

## B.2 Community Meetings Summary

Focus Group: Radford Local Advisory Board (8 participants) 2/7/20

Need		
Need/Barriers	Resources	Opportunities
<b>Food Security</b>		
Food needed for all student: school—college Not enough resources Lacking nutritional value Pride Misuse of food banks	RHS food pantry Community Table at Unity Church Saturday noon meal has increased numbers served NRCA EA food pantry Meals on Wheels RU Food Bank Bobcat Backpacks	
<b>Education</b>		
Basic literacy Technology training (phones)	RCPS and Head Start partnership in joint classrooms	Literacy support needed
<b>Childcare</b>		
More after school care needed Supervised care needed	Radford Library Recreation Center (unsupervised)	After school “program” RU student support for after school programming Youth initiative, RADical Change
<b>Housing</b>		
VT student rent here High rent HUD support Criminal record – HUD landlords have discretion	The Shelter housing on Grove	VT Housing Study
<b>Resources</b>		
Visibility of resources Lack of family support for college students Health prevents resident from accessing resources Stigma of receiving services		Connection with all specific resources List of all resources Consolidate food banks Food hotline
<b>Employment</b>		
Lack of jobs Motivated job seekers		
<b>Transportation</b>		
Can’t get out due to disabilities Bus system does not touch all resources		Re-examine transit stops

isolation		
<b>Income</b>		
Limited income for the elderly clothing	Medicaid will pay for cell phones	
<b>Health</b>		
		Elderly and end of life support programs needed

\*Voting on priorities was not conducted.

Focus Group: Giles FOCUS 2/13/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Insecurity (1)</b>		
Seniors food insecurity (1) Have the food, getting food to people is the issue		
<b>Education</b>		
Parent education Technical programs/certificate @ HS		
<b>Childcare (2)</b>		
No/few spots for 0-3 ages (1) Parent education No recreation for MS and HS due to access and costs, leads to drugs (1) Foster needs—44 need, only 4 housed in the county	Lack of awareness of Early Ed resources	Foster care documentary
<b>Housing</b>		
housing needs only HOPE house & full expensive short-term lack of shelters homeless with substance issues	Only 2 housing units	
<b>Resources</b>		
referrals & lack of knowledge of resources complicated to get resources maintaining directory		Packet w/resources that can be handed out w/events—like Feeding
<b>Employment</b>		
Jobs/re-entry for those coming out of jail system Need early education training in technology school	Insurance does not cover dentures/dental-- for those, hinders employment	
<b>Transportation (3)</b>		
lack of not access to services—great services cannot be accessed across the board—hub/silos no public options where need far out drug abuse cycle—fine, no license, jobs, more use	Restrictions to license renewal	Transportation group met directly after FOCUS meeting. Conversation to connect on-demand requests with existing routes in areas that have them.
<b>Income</b>		

Need goal setting support Need budgeting skills		goal setting/plan/little steps/failure end of road to them—not learning how to deal with it family skills, budgeting skills
<b>Health</b>		
Mental <ul style="list-style-type: none"> <li>options &amp; getting them in</li> <li>access to</li> <li>not enough providers to fill the need</li> <li>costs</li> <li>early intervention w/kids</li> </ul> Dental <ul style="list-style-type: none"> <li>access, education, &amp; affordability</li> <li>people in recovery</li> </ul>	No affordable short-term & drug-abuse limits options No affordable options—group homes expensive Insurance does not cover dentures/dental-- for those, hinders employment	Use money from class action suit for dental for those in recovery CHIP NRVCS
<b>Infrastructure (1)</b>		
Broadband—access to/paying for it (1) No internet no jobs		
<b>Culture</b>		
Sense of hopelessness mindset Appalachian culture Trust trust/creating a tradition access, exposure & cultivating long-term only seek assistance when situation turns to crisis	Self-sufficiency mindset is strong	Building relationships with residents

\*Voting on priorities was conducted. Totals are displayed in domains with specific votes noted in first column.

Focus Group: Head Start Policy Council 2/18/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
not enough food no meats nutritional value & expiration dates school food free Food pantry not advertised, unknown hours	Giles Jr Women’s Club basket Narrows Christmas boxes Pulaski, Shawsville & Floyd, Narrows have week-end food for children NRCA EA offices → Food bank lists Churches Plenty! Food Lion HS visit - how to “fruit & veg”	Advertise food pantries better
<b>Education</b>		
Understand eligibility for HS Differences in services in school divisions	NRCC WF Development advanced skills degree-- FREE middle college Fast Forward—short term cred training 1/3 price—state pays 2/3	Similar in services in school divisions
<b>Childcare</b>		
Balance \$, childcare parenting decision to stay at home \$\$ childcare 0-3 limited slots another early HS is needed limited activities for teens no activities if no sports involvement	Dublin Elem—free after care	
<b>Housing</b>		
size for HH affordable \$\$\$ w/in pay range w/enough to live, eat right, transportation trade-off! location—safe not on transit line can’t expand--\$ license to expand Habitat housing available—restrictions on income make it not accessible		
<b>Resources</b>		
Food pantry not well advertised		Advertise food pantries better
<b>Employment</b>		

need training for better job depends on transportation & childcare		
<b>Transportation</b>		
Pulaski, Radford have an on-demand schedule No taxi services No transit in in Floyd, Shawsville, Giles Scooter laws require license now how to get to line with a disability Rural locations impact all areas Job and childcare depend on transportation		
<b>Income</b>		
Budget skills needed school supplies needed		
<b>Health</b>		
dental insurance hearing & vision affordable not covered for adults Special needs—12-18 yrs. gap in services, no groups either more mental health awareness better trained teachers & public safety (police, etc.)		NRVCS mental health services Mental health class MCPS
<b>Infrastructure</b>		
<b>Culture</b>		
Family Supports like this group		More groups like HS Policy Council

\*Voting on priorities was not conducted.

Focus Group: LICNA Taskforce (5 participants) 2/27/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
	Plenty! survey	
<b>Education</b>		
Must be homeless to stay in same school (Project Hope) Different resources at different schools Unsure of adult education funding \$--do adults have similar barriers	Project Hope—kids stay in home school for that year only if homeless Good conversations in all NRV about adult education and training	
<b>Childcare</b>		
Lack of childcare Affordable care Limited hours & days Hours don't match employment hours Rely on family for odd hours Need safe after school program Not supervised in some programs—Radford Rec not supervised Summer programs/year-round care needed	Public libraries	Life after school program—kids have daily jobs that help build life skills
<b>Housing (2)</b>		
Not enough safe, affordable housing VT housing crisis bleeds over; VT student taking housing in Radford and other surrounding areas Large capacity housing is difficult to find		RU landlords are more open to low income tenants Lease takeovers are now a possibility since 1st & 2nd year students are required to stay are on campus
<b>Resources</b>		
<b>Employment (2)</b>		
Lack in rural areas--suggest clients to move Due to general lack of job opportunities but these moves them away from their support systems Use phone for completing applications—difficult to use		
<b>Transportation (4)</b>		
Not going to clients Giles/Floyd not enough/existing It is costly; not affordable	More public transportation than 10 yrs. Ago	

Routes are inconvenient - patrons pay with their time Affordable housing is outside of existing routes Can't get to work/late/odd work hours More costly housing near bus routes		
<b>Income</b>		
<b>Health</b>		
Hep C treatment is costly	NRV Health district: Hep C \$ for treatment prior to release Pre-release birth control Multi STI testing	
<b>Infrastructure</b>		
<b>Culture</b>		
<b>Government</b>		
	Giles government outreach	Understand what local government is doing? Better communication between government community providers Attend local government meeting

\*Voting on priorities was conducted with each of 4 members having two stars each. Totals are displayed by domains.



Focus Group: Floyd Initiative for Safe Housing FISH -- (8 participants) 3/5/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
<b>Education</b>		
		Expanded CTE school
<b>Childcare</b>		
<b>Housing (8)</b>		
<p>Low inventory of all housing types <b>(8)</b></p> <ul style="list-style-type: none"> <li>rental properties</li> <li>low income</li> <li>middle</li> <li>purchase</li> </ul> <p>Buyers are buying less than their budget, desired purchase price due to low inventory thus pushing lower budget buyers out</p> <p>22% of housing in Floyd are mobile homes – most are poor stock, pre-1980s <b>(2)</b></p> <p>Lack of small lot sizes to build more housing or place manufactured housing</p> <ul style="list-style-type: none"> <li>Landowners desire to retain large tracts of land/farmland</li> <li>Don't block my view</li> </ul> <p>Landlords</p> <ul style="list-style-type: none"> <li>Reluctance to be landlords in general</li> <li>Reluctance of landlords to accept vouchers</li> <li>Lack of enough subsidies</li> <li>Perception and reality of drug issues adds to the reluctance—the reality has decreased</li> </ul> <p>Substandard homes in general</p> <ul style="list-style-type: none"> <li>Older homes</li> </ul>	<p>Housing Study by VT Center for Housing and the Regional Commission</p> <p>FISH</p> <p>Habitat for Humanity</p> <p>Community Housing Partners Weatherization</p> <p>Southeast Rural Community Assistance Project (SERCAP)</p>	<p>FISH</p> <p>Housing choice vouchers can be expanded</p> <p>Grant dollars are available to rehab properties,</p> <p>DHCD CDBG project owned primarily</p> <p>504 Grants by USDA</p> <p>Loan dollars to develop projects DHCD VHDA FHLB</p> <p>Changes to county's subdivision ordinance</p>

<ul style="list-style-type: none"> <li>• General upkeep needed</li> </ul> <p>Aging in Place</p> <ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Few options</li> <li>• Can afford to sell and buy but no appropriate inventory to choose from</li> </ul> <p>New homeowners take stock</p> <ul style="list-style-type: none"> <li>• New to area</li> <li>• New to homeownership</li> </ul>		
<b>Resources</b>		
<b>Employment</b>		
<p>Can't fill jobs</p> <p>Most jobs available are decent wage, \$13 average</p> <p>Most residents are out commuters, few commute in as there are few decent homes in the county</p> <p>More tradespeople are needed</p>	The CTE school has been expanded	Employment is not an issue
<b>Transportation (2)</b>		
<p>Can't afford a car or the upkeep of the car, especially low-income residents</p> <p>No mass transit</p>		Uber/taxi services could be developed
<b>Income</b>		
<b>Health</b>		
Accessible homes for aging citizens		
<b>Infrastructure/Economic Development</b>		
<p>Hard to attract new businesses due to low housing inventory</p> <p>There was no plan for growth</p> <p>Many don't want growth, desire to retain views and large land tracks</p> <p>VDOT holds back site work at Commerce Park</p>	EDA to make County ready for employment	<p>Shell building—bring in employer by BOS</p> <p>Site work in Commerce Park</p> <p>Phase II studies, Roads development</p>
<b>Culture</b>		

\*Voting on priorities was conducted with each having two stars. Totals are displayed by domains.

