



2021 Knox County Community Needs Assessment

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- Addendum A: 2019 Knox County Health Rankings
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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."



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Introduction to the Assessment

The Knox County Needs Assessment was conducted from July 1st, 2019 to December 31st, 2019. 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 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, 2019 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.

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 89 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.



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Key Informant Interview Methodology

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

Focus Groups Methodology

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

Assessment Methodology

The data gathering cycle ends on 12/31/2019 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 - 2020

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

Self-Esteem/Self-Worth Issues- Not believing in self and others or believing that they do not have the knowledge, skills or resources to sustain themselves; personal failures leaving them without the courage to move past, their past.

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

Environmental Issues- The living area, communication and transportation resources interfere with the client's capacity to thrive.

Educational Issues- The client or family is not educated enough to understand how or where to begin in order to move away from poverty.

Resource Issues- The client or family lacks the resources or capacity to move away from poverty; client is unaware of resources in the community even if they have been in poverty their whole lives.

Motivational Issues- The client or families lack the proper motivation or wiliness to move away from 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.

The Drug Problem: While providing Information and referral is a good start (and part of the agency strategic plan), based on information from the personal testimony, KCEOC is needed to provide support services once the drug addiction is under control. Clients need the most help from community action to get back on their feet, to be motivated, and to become stable.

Transportation: Rural communities often lack the means and infrastructure for a reliable public transportation system. Transportation is need to access employment and educational opportunities.

Affordable Childcare: With childcare costs at an all time cost, even working families cannot afford the costs associated with the care of their children.



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Financial Management: Clients sometimes think they have no other option but to rely on predatory lenders, credit cards, etc to obtain the necessities to survive.

The Answer: Providing the resources, increasing knowledge, and planning strategies to alleviate the barriers and needs of our clients is key. An example is that 1st Generation college students don't have parents to help them learn how to develop Post Secondary options. In this example, a provider would need to exhibit more proactive leadership, more outreach and mentoring; this would be needed to challenge the cultural and behavioral beliefs of generational poverty.

In the case of the drug problem and how it relates to employment, what if employers stopped drug testing employees and allowed them to work pending any issues that arose that resulted in a drug issue? What if becoming employed, along with intervention, could motivate a client to lead a drug free life?

Another example is being a motivationally led team that works with clients to bring out their best and build their inner strength, while helping them to reach their personal strategic goals. Case management needs to be about advocating, brokering, enabling, mentoring, supporting, and teaching.



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2019-2020 Knox County Needs Assessment Survey Groups

Community Based Organizations

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

Educational Institutions

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



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Faith-Based

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

Public Sector

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

Private Sector

Barbourville Mountain Advocate
Hometown Bank
Forcht Bank
Grace Community Health Center
Knox County Chamber of Commerce
Private Landlords
Times Tribune
Hallmark
Sonny's Sporting Goods
Best Western



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Community Needs Assessment Overall Survey Results - 2020

Results

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

Assessment Results

A total of 500 KCEOC, CAP client surveys were distributed with 95 surveys being completed by clients and returned for a return rate of 19%

A total of 35 Knox County community service providers completed online surveys.

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

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

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

The assessment or survey period was held from July 1st 2019 till December 31st, 2019. A total of 95 client surveys were completed. A total of 35 community provider surveys were completed. Four focus groups were held through this period focusing on Education, Employment, Housing, and Health. Six key informant interviews were collected from board members, agency staff, and clients.



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2019-2020 CSBG Needs Assessment Local Survey Results

Overall

Of the participants polled:

- 35.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.
- 34.0% of them thought that **Employment** was one of the three greatest needs.
- 30.0% of them thought that **Housing** was one of the three greatest needs.
- 29.5% of them thought that **Education and Cognitive Development** was one of the three greatest needs.
- 21.25% of them thought that **Case Management and Support Services** was one of the three greatest needs.
- 14.0% of them thought that **Income and Asset Building** was one of the three greatest needs.
- 13.0% of them thought that **Civic Engagement/Community Involvement** was one of the three greatest needs.

Client Version

Of the participants polled:

- 50.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.
- 46.0% of them thought that **Housing** was one of the three greatest needs
- 43.0% of them thought that **Education/Cognitive Development** was one of the three greatest needs.
- 43.0% of them thought that **Employment** was one of the three greatest needs.
- 31.5% of them thought that **Case Management/Support Services** was one of the three greatest needs.
- 21.0% of them thought that **Civic Engagement/ Community Involvement** was one of the three greatest needs.
- 18.0% of them thought that **Income and Asset Building** was one of the three greatest needs.



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Community Provider Version

Of the participants polled:

25.0% of them thought that **Employment** was one of the three greatest needs.

20.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs

16.0% of them thought that **Education and Cognitive Development** was one of the three greatest needs.

14.0% of them thought that **Housing** was one of the three greatest needs.

11.0% of them thought that **Case Management/Supportive Services** was one of the three greatest needs.

10.0% of them thought that **Income/Asset Building** was one of the three greatest needs.

5.0% of them thought that **Civic Engagement/Community Involvement** was one of the three greatest needs.



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Client Results

The overall needs voted by the clients were: Health and Socio Behavioral Health (50%), Housing (46%), Employment (43%), Education and Cognitive Development (43%), Case Management/Services Supporting Multiple Domains (34%), Civic Engagement and Community Involvement (21%), and Income and Asset Building (18%).

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, health screening and assessments and payment assistance programs for adult dental/hearing/vision services.

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 Homeownership opportunities.

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 support (I.E. Transportation, Childcare).

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 (I.E. Transportation, childcare) and more certificate/degree programs offered locally.

Within the choices for Case Management/Services Supporting Multiple Domains, clients felt that the top priority choices were. Case management for the homeless, Affordable support services (I.E. transportation, childcare) and Case management support services for individuals and families.

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

Within the choices of Income Management/Asset Building, clients felt that the top priority choices were: Financial capability skill training, more access to low interest loans and first time home buyer counseling.



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Community Provider Results

Community Provider Roles:

32.14%	9	Educational Institution Faculty/Staff (Local Education Providers)
17.86%	5	KCEOC Staff or Volunteer
17.86%	5	Public Sector Representative (Govt. Regulated, Funding Sources)
12.90%	3	Community Organization/KCEOC Partner (service providers)
11.83%	3	Private Sector Representative (For profit, small business, etc.)
7.14%	2	Faith Based Organization Representative (Church's and Faith Based)
3.57%	1	KCEOC Board Member

The overall needs voted by the community providers were: Employment (25%), Health and Socio Behavioral Health (20%), Education and Cognitive Development (16%), Housing (14%), Case Management/Services Supporting Multiple Domains (11%), Civic Engagement and Community Involvement (10%), and Income and Asset Building (5%).

Within the choices of Employment, community providers felt that the top priority choices were: More jobs and better paying jobs brought into Knox County, More of a focus on Job training, vocational training and co-op programs to get future employees work experience, training, childcare supports for employed workers.

