



# Knox County Community Needs 2022-2023 Assessment Survey

## 2024 Knox County Community Needs Assessment



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# Knox County Community Needs 2022-2023 Assessment Survey

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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 2022-2023 Assessment Survey

## **Introduction to the Assessment**

The Knox County needs assessment was conducted from July 1st, 2022 to December 31st, 2022. 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, 2022 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**

Focus groups 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 12/31/2022 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 - 2023**

Based on not only the data submitted, but also based on the testimony of the members who joined the meeting, a low-income board member and a student intern 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; including the lack of personal assets. Decent, affordable homeownership opportunities is lacking in the local community. Housing is the most important source of wealth for most U.S. families and thus an important wealth equalizer, according to the Washington Center for Equitable Growth. Through homeownership, families have the potential to not only bring them out of their current poverty situation, but to also pass down an asset/benefit to their heirs that could lead them out of becoming or staying poverty.

There is also a lack of trust in outside community providers who want to provide needed assistance to help alleviate poverty. Clients don't know how to break the dependence on government assistance. Fear of cutting ties with public assistance, can I make it on my own without it?

**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. The clients suffer from a lack of skills and the opportunity to move out of poverty even though clients are hard working including sustaining and maintaining employment for long periods of time.

**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. Technology and Virtual Learning, how do clients at home get affordable tech equipment and internet services? Some people cannot afford this. An option discussed would be free broadband across the county and better broadband accessibility across the county.



# Knox County Community Needs 2022-2023 Assessment Survey

**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. Being motivated by success stories and/or speakers from those who have been served by KCEOC or those who have moved from poverty to self-sustainment through creative and critical decision making could be an essential means to assist households in establishing a new direction out of poverty.

**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. A few examples were brought up in the meeting concerning the need for improved broadband and technology in the county. Also, the agency improving outreach to minorities and finding ways to market its programs and services to them or to make sure that is being completed was mentioned. 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 funding and addressing the needs of the local community.



# Knox County Community Needs 2022-2023 Assessment Survey

## **2022-2023 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 Behavioral Health

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



# Knox County Community Needs 2022-2023 Assessment Survey

## **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  
Locust Grove Baptist Church

## **Public Sector**

Bluegrass Care Navigators  
Barbourville Tourism Commission  
Cumberland Valley Regional Housing Authority  
Grace Community Health Center  
Kentucky Highlands Investment Corp.  
Goodwill Industries, Inc.  
R-TEC Transportation  
Winter Wood, Inc.

## **Private Sector**

Barbourville Mountain Advocate  
Barbourville Chiropractic  
Baptist Health  
Comfort Keepers  
Home Helpers  
Barbourville Health and Rehab  
Knox County ARH  
St. Joseph's London  
Hometown Bank  
Forcht Bank  
Grace Community Health Center  
Whitaker Bank  
Knox County Chamber of Commerce  
Private Landlords (Betty Cole, Kay Dixon)  
Private Business Owners (Maynes Market, Wood Transmission)  
PNC Bank  
West Knox Pharmacy  
Wood Forest Bank



# Knox County Community Needs 2022-2023 Assessment Survey

## **Community Needs Assessment Overall Survey Results – 2023**

### Results

Number 1 Need	Housing
Number 2 Need	Employment
Number 3 Need	Health/Sociobehavioral Health
Number 4 Need	Education/Cognitive Development
Number 5 Need	Case Management/Support Services/Multiple Domains
Number 6 Need	Income/Asset Building Services
Number 7 Need	Civic Engagement and Community Involvement Services
Number 8 Need	Information & Referrals
Number 9 Need	Racial/Gender Equity

### **Assessment Results**

A total of 500 KCEOC, CAP client surveys were distributed with 102 surveys being completed by clients and returned for a return rate of 20.4%.

A total of 53 Knox County community service providers completed online surveys.

A total of 8 key finding interviews were conducted with both internal and external stakeholders.

Five 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 1<sup>st</sup> 2022 till December 31<sup>st</sup>, 2022. A total of 102 client surveys were completed. A total of 53 community provider surveys were completed. Five focus groups were held through this period focusing on Education, Employment, Housing, and Health.

Eight key informant interviews were collected from board members, agency staff, and clients.



# Knox County Community Needs 2022-2023 Assessment Survey

## 2022-2023 CSBG Needs Assessment Local Survey Results

### Overall

#### Of the participants polled:

51.0% of them thought that **Employment** was one of the three greatest needs.

48.5% of them thought that **Housing** was one of the three greatest needs.

44.5% of them thought that **Education and Cognitive Development** was one of the three greatest needs.

37.1% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.

29.5% of them thought that **Case Management and Support Services** was one of the three greatest needs.

22.40% of them thought that **Income and Asset Building** was one of the three greatest needs.

14.1% of them thought that **Civic Engagement/Community Involvement** was one of the three greatest needs.

14.0% of them thought that **Information/Referrals** were one of the three greatest needs.

6.8% of them thought that **Racial/Gender Equity** were one of the three greatest needs.



# Knox County Community Needs 2022-2023 Assessment Survey

## Client version

### Of the participants polled:

48.0% of them thought that **Housing** was one of the three greatest needs.

47.0% of them thought that **Employment** was one of the three greatest needs

36.0% of them thought that **Education/Cognitive Development** was one of the three greatest needs.

29.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.

27.0% of them thought that **Case Management/Support Services** was one of the three greatest needs.

26.0% of them thought that **Income and Asset Building** was one of the three greatest needs.

15.0% of them thought that **Civic Engagement/ Community Involvement** was one of the three greatest needs.

13.0% of them thought that **Information/Referrals** were one of the three greatest needs.

8.0% of them thought that **Racial/Gender Equity** were one of the three greatest needs.



# Knox County Community Needs 2022-2023 Assessment Survey

## Community Provider Version

Of the participants polled:

55.0% of them thought that **Employment** was one of the three greatest needs.

53.0% of them thought that **Education and Cognitive Development** was one of the three greatest needs.

49.0% of them thought that **Housing** was one of the three greatest needs

45.2% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.

32.0% of them thought that **Case Management/Supportive Services** was one of the three greatest needs.

18.8% of them thought that **Income/Asset Building** was one of the three greatest needs.

15.0% of them thought that **Information/Referrals** were one of the three greatest needs.

13.2% of them thought that **Civic Engagement/Community Involvement** was one of the three greatest needs.

5.6% of them thought that **Racial/Gender Equity** were one of the three greatest needs.



# Knox County Community Needs 2022-2023 Assessment Survey

## Client Results

The overall needs voted by the clients were: Housing (48%), Employment (47%), Health and Socio Behavioral Health (36%), Education and Cognitive Development (29%), Case Management/Services Supporting Multiple Domains (27%), and Income and Asset Building (26%), Civic Engagement and Community Involvement (15%), Information and Referrals (13%) and Racial/Gender Equality (8%).

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 Weatherization and home repair services.

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 Health and Social Behavioral Health, clients felt that the top priority choices were: more programs to provide food services including delivered and prepared meals, payment assistance programs for adult dental/hearing/vision services and more wellness education programs.

Within the choices of Education and Cognitive Development, clients felt that the top priority choices were: Head start and pre-school services expanded to include more students, affordable education supports and more degree/certificate programs offered locally.

Within the choices for Case Management/Services Supporting Multiple Domains, clients felt that the top priority choices were case management support services for individuals and families, affordable support services (e.g., transportation, childcare), case management support for seniors and case management for the homeless.

Within the choices of Income Management/Asset Building, clients felt that the top priority choices were: financial capability skills training, including budgeting, savings and building assets, more access to low interest loans and financial counseling on lending and borrowing.

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 and increase in the community's knowledge of available resources, and empowerment/leadership opportunities for community members.

Within the choices of Information and Referral Services, clients felt that the top 3 priority choices were: legal services, substance abuse services and child support services.

Within the choices of Racial and Gender Equality, clients that the top 3 priority choices were: more community strategies to ensure access for all groups, more awareness & resources to address poverty and social inequality and Increase community awareness of racial inequality issues.



# Knox County Community Needs 2022-2023 Assessment Survey

## Community Provider Results

The overall needs voted by the community providers were: Employment (55.0%), Education and Cognitive Development (53.0%), Housing (49.0%), Health and Socio Behavioral Health (45.2%), Case Management/Services Supporting Multiple Domains (32%), Income and Asset Building (18.8%), Information/Referral Services (15%) Civic Engagement and Community Involvement (13.2%) and Racial/Gender Equity (5.6%)

Within the choices of Employment, community providers felt that the top priority choices were: higher pay rates, more incentives and raises, bring in new industry and jobs, provide more education and training so that people can get better jobs.

