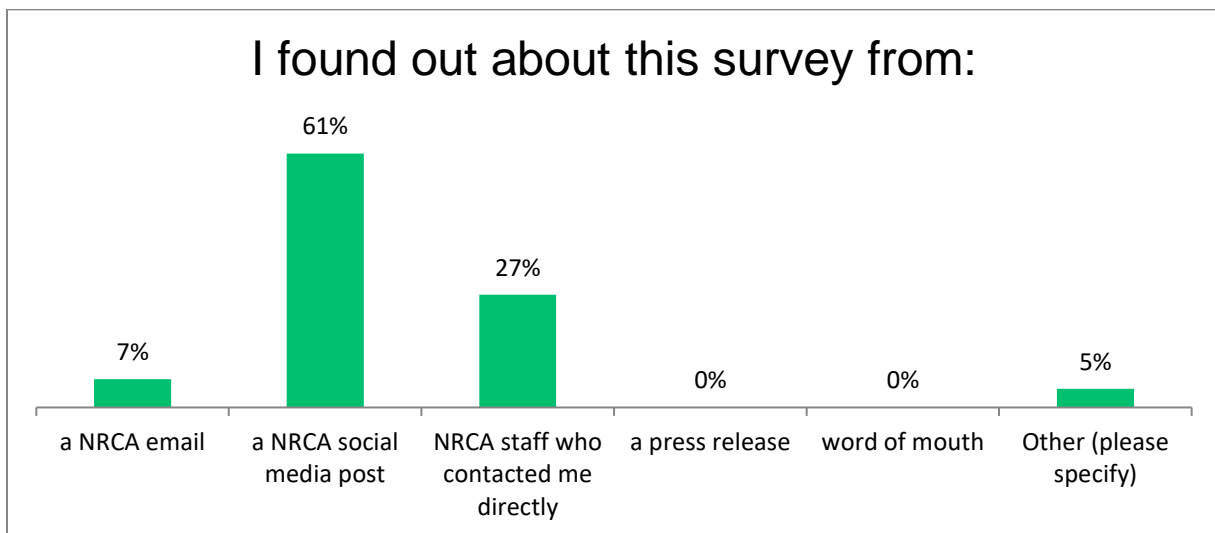


## Appendix B.3.1 Client Survey Results Summary

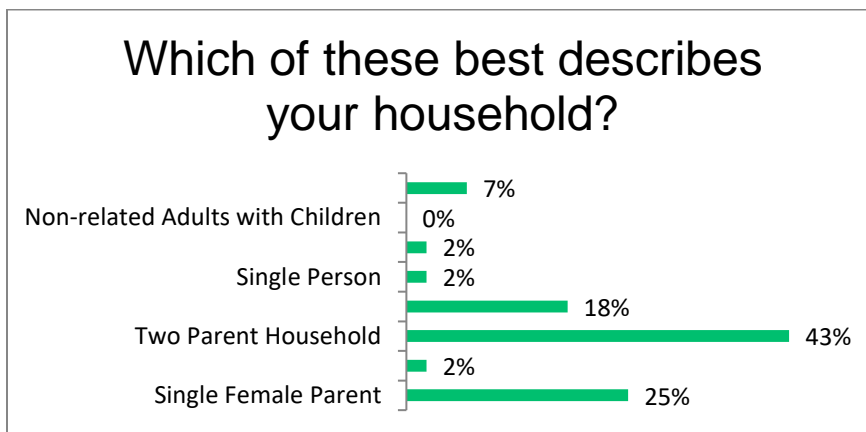
NRCA gathered forty-four (44) client responses to an online survey from May 29, 2020 to June 5, 2020. The survey was emailed to all households that received NRCA services from July 1, 2019 through March 31, 2020 through Engage. A link to the client survey was also distributed via all NRCA social media pages. An incentive of a \$50 food gift card was drawn at random and awarded to 9 survey respondents. The survey tool included 16 questions with both open-ended qualitative questions and quantitative questions.