Within the choices of Health and Social Behavioral Health, community providers felt that the top priority choices were: Free medical transportation and health clinics to community, better training and education on healthy choices, illness, prevention, etc and affordable health care.

Within the choices of Education and Cognitive Development, community providers felt that the top priority choices were: More parental support, understanding and involvement in education, more job shadowing, career support assistance for students and more training and instruction for educators.

Within the choices of Housing, community providers felt that the top priority choices were: More affordable, subsidized, lower cost housing options. More shelters to serve youth and men, the homeless population as a whole is increasing. Education, Counseling on savings, Investments and making better decisions.

Within the choices of Case Management/Services Supporting Multiple Domains, community providers felt that the top priority choices were: Provide more transportation resources, free, discounted and not income based. Provide more public awareness, education and marketing of availability of assistance programs.

Within the choices of Civic Engagement and Community Involvement, community providers felt that the top 3 priority choices were: More public outreach and increased community engagement bring activities to the attention of the public more, Provide more publicity, public hearings and debates. Get the children out in the communities and involved in civic activities.

Within the choices of Income Management and Asset Building, community providers felt that the top priority choices were: Education, budgeting classes, financial training, and one on one counseling, Life skills training and classes.



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Other Key Findings

Clients

- *Men's Shelter (2)
- *Food Program expanded for the entire year (2)
- *No Child Left Behind (2)
- *Drug Rehab Assistance (2)
- *Rehabilitation Outreach (2)
- *More Homeless Shelters (3)
- *Youth Outreach (2)
- *\$10.00 Gift cards for those who need a meal provided at places like WIOA
- *A program that helps all families no matter their income.
- *Limited Income Electric Program with a bill with the same amount each month.

Community Providers

*Develop a plan to support and reward local businesses that locate or expand operations in Knox County. Recognize the ones who do this.

*Cut out the extras – field trips, watching movies, dress up character days, extended snack periods and get down to business. If these extras are cut, funds would be there and time. Make the hours in the classroom meaningful. That is what teachers get paid for. They should not be paid to “play with children” or take them to the movies – that’s the parents job. Teachers are educators. Get teachers and faculty off their cell phones, texting, and social media. Show the students what work ethic is.

*Additional programs with transportation during school breaks. Provide local people who have been to college and trade school talking about their experience with students. (ad campaign of people in/from Knox County), More hands on programs in the middle and high schools to encourage trade school.

Job shadowing for juniors and seniors in high school, this is not available to all students but is very meaningful and productive.

We desperately need jobs in the communities (Factories). We have to make our county more appealing to factories so they will come to the area. Sometimes that may mean giving them a tax break for a little while until they get up and running for a few years.

Provide free health clinics and transportation to get them on a monthly basis at minimum. Provide workshops at school to help teach students about good hygiene and nutrition; On-site mental health professionals at all schools to help students/guardians work through life issues.

Provide more than one place for the homeless to go. I have lived here my whole life and the homeless population is alarming. It has really only taken shape in the last 2 years. We have too many squatters and people sleeping around businesses late at night. It’s not safe for them or us.

What about the banking community providing a loan officer on a rotating schedule to have office hours to do confidential counseling?



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It seems multiple organizations offer services. Coordination of Services might help. Also, long term planning would help. We need a treatment center. Everyone says its too expensive. Bet planning for a future facility would make it more doable. Break it down into doable steps. Utilize the Stiver's Center.

Provide more community classes. Make them available to people while children are in school. Think out of the box. Stop giving away everything and make people accountable for themselves. If they attend self help classes then give them assistance. Our government keeps giving, "putting band aid" on the situation but not changing long term.

The Women of KNOX County are involved. We need our young professionals to step up and be active. Maybe recruit for a Rotary Club or a like group. At one point, Barbourville had several men's groups that provided community leadership. LONG RANGE Planning has been missing.

Maybe some sorts of daily/weekly radio show with a new community leader each show to be interviewed about announcements, services, events, and helpful how to do's available to everybody in Knox County.



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2019-2020 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: Overall Needed

Community Version

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



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

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

Choices		Count	Percent
1	Knox	87	97%
2	Other	3	3%
Mean		1.03	

1. Other *(specify):*

- Clay
- Harlan

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

Choices		Count	Percent
1	Female	74	80%
2	Male	18	20%
Mean		1.20	

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

Choices		Count	Percent
1	0-5	10	11%
2	6-11	0	0%
3	12-17	1	1%
4	18-23	12	13%
5	24-44	50	55%
6	45-54	9	10%
7	55-69	7	8%
8	70+	2	2%
Mean		4.73	



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

Choices		Count	Percent
1	American Indian/Alaska Native	0	0%
2	Asian	0	0%
3	Black/African American	5	5%
4	Native Hawaiian/Pacific Islander	0	0%
5	White	85	92%
6	Other	0	0%
7	Multi-Race	2	2%
Mean		4.93	

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

Choices		Count	Percent
1	Hispanic	0	0%
2	Non-Hispanic	87	100%
Mean		2.00	

6. What is your Military Status?

Choices		Count	Percent
1	Vet	2	2%
2	Active	0	0%
3	N/A	79	98%
Mean		2.95	



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

- A men's shelter
- I think the food program should be expanded for the entire year.
- Civic engagement and community involvement services, education and cognitive development services.
- (2)
- More info/details on all programs & services available including the requirements.
- I think the food stamp should be for cooked food 2-12 parks every 2 weeks. 2 boxes of cakes every 2 weeks. You should not be able to get 30 12-park at one time.
- Vacation rehabilitation referrals. Food programs-summer feed. Transportation.
- The no child left behind.
- No child left behind.
- Any.
- Drug rehab assistance. Children's learning opportunities.
- Excellent.
- Maybe some sort of transportation or help get the transportation your have fixed.
- Youth after school programs, homeless programs.
- More library or book based activities, more free library locations. More activities geared towards toddlers & elementary age kids.
- Workforce development has a great & much needed program. Many programs are excellent!
- Men's shelter-transportation
- Rehabilitation outreach youth outreach. (2)
- Homeless programs.
- More food banks to assist larger families in need.
- Kid friendly programs after-school/on weekends.
- Everything is fine.
- Homeless shelters. Drug rehab.
- Education & cognitive development services. Should be available to everyone not just people who pretty much live below poverty!
- Better paying jobs.
- Substance abuse.
- Expand the meals on wheels throughout the year and in more places.
- Close shelter for homeless, food bank. Park. Pool.