Expert Interview: Amy Shrewsberry, Snowville Elementary School 5/11/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Nutrition</b>		
	Community Eligibility Provision (CEP) allows schools to serve breakfast and lunch free of charge to all students (if school is located in high poverty district)	
<b>Childcare</b>		
<b>Housing</b>		
<b>Resources</b>		
<b>Employment</b>		
<b>Transportation</b>		
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>Digital divide – kids need internet at home</li> </ul>		
<b>Culture</b>		
<ul style="list-style-type: none"> <li>Parents need to support children at home with their schoolwork, modeling how to be a citizen</li> </ul>		

Focus Group: NRCA SwiftStart/RESTORE/Whole Family Staff (2 participants) – 6/1/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
	Food banks may be underutilized right now; more money is given out - a client getting \$1000 per month during COVID	
<b>Education</b>		
<p>Trying to get trades programs to go online for fall                      NRCC is waiting on Gov order on when to continue trades programs                      Lacking training programs will be even greater need                      Some success with nurse aid program in facilities, not sure if they will continue to offer this up (in house training)                      CMA floaters have been pushed into hospitals as PCT, they get lower pay                      IT training at Goodwill was done online - hopes that Goodwill will continue this, not many clients are interested in IT but maybe should be marketed                      RU has lots of plans but none are solid for fall semester                      Need help with recert fees even after they are done with program</p>	<p>Job training was dismal before but even worse now; not sure what it will like; even powers that be don't know what it will look like</p>	<p>Hours are cut, need help with recert fee, can't be helped by SS and out of area for WF; clients might need some ongoing support after they finish with program. RESTORE is a bright spot for folks who are ready to work; support is available for those going into the workforce. Whole Family is helping and predicted to expand</p>
<b>Childcare</b>		
<p>Picture has changed, we will be in a difficult space for a while                      HS may place some limits on classrooms                      Clients can't work as childcare is closed                      Hard to find care before but in future will have fewer slots                      Make it hard for parents to get a job or train                      Affordable centers will have to lower the level of slots                      Randolph park will not open this year - part of Randolph park camp</p>		
<b>Housing</b>		
<p>Client staying in hotels due to lack of housing; no feedback from EA/Housing                      Domestic Violence makes housing hard                      It takes a long time to find housing                      Empty units in NRV but landlords can't flip them due to supplies shortage and schedules of contractors                      Larger size families hard to find units with bed – except for Montgomery                      Rent and utility grace will go away at some point of COVID, clients have not thought about the amount they will owe, anticipate a surge of evictions, clients don't recognize the credit issues they will be facing</p>	<p>EA support makes it possible to get clients into units with deposits</p>	<p>More Oxford Houses are expected to be opened in NRV, for women and children and another for men; working the bugs out of Radford house, seems to be a hopeful situation</p>

<p>Referrals to Housing are slow or no get no response, moving be-grudgingly to let go of money  Existing clients should be a prior - but they aren't  HHP staff don't who is supposed to go to; was an issue now but even worse now  Agency is getting a bad name, clients are rolling their eyes, clients have tried this before and don't want to deal with EA/HHP  Staff  Call backs - a couples of days to return call, might not be able to solve it but will touch base, different expectations among programs, please acknowledge! We have a process for referrals but EA/HHP are not responding  Have to advocate directly with HHP staff to reach out to client</p>		
<b>Resources</b>		
<b>Employment</b>		
	<p>Worrisome that companies that aren't opening back up; food service and housekeeping will have to find other jobs</p>	<p>There are jobs out there</p>
<b>Transportation</b>		
<p>Ongoing for all clients  Getting to training or jobs  Lack of public transport  Cars need repairs  Don't have personal transport  DMV has been closed, have to make an appointment - it was an nightmare before, can't imagine it now; Roanoke is open but who can get there; nice that grace has been given on fines</p>		
<b>Income</b>		
<b>Health</b>		
<p>Drugs  Need to see someone faster than was available (NRVCS) - did counseling via phone, which is new type of counseling, might not have internet or tech to do this  Stressful to be home with kids, challenging to help with their school work, increase DV during quarantine, think more DV will surface and will hear more as quarantine is opened up; providers in hospitals might be stressed out due to</p>		<p>Staff at NRCA need to be really clear on the resource available with clients and their children with mental health issues  Expect for the need to grow; helpful to talk with NRVCS to talk to them; expect to see it</p>

<p>working in COVID, hospital staff were laid off when no elective surgeries were allowed</p> <ul style="list-style-type: none"> <li>Needs will emerge when crisis mode is over</li> <li>Struggle to work and have kids at home</li> <li>Isolation has caused depression</li> <li>Racism issue is not an issue as well; Radford protest is being planned in a few weeks as well</li> <li>World feels very chaotic</li> </ul> <p>Mental health - Use of stimulus money is questionable, Unemployment is high  Have to rely on telemedicine, how effective is that  Spike in overdoses in Giles during quarantine - those that were in f2f supports groups now have to do it virtually  Court has not open so DV and custody issues have not been addressed  Services for regular well checks have been delayed; resources have been put on hold; not a priority for anyone; children would be behind on immunizations  What is the community health center doing?</p>		<p>bubble up more in Fall;  trauma has only increased with current race issues in the news  Staff mental health has to be a priority; encourage to be honest with self  Challenge to work on site again  Service provision will look much different going forward</p>
<b>Infrastructure</b>		
<b>Culture</b>		

Focus Group: NRCA Head Start Staff (6 participants) – 6/2/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Security</b>		
		NRCA could take on Meals on Wheels programs
<b>Education</b>		
<p>If clients do go on for education and get a degree then are there jobs there?</p> <p>Trying to find trainings in the NRV - even if the parent wants to do better but there are evening classes so no childcare is available</p> <p>No trade schools are in NRV - bachelor's degree is almost unreachable goals when they need to get GED first</p>		<p>Trades school - mechanical - access to training, access to garage: Great day(s) of giving - RAM clinic concept but for transportation, give a day of your skills; Partner with churches to make that happen</p>
<b>Childcare</b>		
<p>Mont Co is not a concern</p> <p>Pulaski and Giles concerns about quality pre k and infants</p> <p>No infant toddler concerns in Radford</p> <p>Not many options at all right now - parents can go back after furlough</p> <p>Nontraditional hours are needed</p>	<p>Underutilized - Head Start - we should have more on the waiting list</p>	<p>Adult day care programs - pair with HS children - multi-generation services</p> <p>We start it and then spin them off</p>
<b>Housing</b>		
<p>Giles County is almost impossible to find; substandard for what is there</p> <p>Mont Co homes might have more available but not affordable</p> <p>Floyd doesn't have a good deal of rental or for sale in general</p> <p>Large family size is hard to find</p> <p>Wait list for HUD could be as long as 2 years</p>		
<b>Resources</b>		
<b>Employment</b>		
<p>Entry level positions/hourly wage - hard time making enough money to get to next step, can't get to next step to make livable wage; our teachers as well as clients</p>		

<p>If clients do go on for education and get degree then are there jobs there?  jobs will be a need due to COVID - are lower wage service jobs drying up?  what are college kids doing this summer for work?</p>		
<b>Transportation</b>		
<p>Cost of repairs  Low quality cars require lots of expense  Don't have back up transportation options  Public transportation is lacking in Giles, Pulaski has some  Need CDL drivers</p>		<p>Start some sort of transportation options - to doctor visits, it's out there but more is needed  Could this be a source of income for NRCA - train clients for CDL (not tractor/trailer)?</p>
<b>Income</b>		
<p>ALICE - working a little more, lost all benefits; trying to make it better then support is taken away; what is the incentive to move away from assistance  Caught in the crack for insurance as well</p>		<p>Fund raising at the agency level</p>
<b>Health/Mental Health/Substance Abuse</b>		
<p>Food - combination of lack of, cost and getting  Availability of service to children with special needs  Families above HS guides but still in need help  Families falling between cracks due to income  Mental health services need will be at an all time high - if your insurance covers it then great but do all cover? Waiting lists are expected to grow  Basic health - what will insurance covers beyond basics?  Only some members of HH can afford to have insurance - others are left untreated  Dental - not enough providers for pediatric in NRV  Pediatric specialists are few  8 month waiting list for pediatric developmental clinic (Carillion) in Roanoke - suspect autism then it takes 8 mons to get an appoint</p>	<p>More health specialists needed</p>	<p>Senior services - few nursing homes for seniors (not rehab); adult day care would help those that still work; enable them to stay in their own home; access to nurse at day care to help work through aging issues; transport from Pulaski to Giles for adult day care; Warm Health is low income based</p>



<b>Infrastructure</b>		
Lack of internet Giles and Pulaski are in need; internet desserts		
<b>Culture</b>		

Focus Group: NRCA Homeless and Housing and To Our House Staff (6 participants) -- 6/4/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Security</b>		
<b>Education</b>		
	<p>Underused-Literacy volunteers - offer mini workshops in computer literacy                      Great opportunity for TOH clients - only 1 TOH guest did this                      They could be inside during day</p>	
<b>Childcare</b>		
	Childcare – what does DSS support look like	
<b>Housing</b>		
<p>More affordable housing, need to be income base                      Many barriers to get into income based                      Need options that are not tied to good credit, clean criminal history                      More project based                      Need affordable housing for elderly                      More senior living options - over 55 that live on fixed income - seeing an increase in need in this age group                      Floyd has no or very little affordable housing - 1 facility that is income based, mobile homes are not well kept or maintained                      Giles does have considerable affordable housing but could use more                      Housing stock across NRV is low, have to share rental stock with VT and RU student which raises the costs of rents, students/their parents can afford higher rents                      Convos with Bondurant to see if our clients could share leases for their properties like what students do                      Rent by room is available here but not as prevalent as in larger cities                      Barriers of good credit or clean criminal is above income - clients turned down due to stricter landlords, they can now get less riskier clients to fill units so bad history clients are at disadvantage</p>	<p>Permanent supportive housing</p>	<p>A shelter - homeless for all household types                      Shelter for singles and couples                      Need shelter with services attached                      NR Family shelter want spaces outside of Montgomery County - work with Public schools to keep children in their home school                      If we stay with scattered site model, we need sites in other parts of NRV                      Education young people on the importance of credit - could it be done in Renters workshops?                      Decisions made at 18 can impact credit for a long time                      Could housing counselors add this to their workload? Have a it offered online in school or by counselors                      Example in the household is not looking long term, so youth are not witnessing this                      What do public schools offer?                      Shelters in each locality would be a good idea - as transportation is an issue, or could we have transportation for clients</p>

<p>Landlords don't want to give youth a second chance, Difficult to get leases for youth          Seeing second generation of families in shelter - worked with parents, now their children are using shelter          SOAR certified counselor now at NRCA - formally only NRVCS had 2 certs</p>		<p>Could deep pockets (David Hagan) be approached for Pulaski buildings</p>
<b>Resources</b>		
<b>Employment</b>		
<p>Looks like there are plenty of jobs out there, is a lack of motivation to work issue?          Need a skill or service available for maintain employment, workplace etiquette, work prep              Needed in NRCA, put CHP, HS parents, etc. in this class              Could be a community resource that NRCA offers              Is housing counseling a way to this?</p>		
<b>Transportation</b>		
<p>Interconnect public transportation systems - Pulaski does not connect with Radford, Smart bus connects Cburg to Roanoke          Extend transportation out into counties          Need to get housing on a transportation lines          Times of transit are not convenient - need service worker hours!          Taxis are going away but Uber/Lyft has replaced that but requires access to internet for an account and use of app              Older resident that are not tech savvy don't have access              Have to have a bank card to use Uber//Lyft, many clients are not banked          Cburg bus is not as a user-friendly, have to call days ahead to get appointment</p>		
<b>Income</b>		
<b>Health</b>		
<b>Infrastructure</b>		
<b>Culture</b>		

Focus Group: NRV Housing Partnership (14 participants) – 6/10/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
<b>Education</b>		
<b>Childcare</b>		
Affordable and safe childcare - entire NRV		
<b>Housing</b>		
Options for single women are needed Low income apartments don't allow under DV high barriers, not very forgiving of high barriers If on disability, then only option Prop manager need to be forgiving, need to accept as some DV have no credit history - DV partner held all credit Affordable housing – NRV Manna House - housing opportunity for sex offenders More low income and afford units in NRV More income based in Blacksburg in particular, Blacksburg is most expensive housing in NRV Service workers can't afford to live there		
<b>Resources</b>		
<b>Underused:</b> Know don't know what you don't know Oxford houses <b>Missing:</b> One on one mental health practitioners Offender housing Permanent supportive housing - have to be directly released from hospital - Gateway - limited to number of service, can only receive from hospital, have team support them with a plan Potential resource with HOPE if they have funds, need something in NRV for long-term		Permanent supportive housing Have a contract for men's housing Cburg - Oxford More transportation options - similar to Medicaid cab but for the public Hard for families to take children with car seats Gives more door to door freedom to clients with times, etc. Jobs that provide living wage - better wage to essential/service workers, jobs are there but not living wage to support
<b>Employment</b>		
More living wage jobs in NRV		
<b>Transportation</b>		
Regardless of where, public transportation is needed		

