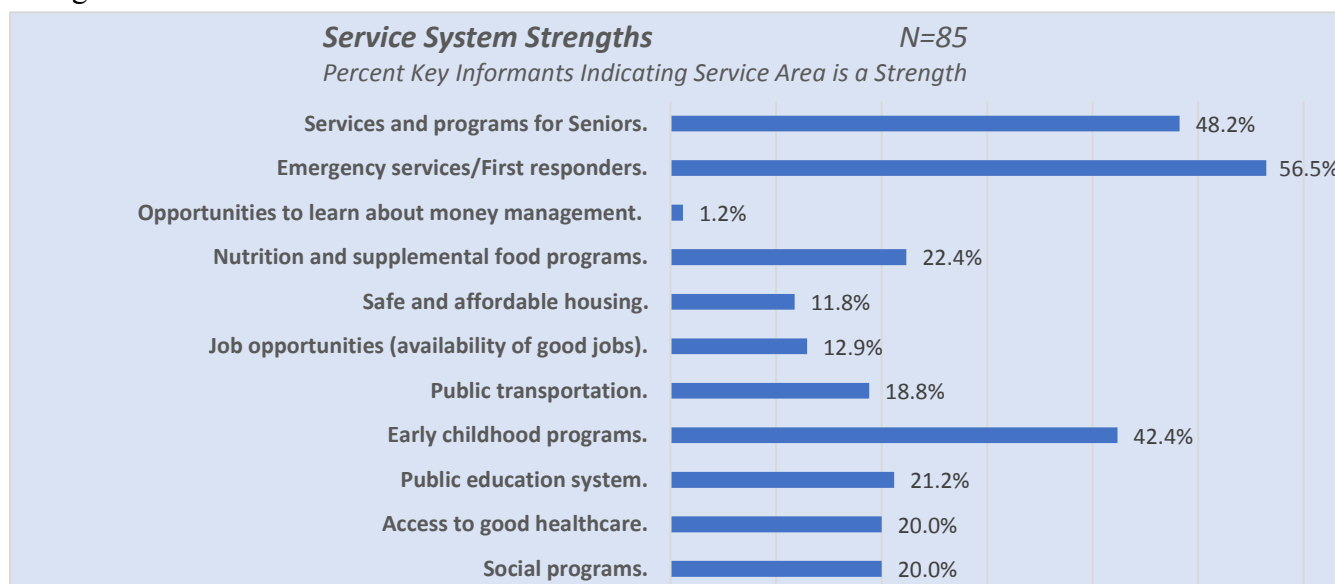
18.2% of the seniors responding to the survey also said they would like to know more about Internet or phone fraud targeted at the senior population.

"Many seniors I know personally won't ask for help. This generation of people are a proud bunch".



Primary Strengths and Community Resources

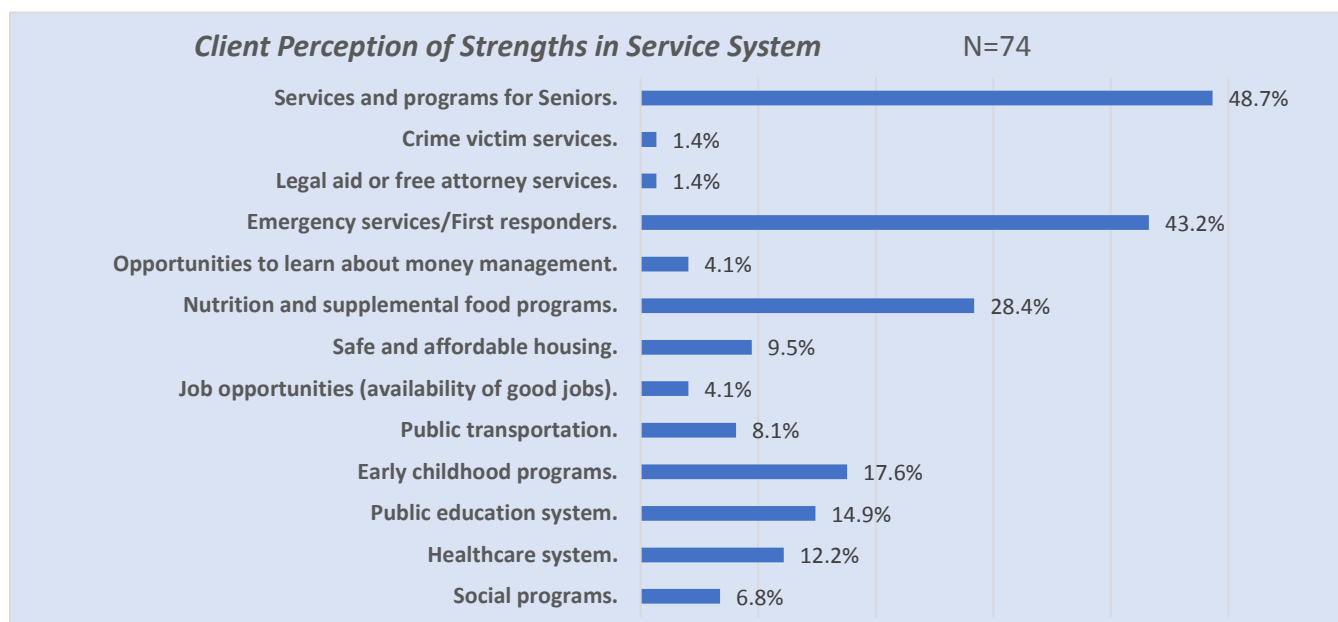
Community survey respondents were asked what they considered to be the greatest strengths within the Nicholas County services system and they were asked to select all options they consider to be a "particular strength".



First responders, services and programs for seniors, and early childhood programs appear to be the strongest components of the service system in Nicholas County based on the responses of key informants.

56.5% of the respondents selected emergency services provided by first responders, 48.2% selected senior services, and 42.4% chose early childhood services as a “particular area of strength” within the overall services system in the county. Other components of the overall service system are seen by no more than one in five key informants as areas of strength.

The service recipients also were asked to offer their opinion about strengths in the services system and the service recipients surveyed were asked to select only those service system components that had been responsive to their individual needs. Service recipients see senior services and programs and first responder emergency services as areas of strength within the services system.



48.7% of the service recipients responding think services and programs for seniors is a strong component of the service system, and 43.2% see first responders as a strength. 28.4% of the clients surveyed have also found nutrition and supplemental food programs to be responsive to their needs.

Persons participating in the community discussion held in Nicholas County also identified a number of strengths and assets within the county. Those areas of strength mentioned in all three discussion sessions include:

- A strong sense of community
- Involvement of community organizations
- Recreation and tourism opportunities
- Available property
- Good, decent people

Some of the other strengths/assets within the Nicholas County area identified by community discussion participants include:

- A small airport
- A sense of connectedness
- Support of entrepreneurs
- A growing technology industry
- The timber industry
- Annual community fairs and festivals
- Churches and faith-based groups
- Scenic areas

Additional resources that address the needs of low income families identified within Nicholas County include:

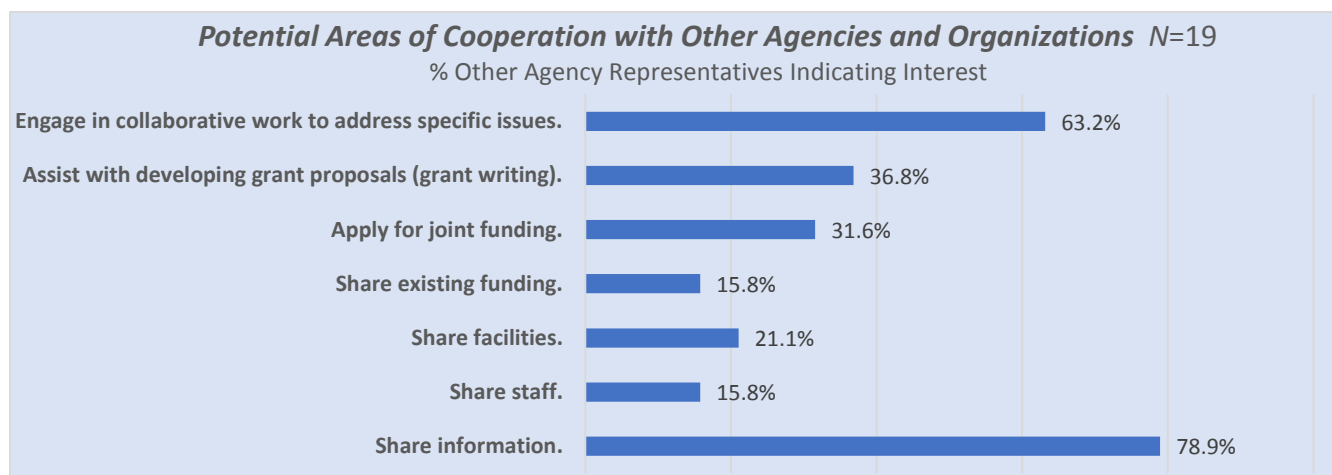
- A range of public health services provided by the Nicholas County Health Department
- School-based wellness centers at Richwood and Summersville
- Behavioral Health services provided by Seneca Health Services, Inc.
- Nicholas County Starting Points Center in Richwood
- *Right from the Start* program for Medicaid eligible pregnant women and infants
- Twenty-four licensed family day care providers
- Four child care centers
- Twelve Pre-K classrooms
- Six Head Start locations
- Birth to Three services
- Parents As Teachers home visiting program
- West Virginia University Extension Service
- Local office of the WV Department of Health and Human Resources
- Nicholas County Family Resource Network
- Nicholas County Empowerment Corporation
- Public transit services – Mountain Transit Authority
- Twelve banking locations in Summersville, Richwood, and Craigsville
- Summersville Ministerial Association
- Richwood Ministerial Fellowship
- Hope Center
- Family Leaning Center
- Child Advocacy Center
- MIHOW
- WV Ministry of Advocacy Work Camps Inc
- Olive Branch Baptist
- Backpack Program Children's Hunger
- Public Libraries (Summersville, Craigsville, Richwood)
- Methadone Clinic
- WIC
- Women's Resource Center
- Workforce WV

- St John's Catholic Church
- St Luke's Methodist Craigsville
- Appalachian Service Project
- Wilderness Fire Debarment
- Nicholas County Foundation

Potential Areas of Partnership with Other Agencies and Organizations

Nicholas CAP has developed a number of cooperative and collaborative partnerships with other agencies and organizations in Nicholas County which are drawn upon to assist the agency in carrying out its mission. A total of 19 persons working for other agencies and organizations in the service area responded to the question included in the community survey about how they might best partner with Nicholas CAP to address the needs of low income people.

