



Community Needs Assessment

May 2018

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

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Introduction

EnAct Community Action enlisted the assistance of EPIC Mission and Collective Impact, LLC, to conduct a comprehensive community needs assessment in its five-county service area including Boone, Clay, Fayette, Kanawha, and Putnam Counties. EnAct is required by its federal funding to conduct a comprehensive Community Needs Assessment (CAN) every three years.

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

Purpose of the Community Needs Assessment:

To conduct a community needs assessment and develop a report of key findings to be used by EnAct and its community partners for planning and other related efforts.

Objectives of the Community Needs Assessment:

- Conduct a local assessment of needs by compiling county-level data.
- Collect and analyze *primary data* by gathering community feedback through surveys and community discussions.
- Collect and analyze *secondary data* by researching national, state, and local data sources.
- Utilize data collected in EnAct's customer outcome tracking system as applicable.
- Facilitate an analysis process that identifies priority needs in each county served by EnAct.

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

Finally, a comprehensive community needs assessment helps an agency in its planning process by providing the foundation for strategic and operational planning, assessing the agency's impact on meeting the needs of the community, determining what programs or strategies may have become obsolete, and deciding what strategies may provide new opportunities for the agency and the community. A multi-level community needs assessment approach was used to provide guidance in the planning process for improving services and programs to combat poverty in EnAct's five county service area.

Methodology

An Assessment Committee was convened by EnAct to provide general oversight and assistance for the project. The committee represented a diversity of service providers and other community members throughout the service region familiar with the needs of low income people. The Assessment Committee met February 2, 2018 to define areas of concern, review survey tools, and provide guidance to the consulting team about priorities and considerations for the needs assessment process.

Assessment Committee Membership

<u>Name</u>	<u>Agency or Organizational Affiliation</u>	<u>Name</u>	<u>Agency or Organizational Affiliation</u>
Travis Bails	Charleston Police Dept.	Connie Lupardus	Central Appalachian Empowerment Zone
Emma Bass	EnAct Community Action	Barb Mallory	Central WV United Way
Julia Bradley	EnAct Community Action	Alex McHaffey	KVC
Debby Campbell	EnAct Community Action	Brenda Metheny	Mountain Mission
Tyler Dorsey	EnAct Community Action	Brent Pauley	EnAct Community Action
Julia Elmore	EnAct Community Action	Jason Quintrell	Union Mission Ministries
Amy Farley	Region III Workforce WV	Tamara Rizk	EnAct Community Action
Alisha Gary	Home Visitation/Project LAUNCH	Rodney Robinson	Home Visitation/Project LAUNCH
Joyce VanDale Hill	EnAct Community Action	Serena Seen	Charleston-Kanawha Housing
Melanie Hirst	EnAct Community Action	Traci Strickland	Kanawha Valley Collective
Lisa Hudnall	Central WV United Way	Gary Stuber	Central Appalachian Empowerment Zone
Vicki Hudson	EnAct Community Action	Jennifer Thacker	WV Alliance for Sustainable Families
Brenda Landers	WV Aging & Disability Resource Network		

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

Employment and Jobs

Housing

Nutrition and Food

Transportation

Children's Needs

Education and Training

Health and Healthcare

Income and Assets

Emergency Services

Senior Needs

The Community Needs Assessment is based on a comprehensive review of both qualitative and quantitative data sources including: (1) statistical data from relevant secondary data sources, (2) survey data collected from key informants in each county including current EnAct clients, (3) review of current EnAct client data reports, and (4) opinions of community discussion participants convened in each of the ten counties served by EnAct.

The primary components of the Community Needs Assessment include:

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

Planning Sessions

EnAct convened an initial meeting involving consultants and key staff December 12th, 2017 to discuss the community needs assessment process, timeline and activities necessary to carry out the project, and to identify other community members to be invited to participate in the larger planning team. A planning session was then held with the Community Planning Team on February 2nd, 2018 to review the project solicit input on questions to include in surveys, and plan for survey distribution and community discussions in each county. Meeting participants reviewed draft survey instruments and offered suggestions: they were also briefed about the proposed community discussion sessions. Survey distribution plans and promotion plans for recruiting local participation in the community discussions were developed for each of the five counties making up the EnAct service area.

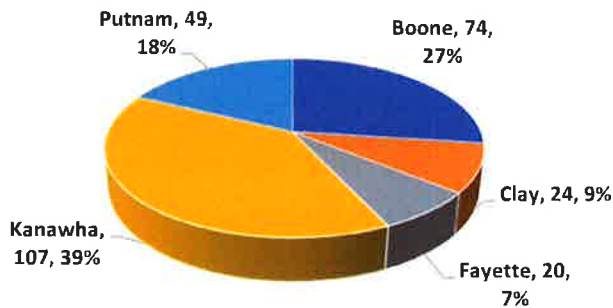
Internal consulting team planning and communications with EnAct staff were ongoing throughout the project, and the consulting team met with the Community Planning Team in the Spring of 2018 to review a draft of the Community Needs Assessment report in order to identify key findings and recommendations.

Community Stakeholders Survey

An online survey was designed to collect information from key informants residing in each of the five (5) counties served by EnAct. The community survey could be completed on-line from any computer or mobile device with Internet access, and team members were provided with instructions for accessing and completing the survey and encouraged to disseminate information about the survey as widely as possible within the service area. On-line surveys were completed by service providers working in community agencies and organizations and other key informants familiar with local community conditions and service needs of low income persons in each of the five counties.

A total of 274 responses to the on-line survey were received from key informants in the five-county service area. The number of completed surveys collected ranged from 107 in Kanawha County to 20 in Fayette County.

Number and Percent of Community Survey Responses by County N=274



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

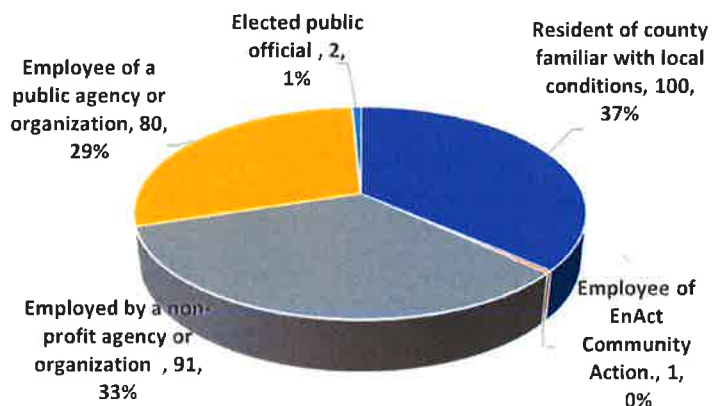
Characteristics of Stakeholders Surveyed

100 surveys were completed by a diversity of county residents generally familiar with available community services in their county and 92 were completed by service providers employed by non-profit agencies or organizations serving low income people. The remaining 82 survey respondents were employees of a public agency or organization knowledgeable of the needs of low income people in each respective county.

Respondents were predominately female (80.0%). Those persons completing the community survey ranged in age from 20 to over 75 years and the median age was between 45 and 54 years of age.

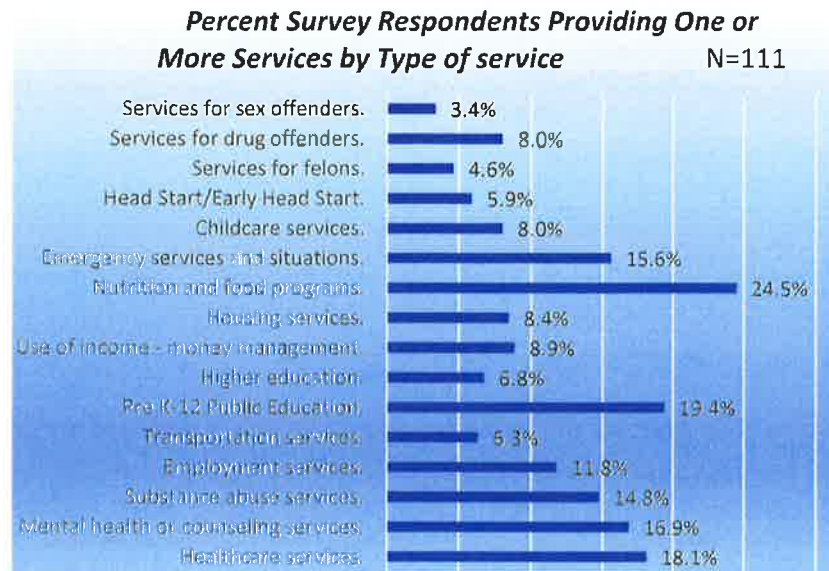
Survey respondents generally have higher levels of income than the population as a whole with the median income range falling between \$50,000 and \$75,000 annually. Overall, the survey respondents are much better educated than the overall population of the region with 24.2% of all respondents holding a bachelor's level degree and 40.8% holding a graduate degree.

Survey Respondents by Type N=274



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

Region-wide, 24.5% of those persons indicating they work for an agency or organization that provides

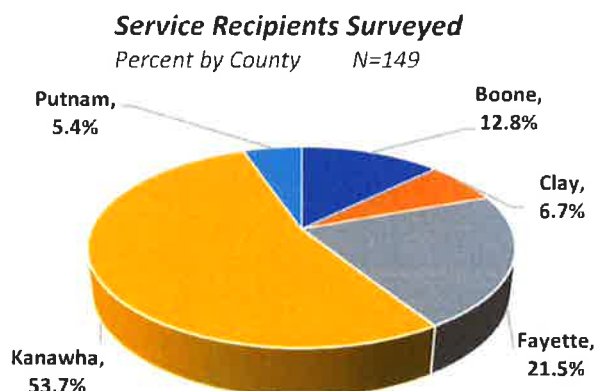


one or more services to low income people provide nutrition and food programs, 19.4% work in public education, and 18.1% provide healthcare services. Other service areas are also well-represented including mental health/counseling, emergency services, substance abuse treatment, and employment services. The service providers responding to the survey would generally be expected to have a considerable degree of insight into the needs of county residents within each the counties comprising the EnAct service region.

A summary of the complete results of the community stakeholders survey for each county may be found in Appendix A.

Client Survey

A survey was designed to collect information from low income service recipients about their experiences with the service system and service needs. People receiving services residing in each of the five (5) counties served by EnAct completed the survey. The client survey could be completed on-line; however, most responses were obtained on paper and then entered into the on-line database by agency staff. Planning Team members were provided with instructions for accessing and completing the survey both on-line and on paper and they were encouraged to have as many clients as possible complete the survey.

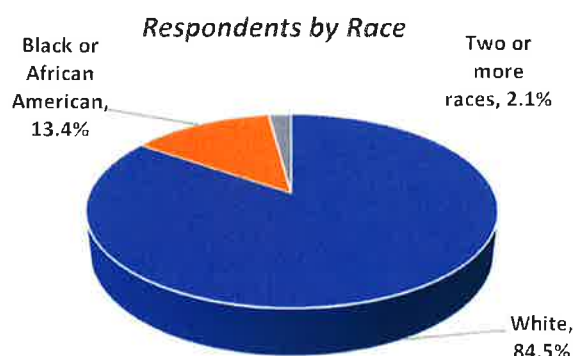


There was a total of 149 responses to the service recipient survey across the five-county service area. The number of completed surveys collected ranged from 80 in Kanawha County to 8 in Putnam County.

95 of the clients surveyed (63.8%) indicated they have received services from EnAct within the past year. The remaining 54 clients surveyed received services from other partner agencies.

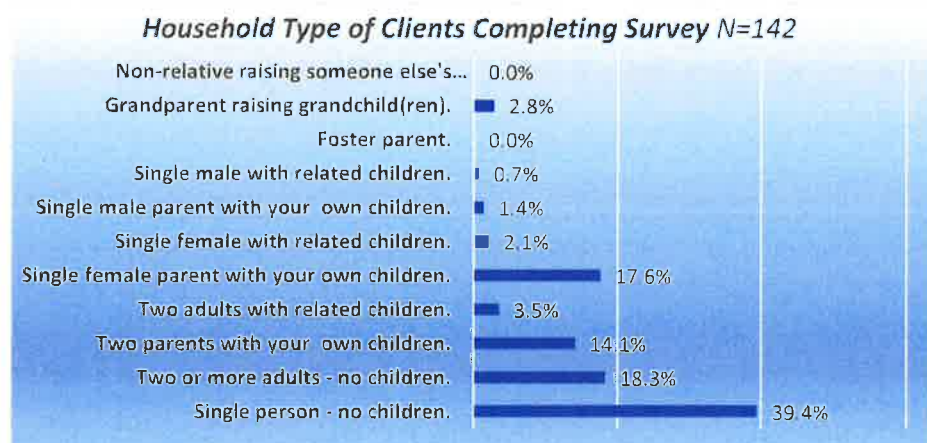
Characteristics of Service Recipients Surveyed

66.7% of the clients surveyed were female and 33.3% were male. Survey respondents ranged in age from 18 yrs. to over 75 yrs. and the median was 45 to 54 yrs. of age.



84.5% of all clients completing the survey are White, 13.4% are Black and 2.1% are of mixed race. Only 3 (2.2%) of the service recipients indicated they were Hispanic, and 9 (6.4%) are veterans of military service.

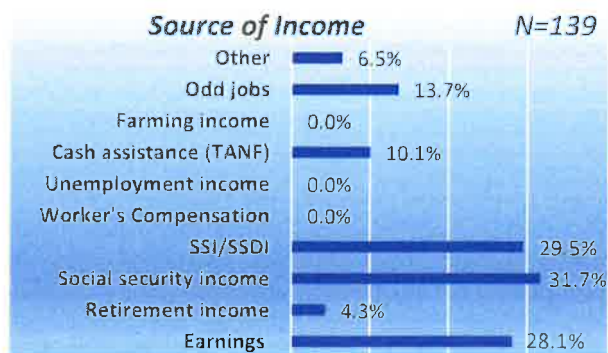
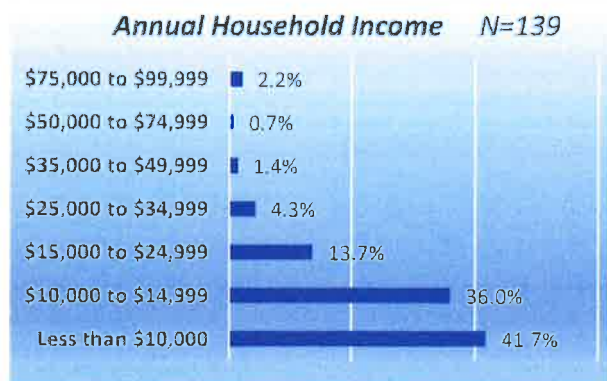
The highest portion of the clients surveyed were single with no children; however, the survey sample included various other household types. Households with two or more adults and no children made up



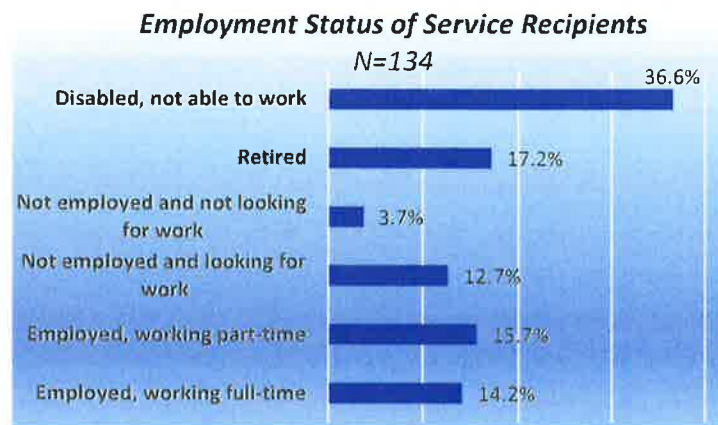
18.3% of the respondents and single females with their own children composed 17.6%.

There were 20 two parent households with children (14.1%) included in the survey results, and 4 grandparents raising their grandchildren.

Nearly all (90.7%) of the service recipients surveyed had annual household income below \$25,000. 41.7% of the households responding to the survey had annual income of less than \$10,000.



28.1% of the households surveyed had some earnings from wages or contract work during the year; however, a majority (61.2%) appear to rely on Social Security and/or SSI/SSDI income. 10.1% of those completing the survey receive TANF payments.

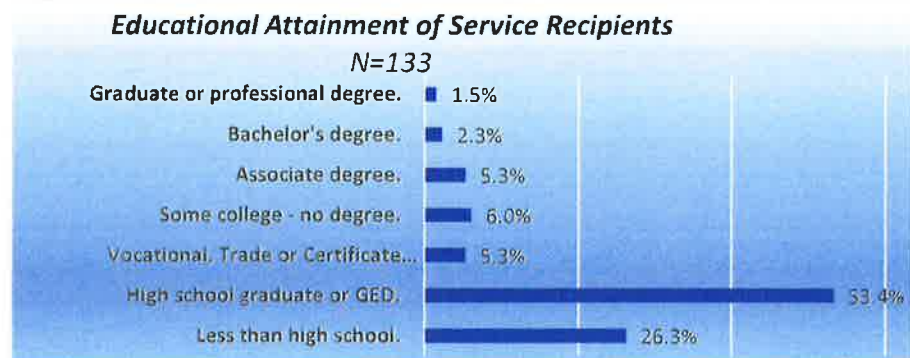


14.2% of the service recipients reported they are employed full time and 15.7% work part time.

49 of the 134 people responding to the question (36.6%) reported they are disabled and unable to work, and 17.2% are retired. 12.7% said they were unemployed but looking for work.

For the most part, the people receiving services who participated in the survey have low educational attainment.

Although 5 of the 133 people answering the question have a college degree, most (79.7%) have no education beyond high school and 26.3% have less than a high school education.



A summary of the complete results of the service recipient survey for the five-county region may be found in Appendix B.

Community Discussions

Additional qualitative information was secured to inform the needs assessment through facilitated community discussions held in each of the five counties during April 2018. A total of 42 people participated in one of the five community discussion sessions.

- Boone County – 6 participants
- Clay County – 4 participants
- Fayette County – 9 participants
- Kanawha County – 12 participants
- Putnam County – 11 participants

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

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

Community discussion comments were analyzed to identify common themes and issues of concern identified by participants in each county that can inform the community assessment and these themes are included in the county-by-county discussion of community needs and resources in the following sections. A summary of each county discussion is included as Appendix C.

Secondary Data Review and Research

A large number of secondary data sets were also reviewed and quantitative data from these data sets were compiled for each of the five counties making up the EnAct service region. The secondary data sets for each of the five counties were analyzed to identify key information that could inform local causes and conditions of poverty and the needs of low-income residents; and this data is discussed in detail for each county in subsequent sections of the report. A list of secondary data sources reviewed is included as Appendix D and Appendix E provides a summary of all secondary data compiled for each county by domain.

Description of the Agency and Service Area

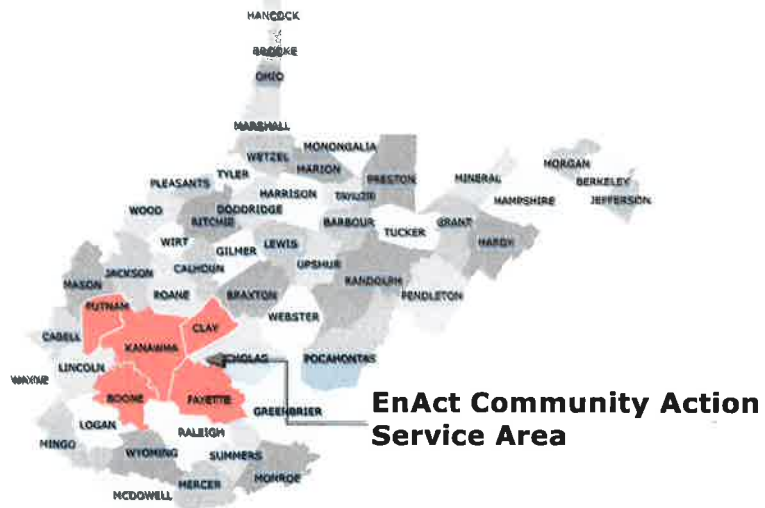
Agency Overview

EnAct is a multi-county Community Action Agency with approximately 34 full and part-time employees and a budget of roughly \$1.6 million per year. Established in 2007, EnAct Community Action is a private, non-profit corporation that provides a wide variety of services to low-income individuals and families. EnAct strives to improve the lives of low income people living in communities in South-Central West Virginia.

EnAct Programs:

- ✓ Workforce Development
- ✓ Emergency Assistance
- ✓ Right From The Start
- ✓ Food Pantries
- ✓ My Free Taxes
- ✓ Wheel to Work
- ✓ Plan to Succeed

The EnAct Community Action Agency service area encompasses five counties. The area includes the city of Charleston and Putnam County along the I-64 corridor as well as more rural and mountainous areas in Boone, Clay, Fayette, and Kanawha counties.



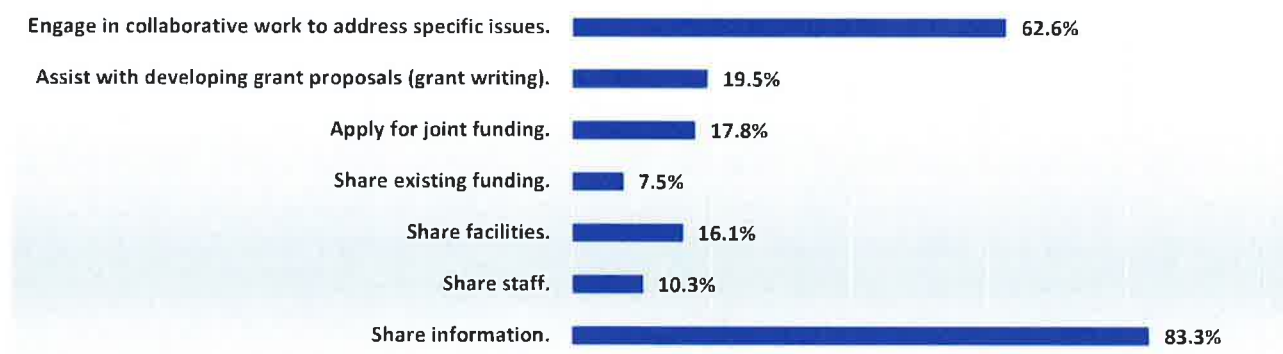
EnAct Mission: EnAct Community Action will focus on the unique social planning responsibility of community action agencies by identifying the causes of poverty in the communities we serve, developing solutions, building active partnerships, and lifting low income individuals and families to their fullest potential.

Potential Areas of Partnership with Other Agencies and Organizations

EnAct has developed a number of cooperative and collaborative partnerships with other agencies and organizations in the five-county service region which are drawn upon to assist the agency in carrying out its mission. Persons working for agencies and organizations in the EnAct service region who completed the community survey were asked how they might best partner with EnAct to address the needs of low income people. 174 representatives of community agencies and organizations responded to this question.

83.3% of the key informants working for other agencies and organizations expressed interest in working with EnAct to share information, and 62.6% appear open to collaborative work to address specific issues affecting low income people in the five-county area. A smaller number of the representatives of other agencies and community organizations expressed interest in working with EnAct to develop grant proposals, apply for joint funding, and share facilities.

Potential Areas of Cooperation with Community Partners in the Region N=174



Program Participants and Services Provided in 2017

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

During the most recent calendar year completed (2017), data was collected for a total of 2,425 persons who received services from EnAct. 1,034 of the persons served were male and 1,391 were female.

88.6% of all persons receiving services were White, 8.7% were Black 1.9% were Multi-racial, and 0.8% were other races. Those persons of Hispanic ethnicity made up 1.0% of the total persons served in 2017. The median age of all persons receiving services from EnAct falls within the 24 to 44 yrs. age group. 34.1% of the persons served in 2017 were under the age of 18 yrs. and 4.4% were over 70 yrs. of age.

38.2% of persons 24 yrs. of age or older served by EnAct during 2017 have less than a high school education, and 2.4% have post-secondary levels of education holding are either a 2 yr. or 4 yr. college degree.

88.3% of all families served in 2017 have annual income below the federal poverty level and 29.4% of families report zero income. 4.0% of those served have no health insurance and 13.3% are disabled.

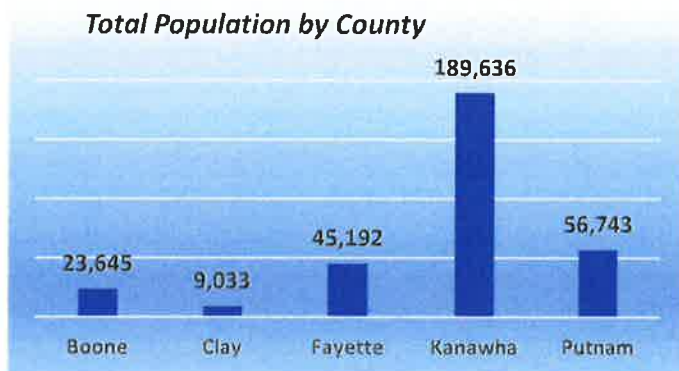
36.1% of the households served by EnAct in 2017 were single person households, and 20.5% were single female headed households with children.

Some of the most notable outcomes achieved through services provided by EnAct during 2017 include:

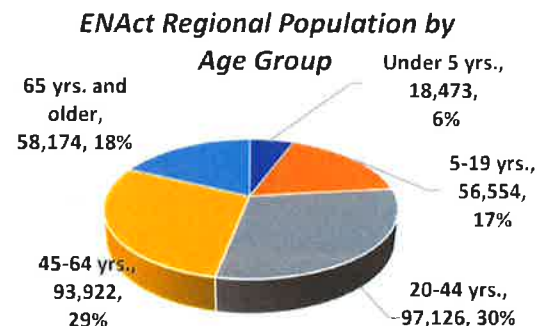
- 1,463 participants obtained access to reliable transportation and/or driver's license.
- 1,483 participants obtained health care services for themselves or family member,
- 271 participants completed a budget counseling course,
- 2,786 new or preserved/expanded transportation resources made available to low-income people,
- 9,553 volunteer hours were donated to the agency,
- 1,831 volunteer hours were donated by low income individuals,
- EnAct engaged in 82 community partnerships to expand resources and opportunities to achieve community and family outcomes,
- 605 individuals were provided with emergency food assistance,
- 288 individuals were provided with emergency fuel or utility assistance,
- 220 individuals were provided with emergency clothing assistance,
- 370 individuals were provided with another type of emergency assistance,
- 25 individuals were provided with emergency car or home repairs,
- 239 youth increased academic, athletic, or social skills for school success, and
- 23 parents improved parenting skills and family functioning skills.

Demographic Characteristics of the EnAct Service Area

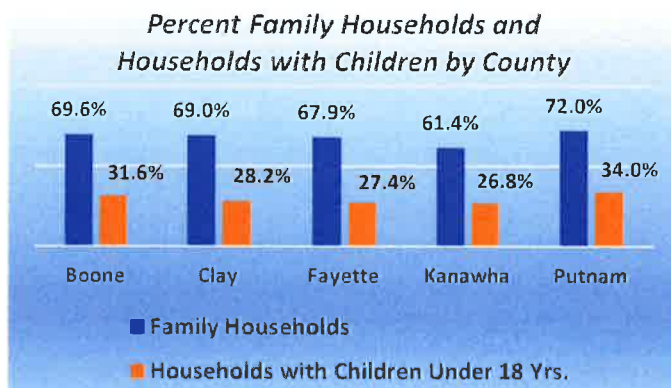
The total population of the ten-county area was estimated to be 324,249 persons in 2016. More than half the total population is found in Kanawha County.



23% of the total population of the five counties are 19 yrs. of age or younger and 18% are 65 yrs. of age or older.



There is a total of 134,174 households in the region and 86,883 family households (2 or more persons related by birth marriage or adoption living together).

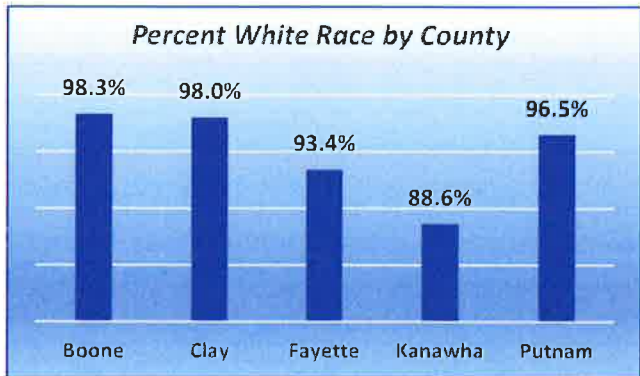


Children under the age of 18 years reside in 38,095 households, and 43.8% of all family households in the five-county region have children under 18 yrs. of age.

There are 18,473 children under the age of 5 years living in these family households. Young children under 5 yrs. of age make up 5.7% of the total population of the five-county region.

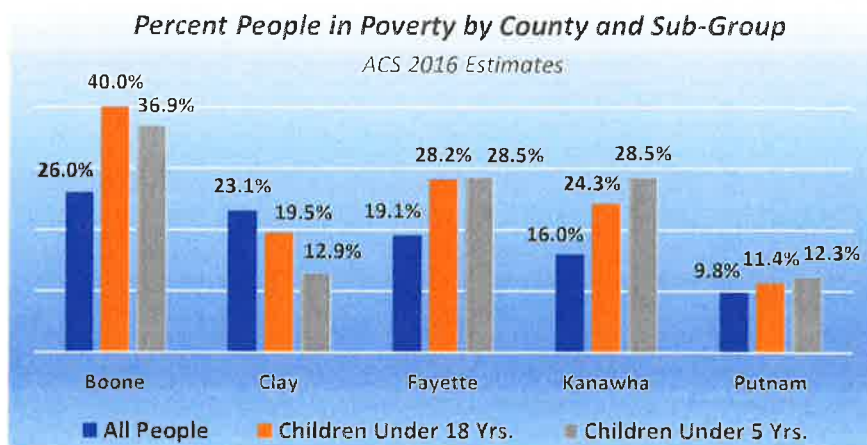
There is little racial and ethnic diversity to be found in most of the five counties making up the EnAct service area. The greatest racial diversity is found in Kanawha County where 11.4% of the population is non-White.

The Hispanic population in the region is also small ranging from 0.1% of the population in Clay County to 1.1% in Kanawha and Putnam counties.



Analysis of Poverty Characteristics Within the EnAct Service Area

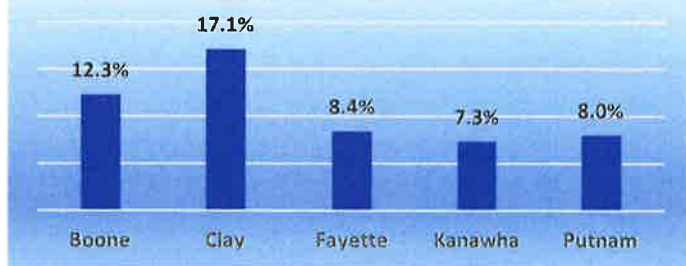
A total of 51,791 persons reside in the five-county service area with annual income below the federal poverty level (FPL). This is 16.0% of the total regional population. The total number of children (under 18 yrs.) within the EnAct service area living in households below the FPL is 15,727; and the total children in the service region under 5 yrs. of age who are in poverty is 4,645. (*Poverty Status in Past 12 Months 2012-2016 ACS Estimates*).



Poverty status varies considerably from one county to another within the five-county region. The highest overall rate of poverty is in Boone County and the lowest rate is in Putnam County. The highest rates of poverty among

children are also found in Boone County – 40.0% of all children under 18 yrs. and 36.9% of children under 5 yrs. of age.

**Percent Seniors (65 Yrs and Older)
Below the FPL**



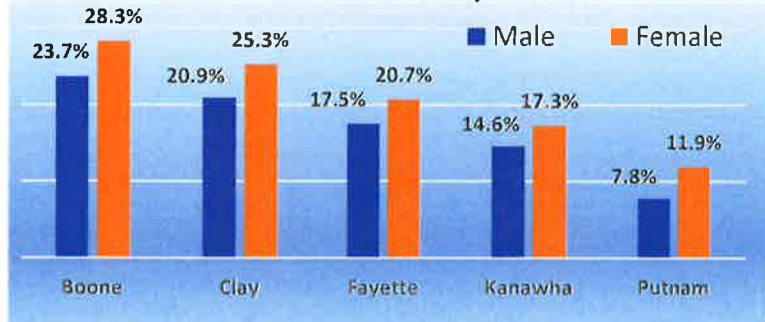
The poverty rate among seniors 65 yrs. of age and older is somewhat lower than the rate among other age groups. The total number of seniors in poverty throughout the ten-county region is 4,632 and this is 8.0% of the population 65 yrs. of age and older. The highest poverty rate among seniors is in Clay County (17.1%) and the lowest is in Kanawha County (7.3%).

Poverty rates among the female population are consistently higher in all five counties making up the service region than is the rate for males.

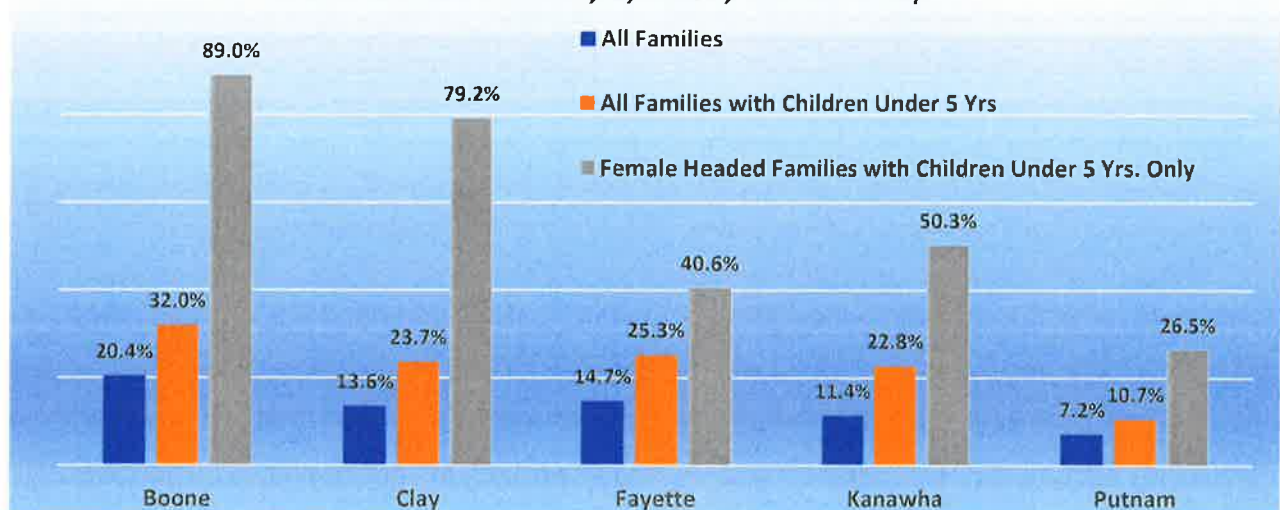
When poverty status of all families is compared to the poverty rate in families with young children, poverty rates in younger families (with all children under 5 yrs. of age) are much higher than the rate for families in general.

The percentage of families below the FPL with young children (under 5 yrs.) ranges from a high of 32.0% in Boone County to a low of 10.7% in Preston County. Families headed by a single female with young children under five are particularly prone to having annual income below the FPL. Poverty rates in these female-headed families with all children under 5 years of age are much higher in all counties. 89.0% of single females with all children under 5 yrs. in Boone County and 79.2% of those in Clay County have annual household income below the federal poverty level.

All Persons Below FPL by Gender

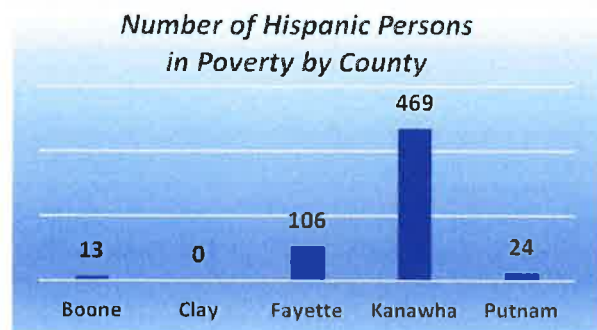


Percent Families in Poverty by County and Sub Group

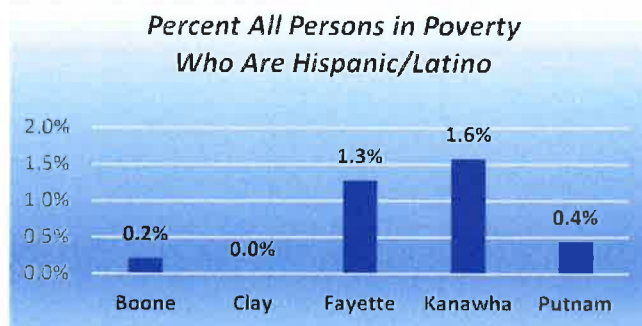


Poverty status was also examined by Ethnicity and Race.

The number of people of Hispanic/Latino descent below the FPL is highest in Kanawha County (469) and in Fayette County (106). Other counties in the region have very few people of Hispanic ethnicity.



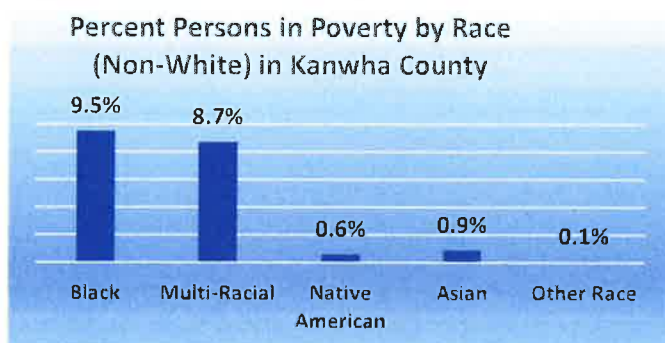
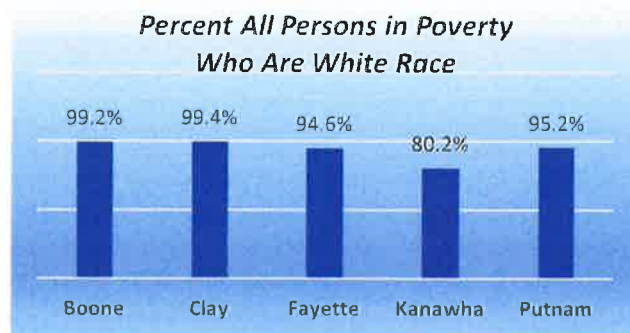
The total number of Hispanics residing in the five-county region who have annual income below the FPL is 612.



Hispanics make up 1.6% of all people below the poverty level in Kanawha County and 1.3% in Fayette county. Other counties in the region with few residents of Hispanic/Latino ethnicity comprise very small percentages of those in poverty.

Due to the lack of overall racial diversity in counties served by EnAct, a high percentage of all persons in poverty are White. Except for Kanawha County where more racial diversity is found, nearly all people residing in the region below the FPL are White.

The highest numbers of minorities in poverty are found in Kanawha County where 19.8% of persons in poverty are non-White.



African Americans compose 9.5% of all people below the FPL in Kanawha County, and 8.7% of the poverty population in the county are Multi-Racial.

A total of 6,657 people in poverty throughout the five-county region are either multi-racial or of other races. The vast majority of these persons are African American (3,325) or Multi-Racial (2,820).

Additional statistical data describing the poverty characteristics in the five-county region served by EnAct is provided in Appendix F.

Summary of Primary Needs by County

Survey respondents and discussion participants in each of the five counties, identified the primary areas of greatest need for low income people. In some counties there was a clear consensus about the primary needs while in other counties opinions and observations were more diverse. Key informants completing the survey and persons participating in the community discussions identified employment opportunities and additional transportation options as high priorities in all five of EnAct's counties.

Service recipients surveyed tended to identify their priority needs from a more personal perspective based on their experiences in seeking assistance. For example, elderly service recipients tend to focus on needs of the senior population while service recipients with children were more concerned about children's needs and child safety issues. Since service recipients were asked to identify the needs and issues from a more personal perspective, the primary needs identified by service recipients tend to reflect the individual needs and individual perspective only of those responding in each county. Consequently, the primary needs identified by service recipients are not necessarily consistent with the more general needs of low income residents identified by key informants. The following table summarizes the primary needs identified in each county by both key informants and service recipients.

<i>Boone County Primary Areas of Need</i>	
<i>Identified by Key Informants</i>	<i>Identified by Service Recipients</i>
<ul style="list-style-type: none"> • Additional employment opportunities • Additional public transportation services • New construction of affordable housing • Summer activities and safe/drug free recreation programs for children and youth 	<ul style="list-style-type: none"> • Transportation services • Assistance with food and nutrition
<i>Clay County Primary Areas of Need</i>	
<i>Identified by Key Informants</i>	<i>Identified by Service Recipients</i>
<ul style="list-style-type: none"> • Additional employment opportunities • Improved access to healthcare services (dental care and substance abuse treatment) • Additional public transportation services • Summer activities and safe/drug free recreation programs for children and youth 	<ul style="list-style-type: none"> • Employment opportunities • Transportation services
<i>Fayette County Primary Areas of Need</i>	
<i>Identified by Key Informants</i>	<i>Identified by Service Recipients</i>
<ul style="list-style-type: none"> • Additional employment opportunities • Additional public transportation services • New construction of affordable housing 	<ul style="list-style-type: none"> • Employment opportunities • Assistance with food and nutrition
<i>Kanawha County Primary Areas of Need</i>	
<i>Identified by Key Informants</i>	<i>Identified by Service Recipients</i>
<ul style="list-style-type: none"> • Additional employment opportunities • New construction of affordable housing • Improved access to healthcare services (dental care and substance abuse treatment) • Summer activities and after school programs for children and youth 	<ul style="list-style-type: none"> • Employment opportunities • Assistance with food and nutrition • Safe, decent and affordable housing

<i>Putnam County Primary Areas of Need</i>	
<p><i>Identified by Key Informants</i></p> <ul style="list-style-type: none"> • Additional public transportation services • Additional employment opportunities (including access to childcare and transportation to work) • New construction of affordable housing • Summer activities and safe/drug free recreation programs for children and youth 	<p><i>Identified by Service Recipients</i></p> <ul style="list-style-type: none"> • Employment opportunities • Summer activities for children and programs for teens

Additional detail and analysis related to identified needs in each domain may be found in the individual county profiles which follow.



Boone County

Community Needs and Resources

BOONE COUNTY

History & Geography

Boone County is located in the southwestern part of West Virginia. In 1847 the county was formed by taking parts of Kanawha, Cabell, and Logan Counties. The county is named for Daniel Boone, who from 1789 to 1795 was a noted hunter and explorer, whose home was in the Great Kanawha Valley. Although Boone County was named for the great American frontiersman, it was another explorer, John Peter Salley, who had a more significant impact on what was to become Boone County. In 1742, while on an exploring trip, Salley and companions discovered coal near the present-day community of Peytona.



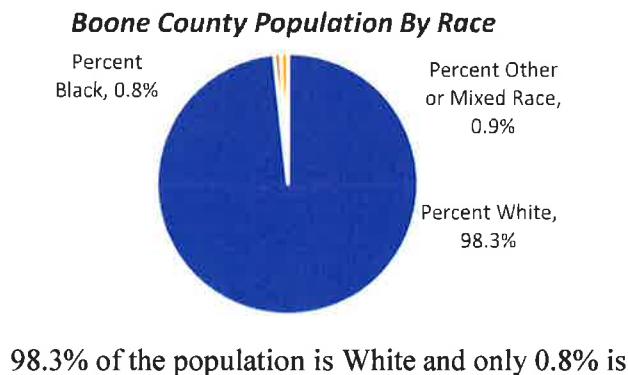
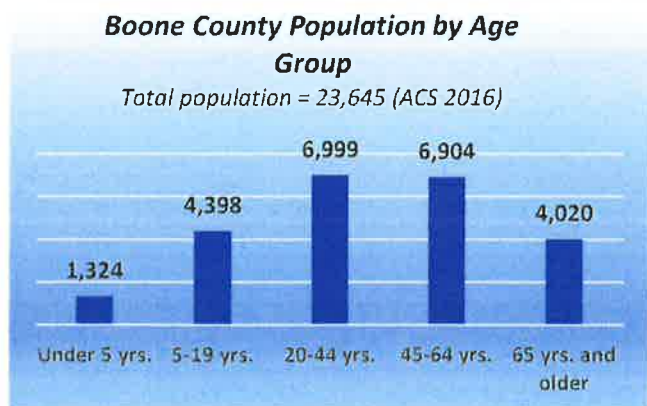
The discovery of coal has played a vital role in fueling the steel mills and power plants of the United States and remains the backbone of Boone County's economy. Recent years have, however, seen many jobs in the coal industry lost to mechanization and declining coal markets.

In 1906, Madison was incorporated as the county seat. Madison derived its name from Colonel William Madison Peyton, who led the movement for the formation of Boone County. Peyton was instrumental in developing the Coal River Valley. There are three other municipalities in Boone County - Danville, Whitesville, and Sylvester.

Boone County encompasses 503 square miles in the southwest portion of West Virginia.

Demographic Characteristics

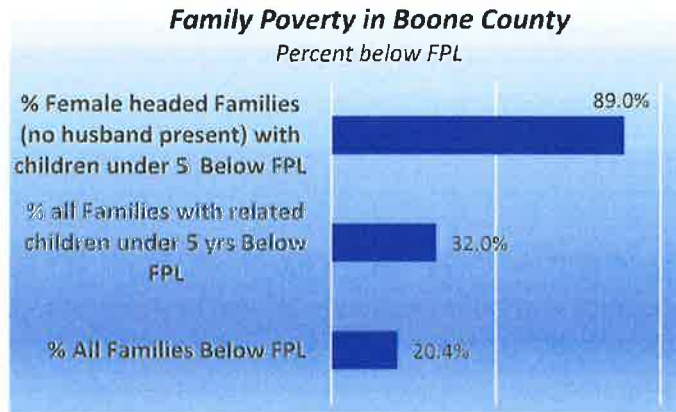
The total population of Boone County is 23,645 persons (ACS, 2016). 5.6% of the population is under five years of age and 17.0% is over the age of 65 yrs.



Black. The remaining 0.9% of Boone County residents are of mixed or other races.

There are 9,466 households and 6,593 family households in the county. 2,991 or 31.6% of the total households have children under 18 yrs. of age.

Socio-Economic Characteristics

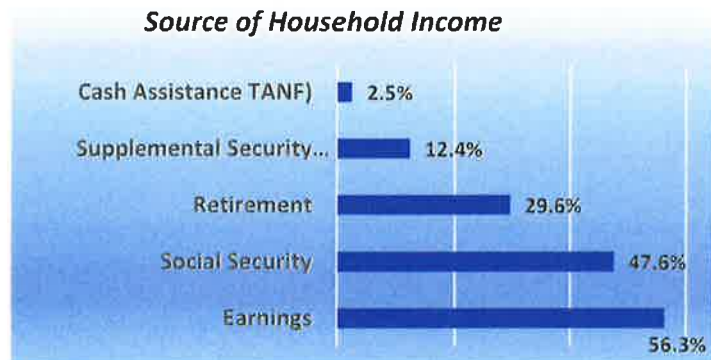


20.4% of Boone County families have annual income below the FPL. In families with children under the age of 5 only, the poverty rate increases to 32.0%. Single female headed families with all children under 5 yrs. of age are particularly susceptible to poverty with 89.0% of these single parent families with young children struggling with annual income below the FPL.

Median household income in Boone County is \$37,820 which is significantly below the state average of \$42,644 (*ACS 2012-16*). 56.3% of

the households in the county have income from employment and 2.5% receive cash assistance through the TANF program.

14.9% of Boone County households are estimated to have zero net worth, and many have little in the way of liquid assets. The “Liquid Asset Poverty Rate” defined as a lack of sufficient liquid assets to subsist at poverty level for three months in absence of any income, is at 40.2% in the county (*2014 Survey of Income and Program Participation, US Census Bureau*).



Causes of Poverty

Primary causes of poverty in the county appear to include:

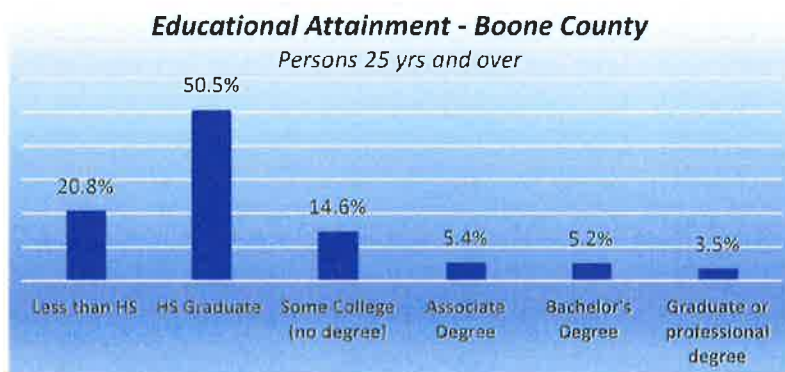
- Lack of a diverse economy,
- An unemployment rate of 6.6% (March 2018),
- Lack of education and skills among the adult population,
- Low rates of education beyond high school,
- Lack of access to “good jobs” paying a living wage, and
- Substance use/abuse and addiction to Opioids.