Bus systems are geared toward student need rather than public need		
<b>Income</b>		
<b>Health</b>		
Access to mental health - throughout NRV; 6-8 month waiting list to see psychiatrist NRVCS meets group counseling need, but need 1 on 1		
<b>Infrastructure</b>		
<b>Culture</b>		

Focus Group: VA Cares & NRV Reentry Council (8 participants) – 6/16/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Security</b>		
<b>Education</b>		
<p>Summer school - 8-12:30 - parents returning to work, how to get adequate care for kids</p> <p>How to engage clients in planning apart from Parole Officer?</p> <p>NRCC has some training opportunities - yes need more skilled, ServSafe certifications</p> <ul style="list-style-type: none"> <li>Forklift operations - 1 day -1-week training</li> <li>Welding/Fabrication - short trainings</li> <li>Need shorter training courses, enhance skills sets to get better pay</li> </ul> <p>Personal skills to get along with others/customer service - will help to retain job - can be connected to mental and substance abuse skills</p> <p>Life skills</p> <p>Western Regional Jail training by a pastor - proper response, attitude</p> <p>Thinking for a Change, peer support - do clients want to receive the info though? Some just can't do the programs due to mental or cognition issues</p>		
<b>Childcare</b>		
<p>Do you even take children to grandmas?</p> <p>Stay at home, afraid to take kids to child care</p> <p>Especially single parents are in need</p>		
<b>Housing</b>		
<p>Affordable housing</p> <p>College town escalates rents - hard for service workers to afford</p> <p>Needed a year-round rescue - see lots of repeats due to no housing</p> <p>Oxford House is open in Radford, one is opening in Christiansburg, looking to have 5 in area</p> <ul style="list-style-type: none"> <li>Would open lots of doors for those re-entering</li> <li>Can't get on a waiting list - have to go through process and be voted in, not open enrollment</li> <li>Jails are now facilitating with Oxford House so a plan is made prior to release</li> </ul> <p>Lack of transitional housing - pay month to month needed, need more boarding houses, need no lease option</p>		

**Resources**

**Employment**

Workforce has been cut, no job to go to  
Restaurants are starting to come back, are they paying enough to sustain housing though?  
Scary for a while when restaurants were closing, expect to see a new normal in immediate future  
Schedule is not conducive, required OT, \$13-14 an hour  
Beginning July 1 - felons can get SNAP benefits, VICCP worked on these issues

Let NRV know the success stories with employees - spread that message that they are getting jobs and keeping those jobs - employers are calling and need our clients but we don't have the; if clients want to work and be successful then VA Cares can help

**Transportation**

NRV is spread out  
Link to places there might be jobs  
Focus on what we do have - changes made that allow those to get their driving privileges back - advocate for law changes, and give them feedback on the positives  
One bus system will not work for the NRV  
laws changed allow to get their driving privileges back  
Don't have means to pay uninsured vehicle fines  
Have to save money to get a vehicle  
Need incentives for newly released to get transportation  
Hard to plan for long term transportation support; might have better luck in getting help from family/friends in short term

**Income**

Need to raise minimum wage - could afford the basics or transportation, housing, etc.  
Living wage makes it hard, \$7 is not living wage  
Small employers cannot afford a higher wage - which is where most VA Cares clients go to work  
  
Advocate to better paying employers - what do we need to do to get our clients there  
    Walmart won't take our clients - too much risk  
If we raise minimum wage then cost of all things go up  
Can borrow money affordability, opportunity or title money is expensive, payday loans - predatory loans, interest rates are 30-100%  
    Need an alternative to this in NRV

As a community, ban together and have conversation - Poor quality of life due to low wages  
Advocacy for low income

**Health**

<p>Drug/rehab support  They dry out during prison but have not recovered - Oxford House has these resources; some have mental health issues or medical issues  NRVCS does a good job, expanded their resources to match community need, maintained client contact during  Medicaid expansion was huge  Drug court is huge  Makes clients to be accountable  Need to get a judge on board  We have the options if the client wants mental health support</p>		<p>Mental health docket is needed - these are showing up in drug court; Erin DeHart, Radford and Pulaski female judge was going to facilitate this but it has stalled; need to address the biggest barrier which is sometimes the mental health need; dockets are connected to CSV</p>
<b>Infrastructure</b>		
<b>Culture</b>		
<b>Environment</b>		
<p>Complexity of current - no realistic changes of following all new rules  Additional concerns of health - don't have the resources  All connected to financial status - high risk jobs  Support needed is greater now than before   Needs have not changed since COVID - employ, housing, transportation   What are the root causes?  More collaboration across all groups assisting low income - what are those groups hearing? Are they willing to speak with us? Understand the gaps  Do we know effectiveness of such services?  Share info on resources - get info to those that slip through cracks   Reentry council - is consistent and have same membership over time  VA staff has been consistent - if staff changes then it puts re=entry</p>		



Focus Group: Onward NRV (2 participants) – 6/16/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Security</b>		
<b>Education</b>		
Cert needed for some IT jobs Goodwill has an IT program Training - talk to Marty Holliday; make employers know that programs are available Workforce Dev programs are underutilizing, employers don't have time to dig in and see what is available to workforce		
<b>Childcare</b>		
Early childhood care - need more options		
<b>Housing</b>		
Living wage jobs need infrastructure Affordable housing - demand too high, location far from jobs		
<b>Resources</b>		
<b>Employment</b>		
IT sector has a higher skill staff for most part Telecommute big draw to IT Sector Food processing (wineries, breweries) and unmanned robotics (mirror IT needs) Focus on those that bring \$ to the region		
<b>Transportation</b>		
Transportation - public in entire NRV, existing bus lines are not enough, commuting patterns Barrier to single parent families Pulaski has a bus system that takes workers to industrial park No reliable transportation - have to work in your community, or look elsewhere to live		
<b>Income</b>		
Unsure of 2nd stimulus package impact - hopefully will be a wealth of opportunities		
<b>Health</b>		
<b>Infrastructure</b>		

Telecommute big draw to IT Sector  
Paramount to attract business here  
Broadband infrastructure outside of Floyd is key  
County livers are lacking in speed  
Mont Co and City of Radford doing a broadband study - has not been released yet - where is it needed the most, what infr exists, what will take to implement

**Culture**

Focus Group: NRCA Administrative Staff (4 participants) – 6/17/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
<b>Education</b>		
Hard to go to school and raise a family - balancing class, how to get there, how get childcare Travel all way to CC is difficult		
<b>Childcare</b>		
Amount of care, especially for infants, is low How do you have affordable, quality childcare? Only way is to have some kind of subsidy Business model does not work without subsidy for low income Not enough DSS subsidy, doesn't go those of 200% poverty Can't get in full day of work as they rely on family for childcare Only 2 childcare centers in Floyd - no childcare at all in Willis, Indian Valley - rely on individuals		
<b>Housing</b>		
Having available housing-seeing it on Fb groups Decent housing - a \$500 apartment Radford is student housing - by room is still not affordable Housing vouchers as well as utility vouchers are biggest Finance need Housing vouchers - clients want subsidized housing but don't want to deal with gov and the restrictions that come with it Afraid of DSS - will they take my children away? Bad rep for DSS that they will take children-potential to hurt family is greater than to help		
<b>Resources</b>		
<b>Underused resources:</b> Connected with government - won't use due to fear, pride - housing subsidy Lots of resources available - public not aware of them, providers are not even aware of other providers, referrals are confusing Non-profits don't do good job of advertising services - not enough outreach Staff turnover makes it hard for new staff to learn resources - challenge to stay on top of changes Non-profits don't have \$ to do mass communications and would be judged if they do make mass and costly communications		
<b>Missing Resources:</b>		

<p>Transportation - rural  More childcare  More affording housing  Training programs - free or low cost are missing</p>		
<b>Employment</b>		
<p>Need jobs that pay a good wage  # of jobs in area that do a pay a good wage, not as many as needed  Plenty of applications that are not qualified, then those that don't have salary needed, can't compete with for profit employers  Hard to find specific professional needs - HS staff in Floyd and Giles  Turnover is high in HS - not a good fit or felt overwhelmed, pay is an issue  Housing counselors turnover is every 2 years or so - a very stressful situation  Staff needs a break from emotional stress - understand why they turn over - secondary trauma  Unemployment done online - offices are closed, how are clients doing it?</p>		
<b>Transportation</b>		
<p>Need is great  Floyd if you can't afford a car and keep it running, stuck at home - no other transportation, no bus system, such a wide area  Low cost vehicles have problems, don't have resources to fix them  Can't get to Cburg for services</p>		
<b>Income</b>		
<p>Many women are eligible for TANF but don't access it  Bureaucracy - makes it complicated to apply, not a simple process, not easy to access or stay in, where to start?, it is time consuming</p>		
<b>Health</b>		
<b>Infrastructure</b>		
<p>Emergency assistance hotline - think about doing this - NRCA contributes to the bureaucracy  Confusion on which EA office to go to  Cell phones don't work well all over Floyd  Clients may not have access to internet, can't go to library or college to use computer  Hard to do intakes, surveys on a phone</p>		<p>Different model for jurisdiction office  COVID \$ to help with transition  Floyd needs a satellite office in Floyd area  Connections within the community - CF of NRV is making progress with Thrive and First Steps like groups; groups collaborate rather than compete  Resource fair for partners  NRCC satellite class in Giles or Floyd - vocational type programs</p>

**Culture**

Distrust with anything related to government-gov is bad and I don't want anything to do with it  
Embarrassed, pride to ask for assistance  
Clients learn about services from word of mouth - trust factors in someone you know that it is program

Rural services - cannot achieve economies of scale  
NRCA can put sites in communities where other groups can't do that  
Sites do not pay for themselves so you need a subsidy

Focus Group: New River / Mount Rogers Workforce Development Area Business Solution Unit (8 participants) – 6/22/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
<b>Education</b>		
<p>New data that 24k with low literacy skills; 15k don't have diploma or GED</p> <p>Difficult to work with a tutor to bridge to NRCC</p> <p>Employable skills - stick to schedule, overcome obstacles</p> <p>Digital literacy has become more important now</p> <p>Hard to apply for jobs online without technology, literacy, computer skills</p> <p>Computer literacy bigger issue than we realize - very low level of literacy skills, many have no computer experience at all</p> <p>Age 35+ have most skill gap</p> <p>Younger people are used to phone - text language</p> <p>Across age groups - transition to use a laptop with software platform was a barrier, indication of limited access</p> <p>NRV job fair - relative to socio-economic level but used computers; in Abingdon job fair, no one used computers, was all paper</p> <p>Access to internet is questionable, speed; not just one age group that has low digital literacy</p> <p>VT housekeeping class - such varying levels of computer skills</p> <p>Substance abuse/recovery are another barrier</p>		<p>Offer incentives to stick to training, coach/mentor build relationship is most important in programs</p> <p>Connections between groups - know each other and know the programs, connect! Must take wholistic approach to client - won't be successful if they are homeless, without home or are hungry</p> <p>Co-enroll when possible</p> <p>Braiding funding</p>
<b>Childcare</b>		
<b>Housing</b>		
Lack of low-income housing, lengthy waiting lists, past evictions prevent from accessing low income housing		
<b>Resources</b>		

<p><b>Underused resources:</b>  Literacy Volunteers and Adult Ed are underused;  gain skill level, gain and maintain employment  Many workforce assistances programs that are not widely known  Business don't realize different resource providers can help them to connect with new employees and up skill current staff  Public library programs  Community and faith-based programs  Need to know where hot spots are in community</p>		
<b>Employment</b>		
<p>Future is uncertain; so many are still furloughed don't know if they will come back  Mid-level and higher skilled position (IT in Blacksburg specifically) are needed, manufacturing and construction skilled positions are also needed  Some entry level positions available - reentry, or clean up a sketchy work history - jobs are out there right now  Not sure who is looking for work now  Health care - nurse aids up to RNs. Nurse aids has large turnover, low wage, very little prep for job and don't feel invested in that work  Long term and short-term care and hospitals are always hiring  Maintenance skills needed in building main, construction, advanced manufacturing (machinist, programming background, robotics)  Customer service skills are needed  CDL Class A, Class B that construction, local delivery that hire these  Hands on experience is lacking per Pathways survey; nurses say they don't feel prepared  Dissatisfied with experience - poor job retention</p>		
<b>Transportation</b>		
<p>Don't have license</p>		

