



# 2026 Knox County Community Needs Assessment



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# 2026 Knox County Community Needs Assessment

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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."

## **Introduction to the Assessment**

The Knox County needs assessment was conducted from July 1st, 2024 to December 31st, 2024. 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 relating 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, 2024 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 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.

## **Assessment Methodology**

The data gathering cycle ends on 12/31/2024 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.

## Community Needs Assessment Data Analysis Report – 2025

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. Training, employment, financial skills, and life skills (especially those established during youth) are also keys to assisting individuals in reaching self-sufficiency goals.

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. It is critical that KCEOC continue to provide outreach and enhance community engagement activities to ensure all households are aware of not only agency services, but other services available to help families reach their full potential.

**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. It is critical to assist the youth population in finding a direction for their life to help them reach the goal of self-sufficiency.

**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. KCEOC also understands that many individuals also suffer from traumatic brain injuries (especially in the homeless population) and mental illness; therefore, it is critical that referrals are provided to the appropriate care givers, along with KCEOC's fundamental services and individualized advocacy efforts.

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**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.

**6. Motivational Issues** - The client or families lack the proper motivation or willingness 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 Addiction Problem:** Providing comprehensive information and referral services to specialized service providers and treatment centers for rehabilitation treatment was discussed, including the most recently added addiction of gambling. Also, providing information and referral services to clients who need or want prevention education is critical. 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 provision of life skills and financial skills, especially to the youth population, was mentioned. The committee believes that the agency is expanding and meeting the needs of the community, but believes that it will continue to 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.



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## 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  
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  
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 Feed, Wood Transmission)  
PNC Bank  
West Knox Pharmacy  
Wood Forest Bank

## Community Needs Assessment Overall Survey Results – 2025

### Results

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

### 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 42 Knox County community service providers completed online surveys.

A total of 8 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 1<sup>st</sup> 2024 till December 31<sup>st</sup>, 2024. A total of 95 client surveys were completed. A total of 42 community provider surveys were completed. Four focus groups were held through this period focusing on Education, Employment, Housing, and Health.

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



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## 2024-2025 CSBG Needs Assessment Local Survey Results

### Overall

Of the participants polled:

59.5% of them thought that **Employment** was one of the three greatest needs.

59.5% of them thought that **Housing** was one of the three greatest needs.

47.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.

46.5% of them thought that **Education and Cognitive Development** was one of the three greatest needs.

36.5% of them thought that **Case Management and Support Services** was one of the three greatest needs.

25.5% of them thought that **Civic Engagement/Community Involvement** was one of the three greatest needs.

19.2% of them thought that **Information/Referrals** were one of the three greatest needs.

16% of them thought that **Income and Asset Building** was one of the three greatest needs.

## Client version

### Of the participants polled:

62.0% of them thought that **Employment** was one of the three greatest needs

57.0% of them thought that **Housing** was one of the three greatest needs.

52.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.

47.0% of them thought that **Case Management/Support Services** was one of the three greatest needs

42.0% of them thought that **Education/Cognitive Development** was one of the three greatest needs.

27.0% of them thought that **Income and Asset Building** was one of the three greatest needs.

20% of them thought that **Civic Engagement/ Community Involvement** was one of the three greatest needs.

15% of them thought that **Information/Referrals** were one of the three greatest needs.

## Community Provider Version

### Of the participants polled:

62.0% of them thought that **Housing** was one of the three greatest needs

57.0% of them thought that **Employment** was one of the three greatest needs.

52.0% of them thought that **Education and Cognitive Development** was one of the three greatest needs.

41.0% of them thought that **Health and Socio Behavioral Health** was one of the three greatest needs.

31.0% of them thought that **Civic Engagement/Community Involvement** was one of the three greatest needs.

26.0% of them thought that **Case Management/Supportive Services** was one of the three greatest needs.

24.0% of them thought that **Information/Referrals** were one of the three greatest needs.

5.0% of them thought that **Income/Asset Building** was one of the three greatest needs.

## **Client Results**

The overall needs voted by the clients were: Housing (47.5%), Education and Cognitive Development (37%), Employment (36%), Health and Socio Behavioral Health (36%), Case Management/Services Supporting Multiple Domains (20%), Civic Engagement and Community Involvement (14.5%), and Income and Asset Building (14.5%), Information and Referrals (7.8%).

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 program 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 supports (I.E. Transportation, Childcare), More education, job training, and skills to strengthen the local workforce.

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

Within the choices of Education and Cognitive Development, clients felt that the top priority choices were: More certificate/degree programs offered locally, More Affordable education supports (e.g. transportation, childcare), Head start and pre-school services expanded to include more students and post-Secondary education preparedness and assistance for Vo-Tech or College (Counseling, applications, text books, computers),

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

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, financial counseling on lending and borrowing and more access to low interest loans.

Within the choices of Civic Engagement/Community Involvement, clients felt that the top priority choices were: Increase in the community's knowledge of available resources, volunteer training and opportunities to learn how to impact your community and information on how to join community groups, advisory boards, etc.,

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

## **Community Provider Results**

The overall needs voted by the community providers were: Employment (66.3%), Education and Cognitive Development (44.2%), Housing (52.0%), Health and Socio Behavioral Health (44.2%), Case Management/Services Supporting Multiple Domains (32%), Income and Asset Building (18.8%), Information/Referral Services (15%) Civic Engagement and Community Involvement (13.2%)

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 more quality 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 emphasis on basic education skills, life skills and tutoring while moving away from standardized testing and test taking strategies, More access to pre-school and early childhood programs, Offer more tech and connectivity learning strategies for kids who live in rural areas.

Within the choices of Housing, community providers felt that the top priority choices were: More shelters and places for the homeless to stay, Improve the rental homeownership housing stock in Knox County, Provide more counseling services for loan acquisition and taking care of their home.

Within the choices of Health and Social Behavioral Health, Community providers felt that the top priority choices were: Provide more mental health specialists in schools and to the community; Free or low cost fitness/gym memberships, Provide education, workshops, and physical education exercise courses.

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 and increased affordable transportation services.

Within the choices of Income Management and Asset Building, community providers felt that the top priority choices were: Provide financial literacy, credit counseling sessions, Increase access to banking services and financial institutions in underserved areas, Teach income management, building assets and financial literacy as early as possible in the education system.

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 community activities and forums, Promote and advertise events more often, Teach students about civic engagement and community involvement as soon as possible.

## **Other Key Findings**

### ***Clients:***

*Assistance for working people, we are over the income limits but need assistance as well*  
*Availability or community care for veterans in Knox County; nearest clinic is at 2+hour drive*  
*Food services for school aged kids on the weekends*  
*More volunteers needed at Animal Shelters*  
*Medical cabs, everyone can use them without having Medicaid*  
*Food services and delivered meals for those under 60 and are disabled*  
*More services to help students out, like the ones that KCEOC provides currently*  
*free mental health counseling*  
*free diapers, wipes, feminine products give a ways monthly*  
*Better tutoring for child and adult education*  
*Transportation for groceries and employment*  
*Training for moms! Safe sleep, care seat safety, feeding and basic child care*  
*Programs for children with Autism*  
*Free CDL classes, free childcare while attending college classes or KCEOC training programs.*

### ***Community Providers:***

*A food pantry and transportation service*  
*Wellness programs for weight loss*  
*Additional housing for recovering addicts*  
*Transitional living, Male treatment facility*  
*English as a second language help for students and parents*  
*Request for more programming on investing, retirement and saving for the future.*  
*More programming on how buying a house works.*  
*In-Patient mental health for teens of both genders regardless of felony charges or bad behaviors*  
*Mass transit for weekends*  
*More assistance for the special needs community and for those who have aged out of school*  
*More transportation services for employment*  
*Showering facilities for the homeless*  
*Services to aid grandparents with grandchildren, no real help with this.*  
*Animal Care: When people are homeless, so are their animal companions*  
*more services for both outpatient and inpatient substance abuse treatment*  
*Weight loss program*

## **2024-2025 Community Needs Assessment Survey Results Key**

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

### **Client Version**

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

### **Community Version (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: Overall needed (ranking the 3 most important needs)



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## **2024-2025 Community Needs Assessment Survey Results Key**

### 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)
- 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: 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. 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.

