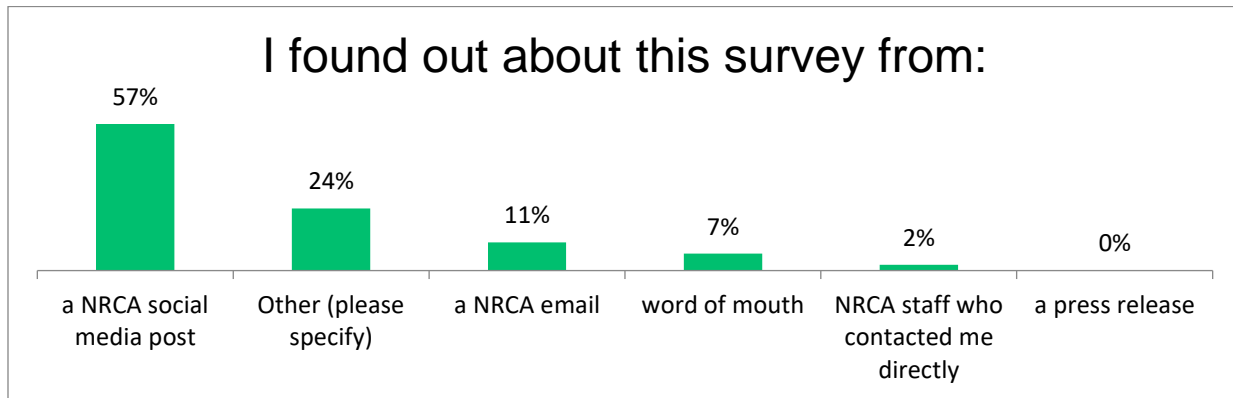


Appendix B.3.2 Resident Survey Results Summary

Forty-six (46) responses were gathered from May 25 to June 29, 2020 via online survey. The resident survey was shared on all NRCA social media pages and NRCA staff were asked to reach out to their family and friends in the NRV for their input. The survey tool included 12 questions and gathered both qualitative and quantitative data.

Summary of Responses

1. Most respondents found out about the survey from a social media post:



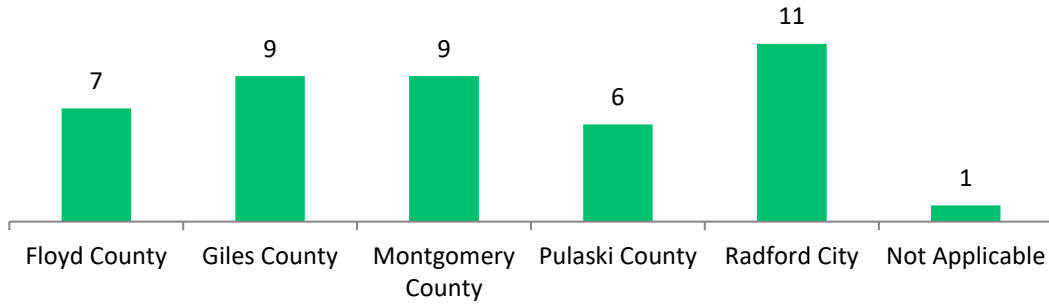
2. Most respondents were responding as citizens:

Answer Choices	Responses	%
Citizen	40	87%
Educator	7	15%
Other (please specify)	5	11%
Health care provider	4	9%
Government employee	1	2%
Business owner	1	2%
Elected official	0	0%
Law enforcement	0	0%
Economic development agent	0	0%
NRCA Board member	0	0%
	Answered	46
	Skipped	0

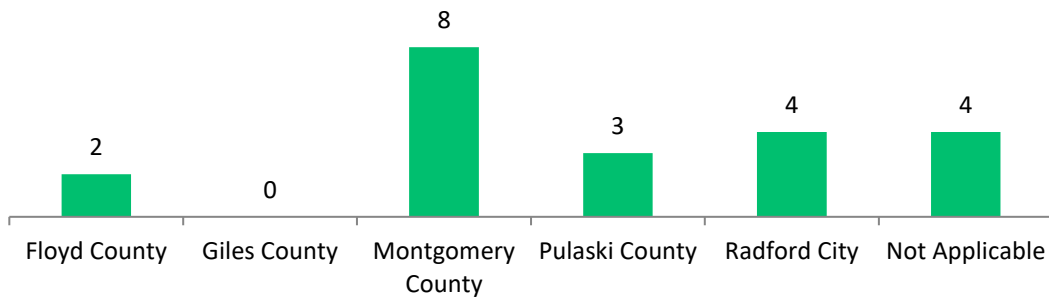
Other roles included: mental health provider, property manager, counselor, and resident alien.

3. Respondents lived in all five jurisdictions and worked primarily in Montgomery County.

In which jurisdiction do you live?



In which jurisdiction do you work?



4. Major causes of poverty in NRV – Select 5.

Answer Choices	Responses	%
Family cycle of poverty	26	57%
Lack of living wage jobs	25	54%
Underemployment (part time or temporary work)	24	52%
Mental health issues	22	48%
Poor utilization of resources	20	43%
Substance Abuse	20	43%
Social inequality	17	37%
Lack of education	15	33%
Debt	15	33%
Health and dental issues	15	33%
Insufficient benefits	12	26%
Unemployment	11	24%
Food insecurity	9	20%
Criminal history	9	20%
Other (please specify)	9	20%
Poor government policy and governance	8	17%
Inflation	7	15%
Lack of access to education	5	11%
Large household size	1	2%
	Answered	46
	Skipped	0

Most respondents identified the family cycle of poverty, lack of living wage jobs, underemployment, and mental health issues as the top causes of poverty.