<p>Don't have finances to access public or in an area where public transit is not available  It's reliable transportation - don't have money to fix and then would no long have a job  Limited public transportation - specific areas where available, hours may not work -work ends/begins when transit is not in operation  Pay with their time - can get from Pulaski to Roanoke airport but will take all day  After hours - loop stop at 7pm  Hard to get to training without transportation</p>		
<b>Income</b>		
<b>Health/Mental Health/Substance Abuse</b>		
<p>Mental health capacity is an issue; If they didn't have a designed provider they see on regular basis, it was very hard to get seen, other than going to ER - as they will get them services immediately  Might see an increase in use tele-health due to quarantine  Not enough resources for treatment centers (in patient)  Pathways participant - state need assistance 1+mo to get a learning disability then another 2+mons to get an appointment</p>		
<b>Infrastructure</b>		
<b>Culture</b>		



Focus Group: NRCA Emergency Assistance Staff (9 participants) – 6/19/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
<b>Education</b>		
<p>If they knew better, they would do better</p> <p>Make a budget</p> <p>How to take care of rental property</p> <p>How to maintain your house</p>		
<b>Childcare</b>		
<b>Housing</b>		
<p>Landlords - don't know how to take care of rentals, properties are being damaged due to misuse, don't take out trash, don't clean stoves</p> <p>Affordable housing -</p> <p style="padding-left: 20px;">Giles claims that it is affordable but it is not (Hillside and Gateway are affordable, government subsidy so no rent until they get an income, so no felonies)</p> <p style="padding-left: 20px;">\$700 Holiday motor lodge</p> <p>Montgomery - Rents are outrageous, \$310 per room at a board housing; \$650 and up for rent</p> <p style="padding-left: 20px;">One trailer park going to rent to own, residents will never own, park owner does this to get out of maintenance</p> <p>Floyd - Mobile homes are slums; charge \$500-700 per month</p> <p>Just more housing needed, more complexes, more single family, be on a bus route, not enough that accept criminal background, larger homes for larger households</p>		
<b>Resources</b>		
<p><b>Underused resources</b></p> <p>Disability resource center in Floyd</p> <p>USDA grants for housing improvements</p>		
<b>Employment</b>		
<p>Floyd transportation, many don't want to work</p> <p>Giles transportation is an issue, many don't want to work</p> <p>Montgomery don't want to work - waiting on disability, was before COVID, using COVID as an excuse that no one is hiring</p> <p>Don't want to work - generational, entitlement, mental and substance abuse issues</p> <p>Waiting on disability check - won't work as they wait. Many will only be able to get SSI since they have never worked, a very small</p>		

<p>Have mental or substance use issues will get SSI quickly if have been hospitalized  Occasionally clients are already in services with NRVCS  Trend upward that apply for disability - easier to get in through SOAR program  Montgomery and Giles-barriers are felonies to get employment - so many won't try to get job</p>		
<b>Transportation</b>		
<p>No vehicle, no driver's licenses, no gas money, no insurance money  Can't get license back due to fines, child support</p>		
<b>Income</b>		
<b>Health/Mental Health/Substance Abuse</b>		
<p>Lots of substance abuse issues in Radford  Some might not be able to afford help needed - are they signed up for Medicaid?  Need to be motivated to fill out paperwork  Floyd not as prominent substance abuse, more obvious in Giles, Mont  More clients do have insurance now - more are eligible; Mont is seeing lots of seniors but aren't meeting criteria with Part B, so much \$ is coming out of check as their income is too high</p>		
<b>Infrastructure</b>		
<b>Culture</b>		

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>• Access to healthcare: rural transportation options unreliable or nonexistent</li> <li>• Internet access lacking for telehealth</li> <li>• Cost: Health center can take all insurance and has sliding scale, but copays still too costly for some</li> <li>• Wait times for mental health services above counseling: psychiatrist, substance abuse</li> <li>• Service gap for low income folks not eligible for Medicaid who need mental health services</li> <li>• Diabetes is a big problem, and often food banks don't have healthy options</li> </ul>		<ul style="list-style-type: none"> <li>• More substance abuse/ mental health services</li> </ul>
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>• Healthy options difficult at food banks</li> <li>• Awareness of services</li> <li>• Services more available in nearby counties but no transportation</li> </ul>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>• Need more income-based slots and more HS slots</li> <li>• Difficult to find quality providers</li> <li>• Cheaper for parents to stay home with kids</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>• Lack of shelter options – bigger shelters in Roanoke or further away</li> <li>• WRC has limited criteria and space</li> </ul>		
<b>Resources</b>		
<ul style="list-style-type: none"> <li>• Awareness of services and resources</li> <li>• Services available to those with Medicaid, but LI folks with other insurance can't access</li> <li>• Child substance use resources needed</li> <li>• LGBTQ support needed</li> </ul>		<ul style="list-style-type: none"> <li>• Mobile services – bring them to clients</li> </ul>
<b>Employment</b>		
<b>Transportation</b>		
		<ul style="list-style-type: none"> <li>• Rural public transportation</li> </ul>
<b>Income</b>		

Infrastructure		
		<ul style="list-style-type: none"><li>• Need to retain students we train here particularly in MH</li></ul>
Culture		
<ul style="list-style-type: none"><li>• Appalachian culture of avoiding problems, not seeking help</li><li>• Mental health stigma</li></ul>		

Focus Group: NRCA CHIP Staff (13 participants) – 6/23/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Food Scarcity</b>		
<b>Education</b>		
<b>Childcare</b>		
<p>Affordable childcare-more childcare stipends from DSS                      Can't go back to work due to childcare; lose money to go back to work                      Floyd has 2 public centers, costly                      Pulaski has 2 centers                      Mont has may but very costly                      Can't afford center, leave with whoever can watch them, diff person daily, not quality care</p>		
<b>Housing</b>		
<p>Low income in Giles, Floyd                      Affordable good (no substandard) housing                      leaking roofs, broken windows, mold, old trailers, holes in floors, doors don't lock                      Landlords are not held accountable - even those passing HUD inspections                      Afraid to report, they will lose what they do have</p>		
<b>Resources</b>		
<p><b>Underused resources</b>                      Community Health Center - dental                      Most of our resources are overused, burdened</p> <p><b>Missing resources</b>                      Psychiatrist                      Developmental services - on waiting list since last fall                      Waiver list - intellectual disabilities to receive services - is very long, 4 years since spots were open                      HUD vouchers needed - 1 time a year to get a slot, stay on waiting list</p>		
<b>Employment</b>		
<b>Transportation</b>		

<p>Montgomery Co - no public transit; most families don't have personal; Medicaid transport is unreliable and will leave them sitting for hours; can't afford gas, upkeep</p> <p>Use services that provide transportation</p> <p>Giles and Floyd have no public transport</p> <p>Frustrating for practitioners who want to give services but are used for transport primarily</p> <p>Has been one of the top needs in this area for 30+ years, gotten some better in Pulaski but not very much</p> <p>Can use Medicaid rides but it is unreliable, late for appt then doctor won't see them or have to stay hours after appointment with a baby; are not held accountable</p> <p>Leave 2 hour before appt to get there, then 2 hours post appt</p> <p>Changed routes - almost useless to our clients</p> <p>Appt outside Pulaski are hard to get to; further out in Pulaski downtown, difficult to use system</p> <p>Mont - Go Anywhere bus - 2-3 days in advance to get appt - only in Cburg; would have to get to mall to get to Blacksburg Transit</p> <p>Freedom First still have Responsible Rides</p> <p>Giles Health and Family - \$5 per trip which is costly for families</p> <p>Montgomery DSS program TANF View Program - help finds jobs but transportation is problem, goal is to get one person to drive others to/from work, person would drive 30 hours per week - had not started in Jan, looking for grants for vehicle and salary - Dee Williams, Katrina Todd-Wilson</p>		<p>Connect all transits throughout NRV</p>
<b>Income</b>		
<b>Health/Mental Health/Substance Abuse</b>		
<p>1 dentist that takes Medicaid (adult and ped)</p> <p># are limited to those they take</p> <p>Real life dental quit accepting</p> <p>Several are not taking new dentists</p> <p>Services are supposed to expand to cleanings next January</p> <p>Clients have to be ready to change - services are there for mental health and substance abuse</p> <p>Transitional housing is getting better</p> <p>National shortage for psychiatric care</p>		

<p>Child waiting list is very long - 3 month - won't get services unless harm is predicted; usually adult waiting list at NRVCS as well Request Dec, get appt in Aug</p>		
<b>Infrastructure</b>		
		<p>People living in poverty would have access to affordable service to meet their needs; working poor don't have needs met, need easy access to services they need; qualify for services but wait lists are so long African Americans/Hispanic in poverty are often overlooked, want to connect them with services, part of it is culture (to not accept help); very underserved across the board</p>
<b>Culture</b>		

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>Without early childhood ed, hard to break cycle of poverty</li> </ul>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>Patchwork system and there are some people not eating well</li> </ul>	<ul style="list-style-type: none"> <li>Thrive working to coordinate food access system</li> <li>Our community a bit better off than some b/c of VT and RU</li> </ul>	
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Lack of childcare – can only serve 17% of children in FT care now – this affects LI children most</li> <li>Need to regard childhood ed beginning at 6 weeks, and part of public system</li> </ul>	<ul style="list-style-type: none"> <li>Subsidy has gotten better</li> </ul>	
<b>Health</b>		
<ul style="list-style-type: none"> <li>Expanded Medicaid has helped, but transportation an issue</li> <li>Preventative care on hold because of pandemic</li> </ul>		<ul style="list-style-type: none"> <li>Mental health resources needed</li> </ul>
<b>Housing</b>		
<ul style="list-style-type: none"> <li>No full time shelter in NRV</li> <li>Not affordable</li> <li>Not enough housing in Floyd for reasonable price</li> </ul>		
<b>Resources</b>		
		<ul style="list-style-type: none"> <li>Missing outdoor resources</li> <li>Service coordination</li> </ul>
<b>Employment</b>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>HS had to cut Mont Co buses because of funding</li> <li>Kids can't get to library</li> <li>Transport for medical appts needed</li> <li>Bring services to clients</li> </ul>		<ul style="list-style-type: none"> <li>Bring back book mobile</li> </ul>
<b>Infrastructure</b>		
<b>Culture</b>		
<ul style="list-style-type: none"> <li>Parents think kids better off with family who may provide questionable care</li> <li>Lack of trust</li> <li>Low income mindset, childcare too expensive. Don't realize it's building the future</li> </ul>		



Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Nutrition</b>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>• COVID has worsened the childcare crisis</li> <li>• How to make childcare work with schools on limited schedules</li> <li>• Disproportionately affects LI families</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>• Lack of affordable housing (under \$800 which is what LI folks can afford)</li> <li>• Less LI housing development</li> <li>• Bburg housing expensive but transport available</li> <li>• Blacksburg and Radford competing with students who can afford more</li> <li>• Transitional housing for 2 years, not much in permanent supportive housing</li> </ul>		
<b>Resources</b>		
		<ul style="list-style-type: none"> <li>• One stop shop for services</li> </ul>
<b>Employment</b>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>• Problem</li> </ul>		
<b>Income</b>		
<b>Infrastructure</b>		
<b>Culture</b>		