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

Choices		Count	Percent
1	Knox	75	97%
2	Other	2	3%
Mean		1.03	

### 1. Other (specify):

- Homeless

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

Choices		Count	Percent
1	Female	60	76%
3	Male	19	24%
Mean		1.48	

### 2. Other (specify):

- 

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

Choices		Count	Percent
1	American Indian or Alaska Native	0	0%
2	Asian or Asian American	1	1%
3	Black or African American or African	1	1%
4	Hispanic/Latina/e/o	1	1%
5	Middle Eastern or North African	0	0%
6	Native Hawaiian or Other Pacific Islander	0	0%
7	White	75	95%
8	Other	1	1%
Mean		6.86	

### 3. Other (specify):

- White & Indian

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

Choices		Count	Percent
1	0-5 yrs.	8	10%
2	6-11 yrs.	0	0%
3	12-17 yrs.	0	0%
4	18-23 yrs.	11	14%
5	22-44 yrs.	43	54%
6	45-54 yrs.	11	14%
7	55-69 yrs.	6	8%
8	70+ yrs.	0	0%
Mean		4.75	

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

Choices		Count	Percent
1	Hispanic	1	1%
2	Non-Hispanic	75	99%
Mean		1.99	

## 6. What is your Military Status?

Choices		Count	Percent
1	Vet	0	0%
2	Active	0	0%
3	N/A	79	100%
Mean		3.00	

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

- Food giveaway.
- Home assistance for the poor, elderly and veterans.
- Public transportation.
- Housing. Make it easier to get housing help.
- Help with transportation, therapy sessions.
- Better transportation.
- Just that the older generation could help teach the young ones.
- Educational availability, resources.
- Homeless housing services, health & social behavior, civic engagement.
- Faster housing.
- Shelters, also rehabs, sober livings that are better structure.
- Housing, more housing funds for single moms.
- Housing services.
- Jobs!
- Jobs.
- Unsure.
- Girl Scouts.
- Homeowner.
- Homing programs.
- Case management, education and cognitive development services.
- Housing services: more opportunities for homeless / low income families.
- More classes / programs for stem and early childhood education / activities.
- None.
- Meals for shut-ins.
- Homeless, recovery services. Homecare for elderly.
- More recovery centers.
- Liheap utility allowances, helping people get jobs & careers & GED's. Housing.
- Education, more opportunity.
- Homeless help (having more room). Help with single mothers with no childcare paying rent.
- Protection for homeless women & children. It's no place for either.
- More help for the homeless & DV victims.
- I think in home visits should last longer and more than once a week.
- Programs / resources for elderly / aging population.
- Ryan's place or transitional housing opportunity.
- Litter pick-up.

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

- Areas for the homeless to receive food, healthcare, hygiene items.
- Transportation.
- With the funding and staff they can keep this community strong.
- Legal help services.
- Transportation.
- Shelters with case managers.
- Free after school care.
- More programs and services for elderly people and veterans.
- 24 hour daycare centers.
- More resources of educational finances.
- Not sure.
- Meals in wheels for shut-ins in the county.
- Recovery services.
- Help with gasoline and assistance with general heating, AC, utility bills.
- More jobs.
- Help paying rent & utilities for single mothers with small children.
- Public transportation.
- Transportation.
- DV shelter for women & their children.
- Jobs for felons.
- A school for special needs.

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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	50	16%
2	Case management support for seniors	48	15%
3	Case management support of the disabled	32	10%
4	Case management support for the homeless	56	18%
5	Affordable support services (e.g., transportation, childcare)	63	20%
6	Access and referrals to other agencies to support stability	38	12%
7	Customer advocacy/mediation (e.g., debt forgiveness, landlord negotiations, speaking on your behalf)	30	9%
8	Other	0	0%
Count		317	

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

- Truthfully, all of the above.

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

Choices		Count	Percent
1	Voter education and access	31	10%
2	Volunteer training and opportunities to learn how to impact your community	52	16%
3	Empowerment/leadership opportunities for community members	41	13%
4	Increase in the community's knowledge of available resources	66	20%
5	Information on how to join community groups, advisory boards, etc.	49	15%
6	Increase advocacy efforts to strengthen community members	32	10%
7	Increase civic knowledge and access for community members	36	11%
8	Other	17	5%
Count		324	

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

- 

## 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	35	12%
2	GED/literacy/basic education programs	53	18%
3	Post-secondary Edu preparedness & assistance for Vo-Tech or college	55	19%
4	More certificate/degree programs offered locally	26	9%
5	Affordable education supports (e.g., transportation, childcare)	48	17%
6	Extra-curricular programs (e.g., behavior improvement, mentoring, leadership)	52	18%
7	Leadership training	13	4%
8	Other	7	2%
Count		289	

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

-

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## Select the three most important needs in EMPLOYMENT SERVICES

Choices		Count	Percent
1	Better paying jobs	59	20%
2	More jobs that provide benefits	51	18%
3	More education, job training, and/or skills to strengthen the local workforce	55	19%
4	Affordable workforce support (e.g., transportation, childcare)	38	13%
5	Work readiness skills training (e.g., career coaching, resume, interviews)	39	14%
6	Work placements, internships, job shadowing and apprenticeships	23	8%
7	Post-employment assistance (e.g., coaching, interactions with employers, supplies)	20	7%
8	Other	3	1%
Count		288	

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

- To help get S.S. disability jobs.
- More trucking opportunities.
- Less discrimination & more positive.

## 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)	36	14%
2	Preventative healthcare education and services	48	19%
3	Payment assistance programs for adult dental/hearing/vision services	47	18%
4	More programs to provide food services, including delivered & prepared meals	41	16%
5	Improved emphasis on nutritional education (e.g., healthy eating, exercise)	17	7%
6	More wellness activities provided in the community (e.g., exercise, fitness)	28	11%
7	More wellness education programs (stress reduction, medication mgmt., etc.)	38	15%
8	Other	1	0%
Count		256	

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

- Better Dr. referrals for specifics.

## 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	17%
2	Security/utility deposit/payment programs	50	18%
3	Counseling services for renters (e.g., eviction prevention, landlord mediation)	36	13%
4	Financial counseling for renters and homeowners	30	11%
5	Homeownership opportunities	43	15%
6	Weatherization and home repair services	42	15%
7	Temporary housing placement, including shelter for victims of domestic violence and local/natural disasters	33	12%
8	Other	0	0%
Count		283	

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

-

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## 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	58	21%
2	Financial counseling on lending and borrowing	33	12%
3	More access to low interest loans	54	19%
4	First time home buyer counseling	50	18%
5	Foreclosure prevention counseling	25	9%
6	Free tax preparation assistance	32	11%
7	Benefit coordination/advocacy	23	8%
8	Other	4	1%
Count		279	

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

- 

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

Choices		Count	Percent
1	Child Support Services	33	11%
2	Legal Services	49	17%
3	Recreation Services	31	11%
4	Substance Abuse Resources	55	19%
5	Sexual Abuse Services	40	14%
6	Physical Abuse Services	35	12%
7	Emotional Abuse Services	27	9%
8	Other	17	6%
Count		287	

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

- For more than abuse.
- Counseling



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

	Choices	Count	Percent
1	Case Management/Support Services/Info & Referrals (Multiple Domains)	39	14%
2	Civic Engagement and Community Involvement Services	14	5%
3	Education and Cognitive Development Services	34	12%
4	Employment Services	51	19%
5	Health and Social Behavioral Health Services (Nutrition is included)	45	16%
6	Housing Services	44	16%
7	Income and Asset Building Services	23	8%
8	Information and Referrals	11	4%
	Count	273	

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

# 2026 Knox County Community Needs Assessment

**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.

## 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%	16	Knox
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#### 2. What is your gender?