78.9% of the key informants working for other agencies and organizations expressed interest in working with Nicholas CAP to share information, and 63.2% appear open to collaborative work to address specific issues affecting low income people in the county. 36.8% of these representatives of other agencies and community organizations expressed interest in working with Nicholas CAP to develop grant proposals, and 31.6% were interested in applying for joint funding.



Appendix A – Complete Community Survey Results

<u>Question</u>	<u>%</u>	<u>Count</u>
Q1. Please choose the response that best describes how you are aware of the needs of low income people in Nicholas County.		
Resident familiar with available community services.	25.6%	22
Employee of Nicholas CAP.	47.7%	41
Employee of non-profit agency or organization.	5.8%	5
Employee of a public agency or organization.	18.6%	16
Elected public official serving Nicholas County.	2.3%	2
	Answered	86
	Skipped	1
Q2. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to increase opportunities for gainful employment in Nicholas County.		
Additional general education necessary to obtain and keep a good job.	28.7%	25
Additional training programs focused on available employment opportunities.	50.6%	44
Specific skills training necessary for the types of jobs available.	50.6%	44
Expanded access to broadband Internet services.	13.8%	12
Additional transportation services to work locations.	20.7%	18
Transportation services for people seeking a job.	28.7%	25
Additional child care for working parents.	29.9%	26
Additional child care options for people seeking employment.	24.1%	21
Additional access to addictions treatment and recovery support services.	26.4%	23
Education/counseling about resume writing, preparing job applications, interview skills, etc.	21.8%	19
Other (please specify):	5.8%	5
	Answered	87
Q3. What do think are the most significant barriers people face in seeking and obtaining employment? Select up to three issues that you think keep people from being employed.		
Lack of opportunity - jobs are not available in the area.	59.8%	52
People lack the level of education required for available jobs.	25.3%	22
People lack specific computer and/or technical skills required for available jobs.	21.8%	19
I have had difficulty communicating with school personnel.	58.6%	51
People lack a means of transportation to get to job interviews or work locations.	26.4%	23
Childcare is not available during non-traditional work hours or days.	17.2%	15
Childcare expenses result in little or no net gain in household income from low-wage jobs.	35.6%	31
There are too few "second chance" programs available to people with criminal or substance abuse histories.	24.1%	21
Other (please specify)	8.1%	7
	Answered	87

Q4. Thinking about your personal experience and knowledge about the area, select the three (3) things you believe are most needed in order to improve education and training opportunities in Nicholas County.		
Additional vocational training.	60.9%	53
Expanded availability of GED/Adult Education classes.	31.0%	27
Prevention of violence or threats of violence in schools.	12.6%	11
Additional dropout prevention programs.	13.8%	12
Affordable access to broadband and computers in homes.	41.4%	36
Transportation to education and training programs.	36.8%	32
Child care for parents while attending training programs.	59.8%	52
Improved communication between parents and schools.	21.8%	19
Other (please specify):	5.8%	5
	Answered	87
	Skipped	0
Q5. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve housing opportunities in Nicholas County.		
New construction of affordable rental units.	76.5%	65
New construction of affordable single-family homes.	63.5%	54
Senior housing (smaller homes accessible to the elderly).	65.9%	56
Additional subsidized public housing.	32.9%	28
Developed land for home sites.	12.9%	11
Temporary emergency housing.	27.1%	23
Other (please specify)	2.4%	2
	Answered	85
	Skipped	2
Q6. What do you think are the most significant barriers to obtaining safe, decent and affordable housing. Select up to three issues you think keep people from obtaining safe and decent housing.		
There are not enough Sec 8 housing vouchers available to assist low income people in obtaining housing.	18.4%	16
Potential homeowners do not have credit scores high enough to qualify for a mortgage.	60.9%	53
People lack funds for a required down payment when trying to purchase a home.	79.3%	69
There are not enough home-buyer education counseling programs available.	9.2%	8
The area lacks lower cost starter homes for sale.	48.3%	42
Available rental properties are not affordable for many families.	48.3%	42
Other (please specify)	6.9%	6
	Answered	87
	Skipped	0
Q7. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to assist current homeowners in Nicholas County.		
Assistance with the cost of needed housing repairs (roof, foundation, or other structural repairs).	73.3%	63

A listing of reputable people providing home repair services.	41.9%	36
Help making homes more energy efficient (insulation, storm windows, etc.).	61.6%	53
Homebuyer education classes.	15.1%	13
Education about programs that assist low income households to pay utility bills.	43.0%	37
Counseling about using credit, securing a mortgage, or asset building.	40.7%	35
Other (please specify)	5.8%	5
	Answered	86
	Skipped	1
Q8. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve health care services in Nicholas County.		
Access to affordable health insurance.	64.4%	56
Assistance with dental procedures.	48.3%	42
More health care providers who accept Medicaid.	11.5%	10
More clinics or other low-cost medical services.	18.4%	16
Additional home-health services for seniors.	24.1%	21
Additional primary care providers.	10.3%	9
Additional dental care providers.	6.9%	6
Additional vision care providers.	11.5%	10
Additional medical specialists.	11.5%	10
Additional pre-natal care services.	5.8%	5
Additional mental health services	13.8%	12
Additional substance abuse treatment services.	29.9%	26
More affordable prescription drugs.	33.3%	29
Other (please specify)	9.2%	8
	Answered	87
Q9. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve nutrition for residents in Nicholas County.		
Increased availability of food programs.	62.1%	54
Increased access to free and reduced lunch in schools.	26.4%	23
Increased access to food stamps (SNAP).	32.2%	28
Increased access to meal delivery programs.	29.9%	26
Additional outlets (grocery stores) for purchase of healthy food.	42.5%	37
Transportation to grocery store or supplemental food program.	37.9%	33
Education about nutrition programs (SNAP, WIC, food pantries).	16.1%	14
Education about healthy food choices.	36.8%	32
Other (please specify)	3.5%	3
	Answered	87

Q10. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve financial literacy and use of income by residents of Nicholas County.		
Information about available assistance.	59.8%	52
Education about how to build financial assets.	40.2%	35
Education/counseling about use of credit.	35.6%	31
Education about money management.	67.8%	59
Information about federal tax credits.	13.8%	12
Education about the responsible use of income.	46.0%	40
Assistance with securing child support.	13.8%	12
Other (please specify)	3.5%	3
	Answered	87
Q11. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to meet the transportation needs of residents in Nicholas County.		
Information about available transportation services.	50.0%	43
Additional public transportation services.	65.1%	56
Uber type services that provide transportation as needed.	39.5%	34
Vehicle donation programs.	38.4%	33
Information about reputable mechanics/car repair services.	31.4%	27
Information and advice about buying a vehicle.	15.1%	13
Education about the costs of owning and operating a vehicle.	18.6%	16
Assistance with learning to drive and getting a drivers license.	23.3%	20
Other (please specify)	4.7%	4
	Answered	86
	Skipped	1
Q12. Thinking about your personal experience and knowledge of the area, select the three (3) types of emergency services you believe are most needed in order to adequately respond to emergency situations in Nicholas County.		
Additional access to food.	24.7%	21
Additional access to emergency shelter due to domestic violence, flood, fire, eviction, etc.	72.9%	62
Additional access to emergency medical transportation (ambulance services).	16.5%	14
Additional access to services in a medical emergency or drug overdose situation	14.1%	12
More equitable distribution of law enforcement personnel throughout county.	29.4%	25
Additional access to emergency (on-call) mental health services.	15.3%	13
Assistance with necessary prescription drug costs not covered by insurance.	48.2%	41
Assistance with securing housing if home is lost due to a disaster (flood, fire, etc.).	56.5%	48
Other (please specify)	4.7%	4
	Answered	85
	Skipped	2

Q13. Thinking about your personal experience and knowledge of the area, select the three (3) things that most need to be provided in order to support and nurture children in Nicholas County.		
Safe homes and neighborhoods.	55.8%	48
More affordable and accessible child care programs.	23.3%	20
Early childhood programs.	16.3%	14
More home visitation programs.	11.6%	10
After school programs.	30.2%	26
Safe, drug free recreation programs for teens.	52.3%	45
Parent education about childrearing.	14.0%	12
Summer activities including day camps for kids.	38.4%	33
Healthy and safe indoor activities/programs for kids.	8.1%	7
Weekend and summer food programs.	34.9%	30
Parent education about child nutrition.	4.7%	4
Other (please specify)	3.5%	3
	Answered	86
	Skipped	1
Q14. Thinking about your personal experience and knowledge of the area, select the three things most needed in order to better support Seniors living in Nicholas County?		
Home modifications to accommodate handicaps or limited mobility.	63.5%	54
Meal delivery services.	62.4%	53
Improved access to the State Health Insurance Assistance Program (SHIP).	30.6%	26
Access to in-home assistance/care services.	35.3%	30
Education/counseling services related to financial issues.	28.2%	24
Information about Internet or phone fraud targeted at Seniors.	41.2%	35
Availability of for-hire, Uber-type transportation services.	22.4%	19
Other (please specify)	5.9%	5
	Answered	85
	Skipped	2
Q15. What do you think are the top three areas of need of low income people living in Nicholas County? Select up to three areas of need.		
Healthcare.	34.9%	30
Employment opportunities.	59.3%	51
Transportation services.	41.9%	36
Educational opportunities.	19.8%	17
Counseling/education about money management.	18.6%	16
Safe, decent and affordable housing.	52.3%	45
Assistance with nutrition and food.	18.6%	16
Emergency services.	3.5%	3
Senior programs and services.	20.9%	18
Children's services and programs for children.	33.7%	29
Other (please specify)	4.7%	4

	Answered	86
	Skipped	1
Q16. What do you consider to be the greatest strengths within the services system in Nicholas County? Check all options you consider to be a particular strength.		
Social programs.	20.0%	17
Access to good healthcare.	20.0%	17
Public education system.	21.2%	18
Early childhood programs.	42.4%	36
Public transportation.	18.8%	16
Job opportunities (availability of good jobs).	12.9%	11
Safe and affordable housing.	11.8%	10
Nutrition and supplemental food programs.	22.4%	19
Opportunities to learn about money management.	1.2%	1
Emergency services/First responders.	56.5%	48
Services and programs for Seniors.	48.2%	41
Other (please specify)	4.7%	4
	Answered	85
	Skipped	2
Q17. If you work for a community agency or organization that provides services to individuals, children and/or families, which of the following service areas does your agency or organization address in Nicholas County? Check all that apply.		
Healthcare services	26.7%	20
Mental health or counseling services	8.0%	6
Substance abuse services	5.3%	4
Employment services	13.3%	10
Transportation services	18.7%	14
PreK-12 Public Education	14.7%	11
Higher education	1.3%	1
Use of income - money management	8.0%	6
Housing services	13.3%	10
Nutrition and food programs	49.3%	37
Emergency services and situations	16.0%	12
Childcare	5.3%	4
Head Start/Early Head Start	33.3%	25
Services for felons	2.7%	2
Services for drug offenders	2.7%	2
Services for sex offenders	0.0%	0
I do not work for an agency or organization that provides services to individuals, children and/or families.	26.7%	20
Other (please specify)	13.3%	10
	Answered	75
	Skipped	12