Focus Group: New Life Recovery Center NRVCS (2 participants) – 7/7/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>Financial education needed – credit score, loan payments, wants vs needs, budgeting, planning for future</li> </ul>		
<b>Nutrition</b>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>SA cycle: loose job when relapse, need more treatment and can't work, bills stack up and get evicted. Housing conditions poor – need transitional housing (in between rapid rehousing and permanent housing)</li> <li>Balancing treatment and employment – psychiatrists need to see patients in evening</li> </ul>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Affordable childcare needed for employment – more expensive options have more features</li> <li>Childcare while in treatment – needs to be close to parent in treatment</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>2 Oxford houses</li> <li>2 sober living houses – Pulaski and Bburg</li> </ul>		<ul style="list-style-type: none"> <li>Transitional housing (not just for SA) so folks don't need to couch surf</li> </ul>
<b>Resources</b>		
		<ul style="list-style-type: none"> <li>Family friendly events to learn about finances, parenting</li> <li>Community Action not widely known</li> </ul>
<b>Employment</b>		
<ul style="list-style-type: none"> <li>Hard to gain employment with felony or addiction</li> </ul>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>Pockets available: Bburg, Cburg -one bus that connects to Radford, then Pulaski.</li> <li>Nothing in Floyd Giles</li> <li>Limited times available</li> <li>VA no longer suspending licenses due to fees/fines. But still suspend with minor drug charges – this puts people in a state of paralysis</li> </ul>		
<b>Income</b>		

Infrastructure		
Culture		
<ul style="list-style-type: none"><li>• Parenting skills needed</li><li>• Landlord culture – preclude those with criminal history from renting</li><li>• Police culture – send those with severe MH issues to hospital</li><li>• Suspicion of social services – may take children away?</li></ul>		

Floyd Local Advisory Board (10 participants) -- 7/7/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>Lack of training opps in county</li> <li>Lack of transportation to attend</li> <li>Lack of childcare to attend training</li> </ul>	<ul style="list-style-type: none"> <li>Innovation Center – at high school, will be tied into college and community needs, trade-based</li> <li>SwiftStart offers training/education support but transportation outside of county is problem</li> </ul>	
<b>Nutrition</b>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Lack of affordable spots especially in county</li> <li>Need more in-home care</li> <li>Increase in referrals for unsupervised children?</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>Shortage of affordable housing in Floyd – need to be closer to town because of transportation</li> <li>Safe, accessible, affordable housing – lacks mobility, energy efficiency</li> <li>Trailer parks should be condemned but no other option (no code reqs)</li> <li>Very little money for rural areas</li> </ul>	<ul style="list-style-type: none"> <li>CHP building something in Galax</li> </ul>	
<b>Resources</b>		
		<ul style="list-style-type: none"> <li>Need to connect all the resources for clients (Plenty wants to do this but on hold due to COVID)</li> </ul>
<b>Employment</b>		
<ul style="list-style-type: none"> <li>Plenty! Clients have limited employment opps</li> <li>Lack of employment counseling – CC has offerings but transportation is barrier</li> <li>Vocational classes have to meet in person, difficult with COVID</li> <li>Lack of positions, recycling center in Floyd has some, but clients aren't interested in that</li> </ul>	<ul style="list-style-type: none"> <li>SNAPed and VIEW (TANF eligible)</li> </ul>	
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>Old cars break down and are expensive to maintain</li> <li>Leads to food insecurity</li> </ul>		

<b>Income</b>		
<ul style="list-style-type: none"> <li>• Utilities too high, rent is a problem, medical bills too high → food insecurity / mental illness</li> </ul>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>• COVID amplifying SA and MH issues. Hard to do support groups virtually</li> </ul>		
<b>Infrastructure</b>		
<b>Culture</b>		

Focus Group: Aging in Place Leadership Team (5 participants) – 10/15/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>Increased need for food showing up with grant applications for Cares Act funding</li> </ul>	<ul style="list-style-type: none"> <li>NR Foundation pivoted to nutrition—food stubs and helping pantries to respond</li> <li>THRIVE Network – made a directory of programs</li> </ul>	
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Need has grown since COVID, a few smaller centers have closed. Network was fragile before COVID – many centers don't have money to stay open with lower attendance</li> <li>Haphazard application of Cares Act funding - Floyd/Giles didn't get any</li> <li>Funding will only last thru end of this year</li> <li>State doesn't help with funding with smaller centers (home-based)</li> </ul>	<ul style="list-style-type: none"> <li>First Steps network run by CFNRV</li> <li>Cares Act funding has been applied in Montgomery Co.</li> </ul>	
<b>Housing</b>		
<ul style="list-style-type: none"> <li>Will soon see increased homelessness</li> <li>Help with utilities</li> </ul>	<ul style="list-style-type: none"> <li>Regional Commission has a housing directory – sec 8 housing, apartments</li> </ul>	<ul style="list-style-type: none"> <li>Update housing directory</li> <li>Agency on Aging – outreach to homebound citizens</li> </ul>
<b>Resources</b>		
<ul style="list-style-type: none"> <li>Need for coordination between services – help navigating all the systems and cutting back on the paperwork at each place</li> <li>Service gaps with funding streams, funding activated slowly, funding doesn't serve location where it's needed</li> <li>COVID funding will expire this year? Food / winter coverage problem</li> <li>Uncertainty is a burden to everyone</li> </ul>	<ul style="list-style-type: none"> <li>Healthy Roots NRV – brings together Thrive, First Steps, PATH to bridge communication gaps</li> <li>FBO's</li> <li>Giles FOCUS -neighborhood approach to poverty</li> <li>-----</li> <li>Agency on Aging – free help enrolling in Medicare Part D</li> <li>Community Health Assessment underway</li> <li>CARES act grant funding for rural internet?!!</li> </ul>	<ul style="list-style-type: none"> <li>Coordination of FBO's</li> </ul>
<b>Employment</b>		
<b>Health</b>		

<ul style="list-style-type: none"> <li>• Access to healthcare and mental health support</li> <li>• NRCS works with Medicaid insurance, but overtaxed</li> </ul>	<ul style="list-style-type: none"> <li>• Pulaski Free Clinic</li> <li>• Community Health Center accepts Medicaid, dental care expanded, new locations, some behavioral health</li> <li>• Telehealth has increased</li> </ul>	
<b>Transportation</b>		
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>• Children/adults need internet – disadvantaged with good jobs</li> </ul>	<ul style="list-style-type: none"> <li>• Internet hotspots: Pulaski has started a few (Community Center)</li> </ul>	
<b>Culture</b>		

Expert Interview: Brett Rader, Housing Connections – 10/20/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>• Basic education is a limiting barrier. If you don't know something exists or how it works, you can't improve your circumstances. Financial education, how to rent, life skills, email account.</li> <li>• Resources, income, disability, transportation</li> <li>• Jump in inquiries since COVID (at least 25%). An increase in the knowledge gap</li> </ul>		
<b>Childcare</b>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>• Housing Choice Voucher could assist more families with more money. When they do take applications, the wait list is 6 months</li> </ul>	<ul style="list-style-type: none"> <li>• NRCA Housing Counseling</li> <li>• Cares Act offering: one-time payment to landlords to incentivize them to take families who can't pay security deposit</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance program for landlords in lieu of security deposit (premium passed along to client via rent)</li> <li>• When tenants move, they often have large utility deposits to pay as a result of history</li> </ul>
<b>Resources</b>		
<b>Employment</b>		
<b>Transportation</b>		
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>• Staff training harder to get due to COVID which affects agency capacity</li> </ul>		
<b>Culture</b>		
<ul style="list-style-type: none"> <li>• Attitude of accepting things instead of trying to improve or learn.</li> <li>• General resistance to fact/knowledge is a troubling trend. We need to explain why it's important to be knowledgeable</li> </ul>		



Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Nutrition (top need)</b>		
	<ul style="list-style-type: none"> <li>Mill Stone Kitchen – before pandemic it was space for food entrepreneurs, they could rent kitchen space and do catering. Pandemic halted that, so Neighbors in Need program got grants to pay caterers to prepare meals (600 weekly) and distribute them to LI folks</li> </ul>	<ul style="list-style-type: none"> <li>Regional approach / one stop shop – document which organizations are doing food security projects. Churches are territorial, and don't want to partner because each congregation wants to see its own work.</li> </ul>
<b>Childcare</b>		
<b>Housing (top need)</b>		
<ul style="list-style-type: none"> <li>Limited housing, biggest concern is those just above poverty line. Can't save enough for down payment, rents too high b/c not enough supply</li> <li>Housing more expensive in town limits</li> </ul>	<ul style="list-style-type: none"> <li>Regional Commission housing study</li> </ul>	<ul style="list-style-type: none"> <li>Reducing cost of home ownership by acquiring land and putting it in a trust</li> </ul>
<b>Resources</b>		
	<ul style="list-style-type: none"> <li>Regional housing study coming out soon</li> </ul>	
<b>Employment</b>		
<ul style="list-style-type: none"> <li>Recovery from pandemic recession is K shaped – that is that some industries recovering quickly, others not. The industries that employ LI people recovering slower – tourism, service, in-person retail</li> </ul>		
<b>Transportation (top need)</b>		
<ul style="list-style-type: none"> <li>Outside of town limits, no transportation options</li> <li>Giles and Floyd need it most</li> <li>Not practical to provide bussing in rural communities</li> </ul>	<ul style="list-style-type: none"> <li>Pulaski transit has a hybrid model</li> </ul>	
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>(TOP NEED) Lack of access to high speed internet. LI folks either priced out or living somewhere affordable that lacks bandwidths</li> </ul>		<ul style="list-style-type: none"> <li>Private providers don't provide rural internet because return on investment. Local government will need to subsidize it – apply</li> </ul>

		<p>for state/federal money and give it to provider. This piece meal response takes forever</p> <ul style="list-style-type: none"><li>• Citizens Telephone Coop in Floyd will get fiberoptic into 98% of homes</li><li>• Fixed wireless deployments: might be antennae in community that's used for fire/first responder's. Can attach dish to the antennae, and if house has line of sight, they can get 25 mgs</li></ul>
<b>Culture</b>		

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
Financial literacy – when NRCA offered a free financial literacy class not many people took advantage	Literacy Volunteers – ESL, GED, and computer skill classes.	
<b>Nutrition</b>		
Need for more – many pantries close at 5 so working adults can't access them. Also many lack transportation to get to pantries  Lack of fresh and healthy foods – again people lack transportation to go to grocery store	Thrive Network through community foundation  Complete listing of food pantries	
<b>Childcare</b>		
Affordable childcare lacking	Smart Beginnings – looking at the shortage in NRV  Valley Interfaith Childcare Center – childcare for LI working families	
<b>Housing</b>		
Lots of calls about housing – either homeless or people seeking help with utilities and rent. Calls have increased since COVID.  Lots of transients – on their way somewhere, show up for TOH, transitioning from something  LI housing, quality housing for folks with bad credit needed  Not enough rent/utilities assistance	NRCA and Salvation Army only resources for rent/utilities and SA has really small amount available. Some churches would help. DSS may help if there's children under 7 in the winter.	
<b>Resources</b>		
	United Way referral system – you can call and someone will direct you to resources  211 – getting more robust as there's been some effort to update resources  YMCA at Virginia Tech – if you need furniture or other household items, they will refer to UW to do an intake process, and then UW gives a voucher	
<b>Employment</b>		

<b>Transportation</b>		
Barrier for people to get to work, food pantries, health appointments	MedRides – will get LI folks to medical appointments (maybe food pantries?)	
<b>Income</b>		
<b>Infrastructure</b>		
<b>Culture</b>		