93.75%	15	Female
6.25%	1	Male

#### 3. What is your age?

50.00%	8	24-44
18.75%	3	45-54
18.75%	3	55-69
6.25%	1	12-17
6.25%	1	6-11

#### 4. What is your race?

87.50%	14	White
6.25%	1	Additional Race Detail;:
6.25%	1	Black or African American or African

#### Comments/Notes for "Additional Race Detail;:"

Potowattami (0000001440 Anonymous) 1/24/2025

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

100.00%	16	Non-Hispanic
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#### 6. What is your Military Status?

100.00%	16	N/A
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## 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)*

Energy Efficiency (0000001442 Anonymous)

Homeless Assistance, Child Therapy Assistance, Food Assistance. (0000001440 Anonymous)

I wish the liheap program could have more funds availa (0000001431 Anonymous)

More Youth Programs. (0000001447 Anonymous)

Services for the homeless. (0000001433 Anonymous)

Teen activities (0000001382 Anonymous)

The crisis electricity help (0000001396 Anonymous)

Would love to see more help available for electric bills & food (0000001432 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)*

Help for disabled people that need to go to the food pantry but can't lift or carry the items to their car or into their homes (0000001432 Anonymous)

No (0000001431 Anonymous)

Services for home repair and maintenance. (0000001433 Anonymous)

Shelters and community acknowledgement of such so others can donate/volunteer. Meals on wheels type program. (0000001440 Anonymous)

Yes, programs that help with transportation services or that help fix people's cars so they can get back and forth to work. More help with crisis electricity and water bills. Child care programs for elementary aged kids. More homeless options and more monetary programs for Knox county in general (0000001396 Anonymous)

# 2026 Knox County Community Needs Assessment

## Section - Community Needs

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

62.50%	10	Case management support for the homeless
56.25%	9	Affordable support services (e.g., transportation, childcare)
50.00%	8	Case management support services for individuals and families
43.75%	7	Case management support for the disabled
37.50%	6	Case management support for Seniors
37.50%	6	Customer advocacy/mediation (e.g., debt forgiveness, landlord negotiations, speaking on your behalf)
12.50%	2	Access and referrals to other agencies to support stability

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

87.50%	14	Increase in the community's knowledge of available resources
43.75%	7	Increase civic knowledge and access for community members
43.75%	7	Information on how to join community groups, advisory boards, etc.
37.50%	6	Volunteer training and opportunities to learn how to impact your community
31.25%	5	Empowerment/leadership opportunities for community members
25.00%	4	Increase advocacy efforts to strengthen community members
25.00%	4	Voter education and access
6.25%	1	Other:

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

81.25%	13	Head start and pre-school services expanded to include more students
56.25%	9	More certificate/degree programs offered locally
50.00%	8	Affordable education supports (e.g., transportation, childcare)
43.75%	7	Extra-curricular programs (e.g. behavior improvement, mentoring, leadership)
37.50%	6	Post-secondary education preparedness and assistance for Vo-Tech or college (e.g. counseling, applications, text books, computers)
18.75%	3	GED/literacy/basic education programs
12.50%	2	Leadership Training

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

81.25%	13	Better paying jobs
68.75%	11	More jobs that provide benefits
43.75%	7	Affordable workforce support (e.g., transportation, childcare)
37.50%	6	More education, job training, and/or skills to strengthen the local workforce

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25.00%	4	Work placements, internships, job shadowing, and apprenticeships
25.00%	4	Work readiness skills training (e.g., career coaching, resume, interviews)
18.75%	3	Post-employment assistance (e.g., coaching, interactions with employers, supplies)

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

56.25%	9	Health screening and assessments (e.g., immunizations, physicals)
50.00%	8	Improved emphasis on nutritional education (e.g., healthy eating)
50.00%	8	Payment assistance programs for adult dental/hearing/vision services
43.75%	7	More programs to provide food services, including delivered and prepared meals
43.75%	7	More wellness education programs (stress reduction, medication management, mindfulness)
43.75%	7	Preventative healthcare education and services
12.50%	2	More wellness activities provided in the community (e.g., exercise, fitness)

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

68.75%	11	Short and long term rental assistance programs, including availability of income based rental housing
50.00%	8	Financial counseling for renters and homeowners
50.00%	8	Temporary housing placement, including shelter for victims of domestic violence and local/natural resources
43.75%	7	Homeownership opportunities
37.50%	6	Security/utility deposit/payment programs
31.25%	5	Weatherization and home repair services
18.75%	3	Counseling services for renters (e.g. eviction prevention, landlord mediation, tenant rights education)

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

75.00%	12	Financial capability skills training, including budgeting, savings, and building assets
50.00%	8	First time home buyer counseling
43.75%	7	Financial counseling on lending and borrowing
43.75%	7	More access to low interest loans
37.50%	6	Free tax preparation assistance
31.25%	5	Benefit coordination/advocacy
18.75%	3	Foreclosure prevention counseling

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

62.50%	10	Substance Abuse Resources
56.25%	9	Child Support Services



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43.75%	7	Emotional Abuse Services
37.50%	6	Legal Services
37.50%	6	Physical Abuse Services
37.50%	6	Recreation Services
25.00%	4	Sexual Abuse Services

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

62.50%	10	Housing Services
50.00%	8	Employment Services
37.50%	6	Case Management/Supportive Services/Information and Referral
37.50%	6	Education and Cognitive Development Services
31.25%	5	Civic Engagement/Community Involvement Services
25.00%	4	Health and Social Behavioral Health Services
18.75%	3	Income and Asset Building Services
18.75%	3	Information and Referrals

# 2026 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. 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.

## 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)

30.43%	7	KCEOC Staff or Volunteer
26.09%	6	KCEOC Board Member
13.04%	3	Educational Institution Faculty/Staff (Local adult eds, schools, colleges and universities)
13.04%	3	Private Sector Representative (For profit, small business, etc.)
4.35%	1	Community Organization/KCEOC Partner (Local service providers and non-profits)
4.35%	1	Faith Based Organization Representative (Church's and Faith Based groups, clubs, councils, associations, etc)
4.35%	1	Local Politician/Government
4.35%	1	Public Sector Representative (Non-Profit, Govt. Regulated, Funding Sources, Etc.)

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

82.61%	19	Knox
17.39%	4	Other:

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

Laurel (0000001398 Anonymous) 10/20/2024

Whitley (0000001437 Anonymous) 12/20/2024

Whitley (0000001380 Anonymous) 7/22/2024

Whitley, but I work in and have an office in Knox (0000001388 Anonymous) 8/21/2024

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### 3. What is your gender?

75.00%	18	Female
25.00%	6	Male

### 4. What is your age?

33.33%	8	24-44
29.17%	7	45-54
29.17%	7	55-69
8.33%	2	70+

### 5. What is your race?

95.65%	22	White
4.35%	1	Additional Race Detail;:

#### **Comments/Notes for "Additional Race Detail;:"**

Mixer of several (0000001395 Anonymous) 9/10/2024

### 6. What is your ethnicity?

100.00%	24	Non-Hispanic
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### 7. What is your Military Status?

95.83%	23	N/A
4.17%	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)

A community center where child could go to participate in activities with other children (0000001389 Anonymous)

Entrenched job training (0000001387 Anonymous)

Free Transportation Services (other than R-TEC) and Soup Kitchen/hygiene station for individuals facing homelessness. (0000001429 Anonymous)

Funding for programs sometimes limits the programming available, but KCEOC uses the funding available to serve the needs of Knox County as best as possible. (0000001392 Anonymous)

Help for homeless. (0000001434 Anonymous)

Human Trafficking presentations made by Homeland Security in the schools for the youth. (0000001380 Anonymous)

I am relatively new to the board, so I am not fully versed in the various programs offered by KCEOC. Without this knowledge, it's difficult to provide quality feedback, but there are some areas where I believe KCEOC would be well-suited to increase community involvement/civic engagement. Barbourville Tourism frequently organizes community events despite having

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minimal staff; this results in an over worked staff, and I'm concerned their level of involvement is not sustainable. I know KCEOC already has some involvement with Tourism (but I'm not sure to what extent), but I think there is an opportunity to provide work/volunteer opportunities and/or incentives for younger individuals. I would like to ensure the Tourism events continue at their

current level, as they provide great and affordable/free experiences for children affected by poverty. I believe these opportunities for our youth will eventually foster more involvement in the community, but only if the numerous events can be sustained over the long term.

