

New River Community Action is gathering information for their 2020 Low-Income Community Needs Assessment. The goal of this Community Service Partners survey is to better understand what services are important to the NRV and which services are available and used. Understanding what agencies are doing around unmet needs is also important. In light of the COVID-19 pandemic, we also want to get a feeling for changes in the near future and how the community is preparing for those changes.

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

Questions can be directed to Marsha Underwood, 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. Agency/Organization Name:

* 3. Job title and/or role:

* 4. Which jurisdiction(s) does your agency/organization serve? Which area(s) do you serve in your role?

	Your Agency/Organization	Your Role
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"/>

Other areas:

* 5. What are the major causes of poverty in the NRV? 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 |

* 6. What resources or services are present in the NRV but are underutilized? Why are they not widely used?

* 7. What resources or services are missing or are in short supply in the NRV? What, if anything, is being done to address this?

* 8. What is the single greatest need in the low-income community?

Why do you feel this way?

What is being done to address this need?

* 9. What is the greatest UNMET need in the low-income community?

Why do you feel this way?

What is being done to address this UNMET need?

* 10. Does your agency/organization anticipate making any changes in serving low-income families in the next 3 years?

Unsure

No

Yes

If yes, when are the changes anticipated? What are those changes?

* 11. When thinking of low-income families in the NRV, what changes do you anticipate seeing over the next 3 years in these areas?

Food/Nutrition

Education (0-18 years old)

Education (Adult)

Childcare

Healthcare

Mental health services

Substance abuse
support/services

Housing

Employment

Transportation

Internet infrastructure

Benefits for low-income
households

Court/legal system

* 12. What will be the biggest challenges for these groups of low-income citizens in the NRV over the next 3 years?

Infants and children (0-4 years old)

School-aged children (5-18 years old)

Young adults (19-35 years old)

Middle-aged adults (36-55 years old)

Older adults (56+ years old)

13. Provide any additional information that might be helpful in understanding the needs of the low-income community in the NRV.

14. Would you be interested in helping NRCA better understand the needs of the low-income community by participating in a virtual focus group? If so, provide your contact information below.

Name

Email