Q20. What is your current age?		
18-19 yrs.	1.2%	1
20-24 yrs.	2.4%	2
25-34 yrs.	12.9%	11
35-44 yrs.	24.7%	21
45-54 yrs.	27.1%	23
55-64 yrs.	21.2%	18
65-74 yrs.	9.4%	8
75 yrs. and older	1.2%	1
	Answered	85
Q21. What is your gender?		
Male	33.3%	28
Female	65.5%	55
Unspecified	1.2%	1
	Answered	84
	Skipped	3
Q22. What is your approximate average household income?		
Less than \$10,000	12.2%	10
\$10,000 to \$14,999	6.1%	5
\$15,000 to \$24,999	8.5%	7
\$25,000 to \$34,999	15.9%	13
\$35,000 to \$49,999	14.6%	12
\$50,000 to \$74,999	24.4%	20
\$75,000 to \$99,999	8.5%	7
\$100,000 or more	9.8%	8
	Answered	82
	Skipped	5
Q23. What is the highest level of education you have completed?		
Less than high school.	2.4%	2
High school graduate or GED.	22.6%	19
Vocational or certificate program.	13.1%	11
Some college - no degree.	23.8%	20
Associate degree.	8.3%	7
Bachelor's degree.	20.2%	17
Graduate or professional degree.	9.5%	8
	Answered	84
	Skipped	3

Community Survey – Open Ended Comments

Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to increase opportunities for gainful employment in Nicholas County.
Family history of "living on the system"
People need off the system they are so used to having, the system needs to help and or force them into the workforce there seems to be a lot of low end jobs available, but you can't start at the top!!!!!!!
job fair
How to dress and appearance (clean)
More businesses in the area
What do think are the most significant barriers people face in seeking and obtaining employment? Select up to three issues that you think keep people from being employed.
JOB APPLICANTS CAN'T PASS A DRUG TEST OR ARE FUNCTIONING ADDICTS
I know a woman who only wanted a little help with childcare for her grandchildren whom she had to take care of because of the drugs who was gainfully employed she was told she made to much money for any help and if you quit your job we can help you , SHE WANTED TO BE IN THE WORKFORCE WORKING, what kind of message are we sending here???????????
Creating a personal desire for a specific field of work -just wanting work is not enough- personal development
People are lazy they want positions they don't want jobs
Too easy just to live off welfare and drugs
Our young people would rather live off welfare than work.
Lack of broadband coverage
Thinking about your personal experience and knowledge about the area, select the three (3) things you believe are most needed in order to improve education and training opportunities in Nicholas County.
MORE SHOULD BE DONE TO ADDRESS THE DRUG PROBLEM IN NICHOLAS COUNTY.
probably a sprinkle of all the above
job fair
Get parents off drugs and welfare, allow schools to discipline the kids.
Stop handing out food stamps and welfare check unless they gain employment
Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve housing opportunities in Nicholas County.
When you build low income housing ie.(apartments you seem to draw people who want on assistance or don't want to work and or resort to working at night stealing everything that others have worked for to acquire!!!!!!!!!!!!!!!
usually the problem is the initial cost of renting, 1st-last and deposit. Not many people have \$1500 to front

What do you think are the most significant barriers to obtaining safe, decent and affordable housing. Select up to three issues you think keep people from obtaining safe and decent housing.
FUNCTIONING ADDICTS USE THEIR MONEY ON DRUGS RATHER THAN UTILITIES, ETC.
We don't need to help people with vouchers that's the problem GET A JOB and help them to obtain loans for housing to get them off the system
if u can buy a home then your wealthy anyway-rental is the opportunity difficulty
Pay rates in this area do not allow enough income for mortgage---
There aren't any H.U.D. offices in our area. You must travel to Beckley to go to housing authority.
Lack of rental properties
Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to assist current homeowners in Nicholas County.
Low-Income Housing Help Programs Needed!
MUST ADDRESS THE DRUG PROBLEM BEFORE ANY OF THE ABOVE CAN BE CONSIDERED.
Help the seniors anyway you can all others GO TO WORK!!!!!!!!!!!!!!!!!!!!!!
if u own a home and are not a senior but are unable to pay bills get help to sell your home
there's more that apply
Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve health care services in Nicholas County.
MORE ALTERNATIVE MEDICINE PROFESSIONALS
if you can afford health insurance you are wealthy.
Competent doctors, medical staff and hospitals
All these things listed are needed here!
there's more then 3 that apply
Assistance for vision care for those w/o insurances.
employers provide insurance
Providers and counselors who SPECIALIZE in Neonatal Abstinence Syndrome and their long term care!!!!
Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve nutrition for residents in Nicholas County.
again poor personal development is the reason why people eat things that will hurt them in short and long term
Education on growing own vegetables. SNAP for those who truly nee it!
there's more then 3 that apply
Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve financial literacy and use of income by residents of Nicholas County.
UNLESS YOU GET PEOPLE OFF DRUGS YOU ARE WASTING YOUR TIME TRYING TO TEACH FINANCIAL LITERACY
life lessons 101 should be taught in all schools
Jobs that pay a living wage and not just minimum wage.

Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to meet the transportation needs of residents in Nicholas County.
Promoting bike riding, running, walking
there's more then 3 that apply
Low cost vehicle repair services.
Jobs that pay a living wage, so people can afford to buy a reliable vehicle instead of Junkers
Thinking about your personal experience and knowledge of the area, select the three (3) types of emergency services you believe are most needed in order to adequately respond to emergency situations in Nicholas County.
PROVIDE SHELTER FOR THE HOMELESS
services for the Drugs epidemic that is over running our community
I believe all the above are equally needed in the county.
Additional substance Abuse Programs/Rehabs that are affordable & better resources
Thinking about your personal experience and knowledge of the area, select the three (3) things that most need to be provided in order to support and nurture children in Nicholas County.
Recreation like climbing, biking, kayaking, hiking, running. Programs like Active WV need to be integrated more in schools
Activities that interest children that helps them be more confident in themselves.
All of the programs seem equally important. Would love to see all expand.
Thinking about your personal experience and knowledge of the area, select the three things most needed in order to better support Seniors living in Nicholas County?
senior center infrastructure-physical and personnel. These centers are the path to help and communicate w/ seniors
Senior housing development to include all need activities and services
More help with in-home care
More activities to do socially in the community
affordable housing, and affordable assisted living homes.
What do you think are the top three areas of need of low income people living in Nicholas County? Select up to three areas of need.
technical training/education
The willingness to not be low income
Low-income affordable substance abuse programs/rehab services and education
Drug abuse rehab facility
What do you consider to be the greatest strengths within the services system in Nicholas County? Check all options you consider to be a particular strength.
Adult Literacy
Sorry I don't see any of these as "strengths" in this area!
none

<i>If you work for a community agency or organization that provides services to individuals, children and/or families, which of the following service areas does your agency or organization address in Nicholas County? Check all that apply.</i>
water treatment
public works
Adult literacy
Weatherization
Sr programs
Senior in home care
weatherization
In home assistance with activities of daily living - in order for the member to remain in their own home and not placed in a nursing home
Home repairs and disasters recovery
<i>Please consider each of the following statements and select the response that best describes your opinion of Nicholas Community Action Partnership.</i>
helpful
service
help programs
I have very little knowledge of what the partnership does.
Helpful
A helpful agency.
I don't know anything about Nicholas CAP
Much needed agency providing much needed services
Helping others to help themselves
Caring staff and helping others with kindness
Helping the elderly stay in their homes.
great place to work
Aggravation. Advertise for services they are not equipped to handle. Low pay for workers.
I think the problems I'm aware of are more on the state level. Too many restrictions and being nit-picky!
Helpful, friendly, caring
Caring, Available
help
A great company to work for
In home health. Head Start program.
A caring company, a good company to work with
Decline to answer
Seniors and children
Assistance for low income families
Amazing
Helpful
Low income assistance

Appendix B – Comparative Analysis - Nicholas CAP Employees and Other Key Informants

Nicholas CAP Community Needs Assessment Survey - CAP Employees Compared to Other Community Respondents	Non-CAP Informant	CAP Employee
	N=46	N=41
Q1. Please choose the response that best describes how you are aware of the needs of low income people in Nicholas County.		
Answer Choices		
I am a resident of the county and I am generally familiar with available community services.	48.9%	0.0%
I am an employee of Nicholas Community Action Partnership.	0.0%	100.0%
I am employed by a non-profit community agency or organization (not Nicholas CAP) with knowledge about the needs of people residing in Nicholas County.	11.1%	0.0%
I am an employee of a public (governmental) agency or organization with knowledge about the needs of people in Nicholas County.	35.6%	0.0%
I am an elected public official serving Nicholas County.	4.4%	0.0%
Q2. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to increase opportunities for gainful employment in Nicholas County.		
Answer Choices		
Additional general education necessary to obtain and keep a good job.	24.4%	31.7%
Additional vocational training programs focused on available employment opportunities.	60.0%	39.0%
Specific skills training necessary for the types of jobs available.	42.2%	61.0%
Expanded access to broadband Internet services.	20.0%	7.3%
Additional transportation services to work locations.	15.6%	26.8%
Transportation services for people seeking a job in order to get to interviews, job fairs, etc.	15.6%	43.9%
Additional child care for working parents.	24.4%	34.2%
Additional child care options for people seeking employment.	24.4%	24.4%
Additional access to addictions treatment and recovery support services.	40.0%	12.2%
Education/counseling about resume writing, preparing job applications, interview skills, etc.	26.7%	17.1%
Other (please specify):	8.9%	2.4%
Q3. What do think are the most significant barriers people face in seeking and obtaining employment? Select up to three issues that you think keep people from being employed.		
Answer Choices		
Lack of opportunity - jobs are not available in the area.	62.2%	58.5%
People lack the level of education required for available jobs.	13.3%	36.6%
People lack specific computer and/or technical skills required for available jobs.	15.6%	29.3%