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

- Have available gift cards at W10A for those who come in needing a meal. Gift cards for local business (in town) \$10.00.
- Food for seniors.
- Recycling, more community events, green-energy, anti-drug programs. (2)
- Limited income electric - if your limited income your electric bill is one amount.
- More help in all areas for those that are in need.
- Parent support groups. Services for children/family with autism & other disabilities.
- Knox County is a good place to live because they give a lot of free stuff a way.
- Transportation services.
- Rec center.
- Excellent.
- A driving school, education financial assistance & tutors. Cheaper child care/scholarships/donations. Food drives/expanded for children to have proper child care. A community bus for events at library, etc.
- Driving class! More farmers market community garden even if small like a co-op.
- Training for youth homelessness on workforce, life skills, etc.
- \$10.00 gift card for local restaurant walking distance for people that walk in & haven't eaten in 2 days-WIOA gets this often.
- Youth outreach. (2)
- Food banks. Assistance with necessities for low income families.
- After school programs for children & teens.
- A program that helps all families no matter their income because everyone needs/should be able to get/receive help if needed. In any kind of situation.
- Completely satisfied at the moment.
- More money for our center.
- Limited income electric - if your limited income your electric bill is one amount.



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Select the three most important needs in CASE MANAGEMENT

Choices		Count	Percent
1	Case management support services for individuals and families	41	45%
2	Case management support for seniors	28	30%
3	Case management support of the disabled	28	30%
4	Case management support for the homeless	43	47%
5	Affordable support services (e.g., transportation, childcare)	44	48%
6	Access and referrals to other agencies to support stability	15	16%
7	Customer advocacy/mediation (e.g., debt forgiveness, landlord negotiations, speaking on your behalf)	23	25%
8	Other	2	2%
Count		224	

Top Case Management Needs

CASE MANAGEMENT-Other *(please specify):*

- Hud.



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

Choices		Count	Percent
1	Voter education and access	25	27%
2	Volunteer training and opportunities to learn how to impact your community	47	51%
3	Empowerment/leadership opportunities for community members	29	32%
4	Increase in the community's knowledge of available resources	51	55%
5	Information on how to join community groups, advisory boards, etc.	23	25%
6	Increase advocacy efforts to strengthen community members	27	29%
7	Increase civic knowledge and access for community members	18	20%
8	Other	1	1%
Count		221	

Top Civic Engagement/Community Involvement Needs

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

- No others specified.



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

Choices		Count	Percent
1	Head start and pre-school services expanded to include more students	62	67%
2	GED/literacy/basic education programs	34	37%
3	Post-secondary edu preparedness & assistance for Vo-Tech or college	32	35%
4	More certificate/degree programs offered locally	35	38%
5	Affordable education supports (e.g., transportation, childcare)	43	47%
6	Extra-curricular programs (e.g., behavior improvement, mentoring, leadership)	23	25%
7	Leadership training	12	13%
8	Other	0	0%
Count		241	

Top Education and Cognitive Development Services Needs

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

- No others specified.



2021 Knox County Community Needs Assessment

Select the three most important needs in EMPLOYMENT SERVICES

Choices		Count	Percent
1	Better paying jobs	60	65%
2	More jobs that provide benefits	49	53%
3	More education, job training, and/or skills to strengthen the local workforce	44	48%
4	Affordable workforce support (e.g., transportation, childcare)	46	50%
5	Work readiness skills training (e.g., career coaching, resume, interviews)	9	10%
6	Work placements, internships, job shadowing and apprenticeships	26	28%
7	Post-employment assistance (e.g., coaching, interactions with employers, supplies)	6	7%
8	Other	3	3%
Count		243	

Top Employment Services Needs

EMPLOYMENT SERVICES-Other (*please specify*):

- More work at home jobs.



2021 Knox County Community Needs Assessment

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)	43	47%
2	Preventative healthcare education and services	23	25%
3	Payment assistance programs for adult dental/hearing/vision services	40	43%
4	More programs to provide food services, including delivered & prepared meals	44	48%
5	Improved emphasis on nutritional education (e.g., healthy eating, exercise)	17	18%
6	More wellness activities provided in the community (e.g., exercise, fitness)	37	40%
7	More wellness education programs (stress reduction, medication mgmt, etc.)	33	36%
8	Other	4	4%
Count		241	

Top Health and Social Behavioral Health Services Needs

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

- Gift cards for those who need a meal \$10.00.



2021 Knox County Community Needs Assessment

Select the three most important needs in HOUSING SERVICES

Choices		Count	Percent
1	Short and long term rental assistance programs, including availability of income based rental housing	49	53%
2	Security/utility deposit/payment programs	47	51%
3	Counseling services for renters (e.g., eviction prevention, landlord mediation)	27	29%
4	Financial counseling for renters and homeowners	28	30%
5	Homeownership opportunities	35	38%
6	Weatherization and home repair services	28	30%
7	Temporary housing placement, including shelter for victims of domestic violence and local/natural disasters	24	26%
8	Other	4	4%
Count		242	

Top Housing Services Needs

HOUSING SERVICES-Other *(please specify):*

- The housing for men.



2021 Knox County Community Needs Assessment

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

Choices		Count	Percent
1	Financial capability skills training, including budgeting, savings, & bldg. assets	55	60%
2	Financial counseling on lending and borrowing	34	37%
3	More access to low interest loans	42	46%
4	First time home buyer counseling	43	47%
5	Foreclosure prevention counseling	13	14%
6	Free tax preparation assistance	34	37%
7	Benefit coordination/advocacy	12	13%
8	Other	3	3%
Count		236	

Top Income and Asset Building Services Needs

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

- No others specified



2021 Knox County Community Needs Assessment

Select the three most important needs in OVERALL NEEDED SERVICES

Choices		Count	Percent
1	Case Management/Support Services/Info & Referrals (Multiple Domains)	31	34%
2	Civic Engagement and Community Involvement Services	19	21%
3	Education and Cognitive Development Services	40	43%
4	Employment Services	40	43%
5	Health and Social Behavioral Health Services (Nutrition is included)	46	50%
6	Housing Services	42	46%
7	Income and Asset Building Services	17	18%
8	Other	4	4%
Count		239	

Top Overall Needed Services Needs

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

- No others specified.



2021 Knox County Community Needs Assessment

Survey Overview

Description

The objective of the survey is to find the perceived needs in the community. A respondent can be anyone who lives, works, or serves Knox County, Kentucky residents.

Instructions Provided To Respondents

The objective of this survey is to find the perceived needs in the community. A respondent can be anyone who lives, works, or serves Knox County, Kentucky residents. Starting with the first five questions, just choose any response that applies to you. The next two questions are open-ended and require that you list the answers. For the next set of questions, please follow these instructions: The following topic areas require that you pick the three most important needs in each category, please do so. You may choose the other option and type in one write in choice per category. Keep in mind, if you select other, it will count as one of your three choices in that category. Also, if you choose other, please make sure that you type in an answer; just choosing other without additional feedback will not count as a choice. Please take the time to review each carefully before making your decision. As always, we value your input and feedback. Thank You!

Respondent Metrics

Respondents: 3
 First Response: 7/31/2019 02:37 PM
 Last Response: 7/31/2019 11:20 PM

Survey Results

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
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2. What is your gender?

