



Knox County Community Needs Assessment

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2022 Knox County Community Needs Assessment



KCEOC Community Action Partnership, Inc.
5448 N. Hwy US 25 E, Suite A
Gray, KY 40734
(606)-546-3152
www.kceoc.org



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ABOUT US

In 1964, KCEOC was established as one of the first Community Action Agencies in the country formed in the Economic Opportunity Act under President Lyndon Johnson's War on Poverty. Since then, KCEOC has carried out its mission of recognizing human potential, improving communities, and creating opportunities for change. KCEOC Community Action Partnership recognizes that a "hand up" is more effective than a "hand out". We are dedicated to providing the means and assistance necessary to break the chain of poverty binding the residents of southeastern Kentucky for generations.

MISSION

"KCEOC Community Action Partnership is dedicated to recognizing human potential, improving communities, and creating opportunities for change."

THE COMMUNITY ACTION PROMISE

"Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other."



Knox County Community Needs Assessment

Introduction to the Assessment

The Knox County Needs Assessment was conducted from July 1st, 2020 to December 31st, 2020. The main data gathering instrument was two types of surveys, a client and community provider version. Other data gathering strategies included focus groups, key finding interviews and providing outreach community presentations virtually with key stakeholders from community based organizations, local educational institutions, private sectors, public sectors and faith-based organizations. The surveys were distributed online, hand to hand and placed in strategic locations throughout the community of Knox County. Community members and groups were identified as both internal and external stakeholders for purposes of relaying quantitative and qualitative feedback.

Assessment Collaboration

KCEOC maintains an ongoing relationship with key sectors of the community through community collaboration agreements. These include, per requirements of the organizational standards, community-based organizations, faith-based organizations, private sectors, public sectors and educational institutions. These organizations are specifically targeted each year. KCEOC also maintains a list of stakeholders organized by sector.

Assessment Methodology

On July 1st, 2020 KCEOC's Community Services Director (who also oversees the community needs assessment process) initiates the beginning of the community needs assessment data gathering cycle by proofing and editing the survey data gathering instruments. The data collection instruments are finalized, printed, posted online and distribution to clients and community providers begin. In addition, KCEOC's Community Services Director provides presentations to representatives of the public sector, private sector, community-based organizations, faith-based organizations and educational institutions throughout the data gathering cycle. An official copy of the agenda or the meeting minutes is provided to the Community Services Director upon completion of the presentations. At the end of each presentation, The Community Services Director provides a hard copy survey of the needs assessment instrument and also a page with the URL to the online version of the needs assessment survey instrument so that attendees may complete the survey online if they choose to. KCEOC's Community Services Director provides copies of the agenda's or meeting minutes and a copy of the survey results report to KCEOC's Vice President of Program Operations.



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Needs Assessment Promotion Methodology

In order to properly promote the annual Knox County community needs assessment, KCEOC's Advancement Department by request from the Community Services Director will post advertisements on Face book and through local media outlets to promote awareness of the availability of the needs assessment survey instrument to be taken online. Throughout the process, the Community Services Director collects appropriate newspaper clippings, screenshots of web-site and Face book posts. The Community Services Director provides this documentation to the Vice President of Program Operations to be included in the CSBG Proposal. The Community Services Director shares the URL address to the online version of the needs assessment survey instrument to the Interagency Meeting Listserv which contains 86 different community representatives from all sectors mentioned above. A copy of the email(s) in which the needs assessment survey instrument was shared to the List serve will be provided by the Community Services Director to the Vice President of Program Operations to be included as part of the documentation of the proposal.

Key Informant Interview Methodology

Throughout the data gathering cycle, KCEOC's Community Services Director seeks out at least one representative of the KCEOC Board of Directors, One KCEOC staff member and one representative from the low-income clients that receives services from KCEOC. The above mentioned audience participates in a one-to-one interview in person or via telephone with the Community Services Director. These Key Informant Interviews are conducted and recorded on individualized interview sheets with the date and time of the interview recorded on the sheet. These sheets are included in the results of the assessment and are submitted by the Community Services Director to the Vice President of Program Operations.

Focus Groups Methodology

For Focus Groups, they are conducted on an annual basis as part of the community needs assessment as well. Topics are based on the NASCSP categories that influence poverty among low-income people in our community; this assessment's focus group offerings are integrated into existing agency programming events such as Workforce Innovation and Opportunity Act Job Club, Ryan's Place Youth Homeless Shelter, Child Development Continuous Improvement Committee and a Child Development Parent Meeting. Advertisements for those events were completed by distributing flyers to possible attendees of each event. Advertisements for those events were also conducted on the agency's Face book page as well as coverage in the local newspaper. The Community Services Director facilitates these groups with aid from agency support staff within each program. The objective is to discuss the causes and conditions of poverty and the needs of the local community with low income customers of KCEOC. The Community Services Director completes the agenda and sign in sheet for each focus group. All attendees sign the sign-in sheet. After completion of the focus groups, The Community Services Director submits the focus group agendas and sign-in sheets to the Vice President of Program Operations and includes them in the needs assessment survey report.



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Assessment Methodology

The data gathering cycle ends on 12/31/2020 with all of the results being gathered and compiled by the Community Services Director and additional CSBG Support Staff. The Vice President for Program Operations schedule and arrange a meeting of the Data Analysis Committee which is composed of agency staff, at least one board member and at least one low income client. The feedback from the survey instruments is presented to the committee via a three year trend report, summaries of the focus groups and interviews and feedback results reports. The feedback reports are discussed and reviewed by the committee. The key findings and needs of Knox County are discovered and illustrated during the committee meeting. The committee's findings along with the data from the feedback reports are added to another report created by the Community Services Director called the Data Analysis Report (Key Findings). This report is presented to the agency's Board of Directors and is approved annually. The report is also used as a resource to guide the agency's strategic planning team and efforts. The report and data is included in the application for renewal of CSBG funding.



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Community Needs Assessment Data Analysis Report - 2021

Based on not only the data submitted, but also the in depth personal testimony of a client who was invited to the meeting, the committee determined that poverty is very situational. A client or family can have many barriers, issues, and needs to address in order for them sustain themselves. Their culture, their environment, their personal circumstances, family, education, neighborhood, and many other factors all play a role. A client or low income family could have at least one or more of the needs, issues, or barriers listed below which could cause them to be impoverished and not be able to sustain or survive:

The Committee's Analysis: The committee mentioned that poverty is very situational with each client that is experiencing it. A client or family can have many barriers, issues, and needs to address in order for them to sustain themselves. A client or low income family could have at least one or more of the needs, issues, or barriers listed below which could cause them to be impoverished and not be able to sustain or survive:

1. Generational Poverty Issues - Cultural norms, established values and belief systems that is taught by elders in the family either unknowingly or knowingly that will hinder the progress or development of current or future family members from moving away from poverty. There is also a lack of trust in outside community providers who want to provide needed assistance to help alleviate poverty.

2. Resource Issues - The client or family lacks the resources or capacity to move away from poverty. The perception of or the lack of knowledge of available resources was discussed as well.

3. Educational Issues - The client or family is not educated enough to understand how or where to begin in order to move away from poverty. The importance of education is not reinforced enough or considered to be important enough in the client or families development to survive.

4. Self-Esteem Issues - Not believing in self and others or believing that they do not have the knowledge, skills or resources to sustain themselves.

5. Environmental Issues - The living area, logistical difficulties, communication issues and lack of affordable transportation resources interfere with the client's capacity to thrive.

6. Motivational Issues - The client or families lack the proper motivation or wiliness to move away from poverty. Sometimes a matter of providing more bonding, mentoring, and establish trusts with clients and families will go a long way in aiding them to become motivated in seeking assistance that they want.

7. Technology Issues - The client or families struggle with adapting to the technology required for virtual learning. Resources to provide internet and valuable learning equipment are a struggle for low income parents. Capacity and Technical assistance is a struggle as well for grandparents, parents to tutor their children in a home virtual learning environment.

8. COVID-19 Issues - The pandemic in general terms has magnified the needs of the low income impoverished clients that we serve. There is a need for an alternative means of socialization and strategies to combat isolation. Transportation and provision of services has become a bigger issue since there is uncertainty around leaving homes and being in public. There is also a need to recognize how the pandemic has greatly affected those in poverty at a greater rate for a variety of reasons. For instance, those in poverty tend to live in smaller living quarters and are at greater risk of catching the virus due less space. More funding is needed to assist clients who have become unemployed, who have lost or are at risk at losing their homes, and those who cannot pay their utility bills due to hardships surrounding the pandemic.



