

## 2020 New River Community Action Low-Income Needs Survey for NRCA Clients

**New River Community Action is gathering information for their 2020 Low-Income Community Needs Assessment. The goal of this NRCA Client survey is to better understand what services are important and needed by you and your family.**

**Your thoughts are valued. Thank you for your time and participation.**

**Questions can be directed to Marsha Underwood, [munderwood@nrcaa.org](mailto:munderwood@nrcaa.org).**

1. I found out about this survey from:

- a NRCA email
- a NRCA social media post
- NRCA staff who contacted me directly
- a press release
- word of mouth
- Other (please specify)

\* 2. Which of these best describes your household?

\* 3. Where do you live? Where do you work?

	Your Home Location	Your Primary Work Location
Floyd County	<input type="radio"/>	<input type="radio"/>
Giles County	<input type="radio"/>	<input type="radio"/>
Montgomery County	<input type="radio"/>	<input type="radio"/>
Pulaski County	<input type="radio"/>	<input type="radio"/>
Radford City	<input type="radio"/>	<input type="radio"/>
Not Applicable	<input type="radio"/>	<input type="radio"/>

\* 4. What are the major causes of NRV families not being able to get ahead? Select up to 5.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Unemployment                                  | <input type="checkbox"/> Insufficient benefits         | <input type="checkbox"/> Social inequality                     |
| <input type="checkbox"/> Underemployment (part time or temporary work) | <input type="checkbox"/> Debt                          | <input type="checkbox"/> Substance Abuse                       |
| <input type="checkbox"/> Lack of living wage jobs                      | <input type="checkbox"/> Food insecurity               | <input type="checkbox"/> Poor government policy and governance |
| <input type="checkbox"/> Inflation                                     | <input type="checkbox"/> Health and dental issues      | <input type="checkbox"/> Large household size                  |
| <input type="checkbox"/> Lack of education                             | <input type="checkbox"/> Mental health issues          | <input type="checkbox"/> Family cycle of poverty               |
| <input type="checkbox"/> Lack of access to education                   | <input type="checkbox"/> Poor utilization of resources | <input type="checkbox"/> Criminal history                      |

\* 5. What are the services or things that your household needs but have a hard time getting?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> TANF                       | <input type="checkbox"/> Rental deposit assistance                             | <input type="checkbox"/> Clothing                |
| <input type="checkbox"/> WIC                        | <input type="checkbox"/> Housing voucher                                       | <input type="checkbox"/> Prescription assistance |
| <input type="checkbox"/> SNAP                       | <input type="checkbox"/> Foreclosure assistance                                | <input type="checkbox"/> Legal services          |
| <input type="checkbox"/> Utility assistance         | <input type="checkbox"/> Transportation support (bus passes, gas, tires, etc.) | <input type="checkbox"/> Health care             |
| <input type="checkbox"/> Utility deposit assistance | <input type="checkbox"/> Food  | <input type="checkbox"/> Dental care             |
| <input type="checkbox"/> Rent assistance            | <input type="checkbox"/> Baby supplies (diapers, wipes, formula, etc.)         |  |

Other (please specify)

\* 6. Employment is a problem in the NRV because: (check as many as apply)

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> People lack skills                 | <input type="checkbox"/> Lack of computer skills                   | <input type="checkbox"/> Current jobs are low paying |
| <input type="checkbox"/> Few jobs for people without skills | <input type="checkbox"/> Lack of good paying jobs with benefits    | <input type="checkbox"/> Long commute to jobs        |
| <input type="checkbox"/> Unable to find jobs                | <input type="checkbox"/> Lack of childcare during the hours needed | <input type="checkbox"/> Employers leaving the area  |
| <input type="checkbox"/> People lack education              | <input type="checkbox"/> Cost of childcare                         | <input type="checkbox"/> Lack of transportation      |

Other (please specify)

\* 7. My current working status is:

\* 8. If you could change your job situation, which of these would you want? (check as many as apply)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> More hours             | <input type="checkbox"/> Reduced required overtime | <input type="checkbox"/> Flexible working hours |
| <input type="checkbox"/> Better pay             | <input type="checkbox"/> Change job or position    | <input type="checkbox"/> Not applicable         |
| <input type="checkbox"/> Increased benefits     | <input type="checkbox"/> Job stability             |   |
| <input type="checkbox"/> Other (please specify) |  |   |