Low-income households fear a loss of government benefits or other types of support if they become employed.	62.2%	53.7%
People lack a means of transportation to get to job interviews or work locations.	22.2%	31.7%
Childcare is not available during non-traditional work hours or days.	13.3%	22.0%
Childcare expenses result in little or no net gain in household income from low-wage jobs.	37.8%	31.7%
There are too few "second chance" programs available to people with criminal or substance abuse histories.	33.3%	14.6%
Other (please specify)	13.3%	2.4%
Q4. Thinking about your personal experience and knowledge about the area, select the three (3) things you believe are most needed in order to improve education and training opportunities in Nicholas County.		
Answer Choices		
Additional vocational training.	62.2%	58.5%
Expanded availability of GED/Adult Education classes across the county.	33.3%	29.3%
Prevention of violence or threats of violence in schools.	15.6%	9.8%
Additional dropout prevention programs.	11.1%	17.1%
Affordable access to broadband and computers in homes.	37.8%	46.3%
Transportation to existing education and training programs.	31.1%	41.5%
Child care for parents while attending education and training programs.	51.1%	68.3%
Improved communication between parents and school personnel.	26.7%	17.1%
Other (please specify):	8.9%	2.4%
Q5. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve housing opportunities in Nicholas County.		
Answer Choices		
New construction of affordable rental units.	76.7%	78.1%
New construction of affordable single-family homes.	65.1%	61.0%
Senior housing (smaller homes accessible to the elderly).	69.8%	61.0%
Additional subsidized public housing.	27.9%	39.0%
Developed land for home sites.	11.6%	12.2%
Temporary emergency housing.	16.3%	39.0%
Other (please specify)	4.7%	0.0%
Q6. What do you think are the most significant barriers to obtaining safe, decent and affordable housing. Select up to three issues you think keep people from obtaining safe and decent housing.		
Answer Choices		
There are not enough Sec 8 housing vouchers available to assist low income people in obtaining housing.	22.2%	14.6%

Potential homeowners do not have credit scores high enough to qualify for a mortgage.	62.2%	58.5%
People lack funds for a required down payment when trying to purchase a home.	82.2%	75.6%
There are not enough home-buyer education counseling programs available.	13.3%	4.9%
The area lacks lower cost starter homes for sale.	44.4%	51.2%
Available rental properties are not affordable for many families.	37.8%	61.0%
Other (please specify)	8.9%	4.9%
Q7. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to assist current homeowners in Nicholas County.		
Answer Choices		
Assistance with the cost of needed housing repairs (roof, foundation, or other structural repairs).	68.9%	80.0%
A listing of reputable people providing home repair services.	48.9%	32.5%
Help making homes more energy efficient (insulation, storm windows, etc.).	55.6%	70.0%
Homebuyer education classes.	11.1%	17.5%
Education about programs that assist low income households to pay utility bills.	35.6%	52.5%
Counseling about using credit, securing a mortgage, or asset building.	46.7%	32.5%
Other (please specify)	8.9%	2.5%
Q8. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve health care services in Nicholas County.		
Answer Choices		
Access to affordable health insurance.	60.0%	68.3%
Assistance with dental procedures for people with no dental insurance.	37.8%	61.0%
More health care providers who accept Medicaid.	13.3%	9.8%
More primary care clinics or other low-cost medical services.	20.0%	14.6%
Additional home-health (in-home care) services for seniors.	33.3%	14.6%
Additional primary care providers.	6.7%	14.6%
Additional dental care providers.	6.7%	7.3%
Additional vision care providers.	6.7%	17.1%
Additional medical specialists.	15.6%	7.3%
Additional pre-natal care services.	6.7%	4.9%
Additional mental health services	17.8%	9.8%
Additional substance abuse treatment services.	33.3%	26.8%
More affordable prescription drugs.	26.7%	39.0%
Other (please specify)	8.9%	9.8%
Q9. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve nutrition for residents in Nicholas County.		

Answer Choices		
Increased availability of food programs such as Senior Center meals, "meals on wheels" or food pantries.	60.0%	63.4%
Increased access to free and reduced lunch in schools.	28.9%	22.0%
Increased access to food stamps (SNAP).	22.2%	43.9%
Increased access to meal delivery programs.	35.6%	24.4%
Additional outlets (grocery stores) for purchase of healthy food.	40.0%	43.9%
Transportation to grocery store, food pantry, or other food resources.	26.7%	51.2%
Education about available nutrition programs such as SNAP, WIC, food pantries, etc.	15.6%	17.1%
Education about healthy food choices.	42.2%	31.7%
Other (please specify)	4.4%	2.4%
Q10. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to improve financial literacy and use of income by residents of Nicholas County.		
Answer Choices		
Information about available resources for lower income persons such as health insurance coverage, nutrition programs, housing subsidies, etc.	55.6%	65.9%
Education about how to build financial assets - save and invest money.	35.6%	43.9%
Education/counseling about use of credit.	46.7%	24.4%
Education about money management (using credit, budgeting, bank accounts, etc.).	68.9%	65.9%
Information about federal tax credits (low income credit, child care credit, etc.).	8.9%	19.5%
Education/counseling about the responsible use of income.	48.9%	41.5%
Information and assistance with securing child support.	13.3%	14.6%
Other (please specify)	4.4%	2.4%
Q11. Thinking about your personal experience and knowledge of the area, select the three (3) things you believe are most needed in order to meet the transportation needs of residents in Nicholas County.		
Answer Choices		
Information about available transportation services.	50.0%	48.8%
Additional public transportation services.	50.0%	80.5%
Uber type services that provide on-call transportation as needed.	50.0%	26.8%
Vehicle donation programs to make available low cost, dependable vehicles to people.	31.8%	46.3%
Information about reputable mechanics/car repair services in the area.	29.6%	34.2%
Information and advice about buying a vehicle.	22.7%	7.3%
Information and education about the costs of owning and operating a vehicle.	18.2%	19.5%
Assistance with learning to drive and getting a driver's license.	27.3%	19.5%
Other (please specify)	2.3%	7.3%

Q12. Thinking about your personal experience and knowledge of the area, select the three (3) types of emergency services you believe are most needed in order to adequately respond to emergency situations in Nicholas County.		
Answer Choices		
Additional access to food.	23.3%	24.4%
Additional access to emergency shelter due to domestic violence, flood, fire, eviction, etc.	86.1%	58.5%
Additional access to emergency medical transportation (ambulance services).	14.0%	17.1%
Additional access to services in a medical emergency or drug overdose situation	16.3%	12.2%
More equitable distribution of law enforcement personnel throughout county.	34.9%	24.4%
Additional access to emergency (on-call) mental health services.	16.3%	14.6%
Assistance with necessary prescription drug costs not covered by insurance.	41.9%	56.1%
Assistance with securing housing if home is lost due to a disaster (flood, fire, etc.).	53.5%	61.0%
Other (please specify)	4.7%	4.9%
Q13. Thinking about your personal experience and knowledge of the area, select the three (3) things that most need to be provided in order to support and nurture children in Nicholas County.		
Answer Choices		
Safe homes and neighborhoods.	54.6%	56.1%
More affordable and accessible child care programs.	25.0%	22.0%
Early childhood programs (Childcare, Head Start, Early Head Start, Preschool).	15.9%	17.1%
More home visitation programs (Parents as Teachers, MIHOW, Healthy Families America).	18.2%	4.9%
After school programs.	31.8%	29.3%
Safe, drug free recreation programs for teens.	52.3%	51.2%
Parent education about childrearing.	18.2%	9.8%
Summer activities when school is not in session including day camps for kids.	27.3%	48.8%
Healthy and safe indoor activities/programs for kids.	9.1%	7.3%
Weekend and summer food programs.	36.4%	34.2%
Parent education about child nutrition.	6.8%	2.4%
Other (please specify)	2.3%	4.9%
Q14. Thinking about your personal experience and knowledge of the area, select the three things most needed in order to better support Seniors living in Nicholas County?		
Answer Choices		
Home modifications to accommodate handicaps or limited mobility.	61.4%	67.5%
Meal delivery services.	59.1%	65.0%
Improved access to the State Health Insurance Assistance Program (SHIP) for Medicaid beneficiaries.	15.9%	47.5%
Access to in-home assistance/care services.	56.8%	10.0%

Education/counseling services related to financial issues such as reverse mortgage, selling life insurance policies, social security, tax issues, etc.	22.7%	32.5%
Information about Internet or phone fraud targeted at Seniors.	50.0%	32.5%
Availability of for-hire, Uber-type transportation services.	22.7%	22.5%
Other (please specify)	6.8%	5.0%
Q15. What do you think are the top three areas of need of low income people living in Nicholas County? Select up to three areas of need.		
Answer Choices		
Healthcare.	29.6%	39.0%
Employment opportunities.	63.6%	53.7%
Transportation services.	29.6%	56.1%
Educational opportunities.	20.5%	17.1%
Counseling/education about money management and use of income.	25.0%	9.8%
Safe, decent and affordable housing.	45.5%	61.0%
Assistance with nutrition and food.	20.5%	17.1%
Emergency services.	2.3%	4.9%
Senior programs and services.	22.7%	19.5%
Children's services and programs for children.	38.6%	26.8%
Other (please specify)	4.6%	4.9%
Q16. What do you consider to be the greatest strengths within the services system in Nicholas County? Check all options you consider to be a particular strength.		
Answer Choices		
Social programs.	15.9%	25.0%
Access to good healthcare.	22.7%	17.5%
Public education system.	29.6%	12.5%
Early childhood programs (Childcare, Head Start, Early Head Start, Preschool)	40.9%	45.0%
Public transportation.	13.6%	22.5%
Job opportunities (availability of good jobs).	11.4%	15.0%
Safe and affordable housing.	11.4%	12.5%
Nutrition and supplemental food programs.	15.9%	30.0%
Opportunities to learn about money management. budgeting, use of credit, etc.	0.0%	2.5%
Emergency services/First responders.	65.9%	45.0%
Services and programs for Seniors.	36.4%	62.5%
Other (please specify)	4.6%	5.0%
Q17. If you work for a community agency or organization that provides services to individuals, children and/or families, which of the following service areas does your agency or organization address in Nicholas County? Check all that apply.		
Answer Choices		
Healthcare services.	14.3%	38.5%