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Opportunity, Fairness and Capacity for Everyone: Some clients may not get the opportunity, capacity, and resources that others receive. Providers may subconsciously use preconceived notions that certain clients are going to achieve and be more successful than others and will push their efforts towards others that they for see being successful meanwhile leaving others behind. Providers may also be susceptible to compassion fatigue or a belief that witnessed habitual client failures equate to the client never being able to survive. Every client must be afforded the same level of opportunity, fairness and capacity.

The Drug Problem: Providing comprehensive information and referral services to specialized service providers and treatment centers for rehabilitation treatment was discussed. Also, providing information and referral services to clients who need or want prevention education was discussed. The committee realizes that this problem must be aggressively responded to by the entire provider and community network in Knox County.

The Answer: Providing the resources, increasing knowledge, and planning strategies to alleviate the barriers and needs of our clients is key. An example in the meeting was brought up as the county is seeing an increased number of homeless families, especially due to COVID-19. The families are facing loss of jobs and other issues and the shelter cannot always keep up with the demand. The committee believes outreach services at this time may be hazardous due to COVID-19 and staff agrees that because of KCEOC's reputation in the community, clients and community partners alike know where to turn in cases of homeless needs. The committee believes that the agency is expanding and meeting the needs of the community but believes that it will take time and patience to see statistical and demographic trends and improvements. The committee agrees the agency has made a tremendous impact in the past year with the influx of COVID-19 funding and addressing the needs of the local community.



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2020-2021 Knox County Needs Assessment Survey Groups

Community Based Organizations

KCEOC CAP
Appalachian Research and Defense Fund
Commission for Children with Special Needs
DCBS Family Support
DCBS Protection and Permanency
Cumberland River Comprehensive Care
Cumberland Valley Area Development District
Knox County Cooperative Extension
Knox County Health Department
Knox County Unite
Lend-A-Hand Center
Volunteers of America SSVF Program

Educational Institutions

Barbourville Independent School System
Berea College
Eastern Kentucky University
Kentucky Tech Vocational School
Knox County Public School System
Lincoln Memorial University
Somerset Community College
South East Community College
Union College
University of the Cumberland's



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Faith-Based

Christian Life Fellowship
East Barbourville Baptist Church
First Advent Christian Church
First United Methodist Church
Knox County Ministerial Association
Knox County Women's Missionary Group

Public Sector

Bluegrass Care Navigators
Knox County ARH
Franklin Asset Management
Goodwill Industries, Inc.
Knox County Health Care Coalition
R-TEC Transportation
Winter Wood, Inc.

Private Sector

Aaron's
Barbourville Mountain Advocate
Best Western
Central Finance Services
Dell Sams Insurance
Epps Auto Parts
Hometown Bank
Forcht Bank
Grace Community Health Center
Jackson WareWashing
King Equipment
Knox County Chamber of Commerce
Private Landlords
Times Tribune



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Community Needs Assessment Overall Survey Results – 2021

Results

Number 1 Need	Housing
Number 2 Need	Employment
Number 3 Need	Education/Cognitive Development
Number 4 Need	Health/Sociobehavioral Health
Number 5 Need	Civic Engagement and Community Involvement Services
Number 6 Need	Case Management/Support Services/Info & Referrals (Multiple Domains)
Number 7 Need	Income/Asset Building Services

Assessment Results

A total of 500 KCEOC, CAP client surveys were distributed with 51 surveys being completed by clients and returned for a return rate of 10.2%.

A total of 33 Knox County community service providers completed online surveys.

A total of 6 key finding interviews were conducted with both internal and external stakeholders.

Four community-based focus groups were hosted by KCEOC, CAP and completed with several community members providing feedback on key issues and needs.

The following report is being issued on behalf of KCEOC Community Action Partnership to inform the community, agency constituents, clients, concerned citizens, funders, and others of the results of the information gathered.

The assessment or survey period was held from July 1st 2020 till December 31st, 2020. A total of 51 client surveys were completed. A total of 33 community provider surveys were completed. Four focus groups were held through this period focusing on Education, Employment, Housing, and Health. Six key informant interviews were collected from board members, agency staff, and clients.



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2020-2021 CSBG Needs Assessment Local Survey Results

Overall

Of the participants polled:

41.0% of them thought that **Employment** was one of the three greatest needs.

38.0% of them thought that **Housing** was one of the three greatest needs.

28.0% of them thought that **Education and Cognitive Development** was one of the three greatest needs.

25.5% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.

17.5% of them thought that **Case Management and Support Services** was one of the three greatest needs.

17.0% of them thought that **Civic Engagement/Community Involvement** was one of the three greatest needs.

13.5% of them thought that **Income and Asset Building** was one of the three greatest needs.

4.0% of them thought that **Information/Referrals** were one of the three greatest needs.

Client Version

Of the participants polled:

63.0% of them thought that **Housing** was one of the three greatest needs.

59.0% of them thought that **Employment** was one of the three greatest needs

39.0% of them thought that **Education/Cognitive Development** was one of the three greatest needs.

35.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.

27.0% of them thought that **Civic Engagement/ Community Involvement** was one of the three greatest needs.

25.0% of them thought that **Case Management/Support Services** was one of the three greatest needs.

18.0% of them thought that **Income and Asset Building** was one of the three greatest needs.



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Community Provider Version

Of the participants polled:

23.0% of them thought that **Employment** was one of the three greatest needs.

16.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs

17.0% of them thought that **Education and Cognitive Development** was one of the three greatest needs.

13.0% of them thought that **Housing** was one of the three greatest needs.

10.0% of them thought that **Case Management/Supportive Services** was one of the three greatest needs.

9.0% of them thought that **Income/Asset Building** was one of the three greatest needs.

7.0% of them thought that **Civic Engagement/Community Involvement** was one of the three greatest needs.

4.0% of them thought that **Information/Referrals** were one of the three greatest needs.



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Client Results

The overall needs voted by the clients were: Housing (63%), Employment (59%), Education and Cognitive Development (39%), Health and Socio Behavioral Health (35%), Civic Engagement and Community Involvement (27%), Case Management/Services Supporting Multiple Domains (25%), and Income and Asset Building (18%). *Information and Referrals was not provided as a choice for the overall needs question on the client survey. This will be corrected in the next Survey.

Within the choices of Housing, clients felt that the top priority choices were: Short and long term rental assistance programs including availability of income based rental housing, Security and utility deposit payment programs and Temporary housing placement, including shelter for victims of domestic violence and local/natural resources.

Within the choices of Employment, clients felt that the top 3 priority choices were: Better paying jobs, more jobs that provide benefits and Affordable workforce supports (I.E. Transportation, Childcare).

Within the choices of Education and Cognitive Development, clients felt that the top priority choices were: GED/Literacy/basic education programs, more degree programs offered locally, Affordable education supports, Head start and pre-school services expanded to include more students and Post-Secondary Education preparedness and assistance for Vo-Tech or college.

Within the choices of Health and Social Behavioral Health, clients felt that the top priority choices were: Payment Assistance programs for adult dental/hearing/vision services, more programs to provide food services including delivered and prepared meals and Health Screening and Assessments and more wellness activities provided in the community.

Within the choices of Civic Engagement/Community Involvement, clients felt that the top priority choices were: Volunteer training and opportunities to learn how to impact your community, increase in the community's knowledge of available resources, and Empowerment/leadership opportunities for community members.

Within the choices for Case Management/Services Supporting Multiple Domains, clients felt that the top priority choices were Case management for the homeless, Case management support services for individuals and families and Case management for individual with disabilities.

Within the choices of Income Management/Asset Building, clients felt that the top priority choices were: More Access to low interest loans, financial capability skills training, including budgeting, Savings and building assets and First Time Homebuyer Counseling.

Within the choices of Information and Referral Services, clients felt that the top 3 priority choices were: Child Support Services, Legal Services and Substance Abuse Services.



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Community Provider Results

The overall needs voted by the community providers were: Employment (23%), Education and Cognitive Development (17%), Health and Socio Behavioral Health (16%), Housing (13%), Case Management/Services Supporting Multiple Domains (10%), Income and Asset Building (9%), Civic Engagement and Community Involvement (7%) and Information/Referral Services (4%).

Within the choices of Employment, community providers felt that the top priority choices were: Bring in New Industry and Jobs, Provide more training so that people can get good jobs, more support in Entrepreneurship and Resource Promotion.