The unemployment rate of 6.6% held steady between March of 2017 and March of 2018; and it remains higher than the state average of 5.9%. The drug overdose mortality rate in Boone County is 69 per 100,000 population (*CDC Mortality data 2014-16*).

Secondary data sets reviewed document the school dropout rate in Boone County at 10.0% (*Kids Count 2015*), and the 4-year cohort graduation rate is 88.2% (*WVEIS 2016*).

11th grade reading proficiency is at 48.6% and mathematics proficiency is quite low at only 16.9% (*WVEIS 2016-17*).

Educational attainment is generally low among Boone County residents. 8.7% of those 25 yrs. of age and older hold a college degree and an additional 5.4% have an associate degree; however, 71.3% of county residents over age 25 yrs. have no education beyond high school and 20.8% have less than a high school education (*ACS 2016*).



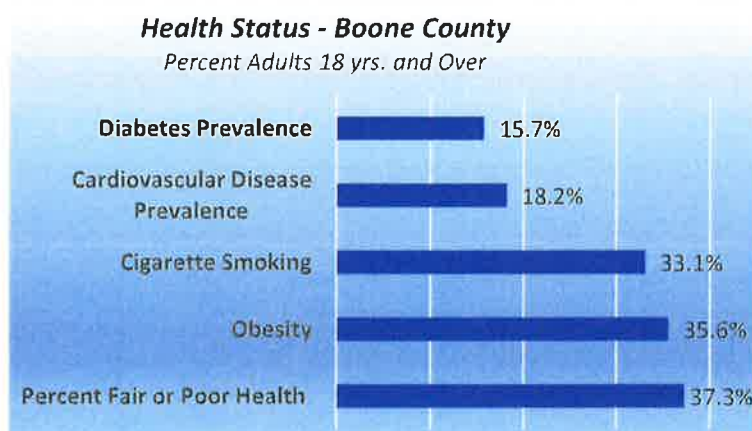
The 2016 college going rate (4 yr. institutions) in the county is at 24.6% of graduating high school seniors and an additional 12.3% enroll in a 2-yr. program (*WV Higher Education Policy Commission*).

The community discussion held in Boone County identified several factors contributing to poverty including:

- A normalization and acceptance of high rates of poverty in the community,
- Abuse and neglect,
- Substance abuse and addiction,
- A lack of transportation and child care for working parents, and
- Low educational attainment.

When asked to define poverty and the factors that keep people in poverty, community discussion participants identified: (1) helplessness and lack of support from community members, (2) generational poverty, (3) pride of some residents prevents them from asking for help, and (4) high rates of single parent households. Generational poverty appears to be documented through secondary data reviewed with 18.6% of births in Boone County to mothers with less than a high school education (*Kids Count 2015*).

Health status of the population and access to healthcare, mental health services, and substance abuse treatment are also major contributing factors to poverty in Boone County.



Obesity rates are at 35.6% among the adult population and 33.1% of the adult population smoke (*BRFS 2014*). 8.7% of the population is without any type of health insurance (*ACS 2016*).

The infant mortality rate in Boone County is 3.1 deaths per 1,000 live births and 11.2% of babies born to county residents are low birth weight (less than 2500 grams). The teen birth rate is high at 53 births per 1,000 females (*Kids Count 2015*).

Community Needs

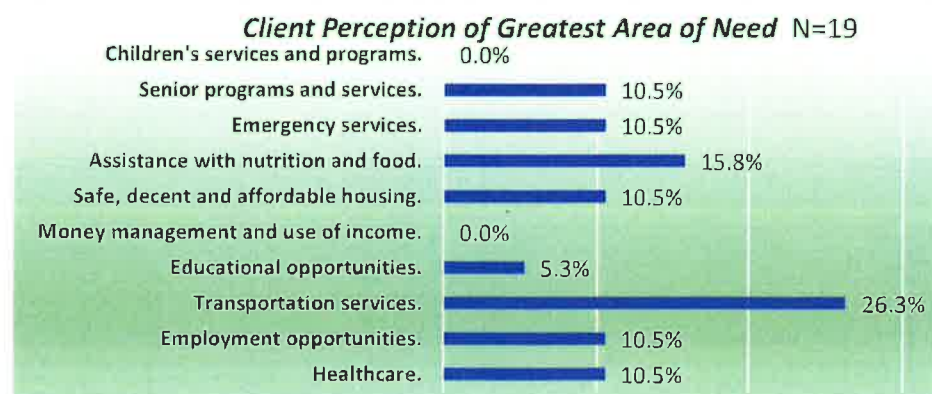
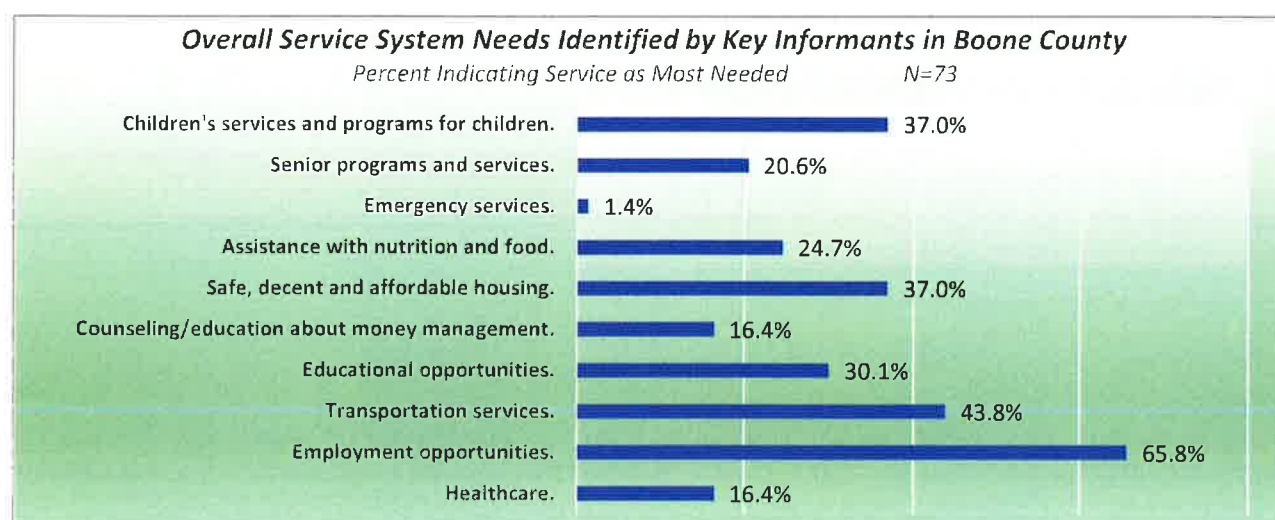
The survey was designed to identify overall areas of need in each county as well as the priority needs within each of the ten distinct domains assessed.

Overall Needs and Priorities

Key informants surveyed were asked:

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

Employment opportunities were, by far, the most frequently selected area of need with 65.8% of respondents focusing on this domain. Transportation services and Housing were identified as secondary priority needs in Boone County by the key informants.



Service recipients were asked to identify the one type of service that was their area of greatest need. Transportation services were selected by 5 of the 19 clients (26.3%) who responded to the question.

A variety of other service domains were prioritized

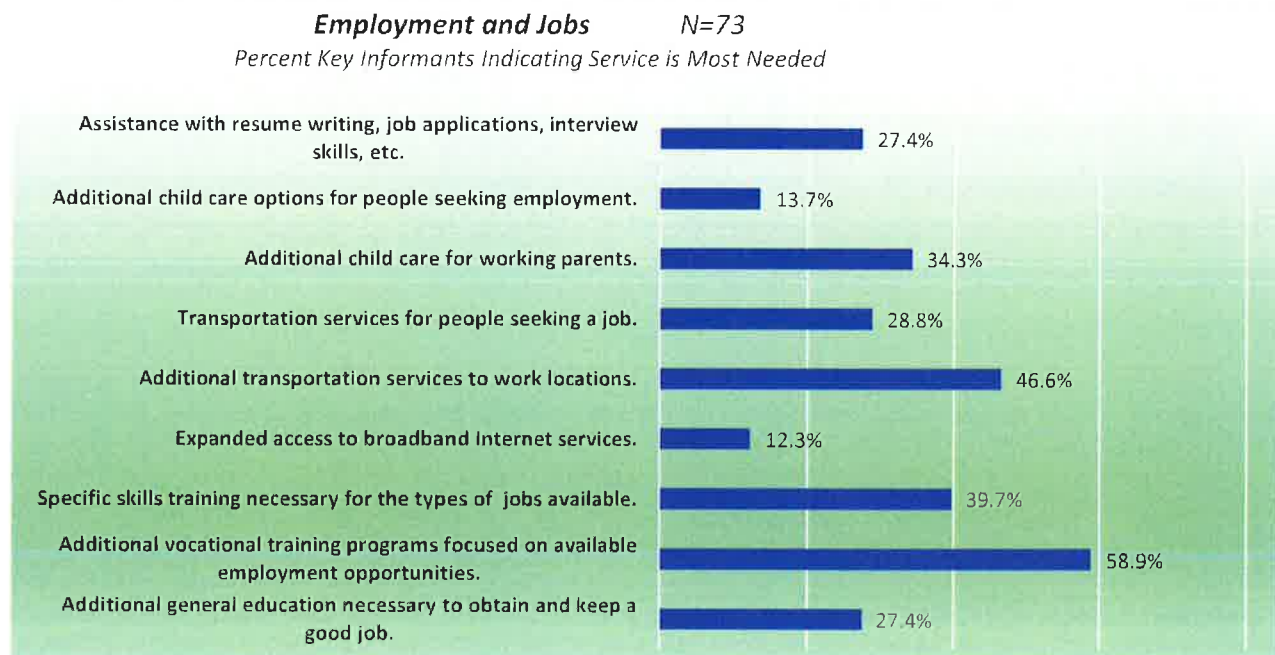
by smaller numbers of the clients completing the survey.

The key informants were also asked to identify what they considered to be the three top priorities within each of the assessment domains examined for the Community Needs Assessment and each domain is discussed in more detail in the following sections.

Employment and Jobs:

Most key informants responding to the survey in Boone County focused on a need for additional training opportunities in the county. Based on the survey responses, the top three priority areas of need in Boone County related to Employment and Jobs are:

- Specific training for types of jobs available,
- Transportation services to work locations, and
- Child care for working parents.

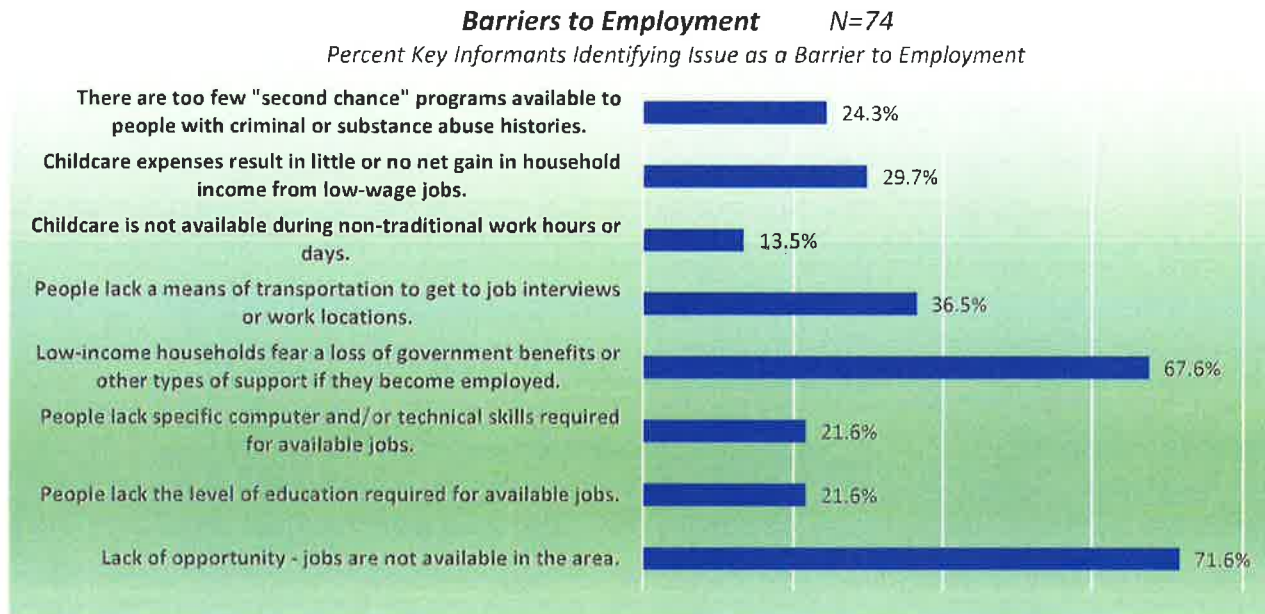


Very few of the service recipients in Boone County shared their experiences related to seeking employment. 15 of the 19 clients (79.0%) responding to the client survey indicated they had a disability or handicap that prevented them from working. Others said they lacked the education required, lacked the skills necessary to compete, and/or tried to unsuccessfully to find work in the area.

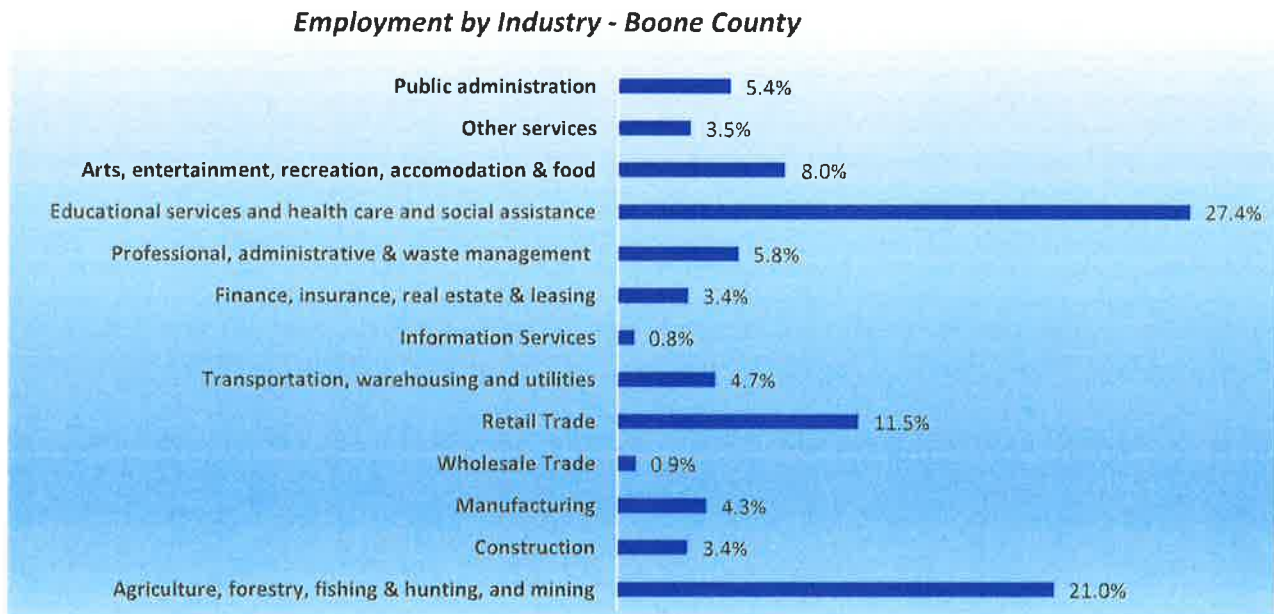
The key informants surveyed were also asked what they consider to be the most significant barriers to employment in Boone County. The most significant barriers to employment identified through the survey of key informants are:

- A lack of opportunity – sufficient jobs are not available in the area (71.6%), and
- Low income households receiving government benefits fear a loss of benefits if they become employed (67.6%).

- There also appears to be issues related to transportation to job locations for some low-income job seekers based on the survey responses.



Current employment in the county tends to focus on educational, healthcare, and social service programs and mining. Education, healthcare, and social services jobs account for 27.4% of total employment in the county. The agriculture, forestry, fishing/hunting and mining industry sector accounts for 21.0% of the county employment (*Selected Economic Characteristics - ACS 2016*).

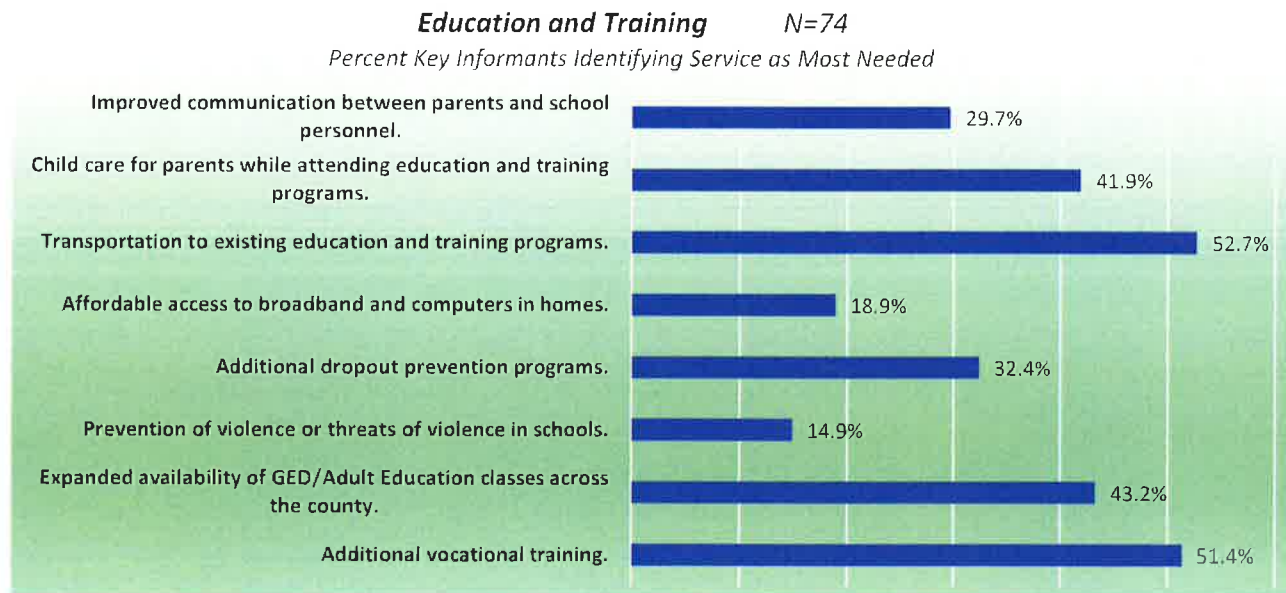


The largest employers in Boone County (in order of number of people employed) are:

1. Boone County Board of Education,
2. Elk Run Coal Company,
3. Boone Memorial Hospital, and
4. Blackhawk Mining.

Education and Training:

A majority of key informants responding to the survey in Boone County focused on the need for vocational training programs and transportation services to existing education and training programs. More GED/Adult Education classes and child care for people attending education and training programs are also seen as priorities by survey respondents.

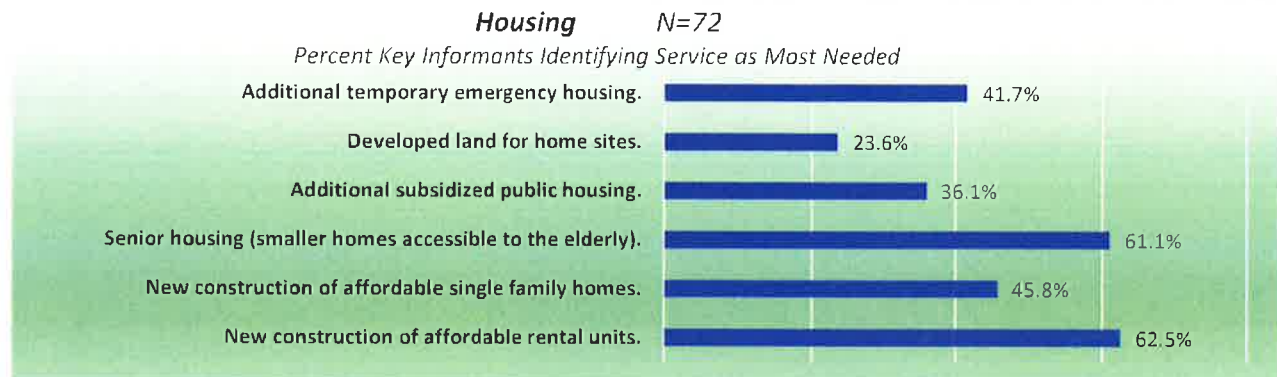


Additional vocational training programs was identified as a priority by 51.4% of the survey respondents, and transportation to existing training programs was identified as a need by 52.7%. Expanded availability of GED and adult education is viewed as a priority by 43.2% of the key informants and child care for parents attending training classes was selected as a “most needed” service by 41.9%. A variety of other programs and services are seen by some respondents as important in order to improve education and training in the county.

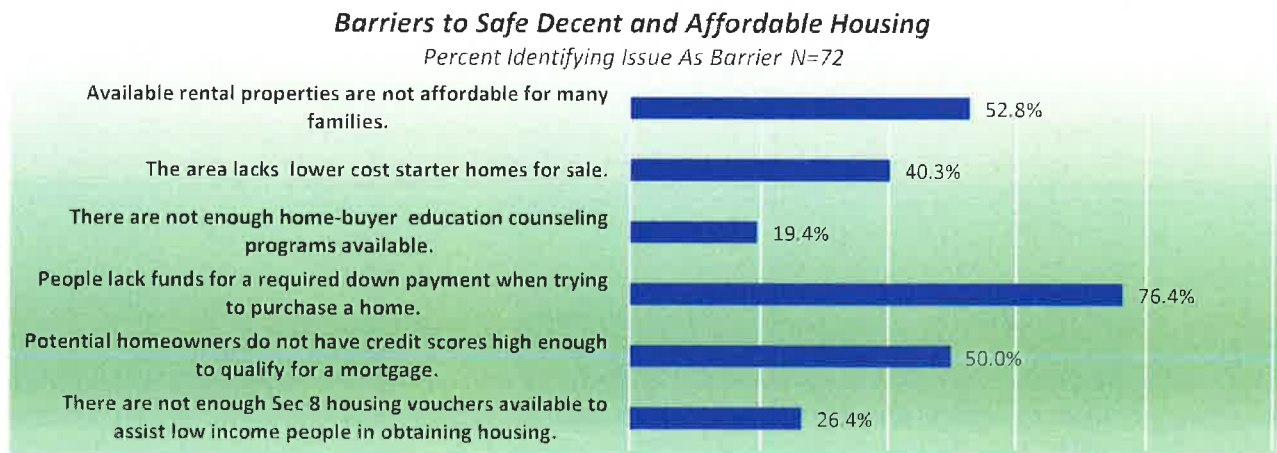
Service recipient experiences reinforce a need for transportation to education and training programs. 3 of the 12 clients (25%) who answered the question about their experience in seeking education and training said they personally lacked transportation to a program they would like to attend. Another client concern expressed by 3 survey respondents is an inability to afford an Internet connection or computer.

Housing:

Key informants responding to the survey in Boone County identified a need for new construction of affordable housing including rental units (62.5%), Senior housing (61.1%), and single-family homes (45.8%). Temporary emergency housing is also seen by 41.7% of county informants as a need.



When asked about barriers to safe, decent and affordable housing, survey respondents focused on affordability of rental units and the inability of many residents to purchase a home due to low credit scores and/or lack of a sufficient down payment.

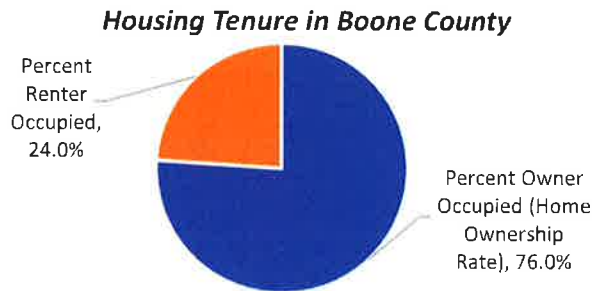


More than three of every four key informants (76.4%) indicated they believe people lack the required funds for the down payment when trying to secure a mortgage, and more than half (52.8%) don't think rental properties are affordable for many families.

The limited number of Boone County service recipients who offered their experiences related to housing (15 people) confirm the lack of affordability of housing for many families. 73.3% of the clients said decent places to rent cost too much for them to afford and 53.3% said they could not afford a decent home for sale in the area. 40% of the service recipients also indicated they have either been unable get approved for any type of housing assistance or been placed on a waiting list for public housing.

Secondary data sets reviewed supplement the survey findings related to housing needs. A little more than three-quarters of Boone County residents are home owners while a little less than one-quarter live in rental properties.

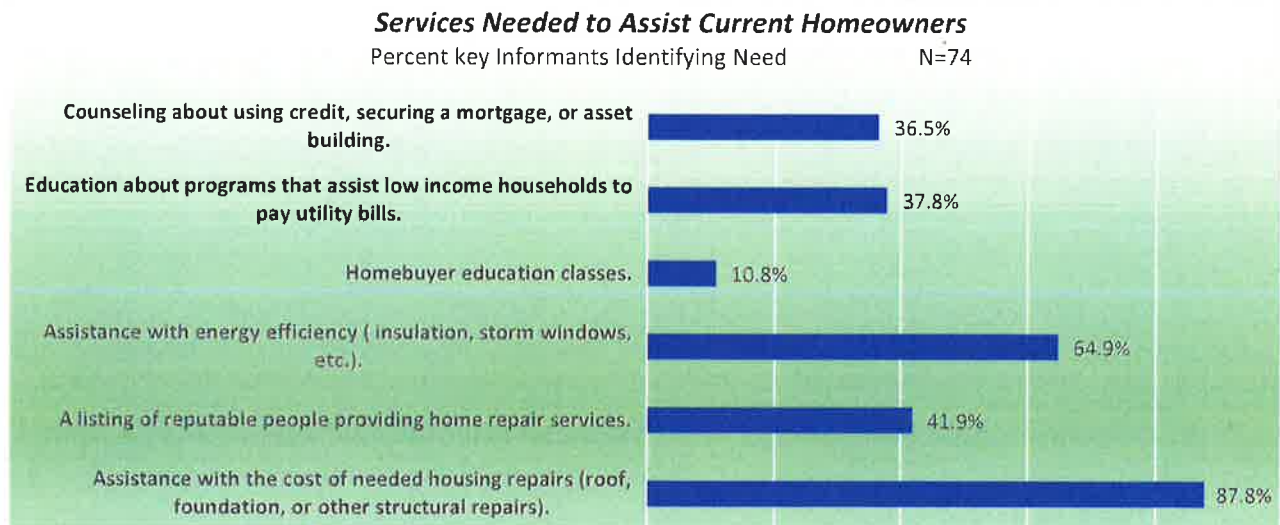
85.9% of existing housing units are occupied and 14.1% are vacant. 18.6% of existing homes were built prior to 1950. As of 2016, there were an estimated 65 occupied homes without plumbing in the county. The median value of owner occupied housing in the county is \$72,900 (ACS 2011-16).



25.2% of homeowners with a mortgage are “cost burdened” with monthly housing costs exceeding 30% of income. More than twice as many renters are cost burdened (55.8%) based on their gross rent exceeding 30% of the household income. Median monthly owner costs for those with a mortgage is \$830 (ACS 2011-16).

Homeowner Assistance:

Key Informant Survey respondents in Boone County believe housing repairs are the greatest need among low-income persons. 87.8% of the key informants prioritized repairs to existing homes. Assistance with energy efficiency also appears to be a high priority based on the survey responses.

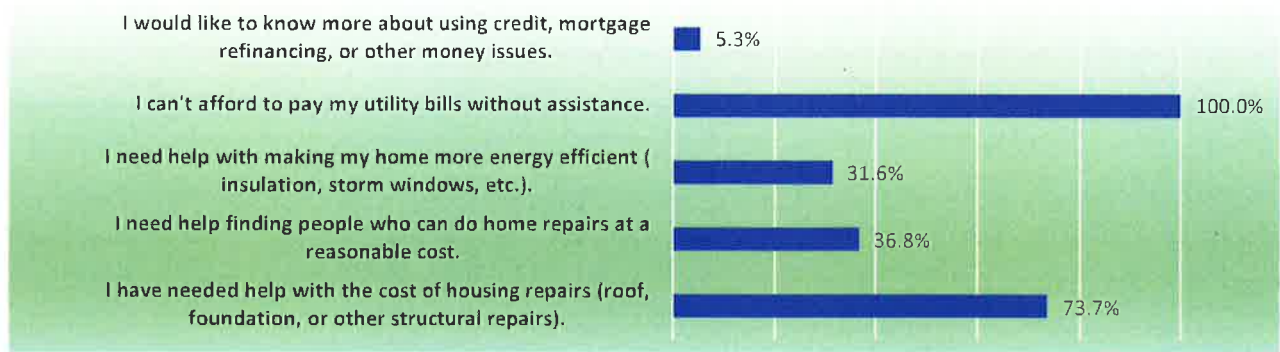


Education or counseling about use of credit, mortgages, asset building, and programs to assist with paying utility bills were also seen as priority areas of need by about 37% of the key informants.

When the service recipients were asked about their needs and experiences related to housing, 100% of the 19 people responding to the survey said they can’t afford to pay their utility bills without assistance.

73.7% of the clients surveyed also said they have needed help with the cost of housing repairs and 36.8% said they have needed help finding people who can do home repairs at a reasonable cost.

Client Experiences Related to Home Maintenance N=19



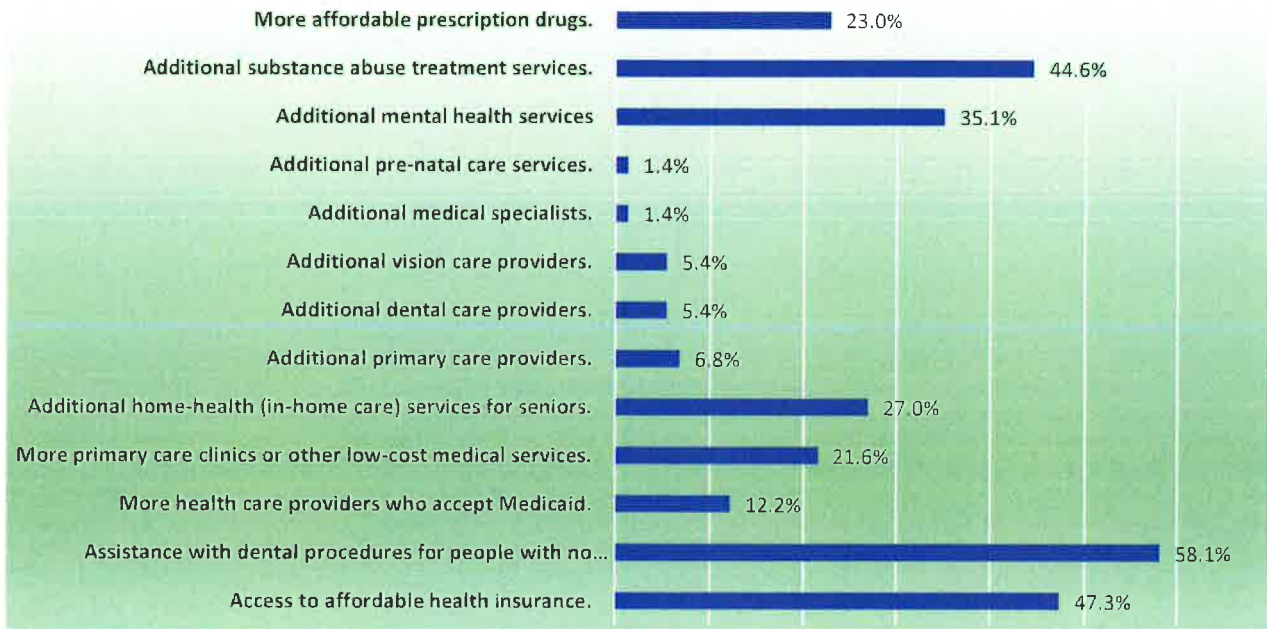
Healthcare:

Assistance with dental procedures, affordable health insurance options, and access to substance abuse treatment are the major priorities identified by the key informants surveyed in Boone County within the healthcare domain. More than half (59.1%) of the key informants indicated people in the county need help accessing dental care.

Health and Healthcare

N=74

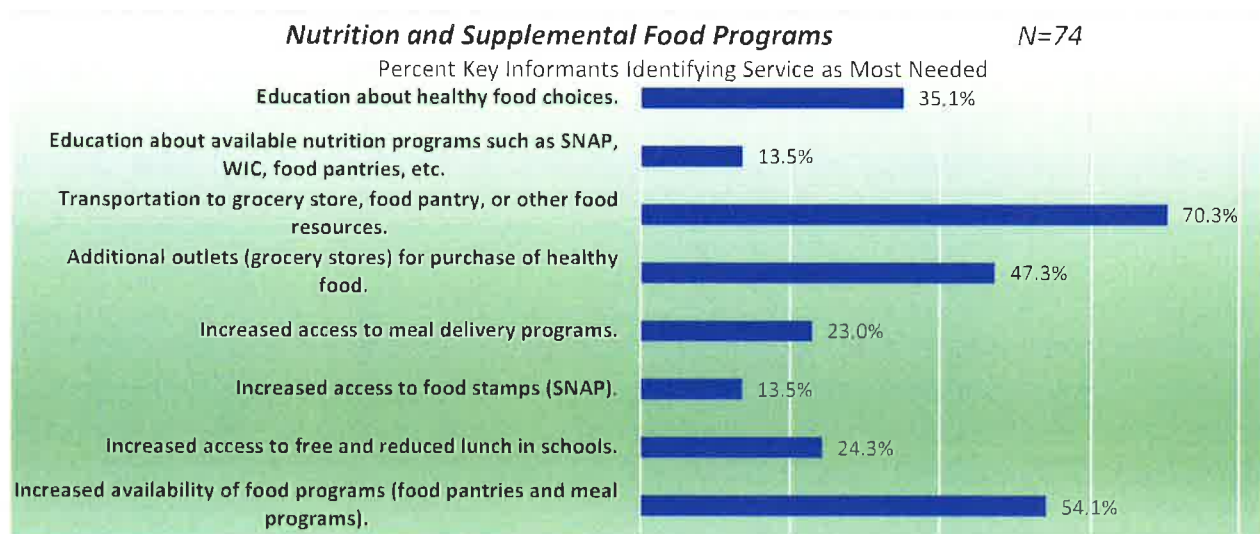
Percent Key Informants Identifying Service as Most Needed



Only seven service recipients responded about their needs and experiences in seeking healthcare services. Those who did share their experience indicated their needs are consistent with the priorities identified by the key informants. In addition to needing help paying for dental procedures and needing health insurance, at least one of the respondents to the service recipient survey said they need help paying for prescription drugs, need in home care for seniors, or have had difficulty finding providers who accept Medicaid.

Nutrition:

When asked about community needs related to food and nutrition, Boone County respondents to the community survey focused on a need for transportation to food outlets and increasing the availability of food programs (food pantries, meal programs, etc.) in the county. 70.3% prioritized transportation to food outlets as a priority for lower income people, and 54.1% believe the county needs more food programs. Nearly half of the respondents (47.3%) also think additional outlets (grocery stores) are needed where healthy food can be purchased.



The low-income service recipients were also asked about their experiences in trying to obtain sufficient food for themselves and/or their family. 70.6% said they sometimes need help feeding themselves or their family but were unable to find anyplace to get free food. 47.1% of the 17 clients surveyed said they didn't have any way to get to a grocery store, food pantry or other place to get food.

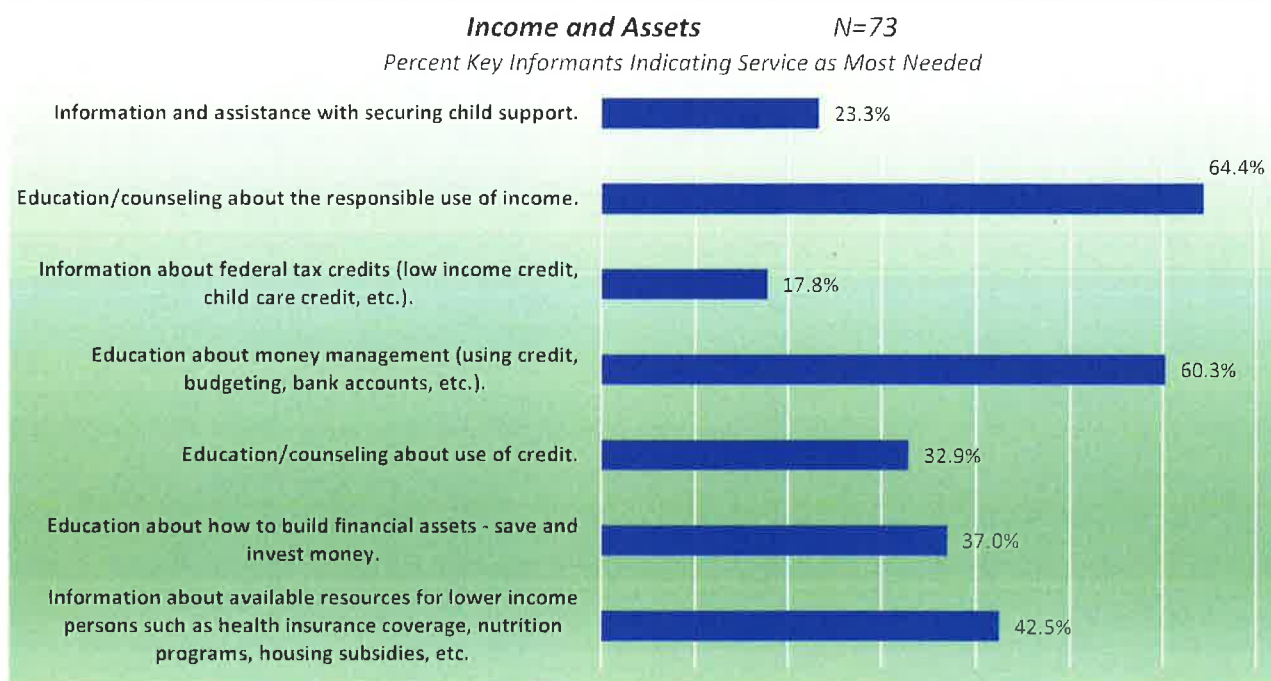
In 2015, there were 10 supplemental food programs (food pantries, hot meal programs, backpack programs, meal delivery, etc.) serving the county (*WV Foodlink 2015*). 25.2% of households in Boone County receive food stamps to supplement their food budgets.

668 Boone County families were enrolled in WIC through the WIC office serving the county in 2013. The *WV Foodlink* County Profile for Boone County documents 36 retail locations that accept food stamps and 6 locations accepting WIC (2015). 3,218 school-age children are also eligible for free and reduced cost meals at school; however, available data indicates only 64% of eligible students participate in the program (*WV FoodLink*).

Income and Assets:

Community Survey responses indicate a need for educational services about money management including responsible use of income, using credit, budgeting, using bank accounts, and other issues related to financial literacy.

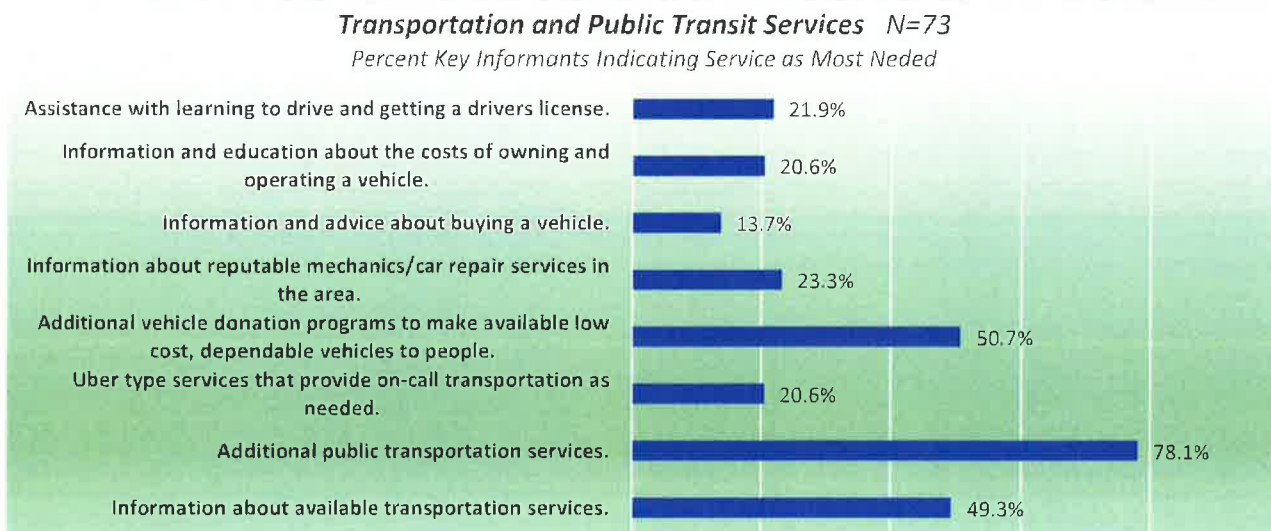
Some type of education about these issues appears to be the area of services most needed within this domain based on survey responses from key informants. More than 60% of respondents indicated education or counseling about these issues was one of the services related to income and assets.



Secondary data from the 2015 FDIC Survey of Unbanked and Underbanked households indicates 8.4% of Boone County households are “unbanked” (have no checking or savings accounts).

Transportation:

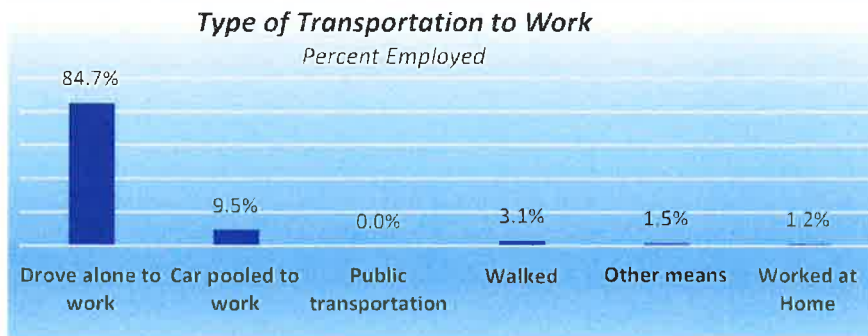
Additional access to public transportation was identified as the most needed service within this domain. 78.1% of the key informants participating in the survey prioritized increasing public transportation.



About half of the respondents (50.7%) also thought vehicle donation programs to make available dependable but low-cost vehicles to people in need was a priority, and dissemination of information about available transportation was prioritized by 49.3% of survey respondents.

61.1% of the service recipients surveyed also said they need to know what transportation services might be available in the area. One-third of the clients completing the survey indicated they need to know where to take a vehicle to get it repaired at a fair price.

Dependable private transportation is necessary for most employed people to access their work location.



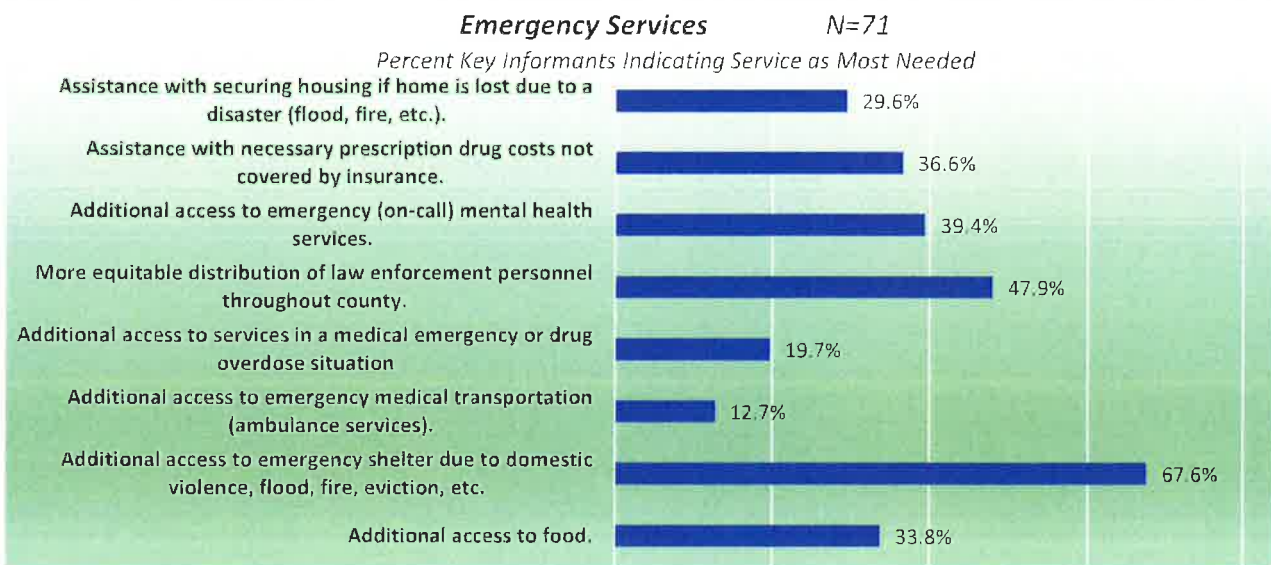
The mean travel time to work for current workers is 32.2 minutes.

Most workers rely on private transportation to get from home to their work site. 94.2% of all persons employed either drive alone or car pool to work (ACS 2011-16).

Limited public transit services are available in Boone County. A bus route operated by Tri River Transit Authority connects Clothier, Madison, and Charleston. This service appears to be quite limited and is available only one day a week (Tuesday). The transportation service provides some access to key shopping and public service locations in Madison and Charleston.

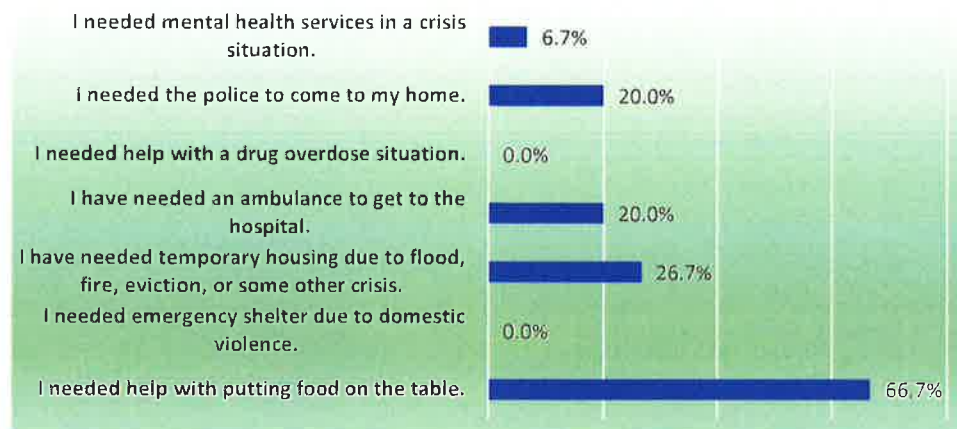
Emergency Services:

The most frequently cited need within the emergency services domain is temporary emergency shelter due to domestic violence, flood, fire, eviction or another emergency.



67.6% of the key informants knowledgeable of community conditions in Boone County prioritized temporary shelter as “most needed” in the county. Nearly half of the survey respondents (47.9%) think a more equitable distribution of law enforcement personnel is needed throughout Boone County.

Client Experiences Related to Emergencies N=15



Clients surveyed tend to be primarily concerned about putting food on the table. 66.7% of the 15 service recipients who shared experiences related to emergency situations view adequate food as the area they are most concerned about.

26.7% of the clients said they have needed

temporary housing due to a crisis at some point, and 20% have needed police to come to their home and ambulance services to get to the hospital.