(0000001390 Anonymous)

I think there needs to be a free exercise facility. Something like a YMCA. Something indoors with classes offered. (0000001435 Anonymous)

More follow through when ask do you need anything or help with. (0000001395 Anonymous)

More food availability to families in need . Holiday food baskets. (0000001430 Anonymous)

More Housing for the homeless. More transportation assistance. (0000001398 Anonymous)

More monetary programs to help low income families.

Childcare availability to all elementary ages.

Crisis funding for utilities.

Community activities for families and friends to get people more involved with their children.

(0000001397 Anonymous)

More opportunities to retain our young people in our county. (0000001436 Anonymous)

There is a substantial need for more food pantries in our area. I also believe that the youth in the area need more safe places to hang out. (0000001399 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)?*

Adoption of best practices and always hiring quality staff. (0000001437 Anonymous)

advanced courses, more basic home courses such as cooking, preparing meals, woodbuilding.

(0000001399 Anonymous)

All parent - child involvement and training on becoming a productive member of the community . Start these trainings at a young age. (0000001430 Anonymous)

Attendance is one of the key factors to student achievement. Support of students and families to help them recognize the importance of education as a means to break the generational poverty cycle is an essential component to improving the educational system of Knox County and the betterment of Knox County. (0000001392 Anonymous)

I believe affordable education supports, leadership trainings, and GED programs are crucial.

(0000001390 Anonymous)

I believe the youth in day treatment and alternative programs need access to vocational classes and extra curricular activities depending on their behavior and grades. (0000001380

Anonymous)

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Improve teacher and classified pay so that we can retain the caliber of teachers and school employees that we need. Improve working conditions for these employees. (0000001436 Anonymous)

Kids need more transportation options and bus routes for local schools. Kids also need more activities in the communities that are lower costs (0000001438 Anonymous)

More hands on (0000001395 Anonymous)

More involvement with children. More social activities. More readiness programs to life after highschool that consist of the real world. (0000001397 Anonymous)

More social and emotional learning for the staff and students. Bullying prevention starting in preschool. Something that is taught to the students throughout the year not as a one time speaker. (0000001435 Anonymous)

Not sure (0000001389 Anonymous)

Reading, Math, and Science programs that help supplement with tutoring and other services at libraries or at the schools during after-school hours (0000001384 Anonymous)

Teaching about mental health and mental development. (0000001398 Anonymous)

We have opportunities people just need to take advantage of them. (0000001434 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)?*

better pay rates (0000001379 Anonymous)

Bring in businesses into the community. (0000001430 Anonymous)

Expansion of current business entities seems to be best option. (0000001437 Anonymous)

Government stop sending checks to lazy people. (0000001434 Anonymous)

Help people with transportation to work. (0000001412 Anonymous)

Higher pay. Some people don't work because most assistance programs are income based and if they work, they will lose benefits. Reward the people who are working. Require some type of community service and skill improvement for anyone receiving assistance of any kind.

(0000001435 Anonymous)

Many people in the county are unable to get to and from a job if they could find one

(0000001389 Anonymous)

Mid level job opportunities with more than a minimum wage would be a benefit to the economy of Knox County. To support those types of job, more work opportunities are needed. In addition, coordination with work sites, job fairs, and work place skills (attendance, attitude, and preparation) are ways that KCEOC supports the growth of jobs in Knox County. (0000001392 Anonymous)

mini malls (0000001399 Anonymous)

More job options and programs where young adults/high school graduates can earn degrees or training (0000001438 Anonymous)

More opportunities for vocational training. (0000001398 Anonymous)

more public transportation (0000001386 Anonymous)

Offer jobs that aren't as strict when it comes to diplomas or guidelines. Offer temporary to full-time opportunities (0000001397 Anonymous)

Programs that encourage employment without effecting benefits (0000001384 Anonymous)

We need to have all segments of our county working together to come up with ideas on how to secure and retain new jobs for our county. It seems that other counties around us has worked to secure new businesses and new employment opportunities. (0000001436 Anonymous)

Workforce support programs, job/skill training, apprenticeships. (0000001390 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?*

Affordable medication treatment plans and offer more grocery stores with lower cost options (0000001438 Anonymous)

By providing many resources to help aid in these areas (0000001386 Anonymous)

Emphasis on nutritional education, improved access to nutritional food options, physical education programs and incentives. (0000001390 Anonymous)

It's lacking all of it.. there needs to be more opportunities and more resources (0000001397 Anonymous)

Mental health continues to be a problem. We don't have the mind set to try to help many of our citizens that have mental and health problems. Some don't have insurance and others do not have the resources to take advantage of what we have. (0000001436 Anonymous)

More active and aggressive communication of programs from health department. (0000001437 Anonymous)

more mental awareness programs and places for the homeless with mental health issues (0000001399 Anonymous)

need more local services and transportation to them (0000001379 Anonymous)

Not sure (0000001389 Anonymous)

Providing options and availability of health services are a needed service for everyone in Knox County. Extended hours and locations are a help for older and working members of the community. (0000001392 Anonymous)

Providing wellness checks at a set or low cost rate that doesn't require health insurance to provide basic physicals, wellness checks, dental checks, and pediatric care as well

(0000001384 Anonymous)

The health dept could provide more of these services regardless of income. There are people that have a high enough income not to be eligible for lots of services yet they don't make enough to pay for insurance, etc. They are the ones doing without screenings which could be life saving!

(0000001412 Anonymous)

This is something that needs to be worked on. There needs to be more wellness activities.

(0000001435 Anonymous)

Through a sort of home health care. Take the healthcare to the home . (0000001430 Anonymous)

Wellness workshops more fitness classes. (0000001434 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.*

A lot of the housing authority locations are outdated and contain some harmful toxins (mold, lead, etc.) water quality issues and other things are a concern to me simply because being low income does not mean that an individual doesn't deserve suitable living conditions. I understand the finance issue but it could be a phase of repairs and renovations that take place. (0000001384 Anonymous)

Background checks are helpful only for financial reasons, but should not be held against the person renting. Having places that will help families who have had their houses burn down and have no where to go or can only stay at a place temporarily, help with them getting a loan or down payment for a place to live due to their hardship. (0000001380 Anonymous)

Counseling services for renters, home ownership opportunities and financial counseling should be prioritized. (0000001390 Anonymous)

Get more churches and additional funding resources involved to be able to create Knox county more temporary housing that could expand to long term housing. It would create more jobs as well. Allow renters to work for housing (0000001397 Anonymous)

Help more on the needs when ask what can we help with (0000001395 Anonymous)

Home owning is the American dream, but not everyone is financially ready to own a home: unemployment, no savings, bad credit, high interest rates are examples of road blocks to owning a home for many people in Knox County. KCEOC offers assistance to those who hope to own a home and as importantly KCEOC offers rental assistance to those who can not afford a home. (0000001392 Anonymous)

Housing prices should be more affordable, and housing loan options should be more accessible (0000001438 Anonymous)

I think kceoc does a very good job helping with housing not sure what more they would be able to do (0000001389 Anonymous)

Increase low income housing units. Find grants or a financial budget to create a apartment units for people who do not qualify for government assistance but are currently homeless and working. (0000001398 Anonymous)

Make available list to the public of renters (0000001386 Anonymous)

more low income quality housing that are pet friendly (0000001399 Anonymous)

Not sure what the answer is (0000001434 Anonymous)

Perhaps a new Realtors Association just to address this issue? (0000001437 Anonymous)

Programs that will help anyone with low interest loans, and housing repairs (0000001435 Anonymous)

Seek funding through state and local governments (0000001430 Anonymous)

Transportation is the biggest issue getting anywhere and when places are open (0000001379 Anonymous)

We need to work to secure more adequate housing for the homeless and low income citizens. (0000001436 Anonymous)

## 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 free financial planner available to everyone, no matter of income level. Most people would like to invest and plan for the future, they just don't know how. Offer educational opportunities through zoom and in person. (0000001435 Anonymous)

Basic skills like budgeting and saving, improved knowledge on lending and borrowing practices and pitfalls, counseling on financial literacy, and access to low-interest loan options. (0000001390 Anonymous)

classes on budgeting (0000001386 Anonymous)

free classes from more than 1 place (0000001379 Anonymous)

Having public classes available, having classes for students 16 and up independent living skills regarding finances and building assets. Create savings accounts. (0000001380 Anonymous)

Helping with building a monthly budget would provide a guide to making their funds last throughout the month. (0000001392 Anonymous)

Implement goals and strategies for the people to follow and guide them most just have no knowledge (0000001438 Anonymous)

Job and education programs that help with other supplemental costs. Housing improvements and repairs, Food and Healthcare options. (0000001384 Anonymous)

No (0000001389 Anonymous)

Offering beginning budgeting classes to the public as well as those in state, county programs.