66.67%	2	Female
33.33%	1	Male

3. What is your age?

66.67%	2	24-44
33.33%	1	45-54

4. What is your race?

100.00%	3	White
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2021 Knox County Community Needs Assessment

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

100.00% 3 Non-Hispanic

Section - Open-Ended Feedback

6. 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)

Help year around with utility bills, it's as hard on the summer as winter (0000000402 Anonymous)

Housing assistance (0000000403 Anonymous)

I would like to see the drug dealers punished. You can't start with the little man you have to start at the top an they should get more than a slap on the hand. I know a fact that they are people making and sailing meth. They are Prostituting women for drugs and payment of drugs. (0000000404 Anonymous)

7. 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)

Dental help that people can't afford (0000000402 Anonymous)

No (0000000404 Anonymous)

Programs to assist patients with first month's rent or deposits and utility deposits. (0000000403 Anonymous)



2021 Knox County Community Needs Assessment

Section - Community Needs

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

100.00%	3	Case management support for the homeless
66.67%	2	Case management support for Seniors
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 services for individuals and families
33.33%	1	Customer advocacy/mediation (e.g., debt forgiveness, landlord negotiations, speaking on your behalf)

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

66.67%	2	Increase civic knowledge and access for community members
66.67%	2	Increase in the community's knowledge of available resources
66.67%	2	Information on how to join community groups, advisory boards, etc.
66.67%	2	Volunteer training and opportunities to learn how to impact your community
33.33%	1	Increase advocacy efforts to strengthen community members

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

66.67%	2	Affordable high quality child care options for parents who want to further their education
66.67%	2	GED/literacy/basic education programs
66.67%	2	More certificate/degree programs offered locally
66.67%	2	Post-secondary education preparedness and assistance for Vo-Tech or college (e.g. counseling, applications, text books, computers)
33.33%	1	Head start and pre-school services expanded to include more students

11. Employment Services- Pick the three most important needs

66.67%	2	Better paying jobs
66.67%	2	More jobs that provide benefits
66.67%	2	Work placements, internships, job shadowing, and apprenticeships
33.33%	1	Affordable workforce support (e.g., transportation, childcare)
33.33%	1	More education, job training, and/or skills to strengthen the local workforce
33.33%	1	Work readiness skills training (e.g., career coaching, resume, interviews)

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

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



2021 Knox County Community Needs Assessment

13. Housing Services - Pick the three most important needs

100.00%	3	Security/utility deposit/payment programs
66.67%	2	Homeownership opportunities
33.33%	1	Financial counseling for renters and homeowners
33.33%	1	Short and long term rental assistance programs, including availability of income based rental housing
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

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

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

15. Overall Needed - Pick the three most important needs

66.67%	2	Employment Services #2
66.67%	2	Housing Services #1
33.33%	1	Case Management/Supportive Services/Information and Referral #3
33.33%	1	Education and Cognitive Development Services #3
33.33%	1	Employment Services #1
33.33%	1	Housing Services #3
33.33%	1	Income and Asset Building Services #2



2021 Knox County Community Needs Assessment

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

Survey Overview

Description

As part of KCEOC, CAP's ongoing community needs assessment; we are asking that you assist us by completing the following survey. The results of the survey will assist KCEOC in targeting the needs of the community and assist KCEOC in applying for future funding to improve Knox County.

Instructions Provided To Respondents

As part of KCEOC, CAP's ongoing community needs assessment; we are asking that you assist us by completing the following survey. The results of the survey will assist KCEOC in targeting the needs of the community and assist KCEOC in applying for future funding to improve Knox County.

Answer questions as they relate to you. For most answers, check the boxes most applicable to you or fill in the blanks.

Respondent Metrics

Respondents: 35
First Response: 9/3/2019 11:25 AM
Last Response: 1/16/2020 12:26 PM

Survey Results

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)

32.14%	9	Educational Institution Faculty/Staff (Local adult eds, schools, colleges and universities)
17.86%	5	KCEOC Staff or Volunteer
17.86%	5	Public Sector Representative (Non-Profit, Govt. Regulated, Funding Sources, Etc.)
10.71%	3	Community Organization/KCEOC Partner (Local service providers and non-profits)
10.71%	3	Private Sector Representative (For profit, small business, etc.)
7.14%	2	Faith Based Organization Representative (Church's and Faith Based groups, clubs, councils, associations, etc)
3.57%	1	KCEOC Board Member



2021 Knox County Community Needs Assessment

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)

69.70%	23	Knox
30.30%	10	Other:

Comments/Notes for "Other":

Clay (0000000163 Anonymous) 1/16/2020
 Clay (0000000164 Anonymous) 1/16/2020
 Laurel (0000000171 Anonymous) 1/16/2020
 Laurel (0000000175 Anonymous) 1/16/2020
 Laurel (0000000159 Anonymous) 1/16/2020
 Laurel (0000000169 Anonymous) 1/16/2020
 Laurel (0000000155 Anonymous) 1/16/2020
 Laurel but work in Knox (0000000151 Anonymous) 11/21/2019
 Whitley (0000000170 Anonymous) 1/16/2020
 Whitley (0000000150 Anonymous) 11/19/2019

3. What is your gender?

85.71%	30	Female
14.29%	5	Male

4. What is your age?

34.29%	12	55-69
31.43%	11	45-54
25.71%	9	24-44
8.57%	3	70+

5. What is your race?

94.29%	33	White
2.86%	1	American Indian or Alaska Native
2.86%	1	Black or African American

6. What is your ethnicity?

100.00%	33	Non-Hispanic
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7. What is your Military Status?

94.12%	32	N/A
5.88%	2	Veteran



2021 Knox County Community Needs Assessment

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 caregivers take care of family like elderly or disabled. So they can go to grocery an doctor. This care giving is overwhelming for the caregiver at times. (0000000159 Anonymous)
- Help with christmas for my children. (0000000172 Anonymous)
- N/A (0000000170 Anonymous)
- Rehabilitation programs for drug abusers and criminals coming back into the community. Sr. housing program for minor to more complicated repairs. Srs. are afraid, often to get strangers to help. (0000000174 Anonymous)
- Transportation & help with prescriptions. (0000000161 Anonymous)
- Transportation, youth activities, community activities. (0000000171 Anonymous)