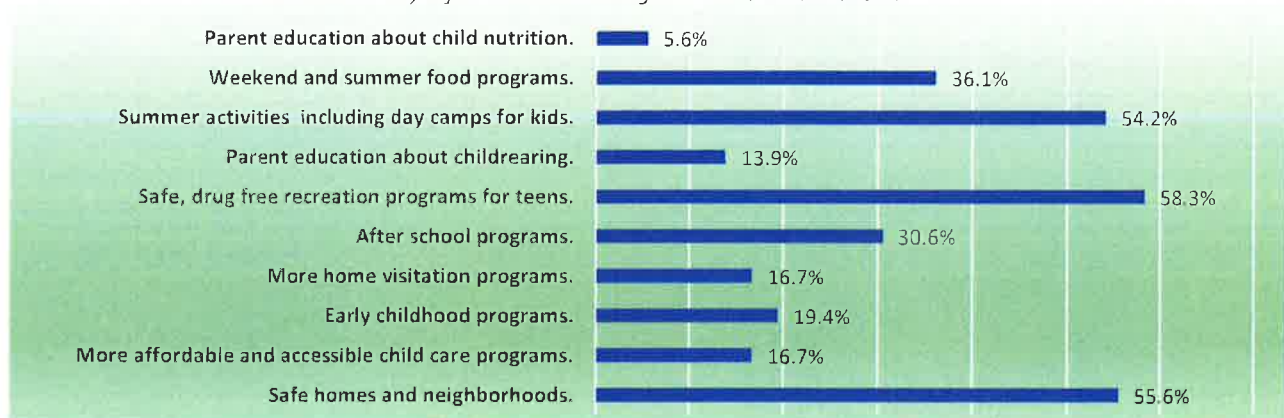
Children's Needs:

Safety issues and summer programs were identified as areas of concern when community survey respondents were asked about the needs of children.

Children's Needs

N=72

Percent Key Informants Indicating Service as Most Needed



Priorities for attention related to services and programs for children include:

- Safe homes and neighborhoods,
- Safe and drug free recreation programs for teens, and
- Summer activities for children/youth including day camps.

The concerns expressed through the survey are further documented by available quantitative data related to child and family safety. The child abuse/neglect rate in the county in 2015 was 32.0 per 1,000 children (Kids Count 2015). There were 93 court filings for child abuse/neglect in 2016 which is a rate of 31.1 filings per 1,000 households with children (2016 *Circuit Court case filings data*). There were also 153 domestic violence cases filed in 2016 which is a rate of 23.2 filings per 1,000 family households (2016 *Family Court case filings data*).

8.3% of children under the age of 18 yrs. have some type of disability (ACS 2016); and survey results indicate services for young children are relatively strong as compared to the need for recreational and summer activities for older youth. There are 202 children enrolled in Pre-K programs and the participation rate for preschool children enrolled is at 75% (2017 school year).

Senior Needs

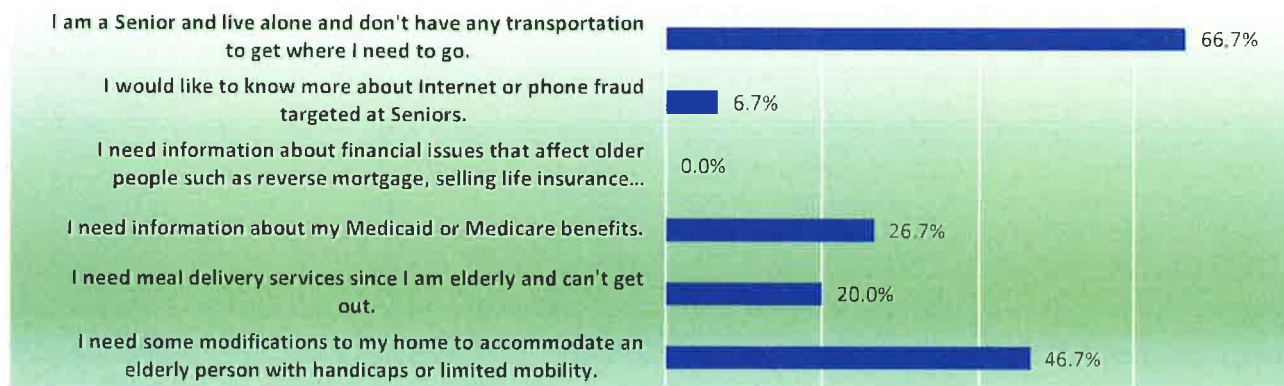
There are 2,892 households with seniors in Boone County and 58.9% of seniors have some type of disability. 25.7% of the senior population lives alone (ACS 2016). It is estimated that 66.9% of grandparents who live with their grandchildren are responsible for raising grandchildren under 18 yrs. of age. Several possible needs of seniors were explored through the community survey.

The most prevalent need identified by the key informant responses is modifications to homes to accommodate limited mobility or handicapping conditions among the senior population. 75.3% of the key informants indicating this was a “most needed” service within the senior needs domain. The other major area of need identified through the survey is for meal delivery services for seniors. 65.8% of all respondents cited this area of need.



When low income service recipients in Boone County were asked about the needs of seniors, 15 of the 19 people surveyed identified one or more needs of this population. Ten (10) of the survey respondents indicated they were a senior living alone who had no means transportation. Other areas of need identified by the clients are consistent with those identified by the key informants including a need for home modifications and meal delivery services. 26.7% of the clients also said they need information about their Medicaid and/or Medicare benefits.

Client Experiences Related to Senior Needs N=15



Primary Strengths and Community Resources

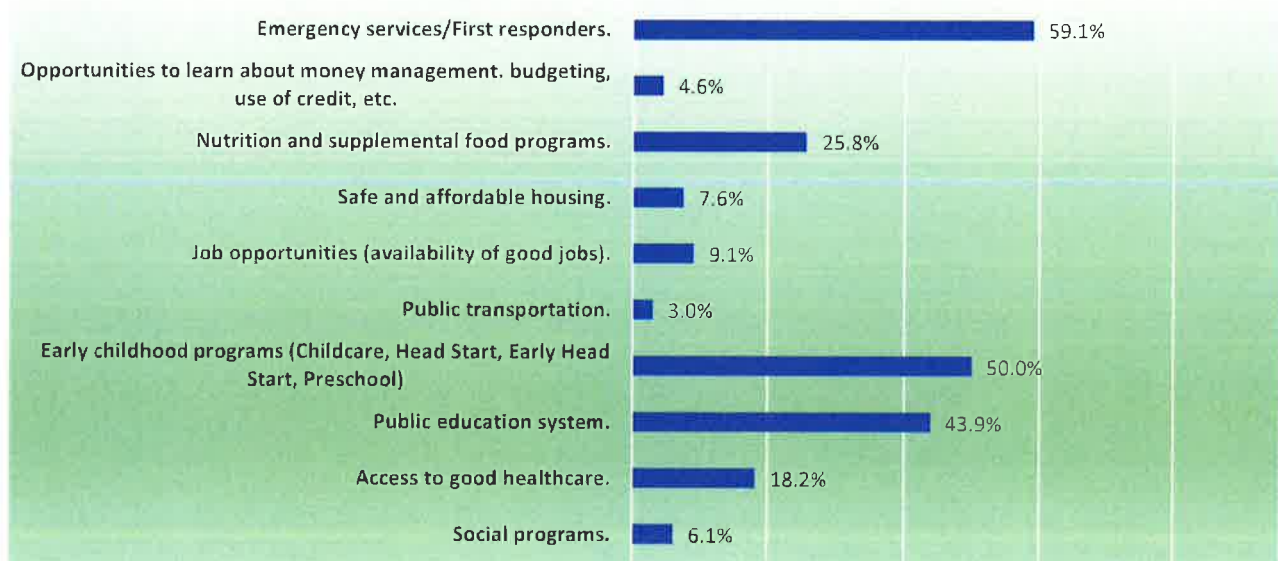
Community survey respondents in Boone County were asked what they considered to be the greatest strengths within the Boone County services system and they were asked to select all options they consider to be a “particular strength”. Half or more of the respondents indicated they thought emergency services and early childhood services were areas of strength within the overall services system.

59.1% identified first responder type emergency services as a strength; and 50% thought early childhood services including childcare, preschool programs, and Head Start was strong component of the system.

Service System Strengths

N=66

Percent Key Informants Indicating Service Area is a Strength
Services and programs for Seniors. 21.2%



The public education system was the third most cited area of strength in Boone County. None of the other service system components listed is seen as a strength by more than one in four of the respondents.

The service recipients surveyed found few areas of strength within the overall service system. The greatest

area of strength identified by clients is First Responders; however, less than half (41.2%) of the 17 low income clients offering their opinion identified this service component as a strength in the county. None of the other services or programs are seen as a notable area of strength by the service recipients completing the survey.

Persons participating in the community discussion held in Boone County identified several strengths and assets within the county including:

- Opportunity for tourism
- Community involvement including local ministers and communities of faith in the county
- An emerging sense of hope among people in Boone County
- Strong community organizations
- Great administrators and counselors at Scott High
- Boone Memorial Hospital is involved in the community
- Trade schools and a community college

Some of the resources that address the needs of low income families identified within Boone County include:

- Boone County Community Economic Development Corporation
- A range of public health and healthcare services provided by Boone County Health Department and Boone Memorial Hospital
- Behavioral Health services provided by Prestera Center
- KVC In-home Family Therapy and School Based Mental Health
- Cornerstone Family Interventions – Parents as Teachers Home Visiting Program
- Amazing Grace – Recovery Support and Family Support Groups
- Medicaid Waiver services provided by Community Services Inc.
- *Right from the Start* program for Medicaid eligible pregnant women and infants
- Agape Cloak – Weekend “Love Bags” for school children on Big Coal River
- Two licensed child care centers
- Nine licensed family day care providers
- Twelve Pre-K public school classrooms
- Appalachian Council Head Start – 9 sites
- Birth to Three services
- Southern WV Community & Technical College – Boone Campus
- A limited route one day a week public transportation service – Tri-Rivers Transit
- Boone Area Transit System – limited demand response transportation
- Boone County Community Centers
- West Virginia University Extension Service
- Local office of the WV Department of Health and Human Resources
- Boone County Family Resource Network
- Boone County Senior Center
- Five banking locations
- Catholic Charities of Boone County



Clay County

Community Needs and Resources

CLAY COUNTY

History & Geography

Clay County is located in the central portion of West Virginia. The county was founded in 1858 and is named in honor of Henry Clay, famous American statesman, member of the United States Senate from Kentucky and United States Secretary of State in the 19th century. Clay County was created by an act of the Virginia General Assembly on March 29, 1858. It was created from parts of Braxton, Kanawha and Nicholas counties.



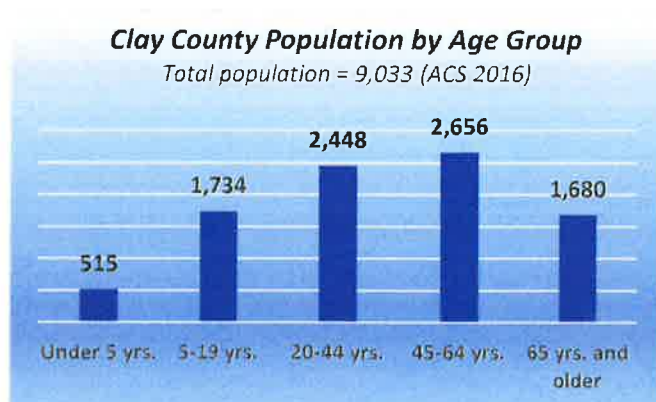
The act creating Clay County declared that the county seat was to be located on the McCalgin farm, near the mouth of Buffalo Creek. It declared that the county seat was to be known as the town of Marshall. However, the local citizens generally referred to the town as Clay Court House, because the courthouse was the town's primary reason for existing and was the primary source of social and economic interaction in the community.

On October 10, 1863, the state legislature changed the town's name to Henry, in honor of Henry Clay. The town's name was changed to Clay in 1927.

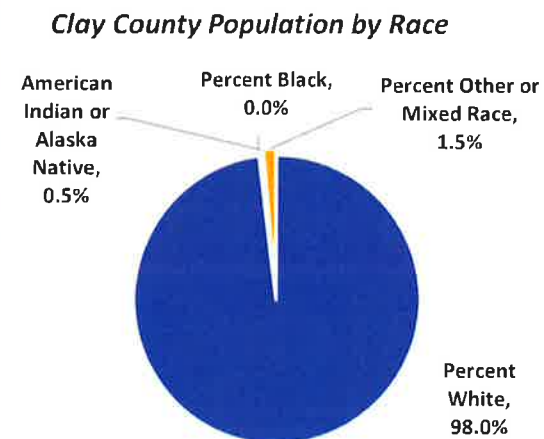
Clay County encompasses 392 square miles in the central portion of West Virginia. The county is quite rural with population density of 27.5 persons per sq. mile.



Demographic Characteristics



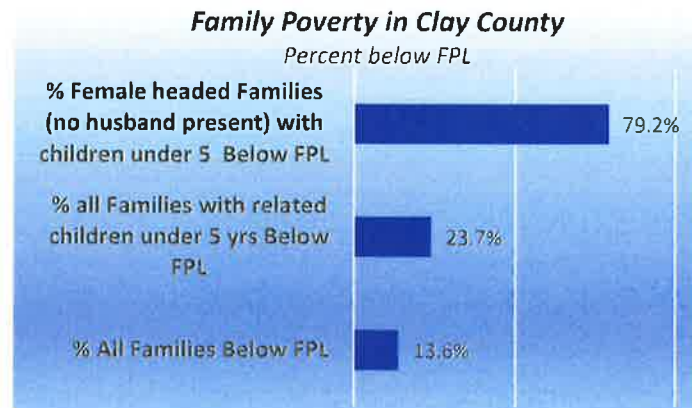
The total population of Clay County is 9,033 persons (ACS, 2016). 5.7% of the population is under five years of age and 18.6% is over the age of 65 yrs.



98.0% of the population is White and 0.0% is Black. 0.5% is American Indian or Alaska Native. The remaining 1.5% of Clay County residents are of mixed or other races.

There are 3,375 households and 2,330 family households in the county. 952 or 28.2% of the total households have children under 18 yrs. of age.

Socio-Economic Characteristics



13.6% of Clay County families have annual income below the FPL. In families with children under the age of 5 only, the poverty rate increases to 23.7%. Single female headed families with all children under 5 yrs. of age have even higher rates of poverty with 79.2% of these single parent families with young children below the FPL.

Median household income in Clay County is \$33,639 which is well below the state average of \$42,644 (ACS 2012-16).

57.2% of the households in the county have income from employment and 2.9% receive cash assistance through the TANF program.

Many Clay County households have little in the way of liquid assets. The “Liquid Asset Poverty Rate” defined as a lack of sufficient liquid assets to subsist at poverty level for three months in absence of any income, is at 44.1% in the county. In addition, 14.5% of households are estimated to have zero net worth. (2014 Survey of Income and Program Participation, US Census Bureau).



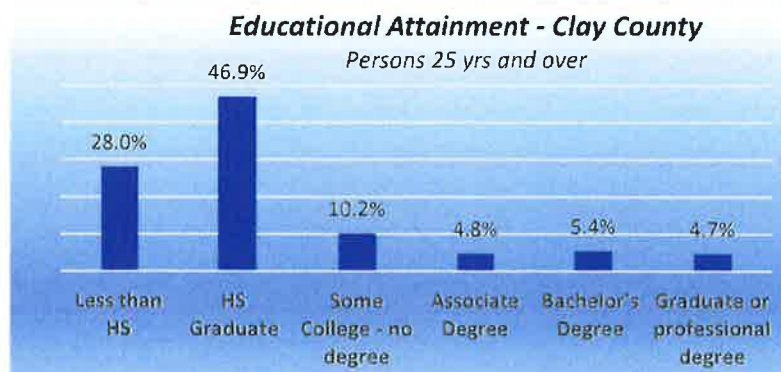
Causes of Poverty

Primary causes of poverty in the county appear to include:

- Lack of jobs paying a living wage,
- One of the highest rates of unemployment in the state at 10.9% (March 2018),
- Lack of education and skills among the adult population, and
- High rates of disability,

The unemployment rate of 10.9% in Clay County increased between March of 2017 and March of 2018 by 0.9%; and it remains much higher than the state average of 5.9%.

Secondary data indicates the school dropout rate in Clay County at 7.4% (Kids Count 2015), and the 4-year cohort graduation rate is 88.2% (WVEIS 2016). 11th grade reading proficiency is at 65.3% and mathematics proficiency is quite low at only 19.5% (WVEIS 2016-17).



Educational attainment is low among Clay County residents. 10.1% of those 25 yrs. of age and older hold a college degree and an additional 4.8% have an associate degree; however, 74.9% of county residents over age 25 yrs. have no education beyond high school and 28.0% have less than a high school education (*ACS 2016*).

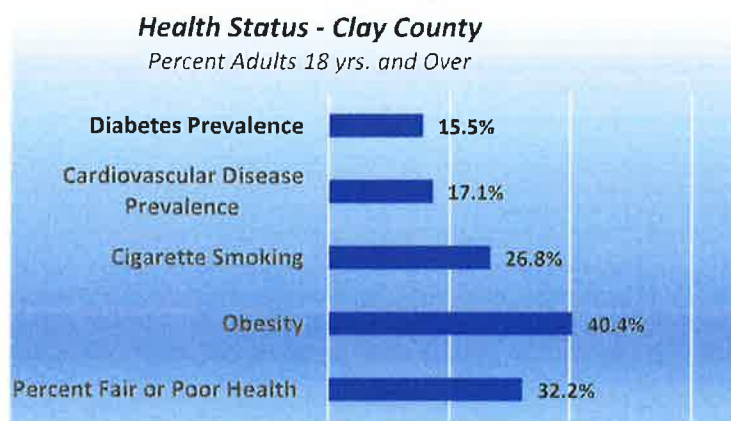
More young people in the county appear to be enrolling in education programs beyond high school than in the past. The 2016 college going rate (4 yr. institutions) in the county is at 29.0% of graduating high school seniors and an additional 15.3% enroll in a 2-yr. program (*WV Higher Education Policy Commission*).

The community discussion held in Clay County identified several factors contributing to poverty including:

- A dependency mindset,
- Opioid abuse and addiction,
- Younger people with more education and skills move away to find work, and
- Absent property owners and lack of good property management.

When asked to define poverty and the factors that keep county residents in poverty, community discussion participants identified: (1) Extended families' preference for living close to one another and in rural areas, (2) Inability to advance due to lack of education and skills, (3) Loss of mining jobs, (4) Addiction to opioids, and (5) A general lack of awareness about resources that may be available.

One indicator of generational poverty is the percentage of all county births to mothers with less than a high school education. This is relatively high in Clay County at 20.7% (*Kids Count 2015*).



Health status of the population and access to healthcare, mental health services, and substance abuse treatment are additional contributing factors to poverty in Clay County. Obesity rates are high at 40.4% among the adult population and 26.8% of the adult population smoke (*BRFS 2014*).

8.2% of the population is without any type of health insurance (*ACS 2016*). The infant mortality rate in Clay County is high at 12.9 deaths per 1,000 live births and 10.3% of babies born to county residents are low birth

weight (less than 2500 grams). The teen birth rate is at 35.6 births per 1,000 females (*Kids Count 2015*).

Community Needs

The survey was designed to identify overall areas of need in each county as well as the priority needs within each of the ten distinct domains assessed. Twenty-four (24) people familiar with local services and community conditions completed the community survey of key informants in Clay County.

Overall Needs and Priorities

Key informants surveyed were asked:

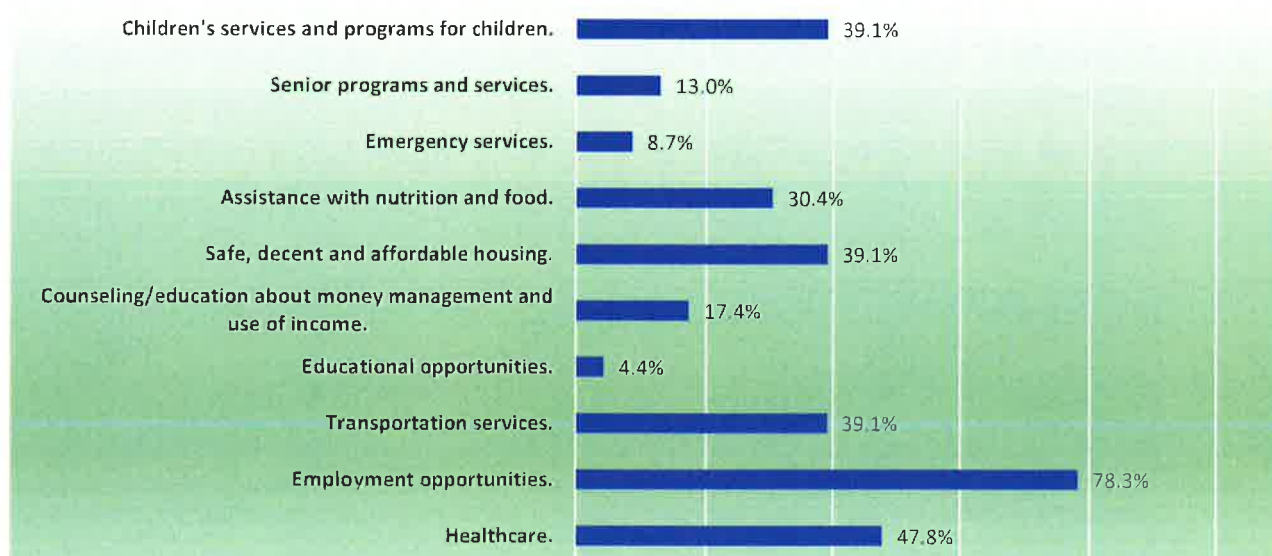
“What do you think are the top three areas of need of low income people?”

Employment opportunities were the most frequently selected area by key informants. 78.3% of survey respondents prioritized this domain. Healthcare is also a domain identified by nearly half (47.8%) of the key informants in Clay County as an area of the service system that needs to be improved. Transportation services, housing, and services and programs for children were identified as secondary priorities by 39.1% of the 23 people who responded to this question.

Overall Service System Needs Identified by Key Informants in Clay County

Percent Identifying as Most Needed

N=23



The key informants were also asked to identify what they considered to be the three top priorities within each of the individual assessment domains examined for the Community Needs Assessment and each domain is discussed in more detail in the following sections.

Service recipients were asked:

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

Only a small number of service recipients responded to the survey in Clay County; however, among those that did, employment opportunities were chosen as the area of greatest need by a majority. 4 of the 7 clients (57.1%) responding said they “most needed” opportunities for employment. Transportation

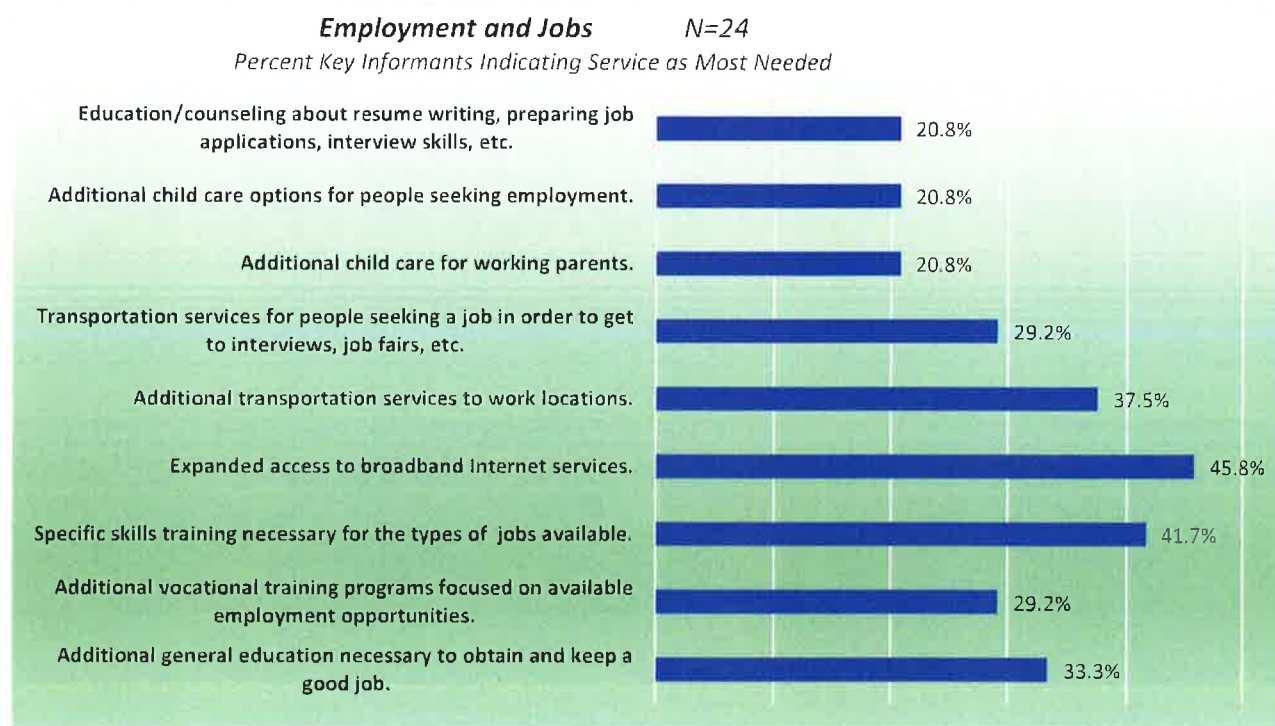
services were chosen by 2 of the 7 clients who responded to the question and services and programs for children was the area most needed by 1 of the clients responding. None of the service recipients chose any of the other seven domains examined as their area of greatest need.

The key informants familiar with services and community conditions in Clay County were asked to identify what they considered to be the three top priorities or area of need within each of the ten domains examined for the Community Needs Assessment. Service recipients were also asked to share their needs and personal experiences about each of the ten domains. Responses of both the key informants and small number of low-income service recipients participating in the survey are discussed in more detail in the following sections.

Employment and Jobs:

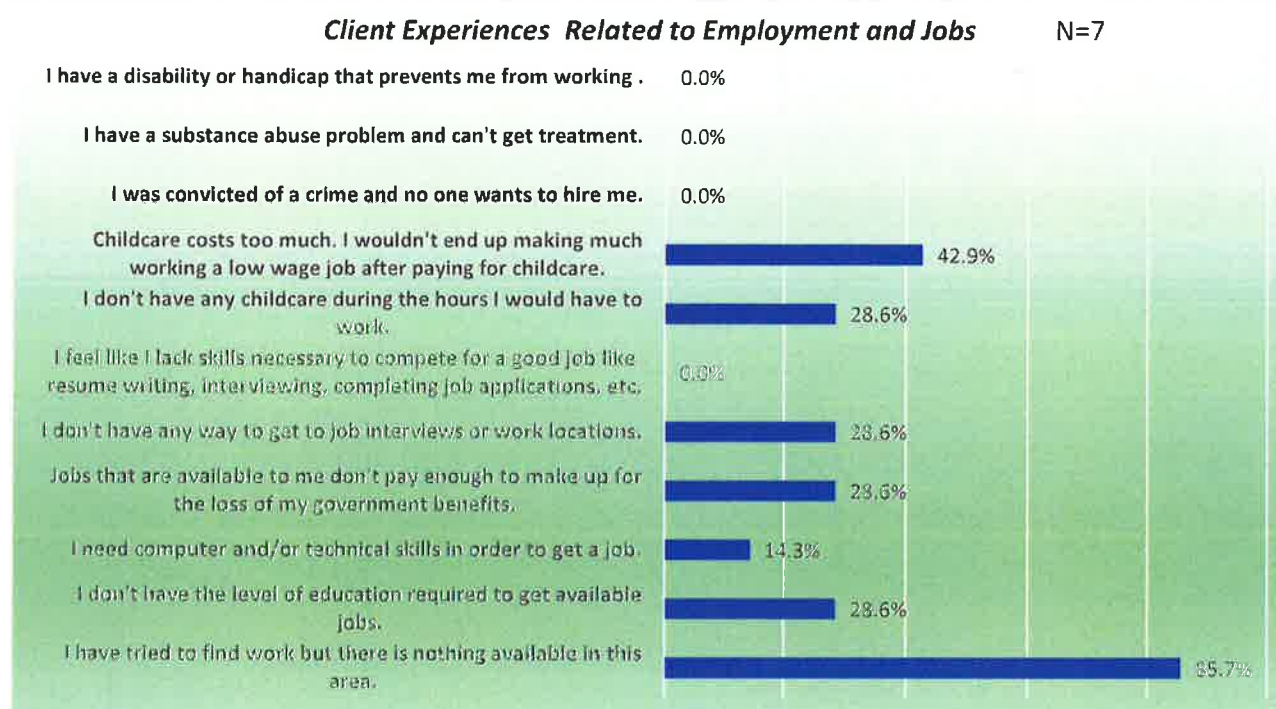
When asked about the most needed services within the employment and jobs domain, key informants responding to the survey in Clay County were most focused on expanded broadband in the county and additional training opportunities for the types of jobs available. Based on the survey responses, the top three priorities in Clay County related to Employment and Jobs are:

- Expanded access to broadband Internet services,
- Specific training for the types of jobs available, and
- Transportation to work locations.



Client experiences related to seeking employment generally reflect a perception that few jobs are available to them and those that may be available would not pay enough to offset child care expenses and the loss

of government benefits. 6 of the 7 clients responding to the client survey (85.7%) said they have tried to find work but found there was nothing available in the area. 42.9% of the service recipients sharing their experiences indicated childcare is so costly they would not make much working a low wage job after paying for childcare expenses.

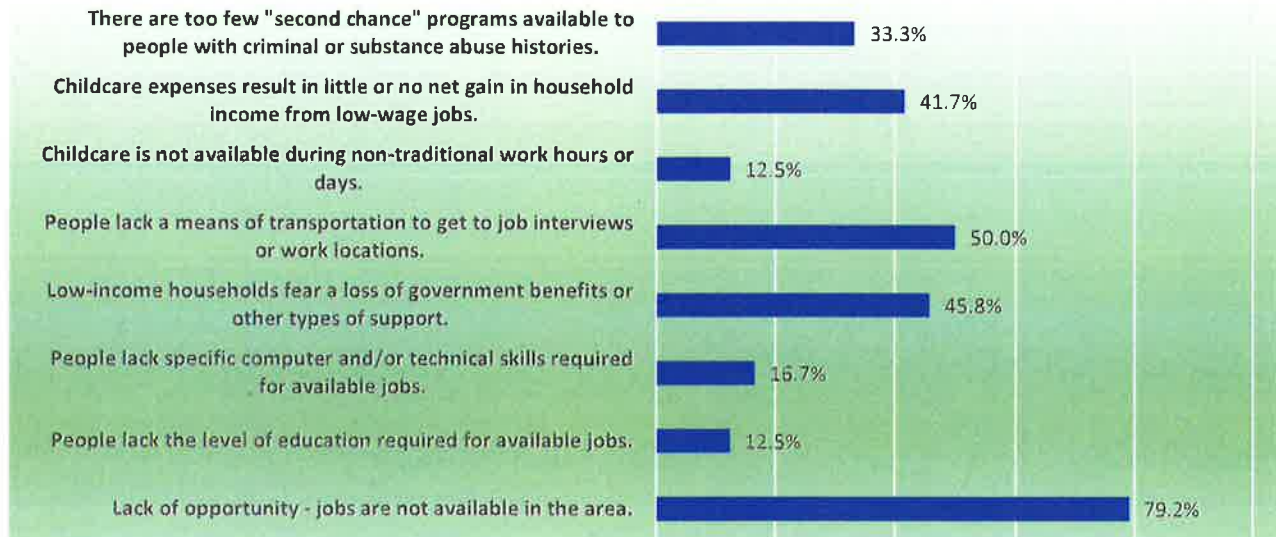


Respondents to the Community Survey were also asked what they consider to be the most significant barriers to employment in Clay County.

The most significant barriers to employment identified by the key informants in Clay County are:

- A lack of opportunity – sufficient jobs are not available in the area (50.0%),
- A lack of transportation to get to job interviews or work locations,
- Fear by low income households receiving government benefits that they will lose their benefits if they become employed (45.8%), and
- Childcare expenses result in little or no net gain in household income from a low wage job (41.7%).

Barriers to Employment Identified by key Informants N=24
Percent Key Informants Identifying Issue as a Barrier to Employment



Current employment in the county tends to focus on educational, healthcare, and social service programs. Education, healthcare, and social services jobs account for an exceptionally high portion (30.2%) of total employment in the county. The agriculture, forestry, fishing/hunting and mining industry sector accounts for the second highest number of jobs at 12.5% of the county employment (*Selected Economic Characteristics - ACS 2016*). Remaining employment is spread across the other industry sectors with no other sectors accounting for more than 10% of total jobs available.

Employment by Industry - Clay County



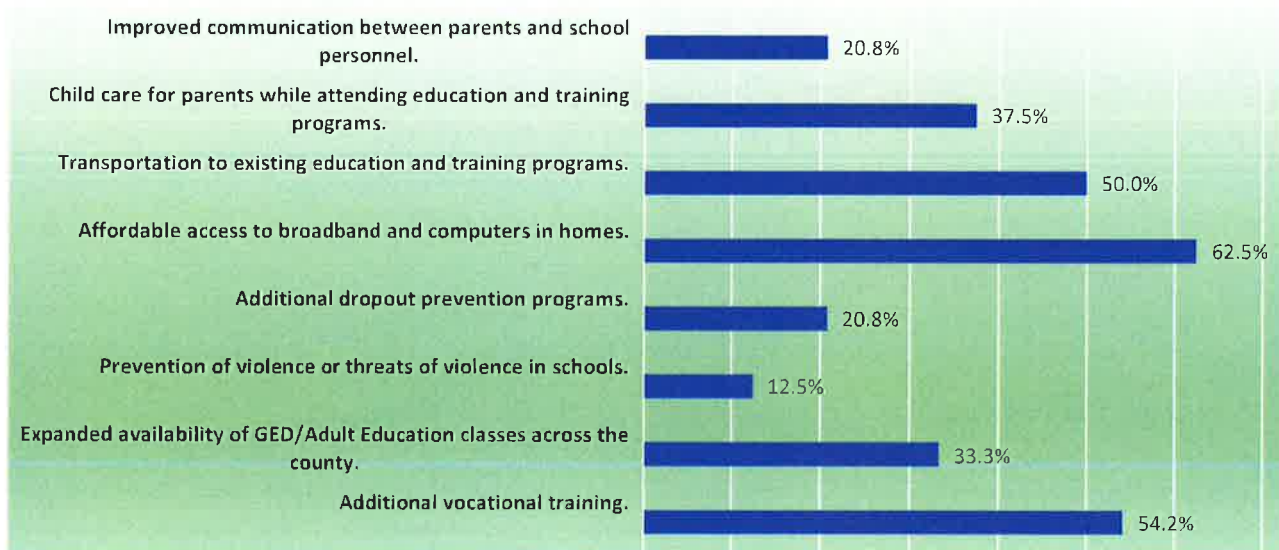
The largest employers in Clay County (in order of number of people employed) are:

1. Clay County Board of Education,
2. Clay County Development Corporation,
3. Clay Trucking, Inc, and
4. Clay Health Care Center.

Education and Training:

Half or more of key informants responding to the survey in Clay County prioritized (1) a need for broadband access and computers (62.5%), (2) additional vocational training programs (54.2%), and (3) transportation services to existing education and training programs (50.0%). Child care for those attending education and training programs was a priority for 37.5% of the key informants, and more GED/Adult Education classes across the county was a priority for one in three of the key informants.

Education and Training *N=24*
Percent Key Informants Identifying Service as Most Needed



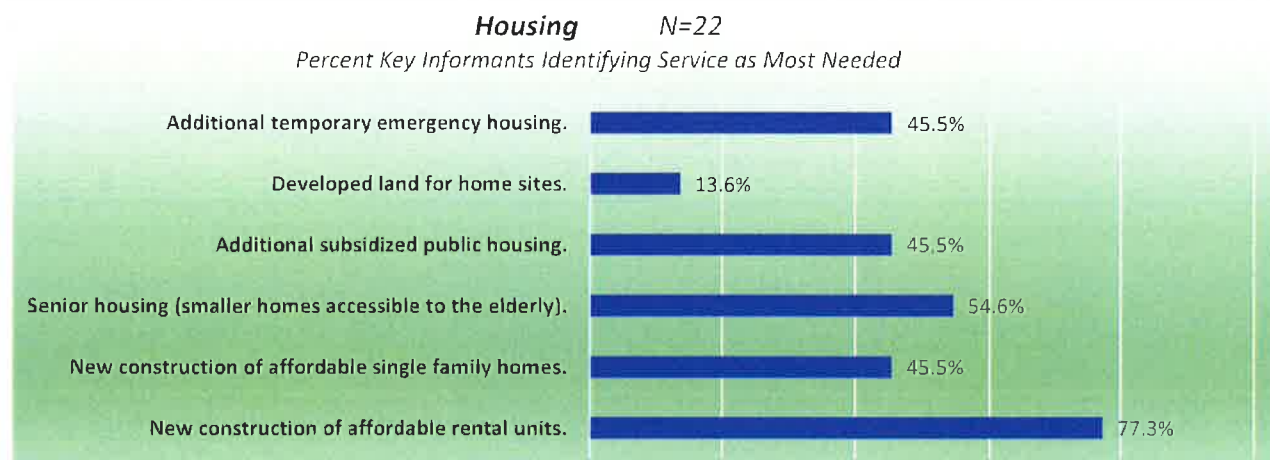
Additional vocational training programs was prioritized by 51.4% of the survey respondents, and transportation to existing training programs was identified as a need by 52.7%. Expanded availability of GED and adult education is viewed as a priority by 43.2% of the key informants and child care for parents attending training classes was prioritized by 41.9%. A variety of other programs and services are also seen by some as important to improve education and training in the county.

Four (4) of the 6 service recipients sharing their experiences through the survey confirmed there was no fast Internet connection available to them and these 4 people also said they could not afford to pay for an Internet connection or purchase a computer. The few clients completing the survey also reinforce a need for transportation to education and training programs. 3 of the 6 clients (50%) who answered the question

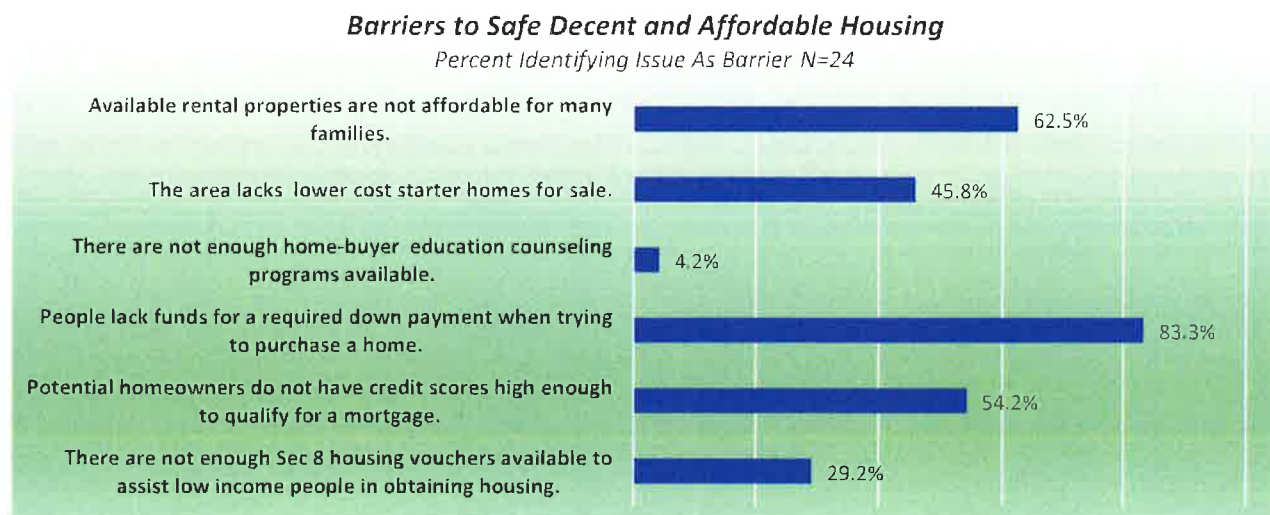
about their experience in seeking education and training said they lacked transportation to a program they would like to attend. Two of the clients (33.3%) said they have not been able to attend any education or training program because they don't have child care.

Housing:

Key informants responding to the survey in Clay County identified a need for new construction of affordable housing including rental units (77.3%), Senior housing (54.6%), single-family homes (45.5%), and subsidized housing (45.5%). Temporary emergency housing is also seen by 45.5% of the key informants as a need in the county.



When asked about barriers to safe, decent and affordable housing, 83.3% of those responding identified an inability of many residents to purchase a home due to a lack of a sufficient down payment and more than half (54.2%) of the key informants said potential homeowners cannot qualify for a mortgage due to low credit scores.

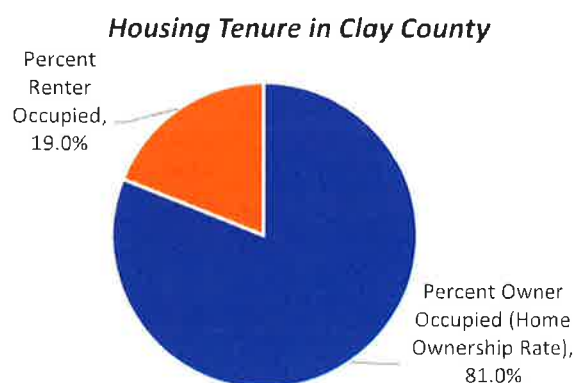


A majority of key informants (62.5%) also indicated available rental units in the county are not affordable for many families.

Only three Clay County service recipients offered their experiences related to housing. Two of these clients said they don't have any way to make the down payment required to purchase a home, and two also said they have been unable to get approved for any type of housing assistance. One of three clients surveyed indicated rents are too high for them to afford, homes for sale cost too much, and one client also said they need advice about how to buy a home.

Secondary data sets were reviewed to provide more information about housing in Clay County and the data tend to reinforce the need for additional safe decent and affordable housing units.

81.0% of Clay County residents are home owners 19.0% live in rental properties.



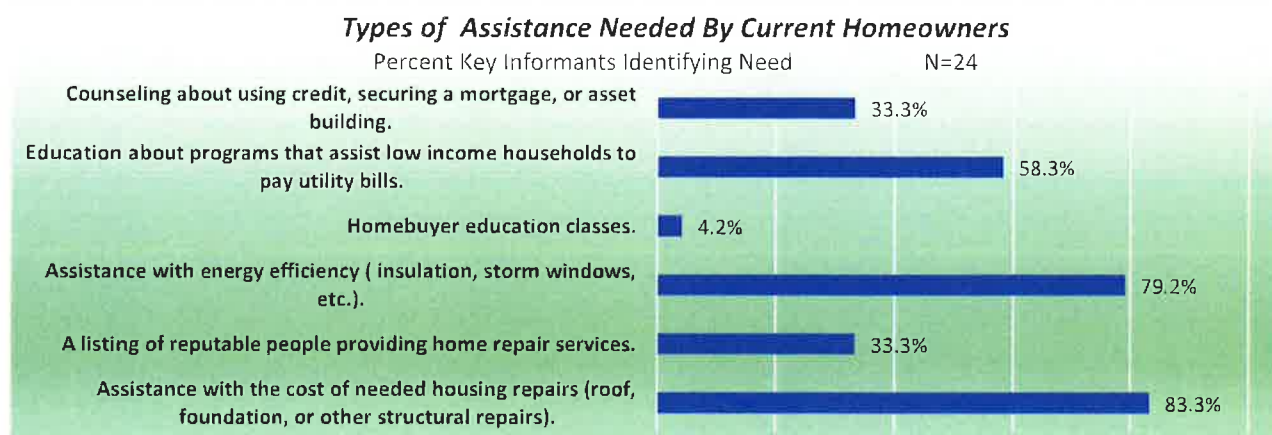
There is a total of 4,584 housing units in Clay County; however, only 73.6% of existing housing units are occupied while 26.4% are vacant. 18.4% of existing housing units were built prior to 1950. As of 2016, there were an estimated 38 occupied homes without plumbing in the county. The median value of owner occupied housing in the county is \$77,700 (ACS 2011-16).

Median monthly owner costs for those with a mortgage is \$940, and 31.8% of homeowners with a mortgage are "cost burdened" with monthly housing costs

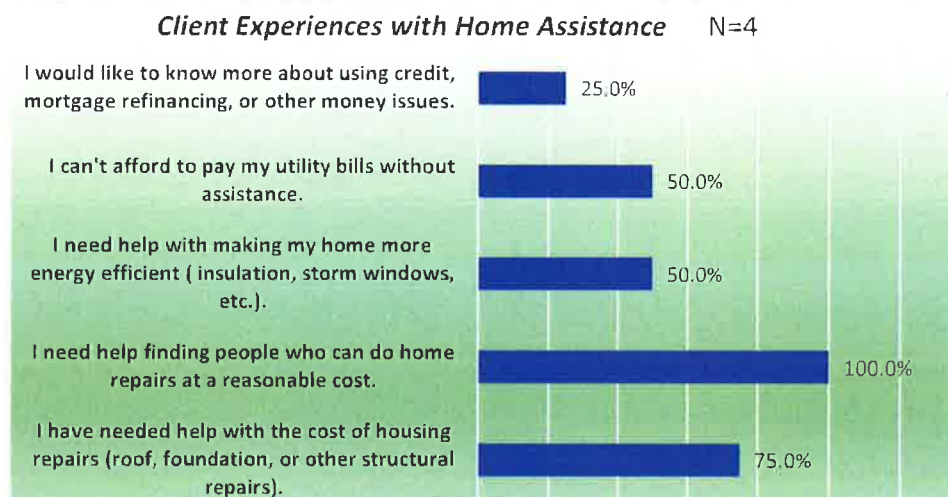
exceeding 30% of income. Nearly twice as many renters are cost burdened (61.7%) based on their gross rent exceeding 30% of the household income. (ACS 2011-16).

Homeowner Assistance:

Key Informant Survey respondents in Clay County believe assistance with housing repairs are the greatest need among low-income persons. 83.3% of the key informants prioritized repairs to existing homes. Assistance with energy efficiency also appears to be a high priority based on the survey responses with 79.2% of respondents identifying the need for insulation, storm windows, etc. as a high need area. Education about programs to assist with paying utility bills was also seen as priority by more than half (58.3%) of the key informants.



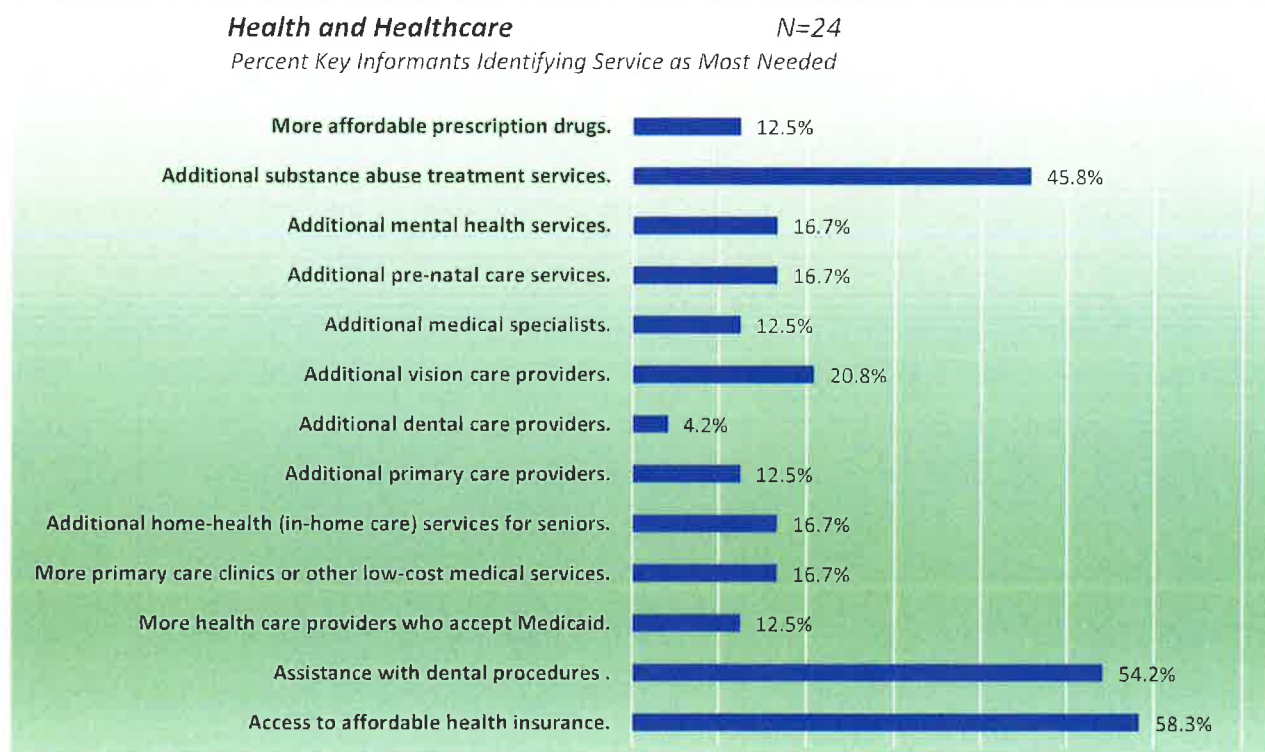
When the service recipients were asked about their needs and experiences related to housing, 100% of the 4 people responding to the survey said they need help finding people who can do home repairs at a reasonable cost.