Within the choices of Education and Cognitive Development, community providers felt that the top priority choices were: more after school tutoring and support services, add more trade and vocational options in the curriculum, more early education intervention and financial literacy education.

Within the choices of Housing community providers felt that the top priority choices were: more affordable housing, lower rent costs, more attention to the homeless problem, more shelters and more housing counseling with rental and home ownership education.

Within the choices of Health and Social Behavioral Health, community providers felt that the top priority choices were: provide more education on how to be healthy and incentives provide more health fairs and provide mobile health clinics to communities.

Within the choices of Case Management/Services Supporting Multiple Domains, community providers felt that the top priority choices were: more awareness and promotion of the services being provided and expansion of elder care and senior services, provide an increased affordable transportation 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 in early years of education, and provide more opportunities close to the impoverished.

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 (more advertisement), a centralized website or agency that is dedicated to information and referral, and more partnerships and better communication with other agencies.

Within the choices of Civic Engagement and Community Involvement, community providers felt that the top 3 priority choices were: provide more civic and community activities, promote and advertise events more often, provide more education and awareness on what civic and community Involvement is and why it's important.

Within the choices of Racial and Gender Equality, clients that the top 3 priority choices were: need to encourage and educate on how to look at what makes us unique, what we share in common that makes us a stronger community, reaching out to more diverse people in the community to participate more in civic activities, board involvement and other decision making positions, encourage businesses to hire qualified applicants from diverse backgrounds.



# Knox County Community Needs 2022-2023 Assessment Survey

## Other Key Findings

### Clients:

- Free computers
- Free access to internet for people with no income
- Programs and resources for senior citizen's (5)
- The LIHEAP program expanded (5)
- Domestic violence shelter
- Car repair and insurance assistance
- More community activities for children
- More homeless shelters and resources (5)
- More rehab resources for addicts
- Rides to store and doctor.
- Driver's license and job readiness (3)
- Expanded childcare hours for parents that work and students that take night classes
- More counseling services
- More food banks (5)

### Community Providers:

- Access to more mental health professionals
- More affordable tech for students
- School bus route for post high school seeking higher education, to help break the cycle
- Coordinated joint transportation shared by local employers
- Mobile health and dental clinics (monthly) at every community with free screening and counseling
- Second chance employers
- Videos on civic topics
- Equity is very important regardless of location
- Innovative drug rehab/incarceration alternatives
- Improve community infrastructure to attract employers to provide better jobs
- Provide employer based in house daycare
- Zoom training free to all Knox County residents with time to chat on financial, life skills or any needs topic.
- One central location for needs to be assessed and met, info provided as well.
- Working poor program: helps keep their safety net stable as they progress through working.
- 5 minute daily radio show focused on civic and community activities, volunteerism



# Knox County Community Needs 2022-2023 Assessment Survey

## **2022-2023 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: Racial/Gender Equity
- Question 18: Overall Needed Services

### **Community Version (Paper Copy)**

- 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: Racial/Gender Equity
- Question 18: Overall needed (ranking the 3 most important needs)



# Knox County Community Needs 2022-2023 Assessment Survey

## **2022-2023 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.

### **Community Version (Electronic Copy)**

- 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: Education and Cognitive Development (problems, issues and factors)
- Question 10: Employment (unemployment needs)
- Question 11: Health and Socio Behavioral Health (health improvement)  
Education and Cognitive Development (problems, issues and factors)
- Question 12: Housing (Issues in homeless, lack of housing and sub-standard living)
- Question 13: Income and Asset Building (strategies to aid in managing income and resources)
- Question 14: Information and Referrals
- Question 15: Case Management/Support Services/Multiple Domains
- Question 16: Civic Engagement/Community Involvement
- Question 17: Racial/Gender Equity
- Question 18: Overall needed (ranking the 3 most important needs)



# Knox County Community Needs 2022-2023 Assessment Survey

**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	98	99%
2	Other	1	1%
Mean		1.01	

1. Other (specify): N/A

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

Choices		Count	Percent
1	Female	81	84%
2	Male	16	16%
Mean		1.16	

## 3. What is your age? (Select one)

Choices		Count	Percent
1	0-5	4	4%
2	6-11	0	0%
3	12-17	0	0%
4	18-23	8	8%
5	24-44	56	57%
6	45-54	11	11%
7	55-69	17	17%
8	70+	3	3%
Mean		5.30	

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

Choices		Count	Percent
1	American Indian/Alaska Native	2	2%
2	Asian	0	0%
3	Black/African American	3	3%
4	Native Hawaiian/Pacific Islander	0	0%
5	White	96	95%
6	Other	0	0%
7	Multi-Race	0	0%
Mean		4.86	

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

Choices		Count	Percent
1	Hispanic	2	2%
2	Non-Hispanic	96	98%
Mean		1.98	

## 6. What is your Military Status?

Choices		Count	Percent
1	Vet	1	1%
2	Active	0	0%
3	N/A	96	99%
Mean		2.98	



# Knox County Community Needs 2022-2023 Assessment Survey

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

- More help with utilities.
- Would like to see more community help for shelter.
- Income based living.
- Help with water bill. More funding for electric. Quicker response for assistance with things like heat and air units, decks, etc.
- Don't know.
- More homeless shelters. More rehabs for addicts. More volunteers from each household to help each other. More housing.
- Homeless shelter for Men/Women/Children if all community members could donate the building materials, cash, food clothes, medicine, health/beauty aids, household items. Also jobs so they can work to help themselves and each other.
- Housing, Liheap
- Every program, everything is a mess.
- Rides to store and doctor.
- Drivers license. Job readiness.
- Expanded KCEOC.
- Health and Social Behavioral Development Services offer the kids more.
- More food banks. More activities for kids to do during summer. cheaper daycare. More road workers to cleanup trees that take up the road.
- Homeless shelter.
- Job training.
- Jobs.
- I can't think of any at the moment.
- Low income families getting a chance to be home owners.
- Housing and more help with people on the streets.
- The activities for kids; not playgrounds but safe places kids can go to as they grow up to give them something to do.
- Housing programs, food programs.
- Prayer taught in school. No child goes without for the Angel Tree.
- Housing services for the homeless.
- None at this time.
- Childcare hours, most single parents don't have support and work later hours or trying to go to College and some courses are late hours ex: 4 to 6:30 pm
- I think they do a great job and go above and beyond for the kids and parents.
- Shelter program improvements for clients. Theft, bullying, intimidating people. Sexual harassment.
- Not at this moment.
- More help in helping the needs of families.
- Food or utility bills.
- Health and Social Behavioral Development Services. Housing.
- The programs you have saved me and the community.
- Do a great job for our community.
- Liheap - more funding.



# Knox County Community Needs 2022-2023 Assessment Survey

## 7. What current community services would you like to see improved or expanded? *(continued)*

- Programs for seniors.
- Employment Services.
- Housing Services.
- Asset Building Services.
- I would like to see more social behavioral help like counseling services.

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

- More help with utilities.
- Transportation to grocery stores.
- Better HUD Apartments income based.
- Don't know.
- Little houses built to help so people not homeless. Food pantries. Bible camps. Churches lots of churches. Praise be to God. Housing service.
- God we have him and each other. Men and women's homeless shelters, more jobs, more weatherization for roofing for homes. Volunteers to help the needy and help each other with things they need by giving from every household the things they don't need. Start giving to people the things they need.
- Food, Lighthouse housing.
- Food for senior citizens.
- No.
- Driving lessons.
- Rehabs for races.
- No.
- Expanded homeless shelter.
- I feel like our children need a place they can safely play or even hangout. Maybe a youth program or something like that for all ages.
- A local food bank would be helpful for lots of residents.
- More community programs, clubs, events to help our town grow and blossom.
- More food banks.
- Case management. Can't even find case manager for my son.
- None.
- Can't think any at this time.
- Longer childcare. Summer educational programs.
- Safe at Home Program.
- Counseling for behavioral problems. More help for people who cannot get rides for appointments.
- Clothes for kids. Build homes for families with kids. Help with household things for families. Help with water bills. School clothes for kids.
- Help with rides for people trying to work.
- More housing for some, young and homeless.
- More for elderly.
- Programs for seniors.