Expert Interview: Heather Custer, New Life Recovery Center – 11/3/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>Some offenses/convictions prevent folks from qualifying for SNAP. When someone is trying to clean up their life, this makes it that much harder</li> </ul>		
<b>Childcare</b>		
<b>Housing (1)</b>		
<ul style="list-style-type: none"> <li>Dearth of LI housing and housing hard to get into with: bad credit, no housing history (lack of references), or criminal conviction</li> <li>Giles and Floyd greater lack of LI housing</li> <li>Without adequate housing people slip back into crisis environment: drug use, anti-social behavior to make ends meet. May be on public assistance illegally (don't update anyone on change in circumstance because they need the assistance)</li> <li>Lack of transitional housing (TOH is great for getting folks off the street, but not transitional housing)</li> </ul>	<ul style="list-style-type: none"> <li>Women's Resource Center for DV</li> <li>Oxford Houses and Sober Living Houses for those with addiction, but if you are LI with mental health disorder NOT served here</li> <li>Roanoke Rescue Mission is transitional housing</li> </ul>	<ul style="list-style-type: none"> <li>Transitional housing – some place that offers training and employment services during the day. This would cover a lot of areas at once</li> </ul>
<b>Resources</b>		
<ul style="list-style-type: none"> <li>Difficulty qualifying for disability with a MH diagnosis.</li> </ul>	<ul style="list-style-type: none"> <li>Clothing is fairly available with Goodwill, Salvation Army and Clothing Bank</li> </ul>	
<b>Employment</b>		
<ul style="list-style-type: none"> <li>Can't work with MH disorders</li> <li>Offender record prevents many from accessing jobs</li> <li>Barrier crimes: crimes against people but may be misdemeanors. These prevent people from working in certain jobs like health, caregiving even if they've had a career in that before</li> </ul>	<ul style="list-style-type: none"> <li>Better options now with Korona Candles and Phoenix</li> <li>Virginia state employment – no longer question asking people if they have conviction but no law preventing private employers from doing so</li> </ul>	
<b>Health</b>		
<ul style="list-style-type: none"> <li>(3) Dental services – only two centers for LI – Dublin and Cburg. May take a while to get an appt. Not many dentists take Medicaid, and when they do the quality is lower.</li> <li>\$20 for dental appt with Medicaid can be a barrier</li> </ul>	<ul style="list-style-type: none"> <li>Tri-Area Health in Floyd (FQHC) takes Medicaid, but how do people get there?</li> </ul>	<ul style="list-style-type: none"> <li>Medicaid should cover dental services and raise reimbursement rates so more dentists accept Medicaid.</li> </ul>

<ul style="list-style-type: none"> <li>As folks get clean, they start to notice dental pain – they may have medicated away a dental problem.</li> <li>Affordable dentures</li> <li>Lower quality dental care</li> <li>Lots of co-occurring MH issues, maybe along with SA disorder (86% co-occurring at New Life). Often they medicate themselves for MH disorder illicitly.</li> <li>Can't work with MH disorders, and difficult to get disability so often no income</li> </ul>		<ul style="list-style-type: none"> <li>Education on Medicaid – when you sign up you can choose between plans but people don't often understand this. They get assigned to plan that might not cover Medicaid cabs, dentistry, etc.</li> </ul>
<b>Transportation (2)</b>		
<ul style="list-style-type: none"> <li>There are pockets of options but no network connecting the region; it's common for folks to have appts around the region.</li> <li>Montgomery is pretty good in Cburg/Bburg, but not in Elliston/Shawsville. Pulaski has it's own system but hours end at 5/6 pm. Radford okay. Floyd/Giles only have Medicaid cabs</li> </ul>	<ul style="list-style-type: none"> <li>Smartway Bus connecting Roanoke and NRV not well known, and the \$4/5 cost can be a barrier</li> </ul>	
<b>Income</b>		
<ul style="list-style-type: none"> <li>No income options for people with complex MH issues and no disability</li> </ul>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>Difficulty qualifying for disability with a MH diagnosis (harder to prove than medical). Also need to be clean to get on, but people can't get over an addiction that quickly.</li> </ul>		
<b>Culture</b>		
	Criminal Justice System	
<ul style="list-style-type: none"> <li>If you're found not guilty or you were never prosecuted (nolle prosequi), it still shows up on your record when checked by employer. It leaves an impression if you've been charged with something. You can pay an attorney to get it expunged, but court-appointed or public attorneys will not do this. You'd have to pay thousands of dollars to have those charges expunged from record.</li> </ul>		

Focus Group: Radford City Coordinating Council on Domestic Violence (9 participants) -- 11/4/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>• Covid: a lot of kids will have fallen back in school. Education works best if you have parents who can help at home</li> <li>• All children negative impacted socially, emotionally (no peers, no sports)</li> </ul>		
<b>Nutrition</b>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>• Lack of affordable childcare in Radford, particularly under age 2</li> <li>• The younger the child the more expensive the program</li> <li>• More severe since COVID – less capacity and greater need</li> <li>• Recruiting/retaining staff: wages low</li> <li>• Centers can't staff demand</li> <li>• Rely on students and they have been on break</li> </ul>		<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Housing</b>		
<ul style="list-style-type: none"> <li>• Radford has big housing need – competition with RU students. Landlords can get more from students. Affordable housing in Radford about \$700/month which is beyond reach of minimum wage families</li> <li>• Lots of doubling up – elderly relatives provide this although not legally able to do so in assisted living</li> </ul>	<ul style="list-style-type: none"> <li>• WRC and NRCA will pay a few months rent, but it is not sustainable</li> </ul>	
<b>Health</b>		
<ul style="list-style-type: none"> <li>• Child social/emotional development</li> <li>• Less social contact overall</li> </ul>	<ul style="list-style-type: none"> <li>• NRVCS 401 Peer Center</li> </ul>	
<b>Resources</b>		
<b>Employment</b>		
<ul style="list-style-type: none"> <li>• Job security and living wage jobs: lots of people working more than one job</li> <li>• Opportunities to become certified</li> <li>• Lack of training and trouble accessing training (transportation, childcare)</li> </ul>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>• Getting between communities – Floyd to Radford. Uber/taxis too expensive</li> <li>• No driver's licenses – hard to participate in services, court hearings</li> <li>• Long wait to get driver's license reinstated</li> </ul>		
<b>Income</b>		
<b>Infrastructure</b>		

<ul style="list-style-type: none"> <li>• Access to internet: many able to continue working with internet, but many can't access or afford</li> <li>• Wait for services has increased and the way they're offered has changed. If you're unfamiliar with those systems and are working 2 jobs, there's no time to figure it out</li> <li>• Utilities: issuing cut-off notices. Not a lot of help to get people reconnected</li> </ul>		<ul style="list-style-type: none"> <li>• Some things can be done better with technology – improve service delivery. Follow people who have left the area, outreach. Coalition meetings</li> <li>• Remote for felons? Transportation not a barrier</li> </ul>
<b>Culture</b>		



Focus Group: NRV Housing Partnership (15 participants) -- 11/12/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>Challenge of providing food to those in hotels (decreased shelter capacity has meant putting overflow in motels). Healthy microwavable food? Grant has helped with this, but what happens Jan 1 when relief funds run out?</li> </ul>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Huge pandemic related deficit, complicates finding work</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>Roanoke shelter doesn't take clients outside of Roanoke. TOH/NRV shelter can ask for 14 day quarantine or negative test (but that usually has 3 day wait). Homeless population is more transient, so this has a huge impact.</li> <li>Using tents at TOH as COVID precaution, but at least one person with anxiety was not comfortable with that.</li> <li>Less homeless kids in school – families are more stagnant, not moving because of moratorium on evictions. What will happen at the end of that when big debt comes due?</li> </ul>		<ul style="list-style-type: none"> <li>Back rent when eviction moratorium ends?</li> </ul>
<b>Resources</b>		
<ul style="list-style-type: none"> <li>New things, for both clients and providers, causes anxiety</li> <li>Increased isolation with clients spread out in motels, not able to meet face to face</li> <li>Lack of relationship-building when can't see clients face to face</li> <li>Internet</li> </ul>	<ul style="list-style-type: none"> <li>Free covid testing at health dept, but rapid tests not always available</li> <li>Internet available thru schools, hotspots around community</li> </ul>	<ul style="list-style-type: none"> <li>Speeding up process to get ID's for those coming out of rehab or jail</li> <li>Internet should be utility</li> </ul>
<b>Employment</b>		
<ul style="list-style-type: none"> <li>Those coming out of prison can't get work because don't have ID (2 month wait at DMV)</li> </ul>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>Everyone has an issue with their car (if they own one) – maintenance and gas not affordable</li> <li>Radford folks not able to get anywhere outside of Radford</li> <li>Providers not allowed to transport folks in their cars – there aren't options for someone coming out of hospital or jail</li> </ul>	<ul style="list-style-type: none"> <li>Text-a-cab</li> <li>NRCA can use Uber to get people to shelters</li> </ul>	
<b>Income</b>		

Focus Group: Thrive Network (7 participants) – 11/18/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>Teacher burnout – strain of doing virtual/in class. “I know a teacher looking to get out.” Lee</li> <li>Difficult for LI to support kids through remote learning while working</li> </ul>	<ul style="list-style-type: none"> <li>Literacy Volunteers /ESL doing remote classes</li> </ul>	
<b>Health</b>		
<ul style="list-style-type: none"> <li>Before Covid even, access to MH/BH services, SA recovery, trauma. Expect this need to increase especially for families, healthcare workers</li> </ul>		<ul style="list-style-type: none"> <li>Support for those in recovery from SA. Need to work with employers – how to make business suitable for those in recovery?</li> <li>Workforce Dev Board receiving funding next year to develop recovery network – increased need with opioid crisis</li> </ul>
<b>Food Security</b>		
<ul style="list-style-type: none"> <li>Lots of food insecurity</li> <li>Uptick in food needs. Agency on Aging quickly doubled number of seniors served by meal delivery (increased need and not comfortable going out). Plenty! Saw uptick</li> <li>Not as many kids in after school programs, so difficult distributing food via backpack programs</li> <li>Seeing a lot of people who have never been food insecure, totally unaware of resources. Doing a lot more teaching/training - Lee</li> </ul>	<ul style="list-style-type: none"> <li>Mobile Market at Beans and Rice – data collection – regulating flow of clients, people sign up for time slots</li> </ul>	
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Big need – can’t get a job because no affordable childcare, if no family close by and willing to do it for next to nothing</li> <li>There’s lots of talent, but pay isn’t high enough</li> <li>Childcare growing Covid need: how to support parents through remote learning</li> <li>Providers/LI service having trouble supporting kids through remote learning. Working + helping kids much more acute and difficult for LI. “Seeing a lot of remote students who were good students struggling.” - JW</li> </ul>	<ul style="list-style-type: none"> <li>Counseling services thru DePaul for foster care families</li> </ul>	<ul style="list-style-type: none"> <li>Childcare is big gap: system is fragile (turnover/pay). <i>1/3 centers will close permanently!</i></li> </ul>
<b>Housing</b>		

<ul style="list-style-type: none"> <li>Affordable housing, apartments in rural areas nonexistent – forced to live with family or in small place</li> </ul>		
<b>Resources</b>		
<b>Employment</b>		
<ul style="list-style-type: none"> <li>Lots of job changes, employees don't understand what's entailed – need to find meaning in consistent work</li> </ul>		<p>Workforce Dev Board receiving funding next year to develop recovery network – increased need with opioid crisis</p> <p>Those coming from incarceration face the same issues</p>
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>Big need pre-covid – impacts every other need, hard to fix</li> </ul>		
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>Internet access more of a problem since Covid – how does it impact people's ability to go to work or school? Does it help bridge transportation gap?</li> </ul>	<ul style="list-style-type: none"> <li>New partnerships since Covid – Millstone Kitchen and Hazel B Catering</li> <li>CF gave more and more flexibly</li> </ul>	<p>“Good broadband can bridge need to have transportation” – Jessica Wirgau</p>
<b>Culture</b>		