Three (3) of the clients surveyed also said they have needed help with the cost of housing repairs and 2 service recipients (half the clients responding) indicated they can't afford to pay utility bills without assistance and they need help with making their home more energy efficient.

Healthcare:

Assistance with dental procedures, access to affordable health insurance, and access to substance abuse treatment are the major priority needs identified by the key informants surveyed in Clay County.

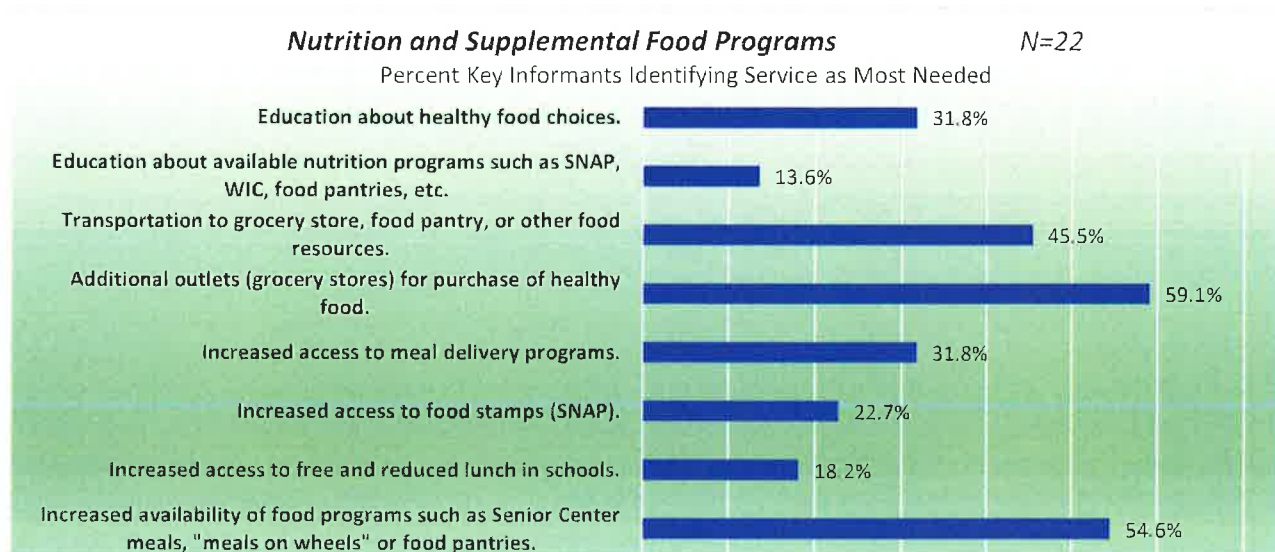


More than half (58.3%) of the key informants indicated people in the county need help accessing affordable health insurance, and 54.2% think assistance with dental procedures is a priority in the county. Nearly half (45.8%) of the survey respondents identified access to substance abuse treatment as a priority.

Only 5 service recipients responded about their needs and experiences in seeking healthcare services. These respondents indicated their needs are consistent with the key informant priorities identified related to health insurance and dental assistance. Respondents to the service recipient survey (2 of 5) also said they have had difficulty finding providers who accept Medicaid and 1 of the clients said they need help paying for prescription drugs.

Nutrition:

When asked about community needs related to food and nutrition, Clay County respondents to the community survey focused on a need for additional food outlets, increasing the availability of supplemental food programs (food pantries, meal programs, etc.) in the county and transportation to grocery stores, food pantries, or other food programs. 59.1% think additional food outlets is one of the most needed services in the county, and 54.6% think additional food programs such as Senior Center meals, food pantries, and “meals on wheels” are needed.



When low income persons receiving services were asked about their food needs, 60.0% (3 of 5 respondents) said they sometimes need help feeding themselves or their family but were unable to find anyplace to get free food. 60% of these clients surveyed also indicated they would like more information about healthy food choices.

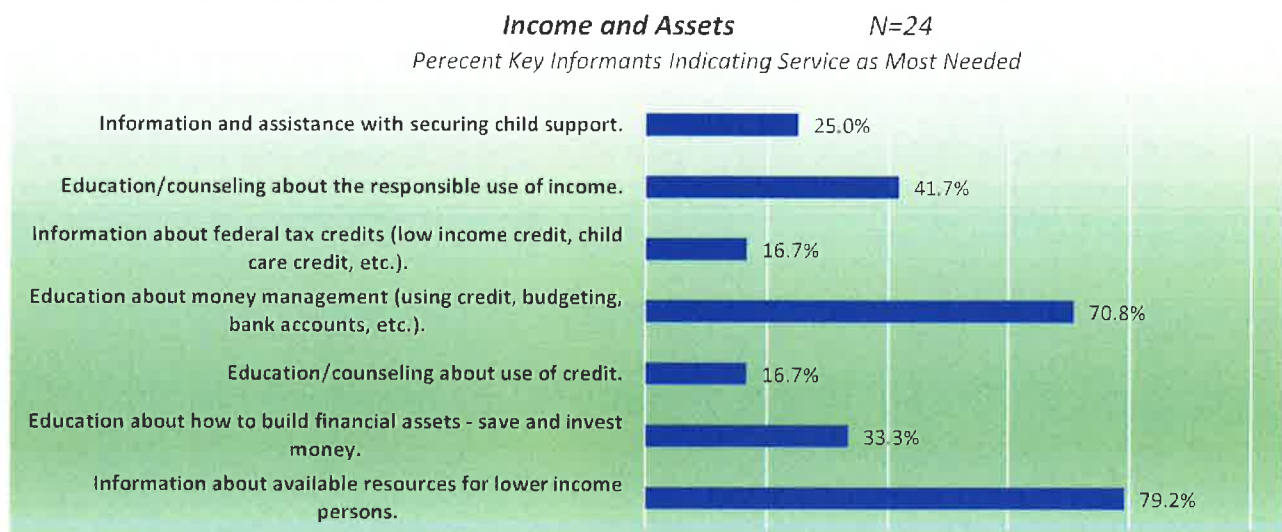
In 2015, there were 8 supplemental food programs (food pantries, hot meal programs, backpack programs, meal delivery, etc.) serving the county (*WV Foodlink 2015*). Nearly one in every three households 28.9% in Clay County receive food stamps to supplement their food budgets, and 685 families were enrolled in

WIC through the WIC office serving the county in 2013. The *WV Foodlink* County Profile for Clay County documents 14 retail locations that accept food stamps and 2 locations accepting WIC (2015).

There are 1,907 school-age children eligible for free and reduced cost meals at school, and available data reflects only 81.0% of eligible students participate in the program (*WV FoodLink*).

Income and Assets:

Community Survey responses indicate low income residents need information about available resources and programs that may assist them. Education about money management including responsible use of income, using credit, budgeting, using bank accounts, and other issues related to financial literacy are also seen as a high priority by the key informants in Clay County. Information and education about these issues are the types of services most needed based on survey responses from key informants. 79.2% of respondents indicated information about available resources such as health insurance coverage, nutrition programs, housing subsidies, etc. was a priority need in the county. 70.8% believe education about money management was one of the most needed services to improve financial literacy and use of income.



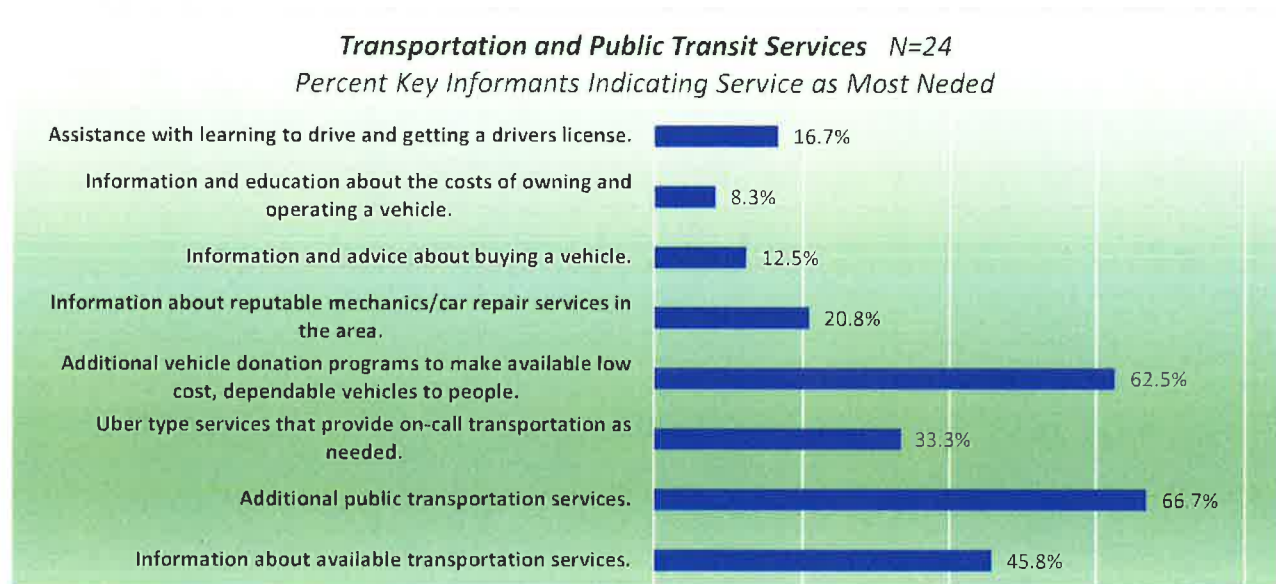
Available data from the 2015 FDIC Survey of Unbanked and Underbanked households indicates 8.7% of Clay County households are “unbanked” (have no checking or savings accounts).

The 5 Clay County service recipients who related their experience and needs about money and finances identified three types of information they would find useful. 60% (3 of the 5 clients) said they would like information about (1) how to take advantage of federal tax credits, (2) money management (using credit, banking etc.), and (3) information about health insurance, food programs, housing subsidies or other programs that may help lower income people make ends meet.

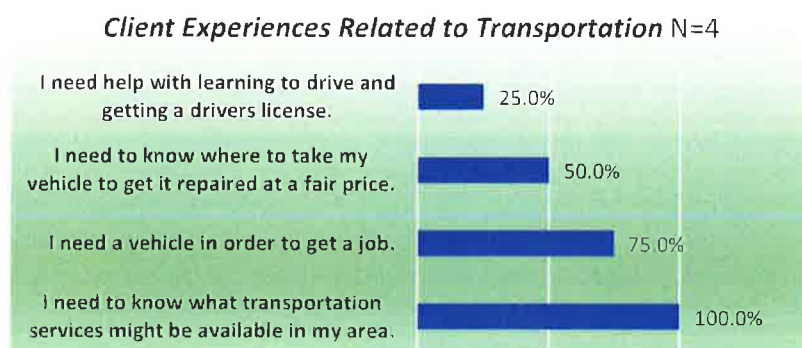
Transportation:

Additional access to public transportation was identified as the most needed service within this domain by the key informants. 66.7% of the informants participating in the survey indicated increasing access to public transportation was a priority, and 45.8% said information about available transportation services was needed by county residents.

More than half of the respondents (62.5%) also thought a vehicle donation programs to make available dependable but low-cost vehicles to people in need was a high priority.

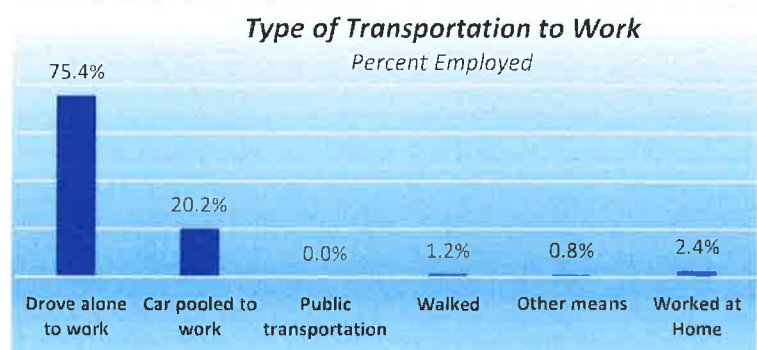


All four of the service recipients surveyed about transportation needs said they need to know what transportation services might be available in the area, and 3 of 4 service recipients said they need a vehicle to get a job.



Half of the clients completing the survey indicated they need to know where to take a vehicle to get it repaired at a fair price.

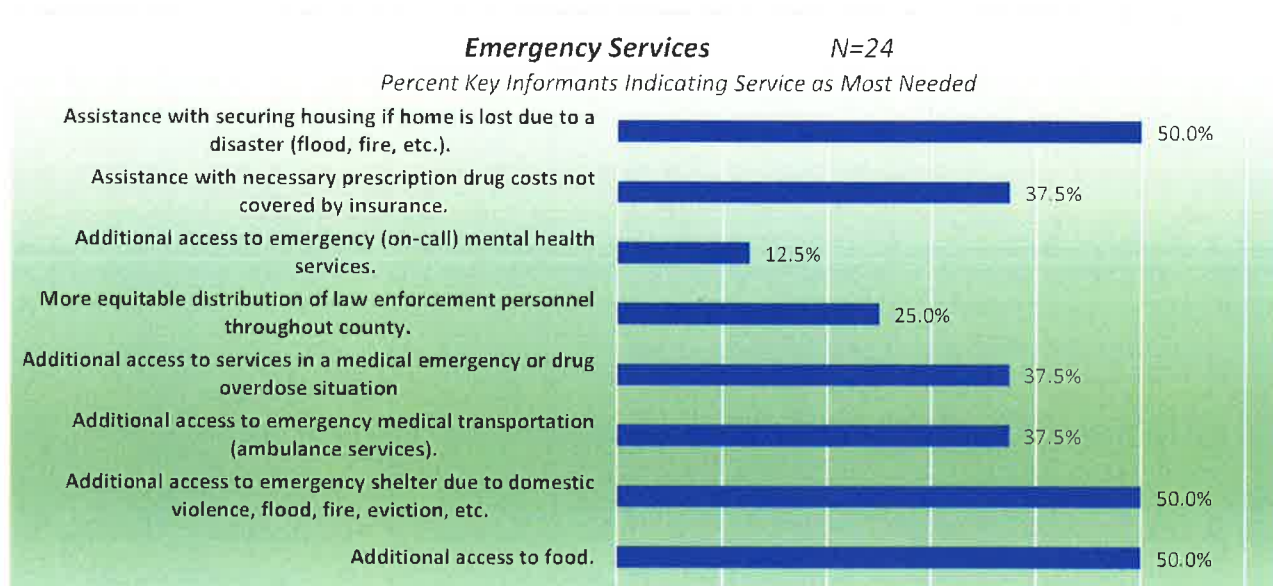
Dependable transportation is necessary for most county residents to access their work location. The mean travel time to work for current workers is 45.3 minutes. Most workers rely on private transportation to get from home to their work site. 95.6% of all persons employed either drive alone or car pool to work (ACS 2011-16).



There are currently no public transit services available in Clay County; however, specialized transportation services appear to be available through some local agencies including the Clay County Development Corporation, Prestera Center, and Head Start.

Emergency Services:

The most frequently cited needs within the emergency services domain are temporary emergency shelter, additional access to food, and assistance in securing housing in disaster situations. Half (50.0%) of all key informants knowledgeable of community conditions in Clay County prioritized these three areas of need. 37.5% of those completing the community survey selected assistance with prescription drug costs, emergency medical transportation, and assistance with medical emergencies as one of the top three needs in the county.

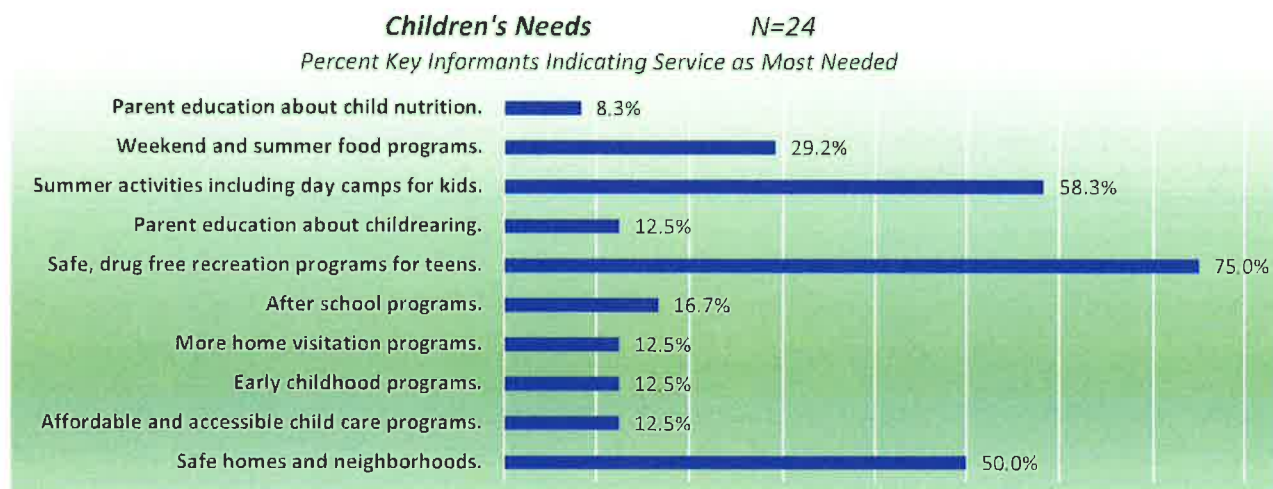


Clients surveyed were primarily concerned about putting food on the table. 100% of the 4 service recipients who shared experiences related to emergency situations identified help with obtaining adequate food as the area they are most concerned about. One of the clients said they have needed temporary housing due to a flood, fire, eviction or other crisis, and one needed police to come to their home.

Children's Needs:

Safe and drug free recreational programs for teens and summer programs were identified as the major areas of concern when community survey respondents were asked about the needs of children. Half or more of the community survey respondents indicated the most needed services and programs for children include:

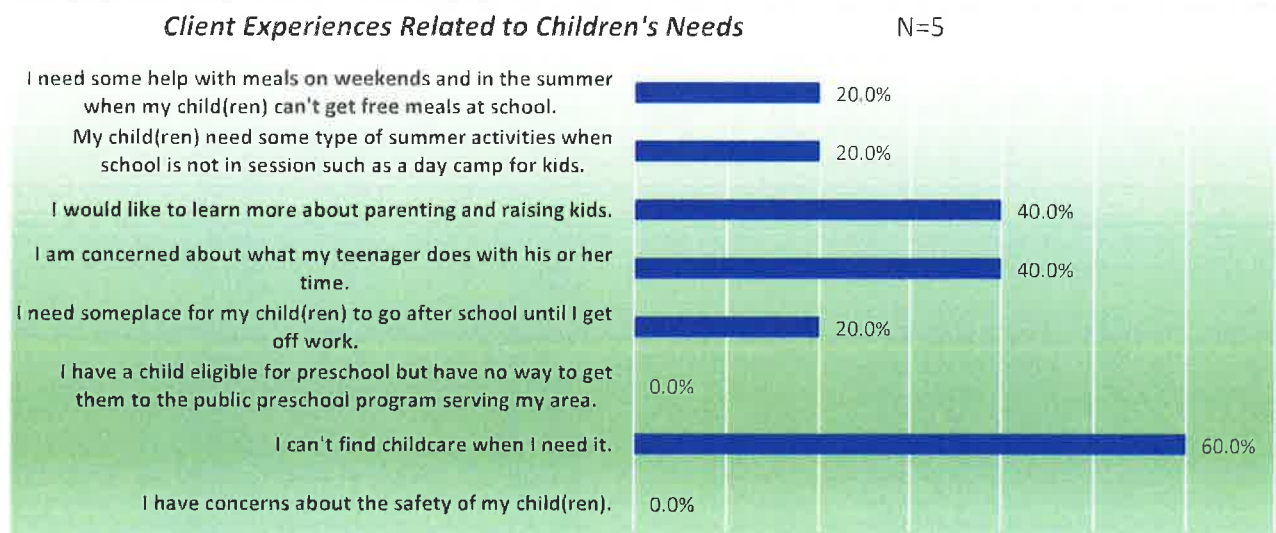
- Safe and drug free recreation programs for teens (75.0%),
- Summer activities for children/youth including day camps (58.3%), and
- Safe homes and neighborhoods (50%).



Available quantitative data related to children's needs supplements the survey findings. The child abuse/neglect rate in the county in 2015 was 59.2 per 1,000 children (Kids Count 2015). There were 37 court filings for child abuse/neglect in 2016 which is a rate of 38.9 filings per 1,000 households with children (2016 *Circuit Court case filings data*). There were also 73 domestic violence cases filed in 2016 which is a rate of 31.3 filings per 1,000 family households (2016 *Family Court case filings data*).

5.9% of children under the age of 18 yrs. have some type of disability (ACS 2016). Data indicates services for young children (preschool age) in Clay County are relatively strong. There are 112 children enrolled in nine Pre-K programs and the participation rate for preschool children enrolled is quite high at 98.0% (2017 school year).

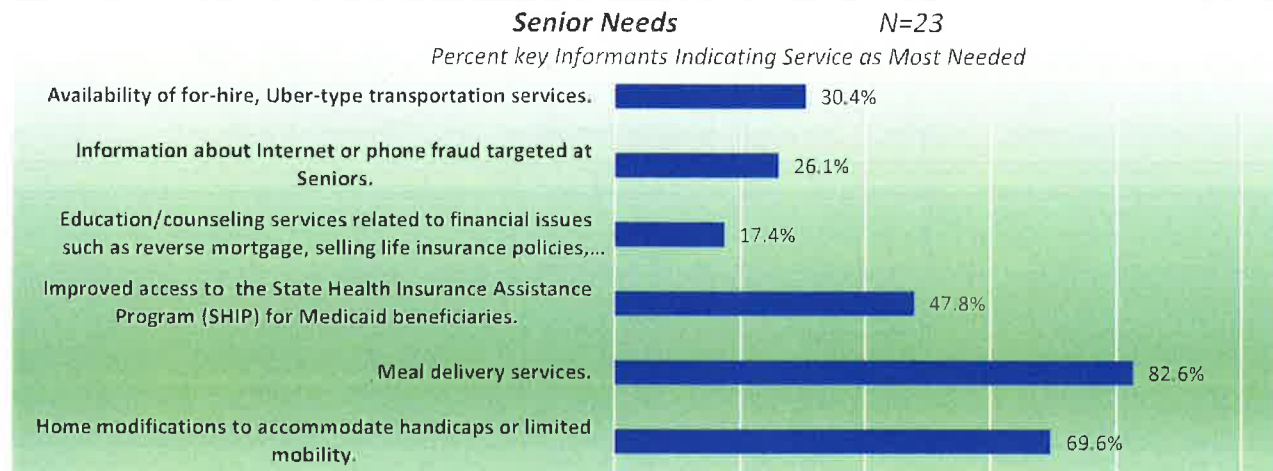
When service recipients were asked about issues or situations they had personally experienced within the past year related to children's needs, 3 of the 5 people responding indicated they could not find childcare. Other needs identified by the few clients participating in the survey include concerns about what teens do with their time and a need to learn more about parenting.



Senior Needs

There are 1,155 households with seniors in Clay County and 51.2% of seniors have some type of disability. 10.6% of the senior population lives alone (ACS 2016). It is estimated that 23.2% of grandparents who live with their grandchildren are responsible for raising grandchildren under 18 yrs. of age.

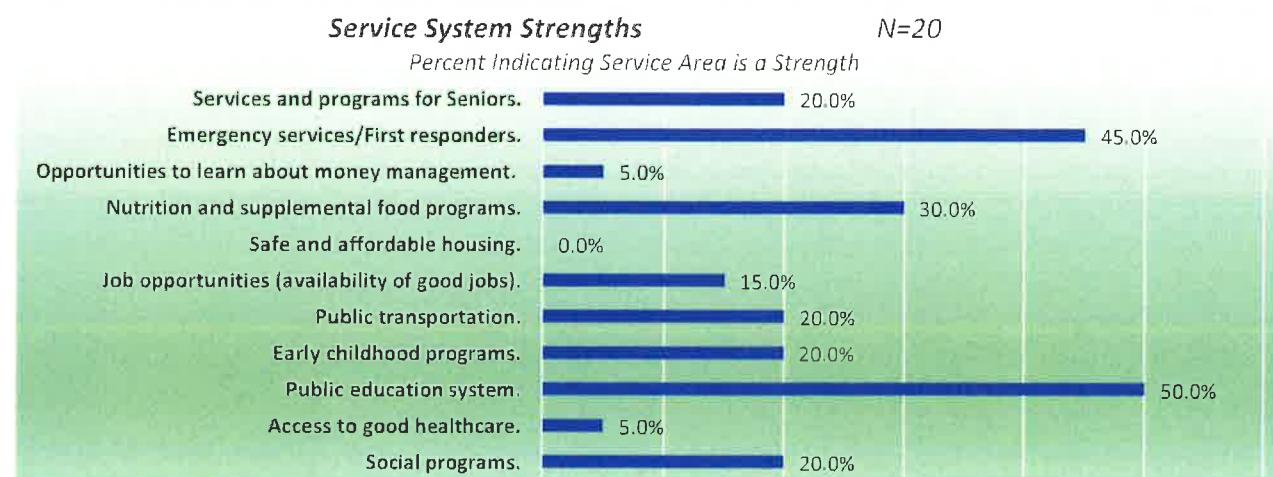
The most prevalent senior needs identified by the key informant responses is meal delivery services, and home modifications to accommodate handicapping conditions or limited mobility. 82.6% of the key informants indicated meal delivery was a “most needed” service within the Senior Needs domain. 69.6% prioritized home modifications for seniors with a handicap or mobility issue.



When low income service recipients in Clay County were asked about the needs of seniors, only 2 people responded. Both said they need information about their Medicaid or Medicare benefits.

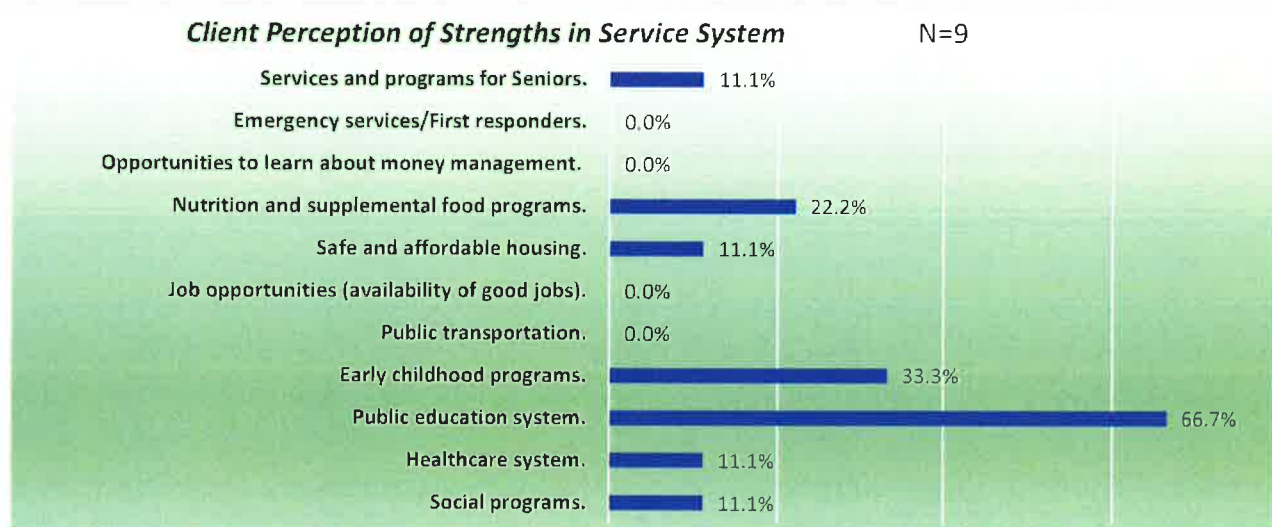
Primary Strengths and Community Resources

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



The public education system and first responders are the strongest components of the service system in Clay County based on the responses of key informants. 50.0% of the respondents selected public education as a “particular strength and 45.0% indicated they though emergency services provided by first responders was a strong component of the overall system.

Nine service recipients offered their opinion about strengths in the services system and the service recipients surveyed agreed that the public schools are the strongest service system domain in their community. One in three (33.3%) of the service recipients also think early childhood services are strong. Other types of services were seen by few or none of the clients as a strength.



Persons participating in the community discussion held in Clay County identified a number of strengths and assets within the county including:

- Great educational system
- People who desire to have a small community and know they’re part of it
- Beautiful community, mountains, and scenery
- May 5th railroad trail
- Churches and communities of faith
- JG Bradley Lodge and Campground

Some of the resources that address the needs of low income families identified within Clay County include:

- A range of public health and healthcare services provided by Clay County Health Department,
- School-based Health Centers at Big Otter Elementary, Clay Elementary, Clay County Middle, and Clay County High schools
- Behavioral Health services provided by Prestera Center
- *Right from the Start* program for Medicaid eligible pregnant women and infants
- Six licensed family day care providers
- One Day Care facility

- Nine Pre-K public school classrooms
- Five Head Start locations
- Birth to Three services
- Clay-Braxton Parents as Teachers home visiting program
- Clay County Community Economic Development Corporation
- Clay County Development Corporation – Senior Services Center
- Food Banks operated by Catholic church at Mayser, Clay County Development Corporation, Christian Services at Lizemores, and Church of the Nazarene at Lizemores
- Bethel United Methodist Church – Addiction Awareness Counseling
- Fairview Baptist Temple – Addiction Counseling Program
- Clay County Adult Basic Education
- Central Appalachian Empowerment Zone
- SPOKES
- Workforce WV
- West Virginia University Extension Service
- Local office of the WV Department of Health and Human Resources
- Clay County Family Resource Network
- Two banking locations - Premier Bank and Clay County Bank



Fayette County

Community Needs and Resources

FAYETTE COUNTY

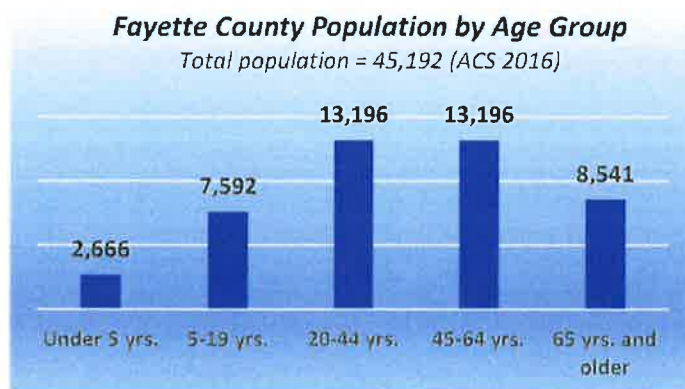
History & Geography

Fayette County, in south-central West Virginia, was created in 1831 from parts of Logan, Greenbrier, Kanawha, and Nicholas counties. It was named in honor of the Marquis de LaFayette. Its county seat is at Fayetteville, though its largest municipality is Oak Hill. The New River and Kanawha River carve steep-walled valleys across the county, dividing it into eastern and western regions. The Gauley and Meadow rivers carve similar valleys in their courses along the northern boundary of the county. Traversed by the longest single arch bridge in the world, the New River Gorge is among the best known of these valley regions.



Fayette County is traversed by one of the Appalachian Corridor Highways (US 19) opening the mountainous terrain to the tourism industry which has become one of the main employers in Fayette County. Each year more than a million tourists visit the region, attracted largely by the New River gorge and recreation opportunities, including hiking, biking, fishing, hunting, camping, kayaking, rock climbing, and whitewater rafting. The county is home to the National Boy Scout Jamboree, the Bechtel National Scouting Center at Mount Hope attracts thousands of scouts to the region annually.

Fayette County encompasses 662 square miles and the county has a population density of 69.6 persons per sq. mile.



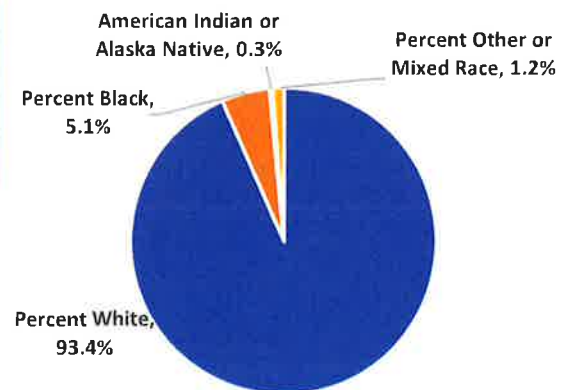
population is under five years of age and 18.9% is over the age of 65 yrs.

93.4% of the population is White and 5.1% is Black. 0.3% is American Indian or Alaska Native. The remaining 1.2% of Fayette County residents are of

Demographic Characteristics

The total population of Fayette County is 45,192 persons (ACS, 2016). 5.9% of the

Fayette County Population by Race

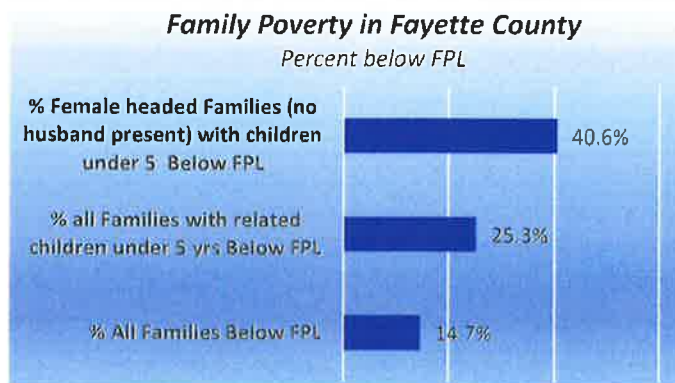


mixed or other races.

There are 17,845 households and 12,121 family households in the county. 4,889 or 27.4% of the total households have children under 18 yrs. of age.

Socio-Economic Characteristics

14.7% of Fayette County families have annual income below the FPL. In families with children under the age of 5 only, the poverty rate increases to 25.3%. Single female headed families with all children under 5 yrs. of age have higher rates of poverty. 40.6% of these single parent families with young children have annual income below the FPL.



Median household income in Fayette County is \$37,846 which is below the state average of \$42,644 (ACS 2012-16).

64.0% of the households in the county have income from employment and 1.7% receive cash assistance through the TANF program.

The “Liquid Asset Poverty Rate” defined as a lack of sufficient liquid assets to subsist at the poverty level for three months in absence of any income, is at 41.0% in the county. In addition, 15.3% of all households are estimated to have zero net worth. (2014 Survey of Income and Program Participation, US Census Bureau).



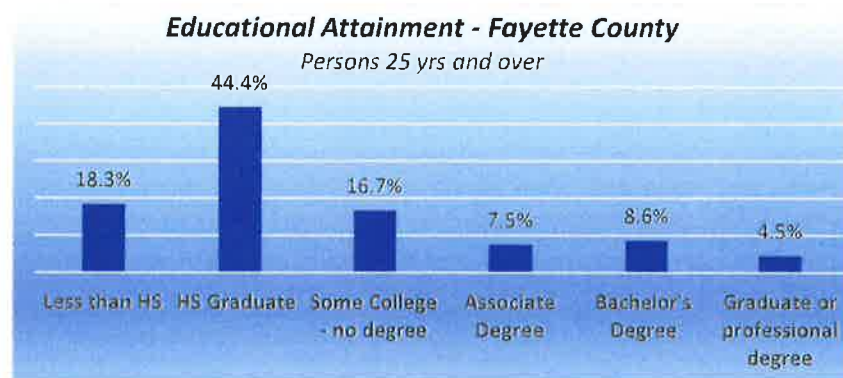
Causes of Poverty

Primary causes of poverty in the county appear to include:

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

The unemployment rate in Fayette County is at 7.7% (March 2018) and the rate increased between March of 2017 and March of 2018 by 0.4%. Unemployment in the county remains higher than the state average of 5.9%. The percentage of the population with a disability is estimated to be at 26.4%. The drug overdose mortality rate in Fayette County is 33 per 100,000 population (CDC Mortality data 2014-16).

Kids Count data indicates the school dropout rate in Fayette County is high at 10.6% (*Kids Count 2015*). The 4-year cohort graduation rate is 84.5% (*WVEIS 2017*). 11th grade reading proficiency is at 33.6% and mathematics proficiency is very low at only 9.0% (*WVEIS 2016-17*).



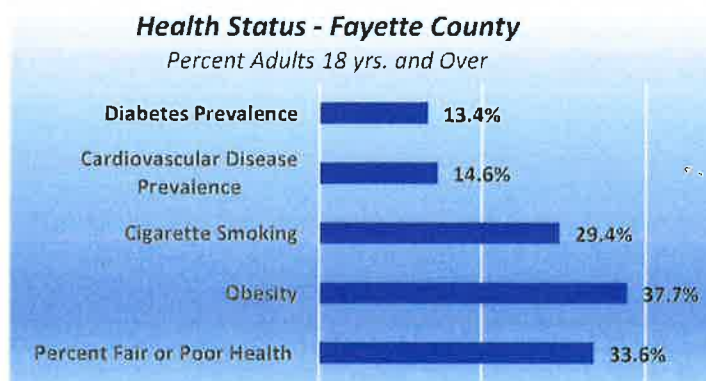
Educational attainment is relatively low among Fayette County residents over 25 yrs. of age. 13.1% hold a college degree and an additional 7.5% have an associate degree; however, 62.7% of county residents over age 25 yrs. have no education beyond high school and 18.3% of county residents have less than a high school education (*ACS 2016*).

Increasing numbers of young people are enrolling in higher education programs. The 2016 college going rate (4 yr. institutions) in the county is at 29.7% of graduating high school seniors and an additional 10.6% enrolled in a 2-yr. program (*WV Higher Education Policy Commission*).

The community discussion held in Fayette County identified the following factors contributing to poverty:

- Geographic isolation,
- Opioid abuse and addiction,
- Family dynamics promoting generational poverty, and
- Lack of education.

When asked to define poverty and the factors that keep county residents in poverty, community discussion participants identified: (1) situational poverty resulting from loss of employment or health problems, (2) acceptance of poverty as a way of life, (3) parental fears of children leaving results in some degree of generational poverty. One indicator of potential generational poverty is births to mothers with less than a high school education. The percentage of total births to county residents without a high school education is relatively high in Fayette County at 27.4% (*Kids Count 2015*).



The general health of county residents and access to healthcare, mental health services, and substance abuse treatment are also factors contributing to poverty in Fayette County. Among the adult population (18 yrs. of age and older), 37.7% are estimated to be obese, and 29.4% of the adult population of the county smoke (*BRFS 2014*).

11.5% of the population is estimated to be without any type of health insurance (*ACS 2016*). The infant mortality rate in Fayette

County is at 3.7 deaths per 1,000 live births and 9.0% of babies born to county residents are low birth weight (less than 2500 grams). The relatively high teen birth rate also appears to be a cause for concern and a contributing factor to poverty at 51.7 births per 1,000 females (*Kids Count 2015*).

Community Needs

The survey was designed to identify overall areas of need in each county served by EnAct as well as the priority needs within each of the ten distinct domains assessed. Only twenty (20) key informants familiar with local services and community conditions completed the community survey in Fayette County.

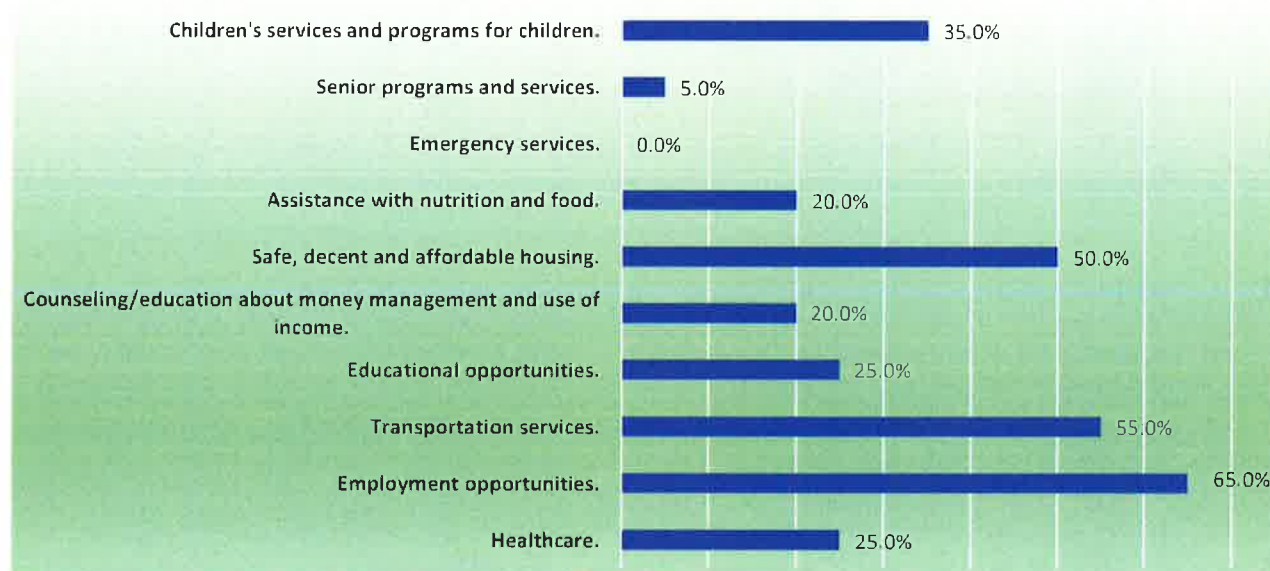
Overall Needs and Priorities

Key informants surveyed were asked:

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

Employment opportunities were the most frequently selected area of need by key informants. 65.0% of survey respondents indicated jobs and employment was one of the priority areas of need of low income people in the county. Transportation services and housing were additional domains identified as “top areas of need” by the key informants completing the community survey. These domains were selected by about half of the 20 key informants in Fayette County as an area of the service system that needs to be improved.

Priority Areas of Need for Low Income People in Fayette County
Percent Key Informants Identifying Service Component as Most Needed N=20

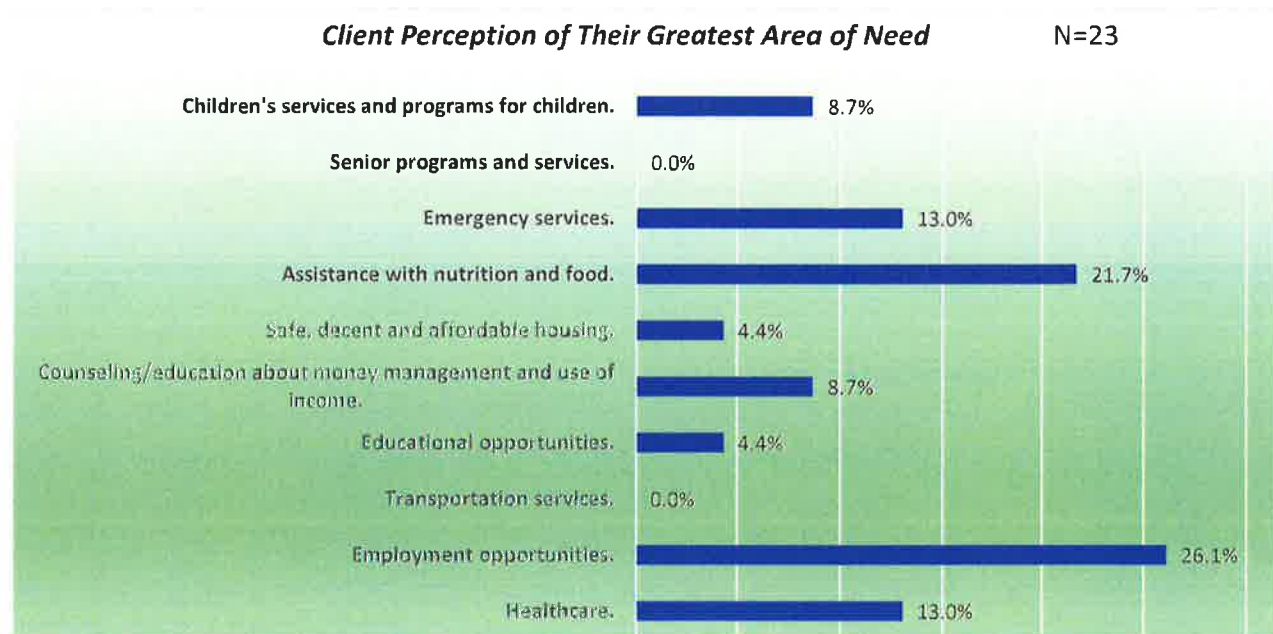


Services and programs for children were identified as a secondary priority area by 35.0% of the key informants.

Service recipients were asked:

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

Thirty-two (32) service recipients responded to the survey in Fayette County; however, all clients responding did not offer their experiences for every area examined through the survey. Among those that answered the question about their particular area of greatest need (23 people), employment opportunities were chosen as the area of greatest need by 26.1% and assistance with food and nutrition was the area of service selected by 21.7% of the service recipients.



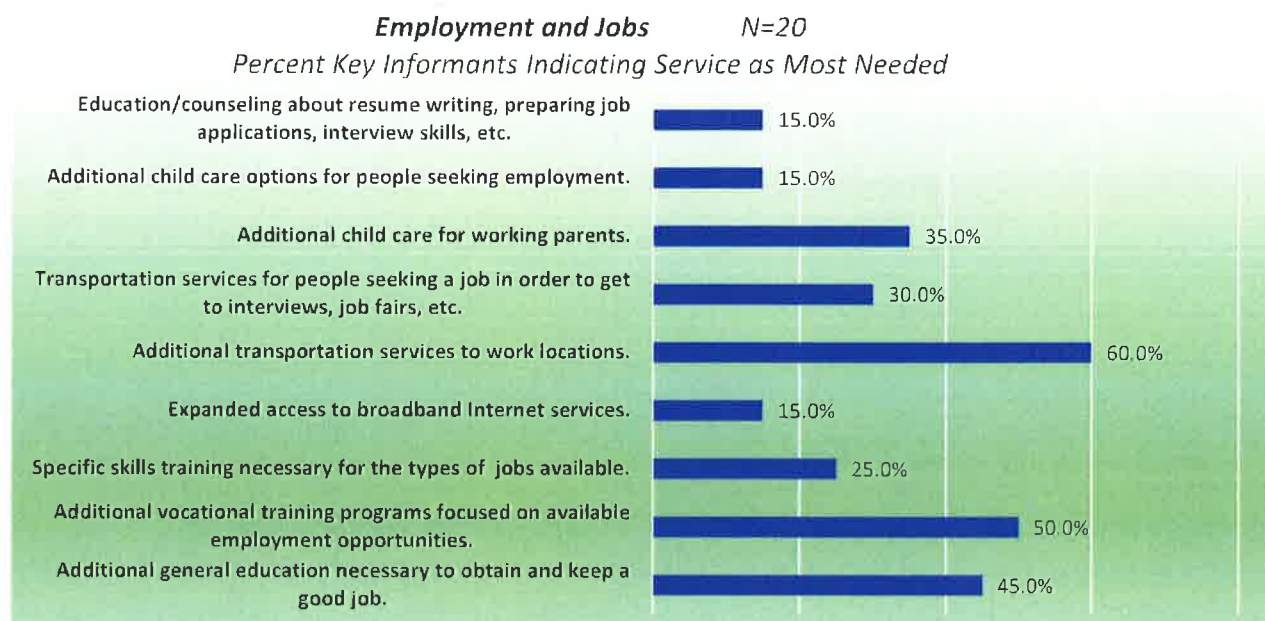
Other services or opportunities were selected by at least one of the respondents except for Senior programs and transportation services.