# Knox County Community Needs 2022-2023 Assessment Survey

## Select the three most important needs in CASE MANAGEMENT

Choices		Count	Percent
1	Case management support services for individuals and families	45	49%
2	Case management support for seniors	39	42%
3	Case management support of the disabled	30	33%
4	Case management support for the homeless	34	37%
5	Affordable support services (e.g., transportation, childcare)	39	42%
6	Access and referrals to other agencies to support stability	13	14%
7	Customer advocacy/mediation (e.g., debt forgiveness, landlord negotiations, speaking on your behalf)	26	28%
8	Other	1	1%
Count		227	

### CASE MANAGEMENT-Other (please specify):

- For homeless, new house.
- More homeless shelters, more volunteers.

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

Choices		Count	Percent
1	Voter education and access	21	23%
2	Volunteer training and opportunities to learn how to impact your community	41	45%
3	Empowerment/leadership opportunities for community members	26	28%
4	Increase in the community's knowledge of available resources	32	35%
5	Information on how to join community groups, advisory boards, etc.	22	24%
6	Increase advocacy efforts to strengthen community members	28	30%
7	Increase civic knowledge and access for community members	27	29%
8	Other	3	3%
Count		200	

### CIVIC ENGAGEMENT/COMMUNITY INVOLVEMENT-Other (please specify):

- Needs little house to house the homeless.
- Hands on people to go out and help each other to work together.



# Knox County Community Needs 2022-2023 Assessment Survey

## 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	48	52%
2	GED/literacy/basic education programs	35	38%
3	Post-secondary edu preparedness & assistance for Vo-Tech or college	31	34%
4	More certificate/degree programs offered locally	42	46%
5	Affordable education supports (e.g., transportation, childcare)	45	49%
6	Extra-curricular programs (e.g., behavior improvement, mentoring, leadership)	29	32%
7	Leadership training	14	15%
8	Other	4	4%
Count		248	

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

- Rehab services for the badly addicted and for all kinds of addiction.
- More churches to help people with good housing - working inside and outside of their homes.
- Graduates

## Select the three most important needs in EMPLOYMENT SERVICES

Choices		Count	Percent
1	Better paying jobs	64	70%
2	More jobs that provide benefits	48	52%
3	More education, job training, and/or skills to strengthen the local workforce	44	48%
4	Affordable workforce support (e.g., transportation, childcare)	45	49%
5	Work readiness skills training (e.g., career coaching, resume, interviews)	26	28%
6	Work placements, internships, job shadowing and apprenticeships	27	29%
7	Post-employment assistance (e.g., coaching, interactions with employers, supplies)	9	10%
8	Other	5	5%
Count		268	

### EMPLOYMENT SERVICES-Other (please specify):

- Help for the homeless.
- Jobs, hands on training, building homes.
- Gender education.
- Jobs for seniors



# Knox County Community Needs 2022-2023 Assessment Survey

## 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)	33	36%
2	Preventative healthcare education and services	27	29%
3	Payment assistance programs for adult dental/hearing/vision services	42	46%
4	More programs to provide food services, including delivered & prepared meals	52	57%
5	Improved emphasis on nutritional education (e.g., healthy eating, exercise)	23	25%
6	More wellness activities provided in the community (e.g., exercise, fitness)	19	21%
7	More wellness education programs (stress reduction, medication mgmt, etc.)	34	37%
8	Other	3	3%
Count		233	

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

- Help for hungry and homeless.
- More volunteers to help those who cannot help themselves.

## 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	54	59%
2	Security/utility deposit/payment programs	50	54%
3	Counseling services for renters (e.g., eviction prevention, landlord mediation)	15	16%
4	Financial counseling for renters and homeowners	31	34%
5	Homeownership opportunities	31	34%
6	Weatherization and home repair services	37	40%
7	Temporary housing placement, including shelter for victims of domestic violence and local/natural disasters	35	38%
8	Other	1	1%
Count		254	

### HOUSING SERVICES-Other (please specify):

- Food and shelter for homeless.



# Knox County Community Needs 2022-2023 Assessment Survey

## 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	53	58%
2	Financial counseling on lending and borrowing	42	46%
3	More access to low interest loans	53	58%
4	First time home buyer counseling	36	39%
5	Foreclosure prevention counseling	16	17%
6	Free tax preparation assistance	35	38%
7	Benefit coordination/advocacy	8	9%
8	Other	3	3%
Count		246	

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

- Build new homes - homeless shelter.
- To help all who can't help their selves.

## Select the three most important needs in INFORMATION & REFERRALS

Choices		Count	Percent
1	Child Support Services	30	33%
2	Legal Services	39	42%
3	Recreation Services	24	26%
4	Substance Abuse Resources	31	34%
5	Sexual Abuse Services	27	29%
6	Physical Abuse Services	25	27%
7	Emotional Abuse Services	32	35%
8	Other	4	4%
Count		212	

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

- Information for hungry and homeless.
- To help all who need help in any task.



# Knox County Community Needs 2022-2023 Assessment Survey

## Select the three most important needs in RACIAL AND GENDER EQUITY

Choices		Count	Percent
1	More Community Strategies to Ensure Equal Access for All Groups	53	58%
2	More Promotion of Community Based Racial Equity Activities	27	29%
3	More Promotion of Community Based Gender Equity Activities	26	28%
4	Increase Community Awareness of Racial Inequity Issues	28	30%
5	Increase Community Awareness of Gender Inequity Issues	16	17%
6	More Awareness & Resources to Address Poverty and Social Inequality	48	52%
7	Other	4	4%
Count		202	

### OVERALL NEEDED SERVICES-Other (please specify):

- Equality for white women
- To help hungry and homeless
- More churches
- Race & gender shouldn't matter.

## Select the three most important needs in OVERALL NEEDED SERVICES

Choices		Count	Percent
1	Case Management/Support Services/Info & Referrals (Multiple Domains)	27	29%
2	Civic Engagement and Community Involvement Services	14	15%
3	Education and Cognitive Development Services	29	32%
4	Employment Services	46	50%
5	Health and Social Behavioral Health Services (Nutrition is included)	35	38%
6	Housing Services	49	53%
7	Income and Asset Building Services	25	27%
8	Information and Referrals	13	14%
9	Racial and Gender Equity	8	9%
10	Other	27	29%
Count		273	

### OVERALL NEEDED SERVICES-Other (please specify):

- Help for homeless and hungry.



# Knox County Community Needs 2022-2023 Assessment Survey

**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. The following is a tabular depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each table.

## Section - Demographics

### 1. Which county do you live in?

100.00%    3    Knox

### 2. What is your gender?

100.00%    3    Female

### 3. What is your age?

100.00%    3    45-54

### 4. What is your race?

100.00%    3    White

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

66.67%    2    Non-Hispanic  
33.33%    1    Hispanic

### 6. What is your Military Status?

100.00%    3    N/A

## 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)

Liheap should be expanded. (0000001246 Anonymous)  
Liheap, seems they don't get enough money to help all the people that need the help (0000001244 Anonymous)  
More things for our children in the commu (0000001222 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)

Domestic violence shelter (0000001244 Anonymous)  
Help with car repair & car insurance to be able to go back to work. (0000001246 Anonymous)  
No (0000001222 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## Section - Community Needs

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

66.67%	2	Case management support for Seniors
66.67%	2	Case management support services for individuals and families
33.33%	1	Access and referrals to other agencies to support stability
33.33%	1	Affordable support services (e.g., transportation, childcare)
33.33%	1	Case management support for the disabled
33.33%	1	Case management support for the homeless
33.33%	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

100.00%	3	Empowerment/leadership opportunities for community members
100.00%	3	Volunteer training and opportunities to learn how to impact your community
66.67%	2	Voter education and access
33.33%	1	Increase in the community's knowledge of available resources

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

100.00%	3	More certificate/degree programs offered locally
66.67%	2	Affordable education supports (e.g., transportation, childcare)
66.67%	2	Head start and pre-school services expanded to include more students
66.67%	2	Post-secondary education preparedness and assistance for Vo-Tech or college (e.g. counseling, applications, text books, computers)

### 12. Employment Services- Pick the three most important needs

100.00%	3	Better paying jobs
100.00%	3	More jobs that provide benefits
66.67%	2	More education, job training, and/or skills to strengthen the local workforce
33.33%	1	Affordable workforce support (e.g., transportation, childcare)