Within the choices of Education and Cognitive Development, community providers felt that the top priority choices were: Additional Tech Support for Virtual Learning, More Life Skills Classes and Learning Opportunities, More funding for Educational resources.

Within the choices of Health and Social Behavioral Health, community providers felt that the top priority choices were: More Awareness on what health resources are available, Provide more Specialized Medical Services locally, Provide more resources to aid with Mental Health and Substance Abuse Issues.

Within the choices of Housing, community providers felt that the top priority choices were: More Low Income Housing, More Rental Assistance, Increase Affordable Housing Options, Provider Lower Interest Rates and Low Interest Rate Loans. The main cause associated with this need is

Within the choices of Case Management/Services Supporting Multiple Domains, community providers felt that the top priority choices were: Subsidies and Supports to help clients who have got a job to maintain the job, more awareness and promotion of the services being provided and Expansion of Elder Care and Senior Services.

Within the choices of Income Management and Asset Building, community providers felt that the top priority choices were: Provide more Financial Literacy Classes to all community members, Provide Budgeting instruction, Support to assist clients who rely on public assistance.

Within the choices of Civic Engagement and Community Involvement, community providers felt that the top 3 priority choices were: Civics and Ethics provided in all schools, Coop programs between businesses and schools should be developed, Recognize people and allow them to share their skills and knowledge.

Within the choices of Information and Referral Services, community providers felt that the top 3 priority choices were: Make more people aware of what services we have available. Reaching out to other organizations so people know what we have and a county wide referral system. All agencies collaborating to reach more people



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Other Key Findings

Clients:

I Would like to see more community activities and involvement opportunities for seniors at the senior citizens center.

Help Elder Folks fix their Home
Home Helpers for Senior Citizen's
Meal Delivery for Senior Citizen's
Senior Citizen's Check In Program
Community Outreach Program for Seniors
More Food Programs
After School Programs for Teens, Community Family Nights
Handicapped Accessible downtown area.
Beautification Project of the Court Square Area
More Programs to help people get a place to live

Community Providers:

Provide more Financial Literacy Classes to all community members, students, adults, etc. Start these classes early on in school. Provide Assistance during gap periods when people earn too much money which makes them lose benefits but they still can't earn enough to support themselves.

All agencies collaborating to reach more people, KCEOC, Local FRYSC's and Churches work together with families to help them develop a plan so that they can help themselves. A series of trainings could be provided. KCEOC could set up a liaison with churches and school FRYSC's to help coordinate this. Once through the trainings and having been successful for a length of time, some of the family members could assist in the trainings. This would provide a positive incentive for those parents who are successful and create a sustainable program.

Increased promotion of Eldercare Programs and Increased Socialization and Housing for seniors

Allow the clients to be more involved in community activities, let them hold meetings, find resources, give out information and work with each other on how to break down barriers.

Activities for people with dogs; Activities that involves college kids and the community

More drug and alcohol rehab; Men's shelter

Child Development tutors for kids, Parental support for parents to assist children to learn virtually, Virtual Homework. Additional Technology and Support as well (4)

More Transportation services

A community health based approach that teaches healthy lifestyle choices and the importance of higher education, especially tech school.

More life skills education and vocational classes (5)



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2020-2021 Community Needs Assessment Survey Results Key

The following is a breakdown, detailing which questions relate to which National Association for State Community Services Program (NASCAP) Category; this results key is useful for both survey results documents.

Client Version

- Question 1: County
- Question 2: Gender
- Question 3: Age
- Question 4: Race
- Question 5: Ethnicity
- Question 6: Veteran
- Question 7: Expanded Services
- Question 8: Services Not Available
- Question 9: Case Management/Support Services/Multiple Domains
- Question 10: Civic Engagement/Community Involvement
- Question 11: Education and Cognitive Development
- Question 12: Employment
- Question 13: Health and Socio Behavioral Health
- Question 14: Housing
- Question 15: Income and Asset Building
- Question 16: Information and Referrals
- Question 17: Overall Needed Services

Community Version

- Question 1: Community Role
- Question 2: County
- Question 3: Gender
- Question 4: Age
- Question 5: Race
- Question 6: Ethnicity
- Question 7: Veteran
- Question 8: Services Not Available
- Question 9: Case Management/Support Services/Multiple Domains
- Question 10: Civic Engagement/Community Involvement
- Question 11: Education and Cognitive Development (problems, issues and factors)
- Question 12: Employment (unemployment needs)
- Question 13: Health and Socio Behavioral Health (health improvement)
- Question 14: Housing (Issues in homeless, lack of housing and sub-standard living)
- Question 15: Income and Asset Building (strategies to aid in managing income and resources)
- Question 16: Information and Referrals
- Question 17: Overall needed (ranking the 3 most important needs)

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Client Version: This version of the survey was distributed in the form of a physical printed survey and was distributed to clients directly and through the different survey groups listed in the survey groups' page in this assessment.

1. Which county do you live in? (Mark the choice that best fits you)

Choices		Count	Percent
1	Knox	45	100%
2	Other	0	0%
Mean		1.00	

1. Other (specify):

- Laurel

2. What is your gender? (Mark the choice that best fits you)

Choices		Count	Percent
1	Female	33	72%
2	Male	13	28%
Mean		1.28	

3. What is your age? (Select one)

Choices		Count	Percent
1	0-5	0	0%
2	6-11	0	0%
3	12-17	1	2%
4	18-23	2	4%
5	24-44	19	41%
6	45-54	8	17%
7	55-69	13	28%
8	70+	3	7%
Mean		5.85	

4. What is your race? (Mark the choice that best fits you)

Choices		Count	Percent
1	American Indian/Alaska Native	1	2%
2	Asian	0	0%
3	Black/African American	0	0%
4	Native Hawaiian/Pacific Islander	0	0%
5	White	45	98%
6	Other	0	0%
7	Multi-Race	0	0%
Mean		4.91	

5. What is your ethnicity? (Mark the choice that best fits you)

Choices		Count	Percent
1	Hispanic	0	0%
2	Non-Hispanic	44	100%
Mean		2.00	

6. What is your Military Status?

Choices		Count	Percent
1	Vet	0	0%
2	Active	0	0%
3	N/A	42	100%
Mean		3.00	

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What current community services would you like to see improved or expanded?

- Yes.
- Jobs.
- Good Job.
- Housing.
- The Liheap Program.
- Education & job placement
- To help get a house on Hud pay on a home of my own.
- Help with people who can't read getting better help to and from doctor services maybe doctor coming to home.
- All are good.
- Child care, housing home improvement clothing.
- None you all are doing wonderful job.
- All the program are very good and help community.
- I think we have wonderful programs & services!
- Helping with deposits to homes.
- I heap has been a great help to me & thank you. Career guidance and probably the weatherization program & home-owner assistance.
- Help with rent.
- Home repairs or rebuilding. Thank you.

Are there any services not available in your community that you would like to have provided?

- Yes
- I don't know.
- Not that I know of.
- Not sure!
- Buy a home without hassle.
- More food, clothing.
- Food, clothing.
- Help with house payments.
- I believe there are more homeless that maybe could be helped in some way and my nephew is autistic and I wish he could receive any kind of help.

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Select the three most important needs in CASE MANAGEMENT

Choices		Count	Percent
1	Case management support services for individuals and families	27	29%
2	Case management support for seniors	15	16%
3	Case management support of the disabled	22	24%
4	Case management support for the homeless	24	26%
5	Affordable support services (e.g., transportation, childcare)	12	13%
6	Access and referrals to other agencies to support stability	6	7%
7	Customer advocacy/mediation (e.g., debt forgiveness, landlord negotiations, speaking on your behalf)	9	10%
8	Other	0	0%
Count		115	

Top Case Management Needs

CASE MANAGEMENT-Other (please specify):

- No others specified.



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Select the three most important needs in CIVIC ENGAGEMENT/COMMUNITY INVOLVEMENT

Choices		Count	Percent
1	Voter education and access	12	13%
2	Volunteer training and opportunities to learn how to impact your community	25	27%
3	Empowerment/leadership opportunities for community members	17	18%
4	Increase in the community's knowledge of available resources	22	24%
5	Information on how to join community groups, advisory boards, etc.	10	11%
6	Increase advocacy efforts to strengthen community members	13	14%
7	Increase civic knowledge and access for community members	13	14%
8	Other	1	1%
Count		113	

Top Civic Engagement/Community Involvement Needs

CIVIC ENGAGEMENT & COMMUNITY INVOLVEMENT SERVICES-Other (please specify):

- No others specified.