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

Employment and Jobs:

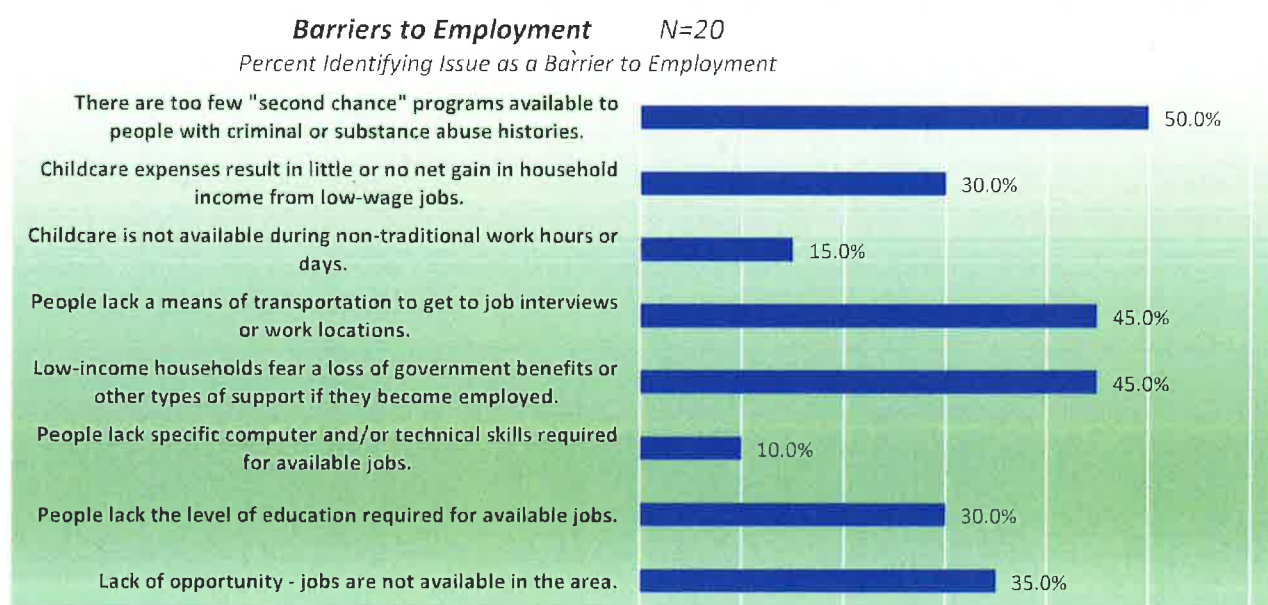
When asked about the most needed services within the employment and jobs domain, a majority (60.0%) of the key informants responding to the survey in Fayette County indicated transportation to work locations was needed. Additional training opportunities for the types of jobs available in the area was also a priority for half (50.0%) of the survey respondents. Based on the survey responses, the top three priorities identified by key informants in Fayette County related to employment and jobs are:

- Transportation to work locations.
- Specific training for the types of jobs available, and
- General education necessary to obtain and keep a “good job”.



A high percentage of the 27 clients sharing their experiences about jobs and employment (59.3%) said they have a disability that prevents them from working. 25.9% (7 of 27 respondents) said they have tried to find work but there is nothing available to them in the area, 4 of the clients said they had no means of transportation to get to job interviews or work locations, and 3 said they were convicted of crime and no one would hire them.

The key informants surveyed were also asked about the barriers to employment in Fayette County.



The most significant barriers to employment identified by the key informants support the experiences of some of the clients related to seeking employment. These barriers include:

- A lack of “second chance” programs available to persons with criminal or substance abuse histories. (50.0%),
- A lack of transportation to get to job interviews or work locations (45.0%), and
- A lack of opportunity for employment due to jobs not being available in the area (35.0%).

45.0% of the key informants also indicated they believe low income households receiving government benefits fear they will lose their benefits if they become employed. The high cost of childcare also appears to be a barrier to employment. 6 of the 20 key informants said there would be little or no net gain in household income from a low wage job after paying for childcare.

Current employment in Fayette County is highest within the education, healthcare, and social service sectors which tend to be primarily supported by public funds. Education, healthcare, and social services jobs account for 27.4% of total employment in the county. 14.2% of the jobs are found in the retail trade sector; however, other employment is spread across all other industry sectors with no single sector accounting for more than 8% of total jobs available.

Employment by Industry - Fayette County

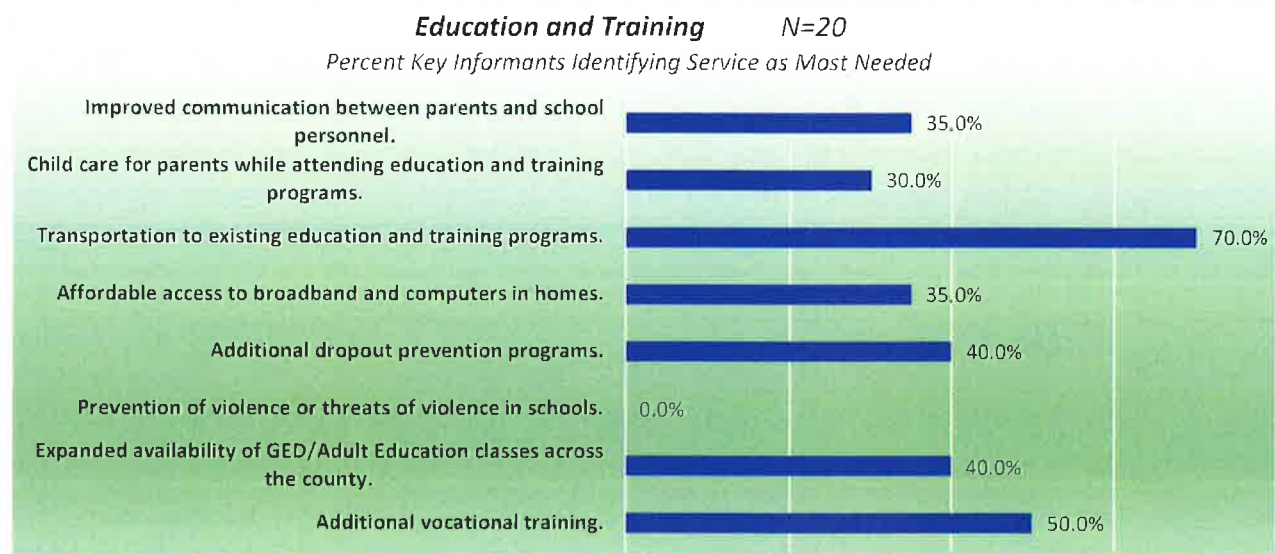


The largest employers in Fayette County (in order of number of people employed) are:

1. Fayette County Board of Education,
2. Mount Olive Correctional Complex,
3. Wal-Mart Associates, and
4. W VA Manufacturing, LLC.

Education and Training:

The key informants tend to think the most significant need related to education and training is transportation to the existing education and training programs available in the county. 70.0% of the respondents selected transportation to existing training as a priority area of need in the county. Additional vocational training programs was also prioritized by 50.0% of the key informants knowledgeable of local needs and community conditions.

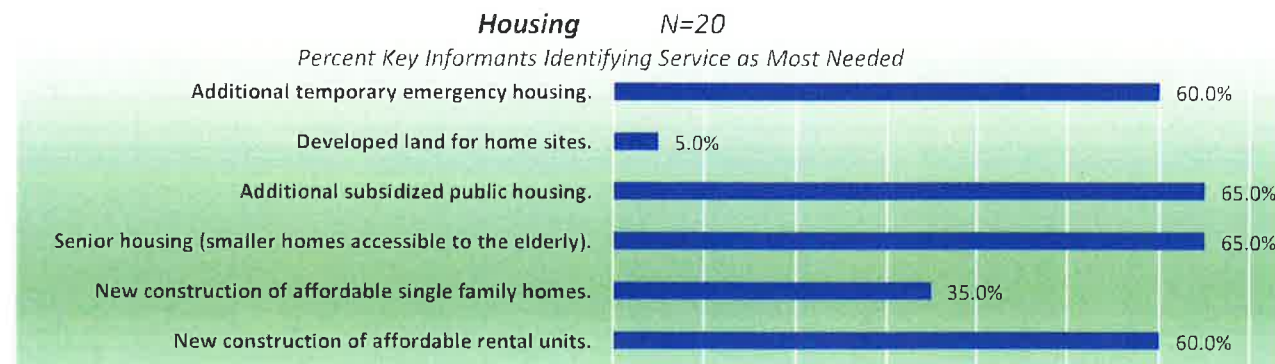


Expanded availability of GED classes/adult education and drop-out prevention programs are viewed as one of the most needed services within this domain by 40.0% of the key informants.

42.1% of the service recipients sharing their experiences about education and training confirmed the need for transportation to existing programs. 83 of the 19 clients who answered the question about their experience said they lacked transportation to a program they would like to attend. 7 Of 19 clients 36.8%) also said they could not afford an Internet connection or computer in their home.

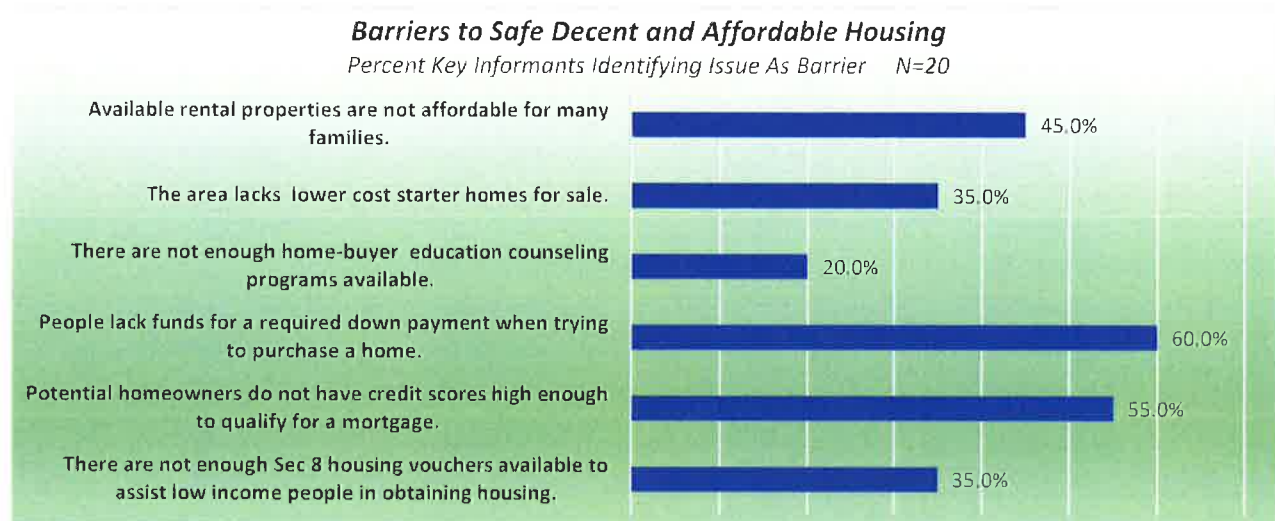
Housing:

Key informants responding to the survey in Fayette County identified a need for more affordable housing including Senior housing (65.0%), subsidized public housing (65.0%), and affordable rental units 60.0%).

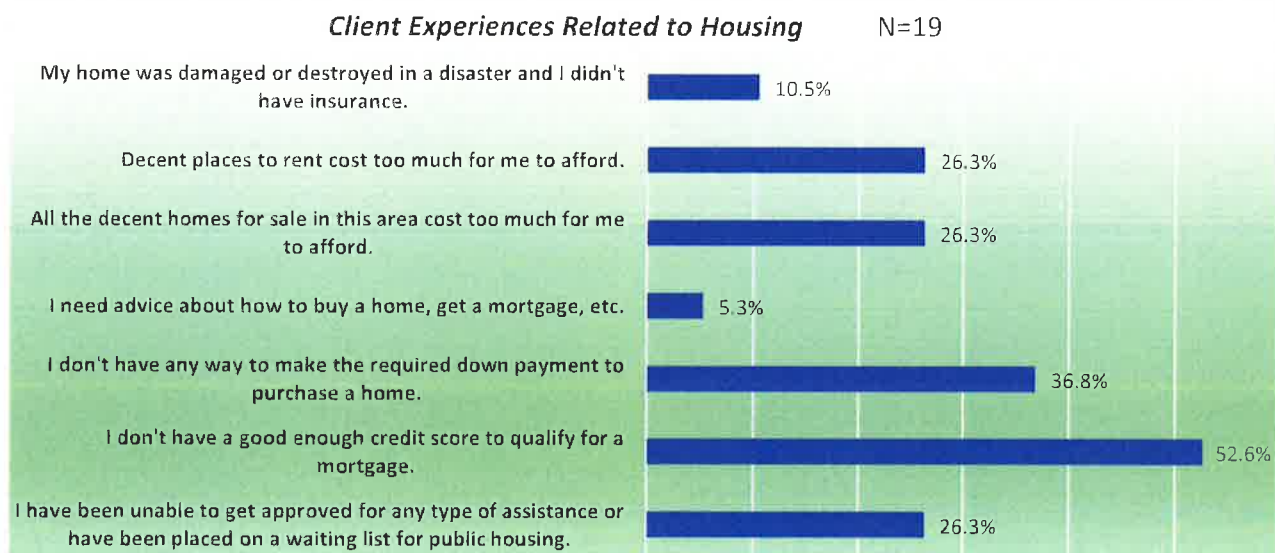


Additional temporary emergency housing is also seen as a priority by 60.0% of the 20 key informants completing the community survey.

When asked about barriers to obtaining safe, decent and affordable housing, 60.0% of the key informants identified an inability of many residents to purchase a home due to a lack of a sufficient down payment and more than half (55.0%) said potential homeowners cannot qualify for a mortgage due to low credit scores. Nearly half of the informants (45.0%) indicated available rental units are not affordable for many Fayette County families.

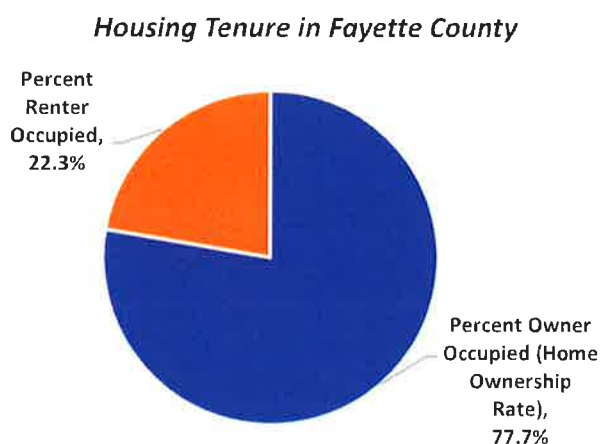


Fayette County service recipients relating their experiences about housing reinforced the perception of the key informants about poor credit scores and inability to make a down payment on a home. 52.6% of the service recipients said they did not have a good enough credit score to qualify for a mortgage, and 36.8% said they had no way to make a required down payment.



Secondary data sets were reviewed in order to provide more information about housing in Fayette County. Available data tends to reinforce the need for additional safe decent and affordable housing units in the county.

77.7% of Fayette County residents are home owners 22.3% live in rental properties.



There are 21,510 housing units in Fayette County; 83.0% of existing housing units are occupied while 17.0% are vacant. Housing is relatively old with 32.8% of existing housing stock built prior to 1950. As of 2016, there were an estimated 94 occupied homes without plumbing in Fayette County.

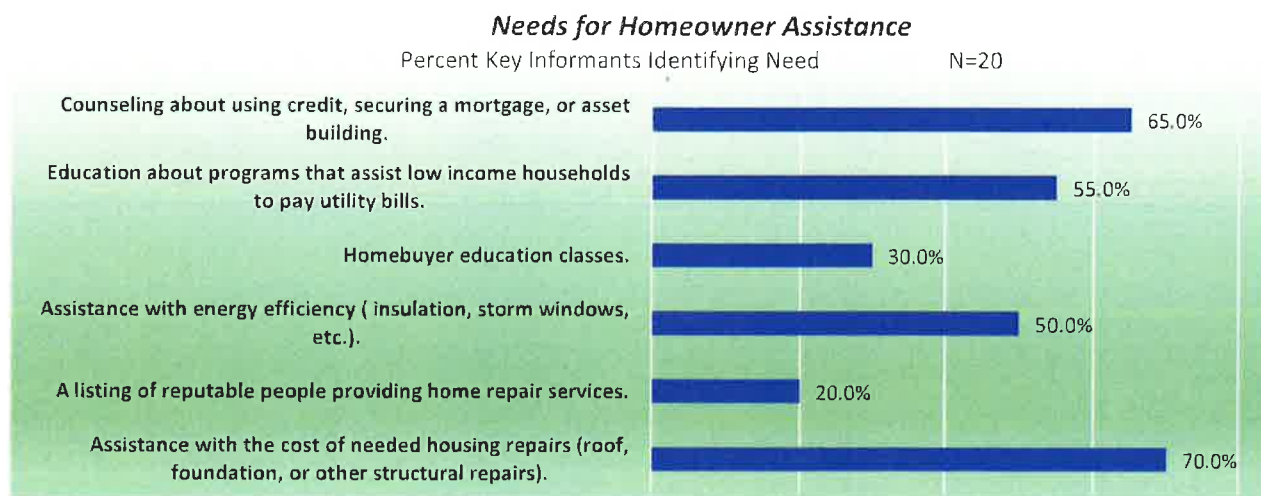
The median value of owner occupied housing in the county is \$81,300 (ACS 2011-16).

Median monthly owner costs for those with a mortgage is \$823, and 24.4% of homeowners with a mortgage are “cost burdened” with monthly housing costs exceeding 30% of income.

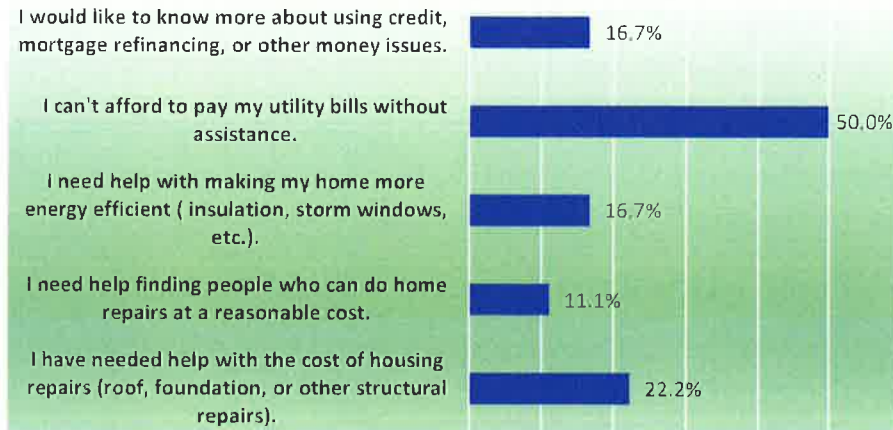
Median rent in Fayette County is \$560 per month and nearly half (46.4%) of the people who rent are cost burdened based on their gross rent exceeding 30% of the household income. (ACS 2011-16).

Homeowner Assistance:

Key informants in Fayette County indicated by their survey responses that assistance with housing repairs and counseling about using credit, securing a mortgage, and building assets are the greatest needs of low income people in the county. 70.0% of the key informants prioritized repairs to existing homes, and 65.0% indicated one of the most needed services to assist current homeowners is counseling about credit, mortgages, or and/or asset building. Education about programs that assist low income households with utility bills and assistance with energy efficiency were also identified as priorities by half of the survey respondents



Client Experiences Related to Home Maintenance N=18



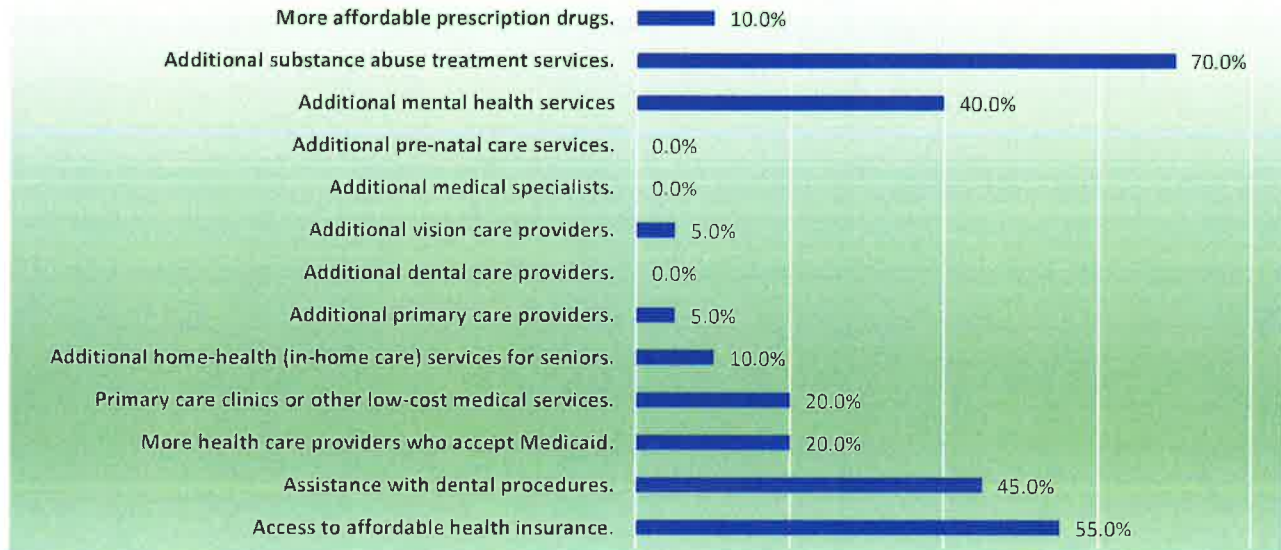
When the service recipients in Fayette County were asked about their needs and experiences related to maintaining their home, half of the 18 people responding to the survey said they can't afford to pay their utility bills without assistance. 22.2% said they have needed help with structural repairs, and 16.7% need help making their home more energy efficient.

Healthcare:

Substance abuse treatment is the health-related service most needed based on the key informant survey responses. 70.0% of the respondents identified this as "most needed".

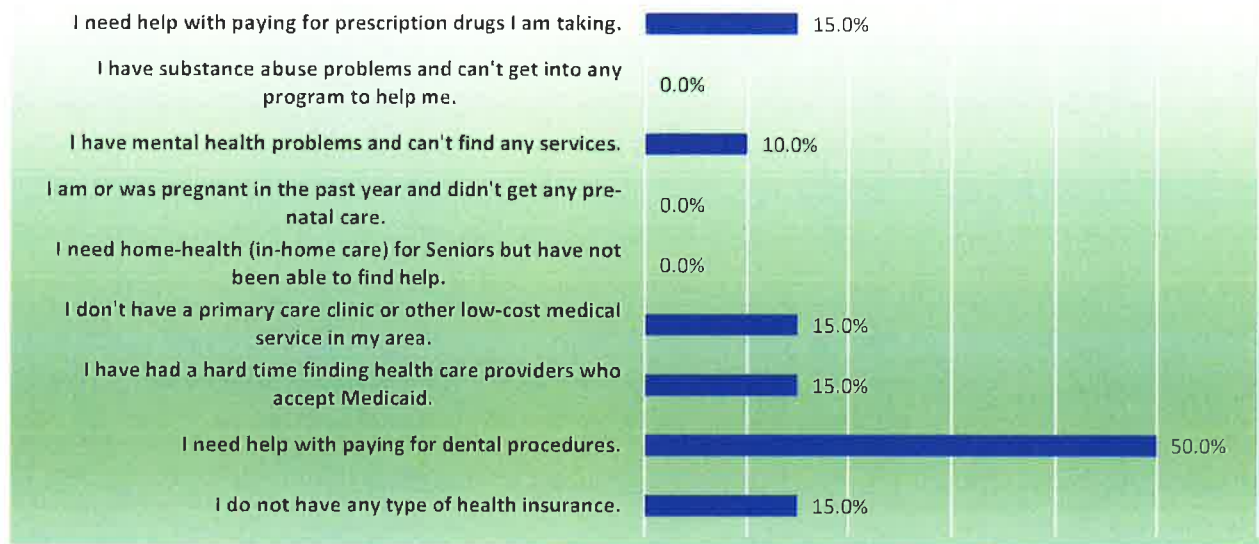
Nearly half of the key informants (55.0%) of the key informants indicated people in the county need help accessing affordable health insurance, and 45.0% think assistance with dental procedures is a priority in the county. Additional access to mental health services is also an identified need by 40.0% of respondents.

Health and Healthcare N=20 Percent Key Informants Identifying Service as Most Needed



When service recipients were asked about the issues or experiences they have had related to healthcare, the clear priority identified by half of 20 respondents was assistance with paying for dental procedures.

Client Experiences Related to Healthcare N=20

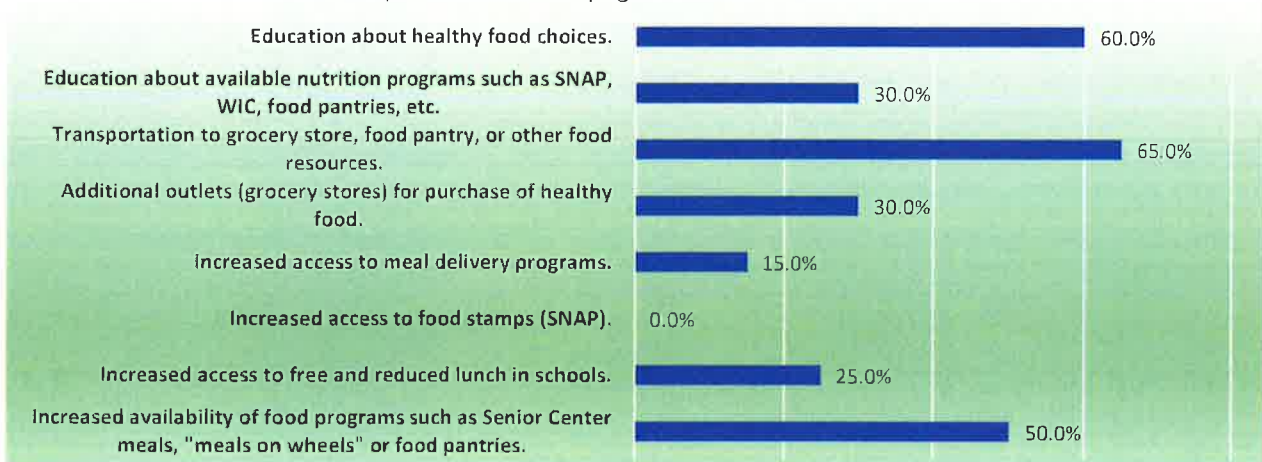


Nutrition:

When asked about community needs related to food and nutrition, Fayette County respondents to the community survey focused on transportation to grocery stores and supplemental food programs, education about healthy food choices, and increased availability of food programs (food pantries, meal programs, etc.). 65.0% of the key informants said transportation to grocery stores, food pantries, or other food programs was one of the most needed services in the county.

Nutrition and Supplemental Food Programs N=20

Percent Key Informants Identifying Service as Most Needed



The low-income persons receiving services were asked about their experiences trying to provide adequate food for themselves and their families. 43.5% of the 23 clients responding said they sometimes need help feeding themselves or their family but were unable to find anyplace to get free food. 39.1% of these

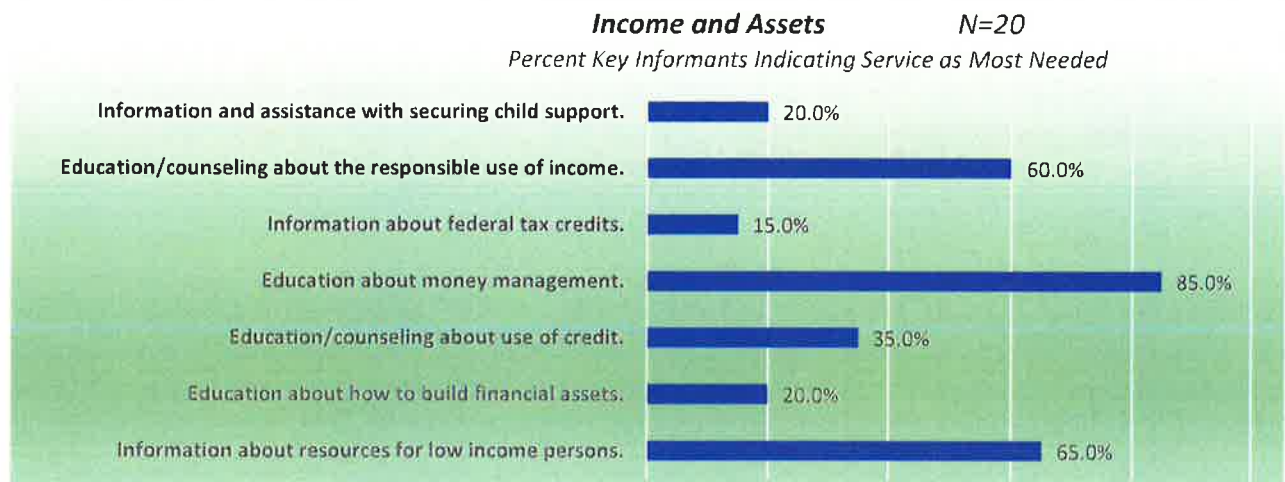
service recipients indicated they would like more information about healthy food choices, and 34.8% said they have no way to get to a grocery store, food pantry or other place to get food.

In 2015, there were 23 supplemental food programs (food pantries, hot meal programs, backpack programs, meal delivery, etc.) serving Fayette County (*WV Foodlink 2015*), and 19.4% of households receive food stamps to supplement their food budgets (ACS 2016). 974 families were enrolled in WIC through the WIC office serving the county in 2013. The *WV Foodlink* County Profile for Fayette County documents 73 retail locations that accept food stamps and 8 locations accepting WIC (2015).

There are 5,159 school-age children eligible for free and reduced cost meals at school, but available data from 2015 reflects only 62.0% of eligible students participate in the program (*WV FoodLink*).

Income and Assets:

Community Survey responses indicate low income residents need education about money management including using credit, budgeting, using bank accounts, and other issues related to financial literacy. 85.0% of the key informants believe such education is one of the services most needed in the area. 65.0% of respondents indicated information about available resources such as health insurance coverage, nutrition programs, housing subsidies, etc. was a priority need in the county, and 60.0% believe education and counseling about the responsible use of income is a needed service.



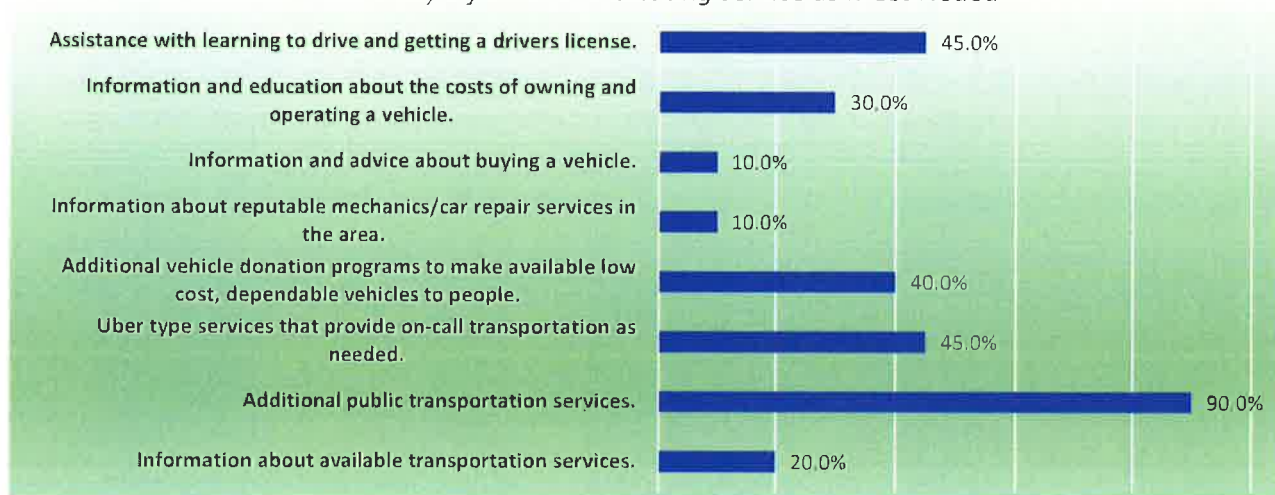
Available data from the 2015 FDIC Survey of Unbanked and Underbanked households indicates 8.1% of Fayette County households are “unbanked” (have no checking or savings accounts).

The service recipients relating their experiences and needs about money and finances appear to be most concerned about how to raise their credit score. 45.0% of the 20 clients responding to the question said they wanted to learn how to improve their credit score, while no more than 20% expressed an interest in learning more about other issues related to money and finances. One in four (25.0%) of the service recipients said they need more information about health insurance, housing subsidies, or other programs to help low income people.

Transportation:

Additional access to public transportation was a clear priority identified by the key informants. 90.0% of the informants participating in the survey indicated access to public transportation was the most needed service in order to meet the needs of county residents. 45.0% also said assistance with learning to drive and on-call “Uber type services” were needed. 40.0% of the survey respondents thought a vehicle donation programs to make available dependable but low-cost vehicles to people in need was a high priority.

Transportation and Public Transit Services N=20
Percent Key Informants Indicating Service as Most Needed



Client Experiences Related to Transportation N=17

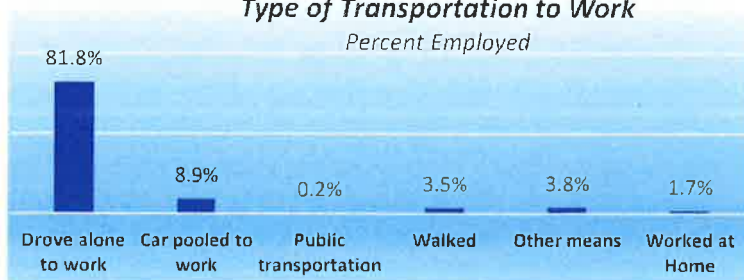


35.3% of the service recipients surveyed about transportation needs said they need a vehicle in order to get a job, and 29.4% said they need help learning to drive and getting a license. Dependable transportation is necessary for most employed people to access their work location. The mean travel time to work for current workers is 28.1 minutes.

Most workers rely on private transportation to get from home to their work site. 90.7% of all persons employed either drive alone or car pool to work (ACS 2011-16).

There are no public transit services available in Fayette County. Specialized and limited transportation services appear

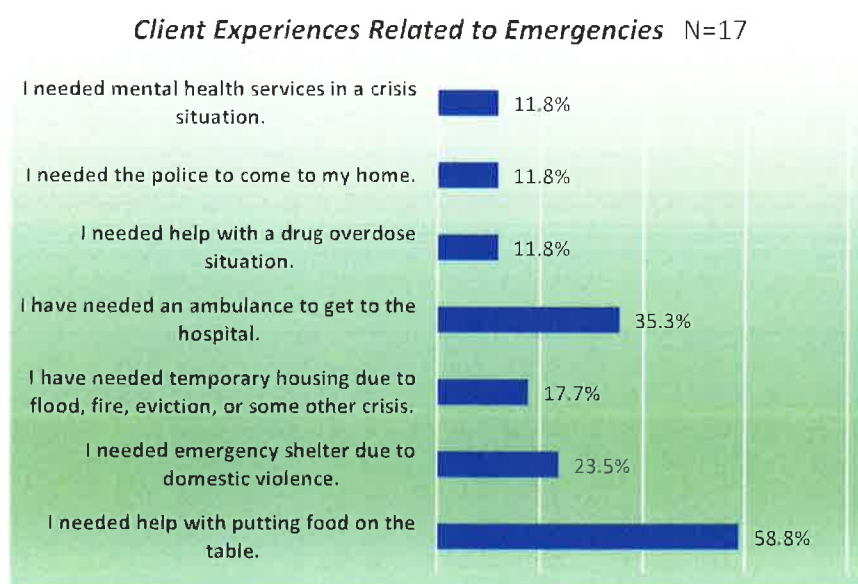
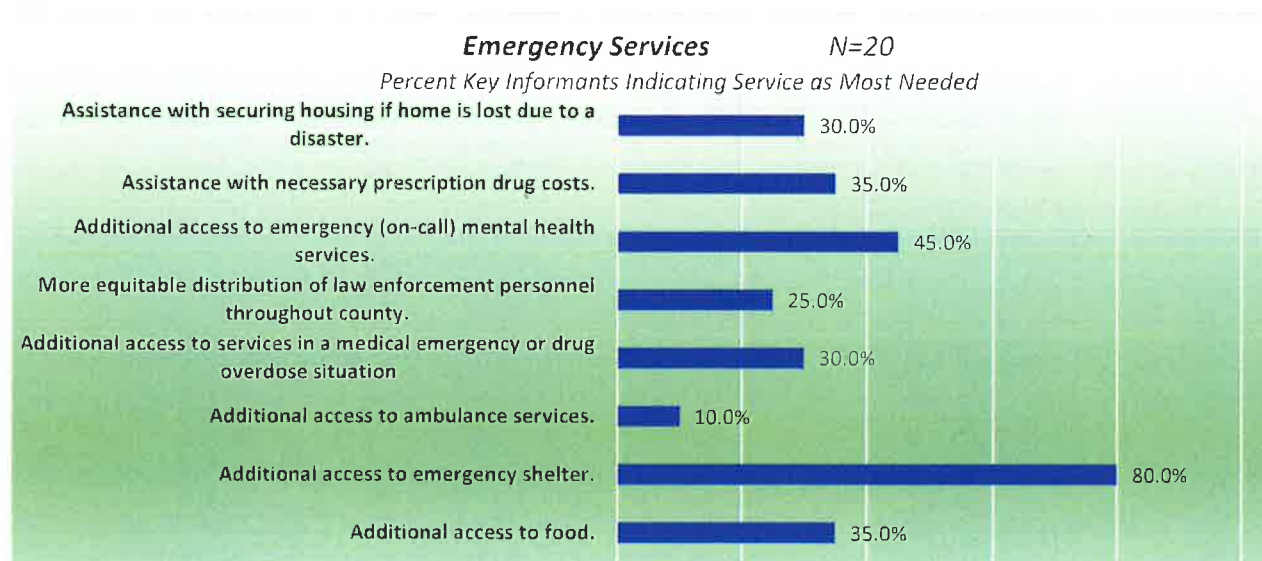
Type of Transportation to Work
Percent Employed



to be available through some local agencies including the Fayette Senior Programs, the Head Start program in Oak Hill, and FMRS Health Systems. These agencies generally provide limited transportation for some persons utilizing agency services.

Emergency Services:

The most frequently cited need by the key informants within the emergency services domain is temporary emergency shelter in cases of domestic violence, flood, fire, eviction, etc. 80.0% of the respondents said temporary shelter was a service most needed in the county. Other needs within this domain identified by the key informants include access to emergency on-call mental health services (45.0%), assistance with prescription drug costs (35.0%), and access to food (35.0%).



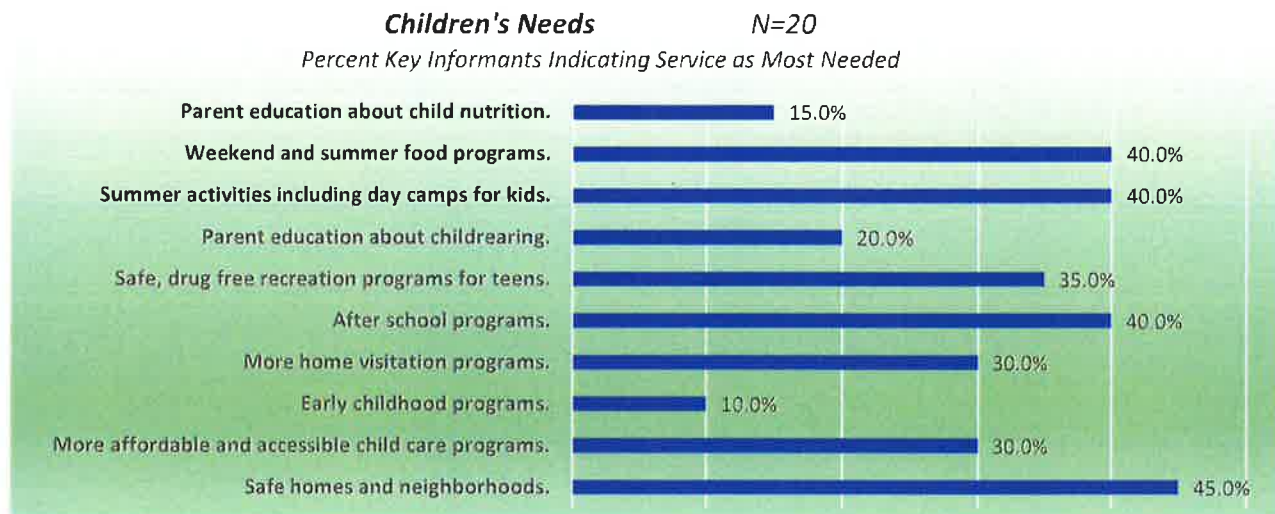
58.8% of the clients surveyed about their experiences related to emergency situations said they have needed help putting food on their table. 35.3% have needed ambulance services (emergency medical transportation). Four (4) of the 17 clients sharing their experiences said they have needed emergency shelter due to domestic violence and 3 have needed temporary housing due to a flood, fire, eviction or other crisis.

Children's Needs:

There does not appear to be any clear consensus among the key informants about children's needs in Fayette County. 45.0% indicate safe homes and neighborhoods are a concern and 40.0% prioritize several other types of services as most needed including:

- Weekend and summer food programs,
- Summer activities for children/youth including day camps, and
- After school programs.

Safe and drug free recreational programs for teens was a priority for 35.0% of the respondents familiar with the county service system.



Available quantitative data related to children's needs can be used to further explore child safety issues. The child abuse/neglect rate in the county in 2015 was 35.4 per 1,000 children (Kids Count 2015). There were 77 court filings for child abuse/neglect in 2016 which is a rate of 15.7 filings per 1,000 households with children (2016 *Circuit Court case filings data*). There were also 247 domestic violence cases filed in 2016 which is a rate of 20.4 filings per 1,000 family households (2016 *Family Court case filings data*).

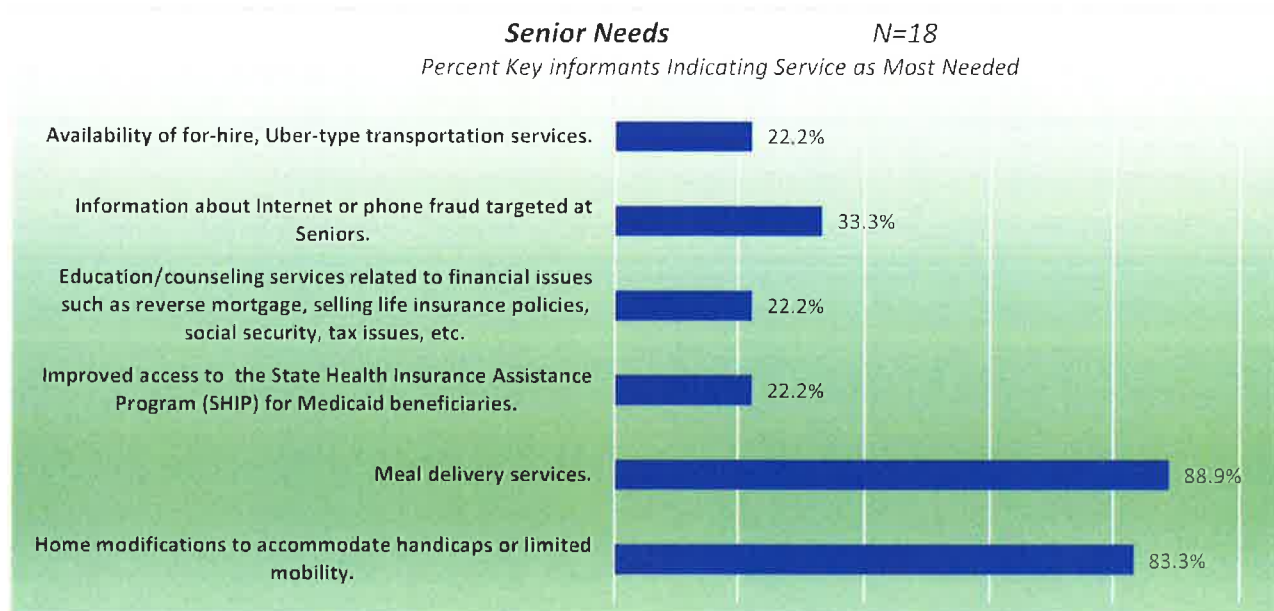
9.2% of children under the age of 18 yrs. have some type of disability (ACS 2016). 333 young children (preschool age) in Fayette County are enrolled in a Pre-K program at one of 24 pre-k classrooms serving the county. The Pre-K participation rate is, however, low at 70.0% (2017 school year). The relatively low participation rate in Pre-K programs may be tied to the lack of transportation and isolation of many smaller communities.

When service recipients were asked about issues or situations they had personally experienced within the past year related to children's needs, only 9 people indicated they had experience within this domain. 44.4% of those 9 service recipients said they were concerned about what their teenager does with his or her time. Other concerns expressed by 2 of the clients were related to child safety and the need for help with meals on weekends and in the summer when children cannot get meals at school.

Senior Needs

There are 5,799 households with seniors in Fayette County and 51.0% of seniors have some type of disability. A relatively high portion (28.8%) of the senior population (over 65 yrs. of age) lives alone (ACS 2016). It is estimated that 53.4% of grandparents who live with their grandchildren are responsible for raising grandchildren under 18 yrs. of age.

The most prevalent senior needs identified by the key informant responses are meal delivery services, and home modifications to accommodate handicapping conditions or limited mobility. 88.9% of the key informants indicated meal delivery was a “most needed” service within the Senior Needs domain, and 83.3% prioritized home modifications for seniors with a handicap or mobility issue.

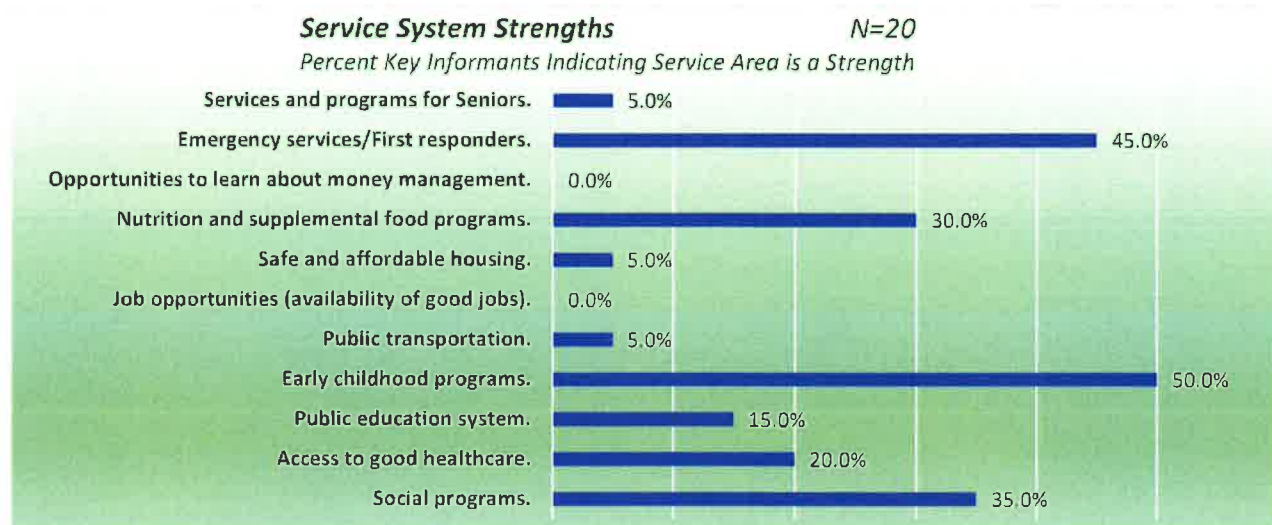


When low income service recipients in Fayette County were asked about the needs of seniors, 8 people responded. Three (3) of the respondents said they need meal delivery services since they are elderly and can't get out of their homes, and 2 of the respondents need home modifications.

Primary Strengths and Community Resources

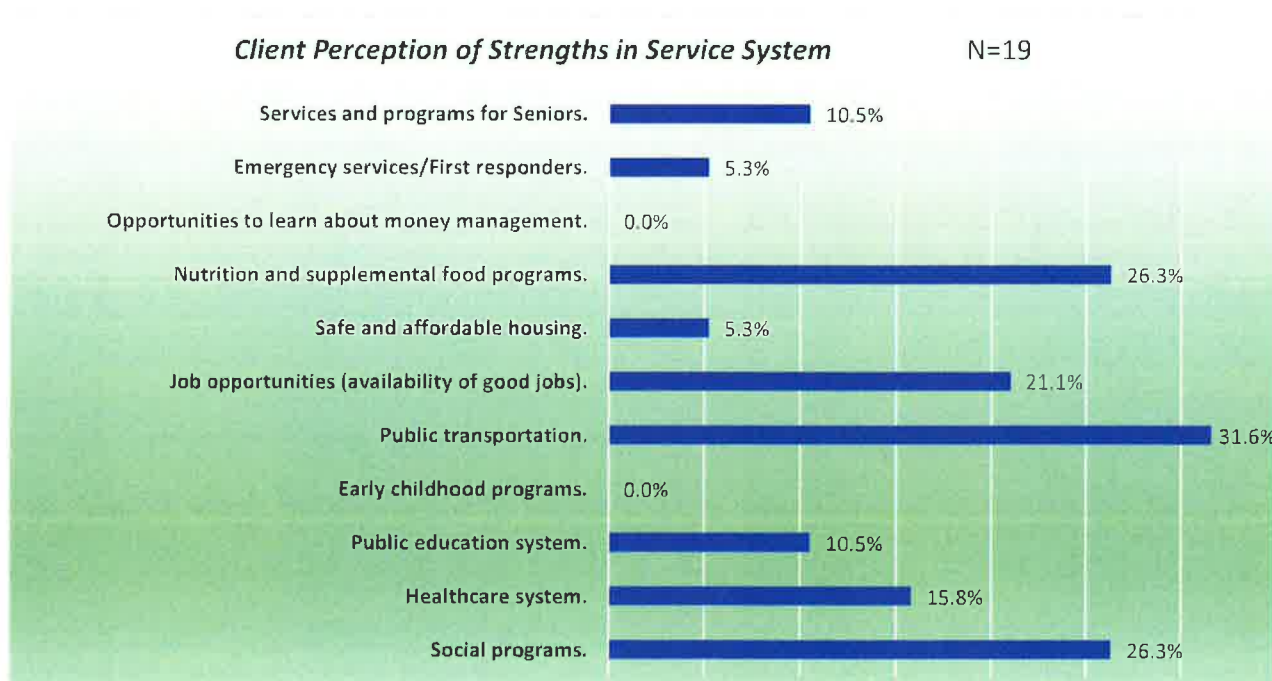
Community survey respondents in Fayette County were asked what they considered to be the greatest strengths within the Fayette County services system and they were asked to select all options they consider to be a “particular strength”. Early childhood services and first responders are considered to be the strongest components of the service system in Fayette County based on the responses of key informants. 50.0% of the respondents selected early childhood programs as a “particular strength” and 45.0% indicated they thought emergency services provided by first responders was a strong component of the overall system.