Section - Education and Cognitive Development Services

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

- A greater focus on reading/comprehension. (0000000174 Anonymous)
- Additional programs with transportation during school breaks. Local people who have been to college and trade school talking about their experience with students (ad campaigns of people in/from Knox County), More hands on programs in the middle and high schools to encourage trade school. (0000000151 Anonymous)
- After School Academic support; Teaching Student Behavior Skills: manners, respect (self, others, community, environment) anger; (0000000139 Anonymous)
- All (0000000145 Anonymous)
- Drug intervention. Life skills- how to write a check. How to change tires, etc. (0000000165 Anonymous)
- Educate all Knox County Staff members on Trauma informed care. Better classroom management. (0000000147 Anonymous)
- Family interaction to assist in ownership of education. (0000000141 Anonymous)
- Get background checks. Require parents to volunteer-so many has a year, or help in school project/help teacher-mentor halls etc. Have more student/parent activities. It work!! (0000000158 Anonymous)
- Have sports + extracurricular activities at the learning academy. (0000000172 Anonymous)
- I believe that the schools are doing an excellent job. I would however like to address the fact that there is no clear career pathway for students who may be interested in becoming educators. With the major teacher shortage in the state and a massive drop in those graduating with an education degree, we need to do more on our end. (0000000138 Anonymous)
- I feel that we need to put (writing) back in the schools. Kids need to learn math, without the use of some type of electronic gadget. It's a shame that the young people can't give you change back if their machine didn't show the amount to be given back. (0000000149 Anonymous)
- I think through professional development, all teachers should implement best practices in their curriculum, pedagogy, instructional support, and test prep. (0000000150 Anonymous)
- Increased Mental Health services
- Mentorship (0000000140 Anonymous)
- Making kids more active giving them time for sports or outdoor activities (0000000162 Anonymous)
- More information shared with students about options after high school. Also, more job shadowing opportunities. (0000000142 Anonymous)
- More parent involvement, parenting classes, transportation to events. (0000000173 Anonymous)
- NA (0000000155 Anonymous)



2021 Knox County Community Needs Assessment

Need more parents to be involved and understand importance of early age. (0000000166 Anonymous)
not sure at this time. (0000000148 Anonymous)

Partner with the School System.

Some Vocational School classes requirement for all students. A must for Juniors and Seniors - job shadowing. Job shadowing is the most productive class young people will take! As a parent, I had to arrange job shadowing because it was not available to all students. The education system is focused on the core classes, but not life experience/skills. Cut out the extras - field trips, watching movies, dress up character days, extended snack periods and get down to business. If these extras are cut, funds would be there and time. Make the hours in the classroom meaningful. That is what teachers get paid for. They should not be paid to "play with children" or take them to the movies - that's the parent's job. Teachers are educators. Get teachers and faculty off their cell phones, texting, and social media. Show the students what work ethic is. (0000000146 Anonymous)

Reading!! phonics needs to be in small groups (0000000137 Anonymous)

Train high quality preschool/daycare centers to increase kindergarten readiness. Most education experiences around college & career opportunities. (0000000175 Anonymous)

Transportation for children that need after school tutoring. (0000000157 Anonymous)

Tutoring support, after school programs, nurses in each school, counseling services, parent support, communication between home and school, teaching higher level thinking skills, mentoring students as to their choices after graduation, bridging to college, etc. (0000000152 Anonymous)

Youth need to be excited about education. (0000000171 Anonymous)

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)?

Ability to obtain transportation. (0000000157 Anonymous)

Bring more jobs to the Barbourville area and not Corbin. This county will dry up if we don't bring good paying jobs to this county. I love this area and would love my children to raise their families here, but the lack of employment opportunities is severely lacking. (0000000138 Anonymous)

Child Care Assistance, Transportation Assistance, Job Skills Training for types of work needed in the area; Job Fairs (0000000139 Anonymous)

Child care. (0000000162 Anonymous)

Develop plan to support + reward local businesses that locate or expand operations in Knox. Recognize those who do. (0000000169 Anonymous)

free ged tests (0000000137 Anonymous)

I think we should focus our efforts on business retention and expansion. And also on agriculture and tourism. (0000000150 Anonymous)

Improve the qualities of the people seeking jobs! (0000000146 Anonymous)

Jobs w/ better wages. (0000000155 Anonymous)

Like to see more movie theaters, that sort of thing that would provide youth activities & employment. (0000000174 Anonymous)

More accessibility for employment opportunities. (0000000141 Anonymous)

More incentives for people to work. (0000000173 Anonymous)

More job availability for felons, transition programs that start in the jails to promote employment (0000000151 Anonymous)

More vocational education or mentoring pro (0000000145 Anonymous)



2021 Knox County Community Needs Assessment

Most higher paying jobs require 2 years of work related experience. People that have just graduated HS or College doesn't have the required experience, so therefore, their application is looked over. (0000000147 Anonymous)

Need a better prepared workforce. Need good pay jobs. (0000000166 Anonymous)

New employers / industries

Training for new jobs (0000000140 Anonymous)

Not sure if this could be solved on a local level. Drug test required, is this in place? Is there a time frame to receive benefits? Resources or requirements like classes to take to assist in independence. (0000000175 Anonymous)

Provide training for job readiness. (0000000152 Anonymous)

Raise minimum wage! (0000000172 Anonymous)

There isn't much hope in job growth in this county. There isn't anything here for someone to want to settle down here. If you are not an elected official or in the school system, there are no jobs here. We have to grocery stores to shop, both owned by the same owners, which is a monopoly. I do 99% of my business in nearby Corbin. (0000000149 Anonymous)

Vocational training in the area of brick laying, plumbing, truck driving/maintenance. (0000000142 Anonymous)

We disparately need jobs in the community some factories. We have to make our county more appealing to factories so they will come to the area. Sometimes that may mean giving them a tax break for a little while until they get up and running for a few years. (0000000148 Anonymous)

Work with high schools to find work for teenagers so they can help their families. (0000000165 Anonymous)

Youth programs for vocational training, truancy. (0000000171 Anonymous)

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?

Accessibility. (0000000141 Anonymous)

Better access in the community (0000000145 Anonymous)

Better availability/costs to people who are insured. (0000000175 Anonymous)

Better training on healthy choices, easier access to physical fitness equipment, drug rehab/prevention. (0000000173 Anonymous)

Education about illnesses such as diabetes/heart issues & transportation to medical visits. (0000000166 Anonymous)

Education needs to start in the school system at the preschool level. Go back to teaching proper etiquette, critical thinking, manners, etc. The rest will fall in place. (0000000146 Anonymous)

Free Health Clinics and Transportation to get to them on a monthly basis at minimum; Workshops at school to help teach students about good hygiene and nutrition; On-Site Mental Health professionals at ALL schools to help students/guardians work through life issues. (0000000139 Anonymous)

Free transportation, most of us cant afford to pay RTECH. (0000000172 Anonymous)

health fairs (0000000137 Anonymous)

Implement a smoking ban! Have community bike rides, walks, etc. for all ages. Make health care affordable so treatment isn't at the ER. (0000000152 Anonymous)

Knox County has a lot of programs to help the citizens with these service. (0000000147 Anonymous)



2021 Knox County Community Needs Assessment

Market the importance of getting a mental health check up as well as a physical health check up. Encourage openness about mental health. More support groups for topics other than substance abuse (0000000151 Anonymous)

More community activities. (0000000171 Anonymous)

More mental health programs needed

Basic health / hygiene programs

Food (0000000140 Anonymous)

Most insurances dont pay for treatment & especially inpatient. (0000000174 Anonymous)

NA (0000000155 Anonymous)

Support our local health departments. The health departments across our state are in jeopardy due to retirement/benefits legislation. (0000000142 Anonymous)

Transportation to appointments. (0000000162 Anonymous)

We are getting better in this. We often have different companies sending buses in to do different screenings, which is good to see and it brings awareness to the community without them having to travel several miles for the same thing being offered. (0000000149 Anonymous)