Mental health or counseling services.	11.4%	5.1%
Substance abuse services.	8.6%	2.6%
Employment services.	5.7%	20.5%
Transportation services.	8.6%	28.2%
Pre K-12 Public Education.	14.3%	15.4%
Higher education.	0.0%	2.6%
Use of income - money management.	2.9%	12.8%
Housing services.	2.9%	23.1%
Nutrition and food programs.	22.9%	74.4%
Emergency services and situations.	8.6%	23.1%
Childcare	2.9%	7.7%
Head Start/Early Head Start	11.4%	53.9%
Services for felons.	2.9%	2.6%
Services for drug offenders.	2.9%	2.6%
Services for sex offenders.	0.0%	0.0%
I do not work for an agency or organization that provides services to individuals, children and/or families.	45.7%	7.7%
Other (please specify)	14.3%	12.8%
Q18. If you work for an agency or organization that provides services to individuals, children and/or families, how can you best partner with Nicholas Community Action Partnership to better address the needs of low income people? Check all that apply.		
Answer Choices		
Share information.	44.1%	60.0%
Share staff.	8.8%	8.6%
Share facilities.	11.8%	11.4%
Share existing funding.	8.8%	11.4%
Apply for joint funding.	17.7%	17.1%
Assist with developing grant proposals (grant writing).	20.6%	14.3%
Engage in collaborative work to address specific issues.	35.3%	37.1%
I do not work for an agency or organization that provides services to families.	44.1%	0.0%
Other (please specify)	2.9%	5.7%
Q20. What is your current age?		
Answer Choices		
18-19 yrs.	0.0%	2.6%
20-24 yrs.	2.2%	2.6%
25-34 yrs.	11.1%	12.8%
35-44 yrs.	22.2%	28.2%
45-54 yrs.	31.1%	23.1%
55-64 yrs.	24.4%	18.0%
65-74 yrs.	6.7%	12.8%

75 yrs. and older	2.2%	0.0%
Q21. What is your gender?		
Answer Choices		
Male	44.4%	18.4%
Female	53.3%	81.6%
Unspecified	2.2%	0.0%
Q22. What is your approximate average household income?		
Answer Choices		
Less than \$10,000	4.6%	21.6%
\$10,000 to \$14,999	0.0%	13.5%
\$15,000 to \$24,999	4.6%	13.5%
\$25,000 to \$34,999	13.6%	16.2%
\$35,000 to \$49,999	20.5%	8.1%
\$50,000 to \$74,999	25.0%	24.3%
\$75,000 to \$99,999	13.6%	2.7%
\$100,000 or more	18.2%	0.0%
Q23. What is the highest level of education you have completed?		
Answer Choices		
Less than high school.	0.0%	5.3%
High school graduate or GED.	24.4%	21.1%
Vocational, trade school, or certificate program.	6.7%	18.4%
Some college - no degree.	20.0%	29.0%
Associate degree.	8.9%	7.9%
Bachelor's degree.	24.4%	15.8%
Graduate or professional degree.	15.6%	2.6%

Appendix C – Complete Service Recipient Survey Results

Q1. Have you received one or more services from the Nicholas Community Action Partnership during the past year?		
Yes	58.2%	53
No	41.8%	38
	Answered	91
	Skipped	0
Q2. Which of the following issues or situations related to employment and jobs have you personally experienced within the past year? Select all issues related to seeking employment that apply to your situation now or in the past year.		
I have tried to find work but there is nothing available in this area.	16.7%	12
I don't have the level of education required to get available jobs.	11.1%	8
I need computer and/or technical skills in order to get a job.	8.3%	6
Jobs that are available don't pay enough to make up for the loss of my government benefits.	12.5%	9
I don't have any way to get to job interviews or work locations.	9.7%	7
I feel like I lack skills necessary to compete for a good job like resume writing, interviewing, completing job applications, etc.	6.9%	5
I don't have any childcare during the hours I would have to work.	5.6%	4
I wouldn't end up making much working a low wage job after paying for childcare.	12.5%	9
I was convicted of a crime and no one wants to hire me.	4.2%	3
I have a substance abuse problem and can't get treatment.	1.4%	1
I have a disability or handicap that prevents me from working.	52.8%	38
Other issue related to getting a job (please specify):	25.0%	18
	Answered	72
	Skipped	19
Q3. Which of the following issues or situations related to education and training opportunities have you personally experienced within the past year. Select all issues related to education and training that apply to your situation now or in the past year.		
I don't have transportation to programs I would like to attend.	12.3%	8
I have had difficulty trying to locate GED/Adult Education classes.	1.5%	1
Education and training classes were too difficult-I stopped going.	3.1%	2
I cannot afford a fast Internet connection and/or a computer.	15.4%	10
A fast Internet connection is not available where I live.	10.8%	7
I don't have child care when education/training classes are held.	4.6%	3
I dropped out of school before completing high school.	24.6%	16
I have had difficulty communicating with school personnel.	3.1%	2
I am concerned about violence in local schools.	10.8%	7

Other issue related to education and training (please specify):	46.2%	30
	Answered	65
	Skipped	26
Q4. Which of the following issues related to obtaining safe, decent and affordable housing have you personally had to deal with within the past year? Check all issues that apply to you related to trying to obtain safe and affordable housing.		
I have been unable to get approved for any type of assistance or have been placed on a waiting list for public housing.	15.0%	6
I don't have a good enough credit score to qualify for a mortgage.	57.5%	23
I don't have any way to make the required down payment to purchase a home.	52.5%	21
I need advice about how to buy a home, get a mortgage, etc.	27.5%	11
All the decent homes for sale in this area cost too much for me to afford.	50.0%	20
Decent places to rent cost too much for me to afford.	60.0%	24
My home was damaged or destroyed in a disaster and I didn't have insurance.	12.5%	5
	Answered	40
	Skipped	51
Q5. Which of the following needs related to home maintenance and expenses do you currently have, or have you had in the past year? Select all needs you have now or in the past year.		
I have needed help with the cost of housing repairs (roof, foundation, or other structural repairs).	30.1%	22
I need help finding people who can do home repairs at a reasonable cost.	30.1%	22
I need help with making my home more energy efficient (insulation, air sealing of windows/doors, etc.).	31.5%	23
I can't afford to pay my utility bills without assistance.	24.7%	18
I would like to know more about using credit, mortgage refinancing, or other money issues.	15.1%	11
Other need related to housing (please specify):	30.1%	22
	Answered	73
	Skipped	18
Q6. Which of the following issues or situations related to healthcare have you personally experienced? Select all issues related to healthcare that apply to your situation now or in the past year.		
I do not have any type of health insurance.	5.9%	4
I need help with paying for dental procedures.	44.1%	30
I have had a hard time finding health care providers who accept Medicaid.	7.4%	5
I don't have a primary care clinic or other low-cost medical service in my area.	2.9%	2
I need home-health (in-home care) for Seniors but have not been able to find help.	4.4%	3
I am or was pregnant in the past year and didn't get any pre-natal care.	0.0%	0
I have mental health problems and can't find any services.	7.4%	5

I have substance abuse problems and can't get into any program to help me.	1.5%	1
I need help with paying for prescription drugs I am taking.	8.8%	6
Other need related to healthcare (please specify):	48.5%	33
	Answered	68
	Skipped	23
Q7. Which of the following issues or situations related to food have you personally experienced in the past year. Select all issues related to obtaining food that apply to your situation now or in the past year.		
I sometimes need help feeding myself or my family but can't find anyplace to get free food.	8.9%	5
I don't know how to sign my kids up for free meals at school.	0.0%	0
I don't know how to get food stamps (SNAP).	1.8%	1
I am home bound and can't find any program to bring meals to my home.	8.9%	5
I don't have any way to get to a grocery store, food pantry, or other place to get food.	8.9%	5
I need to know more about how to access available nutrition programs such as SNAP, WIC, food pantries, etc.	7.1%	4
I would like to know more about what type of food is healthy.	32.1%	18
Other issue about food (please specify):	55.4%	31
	Answered	56
	Skipped	35
Q8. Which of the following issues or situations related to money and finances have you personally experienced in the past year. Select all issues related to money and finances that apply to your situation now or in the past year.		
I need information about health insurance coverage, food programs, housing subsidies, or other programs that help low income people make ends meet.	17.5%	11
I would like to learn more about how to build financial assets - save and invest money.	20.6%	13
I would like to learn more about how to raise my credit score.	34.9%	22
I would like more information about money management (using credit, budgeting, bank accounts, etc.).	28.6%	18
I need information about federal tax credits (low income credit, child care credit, etc.).	11.1%	7
I need help with getting my child support payments.	11.1%	7
Other money issue (please specify):	50.8%	32
	Answered	63
	Skipped	28
Q9. Which of the following issues or situations related to transportation have you personally experienced within the past year. Select all issues related to transportation that apply to your situation now or within the past year.		

I need to know what transportation services are available.	23.1%	15
I need a vehicle in order to get a job.	10.8%	7
I need to know where to take my vehicle to get it repaired.	23.1%	15
I need help with learning to drive and getting a driver's license.	6.2%	4
Other issue related to transportation (please specify):	53.9%	35
	Answered	65
	Skipped	26
Q10. Which of the following issues or situations related to emergency situations have you personally experienced within the past year. Select all issues related to emergency situations that apply to your situation now or within the past year.		
I needed help with putting food on the table.	16.4%	9
I needed shelter from domestic violence.	1.8%	1
I have needed temporary housing due to a crisis.	7.3%	4
I have needed an ambulance to get to the hospital.	20.0%	11
I needed help with a drug overdose situation.	3.6%	2
I needed the police to come to my home.	7.3%	4
I needed mental health services in a crisis situation.	5.5%	3
I needed legal help and could not get it.	7.3%	4
Other emergency (please specify):	50.9%	28
	Answered	55
	Skipped	36
Q11. Which of the following issues or situations related to programs and services for children have you personally experienced in the past year. Select all issues related to services for your children that apply to your situation now or in the past year.		
I have concerns about the safety of my child(ren).	12.0%	6
I can't find childcare when I need it.	4.0%	2
I have a child eligible for preschool but have no way to get them to the public preschool program serving my area.	4.0%	2
I need someplace for my child(ren) to go after school until I get off work.	6.0%	3
I am concerned about what my teenager does with his or her time.	14.0%	7
I would like to learn more about parenting and raising kids.	4.0%	2
My child(ren) need some type of summer activities when school is not in session such as a day camp for kids.	16.0%	8
I need some help with meals on weekends and in the summer when my child(ren) can't get free meals at school.	4.0%	2
Other issues/concerns about services for children (please specify):	74.0%	37
	Answered	50
	Skipped	41