Focus Group: Giles County Coordinating Council on Domestic Violence (7 participants) -- 11/18/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>Stress on children and families growing – kids dropping grades. If you have childcare, it needs to be teacher/childcare giver</li> </ul>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>Nutrition need grown during covid</li> </ul>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>Meth / SA growing need w/ pandemic...children exposed to meth?</li> </ul>		<ul style="list-style-type: none"> <li>Education around staying safe in home</li> </ul>
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Childcare need grown during covid (0-4). Even older kids who are able to stay home, no after school programs and structure (11 year old at home alone is neglect?)</li> <li>Lack of affordable childcare – employers should offer onsite childcare, doctors, mental health offices too</li> <li>Seeing a lot of cancelled appts because of limits on who can come to appts % lack of childcare</li> <li>If resources don't come with childcare, it's hard for parents to participate</li> </ul>		<ul style="list-style-type: none"> <li>Employment should have childcare</li> <li>MH / SA recovery groups should have childcare</li> <li>Health visits – need childcare options as well</li> </ul>
<b>Housing</b>		
<ul style="list-style-type: none"> <li>Decent affordable housing: lots of history of multiple addresses, living with family/friends, unsafe situation</li> </ul>		
<b>Resources</b>		
		<ul style="list-style-type: none"> <li>Expansion of telehealth</li> <li>College students offering virtual tutoring</li> </ul>
<b>Employment</b>		
<ul style="list-style-type: none"> <li>Working limited hours, history of multiple jobs</li> </ul>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>Top need is transportation as it affects accessing resources, employment, healthcare, safety (may not be able to get out of dangerous situation)</li> </ul>		<ul style="list-style-type: none"> <li>Car repair assistance</li> </ul>
<b>Income</b>		
<b>Infrastructure</b>		
<b>Culture</b>		

Focus Group: Pulaski Community Partners Coalition (PCPC) (19 participants) -- 12/2/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>• Increase in clients accessing services at City of Refuge, Pulaski</li> <li>• Library Food for Fines (people pay off fines by donating food) – threefold increase in food needs</li> <li>• Hungry people in Pulaski- triple request for folks needing food delivered through VDH</li> </ul>	<ul style="list-style-type: none"> <li>• Pulaski schools distributing to every child not just FRL eligible</li> <li>• Feeding America working in Giles, big distribution at Giles HS</li> </ul>	GAP: weekend food for seniors (need Backpack program), children’s BP programs?
<b>Health</b>		
<ul style="list-style-type: none"> <li>• NRVCS increased telehealth services, lots of folks using this</li> <li>• WRC expanded telehealth/counseling services</li> <li>• Isolation</li> </ul>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>• Affordable childcare always an issue, but more challenging now with school schedule off/on</li> </ul>		GAP: teachers not able to keep tabs on kids, so some CPS cases fall through cracks
<b>Housing</b>		
<ul style="list-style-type: none"> <li>• Pulaski Trinity Lutheran lots of requests for housing/utility assistance before COVID – but after these requests tapered off...perhaps due to stimulus money? “Will the floodgates open up?”</li> <li>• Poor housing = expensive electric bills</li> </ul>		
<b>Resources</b>		
<ul style="list-style-type: none"> <li>• Pulaski library served as warming station / public space – people liked to spend the day there. Can’t do this since Covid.</li> </ul>	<ul style="list-style-type: none"> <li>• Behavioral Health Unit Pulaski Hospital – distributes clean used clothes</li> </ul>	
<b>Employment</b>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>• Transportation is big need. Trinity Lutheran gives out a lot of \$10 gas vouchers</li> <li>• Giving rides is a gig economy – people pay friends to take them places</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Pulaski County Public Transit</li> <li>• Agency on Aging coordinates transportation to healthcare appts</li> </ul>	
<b>Income</b>		

<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>• When Trinity Lutheran stopped holding in person worship / less office hours, afraid of missing people. Phone calls go straight to Terrie's cellphone</li> <li>• Lack of internet across NRV – many cannot access telehealth</li> </ul>	<ul style="list-style-type: none"> <li>• 211 VA</li> </ul>	<ul style="list-style-type: none"> <li>• General access to services (MH, healthcare, dental, transportation) – where can you call and get your answers and information?</li> </ul>
<b>Culture</b>		

Expert Interview: Kim Strahm, Community Housing Partners – 12/2/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>Youth falling through cracks due to internet and parents who are disengaged (SA/MH issues)</li> </ul>		<ul style="list-style-type: none"> <li>Collaboration between schools and orgs that can support kids/families. We don't know the school's needs so we can't help – virtual mentorship program</li> </ul>
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>Food insecurity greater related to school changes</li> </ul>		<ul style="list-style-type: none"> <li>No enough coordination in services – duplicated work</li> </ul>
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Youth/children not participating as much in services – it used to be they could just show up to community center and hang out. Now they need to register for brown bag projects which requires parental involvement</li> </ul>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>Isolation a big problem for seniors – in early April, CHP made wellness checks via phone; elderly wanted that continued</li> <li>Greater health risks and less access to healthcare</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>Home ownership center in NRV (CHP) – home buyer counseling, education, realty team</li> <li>Working with BBurg to create affordable units – community land trust, modular housing</li> <li>88 units in Giles, 226 units in Pulaski, 394 properties in Montgomery</li> </ul>	<ul style="list-style-type: none"> <li>No CHP properties in Floyd, only 1 in Radford</li> </ul>
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>Huge need for CHP's LI residents – trouble getting to doctor's appts</li> </ul>	<ul style="list-style-type: none"> <li>CHP has 15 passenger van</li> </ul>	
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>Internet access bigger problem since Covid; some kids not able to plug into school</li> </ul>		

Radford Mental Health Coalition – Radford Youth Adult Partnership (RYAP) (11 participants) -- 12/3/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>• Truancy increases Radford DSS for both virtual and in person; pandemic is excuse to check out</li> <li>• Teachers not able to serve in their roll as mandatory reporter, abuse cases going unnoticed</li> </ul>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>• Increased food insecurity with COVID</li> </ul>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>• Preventative care</li> <li>• Substance abuse</li> <li>• Increase in domestic violence and substance abuse</li> <li>• increase in foster care caseloads from last year (doubled) and cases more severe including one child death</li> <li>• Limited access to care when lacking transportation, lots of cancelled appointments</li> <li>• Hispanic population flying under the radar with COVID. Afraid to seek assistance (eviction, loss of job with positive test?). Living in small quarters together with large family units.</li> <li>• Radford U: making referrals for MH/SA is difficult because long wait lists. University missing folks because less f2f contact</li> <li>• Lack of psychiatric providers (counselors/therapists more available). Go to Roanoke/Salem for this. This is a national problem</li> </ul>	<ul style="list-style-type: none"> <li>• Medicaid expansion in Virginia in response to Covid</li> </ul>	
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>• More severe CPS cases – during lockdown first death in years</li> </ul>		<ul style="list-style-type: none"> <li>• GAP: teachers not able to serve as mandated reporters, can't monitor children as well</li> </ul>
<b>Housing</b>		
<ul style="list-style-type: none"> <li>• Housing is a big problem – trailer park is not a nice place</li> <li>• Housing is a problem for people with substance abuse problem or in recovery – big barrier to recovery</li> <li>• Homelessness – Radford doesn't have a shelter – have to refer folks to Wytheville, Roanoke, or Christiansburg and even those options not always available</li> </ul>	<ul style="list-style-type: none"> <li>• Cares Act funding for Radford citizens to pay rent backlogs, so folks can start new year with clean slate</li> <li>• Radford City N2N funds had some restrictions (clients needed to be able to cover gap between assistance and bill...not everyone could do that)</li> </ul>	



<b>Resources</b>		
<ul style="list-style-type: none"> <li>• Virginia did Medicaid expansion, so DSS started seeing huge increases in clients, and new folks coming in who never had been served before</li> <li>• DSS processing as many applications for assistance in 1 day as 2 weeks previously...folks losing jobs and struggling</li> </ul>		
<b>Employment</b>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>• Even with Radford public transit, transportation is still a huge issue. Routes cut back due to COVID. If you live outside the zone, it's a big problem</li> <li>• Those with SA diagnosis can have license revoked if fail drug screen – huge problem</li> </ul>		
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>• Most agencies doing combination of virtual/f2f service delivery. Clients with significant issues feel more supported with f2f. Hard to reach people and convince them they're safe.</li> </ul>		
<b>Culture</b>		

Focus Group: Pulaski County Coordinating Council on Domestic Violence (9 participants) – 12/8/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>Financial/budgeting management. “See an ad for premium service and they’ll go for that.”</li> <li>Literacy in general: lots of intake forms, that are difficult with low literacy.</li> </ul>		<ul style="list-style-type: none"> <li>More access to literacy across NRV</li> <li>Use more plain language and local language</li> </ul>
<b>Nutrition</b>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>COVID Childcare for workers</li> <li>Lack of affordable childcare, many workers quit jobs and stay home</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>COVID: more shelter requests, people trapped in quarantine with abuser 24-7</li> <li>COVID: upcoming evictions in new year. If eviction or need new lease, will not get a renewal if back rent owed, no income to move</li> </ul>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>COVID: Clients counseled for DV/trauma: trauma has been secondary to their focus on meeting their basic needs.</li> <li>COVID: Some counseling clients can’t keep regular appts because they can only call when their abuser leaves</li> <li>COVID: Stress levels higher, folks getting into bad habits.</li> </ul>		
<b>Resources</b>		
<ul style="list-style-type: none"> <li>COVID: Service delivery difficult when children can’t accompany adult. Used to be kids could play in waiting area. If nobody can take care of kids, do phone/online. If not internet, just phone – hard to do with kids running around home</li> </ul>	<ul style="list-style-type: none"> <li>Probation Officers hearing that some positive to facetimeing. Client can get into car during lunch, don’t have to leave employment or figure out childcare – just do it at home.</li> </ul>	
<b>Employment</b>		
<ul style="list-style-type: none"> <li>COVID: Lots of service/restaurant workers lost their jobs. Now they have to do childcare at home...mostly effects women. Loss of income</li> <li>Restaurant workers: if people come to eat at all, the tables/groups are smaller. Making half as much as last year</li> </ul>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>“Services are all well and good if you can get to them.”</li> <li>Pulaski has some public trans available, but doesn’t cover everything</li> </ul>		

<ul style="list-style-type: none"> <li>• People carpool, rely on family/friends. Lots of people walk really far. Other agencies provide transportation</li> <li>• When you rely on family/friends, you tend to prioritize your needs – grocery store run over parenting class.</li> <li>• Some Lethality Assessment Program (LAP) clients have an NRVCS case manager just for transportation</li> </ul>		
<b>Income</b>		
<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>• Reliable internet – prevents folks from accessing services and care – bigger problem with pandemic</li> <li>• Affordable internet – satellite internet most everywhere, but expensive. If budget is limited, do you spend \$100 on internet or medicine/food?</li> <li>• Comfort with technology / lack of exposure...”How do you teach someone virtually virtually?”</li> </ul>	<ul style="list-style-type: none"> <li>• Public library hotspots – but if you need confidentiality for therapy/parenting classes, you might not feel safe sharing in public.</li> <li>• Devices for children in homes through schools</li> </ul>	<ul style="list-style-type: none"> <li>• Phone hotspot...educate folks on options, value for money</li> </ul>
<b>Culture</b>		

Focus Group: Montgomery County Coordinating Council on Domestic Violence (10 participants) – 12/9/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>COVID: Uptick in juvenile crimes. vandalism, crime of opp. Less time in school, less after school programs</li> </ul>		
<b>Nutrition</b>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>COVID: Lack of high quality, affordable childcare.</li> <li>COVID: Family childcare needs have increased – have seen families posting on FB marketplace, people don't know what else to do</li> <li>COVID: children ending up in unsafe situations – dropped off at neighbor's house.</li> <li>Unsupervised children at risk, using internet unsupervised</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>A lot of housing/utility/electricity needs</li> </ul>	<ul style="list-style-type: none"> <li>MCEAP</li> </ul>	
<b>Health</b>		
<ul style="list-style-type: none"> <li>Lack of affordable preventative dental care for adults. Medicaid only covers extractions and serious surgeries. Leads to a loss of dignity and self esteem, difficulty job interviewing, going to church</li> <li>No sliding scale services</li> <li>Long waiting list for dentures (one year)</li> <li>More men coming into WRC</li> </ul>	<ul style="list-style-type: none"> <li>COVID: more telehealth – more accessible for some, but harder/barrier for others. Doesn't work at all for kids</li> </ul>	
<b>Resources</b>		
<ul style="list-style-type: none"> <li>A lot of people who can't afford attorney in court custody cases</li> </ul>		
<b>Employment</b>		
<b>Transportation</b>		
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>Slow internet or lack of internet</li> </ul>		
<b>Culture</b>		