We have a lot of obesity. I am also concerned about drug abuse in the community as well as mental health. The drug abuse affects the mental health. (0000000148 Anonymous)

We have provided the people of this county with every possible form of health care. If you would put more money into law enforcement to handle the drug problem that would be a start in the SBH area. (0000000138 Anonymous)

With a greater urgency for communication from the Health Department, The Hospital, The Cooperative Extension, UNITE, some of our recovery houses, etc. (0000000150 Anonymous)

Work with guidance counselors to find the needs in local schools. (0000000165 Anonymous)

Section - Housing Services

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

Citizens need better communication of programs off (0000000145 Anonymous)

Continue subsidizing cost of housing such as rent and utilities. (0000000139 Anonymous)

Education- how to save for a home. (0000000166 Anonymous)

Encourage more investment in the area. (0000000171 Anonymous)

Ex: I have an old trailer on my land. Because I have no title to the trailer, I cant get any help with fixing it!!! My mom lives in trailer. (0000000174 Anonymous)

How about a partnership between the College, Utilities, The Hospital and maybe some other entities like City and County Government to partner on a new subdivision of affordable housing. (0000000150 Anonymous)

I am not sure at this time what would be the best course of action on this. If there was more jobs in the area people could afford deposits. (0000000148 Anonymous)

I don't know. (0000000152 Anonymous)

I'm not sure it will change unless property owners will lower rent and bank's lower interest rates (0000000151 Anonymous)

It all goes back to education. These would not be as critical if young people are more prepared for adult life. (0000000146 Anonymous)



2021 Knox County Community Needs Assessment

Low income / income based housing needed

more homeless shelters needed, especially for youth and single men. (0000000140 Anonymous)

Lower rent. But there are places where lower income can rent. It is those in between folks that are working that struggle to try to get out of poverty- childcare costs, rent, etc. Those borderline people need more programs and assistance. But not sure if they already have it. (0000000175 Anonymous)

Make housing more affordable, lower utility bills, have a program that goes by income for utility bill. (0000000172 Anonymous)

More affordable housing. Help with paying for rent or other bills. (0000000162 Anonymous)

More jobs and lower employment rates will help with this area. If you don't have a job, it is hard to own a house. Too many people depend on HUD and we need to get them to be more self sufficient. (0000000147 Anonymous)

More low income properties. (0000000163 Anonymous)

NA (0000000155 Anonymous)

na (0000000137 Anonymous)

Provide more than just one place for the homeless to go. I've lived here my whole life and homeless population is alarming. It has really only taken shape in the last 2 years in my opinion. Too many squatters and people sleeping around businesses late at night. It's not safe for them or us. (0000000138 Anonymous)

Provide subsidy to low income households to make rent more income based for a longer period of time. (0000000141 Anonymous)

Quality of available properties. (0000000173 Anonymous)

Union college pretty much owns this town and without them, this town probably wouldn't exist. They are in control of the housing within this community so there isn't much of a chance for any improvements. Also, two or three people own 75% of the rental properties around here and they are getting filthy rich because there aren't very many people that can compete with them. (0000000149 Anonymous)

Unsure. (0000000142 Anonymous)

Work with local laborers, plumbing, carpenters to work on projects. (0000000165 Anonymous)



2021 Knox County Community Needs Assessment

Section - Income and Asset Building Services

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

Budgeting classes. (0000000173 Anonymous)

Education- could we do county wide classes. (0000000166 Anonymous)

Education! (0000000141 Anonymous)

free classes (0000000137 Anonymous)

Get them off government assistance and the thought of living on social security as their way of life. Offer classes on making good choices when it comes to running a household. (0000000146 Anonymous)

Go into the community maybe offer free dinners to draw a crowd (0000000145 Anonymous)

Help me get the supplement income from the state. (0000000172 Anonymous)

Help them make a plan for paying bills vs. income and a plan for saving money. (0000000162 Anonymous)

I believe we have adequate programming to offer. Maybe taking bills like utilities out of checks before they are cashed! I can wish! (0000000175 Anonymous)

Jobs are a big lead into the income. If people had something to do with there time perhaps they would not get involved in drug use. (0000000148 Anonymous)

NA (0000000155 Anonymous)

Not Sure - Need more jobs here (0000000139 Anonymous)

Not sure. (0000000152 Anonymous)

Offer budgeting classes and banking classes from where the people are. Also, add to the class stress management skills because budgeting is stressful. (0000000151 Anonymous)

Require financial programs to obtain other services. (0000000171 Anonymous)

See housing question the rules for assistance are a little strict. (0000000174 Anonymous)

Seminars- Dave Ramsey. (0000000165 Anonymous)

Teach people early on in life not to live above their means. That's basic common sense. (0000000138 Anonymous)

Teach them not to use or sell drugs would be a great start, but that's not going to happen! (0000000149 Anonymous)

Training & one on one training. (0000000159 Anonymous)

Unsure (0000000140 Anonymous)

Unsure (0000000142 Anonymous)

What about the Banking community providing a loan officer on a rotating schedule to have office hours to do one on one confidential counseling? (0000000150 Anonymous)

Yes, educate them on personal responsibility and decision making. (0000000147 Anonymous)



2021 Knox County Community Needs Assessment

Section - Case Management and Supportive Services (Multiple Domains)

14. 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?

Accessibility. (0000000141 Anonymous)

Citizens know little about the these pro (0000000145 Anonymous)

Elder care- PT in the home. (0000000155 Anonymous)

I am not very familiar with programs offered by KCEOC. (0000000173 Anonymous)

I think all of these services are helpful and does not need improved at this time. (0000000147 Anonymous)

I think that there is a bad communication issue, and I think some of the great things being done in this area is a surprise to some of our neediest citizens. (0000000150 Anonymous)

Mainly Transportation Assistance as well as Child Care so parents can go to work and not work just to pay for Child Care (0000000139 Anonymous)

Many of my families need help with transportation, clothing assistance and child care for over income families with working parents. (0000000162 Anonymous)

Many of our community members have difficulty in just completing paperwork needed. Free services, possibly volunteers, that could assist seniors/others in completing necessary paperwork. (0000000142 Anonymous)

More community classes. Make them available to people while children are in school so that the adults can attend. Think out of the box. Stop giving away everything and make people accountable for themselves. If they attend self help classes then give them assistance. Our government keeps giving, putting a "band aid" on the situation, but not changing long term. (0000000146 Anonymous)

N/A (0000000148 Anonymous)

Need more providers, more community involvement opportunities. (0000000171 Anonymous)

Need more services. (0000000164 Anonymous)

Need transportation program / assistance. (0000000140 Anonymous)

No improvement is needed. (0000000138 Anonymous)

Not familiar with these services. (0000000165 Anonymous)

Prices needs to be scaled- even if you have insurance for counseling. Transportation- I would love to see more transportation available in this area. Urban areas do not understand our "specialization" issues. (0000000175 Anonymous)