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Select the three most important needs in EDUCATION AND COGNITIVE DEVELOPMENT SERVICES

Choices		Count	Percent
1	Head start and pre-school services expanded to include more students	19	21%
2	GED/literacy/basic education programs	27	29%
3	Post-secondary edu preparedness & assistance for Vo-Tech or college	16	17%
4	More certificate/degree programs offered locally	18	20%
5	Affordable education supports (e.g., transportation, childcare)	16	17%
6	Extra-curricular programs (e.g., behavior improvement, mentoring, leadership)	13	14%
7	Leadership training	7	8%
8	Other	1	1%
Count		117	

Top Education and Cognitive Development Services Needs

EDUCATION AND COGNITIVE DEVELOPMENT SERVICES-Other (*please specify*):

- No others specified.

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Select the three most important needs in EMPLOYMENT SERVICES

Choices		Count	Percent
1	Better paying jobs	32	35%
2	More jobs that provide benefits	21	23%
3	More education, job training, and/or skills to strengthen the local workforce	12	13%
4	Affordable workforce support (e.g., transportation, childcare)	16	17%
5	Work readiness skills training (e.g., career coaching, resume, interviews)	12	13%
6	Work placements, internships, job shadowing and apprenticeships	16	17%
7	Post-employment assistance (e.g., coaching, interactions with employers, supplies)	8	9%
8	Other	1	1%
Count		118	

Top Employment Services Needs

EMPLOYMENT SERVICES-Other (please specify):

- No others specified.



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Select the three most important needs in HEALTH AND SOCIAL BEHAVIORAL HEALTH SERVICES

Choices		Count	Percent
1	Health screening and assessments (e.g., immunizations, physicals)	18	20%
2	Preventative healthcare education and services	7	8%
3	Payment assistance programs for adult dental/hearing/vision services	27	29%
4	More programs to provide food services, including delivered & prepared meals	27	29%
5	Improved emphasis on nutritional education (e.g., healthy eating, exercise)	10	11%
6	More wellness activities provided in the community (e.g., exercise, fitness)	20	22%
7	More wellness education programs (stress reduction, medication mgmt, etc.)	7	8%
8	Other	1	1%
Count		117	

Top Health and Social Behavioral Health Services Needs

HEALTH AND SOCIAL BEHAVIORAL HEALTH SERVICES-Other(*please specify*):

- No others specified.



Knox County Community Needs Assessment

Select the three most important needs in HOUSING SERVICES

Choices		Count	Percent
1	Short and long term rental assistance programs, including availability of income based rental housing	25	27%
2	Security/utility deposit/payment programs	22	24%
3	Counseling services for renters (e.g., eviction prevention, landlord mediation)	4	4%
4	Financial counseling for renters and homeowners	14	15%
5	Homeownership opportunities	19	21%
6	Weatherization and home repair services	19	21%
7	Temporary housing placement, including shelter for victims of domestic violence and local/natural disasters	16	17%
8	Other	1	1%
Count		120	

Top Housing Services Needs

HOUSING SERVICES-Other (please specify):

- No others specified.



Knox County Community Needs Assessment

Select the three most important needs in INCOME AND ASSET BUILDING SERVICES

Choices		Count	Percent
1	Financial capability skills training, including budgeting, savings, & bldg. assets	26	28%
2	Financial counseling on lending and borrowing	14	15%
3	More access to low interest loans	25	27%
4	First time home buyer counseling	19	21%
5	Foreclosure prevention counseling	8	9%
6	Free tax preparation assistance	17	18%
7	Benefit coordination/advocacy	3	3%
8	Other	0	0%
Count		112	

Top Income and Asset Building Services Needs

INCOME AND ASSET BUILDING SERVICES-Other (*please specify*):

- No others specified.



Knox County Community Needs Assessment

Select the three most important needs in INFORMATION & REFERRALS

Choices		Count	Percent
1	Child Support Services	25	27%
2	Legal Services	21	23%
3	Recreation Services	11	12%
4	Substance Abuse Resources	21	23%
5	Sexual Abuse Services	12	13%
6	Physical Abuse Services	12	13%
7	Emotional Abuse Services	7	8%
8	Other	1	1%
Count		110	

Top Information & Referrals Services Needs

INFORMATION AND REFERRALS SERVICES-Other (*please specify*):

- All the above.

Knox County Community Needs Assessment

Select the three most important needs in OVERALL NEEDED SERVICES

Choices		Count	Percent
1	Case Management/Support Services/Info & Referrals (Multiple Domains)	11	12%
2	Civic Engagement and Community Involvement Services	12	13%
3	Education and Cognitive Development Services	17	18%
4	Employment Services	24	26%
5	Health and Social Behavioral Health Services (Nutrition is included)	16	17%
6	Housing Services	28	30%
7	Income and Asset Building Services	10	11%
8	Other	0	0%
Count		118	

Top Overall Needed Services Needs

OVERALL NEEDED SERVICES-Other (please specify):

- No others specified.



Knox County Community Needs Assessment

Section - Demographics

1. Which county do you live in?

100.00%	11	Knox
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2. What is your gender?

72.73%	8	Female
27.27%	3	Male

3. What is your age?

36.36%	4	24-44
36.36%	4	55-69
18.18%	2	45-54
9.09%	1	70+

4. What is your race?

90.91%	10	White
9.09%	1	Black or African American

5. What is your ethnicity? (Make the choice that best fits you)

100.00%	11	Non-Hispanic
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6. What is your Military Status?

100.00%	11	N/A
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Knox County Community Needs Assessment

Section - Open-Ended Feedback

7. What current community services would you like to see improved or expanded? (Please note the service and how it should be improved or suggest how it should be expanded)

After school programs for teens, community family nights on the square or at the park. (0000000671 Anonymous)

Community outreach services for seniors, such as home helpers, daily meal delivery, socialization opportunities if possible due to pandemic. (0000000672 Anonymous)

Help elder folks fix their home (0000000673 Anonymous)

I would like to see more programs to help people get into a place to live. (0000000934 Anonymous)

I would like to see services for seniors and our senior citizens center improved. By saying improved I would like to see more community activities and involvement opportunities for seniors. (0000000709 Anonymous)

I would like to see services for seniors and our senior citizens center improved. By saying improved I would like to see more community activities and involvement opportunities for seniors. (0000000710 Anonymous)

More food programs (0000000935 Anonymous)

More food programs (0000000936 Anonymous)

N/A (0000000937 Anonymous)

N/A (0000000938 Anonymous)

None (0000000670 Anonymous)

8. Are there any services not available in your community that you would like to have provided? (Please list or suggest which services that you would like to have provided)

Free transportation (0000000935 Anonymous)

Free transportation (0000000936 Anonymous)

Handicap accessible downtown area. I would like to see a beautification project of the Court Square area. It is not an attractive or user-friendly area for seniors or anyone else.

Senior citizen check in services to make sure they are safe or not sick. (0000000709 Anonymous)

Handicap accessible downtown area. I would like to see a beautification project of the Court Square area. It is not an attractive or user-friendly area for seniors or anyone else.

Senior citizen check in services to make sure they are safe or not sick. (0000000710 Anonymous)

Meal delivery for senior citizens.

Home helpers for senior citizens (light cleaning, help with yard work, etc.) (0000000672 Anonymous)

More services to help drug addicts. (0000000934 Anonymous)

N/A (0000000937 Anonymous)

N/A (0000000938 Anonymous)

No (0000000673 Anonymous)

No (0000000670 Anonymous)

Transportation. (0000000671 Anonymous)



Knox County Community Needs Assessment

Section - Community Needs

9. Case Management/Support Services/Referrals (multiple domains) - Pick the three most important needs

81.82%	9	Case management support for the homeless
72.73%	8	Affordable support services (e.g., transportation, childcare)
63.64%	7	Case management support for Seniors
36.36%	4	Case management support for the disabled
18.18%	2	Access and referrals to other agencies to support stability
18.18%	2	Case management support services for individuals and families
9.09%	1	Customer advocacy/mediation (e.g., debt forgiveness, landlord negotiations, speaking on your behalf)

10. Civic Engagement/Community Involvement Services- Pick the three most important needs

81.82%	9	Increase in the community's knowledge of available resources
45.45%	5	Empowerment/leadership opportunities for community members
45.45%	5	Increase civic knowledge and access for community members
36.36%	4	Information on how to join community groups, advisory boards, etc.
36.36%	4	Volunteer training and opportunities to learn how to impact your community
36.36%	4	Voter education and access
18.18%	2	Increase advocacy efforts to strengthen community members