Q12. Which of the following issues or situations related to services and programs for Seniors have you personally experienced in the past year. Select all issues related to Seniors that apply to your situation now or in the past year.		
I need some modifications to my home to accommodate an elderly person with handicaps or limited mobility.	16.4%	9
I need meal delivery services since I am elderly and can't get out.	29.1%	16
I need information about my Medicaid or Medicare benefits.	7.3%	4
I need information about financial issues that affect older people such as reverse mortgage, selling life insurance policies, social security, tax issues, etc.	5.5%	3
I would like to know more about Internet or phone fraud targeted at Seniors.	18.2%	10
I am a Senior and live alone and don't have any transportation to get where I need to go.	12.7%	7
Other Senior issue (please specify):	47.3%	26
	Answered	55
	Skipped	36
Q13. If you could only choose one type of service, which of the following would be your area of greatest need. Select the type of service or program most needed over the past year.		
Healthcare.	15.4%	12
Employment opportunities.	14.1%	11
Transportation services.	16.7%	13
Educational opportunities.	5.1%	4
Counseling/education about money management.	2.6%	2
Safe, decent and affordable housing.	12.8%	10
Assistance with nutrition and food.	6.4%	5
Emergency services.	0.0%	0
Free legal advice or representation.	0.0%	0
Senior programs and services.	21.8%	17
Children's services and programs for children.	5.1%	4
	Answered	78
	Skipped	13
Q14. Which service areas do you consider to be the strongest in your community? Check only those areas you have found to be responsive to your needs with good and helpful services.		
Social programs.	6.8%	5
Healthcare system.	12.2%	9
Public education system.	14.9%	11
Early childhood programs.	17.6%	13
Public transportation.	8.1%	6
Job opportunities (availability of good jobs).	4.1%	3
Safe and affordable housing.	9.5%	7

Nutrition and supplemental food programs.	28.4%	21
Opportunities to learn about money management.	4.1%	3
Emergency services/First responders.	43.2%	32
Legal aid or free attorney services.	1.4%	1
Crime victim services.	1.4%	1
Services and programs for Seniors.	48.7%	36
	Answered	74
	Skipped	17
Q16. Are there any children in your household who are attending a Head Start program in Nicholas County?		
Yes	5.6%	5
No	94.4%	85
	Answered	90
	Skipped	1
Q17. If you have any children in your household under 3 yrs. of age, would you be interested in services from a home visitation program?		
Not Applicable - I either have no children under 3 yrs. of age or already receive home visitation services.	61.8%	55
Yes	1.1%	1
No	34.8%	31
Maybe - I need to know more about this type of service.	2.3%	2
	Answered	89
	Skipped	2
Q18. What is your current age?		
Answer Choices	Response Percent	Responses
18-19 yrs.	2.3%	2
20-24 yrs.	3.4%	3
25-34 yrs.	11.2%	10
35-44 yrs.	12.4%	11
45-54 yrs.	18.0%	16
55-64 yrs.	16.9%	15
65-74 yrs.	12.4%	11
75 yrs. and older	23.6%	21
	Answered	89
	Skipped	2
Q19. What is your gender?		
Male	18.9%	17
Female	77.8%	70

Unspecified	3.3%	3
	Answered	90
	Skipped	1
Q20. What is your race?		
White	97.8%	87
Black or African American	1.1%	1
American Indian or Alaska Native	1.1%	1
Asian	0.0%	0
Native Hawaiian or Pacific Islander	0.0%	0
Two or more races	0.0%	0
	Answered	89
	Skipped	2
Q21. Are you Hispanic or Latino?		
Yes	1.2%	1
No	98.9%	86
	Answered	87
	Skipped	4
Q22. Are you a Veteran?		
Yes	5.6%	5
No	94.4%	85
	Answered	90
	Skipped	1
Q23. What is your household type? Select the response that best describes your household.		
Single person - no children.	37.2%	32
Two or more adults - no children.	19.8%	17
Two parents with your own children.	12.8%	11
Two adults with related children.	4.7%	4
Single female parent with your own children.	20.9%	18
Single female with related children.	2.3%	2
Single male parent with your own children.	0.0%	0
Single male with related children.	0.0%	0
Foster parent.	0.0%	0
Grandparent raising grandchild(ren).	2.3%	2
Non-relative raising someone else's child(ren).	0.0%	0
	Answered	86
	Skipped	5
Q24. What is your approximate annual household income?		

Less than \$10,000	43.7%	38
\$10,000 to \$14,999	16.1%	14
\$15,000 to \$24,999	14.9%	13
\$25,000 to \$34,999	9.2%	8
\$35,000 to \$49,999	5.8%	5
\$50,000 to \$74,999	5.8%	5
\$75,000 to \$99,999	0.0%	0
\$100,000 or more	4.6%	4
	Answered	87
	Skipped	4
Q25. Please check all sources of household income.		
Earnings (wages, salary, or contract work)	37.9%	33
Retirement income	11.5%	10
Social security income	41.4%	36
SSI/SSDI	33.3%	29
Worker's Compensation	0.0%	0
Unemployment income	0.0%	0
Cash assistance (TANF)	6.9%	6
Farming income	1.2%	1
Odd jobs	6.9%	6
Other (please specify)	11.5%	10
	Answered	87
	Skipped	4
Q26. What is the highest level of education you have completed?		
Less than high school.	21.4%	19
High school graduate or GED.	32.6%	29
Vocational school, trade school or certificate program.	10.1%	9
Some college - no degree.	11.2%	10
Associate degree.	7.9%	7
Bachelor's degree.	11.2%	10
Graduate or professional degree.	5.6%	5
	Answered	89
	Skipped	2
Q27. Which of the following categories best describes your current employment status?		
Employed, working full-time	24.1%	21
Employed, working part-time	8.1%	7
Not employed and looking for work	6.9%	6
Not employed and not looking for work	5.8%	5
Retired	17.2%	15

Disabled, not able to work	37.9%	33
	Answered	87
	Skipped	4

Service Recipient Survey – Open Ended Comments

Which of the following issues or situations related to employment and jobs have you personally experienced within the past year? Select all issues related to seeking employment that apply to your situation now or in the past year.

I am employed

Nothing other than fast food that doesn't require education/experience nowhere to get training

No License, No vehicle. Just a misdemeanor but it has stopped me at a couple jobs.

I'm a senior citizen who has retired have several health problems

Senior Citizen Retired

77 yrs. old

retire

Disabled

Not enough jobs in the area and my education level makes me overqualified.

I have been offered two jobs in the past 6 months

I work, but husband stays home to keep children due to lack of affordable childcare

Over qualified for jobs offered

Which of the following issues or situations related to education and training opportunities have you personally experienced within the past year. Select all issues related to education and training that apply to your situation now or in the past year.

A need for adult vocational training in our area is needed

I dropped out of school got my GED, CNA certification.

Dr Psycrist says no - mental issues to not to go to work

disabled

Am disabled so I have not needed any education training

I am disabled

92 yrs. old dementia

I was able to get homeschool for GED diploma

Disabled anxiety, majestic disorder

Wages are way too low for people with degrees. Industry is almost non existent so good paying jobs are nonexistent.

after work (paying babysitter) and getting the kids it's not possible to attend any classes due to not having another babysitter or reliable babysitter that doesn't cost an arm and a leg as i have 4 children

I'm concerned my children won't receive the same opportunities as other children in the school system because of our income and area of residence

Which of the following needs related to home maintenance and expenses do you currently have or have you had in the past year? Select all needs you have now or in the past year.

definitely would love to have a class on how to build my credit score

Finding decent contractor, honest ones: we were defrauded, lost money, we're still paying @ bank and can't afford to hire representation or pay fees to prosecute to get money back. Contractor was a licensed plumber (now in jail) no bad referrals at the time.

always rent have maintenance person

Need safety bars in bath tub/shower

have low income housing

I rent a apt at Summersville place my rent is \$25 a month. My sister has been paying my bills since 2013

I have to rent

home needs new insulation. The electric bill made things harder this winter.

No decent rentals available in any area of the county

Which of the following issues or situations related to healthcare have you personally experienced? Select all issues related to healthcare that apply to your situation now or in the past year.

I have a bill in my name from a healthcare provider for my child that my insurance for some reason won't back up and pay.

Dentures were destroyed in house fire

Need help getting glasses

need glasses no help

my Medicare pays for my medicine, but I have to pay \$8 every so often on my meds

I need help being able to get a hearing aid due to cost

We need more help!!! Reliable help!!

I have health Insurance haven't really had problems

Need new glasses and dental work

No VA close to my home.

We didn't have health insurance until my husband went to basic training and was making a lot less money. Now we have health insurance through Tricare but its sad that my husband had to join military to get affordable health care (not that we regret it he loves his new job!)

Minor care available in the area. All specialists or further treatment requires out of county travel

Which of the following issues or situations related to food have you personally experienced in the past year. Select all issues related to obtaining food that apply to your situation now or in the past year.

I don't qualify for help but can't afford to buy food the way I should

we need more healthy food options for eating at low cost

I get SNAP

My worker takes me to the store or goes for me

I currently have SNAP benefits and go to the pantry

I get SNAP but still have to buy groceries with cash a lot

I was never taught how to balance a checking account book

I just want more

I don't receive any money my sister has been paying my bills for me since 2013. I went to court 1/31/18 for SSI the Judge awarded it to me but it is still pending in Charleston

I need help with getting a new home due to limited funds

I need money first

Low wage positions in the area and no industry to support those with degrees. Small businesses are almost nonexistent as well.

I cannot afford the extremely high flood and homeowners insurance policies, especially after the flood

Which of the following issues or situations related to transportation have you personally experienced within the past year. Select all issues related to transportation that apply to your situation now or within the past year.

No vehicle issues

MTA or a family member

have own transportation

currently can't drive for medical reasons.

I am unable to drive

I need a car

Little to NO public transportation

Road clearing in bad weather needs improvement. If you don't live around try 19 your basically stuck

Cost of maintaining auto

Which of the following issues or situations related to emergency situations have you personally experienced within the past year. Select all issues related to emergency situations that apply to your situation now or within the past year.

Purchased wood for heat

I have not experienced any emergencies but if I would need it, the closest hospital is 45 minutes away

Which of the following issues or situations related to programs and services for children have you personally experienced in the past year. Select all issues related to services for your children that apply to your situation now or in the past year.

my kids are grown

I have no children

I have no children living with me, but I am concerned about grandchildren

No children small I don't have children young enough for school

Addiction is a problem here in Richwood, which means that you find needles throughout town. That is a concern for us who have children walking to school or playing in the neighborhood.