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

100.00%	3	Payment assistance programs for adult dental/hearing/vision services
66.67%	2	More programs to provide food services, including delivered and prepared meals
66.67%	2	Preventative healthcare education and services
33.33%	1	Health screening and assessments (e.g., immunizations, physicals)
33.33%	1	More wellness activities provided in the community (e.g., exercise, fitness)



# Knox County Community Needs 2022-2023 Assessment Survey

## 14. Housing Services - Pick the three most important needs

100.00%	3	Security/utility deposit/payment programs
66.67%	2	Short and long term rental assistance programs, including availability of income based rental housing
33.33%	1	Counseling services for renters (e.g. eviction prevention, landlord mediation, tenant rights education)
33.33%	1	Homeownership opportunities
33.33%	1	Temporary housing placement, including shelter for victims of domestic violence and local/natural resources
33.33%	1	Weatherization and home repair services

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

100.00%	3	Financial capability skills training, including budgeting, savings, and building assets
66.67%	2	Financial counseling on lending and borrowing
66.67%	2	More access to low interest loans
33.33%	1	First time home buyer counseling
33.33%	1	Foreclosure prevention counseling

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

100.00%	3	Emotional Abuse Services
66.67%	2	Legal Services
33.33%	1	Child Support Services
33.33%	1	Recreation Services
33.33%	1	Sexual Abuse Services
33.33%	1	Substance Abuse Resources

## 17. Racial and Gender Equity - Pick the three most important needs

33.33%	1	More awareness & resources to address poverty and social inequality
33.33%	1	More community strategies to ensure equal access for all groups
33.33%	1	More promotion of community based racial equity activities

## 18. Overall Needed - Pick the three most important needs

66.67%	2	Employment Services
66.67%	2	Health and Social Behavioral Health Services
66.67%	2	Income and Asset Building Services
33.33%	1	Case Management/Supportive Services/Information and Referral
33.33%	1	Civic Engagement/Community Involvement Services
33.33%	1	Education and Cognitive Development Services



# Knox County Community Needs 2022-2023 Assessment Survey

**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. The following is a tabular depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each table.

## 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)

42.86%	9	Educational Institution Faculty/Staff (Local adult eds, schools, colleges and universities)
14.29%	3	Local Politician/Government
14.29%	3	Private Sector Representative (For profit, small business, etc.)
9.52%	2	KCEOC Staff or Volunteer
9.52%	2	Public Sector Representative (Non-Profit, Govt. Regulated, Funding Sources, Etc.)
4.76%	1	Faith Based Organization Representative (Church's and Faith Based groups, clubs, councils, associations, etc)
4.76%	1	KCEOC Board Member

#### 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)

80.95%	17	Knox
19.05%	4	Other:

#### Comments/Notes for "Other":

Laurel (0000001242 Anonymous) 10/15/2022  
 Laurel (0000001243 Anonymous) 10/15/2022  
 Whitley (0000001233 Anonymous) 8/8/2022  
 Whitley (0000001232 Anonymous) 8/12/2022

#### 3. What is your gender?

85.71%	18	Female
14.29%	3	Male

#### 4. What is your age?

40.00%	8	45-54
30.00%	6	24-44
25.00%	5	55-69
5.00%	1	70



# Knox County Community Needs 2022-2023 Assessment Survey

## 5. What is your race?

95.24%	20	White
4.76%	1	Black or African American

## 6. What is your ethnicity?

100.00%	21	Non-Hispanic
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## 7. What is your Military Status?

95.24%	20	N/A
4.76%	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)

Help for seniors who want to find jobs.

After school programs for kids.

Fine arts opportunities. (0000001231 Anonymous)

maybe some after school programs to help with homework and keep kids busy and off the streets (0000001237 Anonymous)

Mental health institutions for kids between the ages of 6-17 (0000001242 Anonymous)

Mental health institutions for kids between the ages of 6-17 (0000001243 Anonymous)

More suitable housing for low income families. Stronger supervision on HUD landlords because a lot of what they rent to low income families is not livable but somehow passes. (0000001248 Anonymous)

Not at the mome (0000001223 Anonymous)

Provide more hours for youth services.

Provide more funding for adult WIOA training programs. (0000001224 Anonymous)

Sidewalks, innovative drug rehab, incarceration alternatives (0000001233 Anonymous)

Something for people that are being stalked (0000001235 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## 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)?

Accessible after school activities that enrich the lives of the students. (0000001231 Anonymous)  
Each child being treated with respected( not being yelled at or made fun of iin front of other children) by Teachers and staff. Also every child doesn't learn the same so should be a class that helps with it (0000001235 Anonymous)

I liked the DARE program Ky had for sixth graders. I think it was successful in warning children about addiction from just trying drugs or alcohol once.....

Impressed with the handbooks the police instructor officer Bundy! (0000001247 Anonymous)

Less paperwork on teachers and more just teaching time for children and teachers...also cursive needs to be taught. (0000001248 Anonymous)

More early childhood programming and more emphasis on skilled labor in trades (0000001230 Anonymous)

More funding, more "Best Practices",more innovation, maybe a four day school week, Maybe night school alternatives, better pay and benefits to retain your teachers. Perhaps recruitment of teachers and coaches to reduce bus driver shortages. (0000001233 Anonymous)

more tech should be offered (0000001236 Anonymous)

No (0000001223 Anonymous)

Provide more work ready training.

Invest in trade skills.

Provide art's and crafts.

More emphasis on financial literacy. (0000001224 Anonymous)

Support with truancy, feeder programs for choir, band and art programs. Qualified coaches with knowledge of sport they are coaching. Technical programs for female students as well as males. (0000001245 Anonymous)

Tech education. Trade education. (0000001227 Anonymous)

Technical ser (0000001225 Anonymous)

Technical ser (0000001226 Anonymous)

The new Training Center will be a huge improvement for Knox County, allowing students to train at home and stay home to work (0000001237 Anonymous)

Tutoring, testing sites (0000001242 Anonymous)

Tutoring, testing sites (0000001243 Anonymous)

Vocational training... Plumbing, Electrical, Carpentry, Customer Service. Teach kids financials....rent costs this much, electric bill, gas if necessary...and how much do you need to make in order to live....don't forget food. This would help the county in the long run.

(0000001249 Anonymous)

We desperately need early education intervention for our county. There are so many children who lack basic skills, such as hand washing, following directions, etc., which puts students of poverty at a disadvantage. (0000001234 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## 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)?

A job recruitment Director through the Judge's office, All job openings and unemployed citizens housed there along with other opportunities, like military, neighboring counties. Set very lofty goals, lower the unemployment to 0 in a feasible time, or eliminate the position. All federal, state, county hiring's must come from this list. Chamber and KCEOC members volunteer to set up a Board that helps manage this position. A person offered a good job and refuses goes to the 0 unemployment numbers with an asterisk? (0000001233 Anonymous)

Beef up education programs and court order substance abusers to long term rehabilitation. (0000001245 Anonymous)

Better pay (0000001235 Anonymous)

Better pay (0000001242 Anonymous)

Better pay (0000001243 Anonymous)

Bring in employers that will provide higher sustainable living wages. (0000001224 Anonymous)

Cut off ALL checks to those that are able to work...this is number one. Provide a form of public transportation to current jobs. Show the employers ...how to do this. Get Local media to publish weekly ....a list of open jobs...partner with them...so that the advertising rate is low and shared with the media companies....it benefits them also as it has the potential to drive more viewers to their sites/printed materials. (0000001249 Anonymous)

Don't give out so much tax payer money that it allows people to not work. (0000001227 Anonymous)

Educ (0000001225 Anonymous)

Educ (0000001226 Anonymous)

I believe KCEOC is doing a fantastic job providing opportunities for employment and training. (0000001248 Anonymous)

Increase in wages, provide in house day care for households with young children and structured after school programs for children of working families (snacks/meals, tutoring and homework assistance) (0000001230 Anonymous)

job training (0000001236 Anonymous)

Knox county needs more jobs other than restaurants. We need some kind of factories that people can work at. (0000001229 Anonymous)

More development and more, larger businesses moving into Knox County. (0000001237 Anonymous)

No (0000001223 Anonymous)

Offering jobs to high school students with average grades and good attendance with transportation provided.