11. Education/Cognitive Development Services - Pick the three most important needs

63.64%	7	Affordable education supports (e.g., transportation, childcare)
63.64%	7	Post-secondary education preparedness and assistance for Vo-Tech or college
54.55%	6	More certificate/degree programs offered locally
45.45%	5	Head start and pre-school services expanded to include more students
36.36%	4	Extra-curricular programs (e.g. behavior improvement, mentoring, leadership)
27.27%	3	GED/literacy/basic education programs
9.09%	1	Leadership Training

12. Employment Services- Pick the three most important needs

72.73%	8	More jobs that provide benefits
63.64%	7	Affordable workforce support (e.g., transportation, childcare)
63.64%	7	Better paying jobs
36.36%	4	Work placements, internships, job shadowing, and apprenticeships
27.27%	3	More education, job training, and/or skills to strengthen the local workforce
27.27%	3	Work readiness skills training (e.g., career coaching, resume, interviews)
9.09%	1	Other:

Comments/Notes:

Need technical training schools to offer wider variety of trade skills and to be available to adult population.
(0000000672 Anonymous) 8/10/2020

Knox County Community Needs Assessment

13. Health and Social Behavioral Health Services - Pick the three most important needs

72.73%	8	Payment assistance programs for adult dental/hearing/vision services
54.55%	6	More programs to provide food services, including delivered and prepared meals
45.45%	5	More wellness activities provided in the community (e.g., exercise, fitness)
45.45%	5	Preventative healthcare education and services
36.36%	4	Health screening and assessments (e.g., immunizations, physicals)
27.27%	3	Improved emphasis on nutritional education (e.g., healthy eating)
18.18%	2	More wellness education programs (stress reduction, medication management, mindfulness)

14. Housing Services - Pick the three most important needs

90.91%	10	Temporary housing placement, including shelter for victims of domestic violence and local/natural resources
63.64%	7	Security/utility deposit/payment programs
45.45%	5	Weatherization and home repair services
36.36%	4	Short and long term rental assistance programs, including availability of income based rental housing
27.27%	3	Homeownership opportunities
18.18%	2	Counseling services for renters (e.g. eviction prevention, landlord mediation, tenant rights education)
18.18%	2	Financial counseling for renters and homeowners

15. Income/Asset Building Services- Pick the three most important needs

100.00%	11	More access to low interest loans
63.64%	7	Financial counseling on lending and borrowing
45.45%	5	Financial capability skills training, including budgeting, savings, and building assets
36.36%	4	Free tax preparation assistance
27.27%	3	First time home buyer counseling
18.18%	2	Foreclosure prevention counseling
9.09%	1	Benefit coordination/advocacy

16. Information & Referral Services- Pick the three most important needs

81.82%	9	Child Support Services
81.82%	9	Substance Abuse Resources
63.64%	7	Legal Services
36.36%	4	Sexual Abuse Services
18.18%	2	Emotional Abuse Services
18.18%	2	Physical Abuse Services

17. Overall Needed - Pick the three most important needs

81.82%	9	Employment Services
72.73%	8	Housing Services
45.45%	5	Health and Social Behavioral Health Services
36.36%	4	Education and Cognitive Development Services
27.27%	3	Case Management/Supportive Services/Information and Referral
27.27%	3	Civic Engagement/Community Involvement Services
9.09%	1	Income and Asset Building Services



Knox County Community Needs Assessment

Community Provider Version: This version was distributed to the community service providers in Knox County. This survey was provided only in an online format on the KCEOC website and accessed through the agency feedback system.

Section - Demographics

Instructions Provided To Respondents

In this section just answer questions as directed.

1. What is your role in the community? (Please select the best choice that fits your role when taking this survey)

19.23%	5	Community Organization/KCEOC Partner (Local service providers and non-profits)
19.23%	5	Faith Based Organization Representative (Church's and Faith Based groups, clubs, councils, associations, etc)
15.38%	4	Educational Institution Faculty/Staff (Local adult eds, schools, colleges and universities)
15.38%	4	KCEOC Staff or Volunteer
15.38%	4	Private Sector Representative (For profit, small business, etc.)
7.69%	2	KCEOC Board Member
7.69%	2	Public Sector Representative (Non-Profit, Govt. Regulated, Funding Sources, Etc.)

2. Which county do you live in? (If the answer is another county other than Knox, please list it as long as you work in or serve citizens of Knox County)

87.88%	29	Knox
12.12%	4	Other:

Comments/Notes for "Other":

Laurel (0000000681 Anonymous) 7/7/2020
Whitley (0000000694 Anonymous) 9/23/2020
Whitley (0000000695 Anonymous) 9/23/2020
Whitley (0000000696 Anonymous) 9/23/2020

3. What is your gender?

75.76%	25	Female
24.24%	8	Male

4. What is your age?

45.45%	15	24-44
36.36%	12	45-54
15.15%	5	55-69
3.03%	1	70+

5. What is your race?

96.97%	32	White
3.03%	1	Black or African American



Knox County Community Needs Assessment

6. What is your ethnicity?

96.97%	32	Non-Hispanic
3.03%	1	Hispanic

7. What is your Military Status?

96.97%	32	N/A
3.03%	1	Veteran

8. Are there any services and programming not available in Knox County that you would like to have provided? (Please list or suggest which services that you would like to have provided)

Activities for senior citizens (adapted volleyball)
Activities for people with dogs
Activities that involve the community and the college kids (0000000675 Anonymous)
Family emergency housing
Substance Abuse treatment programs
Food bank (0000000680 Anonymous)
Help with rent for people that don't have hud (0000000692 Anonymous)
Help with rent for people without hud dearing covid-19 (0000000679 Anonymous)
I would like to see more child development tutor classes for kids. More educational option for times like COVID-19. Why didn't early head start have a zoom online class? I mean the teachers are contacting everyone in the group Facebook message. But no zoom
Class was made? Everyone had access to the internet obviously. I felt like our community needs an upgrade like Lexington area. (0000000682 Anonymous)
Many of your services are very needed here. We thank you for your service to our community (0000000714 Anonymous)
Measly on wheels (0000000719 Anonymous)
men's shelter (0000000688 Anonymous)
More drug and alcohol rehabilitation. (0000000678 Anonymous)
More help for helping with emergency funds for bills and food for Clients .
More Christmas funds for the kids, (0000000676 Anonymous)
more transporation services (0000000715 Anonymous)
More treatment option for substance abuse (0000000677 Anonymous)
more vocational education (0000000699 Anonymous)
not at this time (0000000685 Anonymous)
Support for parents to assist their children with virtual homework and other school assignments. (0000000697 Anonymous)

Knox County Community Needs Assessment

Section - Education and Cognitive Development Services

9. From your perspective, what kinds of activities or strategies do you believe that could be implemented to improve the education system in Knox County (Pre-school, Middle, High, Post, Tech)?

a community health based approach that teaches healthy lifestyle choices and the importance of higher education, specifically tech school. (0000000681 Anonymous)

Additional technology and support for homework and additional assignments. With COVID-19 classroom instruction has changed. Teachers are working to adapt instruction to a virtual and in seat format. Younger students need help, and higher grades have homework that parents aren't able to help them complete. (0000000697 Anonymous)

Back to basics, hands on, encourage college AND Vocational schools (0000000699 Anonymous)
Charter schools (0000000719 Anonymous)

During any perdamnic Educational stuff shouldn't be on hold. Electronics is what everyone is using.. (0000000682 Anonymous)

families need to understand the importance of education (0000000700 Anonymous)

I feel our school systems have made great strides (0000000677 Anonymous)

I think the tutoring and mentoring program through Americorps is great. I would like to see more of that. It helps improve attendance and grades. (0000000685 Anonymous)

more basic life skill classes (0000000715 Anonymous)

More exposure to different types of careers (0000000713 Anonymous)

More funding for childcare (0000000716 Anonymous)

More life skill and vocational classes. (0000000693 Anonymous)

More life skills education. More college alternatives. More opportunities to study other cultures and areas. (0000000678 Anonymous)

More one on one instrction.