My teenage child refuses to attend any camps etc. that are available for low income families

because of the stigma associated with "welfare" programs. There are problems with the haves and have nots

Activities for children and help with household fixing

Which of the following issues or situations related to services and programs for Seniors have you personally experienced in the past year. Select all issues related to Seniors that apply to your situation now or in the past year.

no public transportation on weekends

none

Alzheimer disease

I am not elderly. I'm 39 years old.

My worker is my only transportation

Meal sources for my clients is needed at times

not a senior

I'm concerned about the Richwood Senior Citizens center since I have several relatives that depend on it.

Many seniors I know personally won't ask for help. This generation of people are a proud bunch

Please select the response for each statement about the Nicholas Community Action Partnership that best describes your opinion about the agency.

Programs that help people

head start

Helpful

thankful

This is my first time using this program

Helpful

Very helpful resource

I just moved here 4 months ago

friendly, helpful, caring

Caring Help

Community

Friendly staff and workers help all they can

friendly, work well, there when you need them

how good helpers

you need to put paper work or talk to the community

Great Help!

Very helpful

considerate/efficient/compassionate/patient

having my worker and my meals delivered daily other than that I really don't know much about

Nicholas CAP the nurse is nice.

Nice people

Helpful

Help with seniors

Very Kind

Help friendly

Good to help someone

satisfactory no issues everything's good

Very Helpful

Wonderful People

Kindness/helpful

Option

They help those less fortunate with emergency utility payments. They help connect you with other resources you may need, or other organizations that can help you if they can't.

What is that?

Helpful

MTA

Pre-K education

Helpful and friendly

Reliable. Helpful. Kind.

Head start.

Preschool and senior services

Senior center

Helpful

Help when people are in need

Inviting

Please check all sources of household income.

Child support but the dad quit again

\$192.00 in SNAP

My husband's pension from construction work

Dividends

Alimony

SNAP

Child support

Have others living in My home who help with their expense

Child support

Rental properties

Appendix D – Summary of Community Discussions by Location

Trends Noted Across all Communities

Question #1: What is your vision for the ideal future of your community?

- More livable wage job opportunities
- No more drug abuse/ addiction problems - add rehab services
- Affordable activities for kids/ families, esp. outdoor
- Education, job, life skills training opportunities
- Better use of available community resources

Question #2: What are the greatest challenges or needs in your community to achieve this ideal vision?

- Lack of money/ poverty
- Transportation
- Drug abuse
- Closed mindsets/ ego
- Duplication of efforts/ services

Question #3: What are the greatest strengths/assets of your community?

- Strong sense of community
- Involvement of community organizations
- Recreation/ tourism opportunities
- Available property
- Good, decent people

Question #4: How do you define poverty in your community, including what keeps people in poverty? Poverty in your community looks like...

- Generational
- Lack of safety net/ financial cushion
- Hopelessness
- Lack of livable wage job/ working poor
- Addiction & physical/ mental health concerns

Question #5: What are some specific ways that organizations, industry, small business, the faith community, public leadership and community leaders can work together in service to your community (especially related to poverty)?

- Collaborate more often, more effectively
- Eliminate egos/ develop open minds
- Communicate more often, more effectively

Summersville Community Discussion Responses

Question #1: What is your vision for the ideal future of your community?

- Higher paying jobs above \$10/hr.)
- Homeless shelter
- Safe/ affordable housing
- Transportation – all forms
- Drug rehab – full spectrum!
- Activity centers for youth
- Sports arena/ center
- Outdoor activities for youth/ adults
- Improved security in schools
- Affordable/ accessible child care
- Driver's education for adults
- Literacy programming for adults
- Sliding scale of costs for auto mechanic garage
- Mentoring programs for high school age students

Question #2: What are the greatest challenges or needs in your community to achieve this ideal vision?

- Funding
- Trust issues
- Public education/ de-stigmatization
- Changing mindsets to be open to change
- Affordable housing challenge
- Making too much but not enough (working poor)
- Not enough guidance for children both early on/ high school

Question #3: What are the greatest strengths/assets of your community?

- Amazing sense of community camaraderie
- Small airport
- Nicholas CAP with great partnerships & community (partnerships + collaboration)
- Connectedness (everybody knows everybody)
- City of Summersville is generous
- Support for entrepreneurs
- Armory

Question #4: How do you define poverty in your community, including what keeps people in poverty? Poverty in your community looks like...

- No safety net
- Generational – lack of information, mindset
- Not being able to meet basic needs (mom sends child to Headstart so they will have 2 meals)
- Barriers
- Physical/ mental health issues
- Hopelessness (“I’ll never get out of this.”)
- Limitations/ access
- Broken system
- System abuse
- Teen pregnancy!

Question #5: What are some specific ways that organizations, industry, small business, the faith community, public leadership and community leaders can work together in service to your community (especially related to poverty)?

- Workflow (steps taken to get the needed service)
- Community Action referral services
- Prevention system
- Strong communications
- Eliminating egos

Richwood Community Discussion Responses

Question #1: What is your vision for the ideal future of your community?

- Activities for young and old alike
- Promote tourism x2
- Better education
- Make Richwood a destination (tourism)
- Co-op farming
- Youth job program – cleaning, mowing, errands
- Outdoor exercise/ community activity
- More jobs for young people
- High tech industry
- Apprenticeship/ mentorship
- Zipline along Oakford Avenue!
- More community unification
- Basic needs businesses
- Motorcycle destination (cater to tourists)
- Winter sports
- Outdoor recreation
- Public restrooms

- Rest area for travelers
- *common communication HUB (Chamber of Commerce?)

Question #2: What are the greatest challenges or needs in your community to achieve this ideal vision?

- People taking more action (more doers)
- Funding
- Communication (lack of)
- Drugs
- Active workforce
- Overcoming entitlement mindset
- “red tape”
- Infrastructure (roadways)
- Lack of advertising/ community news
- Lack of daycare
- Lack of living wage jobs
- Transportation

Question #3: What are the greatest strengths/assets of your community?

- Timber mills (industry)
- Good WiFi
- Growing technology industry (Chuck)
- Affordable housing
- Great people
- Sense of community
- Empty buildings
- Annual festivals
- Back country tour
- Snow

Question #4: How do you define poverty in your community, including what keeps people in poverty? Poverty in your community looks like...

- No hope
- Addiction
- Basic needs
- Lack of intelligence
- Generational (tradition)
- Lack of perspective
- Financial assistance barriers
- No living wage jobs

- Lack of awareness of resources
- Fixed income families

Question #5: What are some specific ways that organizations, industry, small business, the faith community, public leadership and community leaders can work together in service to your community (especially related to poverty)?

- Involvement of every business, church, group in a more unified fashion
- Collaboration
- Communication

Craigsville Community Discussion Responses

Question #1: What is your vision for the ideal future of your community?

- Continued growth
- Nursing home
- Motel
- Repurpose the vocational center
- More long-term jobs
- Youth activities
- Clothing stores
- Drug-free community
- Additional law enforcement coverage
- More elderly programs to help the elderly
- Skilled jobs
- Youth Work Groups

Question #2: What are the greatest challenges or needs in your community to achieve this ideal vision?

- Money
- More workers (willing)
- Drug abuse
- Training center for all ages
- Lack of education
- Lack of incentive' work ethic
- Parental guidance (lack of)
- Infrastructure
- School security (lack of)

Question #3: What are the greatest strengths/assets of your community?

- 2 different factories

- Go Mart (convenience store)
- Foodland (grocery store)
- New school (elementary)
- Senior Center
- Community organizations
- Community groups (seniors)
- Great churches and faith-based groups lending helping hands
- Active library
- Outdoor activities
- Scenic recreation areas

Question #4: How do you define poverty in your community, including what keeps people in poverty? Poverty in your community looks like...

- Struggle to care for their home financially
- People who don't have food
- Making a choice on what to buy – medication or food
- Working poor (have a job and still can't make ends meet)
- Poor choice in finances (smoking cigs, not paying power bill)
- Loss of industry/ driving families into poverty
- Lack of knowledge, pride in getting job
- Drugs
- Lack of enthusiasm, self esteem

Question #5: What are some specific ways that organizations, industry, small business, the faith community, public leadership and community leaders can work together in service to your community (especially related to poverty)?

- Communicate more with each other
- “drop the ego” stop being in competition
- Have “agreeable minds” on projects

Appendix E – Secondary Data Sets Reviewed

- American Community Survey data – 5-year estimates, US Bureau of the Census, 2012-2016.
 - *Selected Social Characteristics (DP02)*
 - *Selected Economic Characteristics (DP03)*
 - *Selected Housing Characteristics (DP04)*
 - *Demographic and Housing Estimates (DP05)*
 - *Grandchildren Under 18 Years Living with a Grandparent Householder (B10002).*
- Small Area Income and Poverty Estimates, US Bureau of the Census, 2015.
- *Profile of General Population and Housing Characteristics: 2010*, US Census Bureau (DP-1)
- *Annual Estimates of Resident Population: April 1, 2010 to July 1, 2016*, US Bureau of the Census, 2016 Population Estimates.
- 2015 Kid's Count Data Book.
- *West Virginia Food Link County Profiles*, Nourishing Networks - WV Community Food Security Assessment, 2016.
- *Employment by Occupation and by Industry*, US Bureau of Labor Statistics.
- Research, Information, and Analysis Division, Workforce West Virginia - *WV Labor Force Statistics by County*.
- WV Bureau of Employment Programs -*Top Employers in West Virginia*.
- Public Transportation Information -WV Transit Websites.
- WV Health Statistics Center *Vital Statistics Deaths by Opioid Overdose*.
- CDC Mortality Data – *Drug Overdose Mortality Rate 2014-16*.
- WV Health Statistics Center - *Behavioral Risk Factors and Health Conditions by County 2014*.
- Critical Incidents Report, WV DHHR, 2016.
- Circuit Court Filings - *Child Abuse & Neglect, 2015*.
- Family Court Filings - *Domestic Violence, 2015*.
- WV Higher Education Policy Commission - *WV College Going Rates Report 2016*.
- ZoomWV Data Dashboard, WV Department of Education.
- WV Department of Education Office of Early Learning Program Participation Reports.
- National Low-Income Housing Coalition County Reports, 2016.
- Prosperity Now Scorecard - Data from 2014 Census Bureau Survey of Income and Program Participation (SIPP).
- Hospital Directory, WV Hospital Association.
- Primary Care Centers Directory, WV-DHHR.
- Comprehensive Behavioral Health Centers Directory.
- Directory of School-Based Health Services, 2016-17.
- Nicholas CAP program service reports.