Other components of the overall service system are seen by relatively few key informants as areas of strength.



Service recipients offered their opinion about strengths in the services system and the service recipients surveyed were asked to select only those service system components that had been responsive to their particular needs.

31.6% of the 19 service recipients responding think public transportation is a strong component of the service system, and 26.3% find nutrition and food programs and social programs to be strengths.



Persons participating in the community discussion held in Fayette County identified a number of strengths and assets within the county including:

- Available property
- Community centers that are available to everyone
- The people - they are resilient, unique, different, everyone has their own idea and vision. People have a sense of pride, great work ethic
- Recreation opportunities available (walking group)
- Bridge Valley and Montgomery Hospital and Brookefield Plant
- Montgomery General Care
- Faith-based community resources are available
- Rich history that can lead into tourism
- The YMCA providing programs for families

Some of the resources that address the needs of low income families identified within Fayette County include:

- A range of public health services provided by Fayette County Health Department
- School-based Wellness Center at Collins Middle, Mt Hope Elementary, Mt Hope High, Oak Hill High and Meadow Bridge schools
- Fayette Clinic in Lochgelly
- Beards Fork Community Center
- New River Health Association FQHC
- Behavioral Health services provided by FMRS Systems Inc.
- Fayette Starting Points Center
- *Right from the Start* program for Medicaid eligible pregnant women and infants
- Forty-nine licensed family day care providers
- Twenty-four Pre-K classrooms
- Five Head Start locations
- Early Head Start program
- Birth to Three services
- MIHOW home visiting program
- West Virginia University Extension Service
- Local office of the WV Department of Health and Human Resources
- Fayette County Family Resource Network
- Five banking locations in Oak Hill, Fayetteville and Anstead



Kanawha County

Community Needs and Resources

KANAWHA COUNTY

History & Geography

The formation of Kanawha County was authorized by the Virginia General Assembly on November 14, 1788 from parts of Greenbrier and Montgomery counties. The county was actually established on October 5, 1789. Kanawha County was named in honor of the Great Kanawha River that runs through the county. The River was named for the Indian tribe that once lived in the area.



The West Virginia state capital was moved to Charleston from Wheeling in 1870. The land where Charleston was founded was originally owned by Colonel Thomas Bullitt. In 1774, he was deeded 1,240 acres of land on the Great Kanawha River by the mouth of the Elk River for his service during the French and Indian Wars (1754-1763). He sold the land to his brother, Judge Cuthbert Bullitt, President of the Virginia Court of Appeals who, in turn, sold the land in 1786 to Colonel George Clendenin, a distinguished frontiersman and soldier in General Lewis' army at the decisive Battle of Point Pleasant (1774). Daniel Boone (1734-1820), the famous frontiersman and founder of Kentucky, resided with his family in Kanawha County for seven years (1788-1795), in a two-room log cabin in the Kanawha City section of Charleston. He was appointed a Lieutenant Colonel in the Kanawha County militia and served under the command of Colonel George Clendenin. He and Colonel Clendenin represented Kanawha County in the Virginia General Assembly in 1791.



Kanawha County is a major transportation hub in the state with two interstate highways converging in Charleston - I-77 running North-South and I-64 running East-West.

Kanawha County encompasses 902 square miles and the county has a population density of 214.1 persons per sq.

mile.

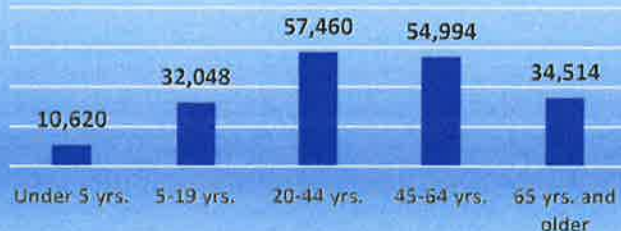
Demographic Characteristics

The total population of Kanawha County is 189,636 persons (ACS, 2016). 5.6% of the population is under five years of age and 18.2% is over the age of 65 yrs.

Kanawha County is the most racially diverse county in the EnAct service area. 88.6% of the population is White and 5.2% is Black. 0.2% is

Kanawha County Population by Age Group

Total population = 189,636 (ACS 2016)

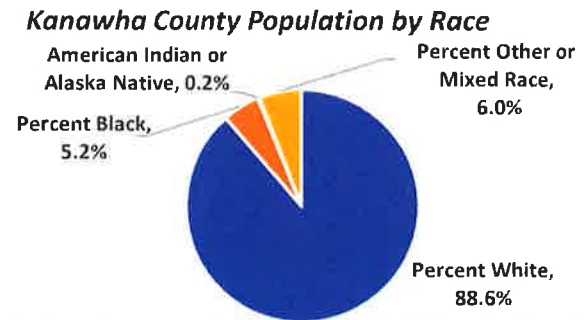
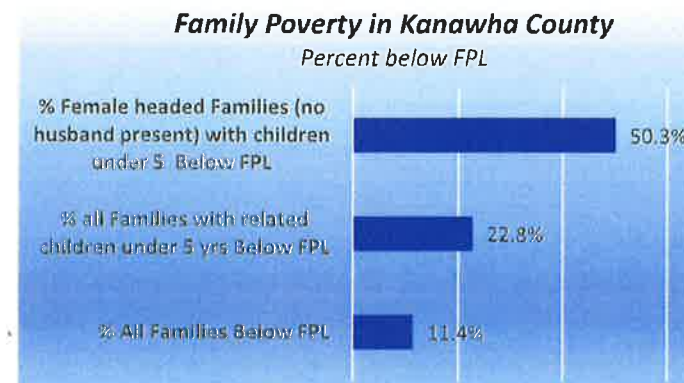


American Indian or Alaska Native. The remaining 6.0% of Kanawha County residents are of mixed or other races,

There are 81,708 households and 50,159 family households in the county. 21,861 or 26.8% of the total households have children under 18 yrs. of age.

Socio-Economic Characteristics

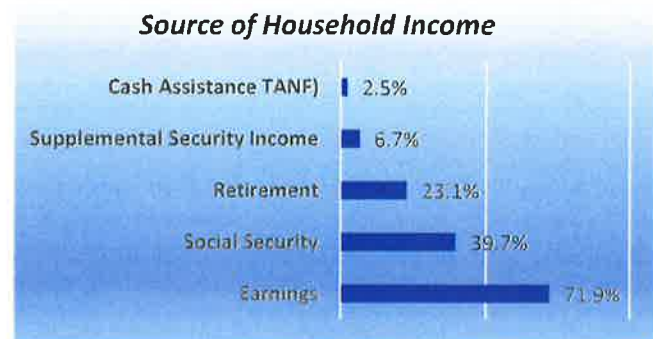
11.4% of Kanawha County families have annual income below the federal poverty level (FPL). In families with children under the age of 5 only, the poverty rate increases to 22.8%. Half (50.3%) of all single female headed families with all children under 5 yrs. of age have annual income below the federal poverty level.



Median household income in Kanawha County is \$46,528 which is higher than the state average of \$42,644 (ACS 2012-16).

71.9% of the households in the county have income from employment and 2.5% receive cash assistance through the TANF program.

The “Liquid Asset Poverty Rate” defined as a lack of sufficient liquid assets to subsist at the poverty level for three months in absence of any income, is at 35.8% in the county. In addition, 16.2% of all households are estimated to have zero net worth. (2014 Survey of Income and Program Participation, US Census Bureau).



Causes of Poverty

Primary causes of poverty in the county appear to include:

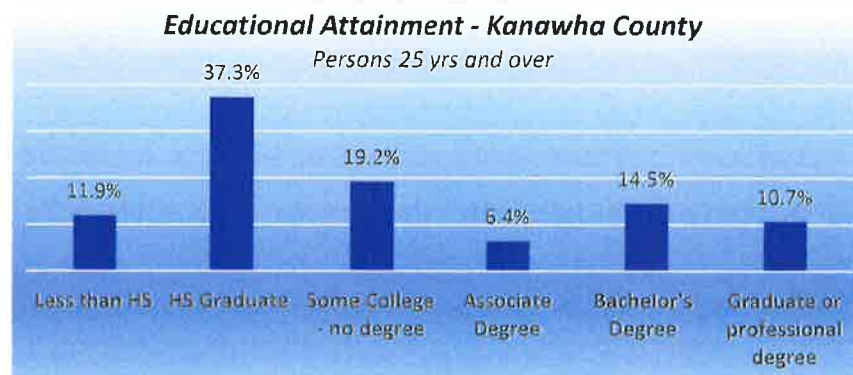
- Lack of post-secondary education and skills among the adult population,
- Lower than average high school graduation rates, and
- Substance abuse and addiction.

The drug overdose mortality rate in Kanawha County is 54 per 100,000 population (CDC Mortality data 2014-16).

The unemployment rate is at 5.6% (March 2018) and the rate increased between March of 2017 and March of 2018 by 0.4%. Unemployment in the county is just below the state average of 5.9%. The percentage of the population with a disability is estimated to be at 19.5% (ACS 2016).

Kids Count data indicates the school dropout rate in Kanawha County is 7.1% (*Kids Count 2015*); however, the 4-year cohort graduation rate is 83.3% (*WVEIS 2017*). 11th grade reading proficiency is at 56.7% and 25.0% of 11th grade students are proficient in mathematics (*WVEIS 2016-17*).

Overall educational attainment is higher among Kanawha County residents than in other counties within the EnAct region. 25.2% of persons 25 yrs. of age and older hold a college degree and an additional 6.4% have an associate degree. Still, nearly half (48.2%) of all county residents 25 yrs. of age and older have no education beyond high school and 11.9% of county residents have less than a high school education (*ACS 2016*).

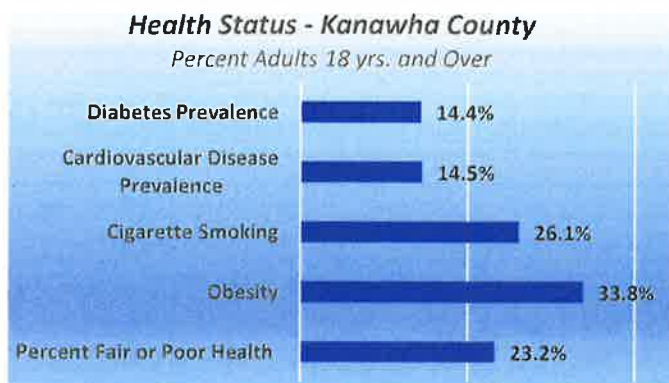


the EnAct region. 25.2% of persons 25 yrs. of age and older hold a college degree and an additional 6.4% have an associate degree. Still, nearly half (48.2%) of all county residents 25 yrs. of age and older have no education beyond high school and 11.9% of county residents have less than a high school education (*ACS 2016*).

Increasing numbers of young people are enrolling in higher education programs. The 2016 college going rate (4 yr. institutions) in the county is at 35.6% of graduating high school seniors and an additional 6.9% enrolled in a 2-yr. program (*WV Higher Education Policy Commission*).

An indicator of the potential for generational poverty is births to mothers with less than a high school education. The percentage of total births to county residents without a high school education in Kanawha County was 15.2% in 2015 (*Kids Count 2015*).

The general health and lack of healthy lifestyles among county residents are also factors potentially increasing poverty in Kanawha County. The latest statics on health status available indicate nearly one quarter of the adult population (18 yrs. of age and older) are in fair or poor health. 33.8% are estimated to be obese, and 26.1% of the adult population of the county smoke (*BRFS 2014*).



8.9% of the population is estimated to be without any type of health insurance (*ACS 2016*). The infant mortality rate in Kanawha County is at 4.6 deaths per 1,000 live births and 8.3% of babies born to county residents are low birth weight (less than 2500 grams). The teen birth rate also appears to be a cause for concern and a contributing factor to poverty at 26.8 births per 1,000 females age 15-19 yrs. (*Kids Count 2015*).

The community discussion held in Kanawha County identified the following factors contributing to poverty:

- Substance abuse and addiction,
- A lack of jobs paying a living wage, and
- Homelessness.

When asked to define poverty and the factors that keep county residents in poverty, community discussion participants identified several local conditions that tend to promote poverty including:

- Low levels of education and training,
- Substance abuse,
- Disabilities,
- Isolation of some parts of the county, and
- A lack of hope.

Community Needs

The survey was designed to identify overall areas of need in each county served by EnAct as well as the priority needs within each of the ten distinct domains assessed. 107 key informants familiar with local services and community conditions completed the community survey in Kanawha County.

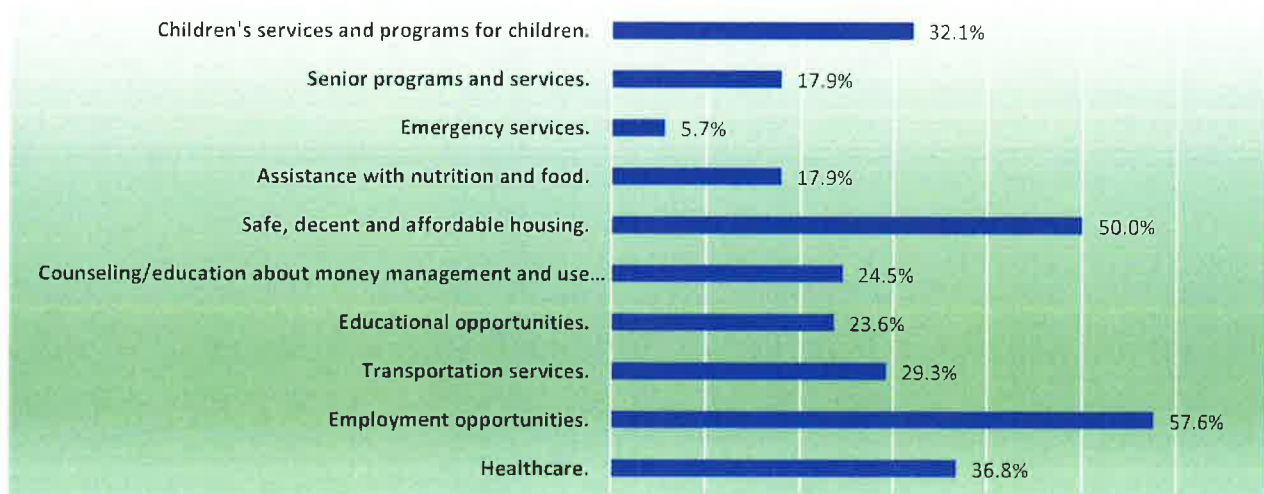
Overall Needs and Priorities

Key informants surveyed were asked:

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

Employment opportunities were the most frequently selected area of need by the key informants. 57.6% of survey respondents indicated jobs and employment was one of the priority areas of need of low income people in the county. Housing was identified as an area of greatest need by half (50.0%) of all key informants. Healthcare and Children's services and programs are also areas of need based on survey responses.

Priority Areas of Need for Low Income People in Kanawha County N=106
Percent Key Informants Indicating Service as Most Needed

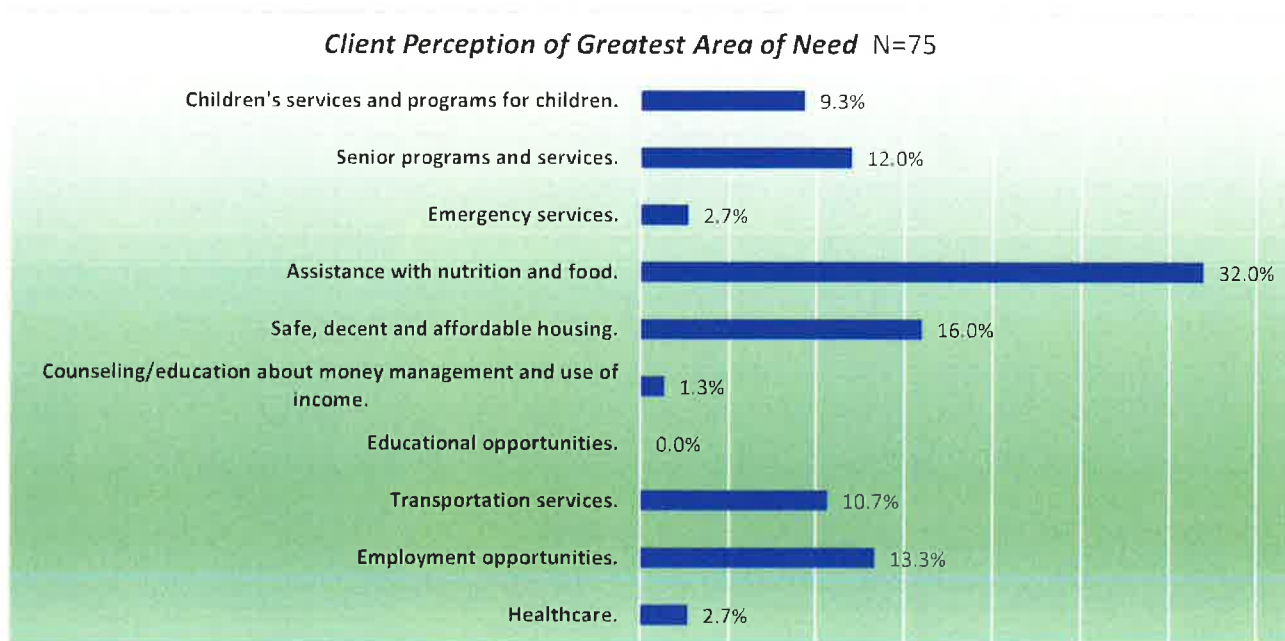


Service recipients were asked:

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

Eighty (80) service recipients responded to the survey in Kanawha County; however, all clients responding did not offer their opinion about needs and experiences for every area examined through the survey. The number of responses to individual questions varied from a low of 26 to a high of 76 service recipients.

Among service recipients offering an opinion about their area of greatest need (75 people), assistance with food and nutrition was the service area selected by the highest number. 32.0% of the service recipients indicated their greatest need was having sufficient food for themselves and/or family. Other services were selected by fewer respondents although none of the respondents said their area of greatest need was education and training.

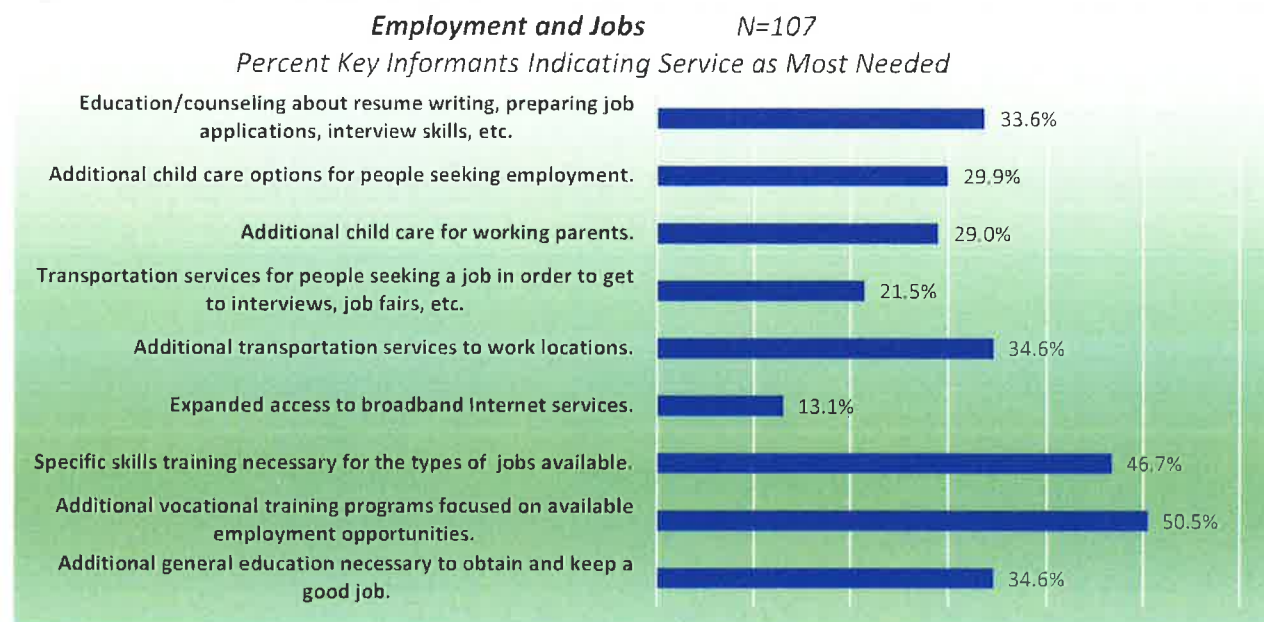


The key informants familiar with services and community conditions in Kanawha County were also asked to identify what they considered to be the three top priorities or area of need within each of the ten domains examined for the Community Needs Assessment. Service recipients were also asked to share their needs and personal experiences about each of the ten domains. Responses of both the key informants and low-income service recipients are discussed in more detail in the following sections.

Employment and Jobs:

When asked about the most needed services within the employment and jobs domain, key informants in Kanawha County identified additional training opportunities for the types of jobs available in the area as a priority. 50.5% see vocational training focused on the types of jobs available as one of the most needed services to increase employment opportunities and 46.7% prioritized specific skills training necessary to obtain available jobs. Additional general education necessary to obtain and keep a “good job” and

transportation to work locations were also needs identified by the survey respondents.



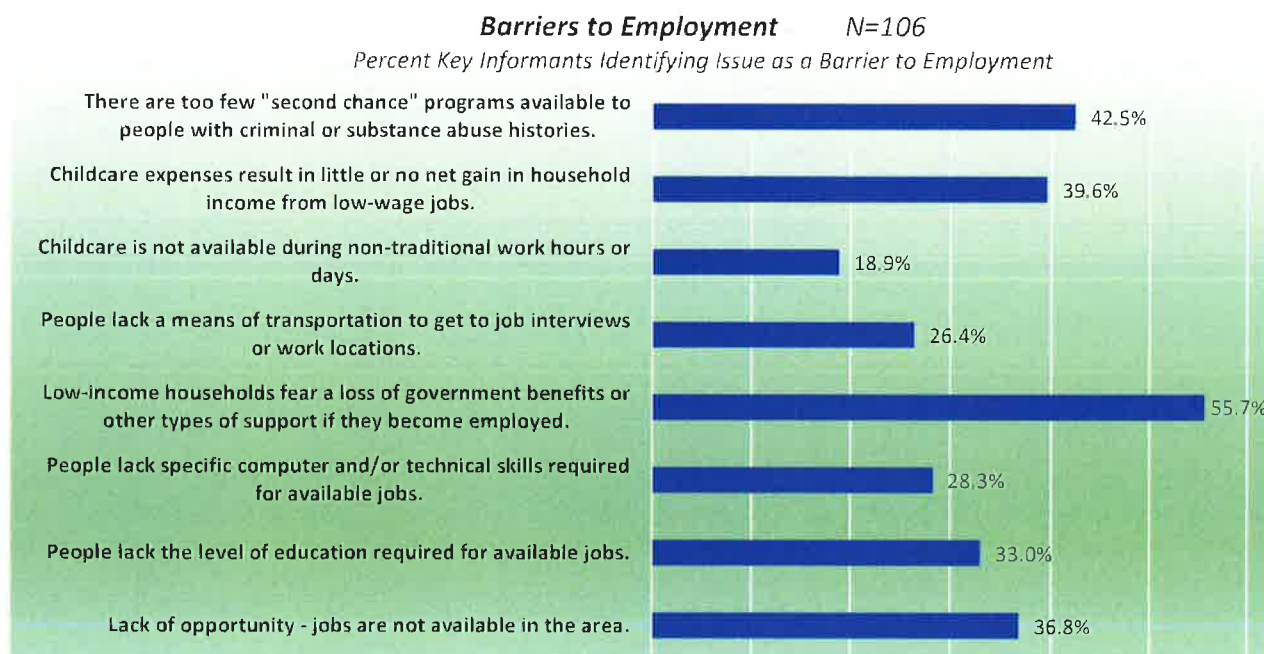
Twenty-nine (29) of the 63 clients sharing their experiences about jobs and employment (46.0%) said they have a disability that prevents them from working. 19.1% of the service recipients said they need computer or technical skills to get a job, and 19.1% also said the jobs available don't pay enough to make up for a loss of government benefits.



14.3% of the respondents said they would not end up making much working a low wage job after paying for child care.

The key informants surveyed were also asked what they consider to be the most significant barriers to employment in Kanawha County. The most significant barriers to employment identified by the key informants support the experiences of some of the clients related to seeking employment. These barriers include:

- Low income households fear a loss of government benefits if they become employed (55.7%),
- A lack of “second chance” programs available to persons with criminal or substance abuse histories. (42.5%), and
- Childcare expenses result in little or no net gain from a low wage job.



Current employment in Kanawha County is highest within the education, healthcare, and social service sectors. The top employers in the county are found in this industry sector. Education, healthcare, and social services jobs account for 25.8% of total employment in the county. 11.2% of the jobs are found in the retail trade sector, and other employment is spread across the other industry sectors with no single sector accounting for more than 10% of total jobs available.

The largest employers in Kanawha County (in order of number of people employed) are:

1. Charleston Area Medical Center,
2. Kanawha County Board of Education,
3. Thomas Health System,
4. West Virginia Department of and Human Resources, and
5. Wal Mart.

Employment by Industry - Kanawha County

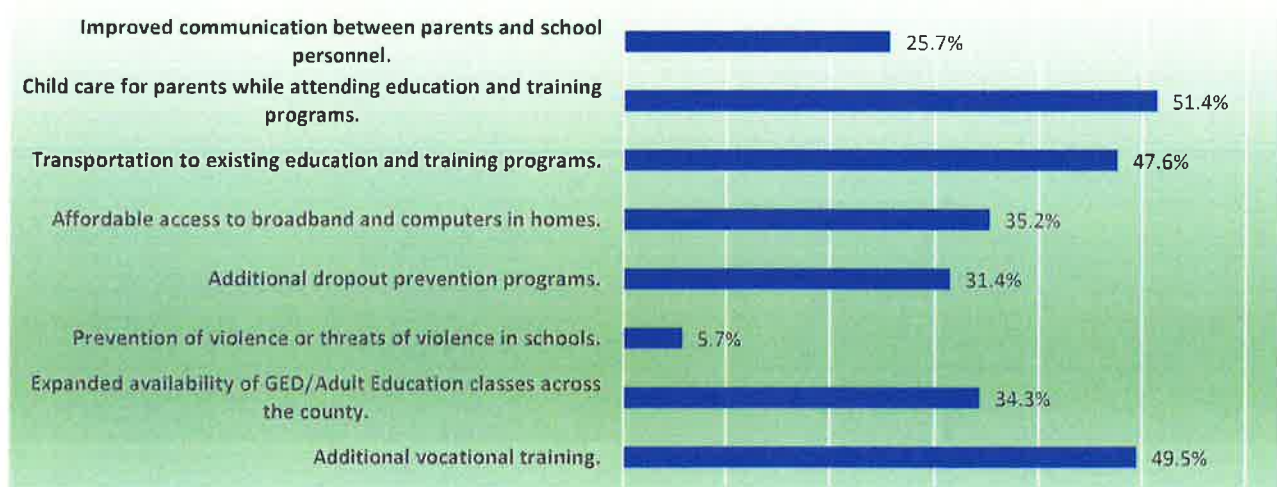


Education and Training:

The key informants tend to think the most significant needs within the education and training domain are (1) child care for parents while attending education and training programs, (2) expanded availability of vocational training, and (3) transportation to the existing education and training programs available in the county. Close to half of all respondents selected these three services as “most needed” to improve education and training opportunities.

Education and Training N=105

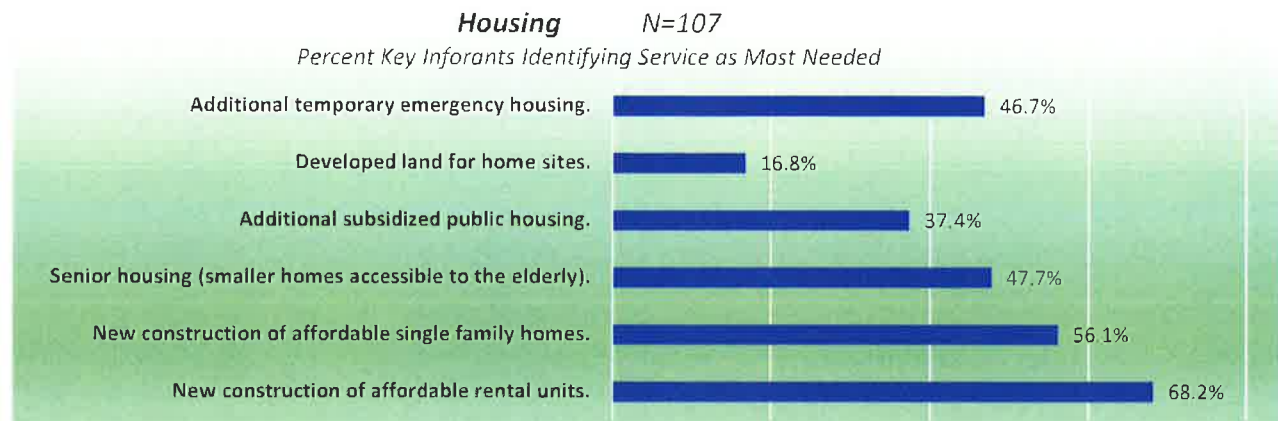
Percent Key Informants Identifying Service as Most Needed



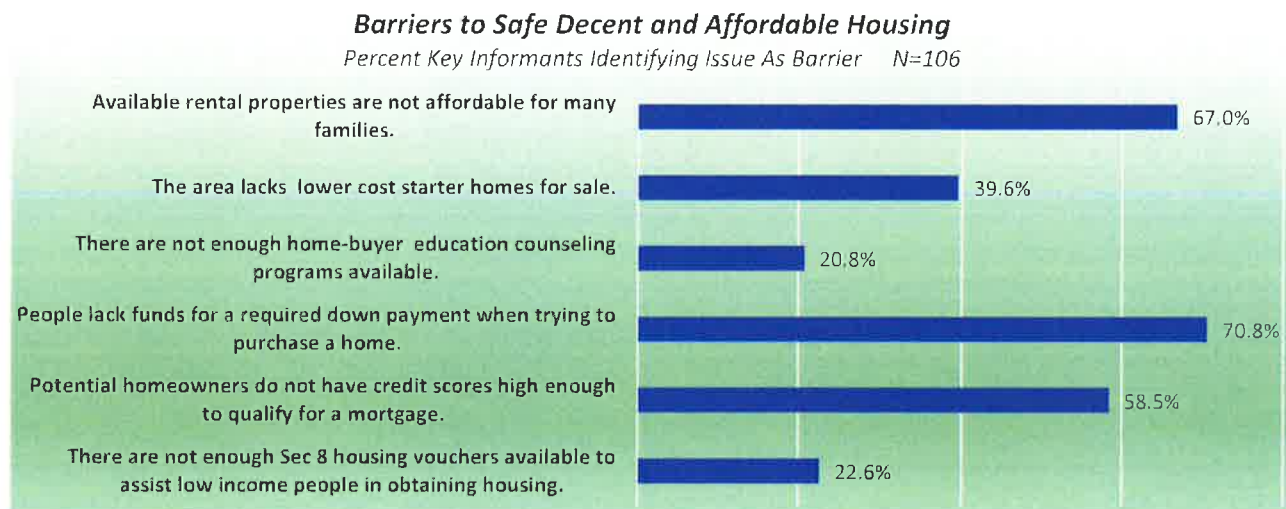
31.9% of the service recipients sharing their experiences about education and training said they did not have any transportation to training programs they would like to attend. 14 of 47 clients (29.8%) also said they could not afford an Internet connection or computer in their home.

Housing:

Kanawha County key informants identified a need for more affordable housing including new construction of affordable rental units (68.2%), new construction of single family homes (56.1%), and Senior housing (47.7%). There also appears to be a need for additional temporary emergency housing based on the key informant responses.



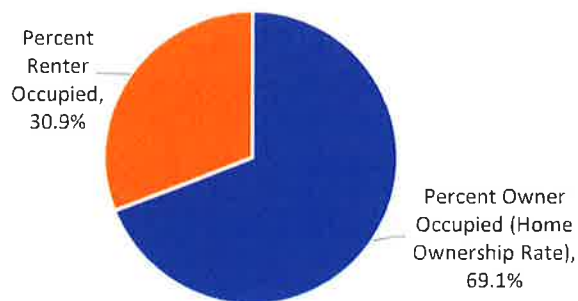
When asked about barriers to obtaining safe, decent and affordable housing, 70.8% of the key informants identified an inability of many residents to purchase a home due to a lack of a sufficient down payment and more than half (58.5%) said potential homeowners cannot qualify for a mortgage due to low credit scores. 67.0% of the community survey respondents also said available rental properties are not affordable.



A majority (57.1%) of all Kanawha County service recipients relating their experiences about housing said they have found decent places to rent to be more than they can afford to pay.

The secondary data sets reviewed provide further information about housing issues in Kanawha County.

Housing Tenure in Kanawha County



Renter occupied housing is more prevalent in Kanawha County than in other counties served by EnAct. 69.1% of Kanawha County residents are home owners while 30.9% live in rental properties.

There are 92,454 housing units in Kanawha County; 88.4% of existing housing units are occupied while 11.6% are vacant. One in every four (25.7%) units of existing housing stock were built prior to 1950. As of 2016, there were an estimated 414 occupied homes without plumbing in Kanawha County.

The median value of owner occupied housing in the county is \$107,100 (ACS 2011-16).

Median monthly owner costs for those with a mortgage is \$973, and 18.6% of homeowners with a mortgage are “cost burdened” with monthly housing costs exceeding 30% of income.

Median rent in Kanawha County is \$703 per month and 42.3% of people who rent are cost burdened based on their gross rent exceeding 30% of the household income. (ACS 2011-16).

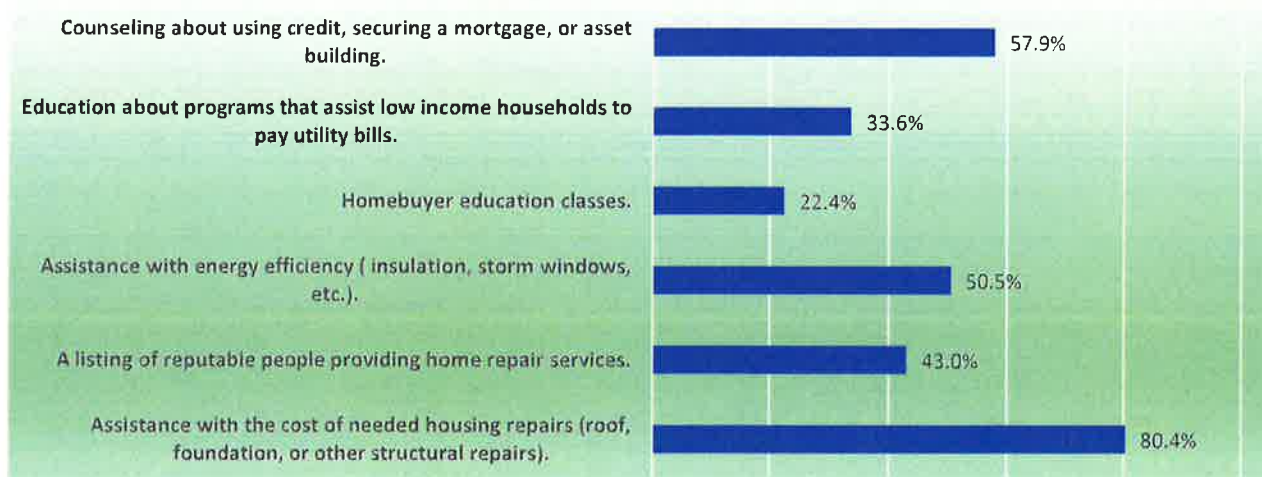
Homeowner Assistance:

Key informants in Kanawha County indicated by their survey responses that assistance with housing repairs was the greatest need of low income people in the county. 80.4% of the key informants prioritized assistance with the cost on needed repairs to existing homes as a most needed service to help current homeowners. 57.9% indicated one of the most needed services to assist current homeowners is counseling about credit, mortgages, or and/or asset building. Assistance with energy efficiency was also identified as a priority need by half (50.5%) of the survey respondents.

Needs for Homeowner Assistance

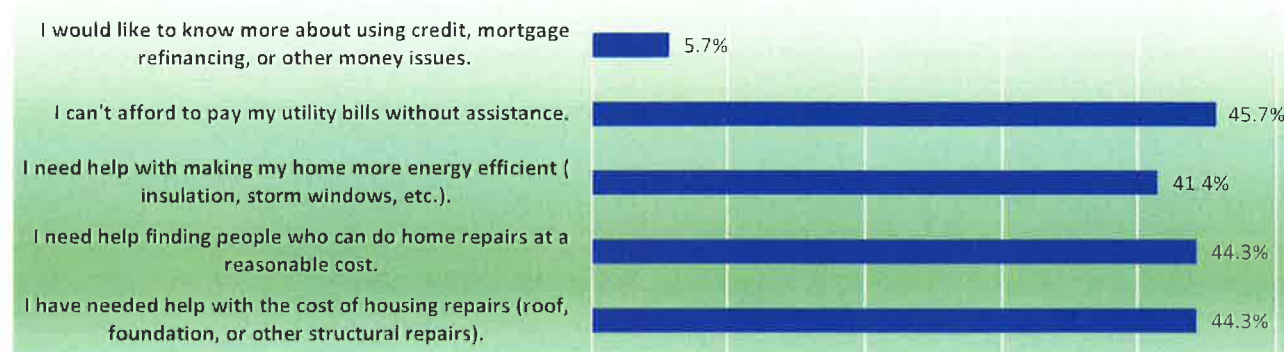
Percent Key Informants Identifying Need

N=107



Clients sharing their needs and experiences related to maintaining their home, expressed needs in several areas. 45.7% of all clients sharing their experience said they can't afford to pay utility bills without assistance. More than 40% of the 70 service recipients responding said they have needed help with structural repairs, help finding people to do home repairs at a reasonable cost, and help making their home more energy efficient.

Client Experiences Related to Home Maintenance N=70

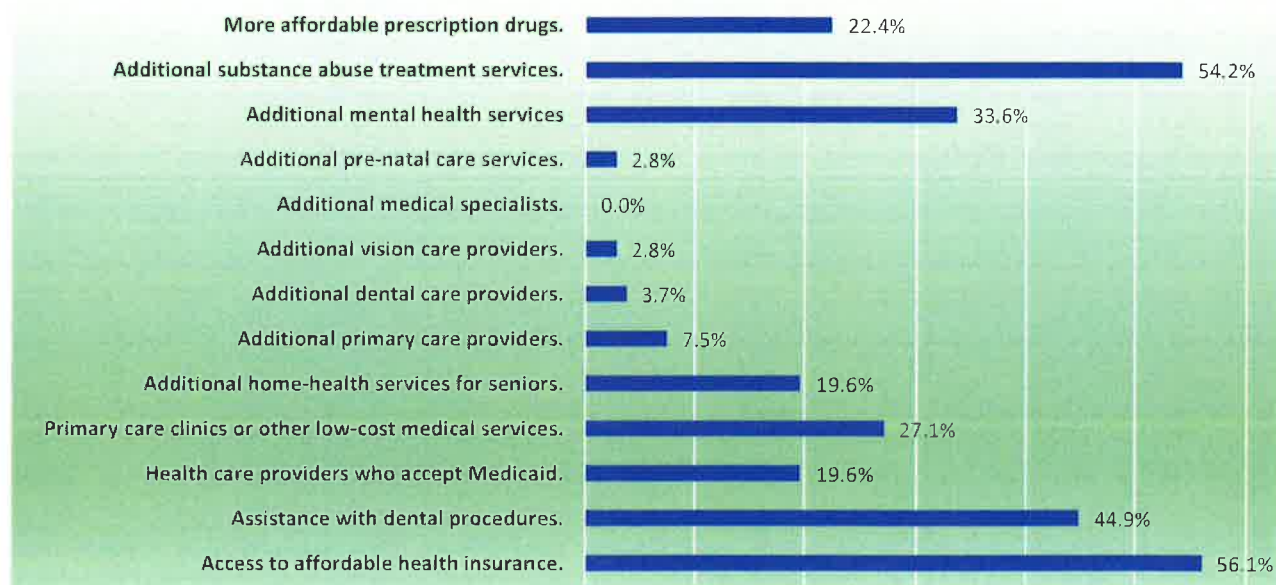


Healthcare:

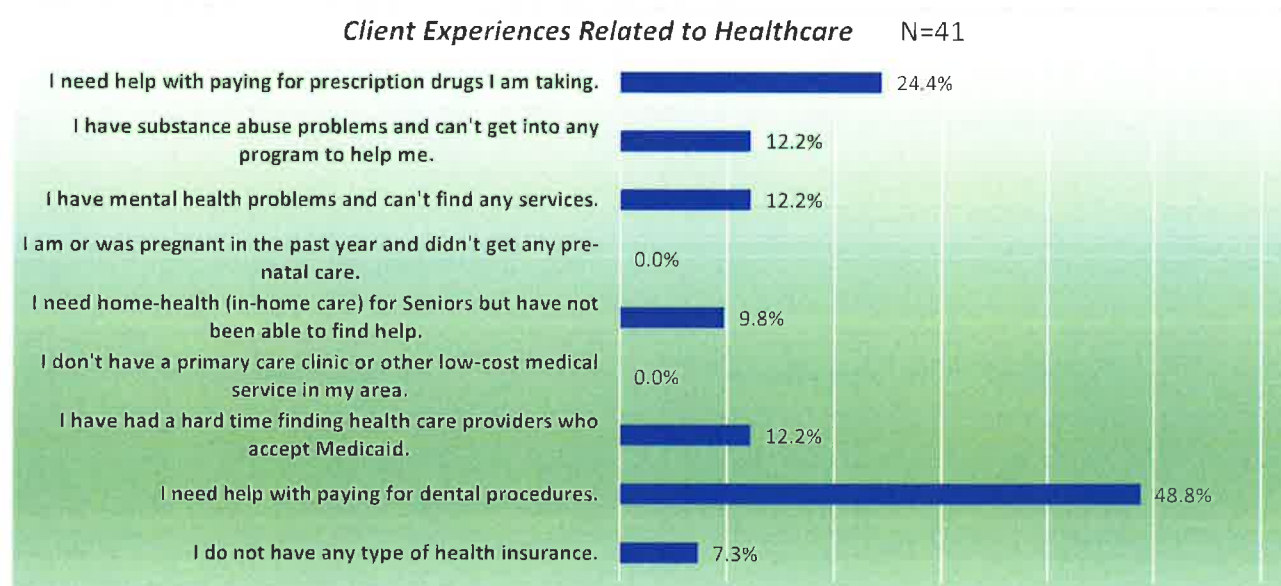
Access to affordable health insurance and substance abuse treatment are the health-related service most needed based on the key informant survey responses. 56.1% of the key informants in Kanawha County respondents identified access to health insurance as “most needed” and 54.2% see substance abuse treatment as a priority to improve health and healthcare services in the county. Assistance for low income people with dental procedures is also seen as a priority need by 44.9% of the survey respondents.

Health and Healthcare N=107

Percent Key Informants Identifying Service as Most Needed

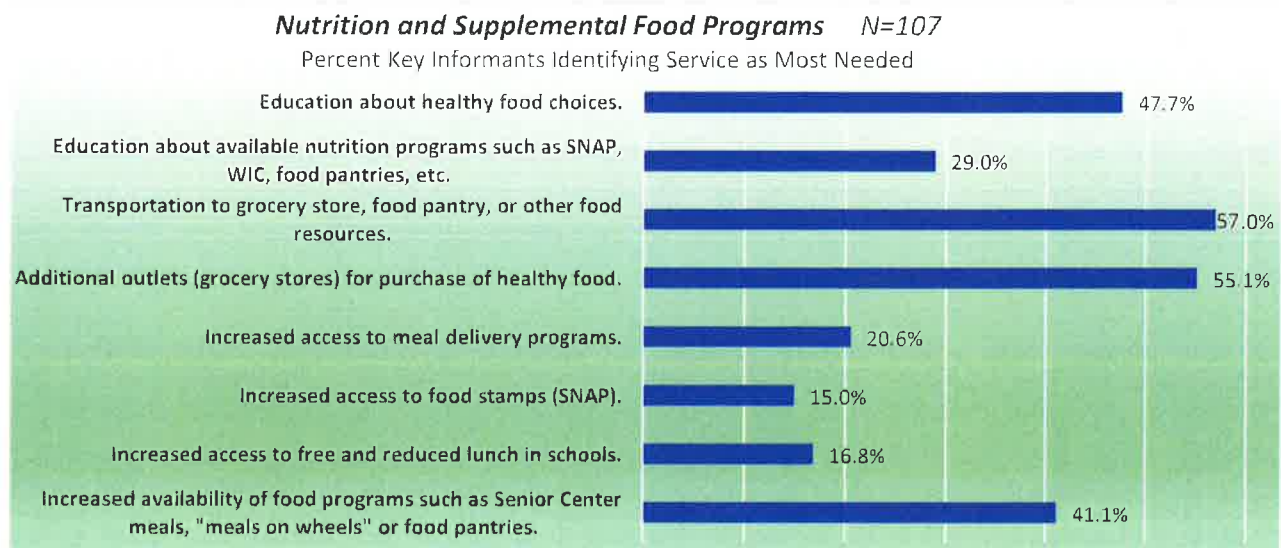


Service recipients said they need help paying for dental procedures and prescription drugs. Nearly half (48.8%) of the 41 clients responding about their healthcare needs indicated they can't afford to pay for dental services, and 24.4% need help paying for prescription drugs they are taking. Mental health and/or substance abuse services are needed by 5 of the 41 clients sharing their experiences.



Nutrition:

When asked about community needs related to food and nutrition, the key informants in Kanawha County prioritized transportation to grocery stores and supplemental food programs, availability of grocery stores, and education about healthy food choices as the most needed services in the county. 57.0% of the respondents indicated low income people lack transportation to grocery stores, food pantries, or other food resources.



55.1% of the respondents to the community survey see a need for more grocery stores in the county.

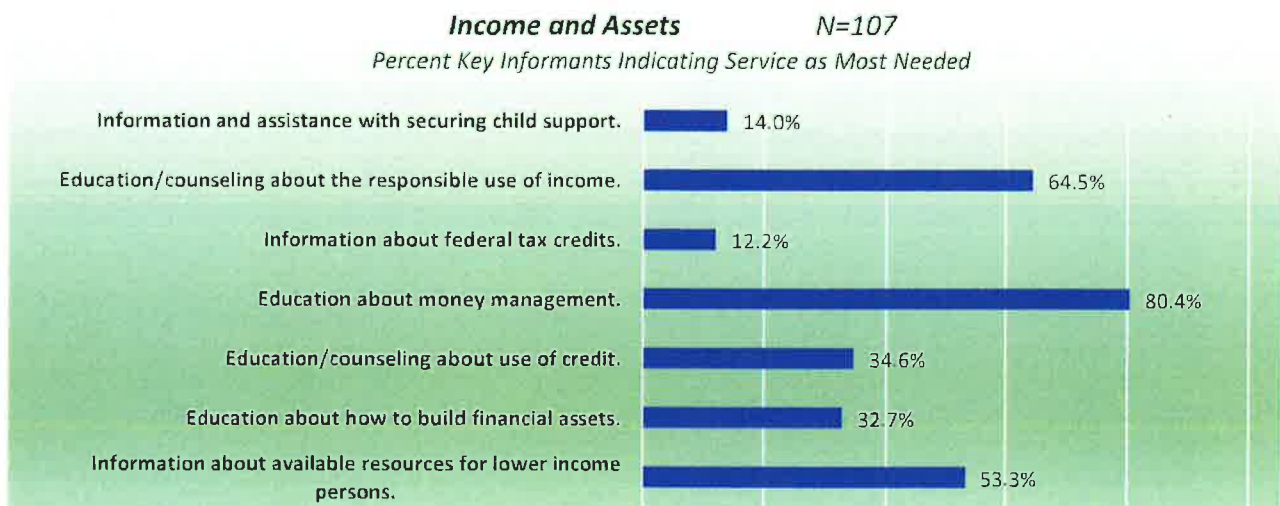
The low-income persons receiving services were asked about their experiences trying to provide adequate food for themselves and their families and the client concerns were consistent with those of the key informants. 45.2% of the 62 clients responding said they would like to learn more about what type of food is healthy, and 32.2% said they sometimes need help feeding themselves or their family but were unable to find anyplace to get free food. 25.8% said they have no way to get to a grocery store, food pantry or other place to get food.