More low income kids need access to funds to paticipate in all activities (0000000676 Anonymous)

More Tech classes (0000000674 Anonymous)

Offer classes for teens such as cooking, sewing, carpentry, fixing cars, doing taxes, gardening (0000000675 Anonymous)

Partnering with youth organizations for youth programming, adult ed, job readiness, head start (0000000714 Anonymous)

Something with water (0000000679 Anonymous)

Special schools or teachers for alltisim (0000000692 Anonymous)

voucher system (0000000688 Anonymous)



Knox County Community Needs Assessment

Section - Employment Services

10. In the area of Employment, what would you recommend to improve job growth, lower unemployment rates and to recruit more unemployed into the workforce (Knox County)?

(0000000680 Anonymous)
BRING IN FACTORY'S AND HELP SMALL BUSINEDDED TO GET STARTED UP. MAYBE GIVE SOME CLASSES ON HOW TO OPERATE AND RUN A BUSINESSTHE CORRECT WAY. (0000000684 Anonymous)
higher paying jobs and transportation
(0000000715 Anonymous)
I think there needs to be more training and support in entreprenuership. A lot of people in our area have great ideas for small businesses but don't know how to go about it successfully. (0000000685 Anonymous)
Increase available employment, decrease in drug use (0000000714 Anonymous)
Infrastructure improvements like broadband to draw in companies. More local options for dining, entertainment, etc. to keep money in the local economy. (0000000678 Anonymous)
It would be nice if we could get a new industry in the community. Also, we have problems sometimes hiring folks because they can't pass the drug screen. (0000000677 Anonymous)
Job fairs Community fairs
Mandatory drug test (0000000675 Anonymous)
Limit welfare (0000000699 Anonymous)
More better job opportunities. (0000000693 Anonymous)
more exposure to different types of careers/opportunities (0000000713 Anonymous)
More funds to help client go o the job site and clothes for the interview and
Funds to get the client to and from job for first week of employment (0000000676 Anonymous)
More jobs (0000000679 Anonymous)
More jobs better pay (0000000692 Anonymous)
More jobs needed in Barbourville Kentucky. (0000000682 Anonymous)
More small industries or businesses. Incentives to work so that employees would not have to choose between loosing a medical card for their children or themselves or food stamps if they have a job. Rewards from working not penalties. (0000000697 Anonymous)
More training classes (0000000674 Anonymous)
partner with other organizations/government to bring more job opportunities the area (0000000700 Anonymous)
Promote the different programs that are available for people to train for jobs. (0000000698 Anonymous)
Tech/Vo-tech schools, that certify citizens in trades. (0000000681 Anonymous)
vocational training (0000000688 Anonymous)
Vocational training programs. (0000000719 Anonymous)

Knox County Community Needs Assessment

Section - Health and Socio Behavioral Health Services

11. How does the community of Knox County improve the Health (screenings, care, insurance, etc.) and Socio Behavioral Health (mental, wellness, support, nutrition, hygiene, etc.) of its citizens?

A big factor is smoking. We need to do everything to discourage people from starting and help people quit smoking. Many of our health problems are the result of life-style choices. (0000000685 Anonymous)

Better educate the public on ways to achieve the above (0000000698 Anonymous)

Citizens of Knox County need additional resources for mental health, wellness, support, nutrition, hygiene and other forms of wellness resources. I would like to see opportunities for people with social/emotional problems have opportunities to have some type of trainings for trades or arts. Having a reason or goal helps anyone have a more positive self concept. (0000000697 Anonymous)

De-stigmatize programs like rehab and needle exchanges, improved health education in schools including comprehensive sex-ed. (0000000678 Anonymous)

Decrease drug use, substance prevention, counseling, better jobs (0000000714 Anonymous)

free services provided by health department (0000000713 Anonymous)

Get drugs out of here (0000000692 Anonymous)

good (0000000688 Anonymous)

I haven't seen or was aware they did this. As a parent I have to take my child to get screenings and all that. Speech therapy I do all that as a single parent (0000000682 Anonymous)

Let citizens know about the services that are available for them more e (0000000675 Anonymous)

many great services are offered for community members (0000000715 Anonymous)

More community events on awareness. (0000000693 Anonymous)

Not sure (0000000719 Anonymous)

Offer free health & dental screenings/clinics

Fitness programs

Nutritional information for diabetics (0000000680 Anonymous)

Open more clinic (0000000679 Anonymous)

provide more options/providers so that people don't have to go out of town for more specialized medical care (0000000700 Anonymous)

provides assistance with benefit applications, and delivers meals to people at risk of going hungry. (0000000681 Anonymous)

readily available (0000000699 Anonymous)

The hospital continues to expand existing services and offering new services, more local providers. Continue to have a need for mental health services. (0000000677 Anonymous)



Knox County Community Needs Assessment

Section - Housing Services

12. On the topic of Housing (counseling, ownership, repair, homelessness, renting, etc.) How can this area be improved for the citizen's of Knox County? Some struggles are low quality housing stock, high interest loans, no where to live and expensive deposit rates.

additional low income housing (0000000677 Anonymous)

Affordable housing with access to high speed internet and in an area with easy access to jobs is needed. Public transportation and efforts to make the city more walk able/bike friendly would help people move to and from jobs. (0000000678 Anonymous)

Better communications (0000000698 Anonymous)

Create a database with information about landlords and properties

Some Kceoc employees need to have better attitudes (0000000675 Anonymous)

Credit repair courses Collaborative efforts w courts to expunge records when individuals have changed their lives

Assistance w deposits w electric and water companies (0000000680 Anonymous)

Help the struggling more (0000000689 Anonymous)

Help them learn what it takes to improve credit score and locate reources to aid them in being indenent (0000000676 Anonymous)

Help with rent for people that don't have assistance and better paying jobs (0000000692 Anonymous)

Homes more affordable for families. (0000000693 Anonymous)

Housing will remain an issue because so many of Knox County's citizens do not have any training in financial literacy. I think that there is a tremendous need for this type of education in the schools and community. Budgets work, but you need to know how to develop one and how to use it. (0000000697 Anonymous)

i believe more opportunities will be available after the election but we need to have more public discussions (0000000688 Anonymous)

I would like to see a Habitat for Humanity group in Knox County. I think the closest group to us is Laurel County. A program that has being tried in other places is building tiny houses. These are great for 1 or family of 2 people. (0000000685 Anonymous)

I've done a application and background and paid my fee was never called on apartment. I actually had to go up there and how proof of my receipt I paid for my background and they didn't even run it. It was a mess (0000000682 Anonymous)

Improved incentive to landlord's to offer government subsidized housing (0000000719 Anonymous)

increase affordable housing options (0000000700 Anonymous)

Lower interest loans, help with utilities (temporarily) and better jobs, financial counseling (0000000714 Anonymous)

lower interest rates (0000000715 Anonymous)

Lower rent provide help without hud (0000000679 Anonymous)

more emphasis on "good" renter certifications (0000000681 Anonymous)

more help for working class students (0000000713 Anonymous)

More jobs increases more availability to make payments (0000000699 Anonymous)

Knox County Community Needs Assessment

Section - Income and Asset Building Services

13. What do you think would be the best way to aid people in Knox County in managing their income and building their assets? Are there any strategies that could be implemented to make those topics more understandable or attainable for them (if yes, please elaborate)?

(0000000675 Anonymous)

(0000000693 Anonymous)

Additional instruction in financial literacy. I think every student in our school districts need skills in managing their funds. Not just a one time session, but beginning in elementary school and continuing into high school. Students may never use Physics, but all of them should know how to develop a budget and use it. (0000000697 Anonymous)

budgeting (0000000713 Anonymous)

Budgeting classes (0000000699 Anonymous)

Budgeting classes and credit score classes (0000000676 Anonymous)

Get drugs away from them first (0000000692 Anonymous)

Help low income people with transportation (0000000689 Anonymous)

I think that personal finance should be taught to every child in school. As for adults, seminars on personal finance could be offered in churches or civic groups in the community. (0000000685 Anonymous)

I THINK THAT THE BEST WAY IS TO TRY TO TEACH THE PEOPLE HOW TO MANAGE, BUT THEN YOU ARE GOING TO HAVE THE ONES THAT ARE GOING TO BUY THEIR DRUGS AND NOT THINK A THING ABOUT THEIR CHILDREN AND FAMILY. (0000000684 Anonymous)

i'm not sure (0000000715 Anonymous)

Mandatory budget classes fir anyone receiving welfare payments (0000000719 Anonymous)

offer classes (0000000698 Anonymous)

people fear earning income that will result in lose of public benefits, therefore they stay dependent, the best way would to offer support in those "gap" periods when they earn barely enough to lose benefits but are still far from being able to support themselves (0000000681 Anonymous)

Provide accountant (0000000679 Anonymous)