(Drug court, community action participants, patients of mental health professionals, patients of health care providers, patients of targeted Case managers, ect.) (0000001398 Anonymous)

Perhaps evening classes at the high schools? (0000001437 Anonymous)

program training with spreadsheets, economics, and basic math. (0000001399 Anonymous)

Understanding taxes and cost of living expenses (0000001397 Anonymous)

Work with businesses and organizations to provide information on their level on how to budget and invest in savings. Many do not realize that just a small amount a week can multiply fast.

Many are taken advantage of by the investors. (0000001436 Anonymous)

## 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?*

(0000001412 Anonymous)

Advertising On-Line. Flyers and word of mouth. Free advertising at places low income families frequent. (0000001430 Anonymous)

Better system for partners to know if shelter bed are full, funds are not available, ect.

(0000001398 Anonymous)

Every group work together. (0000001434 Anonymous)

get more information out without the internet. Many older people do not have access

(0000001399 Anonymous)

I believe child support services, legal services, recreation services, and abuse services could be improved upon. Substance abuse is also a major issue, but I believe this area is already being tackled on multiple fronts. (0000001390 Anonymous)

Just use more social media to distribute information so everyone has access to the resources

(0000001386 Anonymous)

kinect is not user friendly. The area need a specific person to help people with resources and to navigate through the systems. A case manager (0000001435 Anonymous)

Local newspaper/more social media attraction/ flyers (0000001438 Anonymous)

make it easier to get help....there is so many steps to take just to get their foot in the door and then to be turned down or no funds are available. (0000001380 Anonymous)

More advertisement job opportunities (0000001397 Anonymous)

Newspaper and mailing flyers (0000001437 Anonymous)

There needs to be a collection of available resources that is combined into one location

(0000001389 Anonymous)

Utilizing online social media presence, the school systems to ensure the word gets around. But honestly KCEOC is fantastic at making its presence and purpose known to the county which is why it is so helpful (0000001384 Anonymous)

Websites that are user friendly. A resource of services available and how/who to reach located in a user friendly format would help community members contact the organization or person who could help. Also, extended hours of operation of support services. Not everyone can be available from 9 to 5 during the week. (0000001392 Anonymous)

Work with schools, clubs, and businesses to have mini workshops on what is we can do do help them. (0000001436 Anonymous)

## 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?*

I believe improved transportation options would help low-income individuals maintain or regain control over basic responsibilities/obligations. If someone does not have access to reliable transportation, it becomes exponentially more difficult for them to hold down employment or satisfy their financial obligations. Improving childcare availability would also help in this area. (0000001390 Anonymous)

I never knew of these services (0000001438 Anonymous)

KCEOC uses funding available to provide support for the community, but additional funding would allow for extended services. Children and the elderly are our most vulnerable members of our community and additional services are always needed. (0000001392 Anonymous)

mentoring services, big brother and big sister programs. (0000001380 Anonymous)

More available transportation services like a community bus system, in which would create more jobs more activities for kids to make them want to do good in community (0000001397 Anonymous)

More support groups for the public. Single moms, single dad's, medicated addiction recovery support, family addiction support, ect) (0000001398 Anonymous)

no (0000001386 Anonymous)

not aware of any of these in the area (0000001399 Anonymous)

not sure (0000001437 Anonymous)

Not sure (0000001389 Anonymous)

Since places are overflowing with people in need then more resources need to be put into place in the County. (0000001430 Anonymous)

transportation and clothing are big issues but there are not enough resources available to help and the ones that are available, people can't afford (0000001379 Anonymous)

We need a food pantry that is open daily. We need a place that serves a hot meal daily. It would be nice if Knox county had a service like door dash that people in need could utilize for medication pick up, meals that doesnt cost anything to use. (0000001435 Anonymous)

Would like to see more support services and legal services for victims of elder abuse. (0000001388 Anonymous)

## 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?*

A new library. (0000001434 Anonymous)  
accessibility. Making them widely accessible and letting individuals know what's happening and educate them (0000001384 Anonymous)

collaboration monthly between Mayor and Judge and then a calendar of events (Claudia Greenwood) with more access to people. (0000001437 Anonymous)

Coordinate with the school districts to include sessions/classes that provide basic knowledge of our government. Also, provide classes in budgeting, self care, home care, child care. Not everyone needs to know how to solve a geometry problem, but everyone needs to know how to balance their checking account, read the directions on how to prepare a meal or do laundry. (0000001392 Anonymous)

Getting more involved (0000001395 Anonymous)

Have a central media site that can inform public (0000001389 Anonymous)

Have more things for kids to do (0000001397 Anonymous)

Hold meetings weekly at a public facility for further suggestions and ideas (0000001438 Anonymous)

More notice, more information, more accessible (virtual access if unable to make it in person) (0000001398 Anonymous)

Post them around town and in places people are, not just on facebook or a flyer in the square.

(0000001380 Anonymous)

Start in the classroom with parent and child group activities on kids learning how to be a productive member of their community and why it is so important to represent your community in a positive light. (0000001430 Anonymous)

We do a pretty good job of that. More media awareness (0000001435 Anonymous)

We need to put together a county forum made up of officials, business, education and community people that meets regularly to come up with ideas and make plans to make them happen. (0000001436 Anonymous)

Work/volunteer incentives through a partnership with Barbourville Tourism. (0000001390 Anonymous)



# 2026 Knox County Community Needs Assessment

## Section - Overall Needed

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

19.44%	14	Housing Services
18.06%	13	Employment Services
16.67%	12	Education and Cognitive Development Services
15.28%	11	Health and Socio Behavioral Health Services
12.50%	9	Civic Engagement and Community Involvement Services
8.33%	6	Information and Referral Services
6.94%	5	Case Management/Supportive Services (Multiple Domains)
1.39%	1	Income and Asset Building Services

# 2026 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. 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.

## 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)

38.46%	5	Community Organization/KCEOC Partner (Local service providers and non-profits)
30.77%	4	Public Sector Representative (Non-Profit, Govt. Regulated, Funding Sources, Etc.)
15.38%	2	Educational Institution Faculty/Staff (Local adult eds, schools, colleges and universities)
7.69%	1	KCEOC Board Member
7.69%	1	Private Sector Representative (For profit, small business, etc.)

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

55.56%	10	Knox
44.44%	8	Other:

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

Bell County (0000001007 Anonymous) 1/16/2025  
 Claiborne, TN (0000001001 Anonymous) 1/16/2025  
 Harlan (0000001010 Anonymous) 1/16/2025  
 Laurel (0000000995 Anonymous) 1/16/2025  
 Laurel (0000000997 Anonymous) 1/16/2025  
 Whitley (0000000996 Anonymous) 1/16/2025  
 Whitley (0000001006 Anonymous) 1/16/2025

# 2026 Knox County Community Needs Assessment

### 3. What is your gender?

70.59%	12	Female
29.41%	5	Male

### 4. What is your age?

44.44%	8	55-69
22.22%	4	24-44
16.67%	3	45-54
16.67%	3	70+

### 5. What is your race?

94.44%	17	White
5.56%	1	Black/African American or African

### 6. What is your ethnicity ?

100.00%	16	Non-Hispanic
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### 7. What is your Military Status?