Appendix F - Summary of Secondary Data Compiled

<u>Indicator</u>	<u>Indicator Value</u>
<u>Geographic</u>	
Land Area in Square Miles (2010)	647
Population per Square Mile (2010)	40.6
<u>Demographic</u>	
Population estimate as of July 1, 2016	25,043
Percent change in population April 1, 2010 to July 1, 2016	-4.50%
% Pop. Under 5 Yrs. (July 1, 2016)	5.40%
% Pop. Under 18 Yrs. (July 1, 2016)	20.40%
Total Population	25,743
Under 5 yrs.	1,387
5-19 yrs.	4,258
20-44 yrs.	7,391
45-64 yrs.	7,706
65 yrs. and older	5,001
Percent Pop. Under 5 Yrs.	5.4%
Percent Pop. 5-19 Yrs.	16.5%
Percent Pop. 20-44 Yrs.	28.7%
Percent Pop. 45-64 Yrs.	29.9%
Percent Pop 65 Yrs. and Older	19.4%
<u>Race</u>	
White	97.5%
Black	0.5%
Asian	0.5%
American Indian or Alaska Native	0.2%
Other or Mixed Race	1.3%
<u>Ethnicity</u>	
Hispanic or Latino	0.5%
<u>Veteran Status</u>	
Number of persons 18 yrs. and over who are veterans	1,882
Percent veterans	9.2%
Percent veterans with a disability	44.2%

Percent veterans 65 yrs. of age and older	55.5%
<u>Households.</u>	
Total households	10,752
Family households (2 or more persons related by birth marriage or adoption living together)	7,612
Percent family households	70.8%
Households with children under 18 yrs.	2,341
Percent households with children under 18 yrs.	21.8%
<u>Health and Healthcare</u>	
With health insurance	91.7%
With private coverage	62.8%
With public coverage	46.7%
With no health insurance	8.3%
Employed with no health insurance	10.8%
<u>Adults 18 Yrs. of Age and Older</u>	
Percent Fair or Poor Health	31.8%
Obesity	36.5%
Cigarette Smoking	31.3%
Cardiovascular Disease Prevalence	15.2%
Diabetes Prevalence	12.0%
Percent low birth weight babies (less than 2500 grams)	8.5%
Teen birth rate (ages 15-19 per 1,000 females)	45.9
Infant mortality rate per 1,000 live births	9.1
Births to mothers with less than a high school education	12.7%
Drug overdose mortality rate per 100,000 population.	47
Percent civilian non-institutionalized population with a disability	21.0%
<u>Nutrition</u>	
Number of families receiving WIC - enrollment average 2013	1,256
Households receiving food stamps (% total households)	2,049
Percent households receiving food stamps	19.10%
Number of retail locations accepting food stamps, 2015	43
Number of retail locations accepting WIC, 2015	3
Students eligible for free & reduced school meal program, 2015	2,684
Percent eligible students participating-free & reduced Lunch	65.0%

Number of Food Assistance Providers (Pantries, Hot Meals, Backpack Programs, Meal Delivery) - July, 2015	10
<u>Employment and Jobs</u>	
Population 16 yrs. of age and over	21,082
Percent Population 16 yrs. and older in labor force	50.3%
% Families with children under 6 yrs. and all parents in labor force	57.7%
Civilian Labor Force - March 2018	9,220
Total Unemployment - March 2018	700
Unemployment Rate - March, 2018	7.6%
Decrease in unemployment rate March 2017 to March 2018	-0.5%
<u>Employment and Poverty</u>	
Percent unemployed persons 16 yrs. and older below FPL	45.1%
Percent employed persons 16 yrs. and older below FPL	7.3%
Percent persons 16 yrs. and older employed full-time, year-round in past 12 months below FPL	2.7%
Percent persons 16 yrs. and older employed part-time or part-year in past 12 months below FPL	19.9%
Percent persons 16 yrs. and older who did not work at all in past 12 months below FPL	22.5%
<u>Percent Employment by Industry</u>	
Agriculture, forestry, fishing & hunting, and mining	11.3%
Construction	7.5%
Manufacturing	6.5%
Wholesale Trade	2.7%
Retail Trade	14.0%
Transportation, warehousing and utilities	5.4%
Information	1.3%
Finance & insurance and real estate	2.4%
Professional, scientific, administrative & waste management	8.2%
Educational services and health care and social assistance	23.7%
Arts, recreation, accommodation & food services	5.4%
Other services	5.8%
Public administration	5.7%
<u>Transportation</u>	
<u>Access to Work</u>	
Drove alone to work	88.8%
Car pooled to work	6.0%
Public transportation	0.4%
Walked	0.8%

Other means	1.8%
Worked at Home	2.2%
Mean travel time to work (minutes)	27.3
<u>Income and Assets</u>	
<u>Credit & Asset Conditions</u>	
Households with Zero Net Worth	16.60%
Liquid Asset Poverty Rate - lack sufficient liquid assets to subsist at poverty level for three months in absence of income.	42.00%
Unbanked Households - No checking or savings account.	5.60%
<u>Income</u>	
Median household income	\$39,901
Median family income	\$49,538
<u>Source of household income</u>	
Earnings	63.2%
Social Security	44.2%
Retirement	26.6%
Supplemental Security Income	7.6%
Cash Assistance TANF)	3.3%
<u>Poverty Analysis</u>	
Number All People Below FPL	4,486
Percent All People Below FPL	17.6%
<u>Gender</u>	
Number Male Below FPL	1,896
Percent Male Below FPL	15.3%
Number Female Below FPL	2,590
Percent Female Below FPL	19.8%
<u>Ethnicity</u>	
Number Hispanic/Latino Below FPL	0
Percent of All Persons Below FPL Who Are Hispanic/Latino	0.0%
<u>Race</u>	
Number of White Persons Below FPL	4419
Percent of All Persons Below FPL Who Are White	98.5%
Number of Black or African American Persons Below FPL	3
Percent of All Persons Below FPL Who Are Black	0.1%
Number of Native American/Alaska Native Below FPL	0
Percent of All Persons Below FPL Who Are Native American	0.0%
Number of Asian Persons Below FPL	17
Percent of All Persons Below FPL Who Are Asian	0.4%
Number of Other Race Persons Below FPL	0
Percent of All Persons Below FPL Who Are Other Races	0.0%
Number of Multiple Race Persons Below FPL	47
Percent of All Persons Below FPL Who Are Multi-Racial	1.0%

<u><i>Children</i></u>	
Total All Children Under 18 Below FPL	1,385
% All Children Under 18 Below FPL	27.5%
Total All Children Under 5 Below FPL	664
% All Children Under 5 Below FPL	48.8%
<u><i>Families</i></u>	
All Families below FPL	12.4%
Families with related children under 18 yrs.	23.9%
All Families with related children under 5 yrs.	35.9%
Single female headed families with children under 5 yrs.	63.3%
<u><i>Seniors</i></u>	
Total All Seniors Ages 65 and Older Below FPL	449
% All Seniors 65 and Older Below FPL	10.0%
<u><i>Veterans</i></u>	
Percent veterans below FPL	6.7%
<u><i>Education and Training</i></u>	
<u><i>Persons 25 yrs. of age and older</i></u>	
Less than HS	16.4%
HS Graduate	45.9%
Some College - no degree	16.1%
Associate Degree	6.4%
Bachelor's Degree	8.8%
Graduate or professional degree	6.5%
<u><i>Persons Without HS Education Below FPL</i></u>	
Percent persons with less than HS diploma below FPL	26.6%
<u><i>Public Schools</i></u>	
Total Public-School Enrollment 2017-18	3738
Number Special Education	591
Percent Special Education 2017-18	15.8%
Graduation Rate 4 Year Cohort 2017	93.4%
Attendance Rate 2016-17	93.2%
11th Grade Mathematics Proficiency 2016-17	18.0%
11th Grade Reading Proficiency 2016-17	51.5%
<u><i>College Going Rate Fall of 2016</i></u>	
Any Institution of Higher Education	52.3%
4 Yr. WV Institutions	36.1%
2 Yr. WV Institutions	8.8%
<u><i>Housing</i></u>	
Total Housing Units	13,012
Percent built prior to 1950	15.9%
Occupied Units	10,752

Number of Occupied Units Lacking Complete Plumbing	75
Percent Total Units Occupied	82.6%
Percent Owner Occupied (Home Ownership Rate)	79.6%
Percent Renter Occupied	20.4%
Vacant Units	2,260
Percent Vacant	17.4%
Median Value Owner Occupied Housing	\$87,300
Median monthly owner cost with mortgage	\$906
Percent Home Owners who are "cost burdened" (Monthly Owner Cost exceeds 30% of Household Income for housing units with mortgage)	20.1%
Median Rent	\$551
Percent Renters who are "cost burdened" (Gross Rent Exceeds 30% of Household Income)	45.1%
<u>Homelessness</u>	
Number of Homeless Students Identified by Nicholas County Schools – 2017-18 school year	233
<u>Children's Needs</u>	
<u>Safety</u>	
Child Abuse & Neglect Rate (per 1,000 children)	59.6
2016 Court Filings for Child Abuse/Neglect	124
Abuse/Neglect Filings per 1000 households with children	53.0
2016 Court Filings for Domestic Violence	184
Domestic Violence Filings per 1000 family households	24.2
<u>Disabilities and Healthcare</u>	
Percent children under 18 yrs. with disability	2.1%
Percent children under 18 yrs. with no health insurance	0.0%
<u>Pre-K and Child Care</u>	
Pre-K Enrollment	183
Pre-K Participation Percentage 2016-17	73.0%
Number of Pre-K Classrooms	12
Collaboration Rate	100.0%
Number of Licensed Child Care Centers	3
NAEYC Accredited	1
<u>Senior Needs</u>	
<u>Demographics and Households</u>	
Number of people over 65 yrs. of age	5,001
Households with Seniors	3,636
Percent total households with Seniors	33.80%
Number of persons over 65 yrs. of age living alone	1,347
Percent of all persons over 65 yrs. living alone	0
<u>Seniors and Poverty</u>	
Total All Seniors Ages 65 yrs. and Older Below FPL	449
% All Seniors 65 yrs. and Older Below FPL	10.0%

<u>Disabled Seniors</u>	
Percent Seniors over age 65 yrs. with a disability	49.3%
<u>Grandparents</u>	
Number of Grandparents living with own grandchildren under 18 yrs. of age	625
Number of Grandparent households responsible for raising own grandchildren under 18 yrs. of age	298
Percent Grandparents living with grandchildren who are responsible for raising grandchildren	47.7%