Push financial literacy early in schools. Teach the dangers of predatory loans and how to build budgets. (0000000678 Anonymous)

See previous answer (0000000688 Anonymous)

Stop giving to people who don't wanna do anything on life. As a single parent graduated college student I don't get anything. They cut me off stamps (0000000682 Anonymous)

Knox County Community Needs Assessment

Section - Information & Referrals

14. This is vital for understanding what resources are available and what steps to take in order to access them. What can be done to improve the information and referral systems in Knox County?

a county wide referral system. (0000000715 Anonymous)
all agencies need to collaborate to reach more people (0000000700 Anonymous)
Anything (0000000689 Anonymous)
better communications with the public (0000000698 Anonymous)
Better online presence with social media (0000000719 Anonymous)
continues partnerships with schools and community agencies (0000000713 Anonymous)
Don't just do it for your family, actually help the community (0000000682 Anonymous)
Get more help for people (0000000679 Anonymous)
Help with rent food and other stuff (0000000692 Anonymous)
Make more people aware of what services we have available. Reaching out to Churches and other organizations so people know what we have. (0000000677 Anonymous)
More direct information from local physicians (not to conflict with HIPPA rules). Schools and churches know which families are struggling. I would like to see some type of combined list of families who habitually ask for assistance, and help that family develop a plan to help themselves. KCEOC could dedicate someone to be a liaison with churches and school FRCD directors and set up trainings for these families. Once through the training and having been successful for a length of time, some of the family members could assist in trainings. This would provide a positive incentive for those parents who are successful and create a sustainable program. (0000000697 Anonymous)
More people to look at the referrals and act upon them (0000000676 Anonymous)
public service case managers (0000000681 Anonymous)
Send out a resource guide to families for free. (0000000693 Anonymous)
Social Media maybe (0000000699 Anonymous)
There should be a database of community resources that everyone can easily access. This would have to be updated at least once a year. (0000000685 Anonymous)
use community bulletin boards especially develop Chamber website as a go to site. (0000000688 Anonymous)
Work together with local agencies to meet needs. Unite organizations as to not re-invent the wheel (0000000714 Anonymous)

Knox County Community Needs Assessment

Section - Case Management and Supportive Services (Multiple Domains)

15. Support services such as case management, transportation, clothing assistance, legal assistance, child and elder care are vital to the populations that need these services. How can the above listed services be improved? Are you aware of any services that are needed but are not being provided?

Continually put out that donations are needed (0000000699 Anonymous)

Elder care is much needed. If there are programs for this it needs to be better communicated to the public (0000000698 Anonymous)

I do TCM for a behavioral health facility in Knox County. (0000000693 Anonymous)

I'm aware due to being in the school system. not sure if other are (0000000713 Anonymous)

In my personal opinion, additional assistance for elder Knox County residents. So many are at the mercy of family members. I would like to see additional housing that is a transition from living alone before living in a nursing home. Additional housing facilities that would provide some independence, but also allow residents to have assistance as needed. One major need is socialization for our older population. Housing and the senior center could help address this issue. (0000000697 Anonymous)

Income to look for a job is one barrier that the client faces.

income for the first week of transportation to the job .

Income for supplies for the job.

(0000000676 Anonymous)

Increased screenings for elderly needs (0000000719 Anonymous)

Let people know about these services. I don't know about many of them but I would like to find out

Find someone at the college who can give this information for the students

Mail a flyer with services to each reside (0000000675 Anonymous)

More awareness of these (see previous post) and make them very affordable. (0000000688 Anonymous)

not aware of any services not being provided (0000000700 Anonymous)

People need help with rent dearing the peramedic (0000000679 Anonymous)

So many people fall in the "inbetween" program expansion would be benifical (0000000681 Anonymous)

Special needs kids (0000000692 Anonymous)

Support for grandparents who are raising grandchildren on a fixed income due to the drug epidemic. They need support in every way. (0000000685 Anonymous)

they all could be improved. (0000000715 Anonymous)

Transport bus would be good to get kids back and forth to work. Some don't have rich family members and their having to raise themselves or their brothers and sister. I used to be one of those people. I was 16, always worked and I'm 27. Now (0000000682 Anonymous)

Transportation (0000000689 Anonymous)

Knox County Community Needs Assessment

Section - Civic Engagement and Community Involvement Services

16. Please list some ideas that could aid the community of Knox County in being more educated and involved in civic and community activities?

Allow clients to get involved and be responsible for holding meetings and giving out the information. Let them make contact with each other and brainstorm on how they can break barriers and find resources (0000000676 Anonymous)

Awareness is the KEY. Claudia does a great job but advocates need to be more vocal and provide antidotes for their successes. (0000000688 Anonymous)

Have more activities available for them to pick from

Get involved with the college to get the students involved

Offer family friendly activities (0000000675 Anonymous)

I think civics and ethics should be taught in all schools. I believe that every effort should be made to raise the high school graduation rate in Knox County. I think we can have an abstinence education program to help students make good choices in the area of sexuality. Also, coop programs between business and schools should be encouraged. (0000000685 Anonymous)

Learn classes for those who need it (0000000692 Anonymous)

Make it free (0000000679 Anonymous)

making it relevant to their own interests (0000000681 Anonymous)

more activities for teens

(0000000715 Anonymous)

Not sure (0000000719 Anonymous)

Philanthropic opportunities to help the community. You don't have to donate a \$1M to help. Also recognizing and allowing people to share skills and knowledge. If not addressed in some way to preserve skills such as quilting, sewing, chair making and many of the skills that were considered common knowledge will be lost. I'd like to see a center or location where anyone who was interested could share skills and knowledge. They could spend an afternoon quilting, painting a picture, or telling stories.

(0000000697 Anonymous)

Tutor activities (0000000682 Anonymous)



Knox County Community Needs Assessment

Section - Overall Needed

17. Please rank the three most important needs.

23.23%	23	Employment Services
17.17%	17	Education and Cognitive Development Services
16.16%	16	Health and Socio Behavioral Health Services
13.13%	13	Housing Services
10.10%	10	Case Management/Supportive Services (Multiple Domains)
9.09%	9	Income and Asset Building Services
7.07%	7	Civic Engagement and Community Involvement Services
4.04%	4	Information and Referral Services



Knox County Community Needs Assessment

Focus Groups/Interview Responses

Focus Group Responses (all areas)

Education

What are the education needs that are unmet or poorly met in Knox County?

Lack of Technology to virtually participate in education programs
Lack of resources available to kids with disabilities those parents won't know how to teach or have the means to.
Lack of education to use technology to assist in education
Lack of assisters to assist the child with using virtual technology
Lack of resources or transportation to get to technology for kids to learning
Lack of funding for transportation
Lack of supplies for children to participate in education
Lack of Parental support to empower children to learn

Of those needs, Can we rank or agree which of those should have a higher priority when being addressed by community resources?

Lack of Internet Access to assist learning
Capacity to do the Facilitation of Technology Learning
Lack of school supplies for learning

What are the factors or causes driving those needs?

COVID-19 is a big issue that is driving the move to technology learning
The area and the cost also doesn't facilitate the capacity to have technology learning in Knox County

Do you have any ideas or strategies to improve these issues? Do you have any ideas or solutions that have worked elsewhere?

More funding to provide more internet capacity for more educational attainment
Special funding to get more education supplies to parents to aide children in learning
Provide free WIFI hotspots closer to home.
Internet Payment subsidies and free learning devices
Partnering with Internet/Technology providers for special discounts for learning for internet and computers.

Do you have any other suggestions or comments?

None



Knox County Community Needs Assessment

Health

What are the Health needs that are unmet or poorly met in Knox County?

Not enough Medical Specialists/Physicians
Mental Health Specialists/Isolation due to COVID
Knowledge of available Resources/Expanded Medicaid
Not enough Internet capacity for Tele Health Options

Of those needs, Can we rank or agree on which of those should have a higher priority when being addressed by community resources?

1. Not Enough Medical Specialists/Physicians
2. Not Enough Internet Capacity for all people to receive Tele Health Options
3. Lack of Knowledge of Available Resources

What are the factors or causes driving those needs?

The overhead is too expensive for specialists to practice in Knox County.
Resources are not promoted or advertised quick enough or accurately enough.
Internet and Technology sources are monopolized by certain providers.

Do you have any ideas or strategies to improve these issues?

Provide more government subsidies for Free Internet and Free Tech Equipment so that
Tele Health Capacity reaches more clients.
Develop more Healthcare Networks and provide more opportunities for specialists to practice in the county.