A problem with adults here is no transportation for different reasons. (0000001247 Anonymous)

Paid Maternity Leave, bonuses when goals are met (0000001228 Anonymous)

People need childcare. (0000001231 Anonymous)

Try to get more factories in Knox County. (0000001232 Anonymous)

We need to ensure that our population is properly education for jobs that require skilled labor. We need to improve our community's infrastructure to attract and keep well-paying jobs. We do not need any more minimum wage positions, where people are untrained for skilled work and therefore are stuck in a job with few benefits and places them just above the poverty level. There is no incentive to work in a job that's not going to increase your socioeconomic status. (0000001234 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## 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?

Health classes need to be integrated into science more. We used to have health classes in elementary

I think school's should have dentist to come to schools to talk screen each class.

I think if students come from troubled homes or have been getting in trouble

Multiple times counseling sessions should be set up during the school day.

Children who have obstacles being clean should have access to showers at schools with clean clothes available by offering these services early before school starts. I'm a dreamer.

Different kinds of nutritional foods offered as snacks at recess to everyone and those who try new foods given a reward extra recess movie etc.

(0000001247 Anonymous)

Health education at every grade level. Physical education courses that teach daily exercise and nutrition to develop healthy habits. (0000001245 Anonymous)

Health...there are places to walk, that is good.

Socio Behavioral Health...down town is prettier, that is good. (0000001231 Anonymous)

Host more health fairs at KCEOC. (0000001224 Anonymous)

I wish I knew the answer to this...unfortunately much of what we see is generational. The children grow up in it and think there's no way to rise above it. (0000001248 Anonymous)

Institutional and testing for kids (0000001242 Anonymous)

Institutional and testing for kids (0000001243 Anonymous)

It's available. (0000001227 Anonymous)

KCEOC provides head start programs for young learners. By helping parents understand the need for better physical and mental health care, children have the chance to be healthier than previous generations. (0000001234 Anonymous)

Make sure Knox county not being hacked. Someone is changing my medical plans and it keeps changing (0000001235 Anonymous)

Mental health (0000001225 Anonymous)

Mental health (0000001226 Anonymous)

more education about the above (0000001236 Anonymous)

Not a clue..as I have never looked into this. (0000001249 Anonymous)

Not familiar enough with these to provide insight (0000001230 Anonymous)

Our community did a great job working together getting everyone vac (0000001223 Anonymous)

There could be more doctors offices in the area, that are not associated with large groups (0000001237 Anonymous)

Try to cut down waiting lines. (0000001232 Anonymous)

What about a health mobile similar to a bookmobile and have the Health Department schedule every community in Knox County a day of free health screening and counseling. (0000001233 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## 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, nowhere to live and expensive deposit rates.*

Again, a Realtors association that lists all people interested in different housing, and a listing of all available sights, and someone to make some calls and matches. (0000001233 Anonymous)

Available land and opportunities to purchase house trailers/modular homes at cheaper interest rates but land available to purchase at a decent price to place these home (0000001237 Anonymous)

Hire new people at the HUD office them ladies treat people like crap, belittle, . make the deposit payable each month. (0000001235 Anonymous)

I also wish I knew the answer to this. We have more homelessness than anyone realizes. Families or individuals who are displaced due to poor housing, living with family members and lack of income. So sad. (0000001248 Anonymous)

If people had jobs they could work at an make a wage that would allow them to have a home that would be a good thing. That goes back to Factory work. (0000001229 Anonymous)

Low quality housing. (0000001227 Anonymous)

Making sure the places to rent are good quality for a family to live. Many of the places for rent, have high rent and are not in good enough shape for a family to live. I know some college kids that rented and they didn't have heat for a year in the winter. Their landlord is a well known person and kept promising to get it fixed. He never did. (0000001232 Anonymous)

not sure much can be done until market levels off (0000001236 Anonymous)

Offer low interest loans to home owners, build rent controlled apar (0000001245 Anonymous)

Promote financial literacy in the schools. (0000001224 Anonymous)

Prosecute slum lords and assess a penalty for uninhabitable conditions, provide rental assistance subsidies for a set period of time until a family has opportunity to get established, provide incentive to good landlords, work with utility companies to break down deposit amounts over several months, write for grants to be used to specifically address the high interest rate of loans many lower income families cannot afford and find opportunity to assist them in climbing out of poverty (0000001230 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## Section - Housing Services-Continued

Put together a group of intelligent people that understand all of this....THEN come up with a plan by those folks. Be sure you have the funding PRIOR to engaging those folks...because when intelligent hard-working people stop long enough to offer advice and no action is taken concerning that advice..they won't stop to help again. We all have ideas to offer....but OUR time is of a premium.  
(0000001249 Anonymous)

The HUD program, in theory, is a wonderful program. It allows for low-income families to have a home. However, the execution of this program is severely lacking in most cases. Some landlords have created nests of poverty in our community by not maintaining their properties.  
(0000001234 Anonymous)

The KCEOC could reclaim dilapidated housing and either repair or replace it and use it as low income rental property. (0000001231 Anonymous)

This is a huge problem.

We need a larger homeless shelter with mentors to manage the clients by finding jobs, providing transportation, helping them manage their finances, and to find them shelter they can afford. County apartments would be great as temporary housing until they can finance a house by building with a loan etc... (0000001247 Anonymous)

We need more low income housing (0000001223 Anonymous)

Well being a landlord high deposits are required simply because the tenants are tearing the houses apart. Busting windows, kicking in doors. It's terrible the messes they leave in these homes.  
(0000001225 Anonymous)

Well being a landlord high deposits are required simply because the tenants are tearing the houses apart. Busting windows, kicking in doors. It's terrible the messes they leave in these homes.  
(0000001226 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## 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)?*

A lot of that could be accomplished in our school systems if we stopped teaching test material and taught real life situations instead (0000001237 Anonymous)

Address the drug problem. Those on drugs can't keep jobs and often steal from those who do have jobs. No one can build assets this way.

Look at our strengths and teach us how to capitalize on them (arts, crafts, live stock, land, and southern hospitality and charm). (0000001231 Anonymous)

By employment (0000001229 Anonymous)

Generational poverty is a long term cultural change. If they see no future vision, they live day to day. Possibly offer opportunities close by so transportation isn't as big an issue. (0000001245 Anonymous)

Have classes (0000001223 Anonymous)

I do not think there is. The low income people of any area are living that way by choice. You could offer money management classes, however, until someone realizes they have a problem, no one will come. Maybe implement a training like this in the local high schools. (0000001232 Anonymous)

I hate to admit it but I am afraid most would not admit to needing assistance for money management. Perhaps the way to address it is to address it in middle/high school and have every family create a budget, review financial management, etc. IDK?? (0000001248 Anonymous)

I'm not sure. We do need assistance for people who need help budgeting and managing their income. If we could implement a program to help people budget, I honestly think there would be fewer abuses of pay day loan companies, pawn shops, and other businesses that prey upon the less fortunate. (0000001234 Anonymous)

it goes back to starting early in school...teaching practical life concerning financial.... how to budget... how to plan to buy a house....how much would once have to save in order to have enough for a down payment...how does one establish a good credit score... teach it teach it teach it.... (0000001249 Anonymous)

Many individuals of our area who have never managed a budget have no idea of how to make funds last an entire month. Given that funds are fixed, for anyone receiving public assistance, there should be some kind of program or classes to assist them create a working budget to understand where their \$ goes and methods of how to make their funds go farther. There should also be some accountability and responsibility. (0000001230 Anonymous)

Maybe some zoom training free to all Knox County citizens, with time for chat? (0000001233 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## Section - Housing Services-Continued

more education on the benefits of above. (0000001236 Anonymous)

Personally until people have the want to get off the couch and start working this community is not gonna get no be (0000001225 Anonymous)

Personally until people have the want to get off the couch and start working this community is not gonna get no be (0000001226 Anonymous)

Role playing in elementary and high school classes.

As part of math classes, social studies class,

Etc...society has stopped setting the example of it takes hard work and saving money to be able to pay bills, eat and be able to retire?