The majority of respondents (61%) found out about the survey through an NRCA social media post:



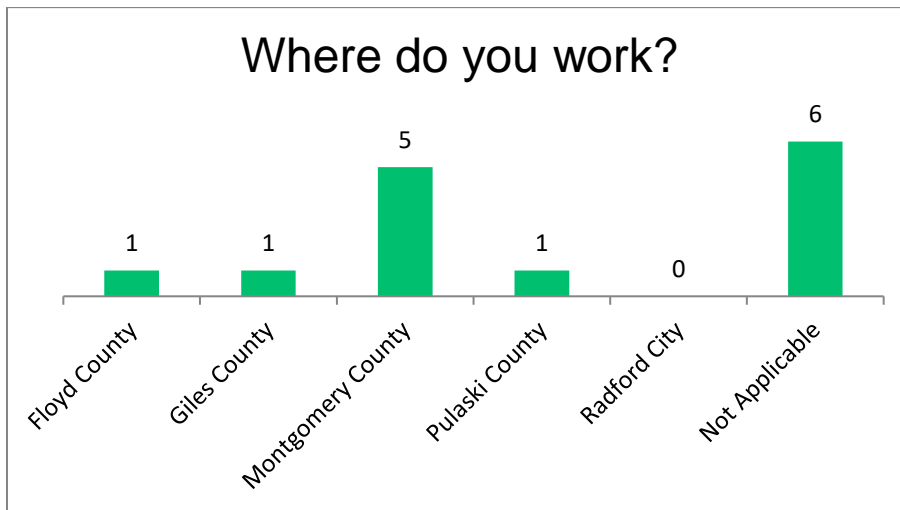
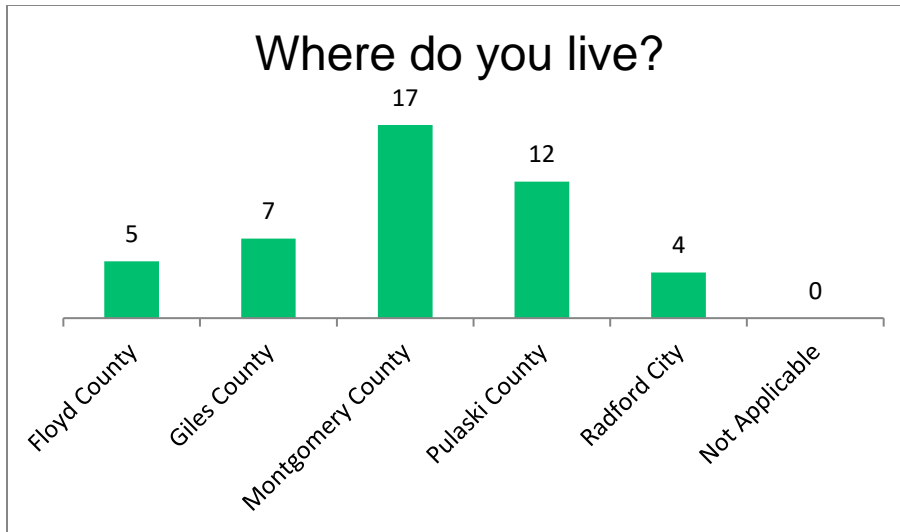
### Summary of Respondent Information

1. Respondents primarily came from two parent households:



2. Client household and employment location:

Respondents lived and worked primarily in Montgomery County, but all jurisdictions were represented.



### Summary of Responses

1. Major causes of NRV families not being able to get ahead (select 5)

Answer Choices	Responses	%
Lack of living wage jobs	21	48%
Mental health issues	19	43%
Unemployment	17	39%
Insufficient benefits	17	39%
Debt	16	36%
Health and dental issues	15	34%
Food insecurity	14	32%
Underemployment (part time or temporary work)	13	30%
Substance Abuse	13	30%
Lack of education	12	27%

Family cycle of poverty	12	27%
Large household size	11	25%
Criminal history	9	20%
Inflation	7	16%
Poor utilization of resources	6	14%
Lack of access to education	5	11%
Social inequality	3	7%
Poor government policy and governance	3	7%