R-Tec is a local provider that provides transportation for many people with no or low income. This is a great service but it too gets misused. I know people that uses this that definitely don't need to. (0000000149 Anonymous)

Seems multiple organizations offer services. Coordination of the services might help. Also, long term planning would help. We need a treatment center. Everyone says it's too expensive. Bet planning for a future facility would make it more doable. Break it down into doable steps. Utilize Stivers Center. (0000000152 Anonymous)

take elderly to doctor and grocery for free (0000000137 Anonymous)

There are'nt enough clothing resources in Clay county, nor food resources. (0000000163 Anonymous)

These are all needs of the community and there are programs available to assistance. Education on these programs is the key. Most people are not going to call and ask for assistance on their own due to various fears. (0000000151 Anonymous)

Transportation services for lower income. Our county need lots of improvement. Those without cars, cant get to jobs, after school activities for their children, or even to grocery and/or doctor appointments. (0000000169 Anonymous)

Was unaware of Sr. program till today. Public awareness issues (perhaps). (0000000174 Anonymous)

Would love to see Meals on Wheels expand county wide. (0000000166 Anonymous)



2021 Knox County Community Needs Assessment

Section - Civic Engagement and Community Involvement Services

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

Advertise the activities more and schedule that at a time that working and not working people can attend. (0000000147 Anonymous)

Better Internet Connections and Lower Cost (0000000139 Anonymous)

Bring the activities to the public attention more. (0000000162 Anonymous)

Community engagement opportunities n a neighborhood level. Block part type events. (0000000171 Anonymous)

Get involved in the High School. Vocational school needs to be promoted. College is not affordable and not for every person. The military options are endless and leads to great jobs after the four year commitment. (0000000146 Anonymous)

Get the kids out into the community away from their electronic gadgets and take them to their local parks and bring back the outdoors in them, as many of us were brought up before these gadgets were invented. Visit nursing homes and hospitals to bring a smile to those in there who need some visitors. It makes a huge difference in their lives. (0000000149 Anonymous)

Go into the community and tackle pover (0000000145 Anonymous)

Have a after school program for the kids. Also have a softball or baseball team during the summer to give the kids something to do. I can help organize & coach. (0000000172 Anonymous)

Maybe some sort of daily or weekly radio show with a new community leader each show to be interviewed about announcements, services, events, and helpful how to's available to everybody in Knox County? (0000000150 Anonymous)

More public hearings/debates with candidates. Voter registration class. (0000000166 Anonymous)

More publicity, more involvement in school. (0000000173 Anonymous)

More publicity. (0000000165 Anonymous)

N/A (0000000148 Anonymous)

NA (0000000155 Anonymous)

People need incentives to participate in civic and community activities. Work with the court to do programs for pay or stay fines, parking tickets ect. x number of community service, can food drive type, school supplies drive to reduce the fines. (0000000151 Anonymous)

Perhaps ads in local paper/radio of services offered. (0000000174 Anonymous)

phone all call (0000000137 Anonymous)

Public outreach at libraries and schools, medical facilities and high traffic shopping areas. (0000000141 Anonymous)

The women of KNOX County are involved. We need our young professionals to step up and become active. Maybe recruit for a Rotary Club or a like group. At one point Barbourville had several men's groups that provided community leadership. LONG RANGE PLANNING has been missing. (0000000152 Anonymous)

Turn The Daniel Boone Festival into something that people who live here would want to come to. I haven't been to it in 10 years...I usually leave town. It's the white trash circus of the unemployed and feeders off of the government. I refuse to go and watch my tax dollars be wasted. How about getting some big name entertainers??? If NIBROC can have Rick Springfield why can't we? (0000000138 Anonymous)

Unsure (0000000142 Anonymous)

Unsure (0000000140 Anonymous)



2021 Knox County Community Needs Assessment

Section - Overall Needed

16. Please rank the three most important needs.

24.69%	20	Employment Services
19.75%	16	Health and Socio Behavioral Health Services
16.05%	13	Education and Cognitive Development Services
13.58%	11	Housing Services
11.11%	9	Case Management/Supportive Services (Multiple Domains)
9.88%	8	Civic Engagement and Community Involvement Services
4.94%	4	Income and Asset Building Services



2021 Knox County Community Needs Assessment

Focus Group Responses (all areas)

Employment

What barriers do the unemployed face when looking for work?

- Criminal Record
- Location to workplace
- Lack of work opportunity
- Transportation to and from work

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

- Criminal Record
- Lack of work opportunity
- Transportation to and from work

Can you explain a strategy that would aid the unemployed to work around or eliminate the barriers?

- Employers who will work with applicants who have criminal records
- more employers brought into the community
- State provided or employer provided transportation

What skills/training would aid a potential employee in gaining a competitive advantage?

- Licenses/certifications (employer provided)
- GED Training
- College Degrees
- Training/skills that employers need

What can our community or agency do in addition the issues discussed to provide skills/training to the unemployed or workers who want more skills? New ideas, Innovative Programs

- Specialized training and job partnership referral program



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Education and Cognitive Development

What Education based needs are NOT met or poorly met in Knox County?

- Reading needs to be slower paced after school tutoring
- Needs more aides in the classroom
- Better parental involvement
- Send more fun learning materials home
- More children need basic needs items
- children focusing on learning
- Food, clothing, backpack program for child development
- Lack of funding
- Leave education
- More supplies
- More CD home base teachers
- School Nurse
- Security at centers

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

- School Nurse
- Better Parental Involvement
- Security at CD centers

What are the factors or causes driving those needs?

- Transportation system is better
- Lack of Education
- Lack of Opportunity
- Lack of scheduling flexibility for daycare/childcare after 5pm
- Poverty/drug epidemic
- Cycle of generational poverty



2021 Knox County Community Needs Assessment

What are the 3 top Improvements in Education that our agency and/or community can work on?

Strengthen Parent and Teacher Accountability

More Community based educational activities planned (more often)

More Community partners providing support to the educational system. Funding included.

Any other suggestions, comments, ideas? None

Health and Socio-Behavioral Health

What do you see as the biggest health needs in Knox County?

Healthcare Rates – Too expensive, Premiums

Not enough speech pathologists or specialists; this causes travel and transportation expenses for clients

More mental health and special needs specialists

More real physicians (too many APRN's)

Parent focused programs for special needs children

Teach parents early about drug use, resources, health education and life skills.

Provide more knowledge of the programs, services and resources

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

Mental health and special needs specialists

Parent focused programs for special needs

Health care rates: Premiums are too expensive

What programs, services and resources do we have in place now to help with the needs? Are they effective?

Education: Hands: Capacity, PR, Outreach, - Yes

Specialists: Commission for Children: Funding – No

Faith based drug treatment program – No

Health Department: PR, Outreach, – Not Sure

Health Costs: Political advocacy at the state level: No



2021 Knox County Community Needs Assessment

What are the top 3 improvements in health that our agency and/or community can work on?