(0000001247 Anonymous)

Start at the High School level and promote financial literacy. (0000001224 Anonymous)

The poor people doesn't get or make enough money to build any assets. Lower rent, electric, water, food (0000001235 Anonymous)

Yes. Teach them money managing skills in school. (0000001227 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## 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?*

Be consistent with what is available and advertising at every opportunity. (0000001245 Anonymous)

Go to school classes have programs. Talk to school resource personnel who know families who need help. Go to churches and explain what programs are available. Go to jail and talk to the inmates and give out numbers, applications, schedules etc.. (0000001247 Anonymous)

Have more local businesses willing to share and help give out resources from KCEOC (0000001237 Anonymous)

I am not sure. (0000001230 Anonymous)

I don't even understand this question. Examples would be nice...when asking this question. (0000001249 Anonymous)

I think there are enough government jobs that they should have ample resources to do this. Maybe changing the KCEOC rules about how they can spend money. Use it for people's needs instead of buying buildings. (0000001227 Anonymous)

Make the Internet accessible for everyone in the county. (0000001224 Anonymous)

No idea (0000001223 Anonymous)

no ideas (0000001233 Anonymous)

not sure (0000001236 Anonymous)

Send information home with all the students in the county. Advertise on social media. Post flyers with information. Set up at any community event, if possible, and provide details about programs. (0000001234 Anonymous)

The big players need to get on the same page. Who are these big players? To name a few, KCEOC, Union College, County Schools, Health Department, Food Stamp Office, DCBS Protection and Permanency, Partners for Education, Law Enforcement, and even landlords who hold a certain amount of properties. (0000001231 Anonymous)

The reason no one utilizes these resources, is that they have to wait so long. I understand short staffing, but a 3 hour wait is not reasonable. Plus all the paperwork a person has to bring, no one has that much time. Even the attitudes of workers in offices that offer help can be discouraging. (0000001232 Anonymous)

We need one central location for all needs to be assessed and/or met. You have to go here for housing, there for food stamps, here for employment, there for other things. One central hub of information would be excellent. (0000001248 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## 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?*

Again, have local media have a small section on line and in print that showcases these services and WHERE to find the needed assistance. No idea on improvements....but the information needs to spread across the entire county. Make fliers..and take them to ALL of the little country stores/gas stations/hangouts....and explain to the owners and informal leaders at those places..what you are doing. POST the flyers...and also leave copies of said flyer...at the place. Heck, put a map on the back if you are so inclined. (0000001249 Anonymous)

Again, these are all needed services, but the attitudes, and requirements are hold ups are what keeps people from trying. Elderly people need the most help, but no one helps they just give them instructions and expect them to know how to do everything on their own. (0000001232 Anonymous)

Eligibility seems to greatly vary in many cases. (0000001245 Anonymous)

Have more accountability. Make it a give and earn situation. This might already be in place. If clothes are given then they need to volunteer helping take care of an elderly person housekeeping cooking etc..or doing something else to help community trash pickup certain area or so many bags. Trash is a huge problem right now. (0000001247 Anonymous)

I am uncertain at this time. (0000001229 Anonymous)

I feel and after school program for the "working poor" would make a wonderful addition for Knox County residents. Some families are stuck on public assistance because they're never given the opportunity to get on their feet. As soon as they go to work and begin to earn a little subsidies such as the amount in food stamps get cut and income based rentals go up therefore keeping families in a vicious cycle. If they work, they're worse off than before and their safety net gets ripped away. (0000001230 Anonymous)

I notice these services being available but not aware of needed improvement (0000001237 Anonymous)

IDK...once again, you can get any assistance needed pretty much from somewhere. You just have to be willing to put forth the effort. (0000001248 Anonymous)

KCEOC does a great job on the above (0000001236 Anonymous)

Men's shelter.

Work program for those with prior felonies. (0000001224 Anonymous)

no ideas (0000001233 Anonymous)

Not aware of any. (0000001227 Anonymous)

Not right now (0000001223 Anonymous)

There are seniors looking for jobs, they need help. There are teens and adults looking for work that they can do after school or in the evenings, they need help. Match up those who need caregivers with those who need employment. (0000001231 Anonymous)

There needs to be open communication between the agencies. Caseworkers should be comfortable working with their clients. (0000001234 Anonymous)

Yes (0000001225 Anonymous)

Yes (0000001226 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## 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?

(0000001224 Anonymous)

First, let me say KUDOS to the Barbourville Tourism and Marcia Dixon. She has done a fabulous job organizing and providing community events that pulls everyone together...at least everyone who is interested enough to attend. She has also made Knox County a more beautiful place. Social media is a great way to get information distributed because families may go without food or heat but will always have the internet. SMH (0000001248 Anonymous)

Gender equity, gender iden (0000001243 Anonymous)

Gender equity, gender iden (0000001242 Anonymous)

Get in the elementary schools and involve EVERY student. Consistently..... (0000001245 Anonymous)

Host learning opportunities for community members- for example-week one create budget, week 2 how to shop wise, week 3 grow veggies in flower pots. Provide low income families with free vegetable plants, potting soil and pots in the spring to grow some fresh. Several that live in multi-unit housing could possibly have a communal garden space permitting (0000001230 Anonymous)

If you are looking to involve the movers and shakers in the county...set up appointments for a 20 minute face to face meeting with them...and stick to the mission of educating them...within those 20 minutes. Openly invite them to the events...and create a want in them to attend...due to the fact ....that they can see value....in what that activity is attempting to accomplish for all of Knox county. (0000001249 Anonymous)

KCEOC does a lot Knox County already. They are present in the local schools. Maybe become more present at Union show kids from out of town what is offered by KCEOC. (0000001232 Anonymous)

Many people have a soft spot for animals. Unite the community through animals. Help the county come together on animal control. We have strays of all kinds starving, spreading disease, and encroaching on the homes of others. We also have irresponsible pet owners whose pets are just like strays, they run loose, are underfed, spread disease, and encroach on the homes of others. (0000001231 Anonymous)

Maybe a spring festival or fall festival where all schools are encouraged to have a field day like the Olympic competitions maybe just certain age groups on certain days winners in a parade.

Or have competition between schools academically in town teachers, parents, and students making up the teams. Questions about health issues,

Civic issues etc....then show the video at school make it fun!

Each year pass trophy to the school that wins

Lot of work (0000001247 Anonymous)

NA (0000001223 Anonymous)

Start it with the kids in school. (0000001227 Anonymous)

The key to this is more education and critical thinking in general. (0000001234 Anonymous)

What about a daily 5 minute radio show on station or stations with most listeners. Sheriff one day, KCEOC one day, Mike Mitchell one day, mayor one day, school superintendent, etc. Kind of keeping people in the know. (0000001233 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## Section - Racial and Gender Equity

*17. In your opinion, Do you feel that the community of Knox County needs more awareness, education and training on Racial and Gender Equity? If Yes or No, Please explain your ideas, philosophy or strategies on that matter.*

Absolutely! I'm embarrassed to say it, but most of the locals in our community are very racist and ignorant. They think because their parents or grandparents shared this mindset that they have to as well. Treating others the way you wanted to be treated should apply to all people, not just those who you agree with. You can even disagree with someone and still show them kindness.

(0000001228 Anonymous)

Ce (0000001225 Anonymous)

Ce (0000001226 Anonymous)

Education and training. (0000001229 Anonymous)

I think the whole country does, but why are we still talking about this? Why don't we put it in the curriculum of every preschool to 8th grade student in the entire county. Make it mandatory for home school kids, homebound, private schools and raise our children right. This may not solve the problem, but would put a big dent in it. (0000001233 Anonymous)

Knox county is just like every other county. People form their own opinion and can be open minded or closed minded on these types of subjects. I think Knox is pretty open to both racial and gender equity, but there is always going to be some people who's mind can't be changed. (0000001232 Anonymous)

No (0000001235 Anonymous)

NO (0000001236 Anonymous)

No (0000001247 Anonymous)

No. We have had no issues with violence or discrimination so we do not need to invite the issues in. (0000001231 Anonymous)

No. From what I see, it is pretty equal. The person that gets the job should be the one that deserves it, not because of their race or gender. The media has blown this issue so far out of proportion.

(0000001237 Anonymous)

No. I think these things only create division. (0000001227 Anonymous)

No... (0000001248 Anonymous)

This is a media driven political matter. I will NOT participate. (0000001249 Anonymous)

Yes (0000001223 Anonymous)

Yes, equity and understanding are im (0000001242 Anonymous)

Yes, equity and understanding are im (0000001243 Anonymous)

Yes, I do. Some local citizens feel rejected by their families and community when they reveal sexual orientation. (0000001230 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## Section - Racial and Gender Equity

Yes, just go talk to citizens and you can see how much work needs to be done. (0000001245 Anonymous)

Yes. Many people in our community still have patterns of racism, sexism, gender-inequality, that manifest in their daily lives. There are so many instances of people looking down upon others who do not fit their own belief system. We need to encourage and educate on how to look at what makes us unique, what our commonalities are, and how we can integrate those traits into making us a stronger community. (0000001234 Anonymous)

Yes. Reaching out to diverse people in the community to participate more in elections, involvement as board members, leaders, and other decision-making positions.