100.00%	16	N/A
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## Section - Open Ended Questions

### 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)

Better paying jobs for coal miners. pt/ family support at home on weekends and through the week for 4 or more hours. Education on health needs (0000001007 Anonymous)

Dementia and ALZ programs/ assistance for caregivers who cannot afford private care (0000001009 Anonymous)

Food voucher for the elderly (0000000992 Anonymous)

Food vouchers for Elderly (0000001006 Anonymous)

Inpatient Drug treatment, Public transportation (0000000998 Anonymous)

More activity for kids (0000000995 Anonymous)

More affordable housing (0000001000 Anonymous)

More autism services and testing (0000001004 Anonymous)

More early education opportunities. Meal services. Transportation options to work/MD appointments (0000001008 Anonymous)

Transportation (public, inexpensive) childcare (0000000997 Anonymous)

## Section - Case Management and Supportive Services (Multiple Domains)

*9. 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?*

Additional transportation services with less restrictions (0000000996 Anonymous)  
Better resources for those that fall "in the gap" esp elder care! (0000001009 Anonymous)  
Eldercare needs expanded to include assisted living community. KCEOC does a great job with assisting children through the preschool program. Public transportation is needed. Community garden. Clothing drives (0000000998 Anonymous)  
Following up with individuals (0000001003 Anonymous)  
Have transportation to drug prevention activities (0000000995 Anonymous)  
Low cost, dependable public transportation would be great (0000000997 Anonymous)  
Lower eligibility guidelines (0000001004 Anonymous)  
More options for transportation in town to work or MD appointments (0000001008 Anonymous)  
More public announcements on radio and internet (0000001005 Anonymous)  
Need more child and adult daycare or support for when caregiver, need to go to doctor (0000000992 Anonymous)  
No (0000001002 Anonymous)  
Services for Autistic children (0000001000 Anonymous)  
They need to be more affordable (0000001006 Anonymous)  
Transportation needs strongly needed. More legal assistance and support. Child and elder are strongly needed and educated for support and guidance (0000001007 Anonymous)

## Section - Civic Engagement and Community Involvement Services

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

Advocate for the new Knox Co, Library. Access to internet, Preschool available to all early childhood aged children. Program to focus on school attendance. Free programs offered frequently in the community (0000000998 Anonymous)

Attend functions and talk about what we do. Maybe have tours of our facility with a talk afterwards, maybe question and answer session (0000000993 Anonymous)

Autism awareness and services (0000001004 Anonymous)

Community clean up day to pick up trash. More opportunities for recycling/ upcycling things.

Resale shop of items (0000001008 Anonymous)

Drug prevention more invited into schools (0000000995 Anonymous)

Events that are in various locations of the county instead of only within the city limits (0000000996 Anonymous)

Frequent collaboration with community partners on resources (0000001010 Anonymous)

From what I see KCEOC spreads the help from early childhood and seniors. Homeless/ do food/heat (0000001002 Anonymous)

I think Knox Co (Barb. City) does an excellent job with involving the community in different events (0000001001 Anonymous)

I think the Gideons get a lot of bibles out in the world so they learn the word of God. More visits into schools as well as missionaries being allowed to visit the schools for those that want to attend (0000001005 Anonymous)

Increase volume of health fairs and educational offerings that bring in population. Offer food or small snacks and ask resources available in the community to offer health screenings and provide information (0000001009 Anonymous)

place for youth to gather (0000000992 Anonymous)

Pt/ family assistance when caring for loved one at home that collaborates with other services (0000001007 Anonymous)

Youth Centers (0000001006 Anonymous)

## Section - Education and Cognitive Development Services

### *11. 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)?*

- Be more open to invitations (0000000995 Anonymous)
- Better conversation and awareness for trade schools esp. for those who struggle academically due to low support at hoe (0000001009 Anonymous)
- Hire teachers that care (0000001003 Anonymous)
- Including and getting parents involved (0000001007 Anonymous)
- More community involvement (0000000993 Anonymous)
- More early education programs. Extra curricular summer programs for food and activities during the day. More daycare options (0000001008 Anonymous)
- More tech services (0000001004 Anonymous)
- Online offerings (0000001001 Anonymous)
- Prayer in school. Pledge do the flag (USA). Values, morals (0000001002 Anonymous)
- Pre-school for all 4yr. olds. Interactive programs for school setting. Drug prevention programs.
- Increase available post secondary oppurtunities for youth (0000000998 Anonymous)
- Students feeling safe at school - less bullying (0000000996 Anonymous)
- Taking cell phones away from students at the door and encouraging teachers to leave their desks and help students one on one! (0000001005 Anonymous)
- Tutoring (0000000992 Anonymous)

## Section - Employment Services

### *13. 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)?*

Clothing options for work. Transport assist to work. Daycare options to allow work (0000001008 Anonymous)

Consider job fairs or public outreach to those who don't utilize technology (0000001009 Anonymous)

Education system is largely done for. Showcase the wonderful work ethic of the (illegible) (0000000993 Anonymous)

Education with employers on hiring those with criminal records, who have completed rehab, etc (0000000996 Anonymous)

More job oppurtunities as well as skilled training available. Increase in wages (0000000998 Anonymous)

More training and trade education of the programs (0000000992 Anonymous)

Need to attract more industry to the area (0000000997 Anonymous)

Pay is always been a issue and out of family experience men who have had yrs of exp. in coal mines who get laid off has to start over and have their experience starts over and then low pay follows and you can't live off of it (0000001007 Anonymous)

Quit giving them government assistance and require them to work for what they get. (0000001005 Anonymous)

Stop outsourcing jobs (0000001004 Anonymous)

This is a great need. Helping people get a start... is good - sustaining for many is an issue (0000001002 Anonymous)

Work while recieving assistance. Education (0000001003 Anonymous)

Yes, more job oppurtunities (0000000995 Anonymous)

## Section - Health and Socio Behavioral Health Services

### *14. 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?*

Better info on the service offers (0000000993 Anonymous)

Care, insurance, mental, wellness and more needs more education on using services that will better benefit them and support them and their needs (0000001007 Anonymous)

Community awareness events. Health fairs. Disseminate info at community events (0000000998 Anonymous)

I think the FRC in schools do amazing (0000000995 Anonymous)

Issue with drugs is a major problem- same thought and ways are people that need help (0000001002 Anonymous)

Knox Co. Health Department is developing this topic (0000000997 Anonymous)  
mental (0000000992 Anonymous)

Mental health is always a need in today's society (0000001001 Anonymous)

More affordable health ins. (0000001004 Anonymous)

More affordable substance abuse treatment for non insured population (0000001000 Anonymous)

More classes in the schools, jails, and rehab facilities (0000001005 Anonymous)

More education on the availability of what services are offered (0000001010 Anonymous)

More free health screenings. Options for health supplies - wound, diabetic, etc. Support to get to appointments (0000001008 Anonymous)

More inclusive educational opportunities to targeted groups: Ex: hygiene, health, financial, programs at homeless shelters, rehabs, jails, etc (0000000996 Anonymous)

People who care (0000001003 Anonymous)

Resources available to those who can't or don't utilize technology at home (0000001009 Anonymous)

## Section - Housing Services

*15. 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.*

A lot of residents have criminal records that prevent them from obtaining housing (0000000996 Anonymous)

Assistance for working class who don't qualify for standard benefits but still need help (0000001009 Anonymous)

Could the county partner with a developer to build low income multi-family housing/ starter homes? (0000000997 Anonymous)

Homeless shelter expansion is needed. More affordable housing. Utility deposits are too expensive (0000000998 Anonymous)

I agree that prices are not ideal as well as availability and proper communication with renters and understanding (0000001007 Anonymous)

I honestly don't know how to help... until one sees for themselves they will not seek help (0000001002 Anonymous)