2. What are the services or things that your household needs but has a hard time getting?

Answer Choices	Responses	
Dental care	45%	20
SNAP	25%	11
Utility assistance	25%	11
Rent assistance	23%	10
Housing voucher	23%	10
Baby supplies (diapers, wipes, formula, etc.)	23%	10
Food	20%	9
Clothing	18%	8
Health care	18%	8
Prescription assistance	16%	7
Transportation support (bus passes, gas, tires, etc.)	11%	5
Other (please specify)	11%	5
Rental deposit assistance	9%	4
TANF	7%	3
Utility deposit assistance	7%	3
WIC	2%	1
Legal services	2%	1
Foreclosure assistance	0%	0

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

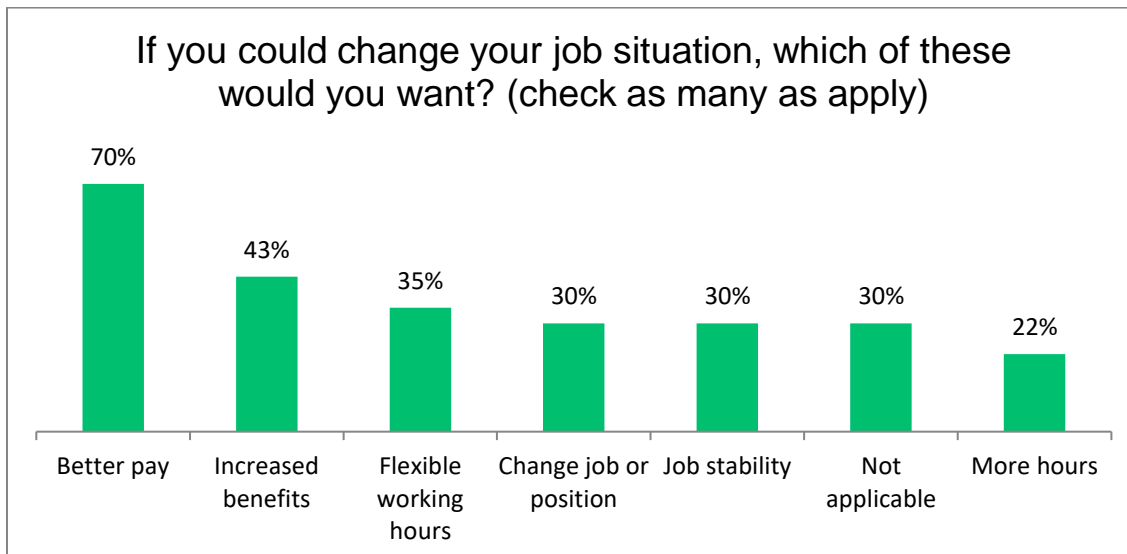
Answer Choices	Responses	
People lack skills	36%	16
Few jobs for people without skills	48%	21
Unable to find jobs	30%	13
People lack education	25%	11
Lack of computer skills	16%	7
Lack of good paying jobs with benefits	48%	21
Lack of childcare during the hours needed	52%	23

Cost of childcare	70%	31
Current jobs are low paying	55%	24
Long commute to jobs	18%	8
Employers leaving the area	23%	10
Lack of transportation	23%	10
Other (please specify)	14%	6

4. My current working status is:

Answer Choices	Responses	%
Full-time earning more than minimum wage	11	25%
Disabled	8	18%
Temporary part-time	6	14%
Unemployed more than 3 months	6	14%
Full-time earning minimum wage or less	4	9%
Retired	2	5%
Unemployed less than 3 months	2	5%
Full-time caregiver	2	5%
Other (please specify)	2	5%
Temporary full-time	1	2%
Unemployed never worked	0	0%

5. Employment related change needed



6. Housing Problem is a problem in my area because:

Answer Choices	Responses	%
Cost of rent/house payment	13	57%

Cost of utility/rent deposit	12	52%
Housing size doesn't meet family needs	8	35%
Affordable housing not available	10	43%
Need weatherization	5	22%
Need repairs (roof, foundation, plumbing, etc.)	7	30%
Where housing is available, neighborhood conditions are not acceptable	6	26%
Lack of temporary emergency housing	7	30%
Lack of shelters for emergency situations (domestic violence)	2	9%
Lack of shelters for homeless during bad weather months	3	13%
No problems	5	22%
Other (please specify)	1	4%
<b>Answered</b>	<b>23</b>	