Encourage business to hire qualified people of different backgrounds. People from different backgrounds and different life experiences have different ways of solving problems. Diversity of personality can be a huge benefit to businesses.

Encourage celebrations of Holidays to encourage cultural awareness. (0000001224 Anonymous)



# Knox County Community Needs 2022-2023 Assessment Survey

## Section - Overall Needed

### 18. Please rank the three most important needs.

22.22%	14	Education and Cognitive Development Services
22.22%	14	Employment Services
17.46%	11	Health and Socio Behavioral Health Services
14.29%	9	Housing Services
9.52%	6	Case Management/Supportive Services (Multiple Domains)
6.35%	4	Income and Asset Building Services
3.17%	2	Civic Engagement and Community Involvement Services
3.17%	2	Information and Referral Services
1.59%	1	Racial and Gender Equity



# Knox County Community Needs 2022-2023 Assessment Survey

## **Focus Groups/Interview Responses (all areas)**

### **Civic Engagement and Community Involvement Focus Group Report**

#### **1. What is your community role?**

Ellen – coordinator, Earl – citizen, Allie – citizen, Alliyah – citizen, student  
Nick – fast food worker; Shawn - KCEOC (Facilitator)

#### **2. What do you see as the most important needs in Civic/Community Involvement for Knox County?**

More things to volunteer for, Kentucky youth assembly for all students, more basic services for all people

#### **3. Of those needs, can we rank or agree which of those should have a higher priority when being addressed by community resources?**

More things to volunteer for, Kentucky youth assembly for all students, more basic services for all people

#### **4. What programs, services, strategies and initiatives do we have in place to help with the topic?**

Chamber of Commerce, local government, school systems, local agencies and service providers

#### **5. What are the 3 top Improvements in Civic/Community Involvement that our agency and/or community can work on?**

Students as a whole should be cared for equally (all students), improve educational standards, more learning opportunities for everyone

#### **6. Any other suggestions, comments, ideas**

Better jobs! better employers, conditions, too much fast food employment in Knox County, benefits and hours



# Knox County Community Needs 2022-2023 Assessment Survey

## Education Focus Group Report

### 1. Please state your name and role in the community

Rebecca, Exe, secretary, KCEOC	Shawn, Facilitator, KCEOC
Camden, CD staff	Teresa, CD staff
Gina, Citizen	Lena, parent
Pam, CD admin	Sharon, CD teacher
Addie, CD staff	

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

Specialized staff to work with kids, resources/equipment to work with, more emphasis on education, sports, access to adult education centers transportation, enrollment costs, generating more parent involvement in education, fun literary instruction, more capacity

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

Job shadowing, specialized teachers/principles, Jobs, activities to sub/\*relay\* best, job post secondary

### 4. What are the factors or causes driving those needs?

Pay incentives, benefits are lacking, better communication, better colleges/post secondary/employers, and stereotyping and liability issue

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

Give it a chance, have rules, provide advocacy rules/ programs

### 6. Do you have any other suggestions or comments?

None



# Knox County Community Needs 2022-2023 Assessment Survey

## Employment Focus Group Report

### 1. State your name and community role

Camden – CD Staff      Shawn – KCEOC (Facilitator)  
Kristopher – parent      Diane – parent      Sheila – parent  
Brianna – parent      Krystal – parent      Felicia – parent

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

Transportation issues, childcare issues/costs, pay rate is not good enough, public benefits/cash, inflation

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

Childcare – not enough affordable childcare, need cost resources, transportation – no way to work, employer provided is not cost effective for employees, lack of - services HS, flexibility, incentives

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

More childcare options – subsidies and work daycare, restructure government, affordable transportation, subsidized R-Tec, transportation work program, carpooling/shared cost, lower tax rates/more tax credits for employed people

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

More emphasis on vocation vs. college Pell grant/student loan is not good enough, affordable certifications/trainings, cost vs. pay rate, more good jobs than good paying jobs with enough scheduled hours to earn a livable wage

### 6. What else can our agency or the community to do to help?

Free or discounted transportation for work  
Additional assistance with food and grocery costs  
Bring in more jobs  
Extended hours daycare  
More free or low cost daycare  
Low cost option to pick up a skill or trade



# Knox County Community Needs 2022-2023 Assessment Survey

## Health Focus Group Report

### 1. Please state your name and role in the community

Diane – Parent, community work

Cody – parent

Ashley – parent

Breanna – parent

Jessica – parent

Shawn - KCEOC (Facilitator)

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

Not enough dentists accept Medicaid – ties to other counties, costs + capacity, travel to specialists for care, health care prevention education, not enough dieticians/knowledge to access them – health care coverage, food – more variety/essentials

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

Dentist and eye doctor, food issues, more specialists

### 4. What are the factors or causes driving those needs?

Small town doctors don't take insurance, not enough doctors with many patients in need

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

Medical providers take Medicaid, recruit more grocers and food vendors into Knox County, improve health provider's image – ask hospital to recruit

### 6. Do you have any other suggestions or comments?

Sue Wal-mart, bring an Aldi here, better quality food and lower health risks, farmers market program for families



# Knox County Community Needs 2022-2023 Assessment Survey

## Housing Focus Group Report

### 1. Please state your name and role in the Knox County Community

Ellen – coordinator

Earl – citizen

Allie – citizen

Alliyah – citizen, student

Nick – fast food worker

Shawn - KCEOC (Facilitator)

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

Expenses, rent amount too high, availability, bias, low quality housing standards

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

Availability of any unit, rent expenses, safety

### 4. How do we improve, fix or eliminate the barriers?

More people moving into the area, less homes being built, landlords are too picky about tenants, sub-standard becomes the only choice, inflation

### 5. What are we lacking in community resources in housing related areas?

Build more housing/shelters, more subsidies, more business operating and more landlords operating in Knox County

### 6. 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?

Home ownership for renters, youth don't see homeownership as an option, housing counseling

### 7. Do you have any more questions or comments that you would like added?

None



# Knox County Community Needs 2022-2023 Assessment Survey

## Needs Assessment Interviews – External and Internal Stakeholders

KCEOC CAP Knox County Needs  
Interview Sheet

### Key Informant #1

Relationship to KCEOC CAP: External Stakeholder–Client

Date/Time: 12-13-22; 8:07 am

1. What are some of the greatest needs that low-income persons face in our community?

Food  
Shelter  
Clothes  
Heat  
Air

2. What are the effects of these struggles/needs on families and individuals?

Stress  
Worry  
Anger  
Depression

3. Of the needs that we have identified, what do you think are the top 5 needs (rank from 1 through 5)?

- 1) Food
- 2) Shelter
- 3) Necessities
- 4) Heat
- 5) Air

4. What current solutions, ideas, or resources are now in place to work on improving these issues?

Food banks  
Shelters  
Weatherization program  
Clothing give away



# Knox County Community Needs 2022-2023 Assessment Survey

## 5. How effective are these current solutions?

I believe they are doing a good job, as long as people know about them.

## 6. What top three community improvements do you think our agency or the community should focus on?

*The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.*

- 1) Making insurance more known
- 2) Affordable housing
- 3) Affordable health care



# Knox County Community Needs 2022-2023 Assessment Survey

## KCEOC CAP Knox County Needs Interview Sheet

### Key Informant #2

Relationship to KCEOC CAP: Supportive Services Director; KCEOC Staff

Date/Time: 12/20/2022; 3:07 pm

### 1. What are some of the greatest needs that low-income persons face in our community?

Food insecurities  
Affordable/obtainable housing  
Employment  
Health Care  
Transportation

### 2. What are the effects of these struggles/needs on families and individuals?

Increased costs of food  
Increasing rental rates and strict background restrictions/barriers  
Transportation and strict background restrictions/barriers  
Transportation and/or the lack of motivation to receive health care  
Affordable taxi rates and Rtech restrictions

### 3. Of the needs that we have identified, what do you think are the top 5 needs (rank from 1 through 5)?

- 1) Affordable/obtainable housing
- 2) Employment
- 3) Healthcare
- 4) Transportation
- 5) Food insecurities

### 4. What current solutions, ideas, or resources are now in place to work on improving these issues?

KCEOC has low barrier programs to ensure housing  
More resources for transportation opportunities

### 5. How effective are these current solutions?

Unfortunately our programs can only go so far and it is difficult for the clients coming from poverty to completely be able to obtain transportation to employment so they can pay increasing rental rates



# Knox County Community Needs 2022-2023 Assessment Survey

## 6. What top three community improvements do you think our agency or the community should focus on?

*The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.*

- 1) Affordable Housing
- 2) Transportation
- 3) Employment opportunities that are not limited to a certain amount of hours for people with criminal backgrounds



# Knox County Community Needs 2022-2023 Assessment Survey

## KCEOC CAP Knox County Needs Interview Sheet

**Name:** Key Informant #3

**Relationship to KCEOC CAP:** Career Advisor; Internal Stakeholder

**Date/Time:** 9/13/2022; 10:05 am

### 1. What are some of the greatest needs that low-income persons face in our community?

Transportation  
Housing  
Food  
Training/education  
Employment

### 2. What are the effects of these struggles/needs on families and individuals?

Without transportation, they can't get or keep a job. Without housing, they must live with relatives or in a shelter. Without training/education, they are limited as to the employment that is available.