\* 9. Housing is a problem in my area because:

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Cost of rent/house payment             | <input type="checkbox"/> Need weatherization  | <input type="checkbox"/> Lack of shelters for emergency situations (domestic violence) |
| <input type="checkbox"/> Cost of utility/rent deposit           | <input type="checkbox"/> Need repairs (roof, foundation, plumbing, etc.)                        | <input type="checkbox"/> Lack of shelters for homeless during bad weather months       |
| <input type="checkbox"/> Housing size doesn't meet family needs | <input type="checkbox"/> Where housing is available, neighborhood conditions are not acceptable | <input type="checkbox"/> No problems   |
| <input type="checkbox"/> Affordable housing not available       | <input type="checkbox"/> Lack of temporary emergency housing                                    |  |
| <input type="checkbox"/> Other (please specify)                 |   |  |

\* 10. Education is a problem in my area because: (check as many as apply)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> No high school diploma                                | <input type="checkbox"/> Lack of computer skills                      | <input type="checkbox"/> Lack of child care         |
| <input type="checkbox"/> Lack of GED   | <input type="checkbox"/> Lack of programs for gaining computer skills | <input type="checkbox"/> Lack of preschool programs |
| <input type="checkbox"/> Lack of access to programs for obtaining a GED        | <input type="checkbox"/> Lack of college education                    | <input type="checkbox"/> Cost of transportation     |
| <input type="checkbox"/> Lack of vocational skills                             | <input type="checkbox"/> Lack of tuition money                        | <input type="checkbox"/> Lack of transportation     |
| <input type="checkbox"/> Lack of access to programs teaching vocational skills | <input type="checkbox"/> Cost of child care                           | <input type="checkbox"/> No problems                |
| <input type="checkbox"/> Other (please specify)                                |   |   |

\* 11. Health care is a problem in my area because: (check as many as apply)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Doctors will not accept Medicaid                 | <input type="checkbox"/> Lack of transportation                  | <input type="checkbox"/> Lack of income for medical emergencies               |
| <input type="checkbox"/> No clinics or doctor offices in my town          | <input type="checkbox"/> Lack of insurance                       | <input type="checkbox"/> Lack of services for alcohol or drug abuse treatment |
| <input type="checkbox"/> Waiting list for specialists                     | <input type="checkbox"/> Existing health conditions              | <input type="checkbox"/> Lack of services for mental health treatment         |
| <input type="checkbox"/> Hospital/emergency room not available in my town | <input type="checkbox"/> Lack of income to pay for prescriptions | <input type="checkbox"/> No problems  |
| <input type="checkbox"/> Other (please specify)                           |  |   |

\* 12. Childcare in my area is:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
Located near my work/home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Available during the evening, night or when work hours change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 13. Food is a problem in my area because: (check as many as apply)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Lack of transportation to the grocery store | <input type="checkbox"/> Food pantries are not available         | <input type="checkbox"/> Lack of education in nutrition and/or cooking skills |
| <input type="checkbox"/> Affordable grocery stores are not near me   | <input type="checkbox"/> Food stamps run out before end of month | <input type="checkbox"/> No problems  |
| <input type="checkbox"/> Not enough income to purchase food          | <input type="checkbox"/> Not eligible for food stamps            |   |
| <input type="checkbox"/> Other (please specify)                      |  |   |

\* 14. Internet Access is a problem in my area because: (check as many as apply)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> our household doesn't have a computer                    | <input type="checkbox"/> internet is not available at home                    | <input type="checkbox"/> the cost of internet at home is not affordable |
| <input type="checkbox"/> our household uses our cell phone to access the internet | <input type="checkbox"/> the speed of the internet at home is not fast enough | <input type="checkbox"/> No problems                                    |
| <input type="checkbox"/> online computer facilities aren't available              | <input type="checkbox"/> the access to the internet is not reliable           |   |
| <input type="checkbox"/> Other (please specify)                                   |   |   |

15. Provide any additional information that might be helpful in understanding the needs of your household.

16. Would you like for NRCA to follow up with you concerning this survey? (required in order to be entered in the \$50 gift card raffle)

Name

Email

Phone