Do you have any other suggestions or comments?

None



Knox County Community Needs Assessment

Housing

What are the barriers or those needs of those who are in need of housing?

More Jobs/Better Wages
More opportunities in general
Lack of Knowledge of the available resources
Guidance on Life Skills
More rental assistance benefits/High Rent Area

Of those needs, Can we rank or agree on which of those should have a higher priority when being addressed by community resources?

More Jobs/Better Wages
Guidance on Life Skills
More rental assistance benefits/High Rent Area

How do we improve, fix or eliminate the barriers?

Talk to the community leaders and politicians to advocate for youth housing assistance
A social media Pr blitz with a lot of people uniting to help us with our issues.
Fundraisers
Counselors to assist with barriers

What are we lacking in community resources in housing related areas?

not enough opportunities to own a home
not enough high quality homes to rent that are affordable
Transportation assistance programs
Rental deposit/Rent assistance programs
Home Repair Program

Can anyone name any new innovative or new initiatives or programs? These may not be in Knox County or could be developed in Knox County?

A homeless to homeowner program.



Knox County Community Needs Assessment

Employment

What barriers do the unemployed face in Knox County when trying to find suitable employment?

Lack of transportation to get back and forth to work once a job is found

finding a job with a criminal history

can't meet the required qualifications for the job.

can't work due to having to take care of family

most people can make it better by getting free benefits

some people are not able to work

Of those needs, Can we rank or agree on which of those should have a higher priority when being addressed by community resources?

Transportation to and from work

Criminal history preventing getting a job

Getting the required qualifications

Can you explain a strategy that would allow the unemployed to work around or for community resources to eliminate the barriers?

If companies could provide transportation or a way to pay for transportation for workers to get to work

If companies would work to give more people chances at employment even if they have a bad background. They could take references or have the applicant show proof of reforming.

Assistance programs to help people get qualified for jobs.

What skills or training could be provided or accessed that would aid the unemployed in gaining a competitive advantage?

GED Classes

Training classes on the internet

Free technical training for skills to use on a job like welding, electrician and mechanics



Knox County Community Needs Assessment

KEY Informant Interview Findings

Key Informant #1

Relationship to KCEOC CAP

External Stakeholder – Client

Date/Time:

11/13/2020 – 9:30 AM

Greatest Needs:

Housing, Transportation, Employment, Food, Clothing, Education

Effects of struggles:

Homeless, Hunger, No Food, No Job

Top 5 Needs:

1. Housing
2. Food
3. Clothing
4. Transportation
5. Education

Current Program in place to help with needs:

Homeless Shelter, LIHEAP Program, Food Stamps, Food Vouchers, GED Program and Goodwill Clothing

Effectiveness of current solution:

Paying Electric and Heating assistance. Our Ged Program for Education. Goodwill help for clothing
Our Food Program for Children, Summer Feeding and Food Vouchers

Three community improvements that could be made:

- 1) Transportation
- 2) Job Creation
- 3) Education, Training



Knox County Community Needs Assessment

Key Informant #2

Relationship to KCEOC CAP

External Stakeholder – Client

Date/Time:

11/20/2020 – 10:35 AM

Greatest Needs:

They cannot afford adequate housing, food or childcare, or transportation

Effects of struggles:

Low Self-esteem, Depression and Anxiety

Top 5 Needs:

1. Jobs
2. Higher, Better Pay
3. Affordable Housing
4. Affordable Childcare
5. Transportation

Current Program in place to help with needs:

GED Adult Education Programs, LIHEAP Programs, Homeless Shelter, SECEP Program for 55 years and older, Summer Feeding Programs, Food Vouchers

Effectiveness of current solution:

Helping kids get a nutritious meal, GED Program for education, SECEP Program training for older adults

Three community improvements that could be made:

- 1) Job Creation
- 2) Transportation
- 3) Affordable Childcare



Knox County Community Needs Assessment

Key Informant #3

Relationship to KCEOC CAP

Internal Stakeholder – Board Member

Date/Time:

11/12/2019 – 9:22 AM

Greatest Needs:

Utilities cost, daycare and food, job training.

Effects of struggles:

Stress, anxiety, weight gain/loss, and hopelessness

Top 5 Needs:

Mental health

Utilities

Daycare

Job training

Health

Current Program in place to help with needs:

Not Answered

Effectiveness of current solution:

Not Answered

Three community improvements that could be made:

Not Answered



Knox County Community Needs Assessment

Key Informant #4

Relationship to KCEOC CAP

Internal Stakeholder – Agency Employee

Date/Time:

10/26/2020 – 10:30 AM

Greatest Needs:

Safe, affordable housing
Reliable transportation
Shortage of Nutritious Food

Effects of struggles:

Families living with other family members; living in sub-par housing
Families having to rely on other people to take them to appointments, work, grocery store, etc
Not enough nutritious food for families that are not receiving any type of assistance

Top 5 Needs:

- 1) Housing
- 2) Transportation
- 3) Food

Current Program in place to help with needs:

Save the Children – distributing food boxes

Effectiveness of current solution:

Save the Children – temporary solution

Three community improvements that could be made:

- 1) More safe, affordable housing
- 2) Affordable, reliable Public transportation
- 3) Food banks



Knox County Community Needs Assessment

Key Informant #5

Relationship to KCEOC CAP

Internal Stakeholder – KCEOC Employee

Date/Time:

10/15/2020 – Sent Via Email; Received: 01/21/21

Greatest Needs:

Education / Job Training, Affordable Day Care
Affordable Transportation Services
Affordable Housing

Effects of struggles:

It's a continuing cycle of despair. Lots of people can't afford to further education or training for higher level jobs. If they can afford either, then they have the issue of being able to afford Day Care. Even with Day Care Assistance, most day cares only operate during normal working hours of 7-5. Anything over an 8 hour shift is out of pocket expense. Then if they don't have a vehicle of their own and have to pay a cab service or other people to give them a ride it can be extremely costly. Some families barely bring home anything after paying day care.

Top 5 Needs:

1. Education /Job Training
2. Affordable Housing
3. Affordable Day Care
4. Affordable Transportation Services
5. Family / Drug Addiction Counseling / Rehab

Current Program in place to help with needs:

Community Action Workforce Centers and Housing Assistance, HUD, Comp Care

Effectiveness of current solution:

For those who have the opportunity to utilize these resources they are extremely beneficial

Three community improvements that could be made:

- 1) Education or Training
- 2) Affordable Housing
- 3) Affordable Child Care



Knox County Community Needs Assessment

Key Informant #6

Relationship to KCEOC CAP

Internal Stakeholder – Board Member

Date/Time:

09/11/2020 – 11:03 AM

Greatest Needs:

- 1) Free WIFI in the community
- 2) Emergency Shelter
- 3) Drug Rehabs

Effects of struggles:

Under the situation now if housing is lost, since evictions are about non-existent, there is no housing available to obtain. With all school being conducted online, several families are left out without a source to the internet.

Top 5 Needs:

1. Emergency Shelter
2. Access to Internet
3. Drug Rehab
4. Food Pantry
5. Answer not given

Current Program in place to help with needs:

Several grants are being distributed to assist with needs.

Effectiveness of current solution:

I think KCEOC is doing the best it can under the circumstances.

Three community improvements that could be made:

- 1) WIFI Hotspots for the Community
- 2) Child Care, Temp. during the state of emergency
- 3) Provide help to renters/landlords for back rent and utilities



Knox County Community Needs Assessment

Assessment/Proposal References

1. Knox County Community Action Needs Indicators Report:
<https://cap.engagementnetwork.org/assessment-tools>
2. 2020-2021 CSBG Section C Report (7/1/2019 – 6/30/2020) FY20, Available upon request
3. County Health Rankings:
<https://www.countyhealthrankings.org/app/kentucky/2020/rankings/knox/county/outcomes/overall/snapshot>
4. Census Poverty Data for Knox County (Poverty Status for the last 12 months),
<https://data.census.gov/cedsci/table?q=ACSST1Y2019.S1701%20Knox%20County,%20Kentucky&tid=ACSST5Y2019.S1701&hidePreview=true>



Knox County Community Needs Assessment

Addendum A: Knox County Health Rankings Report



Knox County Community Needs Assessment

Addendum B: Agency Program Characteristics Report



Knox County Community Needs Assessment

Addendum C: US Census Poverty Data Report



Knox County Community Needs Assessment

Addendum D: Knox County Needs Indicators Report