7. Education is a problem in my area because (select as many as apply):

Answer Choices	Responses	%
Cost of childcare	16	70%
Lack of tuition money	12	52%
Lack of childcare	12	52%
Lack of college education	9	39%
Lack of vocational skills	8	35%
Cost of transportation	7	30%
Lack of access to programs teaching vocational skills	6	26%
Lack of preschool programs	5	22%
Lack of transportation	4	17%
Lack of GED	3	13%
Lack of access to programs for obtaining a GED	3	13%
No problems	3	13%
Lack of computer skills	2	9%
No high school diploma	1	4%
Lack of programs for gaining computer skills	1	4%
Other (please specify)	1	4%
<b>Answered</b>	<b>23</b>	

8. Healthcare is a problem in my area because (select as many as apply):

Answer Choices	Responses	%
Lack of income to pay for prescriptions	10	43%
Lack of insurance	9	39%
Waiting list for specialists	8	35%
Lack of income for medical emergencies	7	30%

Lack of services for mental health treatment	7	30%
Lack of transportation	6	26%
Doctors will not accept Medicaid	5	22%
Existing health conditions	5	22%
Lack of services for alcohol or drug abuse treatment	3	13%
No problems	2	9%
Other (please specify)	2	9%
Hospital/emergency room not available in my town	1	4%
No clinics or doctor offices in my town	0	0%

9. Childcare in my area is...

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		N/A	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Located near my work/home	9%	4	23%	10	27%	12	9%	4	7%	3	25%	11
Affordable	2%	1	5%	2	20%	9	27%	12	23%	10	23%	10
Available during the evening, night or when work hours change	2%	1	5%	2	14%	6	27%	12	30%	13	23%	10

Most respondents felt neutral with regards to the location of childcare facilities, with a smaller majority feeling satisfied by the location of childcare. Most respondents disagreed with the statement that childcare is affordable. Most respondents strongly disagreed with the statement that childcare is available off-hours.

10. Food Access

Answer Choices	%	Responses
No problems	39%	9
Not enough income to purchase food	35%	8
Food stamps run out before end of month	30%	7
Not eligible for food stamps	22%	5
Lack of transportation to the grocery store	13%	3
Affordable grocery stores are not near me	13%	3
Lack of education in nutrition and/or cooking skills	13%	3
Food pantries are not available	9%	2
Other (please specify)	0%	0
	<b>Answered</b>	<b>23</b>
	<b>Skipped</b>	<b>21</b>

### 11. Internet Access

Answer Choices	%	Responses
The cost of internet at home is not affordable	43%	10
No problems	43%	10
Our household uses our cell phone to access the internet	39%	9
Our household doesn't have a computer	26%	6
The speed of the internet at home is not fast enough	22%	5
Internet is not available at home	13%	3
Access to the internet is not reliable	13%	3
Online computer facilities aren't available	9%	2
Other (please specify)	0%	0
	<b>Answered</b>	<b>23</b>
	<b>Skipped</b>	<b>21</b>

### 12. Additional information to understand needs of your household

- “We need time to get ahead before losing all benefits we receive. We want to better our lives, but are not given any time to save money before any benefits we receive are taken away. We live in income based housing, and as soon as we get better jobs we are either evicted, or rent skyrockets. Between that and losing benefits, to sum it up, we will be screwed.”
- “I appreciate the opportunity to fill out this survey! I’d say my greatest need is finding a job that supports my level of education. I have been working with DARS, but the situation with COVID-19 had their services temporarily suspended. If you have any suggestions, please feel free to reach out. I’m a newly single parent of two and would love to be able to get off of assistance, and perhaps even help others in the community while doing so. Thank you for your time!”
- “We struggle with electric and often have to wait for a termination notice just to receive help.”
- “Don't take in to what fixed income has to pay out just what they get a month so a lot of older people have to do with out.”
- “For my area I believe transportation is a major issue. Getting to the main roads to get a bus that do not run frequently is difficult. A go bus in Blacksburg for residents would be so beneficial like Christiansburg has.”