### 3. Of the needs that we have identified, what do you think are the top 5 needs (rank from 1 through 5)?

- 1) Food
- 2) Transportation
- 3) Housing
- 4) Employment
- 5) Education/training

### 4. What current solutions, ideas, or resources are now in place to work on improving these issues?

Food- Summer feeding/At-Risk program  
Transportation-RTEC  
Housing-shelters/low income housing  
Employment-WIOA services  
Education-USkills/adult education and Southeast Community and Technical College



# Knox County Community Needs 2022-2023 Assessment Survey

## 5. How effective are these current solutions?

They are effective; however, there is always room for improvement.

## 6. What top three community improvements do you think our agency or the community should focus on?

*The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.*

- 1) Transportation
- 2) Affordable healthcare
- 3) Employment opportunities



# Knox County Community Needs 2022-2023 Assessment Survey

## KCEOC CAP Knox County Needs Interview Sheet

**Name:** Key Informant #4

**Relationship to KCEOC CAP:** Parent Education Specialist; Internal Stakeholder

**Date/Time:** 9/8/2022; 11:00 am

**1. What are some of the greatest needs that low-income persons face in our community?**

Adequate Housing  
Transportation  
Child Care  
Health care  
Low Education

**2. What are the effects of these struggles/needs on families and individuals?**

Low paying jobs, higher expensive, no health care

**3. Of the needs that we have identified, what do you think are the top 5 needs (rank from 1 through 5)?**

- 1) Adequate housing
- 2) GED/Higher education
- 3) Transportation
- 4) Child care
- 5) Health care

**4. What current solutions, ideas, or resources are now in place to work on improving these issues?**

Community transportation  
Internet services  
More affordable housing



# Knox County Community Needs 2022-2023 Assessment Survey

## 5. How effective are these current solutions?

Very

## 6. What top three community improvements do you think our agency or the community should focus on?

*The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.*

- 1) Affordable housing
- 2) Education/training
- 3) Public transportation



# Knox County Community Needs 2022-2023 Assessment Survey

## KCEOC CAP Knox County Needs Interview Sheet

Name: Key Informant #5

Relationship to KCEOC CAP: Volunteer & Community Liaison; External Stakeholder

Date/Time: 10/5/2022; 11:15 am

### 1. What are some of the greatest needs that low-income persons face in our community?

In terms of Hospice patient needs, what we hear requested most is wipes, bed sheets and things like this to ensure that neither Medicare nor Medicaid do not pay for.

### 2. What are the effects of these struggles/needs on families and individuals?

Families often must make choices on what to buy...and something goes un-purchased because they can't afford anything extra. Sometimes we are able to get things donated but it truly puts a strain on families to buy extra things.

### 3. Of the needs that we have identified, what do you think are the top 5 needs (rank from 1 through 5)?

- 1) Nutritional supplemental supplies
- 2) Common household essential items
- 3) Home repairs/modifications
- 4)
- 5)

### 4. What current solutions, ideas, or resources are now in place to work on improving these issues?

Currently we have generous donors that will give wipes and sheets. However, there are very few agencies that provide home improvement/modification services for the elder and or disabled community/client base.

### 5. How effective are these current solutions?

It's never enough so the need is always reoccurring and ongoing. The aging population and their needs are larger than the resources currently available.

### 6. What top three community improvements do you think our agency or the community should focus on?

*The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.*

- 1) Senior programming
- 2) Expanded senior citizen meal services
- 3) Home modifications for disability assistance



# Knox County Community Needs 2022-2023 Assessment Survey

## KCEOC CAP Knox County Needs Interview Sheet

**Name: Key Informant #6**

**Relationship to KCEOC CAP: External Stakeholder -Client**

**Date/Time: 11-18-22 10:34 am**

**1. What are some of the greatest needs that low-income persons face in our community?**

Food bills

**2. What are the effects of these struggles/needs on families and individuals?**

Illness stress

**3. Of the needs that we have identified, what do you think are the top 5 needs (rank from 1 through 5)?**

- 1) Food
- 2) Clothes
- 3) Bills
- 4)
- 5)

**4. What current solutions, ideas, or resources are now in place to work on improving these issues?**

Liheap, HUD, Foodstamps

**5. How effective are these current solutions?**

Very effective

**6. What top three community improvements do you think our agency or the community should focus on?**

*The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.*

- 1) More help with bills
- 2) More help with food
- 3)



# Knox County Community Needs 2022-2023 Assessment Survey

## KCEOC CAP Knox County Needs Interview Sheet

Name: Key Informant #7

Relationship to KCEOC CAP: External Stakeholder -Client

Date/Time: 11-18-22

**1. What are some of the greatest needs that low-income persons face in our community?**

Heating bills, good warm places to live

**2. What are the effects of these struggles/needs on families and individuals?**

People get sick

**3. Of the needs that we have identified, what do you think are the top 5 needs (rank from 1 through 5)?**

- 1) Bills
- 2) Food
- 3) Hygiene stuff
- 4)
- 5)

**4. What current solutions, ideas, or resources are now in place to work on improving these issues?**

Snap, Liheap, Programs you all have

**5. How effective are these current solutions?**

Pretty effective

**6. What top three community improvements do you think our agency or the community should focus on?**

*The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.*

- 1) Affordable housing
- 2) Health care
- 3) Child care



# Knox County Community Needs 2022-2023 Assessment Survey

## KCEOC CAP Knox County Needs Interview Sheet

**Name: Key Informant #8**

**Relationship to KCEOC CAP: External Stakeholder -Client**

**Date/Time: 11:04 am**

**1. What are some of the greatest needs that low-income persons face in our community?**

Income

**2. What are the effects of these struggles/needs on families and individuals?**

Paying bills

**3. Of the needs that we have identified, what do you think are the top 5 needs (rank from 1 through 5)?**

- 1) Etc- bills
- 2) Water bills
- 3) Rent
- 4) Gas
- 5) Supplies

**4. What current solutions, ideas, or resources are now in place to work on improving these issues?**

Not Answered

**5. How effective are these current solutions?**

Not Answered

**6. What top three community improvements do you think our agency or the community should focus on?**

*The improvements could be in areas such as job creation, affordable housing, accessible and affordable health care, affordable child care, transportation, education or training, community facilities, community services, commercial services, etc.*

- 1) Job creation
- 2) Education
- 3) Training



# Knox County Community Needs 2022-2023 Assessment Survey

## Demographics and Statistical Data

### Assessment/Proposal References

1. Knox County Community Action Needs Indicators Report: <https://cares.page.link/6v6y>
2. 2022-2023 CSBG Section C Report (7/1/21 – 6/30/2022) FY22, Available upon request
3. County Health Rankings: <https://www.countyhealthrankings.org/explore-health-rankings/kentucky/knox?year=2022>
4. Census Poverty Data for Knox County (Poverty Status for the last 12 months), <https://data.census.gov/cedsci/table?t=Income%20and%20Poverty%3AOfficial%20Poverty%20Measure%3APoverty&g=0500000US21121&tid=ACSST5Y2019.S1701>



# **Knox County Community Needs 2022-2023 Assessment Survey**

## **Addendum A: Knox County Health Rankings Report**



# **Knox County Community Needs 2022-2023 Assessment Survey**

## **Addendum B: Agency Program Characteristics Report**



# **Knox County Community Needs 2022-2023 Assessment Survey**

## **Addendum C: US Census Poverty Data Report**



# **Knox County Community Needs 2022-2023 Assessment Survey**

## **Addendum D: Knox County Needs Indicators Report**