Focus Group: Giles Youth Adult Partnership (6 participants) – 12/14/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>• COVID: kids missing a year of school if parents not keeping on top of it</li> <li>• COVID: no counselors able to get into schools all year, expect explosion of school counseling caseloads</li> </ul>		
<b>Nutrition</b>		
	<ul style="list-style-type: none"> <li>• THRIVE has helped spread the word about food availability and moved food around the NRV where it's needed</li> </ul>	
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>• COVID: parents deciding between going to work or leaving kids at home</li> </ul>		
<b>Housing</b>		
		<ul style="list-style-type: none"> <li>• COVID: Expect people losing their homes</li> </ul>
<b>Health</b>		
<ul style="list-style-type: none"> <li>• COVID: increase in depression</li> <li>• COVID: isolation from social circles, increase in SA/MH issues. Giles hard hit with overdose increases</li> <li>• Dental services needed</li> <li>• COVID: Victim Services Unit not receiving as many registrations. Crime, child abuse, DV, SA are all up. More victims will eventually flood the courts</li> <li>• COVID: some do not do well with tele-counseling</li> </ul>		
<b>Resources</b>		
<ul style="list-style-type: none"> <li>• Lack of awareness of services</li> <li>• Coordinating services to address all the needs</li> <li>• COVID: has disrupted neighbor to neighbor assistance, church viability</li> </ul>	<ul style="list-style-type: none"> <li>• Establishing trust over time</li> <li>• THRIVE</li> <li>• Neighbors help each other, churches helping people in the community</li> </ul>	<ul style="list-style-type: none"> <li>• How do we get information to people? Most people have a phone</li> <li>• 9 months after crisis there's an explosion of needs</li> </ul>
<b>Employment</b>		
<ul style="list-style-type: none"> <li>• Loss of employment especially if there are little kids at home</li> </ul>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>• Prevents people from accessing services</li> <li>• COVID: many people don't want to share rides now</li> </ul>	<ul style="list-style-type: none"> <li>• COVID: expansion in telehealth has alleviated some transportation issues, number</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation – people need to access services</li> </ul>

	of no shows at NRVDS has decreased	
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>COVID: tech/internet more of a need with distance learning.</li> </ul>	<ul style="list-style-type: none"> <li>Cares funding – hotspots distributed to children</li> </ul>	
<b>Culture</b>		
<ul style="list-style-type: none"> <li>Fresh, sustainable food is more available now, how do we change the culture?</li> </ul>		

Focus Group: Montgomery County Prevention Partners (11 participants) – 12/15/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>• COVID: Lack of predictability and structure, families checked out of school</li> <li>• COVID: explosion in chronic absenteeism, many kids missing 30-40 days school</li> <li>• COVID: Social change created by privileged at home learners, needy children in school</li> </ul>		<ul style="list-style-type: none"> <li>• It's going to turn into haves/have nots</li> <li>•</li> </ul>
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>• Food deserts</li> <li>• COVID: increased need, pantries emptying shelves faster</li> <li>• COVID: seeing new people show up to pantries – middle class folks with kids pushed over edge</li> <li>• COVID: increases in request for WIC</li> </ul>	<ul style="list-style-type: none"> <li>• Free breakfast/lunch for every student through a grant</li> <li>• COVID: YMCA Meals on Main</li> </ul>	
<b>Childcare</b>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>• Housing is a surface need</li> <li>• Alleviating surface needs lifts stress and helps with underlying issues</li> <li>• Affordable safe housing</li> <li>• Cost of living in BBurg/CBurg high, a lot of people moving out to Pulaski/Giles. Cost of gas to commute lower than housing</li> <li>• COVID: low number of McKinney/Vento homeless kids</li> </ul>		<ul style="list-style-type: none"> <li>• Predict homelessness crisis after eviction moratorium</li> </ul>
<b>Health</b>		
<ul style="list-style-type: none"> <li>• Unresolved trauma leading to SA</li> <li>• SA, alcohol, tobacco</li> <li>• COVID: Social isolation</li> <li>• COVID: stress/depression more problematic</li> </ul>		
<b>Resources</b>		
<ul style="list-style-type: none"> <li>• Knowledge gap: how to let public know about resources</li> </ul>		<ul style="list-style-type: none"> <li>• Radio / billboard ads?</li> </ul>
<b>Employment</b>		
<ul style="list-style-type: none"> <li>• Lack of upwardly mobile jobs</li> <li>• High cost of living, need more than one job</li> </ul>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>• Transportation is a surface need</li> <li>• LI people moving further away from Bburg/Cburg, further away from resources</li> </ul>		
<b>Income</b>		
<ul style="list-style-type: none"> <li>•</li> </ul>		

<b>Infrastructure</b>		
<b>Culture</b>		



Focus Group: Floyd Multi-Disciplinary Team (10 participants) – 12/15/20

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<ul style="list-style-type: none"> <li>Hard to keep in touch with kids since they're not in school</li> </ul>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>COVID: Food insecurity is greater due to loss of income</li> </ul>		
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>COVID: childcare a bigger need</li> <li>Floyd only 2 childcare centers</li> <li>COVID: HS at lower capacity, kids in school 2 or 4 days</li> </ul>		
<b>Housing</b>		
<ul style="list-style-type: none"> <li>Affordable housing Floyd – lots of calls for help when getting evicted or no longer able to double up</li> </ul>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>COVID: social isolation impacting MH</li> <li>SA in Floyd</li> <li>COVID: more SA/DV/neglect</li> <li>COVID: CASA no new cases in Floyd sine pandemic started</li> </ul>	<ul style="list-style-type: none"> <li>New River Health District – mobile clinics, mobile testing sites especially vital for Floyd</li> </ul>	
<b>Resources</b>		
<ul style="list-style-type: none"> <li>COVID increase in traffic at NRCA Floyd</li> </ul>	<ul style="list-style-type: none"> <li>Plenty! is a hub in the community, connects to other services</li> <li>NRCA Floyd is a hub – grocery stores, churches donate</li> </ul>	
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>Transportation in Floyd – either a lack or unreliable: can't get to MH appointments. County is so dispersed, not always someone to call to be backup</li> </ul>		
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>Internet in Floyd – satellite is expensive and slow</li> </ul>		
<b>Culture</b>		
	<ul style="list-style-type: none"> <li>Culture/community in Floyd – rely on each other. Zion church continues to check on elderly since gatherings not possible</li> </ul>	

Focus Group: Floyd Coordinating Council on Domestic Violence (7 participants) – 12/21/2020

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
	<ul style="list-style-type: none"> <li>Jesse Peterman library collaborates with community, after school programming</li> </ul>	
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>COVID: food is a concern</li> </ul>	<ul style="list-style-type: none"> <li>COVID - Plenty! responding to increased needs, more fliers around</li> </ul>	
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>Lack of after school programming for kids/teens at risk</li> <li>More childcare needed</li> </ul>		<ul style="list-style-type: none"> <li>Rec center / programming for teens</li> </ul>
<b>Housing</b>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>Lack of MH providers</li> <li>COVID: safety of kids is a concern, don't hear about abuse/neglect</li> <li>COVID: stress, loss of jobs, kids can be annoying sometimes – it's taken out on them</li> <li>COVID/IN GENERAL – over 6 years, steady increase in abuse/neglect</li> <li>Tri-Area Health overwhelmed because only community health clinic, wait lists are long. Great reputation – some non-residents access it</li> </ul>	<ul style="list-style-type: none"> <li>TriArea Health Clinic – offer psychological services, non-English services.</li> </ul>	
<b>Resources</b>		
<ul style="list-style-type: none"> <li>Lack of knowledge about providers, hard to do outreach because lack of partners</li> </ul>	<ul style="list-style-type: none"> <li>Floyd residents supportive of each other, utility bill assistance</li> </ul>	
<b>Employment</b>		
<ul style="list-style-type: none"> <li>Majority of people who live in Floyd work outside Floyd</li> </ul>		
<b>Transportation</b>		
<ul style="list-style-type: none"> <li>Barrier to accessing healthcare and other services</li> </ul>		
<b>Income</b>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>Lack of basic resources – mental health, after school, childcare – residents have to go to neighboring jurisdictions</li> <li>COVID: lack of internet, cell phone coverage is spotty so even that option for accessing internet is not always available. Existing internet slow</li> </ul>	<ul style="list-style-type: none"> <li>Some headway with internet</li> </ul>	
<b>Culture</b>		

Focus Group: NRCA Board of Directors (12 participants) – 1/21/2021

Need		
Needs/Barriers	Resources	Opportunities
<b>Education</b>		
<b>Nutrition</b>		
<ul style="list-style-type: none"> <li>• Getting food to people is the problem</li> <li>• Many don't qualify for food stamps</li> <li>• LI people lack variety in diet</li> <li>• Food pantries lack variety of foods</li> </ul>	<ul style="list-style-type: none"> <li>• Meals on Wheels – hot meals delivered for elderly</li> <li>• Plenty! in Floyd</li> <li>• It's All About Jesus</li> <li>• Beans and Rice</li> </ul>	<ul style="list-style-type: none"> <li>• Communicating about food resources available</li> </ul>
<b>Childcare</b>		
<ul style="list-style-type: none"> <li>• COVID: grandparents/family not as able to fill in</li> <li>• COVID: less availability, centers close off and on</li> </ul>	<ul style="list-style-type: none"> <li>• Floyd: only 2 centers</li> </ul>	
<b>Housing</b>		
<ul style="list-style-type: none"> <li>• Utilities – many people can't keep heat, lights on</li> <li>• Elderly/disabled need assistance shoveling themselves out in winter</li> <li>• COVID: utilities – increase in need. Massive back bills coming due</li> </ul>	<ul style="list-style-type: none"> <li>• NR Family Shelter – Carol Johnson spends a lot of time counseling families, putting together resources for churches</li> </ul>	
<b>Health</b>		
<ul style="list-style-type: none"> <li>• Lack of variety, healthy diet</li> <li>• Lack of medical equipment</li> </ul>		
<b>Resources</b>		
<ul style="list-style-type: none"> <li>• Some NRCA services you can only get once per year</li> <li>• Knowledge of resources</li> <li>• Limited access to resources: transportation, literacy, technology</li> <li>• Getting clothing to people is the problem – from the Clothing bank...</li> <li>• Limited resources – some NRCA services available 1x per year (emergency rent)</li> <li>• COVID: institutional bottle neck – unemployment claims couldn't be processed</li> </ul>	<ul style="list-style-type: none"> <li>• EA offices, housing counseling</li> <li>• The City of Refuge in Pulaski</li> <li>• Neighbors helping each other</li> <li>• Clothing Bank</li> </ul>	<ul style="list-style-type: none"> <li>• Bring services to people</li> </ul>
<b>Employment</b>		
<b>Transportation</b>		

<ul style="list-style-type: none"> <li>• Transportation lacking – people don't want to take bus because you sit out in the cold for a few hours</li> </ul>		
<b>Income</b>		
<ul style="list-style-type: none"> <li>• People with assets but no income, not eligible for services (such as Medicaid, SSI, TANF, Housing)</li> <li>• COVID: people laid off who don't qualify for services because of assets</li> <li>• COVID; People not getting stimulus/unemployment</li> </ul>		
<b>Infrastructure</b>		
<ul style="list-style-type: none"> <li>• Access to financial institutions – many not getting stimulus checks or unemployment because no bank account</li> </ul>	<ul style="list-style-type: none"> <li>• Citizens Telephone in Floyd – increasing access to internet</li> </ul>	