In 2015, there were 50 supplemental food programs (food pantries, hot meal programs, backpack programs, meal delivery, etc.) serving Kanawha County (*WV Foodlink 2015*), and 15.3% of households receive food stamps to supplement their food budgets (ACS 2016). 4,497 families were enrolled in WIC through the WIC office serving the county. The *WV Foodlink* County Profile for Kanawha County documents 223 retail locations that accept food stamps and 24 locations accepting WIC (2015).

There are 17,793 school-age children eligible for free and reduced cost meals at school in 2015, but available data from that year reflects only 60.0% of eligible students participated in the program (*WV FoodLink*).

Income and Assets:

Community Survey responses indicate low income residents need education about money management (using credit, budgeting, bank accounts, etc.) and using income responsibly. 80.4% of the key informants believe education about money management is one of the services most needed in the area, and 64.5% indicated some type of counseling focused on the responsible use of income is needed. Information about available resources such as health insurance coverage, nutrition programs, housing subsidies, etc. was a priority for 53.3% of the key informants surveyed.



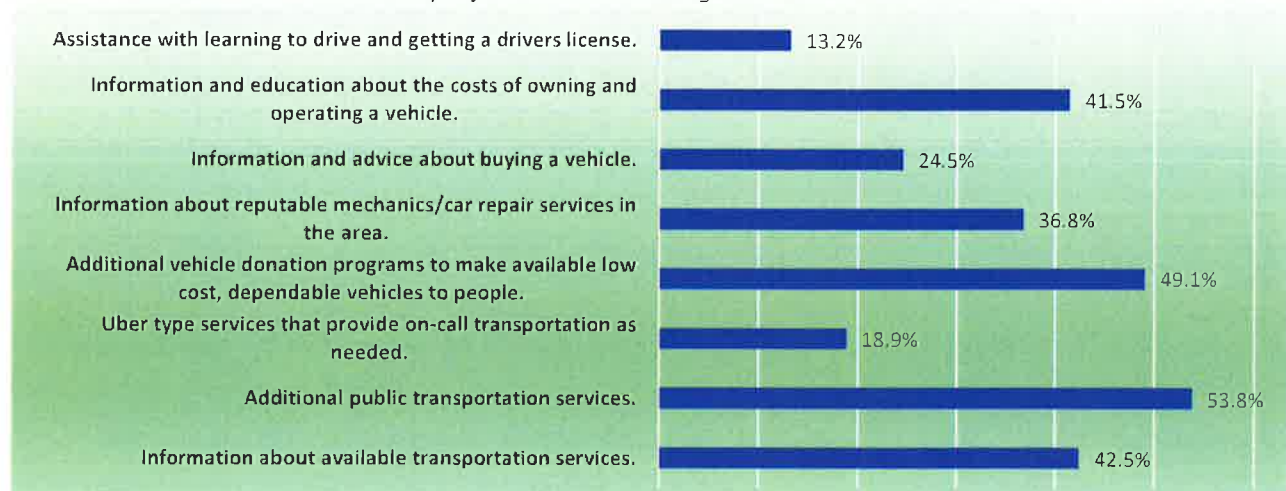
Available data from the 2015 FDIC Survey of Unbanked and Underbanked households indicates 5.5% of Kanawha County households are “unbanked” (have no checking or savings accounts).

The service recipients relating their experiences and needs about money and finances tend to agree that information about managing money and information about health insurance, food programs, housing subsidies and other programs assisting low income persons would be helpful. 36.0% of the 50 clients who shared their thoughts about money and finances said they would like more information on these topics. 24.0% of the clients said they would like to learn more about how to raise their credit score.

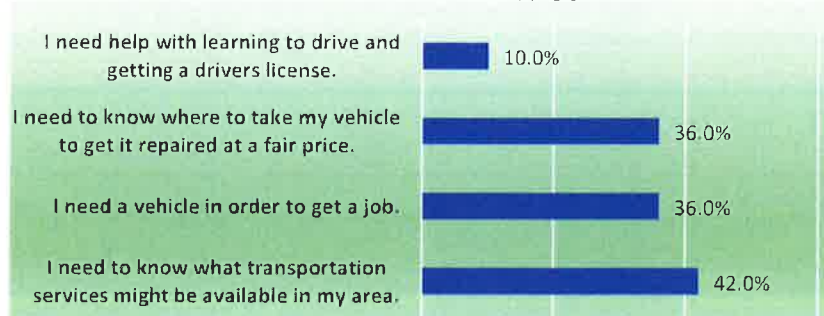
Transportation:

Additional access to public transportation and vehicle donation programs to make available dependable but low-cost vehicles to people in need were the most prevalent needs identified through the community survey related to transportation. Survey responses also indicate information about available transportation services and information/education about costs of owning and operating a vehicle would be beneficial.

Transportation and Public Transit Services N=106
Percent Key Informants Indicating Service as Most Needed

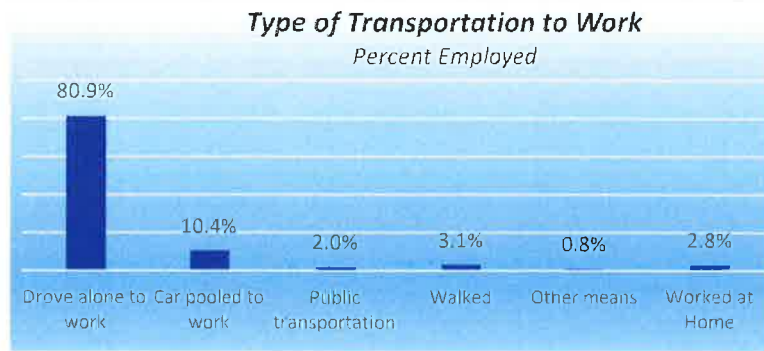


Client Experiences Related to Transportation N=50



42.0% of the service recipients surveyed also said they need to know what transportation services might be available in their area of the county. 36.0% of the clients said they need a vehicle in order to get a job and 36.0% also said they need to know where to get a vehicle repaired at a fair price.

Dependable transportation is necessary for nearly all employed people in Kanawha County to access their work location. The mean travel time to work for current workers in Kanawha County is 20.9 minutes.



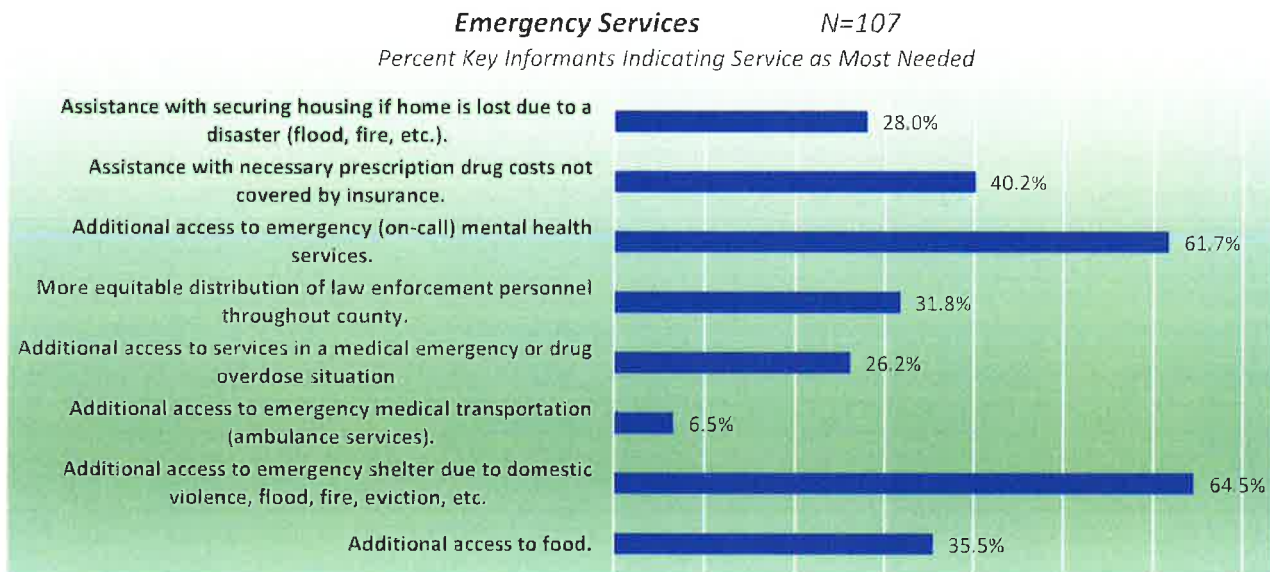
Most workers rely on private transportation to get from home to their work site. 91.3% of all persons employed either drive alone or car pool to work (ACS 2011-16).

The Kanawha Valley Regional Transportation Authority offers public transportation throughout Kanawha County with fixed route services in the Charleston area and to most outlying

communities. Specialized and limited transportation services are also available through local agencies including the Kanawha Valley Senior Services and Prestra Center. These agencies generally provide limited transportation for persons utilizing agency services.

Emergency Services:

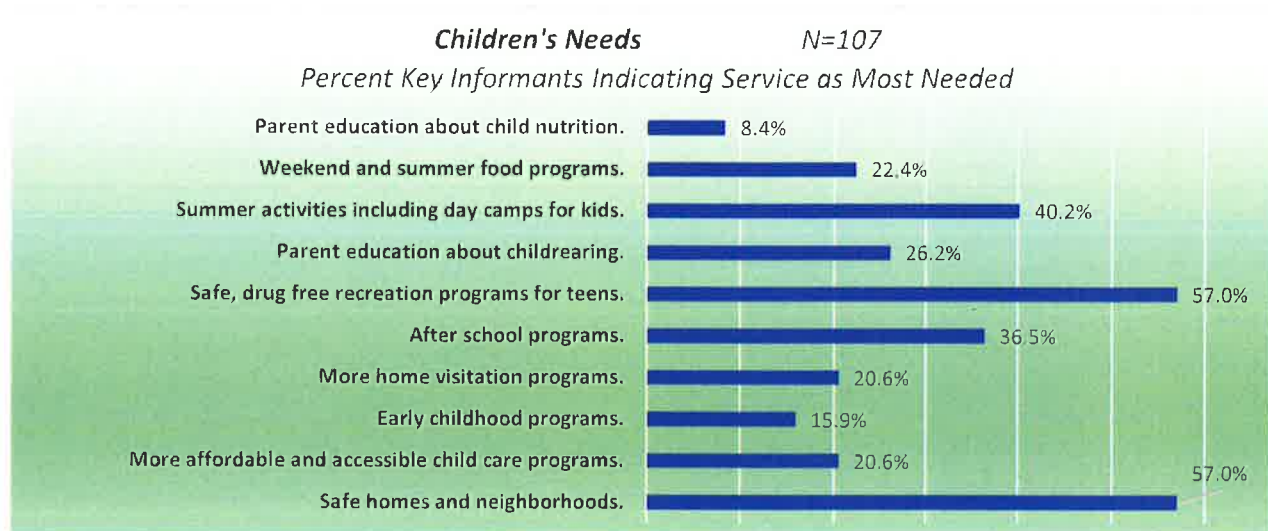
The key informants in Kanawha County believe the most needed services within the emergency services domain are temporary emergency shelter in cases of domestic violence, flood, fire, eviction, etc. and emergency (on call) mental health services. 64.5% of the respondents said temporary shelter was a service most needed in the county, and on call mental health services was prioritized by 61.7%. Other needs within this domain identified by somewhat fewer key informants include assistance with prescription drug costs (40.2%), and access to food (35.5%).



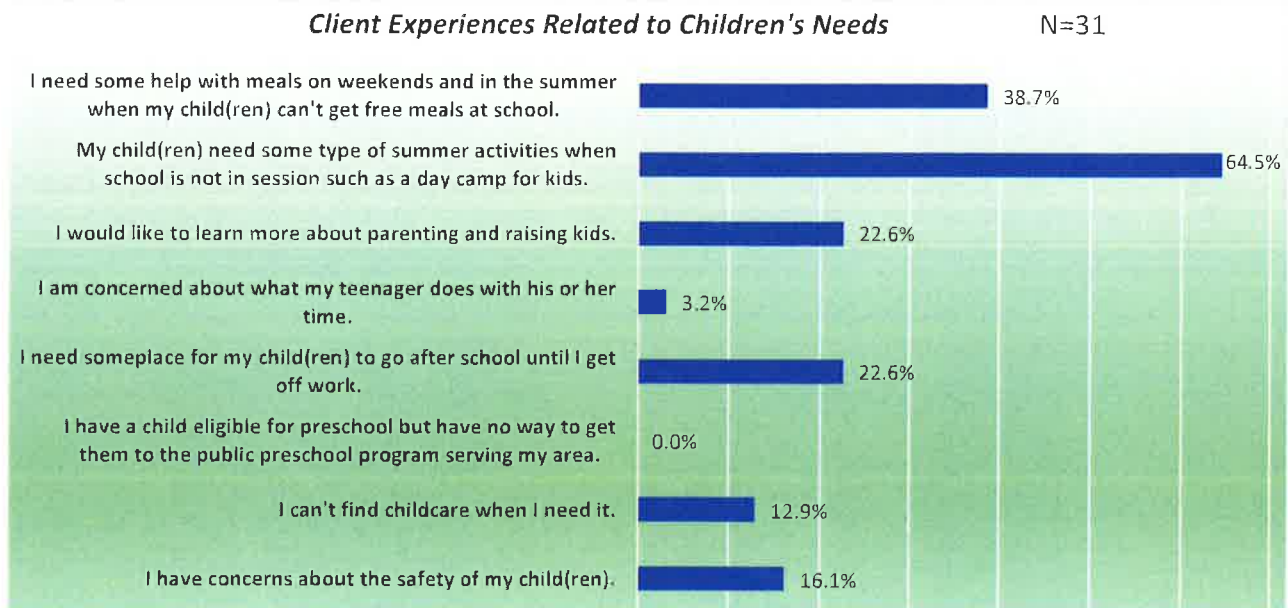
Client experiences in Kanawha County within the emergency services domain tend to focus primarily of access to food. 88.1% of the 67 clients providing information about their needs in an emergency said they have needed help putting food on the table. 16.4% (11) service recipients have needed ambulance services to get to the hospital, and 11.9% (8 clients) have need police at their home and/or temporary housing due to a crisis situation.

Children's Needs:

Child safety is a concern expressed by a majority of the key informants surveyed. 57.0% of the respondents to the community survey indicated safe homes and neighborhoods and safe, drug free recreation programs were two of the most needed services within this domain. Summer activities for children when school is not in session was a priority for 40.2% of the key informants.



Service recipients with children (31 people) were asked about issues or situations they had personally experienced within the past year related to children's needs. 64.5% of the service recipients said their children need some type of summer activities when school is not in session such as a day camp. Summer activities for kids was the most frequently cited need by the Kanawha County clients.



Another concern expressed by 38.7% of the service recipients was a need for help with meals on weekends and in the summer when children cannot get free meals at school.

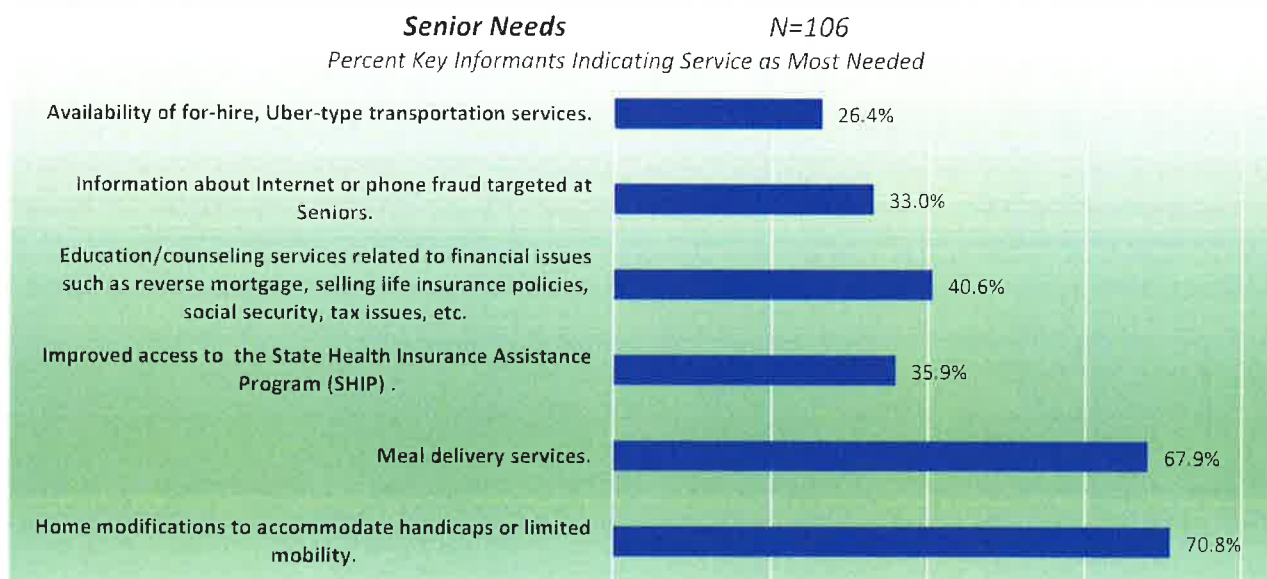
Secondary data sets provide a degree of further insight into the needs of children in Kanawha County. According to Kids Count, the child abuse/neglect rate in Kanawha County in 2015 was 19.1 per 1,000 children (Kids Count 2015). Circuit court data in 2016 tends to indicate a higher rate with 651 court filings for child abuse/neglect in 2016 which is a rate of 29.8 filings per 1,000 households with children (2016 *Circuit Court case filings data*). There were also 1,983 domestic violence cases filed in 2016 which is a rate of 39.5 filings per 1,000 family households (2016 *Family Court case filings data*).

7.1% of children under the age of 18 yrs. have some type of disability (ACS 2016). 1,388 young children (preschool age) are enrolled in a Pre-K program in Kanawha County at one of 80 Pre-K classrooms serving the county. The Pre-K participation rate is relatively low at 74.0% (2017 school year).

Senior Needs

There are 25,249 households with seniors in Kanawha County and 41.7% of these seniors have some type of disability. Nearly one in every three seniors over 65 yrs. of age lives alone. 29.9% of all persons over 65 yrs. of age in the county live alone (ACS 2016). It is estimated that there are 2,816 grandparent households in Kanawha County where a grandparent is responsible for raising grandchildren under 18 yrs. of age.

The most frequently cited needs identified by the key informant responses are (1) home modifications to accommodate handicapping conditions or limited mobility (70.8% of respondents), and meal delivery services. 67.9% of the key informants indicated meal delivery was a “most needed” service within the Senior Needs domain.

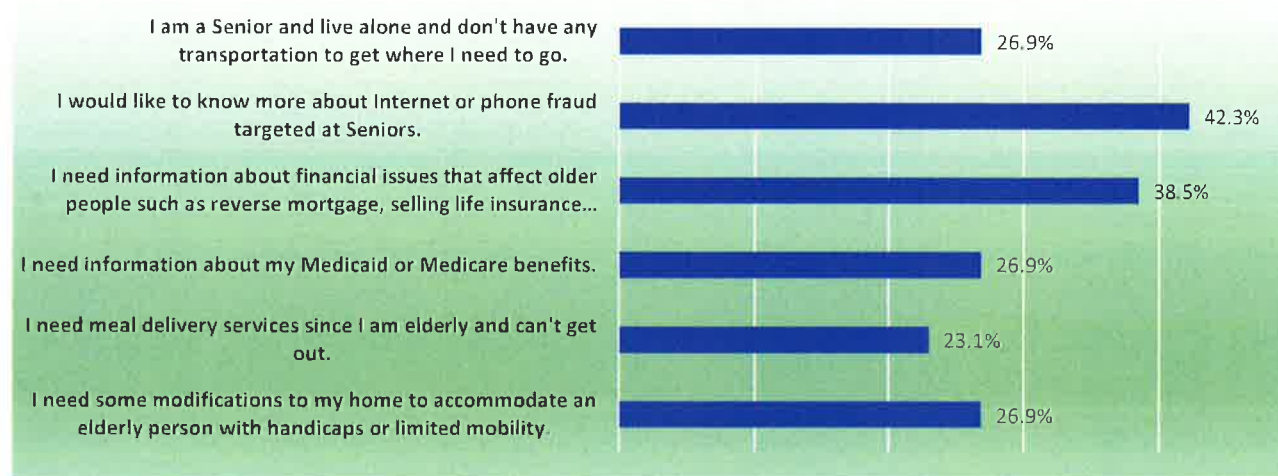


When low income service recipients in Kanawha County were asked about their experiences related to the needs of seniors, 26 people responded. 42.3% said they would like to know more about Internet or phone

fraud targeted at seniors, and 38.5% need information about financial issues that affect older people such as reverse mortgage, selling life insurance policies, social security, tax issues, etc.

One in four (26.9%) of the clients responding about the needs of seniors said they live alone and have no means of transportation, need information about Medicaid and Medicare, and/or need home modifications due to a handicap or limited mobility.

Client Responses Related to Senior Needs N=26

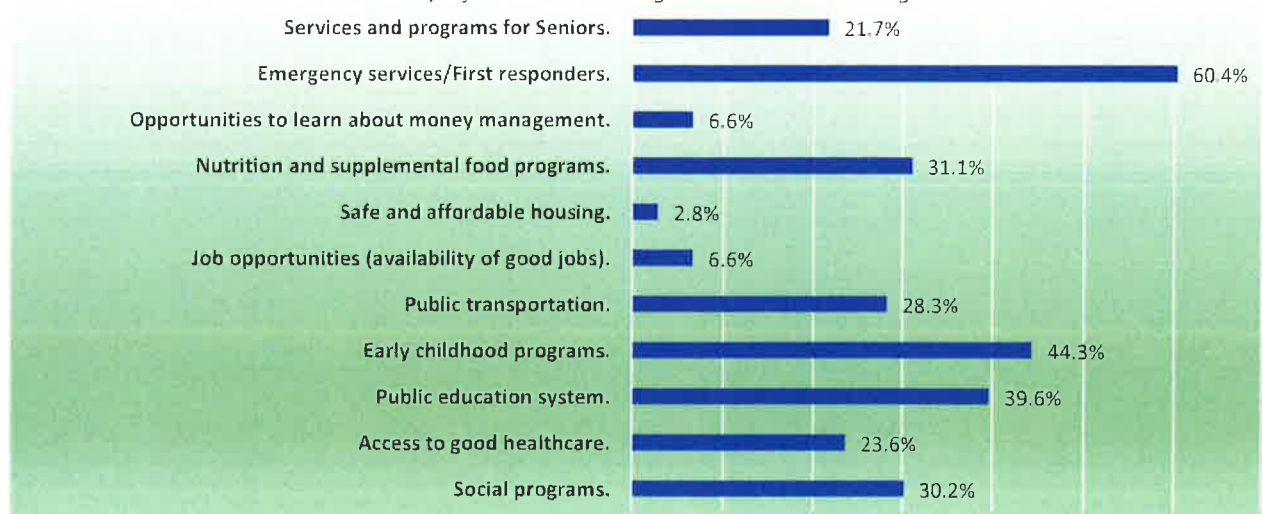


Primary Strengths and Community Resources

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

Service System Strengths N=106

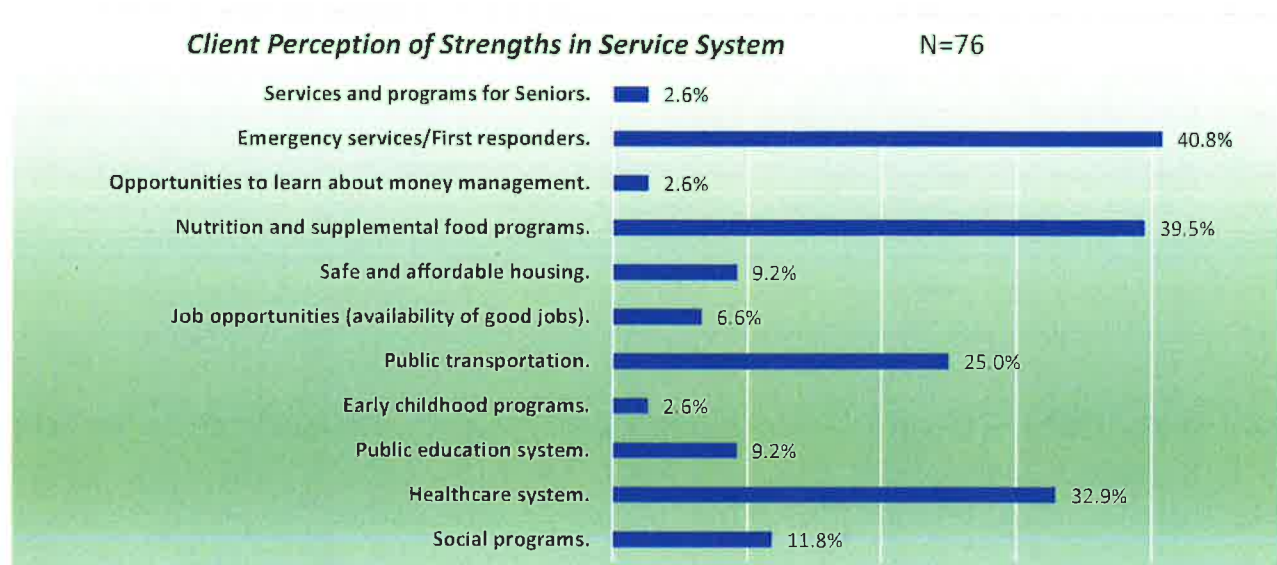
Percent Key Informants Indicating Service Area is a Strength



First responders are considered to be the strongest component of the service system in Kanawha County based on the responses of key informants. 60.4% of the respondents selected emergency services provided by first responders as a “particular strength in the county. 44.3% also indicated they thought early childhood services was a strong component of the overall system. Other components of the service system are seen by less than one in three key informants as a strong component of the service system.

The service recipients offered their opinion about strengths in the services system based on their personal experience. The service recipients were asked to select only those service system components that had been responsive to their needs.

The clients surveyed generally agree first responders is a strong service system component – 40.8% of the 76 service recipients responding, think emergency services by first responders is a strong component of the service system based on their experience. 39.5% find nutrition and food programs to be a strength and 32.9% indicated the healthcare system had been responsive to their needs.



Persons participating in the community discussion held in Kanawha County identified several strengths and assets within the county including:

- A lot of services available,
- Community commitment to addressing needs and improving community conditions,
- Experience of the Senior population
- Property available that can be used
- Activities for seniors
- Community programming
- Senior bus service in Chesapeake

Many services and programs are available in Kanawha County particularly in the greater Charleston area. Some of these resources that address the needs of low income families include:

- A range of public health services provided by the Kanawha-Charleston Health Department

- Multiple hospitals including Charleston Area Medical Center, Thomas Memorial Hospital, and St Francis Hospital
- WV Health Right
- Women's Health Center
- Primary Care clinics
- Home health care services
- Behavioral Health services including Prestera Center, Highland Hospital, WVU Behavioral Medicine, and Thomas Memorial Behavioral Health
- Numerous 12 step and support groups,
- *Right from the Start* program for Medicaid eligible pregnant women and infants
- Help Me Grow
- First Choice
- Kanawha Valley Collective
- Mountain Mission
- Covenant House Homeless Shelters
- Union Mission
- Goodwill
- Dismas Charities
- KISRA
- PAAC
- Council of Churches
- Numerous licensed family day care providers,
- More than 40 licensed child care centers,
- Eighty Pre-K classrooms,
- Head Start locations,
- MIHOW home visiting program,
- Upper Kanawha Valley Starting Points Center,
- Parents As Teachers,
- West Virginia University Extension Service,
- Local office of the WV Department of Health and Human Resources,
- Regional Family Resource Network,
- Legal Aid services,
- WV Coalition Against Domestic Violence,
- YMCA,
- YWCA,
- Aging and Disability Resource Center,
- Bridge Valley Community and Technical College,
- Charleston Job Corps,
- Numerous banking locations.



Putnam County

Community Needs and Resources

PUTNAM COUNTY

History & Geography

Putnam County, in the western part of West Virginia, was created in 1848 from parts of Cabell, Mason, and Kanawha counties. It was named in honor of General Israel Putnam of Massachusetts (1718-1790). The county seat is at Winfield on the Kanawha River. The town was incorporated on February 21, 1868 and named in honor of General Winfield Scott, the commanding General of the American Army during the War with Mexico. The Putnam County region was among the first to be settled in West Virginia and is among its most productive agricultural markets. Much of the northern part of the county is wooded or in farmland.



George Washington, who surveyed the county's Buffalo district in the fall of 1770, was probably the first man of European descent to set foot in the county. James Conner was the first settler. He arrived in 1775. Winfield, the county seat, was established on a 400-acre tract of land owned by Charles Brown. He established a ferry across the river in 1818. The first meeting of the county court was held at the home of Talleyrand P. Brown, in Winfield, on May 22, 1848.



The Putnam County economy is strongly tied to that of the Charleston and Huntington metropolitan areas located to the east and west respectively. The Interstate 64 corridor follows the suburban Teays Valley through the southern neck of Putnam County. The development of the Toyota manufacturing plant in 1996 provided a substantial boost to the local economy and employment opportunities in Putnam County.

Putnam County encompasses 346 square miles and the county has a population density of 160.5 persons per sq. mile.

Demographic Characteristics

The total population of Putnam County is 56,743 persons (ACS, 2016). 5.9% of the population is under five years of age and 16.6% is over the age of 65 yrs.

96.5% of the population of Putnam County is White and 1.5% is Black. 0.1% is American Indian or Alaska Native. The remaining 1.9%

Putnam County Population by Age Group

Total population = 56,743 (ACS 2016)

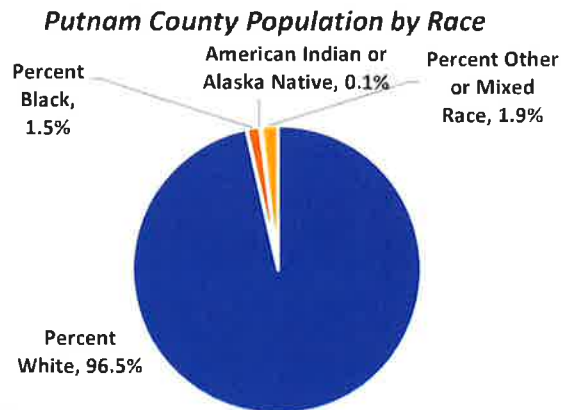
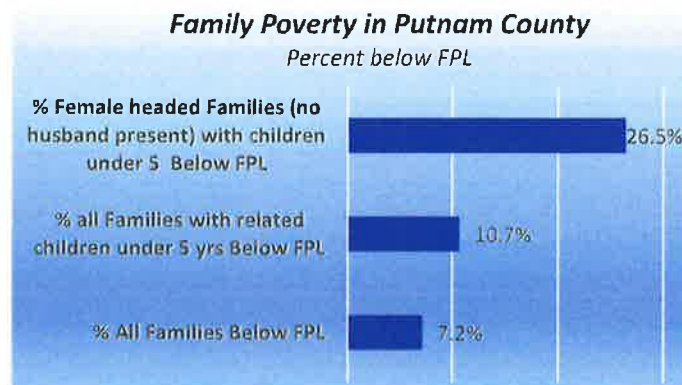


of Putnam County residents are of mixed or other races.

There are 21,780 households and 15,680 family households in the county. 7,402 or 34.0% of the total households have children under 18 yrs. of age.

Socio-Economic Characteristics

Putnam County has one of the lowest poverty rates in the state. 7.2% of Putnam County families have annual income below the federal poverty level (FPL).

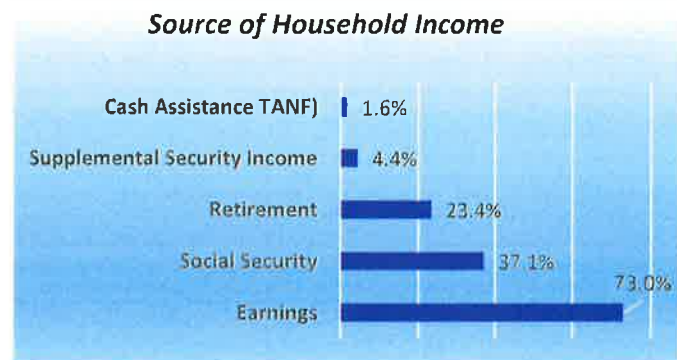


In families with children under the age of 5 only, the poverty rate increases to 10.7%. About one in four (26.5%) of all single female headed families with all children under 5 yrs. of age have annual income below the federal poverty level.

Median household income in Putnam County is \$56,640 which is much higher than the state average of \$42,644 (ACS 2012-16).

73.0% of the households in the county have income from employment and 1.6% receive cash assistance through the TANF program.

The “Liquid Asset Poverty Rate”, defined as a lack of sufficient liquid assets to subsist at the poverty level for three months in absence of any income, is at 27.6% in the county; and 12.3% of all households are estimated to have zero net worth. (2014 Survey of Income and Program Participation, US Census Bureau).



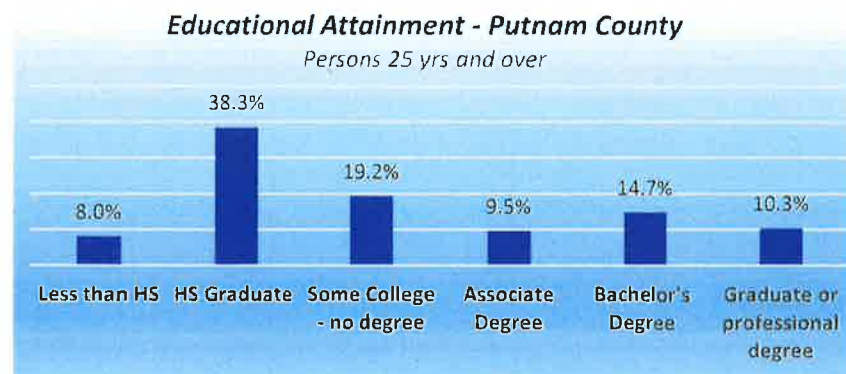
Causes of Poverty

Primary causes of poverty in the county appear to include:

- Persons with a disability who are unable to work,
- Lack of post-secondary education and skills among the adult population,
- Some level of chronic disease prevalence among the adult population, and
- Drug abuse and addiction.

The drug overdose mortality rate in Putnam County is 29 per 100,000 population (CDC Mortality data

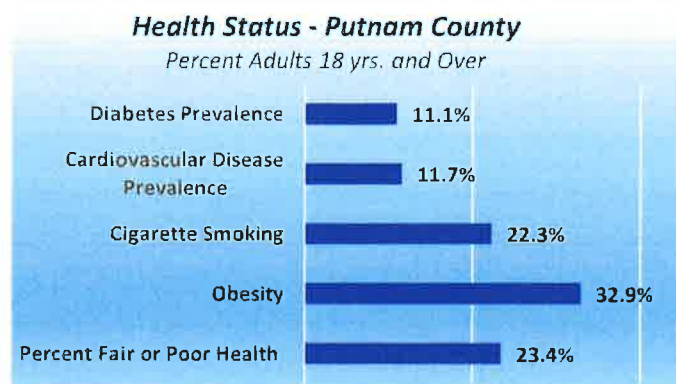
2014-16). The unemployment rate in Putnam County is at 5.5% (March 2018) and the rate increased between March of 2017 and March of 2018 by 0.5%. Unemployment in the county is below the state average of 5.9%. The percentage of the population with a disability is estimated to be at 13.0% (ACS 2016).



Overall educational attainment in Putnam County is similar to that in Kanawha County. 25.0% of persons 25 yrs. of age and older hold a college degree and an additional 9.5% have an associate degree. 46.3% of all county residents 25 yrs. of age and older have no education beyond high school and 8.0% of county residents have less than a high school education (ACS 2016).

Kids Count data indicates the school dropout rate in Putnam County is quite low at 2.5% (Kids Count 2015). The 4-year cohort graduation rate is 92.7% (WVEIS 2017). 11th grade reading proficiency is at 54.1% and 28.9% of 11th grade students are assessed to be proficient in mathematics (WVEIS 2016-17). More than half of all young people in the county are enrolling in higher education programs. The 2016 college going rate (4 yr. institutions) in the county is at 47.4% of graduating high school seniors and an additional 5.6% are enrolled in a 2-yr. program (WV Higher Education Policy Commission).

An indicator of the potential for generational poverty is births to mothers with less than a high school education. The percentage of total births to county residents without a high school education in Putnam County is relatively low at 8.2% in 2015 (Kids Count 2015).



Health status and lack of healthy lifestyles are also factors that may potentially contribute to poverty in Putnam County. The latest statistics on health status available indicate nearly one quarter (23.4%) of the adult population (18 yrs. of age and older) are in fair or poor health. 32.9% are estimated to be obese, and 22.3% of the adult population of the county smoke (BRFS 2014). Although the health indicators compiled through the BRFS survey are better than other counties in the EnAct service region, they document that 11% to 12% of the adult

population has a chronic health condition.

7.5% of the population is estimated to be without any type of health insurance (ACS 2016). The infant mortality rate in Putnam County is at 6.9 deaths per 1,000 live births and 7.6% of babies born to county residents are low birth weight (less than 2500 grams). The teen birth rate may also be a contributing factor

to poverty at 22.8 births per 1,000 females age 15-19 yrs. (*Kids Count 2015*).

The community discussion held in Putnam County identified the following factors contributing to poverty:

- The drug epidemic,
- A lack of livable wage jobs,
- Poor life and work skills,
- Short term, survival mindset among some of the population, and
- A lack of awareness about training/career opportunities.

When asked to define poverty and the factors that keep county residents in poverty, community discussion participants identified several local conditions that tend to promote poverty including:

- A lack of transportation, housing and low skill jobs,
- A sense of hopelessness,
- Generational poverty and mindset, and
- Isolation and stigma.

Community Needs

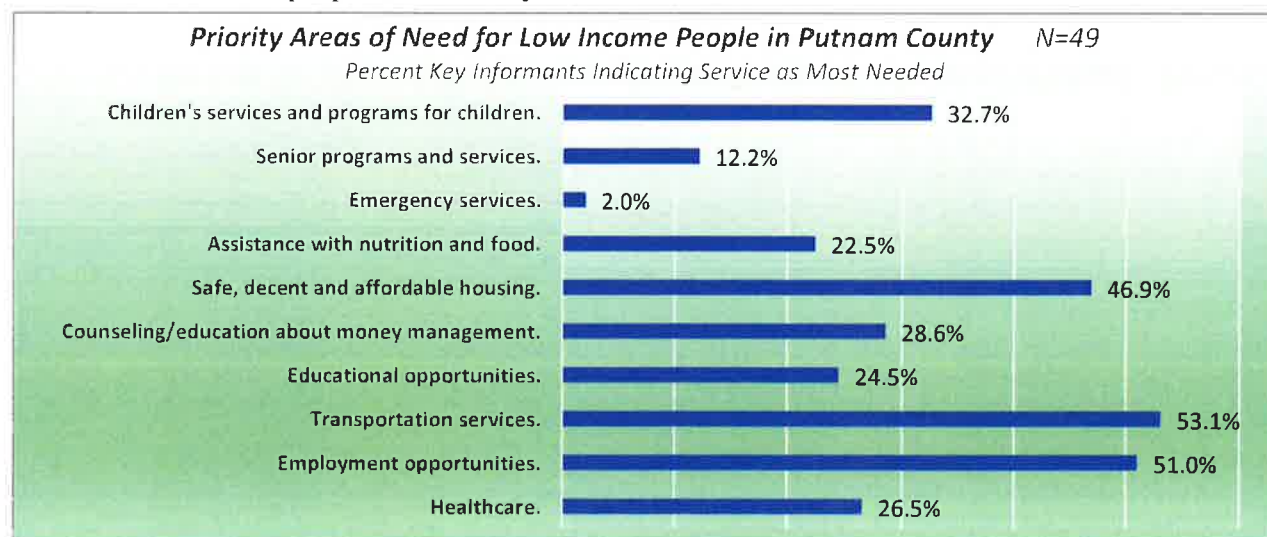
The survey was designed to identify overall areas of need in each county served by EnAct as well as the priority needs within each of the ten distinct domains assessed. 49 key informants familiar with local services and community conditions completed the community survey in Putnam County.

Overall Needs and Priorities

Key informants surveyed were asked:

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

Transportation services and employment opportunities were the most frequently selected areas of need by the key informants in Putnam County. 53.1% of the key informants indicated transportation was a priority area of need, and 51.0% of survey respondents selected employment opportunities as one of the top areas of need of low income people in the county.



Housing was also identified as an area of greatest need by nearly half (46.9%) of all key informants.

Service recipients were asked:

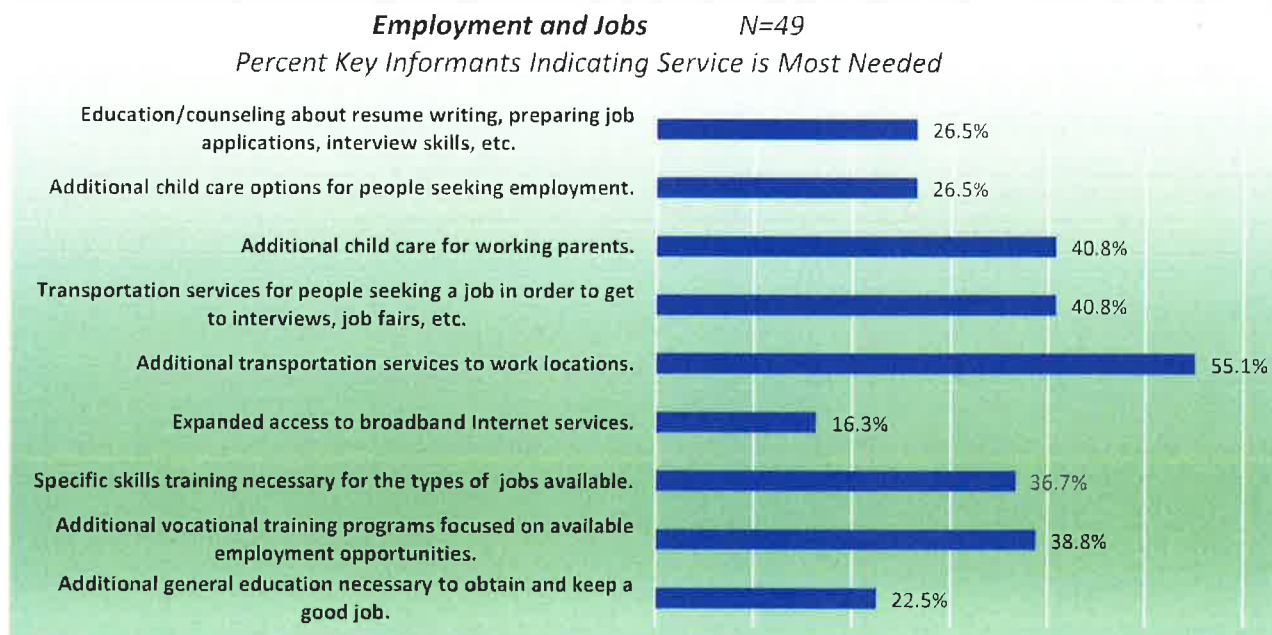
“If you could only choose one type of service, which of the following would be your area of greatest need?”

Only 8 service recipients responded to the survey in Putnam County; however, all 8 clients did not respond to each question. Three areas of greatest need were chosen by the 7 service recipients who answered this question. Four (4) clients think employment opportunities is the greatest area of need in the county, 2 selected children’s services and programs, and 1 indicated their area of greatest need was counseling/education about money management.

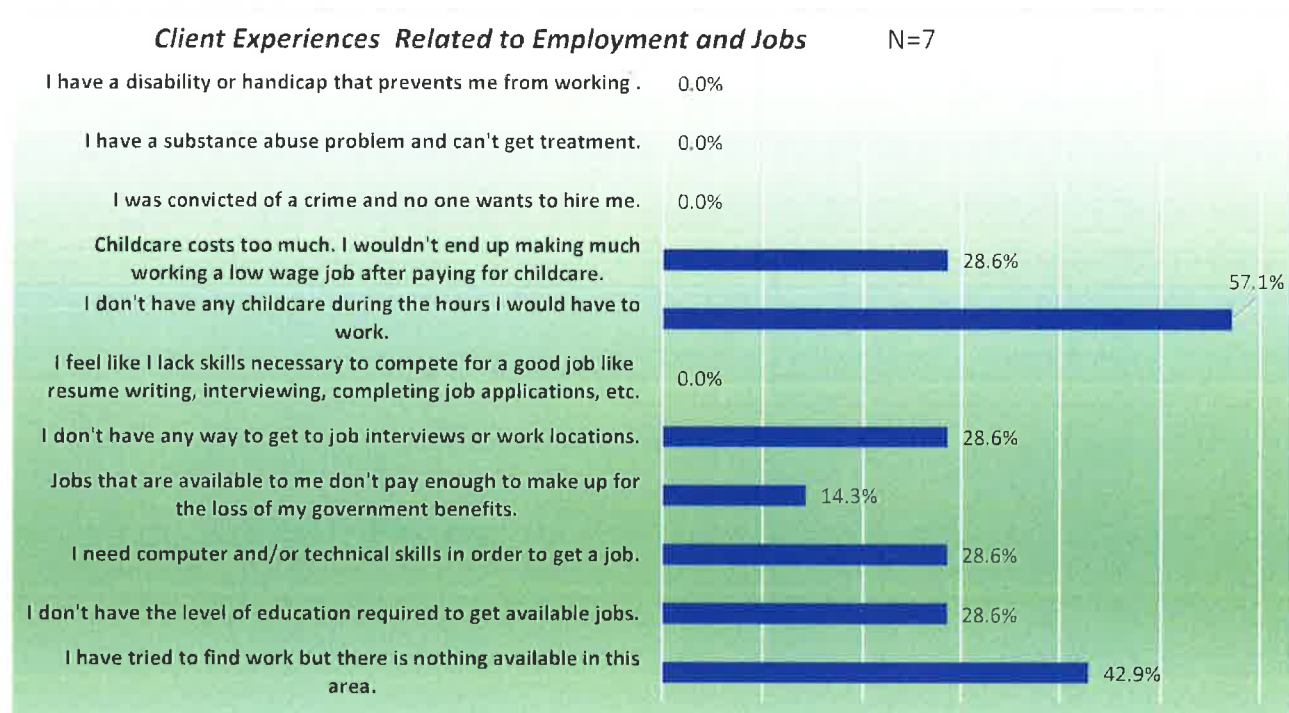
The key informants familiar with services and community conditions in Putnam County were asked to identify what they considered to be the three top priorities or area of need within each of the ten domains examined for the Community Needs Assessment. Service recipients were also asked to share their needs and personal experiences about each of the ten domains. Responses of both the key informants and small number of low-income service recipients participating in the survey are discussed in more detail in the following sections.