Increased need for available low-income housing (0000001010 Anonymous)

More homeless shelter space (0000001000 Anonymous)

More housing (0000000992 Anonymous)

More support for homeless. More support for utility assistance. More options for affordable rentals (0000001008 Anonymous)

Need lower interest rates (0000001004 Anonymous)

not sure (0000000993 Anonymous)

The elderly need assistance with yard work, cleaning, and chores around their home (0000001003 Anonymous)

The homeless population has grown and more support groups would be good to get involved in helping (0000001005 Anonymous)

You all do a great job (0000000995 Anonymous)

## Section - Income and Asset Building Services

*16. 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)?*

- Assisting with the creation of establishing a budget (0000001010 Anonymous)
- Classes to guide them and better grow where they need to be (0000001007 Anonymous)
- Classes-schools-teaching (0000001002 Anonymous)
- Community classes on saving and financial management (0000001008 Anonymous)
- Consider offering information classes or public meetings (0000001009 Anonymous)
- Contact Adult Ed- KHEAA has a free financial literacy course that KHEAA will provide an instructor for (0000000997 Anonymous)
- Free financial classess and speakers from banks (0000001005 Anonymous)
- Help learn how to budget in early education (0000000995 Anonymous)
- Meetings with free childcare (0000001004 Anonymous)
- Offer classes to teach it (0000000993 Anonymous)
- online classes (0000000996 Anonymous)
- Teach them how to manage (0000001003 Anonymous)

# 2026 Knox County Community Needs Assessment

## Section - Information and Referrals

*17. 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?*

Education (0000000992 Anonymous)  
 Getting the word out all that KCEOC offers (0000001002 Anonymous)  
 Make sure info is available in the community (0000000998 Anonymous)  
 More information to schools to disseminate to families (0000001008 Anonymous)  
 More possibility (0000000995 Anonymous)  
 Newspaper, social media, radio (0000001004 Anonymous)  
 not sure (0000000993 Anonymous)  
 Online database that is searchable (0000000996 Anonymous)  
 Providers having more insight of what is going on in the home when their is no help. Home outreach groups to answer questions on services (0000001007 Anonymous)  
 Public Ads and billboards. Radio programs (0000001005 Anonymous)  
 Resources available to those who don't use technology to stay informed (0000001009 Anonymous)

## Section - Overall Needed

*19. Please rank the three most important needs.*

22.22%	12	Housing Services
20.37%	11	Employment Services
18.52%	10	Education and Cognitive Development Services
11.11%	6	Case Management/Supportive Services (Multiple Domains)
11.11%	6	Health and Socio Behavioral Health Services
7.41%	4	Civic Engagement and Community Involvement Services
7.41%	4	Information and Referrals
1.85%	1	Income and Asset Building Services

# 2026 Knox County Community Needs Assessment

## Focus Groups/Interview Responses (all areas)

### Education Focus Group Report

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

<u>Name</u>	<u>Role</u>
Elice	Educator
Breanna	Parent
Camden	Educator
Shawn	Facilitator
Theresa	Parent

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

Lack of disability/autism services  
 Not enough teachers  
 Teachers are not trained well enough to handle behavioral problems  
 Negative student behaviors/Student bullying  
 Knowledge of resources/supports for education  
 Tuition costs and value of a college degree has depreciated in the workforce

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

1. Specialized training for teachers (Autism, behavioral, disability)
2. Knowledge of available resources
3. Student Bullying/Mental Health Issues

**4. Are we lacking community resources in any education related areas? If so, please discuss and elaborate on strategies to gain or develop more resources for those areas?**

- A. Agencies should get together monthly and decide how to PR programs. Agencies must PR their programs. Party in the park type events/local sports events.
- B. Set aside more days for training/recruit more experts that train teachers
- C. Team teaching plan up front to teach kids with behavioral issues. (Scouting Issues).

**5. is there anything else pertaining to education needs that you would like to share?**

Transportation: Not enough bus drivers for special student populations and alternative school, disabled students.

# 2026 Knox County Community Needs Assessment

## Employment Focus Group Report

### 1. State your name and community role:

<u>Name</u>	<u>Role</u>
Stephanie	Parent
Sandy	Retired
Tyra	Parent
Maggie	Staff
Veronica	Staff
Shawn	Facilitator

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

Lack of Benefits	Lack of Employment flexibility
Lack of Transportation	People can't afford educational training
People are unwilling to work	Not enough skills to get a job
Background issues	Lack of soft skills
Lack of childcare	Not having the right connections
Unrealistic expectations when entering the workforce	

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

Unwilling to work  
Lack of transportation  
Lack of benefits/flexibility

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

- A. Payroll deduct transportation costs (card)
- B. Family Friends Transportation
- C. State/Fed transportation/subsidy: Transportation providers working together
- D. Mentor/Buddy System
- E. Organization – Offer mentorship
- F. Counseling to fight generational poverty

# 2026 Knox County Community Needs Assessment

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

1. Prior Experience
2. Resume Building
3. Mentorship
4. Employment Skills, Classes in school
5. Life Skills
6. Employment training programs/More hands on training

# 2026 Knox County Community Needs Assessment

## Health Focus Group Report

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

<u>Name</u>	<u>Role</u>
Brandy	Parent
Amy	Parent
Sarah	Parent
Magee	Staff
Shawn	Facilitator
Kathy	Staff

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

- A. Speech Therapy
- B. Food Assistance without eligibility criteria
- C. Not enough local dental specialists/insurance coverage
- D. Need more hygiene supplies/Parents need hygiene skills
- E. Medical Transportation – Affordable resources to use them
- F. Awareness of preventative health options
- G. Mental Health – Lack of support to assist
- H. Poor Health causes lack of participation in other activities
- I. More affordable healthy food

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

- 1. Mental Health
- 2. Lack of medical providers/specialists/Insurance
- 3. Healthy food and knowledge of healthy eating without income and eligibility requirements.

# 2026 Knox County Community Needs Assessment

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

1. Lack of education, knowledge of resources, doesn't understand Medical/Health Jargon; Lack of understanding; don't know they have a problem
2. Lack of support systems
3. Domestic Violence
4. Child Abuse
5. Won't accept Medicaid
6. Bad Economy/Gas Prices/Cost of living

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

1. Programs/Voice of where clients can get help; list of resources need to be educated and prepared
2. Local Suicide Hotline
3. More knowledge of resources added to enrollment packets; more information and referrals provided.
4. Counseling clients on available resources
5. KCEOC Health Building: One Stop Shop Services: Specialists, Travel Nurse, In-Home APRN, Services for families.

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

None

# 2026 Knox County Community Needs Assessment

## Housing Focus Group Report

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

<u>Name</u>	<u>Role</u>
Tyler	Homeless Youth
Shawn	Facilitator
Ellen	Staff
Amber	Homeless Youth
Kelsey	Homeless Youth
Chastity	Homeless Youth
Elijah	Homeless Youth

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

- A. Low Credit
- B. Low Income/Unemployment
- C. No Transportation
- D. No Childcare
- E. Good Support System
- F. Housing Affordability
- G. Lack of Authority
- H. Long Waiting list for section 8/Rentals
- I. Not enough housing
- J. More govt. funding or assistance
- K. More Jobs

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

- 1. Not enough housing
- 2. Low Income/unemployment
- 3. Lack of transportation

## 2026 Knox County Community Needs Assessment

### 4. What factors or causes driving these barriers / needs?

- A. Too much distance between home, work and resources
- B. Natural disasters
- C. Tenants destroy homes
- D. Gas Money – Unemployment
- E. Unemployment Benefits
- F. Tax Money – Not used correctly
- G. Homes not passed
- H. Lack of manners/disrespecting employers
- I. More funding for home/rental construction

### 5. Do we have any ideas of strategies to improve these issues for those in need of housing?

- 1. Transportation Subsidies
- 2. Awareness events/donating
- 3. Govt. funding for construction
- 4. Rental Subsidies

### 6. Are there any things that can be improved in Knox County concerning home ownership and the development of owned homes and properties?