Provide Support Groups
Provide Mentoring Programs
More Health Education to citizen's

Any other suggestions, comments, ideas?

Action for Autism Group.
Support Groups.
UK Grad Health Clinics

Housing

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

Housing should be more affordable
House warming items
More community resources participating
More pet friendly housing
Poor quality of housing stock
More community involvement
Not enough participating landlords

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

Housing should be more affordable
Poor quality of housing stock
Not enough landlords participating in better housing standards

How do we improve, fix the issues or eliminate the issues or barriers?

Fundraisers
More public awareness of the issue
More housing inspections
Legal housing safety and standards enforcement



2021 Knox County Community Needs Assessment

Are we lacking community resources in housing related areas? If yes, what is needed?

YES

More program flexibility with rental subsidy, more counties with better housing and jobs
Pet Issue- Open minded landlords to rent to pet friendly tenants
Follow up and consultation once on permanent housing at least once per month.

Can anyone list or name any new innovative housing initiatives or programming?

Furniture Store: that will work with homeless programs; deeply discounted

Compcare Program: (Rental and Deposits)

Transportation Program (Discounted Transportation): Dealership or provider for employment

Financially In-Tune Program: Boosts Credibility with Landlords, Vendors, Jobs.

A way to show that potential renters have had specialized training in financial accountability.



2021 Knox County Community Needs Assessment

KEY Informant Interview Transcripts

Key Informant #1

Name:

Janice Grubb

Relationship to KCEOC CAP

External Stakeholder – Client

Date/Time:

11/11/2019 – 9:30 PM

Greatest Needs:

Electric Costs

Effects of struggles:

Not affording things you would like to have

Top 5 Needs:

Clothes
Cable
Phones

Current Program in place to help with needs:

LIHEAP Program and Free Cell Phone Program

Effectiveness of current solution:

They help a lot

Three community improvements that could be made:

1. Creating Jobs



2021 Knox County Community Needs Assessment

Key Informant #2

Name:

Shalenna Riley

Relationship to KCEOC CAP

External Stakeholder – Client

Date/Time:

11/11/2019 – 10:23 AM

Greatest Needs:

Food
Gas
Clothing
Car Repair
Money for School Field Trips

Effects of struggles:

Getting or Finding Help

Top 5 Needs:

Food
Gas
Car Repair
Clothing
Money for School

Current Program in place to help with needs:

Churches help with food and clothing
KCEOC

Effectiveness of current solution:

Works good for my family

Three community improvements that could be made:

1. Job Creation
2. Better Transportation
3. Affordable Housing



2021 Knox County Community Needs Assessment

Key Informant #3

Name:

Jennifer Barnett

Relationship to KCEOC CAP

Internal Stakeholder – Board Member

Date/Time:

11/12/2019 – 9:22 AM

Greatest Needs:

I believe some of the greatest needs are the ability to survive with everyday bills, such as utilities, insurance and groceries.

Effects of struggles:

Some effects are living in the winter with no heat, going without certain necessary medications, and even being hungry. Some people will leave their heat/air off and deal with the heat or cold so they can have money to eat or buy prescriptions.

Top 5 Needs:

Utilities

Insurance and prescriptions

Groceries

Current Program in place to help with needs:

KCEOC CAP provides for Weatherization projects and with LIHEAP people can at least get assistance and help with the utility bills which helps give them money for their groceries and medical needs.

Effectiveness of current solution:

I've seen and heard some of the stories with Weatherization and I know it has changed lives all together. The LIHEAP program provides help for so many its amazing.

Three community improvements that could be made:

1. Affordable Housing
2. Community Facilities
3. Health Care



2021 Knox County Community Needs Assessment

Key Informant #4

Name:

Melissa Hurst

Relationship to KCEOC CAP

Internal Stakeholder – Agency Employee

Date/Time:

11/15/2019 – 10:00 AM

Greatest Needs:

Help with housing; they can use a local food pantry and clothing. Childcare is a huge need. Education or learn a trade affects a lot of families from work. Transportation

Effects of struggles:

Some of these families have no home and their children have no clothes and the ones they have are stained and wore out. A lot of people can't work due to not having child care or transportation. Families run out of food and there is a huge need for this, they have nowhere to get food from.

Top 5 Needs:

Food Pantry
Shelter
Clothing
Child Care
Education

Current Program in place to help with needs:

Vouchers for clothing are given but to very few.
Housing is limited to a few
No food banks around

Effectiveness of current solution:

Housing may help many people

Three community improvements that could be made:

1. Affordable Health Care
2. Housing
3. Food



2021 Knox County Community Needs Assessment

Key Informant #5

Name:

Jason Sawyers

Relationship to KCEOC CAP

Internal Stakeholder – KCEOC Employee

Date/Time:

11/11/2019 – 11:30 AM

Greatest Needs:

Housing, Food, Transportation, Adequate Health Services, Job Training, Education

Effects of struggles:

Poor Health: Both mentally and physically, children struggle with school, Drug Use, Continuing cycle of poverty.

Top 5 Needs:

Food
Housing
Adequate Health Services
Education
Transportation

Current Program in place to help with needs:

WIOA, Weatherization, Head Start, R-Tec

Effectiveness of current solution:

Effective but more could be done

Three community improvements that could be made:

1. Transportation
2. Job Training/Creation
3. Assistance with emergency food issues



2021 Knox County Community Needs Assessment

Key Informant #6

Name:

Susan Dunaway

Relationship to KCEOC CAP

Internal Stakeholder – Board Member

Date/Time:

12/3/2019 – 10:45 AM

Greatest Needs:

Better paying jobs, education, housing, transportation, job training and healthcare

Effects of struggles:

Depression, children missing school, unsafe living conditions, hunger, unable to access employment, drug addiction

Top 5 Needs:

Employment
Education
Housing
Food
Childcare

Current Program in place to help with needs:

Workforce Training and Housing

Effectiveness of current solution:

Programs/services being offered cannot be 100% effective as long as our area has no new employment opportunities.

Three community improvements that could be made:

1. Job Training/Creation
2. Education
3. Community Services



2021 Knox County Community Needs Assessment

Assessment/Proposal References

1. Knox County Health Indicators Report: <https://engagementnetwork.org/assessment>
2. 2019-2020 CSBG Section C Report (7/1/2018 – 6/30/2019), Available upon request
3. County Health Rankings:
<https://www.countyhealthrankings.org/app/kentucky/2020/rankings/knox/county/outcomes/overall/snapshot>
4. Census Poverty Data for Knox County (Poverty Status for the last 12 months)
https://factfinder.census.gov/bkmk/table/1.0/en/ACS/17_5YR/S1701/0500000US21121



2021 Knox County Community Needs Assessment

Addendum A: Knox County Health Rankings Report



2021 Knox County Community Needs Assessment

Addendum B: Agency Program Characteristics Report



2021 Knox County Community Needs Assessment

Addendum C: US Census Poverty Data Report



2021 Knox County Community Needs Assessment

Addendum D: Knox County Health Indicators Report