Employment and Jobs:

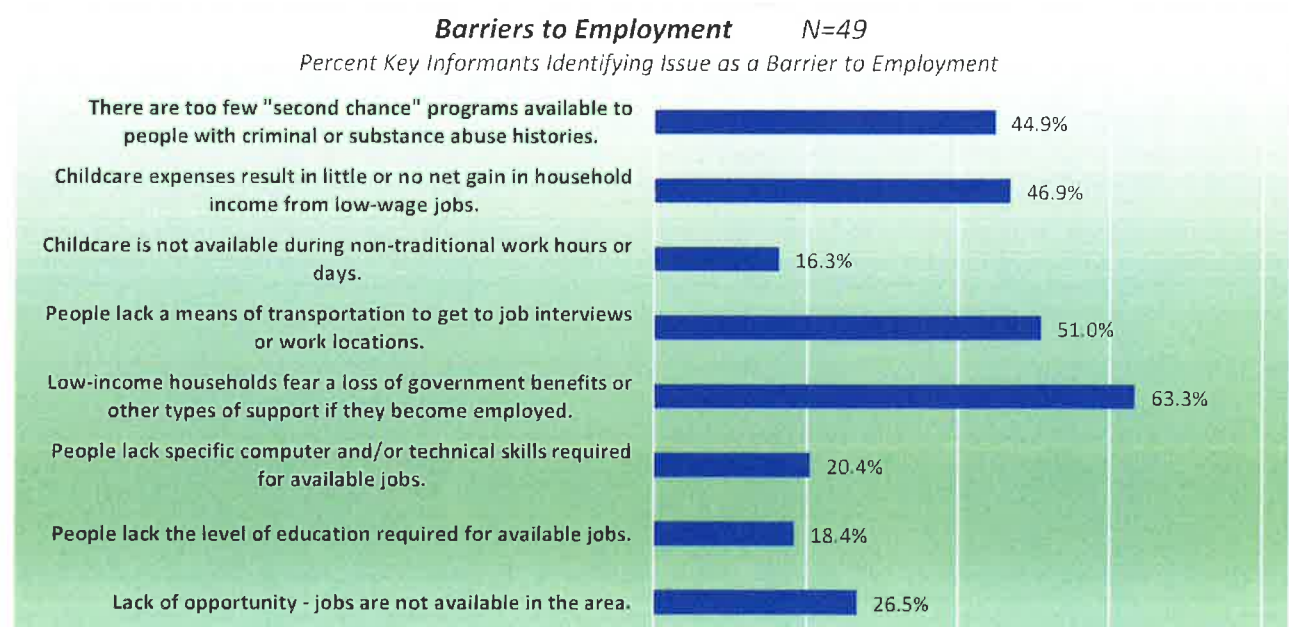
When asked about the most needed services within the employment and jobs domain, key informants in Putnam County identified transportation as a priority for the county. 55.1% of the key informants indicated transportation services to work locations was one of the most needed services in the county, and 40.8% said transportation for people seeking a job to get to interviews, job fairs, etc. was needed. Other service needs identified through the community survey include child care for working parents, and vocational programs and training opportunities for the types of jobs available in the area.



Seven (7) service recipients shared their opinions and experiences about jobs and employment. 42.9% said they have tried to find work but nothing was available to them, and 57.1% said childcare was not available during the hours they would have to work.



The key informants surveyed were also asked what they consider to be the most significant barriers to employment in Kanawha County.

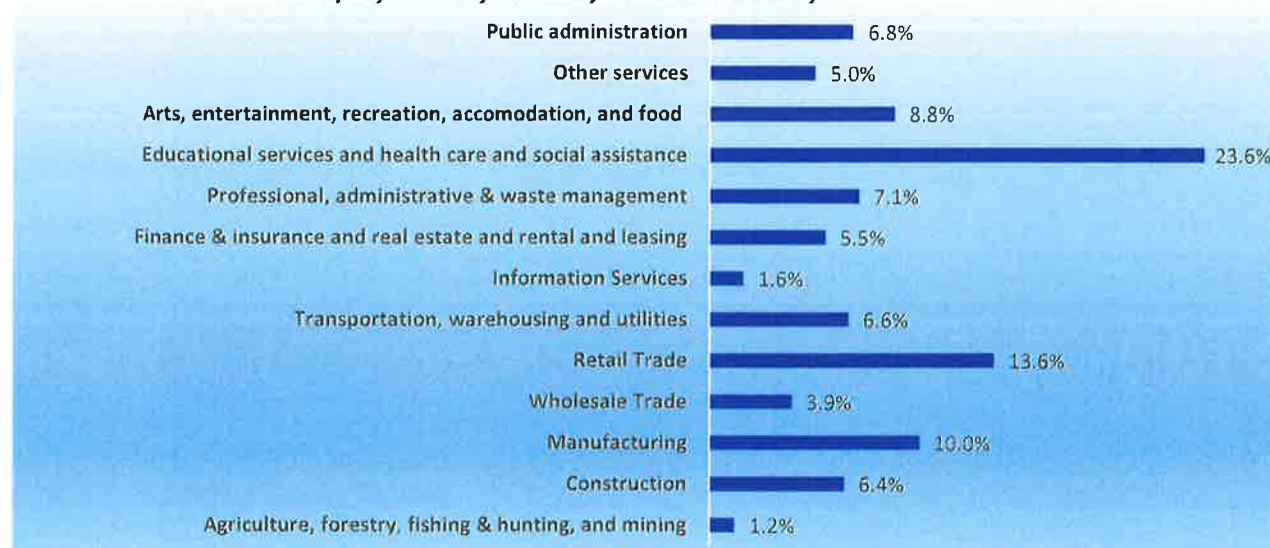


The most significant barriers to employment identified by the key informants include:

- Low income households fear a loss of government benefits if they become employed (63.3%),
- People lack a means of transportation to get to job interviews or work locations (51.0%), and
- Childcare expenses result in little or no net gain from a low wage job (46.9%).

Current employment in Putnam County is highest within the education, healthcare, and social service sectors. Education, healthcare, and social services jobs account for 23.6% of total employment in the county. 13.6% of the jobs are found in the retail trade sector, and manufacturing accounts for 10.0% of the total jobs. Each of the other industry sectors account for less than 10% of overall employment.

Employment by Industry - Putnam County



The largest employers in Putnam County (in order of number of people employed) are:

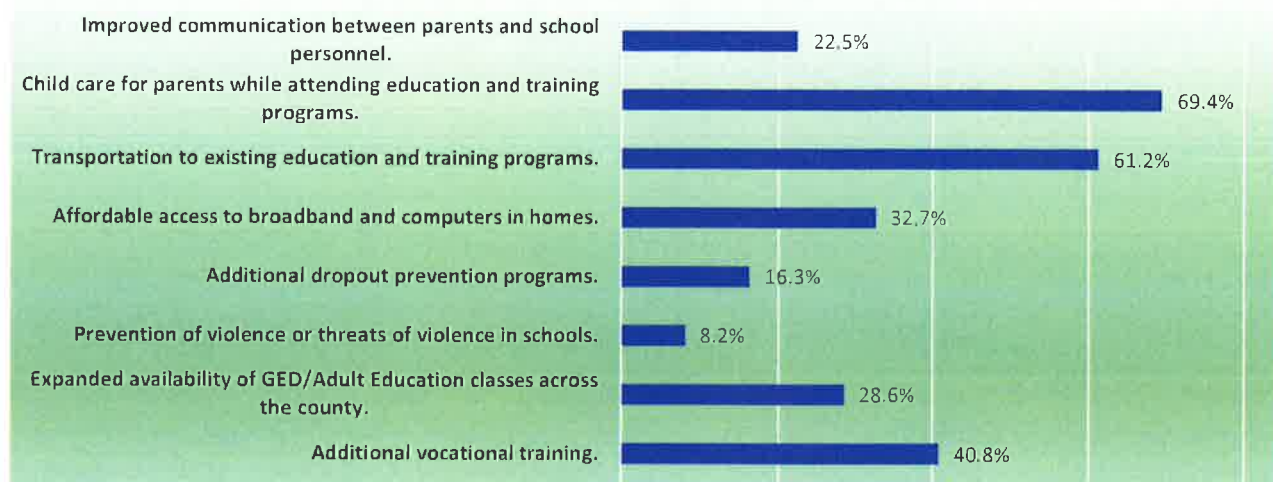
1. Putnam County Board of Education,
2. Toyota Motor Manufacturing, West Virginia Inc.,
3. Appalachian Power Company, and
4. Manpower of WV Inc.

Education and Training:

The key informants tend to think the most significant needs within the education and training domain are (1) child care for parents while attending education and training programs, and (2) transportation to the existing education and training programs available in the county. 69.7% of all respondents selected child care while attending education and training programs as “most needed” to improve education and training opportunities. 61.2% of the key informants said one of the most needed services is transportation to existing education and training programs.

Key informants also thought additional vocational training programs were needed in Putnam County. 40.8% identified this as one of the top three needs to improve employment opportunity.

Education and Training N=49
Percent Key Informants Identifying Service as Most Needed

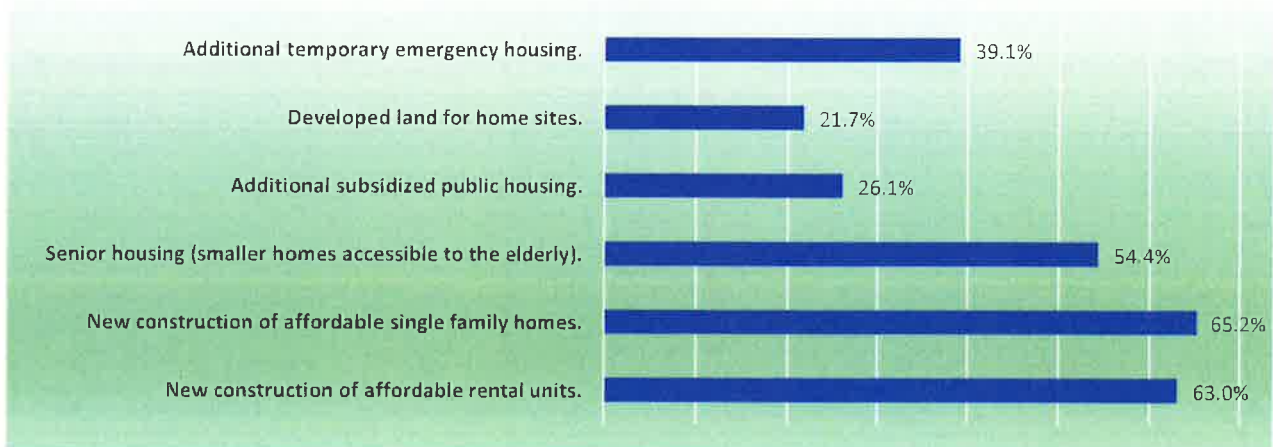


When asked about their experiences related to education and training, 3 service recipients said they could not afford a fast Internet connection or computer at their home, 2 said they could not attend education or training because they did not have any childcare when classes were held, and 2 said they didn't have any transportation.

Housing:

Putnam County key informants indicated new construction of housing units is needed in the county. More than 60% of all respondents said new construction of affordable single-family homes and affordable rental units were the most needed services related to housing. A need for Senior housing was also a priority for 54.4% of the survey respondents. 39.1% of the key informants in Putnam County also see a need for additional temporary emergency housing.

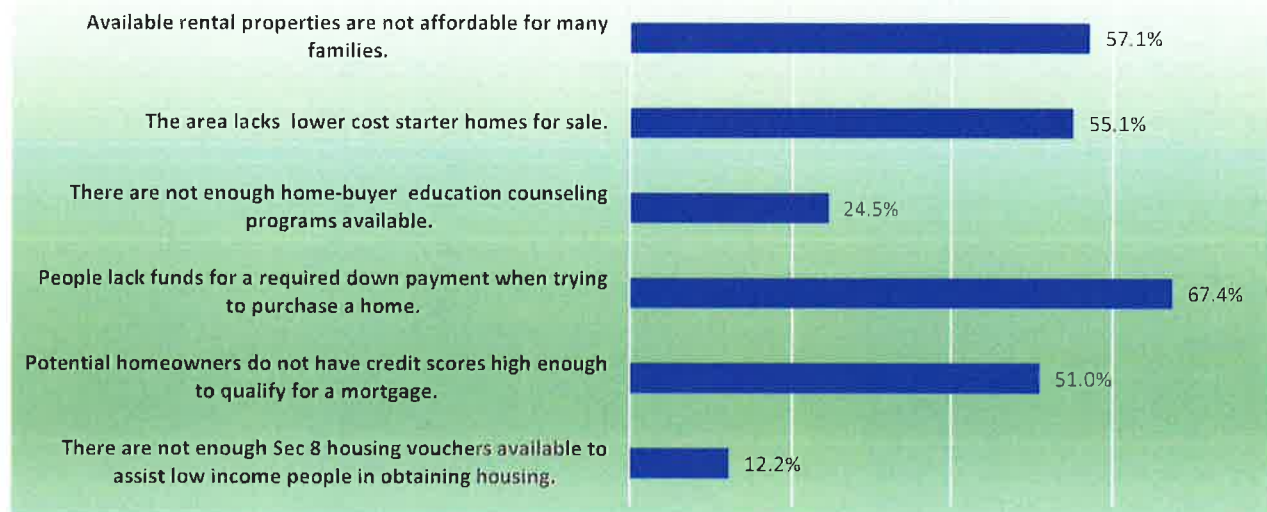
Housing N=46
Percent Key Informants Identifying Service as Most Needed



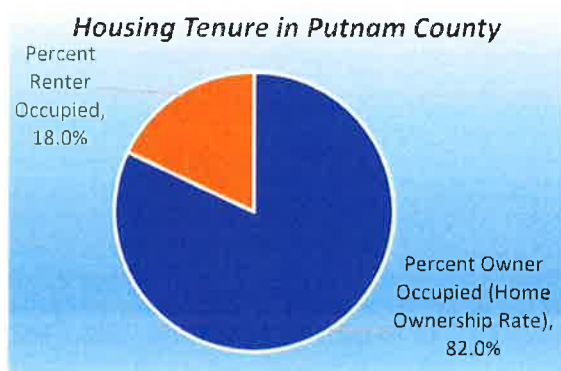
When asked about barriers to obtaining safe, decent and affordable housing, 67.4% of the key informants identified a lack of a required down payment as one of the main barriers for residents trying to purchase a home. More than half (55.1%) said a barrier was a lack of lower cost “starter homes” for sale. 51.0% of the key informants also said potential homeowners cannot qualify for a mortgage due to low credit scores.

Barriers to Safe Decent and Affordable Housing

Percent Key Informants Identifying Issue As Barrier N=49



Experiences of 6 service recipients relating to housing indicate these lower income residents simply cannot afford housing. 50.0% of the service recipients have found decent places to rent to be more than they can afford to pay and 50.0% also report that decent homes for sale cost too much for them to afford. The other experience reported by clients (3 of 6 people responding) is they do not have a good enough credit score to qualify for a mortgage.



Additional insight into housing issues in Putnam County is provided by secondary data sets reviewed.

82.0% of Putnam County residents are home owners while 18.0% live in rental properties.

There are 23,794 housing units in Putnam County and 21,788 (91.5%) of these existing housing units are occupied. Only 8.5% of the existing housing stock is vacant. The housing stock in the county is not as old as in other counties within the region. Just 9.1% of the housing stock was built prior to 1950. As of 2016, there

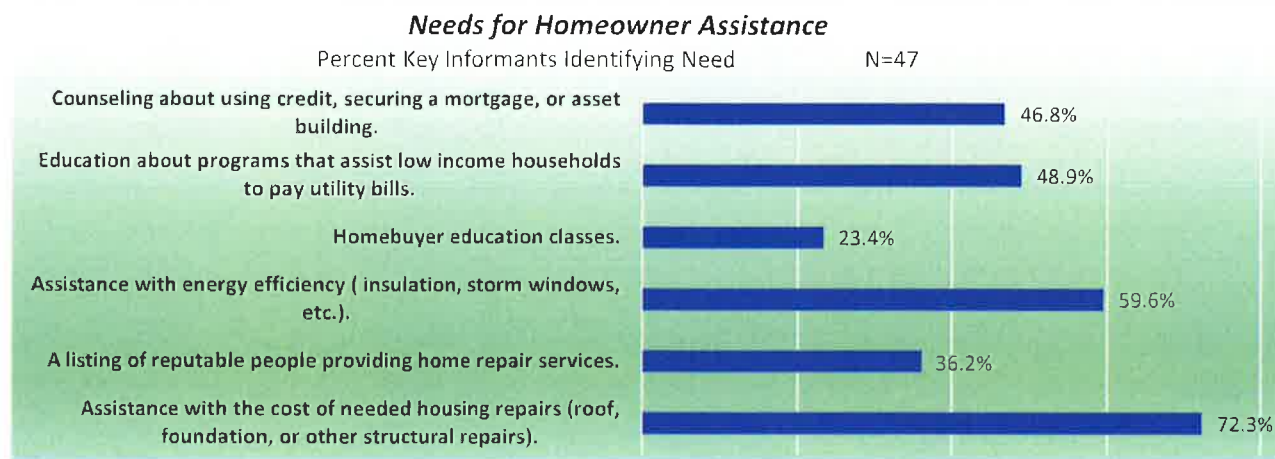
were an estimated 88 occupied homes without plumbing in Putnam County.

The median value of owner occupied housing in the county is higher than in other counties in the region at \$151,800 (ACS 2011-16). Median monthly owner costs for those with a mortgage is also higher at \$1,159, and 18.7% of homeowners with a mortgage are “cost burdened” with monthly housing costs exceeding 30% of income.

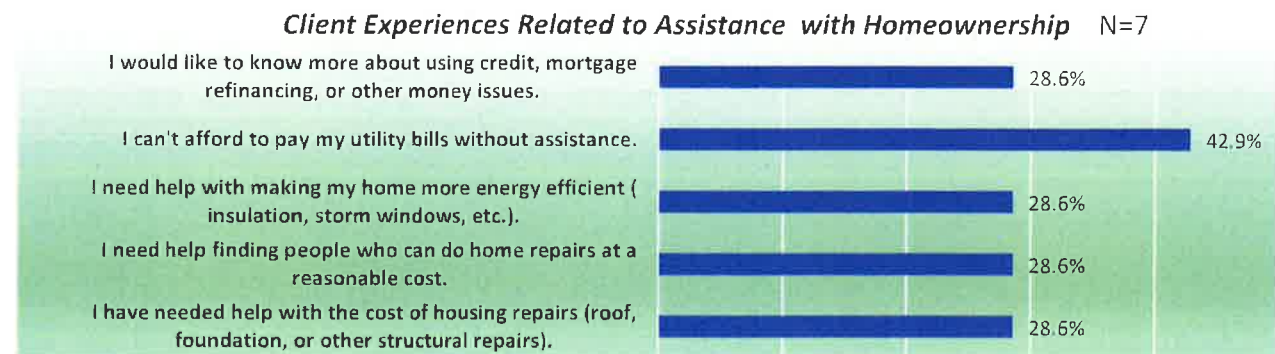
Median rent in Putnam County is \$765 per month and 42.6% of people who rent are cost burdened based on their gross rent exceeding 30% of the household income. (ACS 2011-16).

Homeowner Assistance:

Key informants in Putnam County identified four areas where current or potential homeowners need some type of assistance. Assistance with housing repairs appears to be the highest priority based on the survey responses. 72.3% of the key informants prioritized assistance with the cost on needed repairs to existing homes as a most needed service to help current homeowners. Assistance with making existing homes more energy efficient was identified as a priority by 59.6% of the survey respondents. Nearly half of the key informants also said counseling about using credit, securing a mortgage, or asset building, and education about programs to assist low income households with utility bills were services needed by lower income residents.

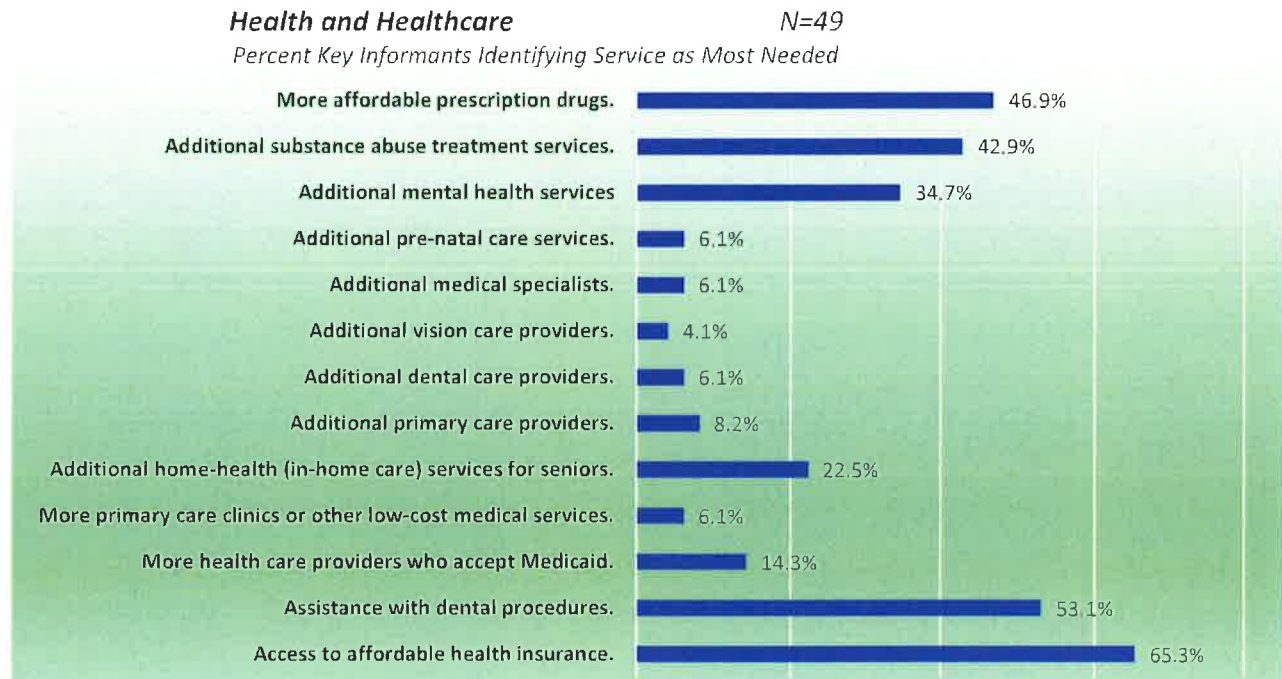


42.9% of the 7 service recipients responding to the survey said they can't afford to pay utility bills without assistance. 2 of these 7 clients responding to the question said they had experienced needs in each of the other areas related to housing.



Healthcare:

Access to affordable health insurance and assistance with dental procedures are the types of health related services most needed based on the key informant responses. 65.3% of the key informants surveyed indicated affordable health insurance was a priority need for lower income residents and 53.1% said assistance with the cost of dental procedures was needed. More affordable prescription drugs and substance abuse treatment are other health-related services prioritized as “most needed” by the key



informants.

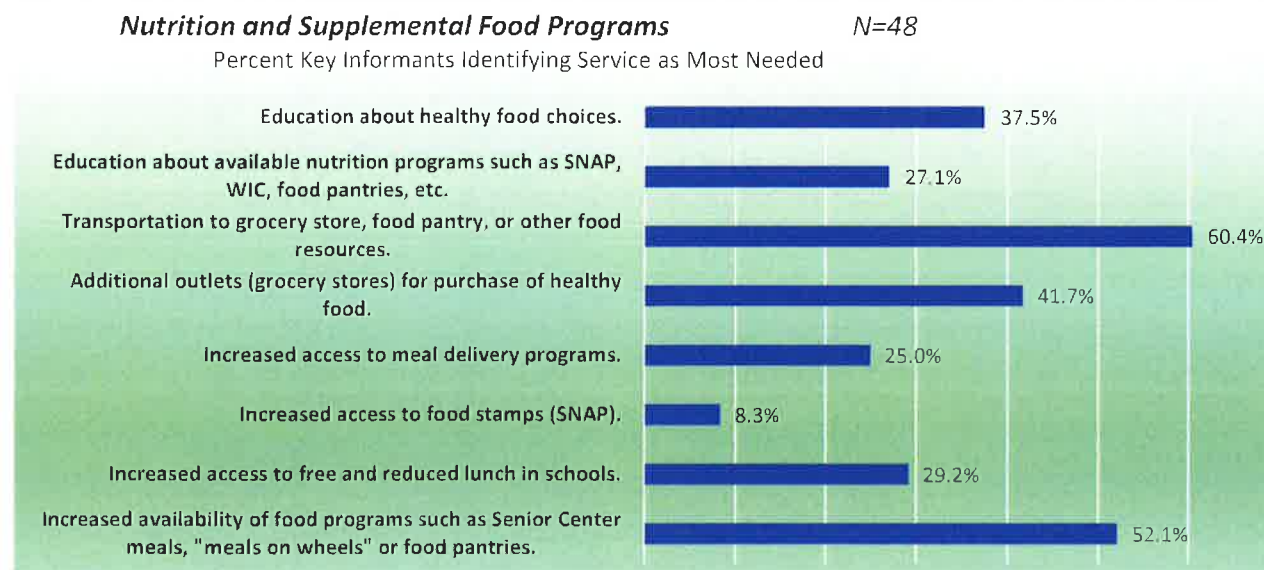
Service recipients responding to the survey confirm they need help paying for dental procedures. 5 of the 7 clients responding (71.4%) said they need help with dental expenses. 2 of the 7 service recipients said they do not have access to a primary care clinic or other low cost medical service in their area of the county.

Nutrition:

When asked about community needs related to food and nutrition, the key informants in Putnam County identified transportation to grocery stores and availability of supplemental food programs as the most needed services to improve access to food and nutrition for low income people. 60.4% of the key informants in Putnam County indicated low income people lack transportation to grocery stores, food pantries, or other food resources.

There also appears to be a need for more food programs such as food pantries, Senior meals, meal delivery programs such as “meals on wheels”, etc. More than half (52.1% of the key informants identified increased access to these food services as a priority for the county.

41.7% of the respondents to the community survey also see a need for more grocery stores in the county where healthy food can be purchased.



Only 4 service recipients responded to the question about their needs and experiences with nutrition and food and 2 of the 4 respondents said they sometimes need help feeding themselves or their families. Two (2) of these low-income persons receiving services also said they would like to know more about what type of food is healthy, and 1 of the clients responding to the survey said they didn't have any way to get to a grocery store, food pantry or other location to get food.

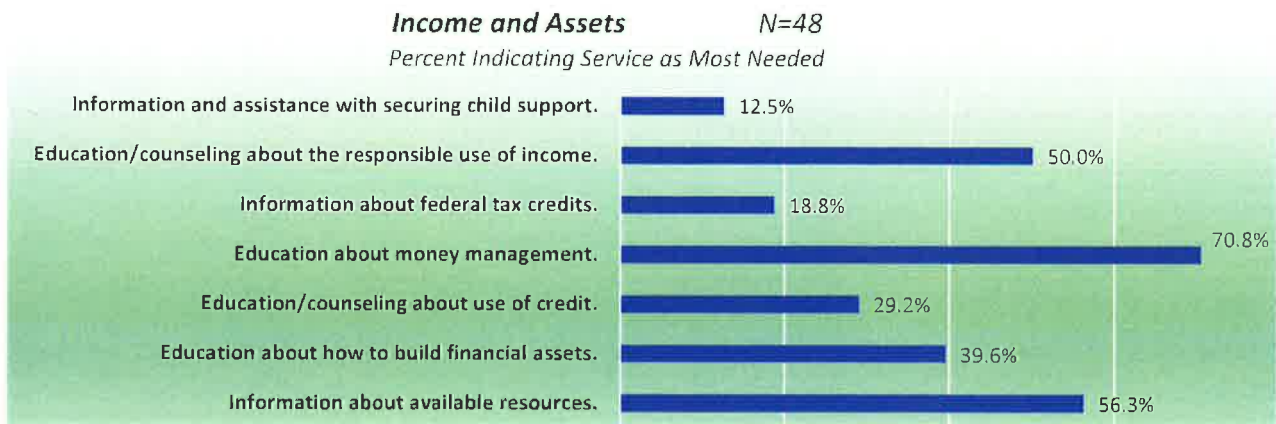
In 2015, there were 5 supplemental food programs (food pantries, hot meal programs, backpack programs, meal delivery, etc.) serving Putnam County (*WV Foodlink 2015*), and 9.7% of households receive food stamps to supplement their food budgets (ACS 2016). 899 families were enrolled in WIC through the WIC office serving the county. The *WV Foodlink* County Profile for Putnam County documents 57 retail locations that accept food stamps and 4 locations accepting WIC (2015). 2015 data indicates there were 3,958 school-age children eligible for free and reduced cost meals at school; however, only 59.0% of the eligible students participated in the school lunch program (*WV FoodLink*).

Income and Assets:

Community Survey responses indicate low income residents need education about money management (using credit, budgeting, bank accounts, etc.), available resources, and using income responsibly. 70.8% of the key informants believe education about money management is one of the services most needed in the area, and 56.3% indicated information about available resources such as health insurance coverage, nutrition programs, housing subsidies, etc. was a priority. Half (50.0%) of the key informants think some type of counseling focused on the responsible use of income is one of the "most needed" services related to income and assets.

Available data from the 2015 FDIC Survey of Unbanked and Underbanked households indicates 4.5% of

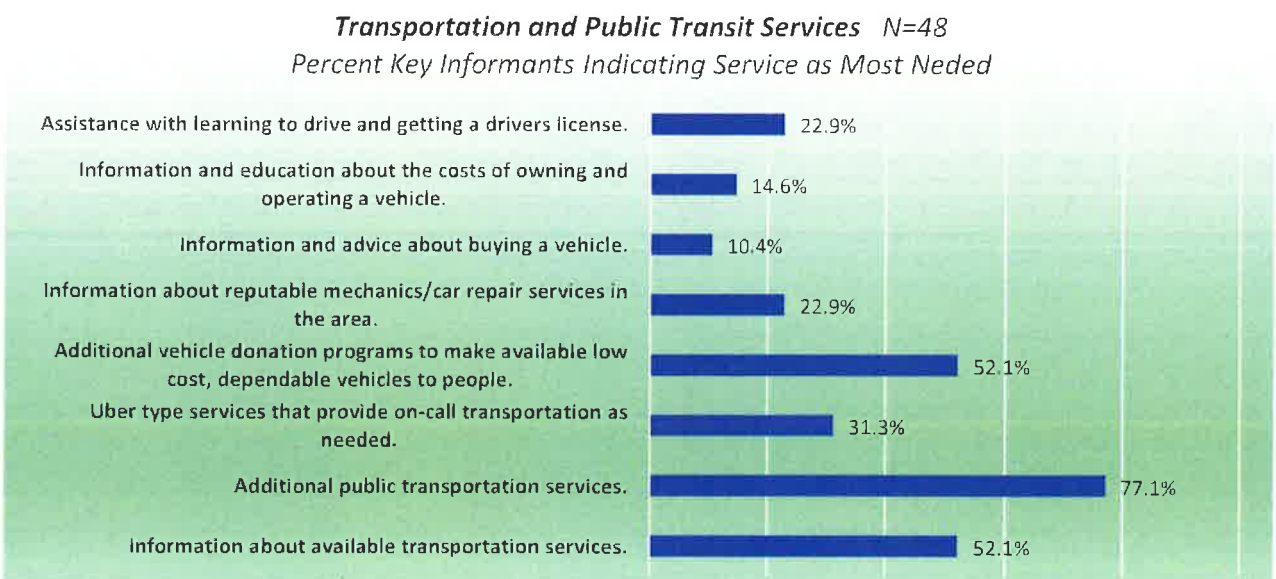
Putnam County households are “unbanked” (have no checking or savings accounts).



Six (6) of the service recipients in Putnam County shared their needs related to money and finances. These service recipients were most interested in learning more about how to raise their credit score (5 of the 6 respondents). Two (2) of the 6 clients said they would like more information about money management such as using credit, budgeting, and using bank accounts.

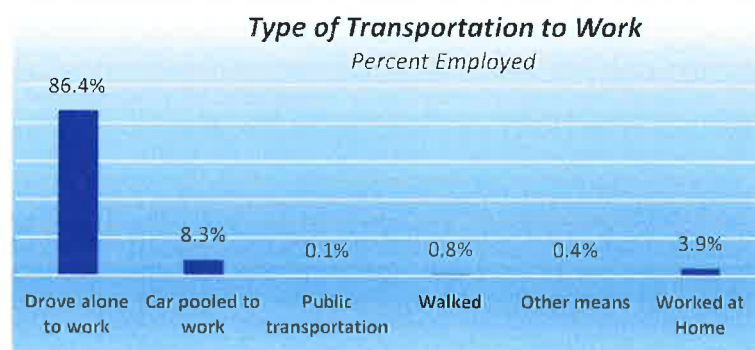
Transportation:

Additional access to public transportation was the most prevalent need identified through the community survey of Putnam County key informants within the transportation domain. 77.1% of all respondents indicated expanded public transportation was one of the “most needed” services in the county. More than half (52.1%) of the survey responses also indicate a vehicle donation program to make available dependable but low-cost vehicles to people in need and information about available transportation services is needed.



57.1% (4 of 7 respondents) of the service recipients surveyed said they need to know where to get a vehicle repaired at a fair price. One (1) of the clients said they need a vehicle in order to get a job and 1 also said they need help learning to drive.

The mean travel time to work for current workers in Putnam County is 25.1 minutes.

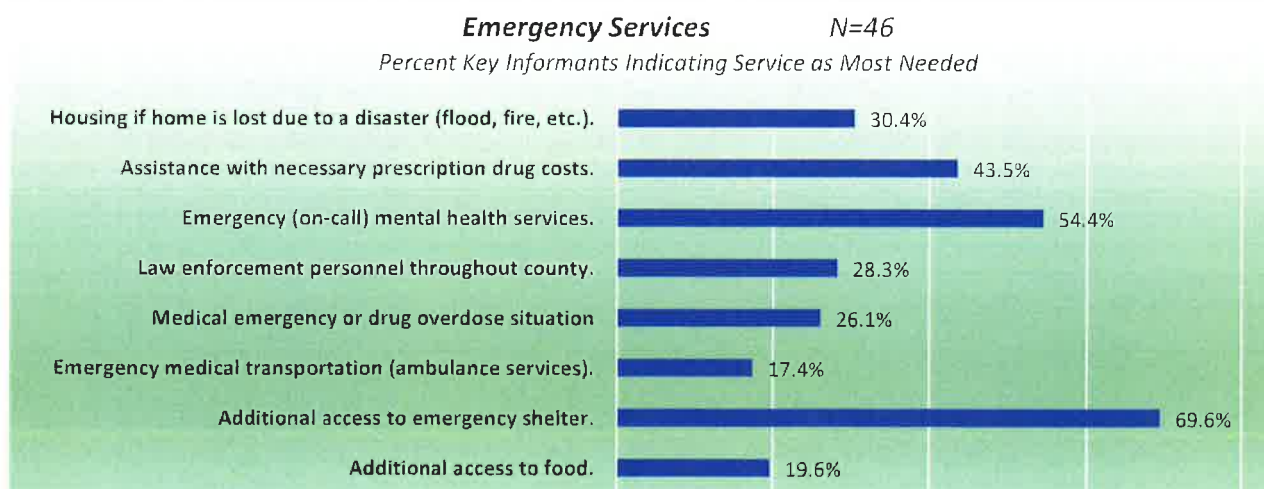


Most of the employed people in Putnam County rely on a private vehicle to get from home to their work site. 94.7% of all persons employed either drive alone or car pool to work (ACS 2011-16).

There is no public transportation available in Putnam County. Specialized and limited transportation services are available through some local agencies including the Putnam Aging Program, Winfield Senior Citizens, and Prestra Center. These agencies generally provide limited transportation for persons utilizing their services. A private taxi service is available in Hurricane – Teays Valley Taxi. LLC.

Emergency Services:

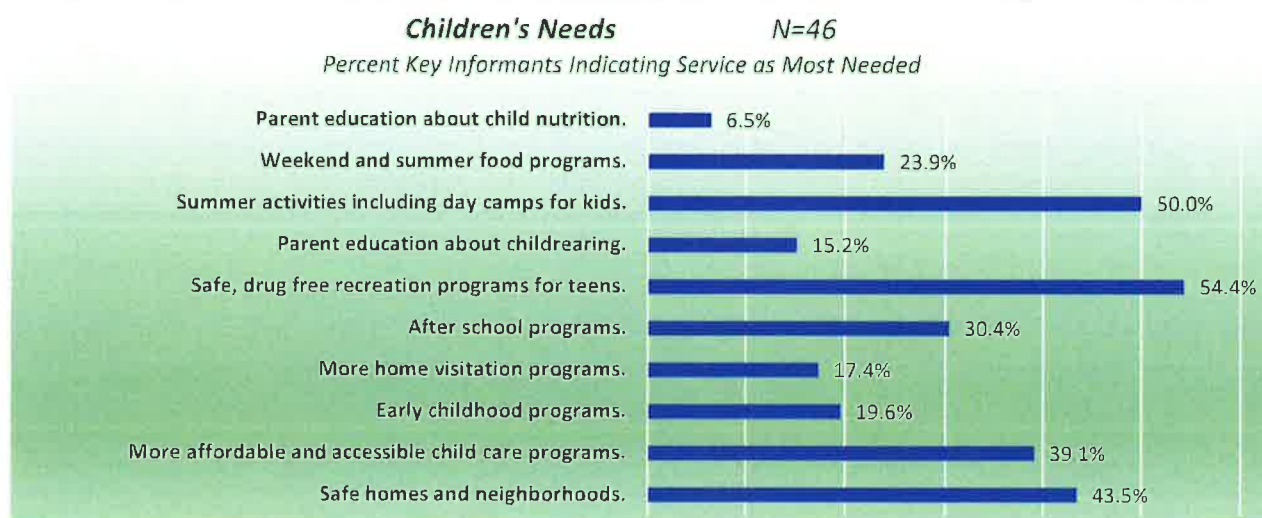
The key informants in Putnam County believe the most needed service within the emergency services domain are temporary emergency shelter in cases of domestic violence, flood, fire, eviction, etc. (69.6%). Emergency (on call) mental health services are also prioritized as one of the most needed services by 54.4% of the respondents. Another need within this domain identified by key informants is assistance with prescription drug costs (43.5%).



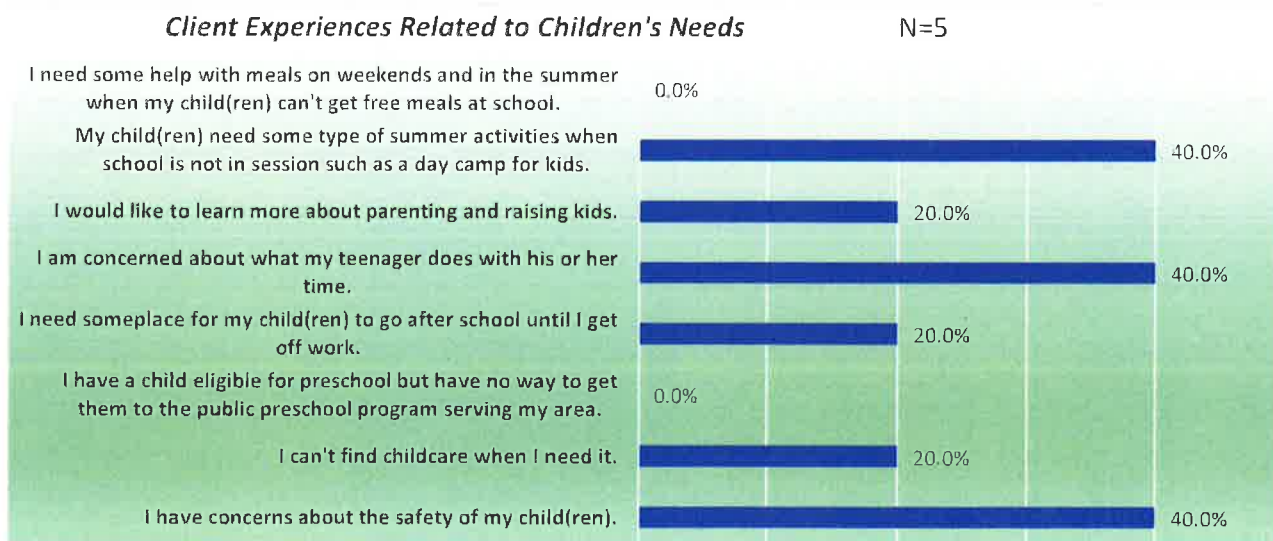
Client experiences in Putnam County within the emergency services domain were addressed by only 3 service recipients and the only responses related to food. When asked about their experiences with emergency situations, all 3 clients said they have needed help putting food on the table.

Children's Needs:

Child safety and recreational activities for children and youth are services needed in Putnam County based on key informant responses to the community survey. Safe, drug free recreation programs are one of the most needed services identified by 54.4% the key informants, and summer activities for children when school is not in session was also a priority for 50.0% of the informants. Safe homes and neighborhoods was a top area of concern for 43.5% of the survey respondents. More affordable and accessible child care programs was also selected as one of the “most needed services for children by 39.1% of key informants.



Service recipients with children (5 people) were asked about issues or situations they had personally experienced within the past year related to children's needs. 40.0% (2 of the 5 clients responding) said they have concerns about the safety of their children. Two (2) clients also said their children need some type of summer activities when school is not in session such as a day camp and 2 service recipients said they were concerned about what their teenager does with his or her time.



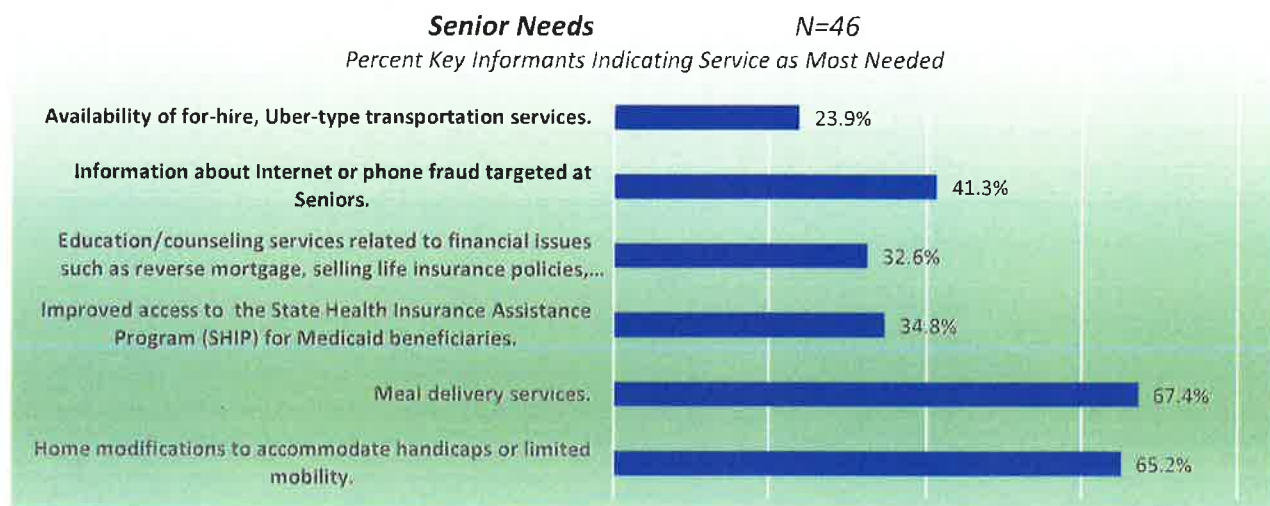
Secondary data sets indicate child abuse and neglect rates are relatively low in the county at 5.5 per 1,000 children. (Kids Count 2015). Circuit court data related to court filings for child abuse/neglect in Putnam County was not available; however, there were 306 domestic violence cases filed in 2016 which is a rate of 19.5 filings per 1,000 family households (2016 Family Court case filings data).

2.8% of children in Putnam County under the age of 18 yrs. have some type of disability (ACS 2016). 450 young children (preschool age) are enrolled in a Pre-K program in Putnam County at one of 27 Pre-K classrooms. The Pre-K participation rate is low at 66.0% (2017 school year).

Senior Needs

There are 6,266 households with seniors (over 65 yrs. of age) in Putnam County and 35.6% of these seniors have some type of disability. 23.8% of the seniors in the county over 65 yrs. of age lives alone (ACS 2016). It is estimated that there are 645 grandparent households in Putnam County where a grandparent is responsible for raising grand children under 18 yrs. of age.

The most frequently cited needs identified by the key informant responses are (1) home modifications to accommodate handicapping conditions or limited mobility (65.2% of respondents), and meal delivery services. 67.4% of the key informants indicated meal delivery was a “most needed” service within the Senior Needs domain.

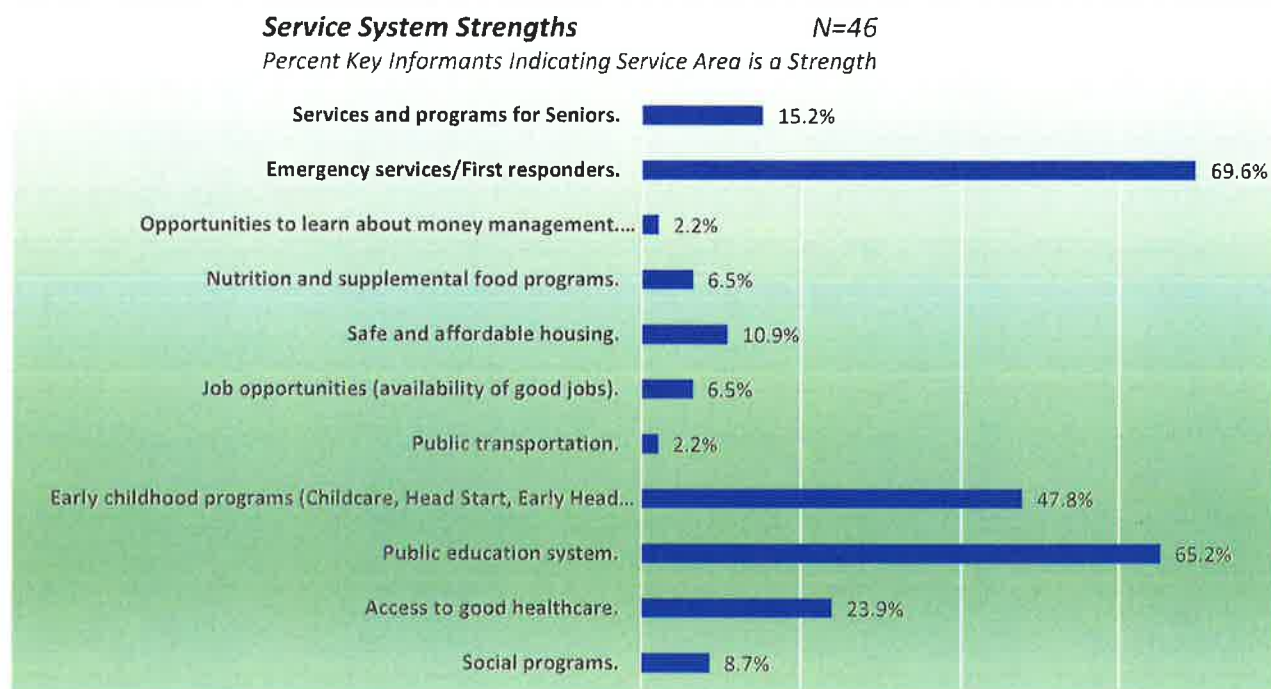


Only 1 service recipient responded to the question about the needs of seniors in Putnam County. This Senior citizen said they live alone and don't have any means of transportation to get where they need to go, and they need meal delivery services.

Primary Strengths and Community Resources

Community survey respondents in Putnam County were asked what they considered to be the greatest strengths within the Putnam County services system and they were asked to select all options they consider to be a “particular strength”. First responders and public education are thought to be the strongest components of the service system in Putnam County based on the responses of key informants. 69.6% of the respondents identified emergency services/First Responders as an area of strength, and 65.2%

indicated they thought the public education system in the county was a strength. 47.8% said early childhood services was a strong component of the service system. Less than one in four key informants see any of the other components of the service system as a particular area of strength.



Two (2) of the 6 service recipients who offered their opinion about strengths in the services system also identified public education and early childhood services as areas of the service system that had been responsive to their needs. Job opportunities, the healthcare system and social programs were each found to be responsive by 1 of the clients.

Persons participating in the community discussion held in Putnam County identified several strengths and assets within the county including:

- A strong sense of community
- Empathy demonstrated by community residents
- Resilient, hardworking people
- School teachers are helpful
- Schools in Winfield draw people to the Winfield area
- A good networking system within the county
- Jobs are available in the valley
- Strong will to make the county an even better place to live, work, and play
- A feeling of belonging where you live
- A strong, caring school system

Many services and programs are available to Putnam County residents either within the county or in the more populous bordering counties of Kanawha and Cabell. Some of these resources that address the

needs of low income individuals and families include:

- A range of public health services provided by the Putnam County Health Department
- Charleston Area Medical Center – Teays Valley
- Valley Health Services
- Home health care services
- Teays Valley Center Genesis Health Care
- Broadmore Assisted Living
- Behavioral Health services - Prestera Center
- Putnam Counseling Center
- 12 step and support groups
- *Right from the Start* program for Medicaid eligible pregnant women and infants
- Nine licensed family day care providers
- Three licensed child care centers
- Six after school programs
- Twenty-seven Pre-K classrooms
- Appalachian Council Head Start – 11 sites
- Parents as Teachers
- Birth to Three
- Faith-based food programs
- West Virginia University Extension Service
- Local office of the WV Department of Health and Human Resources
- Senior Centers in Hurricane, Hometown, and Buffalo
- Regional Family Resource Network
- Tri-County YMCA
- Five banks with branch locations