- A. Homes are not efficient as rentals
- B. Be able to afford one
- C. Get the deed easier; Not as much red tape
- D. Maintenance cost and upkeep are expensive
- E. Newer built homes – existing homes are too old, need rehabbed

### 7. 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.

Jose House: New port, KY; Feed the homeless one meal per day, 3 days per week.

### 8. Do you have any more questions or comments that you would like to add?

None

# 2026 Knox County Community Needs Assessment

## **KCEOC CAP Needs Assessment Interviews – External and Internal Stakeholders**

**Name: Confidential**

**Relationship to KCEOC CAP: Client**

**Date/Time: 8/23/24 11:25**

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

Now a days everyday struggle

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

Body and mind

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

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

Mental health, kindness

5. How effective are these current solutions?

The world is all out of wack. God has a plan, just have to give our worries and cares to Him

6. What top 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 childcare, transportation, education or training, community facilities, community services, commercial services, etc.:*

- 1) Allowing one to learn
- 2) Respect
- 3) To make sure with guidance

# 2026 Knox County Community Needs Assessment

**Name: Confidential**

**Relationship to KCEOC CAP: Service Provider**

**Date/Time: 8/12/24 3:58pm**

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

Transportation – for seniors  
More free health supplies (depends, wipes, ensure)  
Affordable housing for seniors

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

People don't go or have to reschedule needed medical appointments due to no transportation.  
Clients have to choose between what is needed and being able to splurge on a want. (For seniors)

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

- 1) Transportation
- 2) Job creation
- 3) Affordable housing
- 4) Community services
- 5) Affordable childcare

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

There are not many things in place for transportation for seniors. Most senior centers don't have handicap accessible vans for wheelchairs.

If using RTEC or Daniel Boone Transit, there are fees if it's not a Medicaid billable trip.

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

Need some new solutions

**6. What top 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 childcare, transportation, education or training, community facilities, community services, commercial services, etc.:***

- 1) Transportation
- 2) Community services
- 3) Affordable housing

# 2026 Knox County Community Needs Assessment

**Name: Confidential**

**Relationship to KCEOC CAP: Internal Staff**

**Date/Time: 8/13/24**

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

Transportation, inability to meet basic needs, homelessness

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

Families may struggle to afford necessities such as food, housing, and utilities. This can lead to difficult choices, such as choosing between paying rent or buying groceries, which further exacerbates their financial situation.

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

- 1) Transportation
- 2) Homelessness
- 3) Inability to meet basic needs
- 4) Substandard living conditions
- 5) Access to broadband internet

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

KCEOC Community Action Partnership, Programs like section 8 and the Kentucky Housing Corporation offer rental assistance to low-income families, making housing more affordable. The KCEOC also provides emergency shelter and assistance with utilities to prevent homelessness. KCC offers a range of employment services, including job search assistance; resume building, interview preparation, and access to job fairs. They also connect individuals with educational opportunities to improve their job prospects; SNAP provides financial assistance to help low-income families purchase food. The program is vital for ensuring that families have access to nutritious food.

## 2026 Knox County Community Needs Assessment

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

Programs like Teleworks USA and WIOA have been quite effective in providing job trainings and employment opportunities, particularly in the growing field of remote work. These programs have many low-income individuals find stable employment and improve their job skills, which is crucial in a rural area with limited local job opportunities. However, not everyone is able to participate due to barriers such as lack of internet access, childcare, or basic computer skills, which can limit the overall impact. Section 8: The demand for affordable housing continues to outpace availability. Food banks, pantries, and programs like SNAP have been effective in addressing immediate food insecurity, ensuring that many low-income families have access to nutritious food. These programs are essential and have provided vital support, especially during economic downturns or crises like COVID-19 pandemic. However, root causes of food insecurity, such as poverty and unemployment, remain, meaning these programs are addressing symptoms rather than solving the underlying problems. The programs are effective in the short term but need to be coupled with broader economic solutions. Transportation remains a significant barrier for accessing essential services like healthcare, education, and employment.

### 6. What top 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 childcare, transportation, education or training, community facilities, community services, commercial services, etc.:*

- 1) Affordable housing
- 2) Transportation
- 3) Job creation

# 2026 Knox County Community Needs Assessment

**Name: Confidential**

**Relationship to KCEOC CAP: Internal Staff**

**Date/Time: 8/12/24 11:00am**

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

Food, clothing, housing, budgeting and learning how to overcome poverty. Transportation

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

After providing resources and helping individuals it's hard for them to maintain and break barriers.

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

- 1) Resources (housing and food) clothing, etc.
- 2) Education
- 3) Goals
- 4) Transportation
- 5) Funding

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

Work on legal issues, offer counseling, find resources for housing, food, clothing, self-help meetings, and transportation

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

Helps families and individuals get on their feet and then help with what they need

**6. What top 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 childcare, transportation, education or training, community facilities, community services, commercial services, etc.:***

- 1) Jobs
- 2) Housing
- 3) Education

# 2026 Knox County Community Needs Assessment

**Name: Confidential**

**Relationship to KCEOC CAP: Internal Staff**

**Date/Time: 8/11/24 10:15 am**

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

Transportation, housing, rental assistance

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

The homeless population is growing rapidly

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

- 1) Housing
- 2) Income
- 3) Transportation
- 4) Mental Health
- 5) Addiction

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

COC-SSO case management, RRH rental assistance, LIHEAP

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

These services are effective but need more funds to have staff to cover.

**6. What top 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 childcare, transportation, education or training, community facilities, community services, commercial services, etc.:***

- 1) Affordable housing
- 2) Transportation
- 3) Addiction treatment (more focused on mental health)

# 2026 Knox County Community Needs Assessment

**Name: Confidential**

**Relationship to KCEOC CAP: Client**

**Date/Time: 8/15/24 2:11pm**

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

Different vouchers help with bills

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

Not being able to pay bills or buy groceries

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

- 1) Food
- 2) Water
- 3) Clothes
- 4) Electric
- 5) Rent

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

Raising minimum wage

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

Medium

**6. What top 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 childcare, transportation, education or training, community facilities, community services, commercial services, etc.:***

- 1) KCEOC/ community service
- 2) Job shop
- 3) School/education

# 2026 Knox County Community Needs Assessment

**Name: Confidential**

**Relationship to KCEOC CAP: Client**

**Date/Time: 8/15/24 10:30 am**

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

Food, clothing rent (affordable) helping pay for transportation

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

Rent is so high, can't afford clothing and to pay bills

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

- 1) Rent help
- 2) Electric bill
- 3) Clothing
- 4) Food
- 5) Medical

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

Working more hours trying to help but doesn't seem to help enough.

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

Small to little

**6. What top 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 childcare, transportation, education or training, community facilities, community services, commercial services, etc.:***

- 1) Affordable housing

# 2026 Knox County Community Needs Assessment

**Name: Confidential**

**Relationship to KCEOC CAP: Client**

**Date/Time: 8/22/24 11:15 am**

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

Rent, food, electric, and clothes  
It really helps to have help.

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

Rent, food, electric bills

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

- 1) Rent
- 2) Food
- 3) Electric
- 4) Clothes

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

I get help with my needs at KCEOC. I get food in summer from here it is great wish it was all the time.

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

**6. What top 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 childcare, transportation, education or training, community facilities, community services, commercial services, etc.:***

- 1) Just helping others

## Demographics and Statistical Data

### Assessment/Proposal References

1. County Health Rankings: <https://www.countyhealthrankings.org/explore-health-rankings/kentucky/knox?year=2024>
2. 2024-2025 CSBG Section C Report (7/1/23 – 6/30/2024) FY24, Available upon request
3. 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=ACST5Y2019.S1701>
4. Knox County Community Action Needs Indicators Report: <https://cares.page.link/F992>



## **2026 Knox County Community Needs Assessment**

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



# **2026 Knox County Community Needs Assessment**

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



# **2026 Knox County Community Needs Assessment**

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



# **2026 Knox County Community Needs Assessment**

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