5. What resources for LI community are missing or in short supply? What is being done to address this?

24% of respondents mentioned challenges related to affordable housing or barriers to purchasing homes. 20% of respondents reported transportation difficulties in rural areas. 13% mentioned the need for affordable childcare and job training or employment services respectively. Many respondents noted the need for coordinated efforts among services and/or the whole family approach.

A respondent noted that City of Refuge in Pulaski now providing clothing and food assistance. Quotes:

- *“To be honest there are a lot of programs set up to help except there are stipulations in place that make them useless. For example, the food banks: my kids won't eat anything that they give us. I'll try and eat it but most of it goes to waste and it's no help at all. “*
- *“Well I didn't have a social security number, I came to Radford to the WRC Shelter and that's as far as I got because I couldn't get any benefits even having my citizen children, or when I got my own ssn the workers are not trained enough to comply with federal guidelines that apply to my case, well I like to think it was lack of training and not intentional, so this was for me.”*
- *“Coordinated efforts. there are plenty of resources available in the NRV but who knows about them and how to access them and who does what?”*

6. What is the single greatest need in the LI community? Why do you feel this way? What is being done?

17% of resident respondents mentioned housing as the greatest need. Residents noted the rising costs and low quality.

“Affordable housing. There is no good rental options that are in line with the wages offered in Floyd county. I feel like the only options when available are crappy trailer parks. Riddled with drugs, alcoholism and run down. IDK what's being done.”

“The disabled community has a hard time finding housing. I am in the situation currently. I can afford much more but being pushed to lower quality housing due to the local property management rules.”

11% of respondents cited transportation as the greatest need. One respondent noted:

“You want to fix a lot of these issues, get transit to Giles. Without it the generational poverty cannot be slowed. With it people will have dependable access to health care, employment, services, education and all the rest. They can depend on themselves rather than family members/friends to get them where they need to go to break the cycle. The need has been brought up by every organization I know. I would like to see a report of what it actually takes to better understand why Giles cannot get it.”

9% of respondents mentioned childcare and lack of living wage jobs.

7. What is the greatest UNMET need in the LI community?

22% of respondents mentioned adult education in some form, whether that was job training, life skills, financial, literacy

13% mentioned affordable, flexible childcare

13% mentioned the culture of both LI and non-LI people. Respondents called for better understanding of LI problems from caseworkers and the general public. Others mentioned the need for a change in how benefits and services are dispersed to require more responsibility from recipients.

11% mentioned affordable transportation

8. What changes would you like to see for LI community in the next three years in the NRV?

Answer Choices	%	Responses
Housing	78%	36
Education (0-18 years old)	76%	35
Childcare	76%	35
Transportation	76%	35
Internet infrastructure	76%	35
Education (Adult)	74%	34
Food/Nutrition	70%	32
Employment	67%	31
Healthcare	65%	30
Mental health services	65%	30
Substance abuse support/services	63%	29
Benefits for low-income households	63%	29
Court/legal system	57%	26
	Answered	46

Suggested changes over the next three years included:

<ul style="list-style-type: none"> ○ More fresh food availability ○ Access to internet/remote learning ○ Living wage jobs ○ Basic needs focus ○ Job training cost support ○ Transportation ○ Affordable higher education ○ More trades training ○ Trainings in more locations ○ Living wage job training ○ Access to the internet ○ Life skills training ○ Childcare center in more locations ○ All shifts childcare 	<ul style="list-style-type: none"> ○ Affordable childcare ○ Quality childcare ○ Increased pay for childcare workers ○ Advertise free clinics ○ Affordable transportation ○ Affordable healthcare providers ○ Affordable mental health services ○ Judgement free care ○ More mental health sites ○ Affordable substance abuse services ○ More support for families with substance abuser in the household 	<ul style="list-style-type: none"> ○ Drug courts ○ Affordable safe housing ○ Quality rental housing options ○ Elderly housing options ○ Better employment education ○ Jobs with benefits ○ Convenient transportation options ○ Expanded public transportation systems ○ Public transport to employers ○ More internet providers ○ Affordable internet
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9. Trends or pending changes in the NRV in the next three years were cited as:

<ul style="list-style-type: none"> ● Substance abuse halfway house in Pulaski ● Substance abuse is widespread ● Pulaski County drug court success ● Laundromats and medical offices all over Pulaski Co now ● Drug court exploration ● Drug court is permissive 	<ul style="list-style-type: none"> ● Price increase for groceries ● Childcare options ● Unemployment increase ● Lack of affordable housing is not being addressed ● High rents push lower income residents out of town ● Low income housing needed in Floyd
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<ul style="list-style-type: none"> • Pulaski Co. Reads provides free books • Virtual learning impact on special needs children • COVID-19 trauma in schools • Telehealth for mental health may continue after COVID • More ADHD diagnosis • Childhood anxiety and depression • Increase mental health access needed • Are COVID mental health issues being addressed? 	<ul style="list-style-type: none"> • Housing development for elderly • NRV Housing study by VT • Wealthy building second homes in Floyd • Floyd water infrastructure is outdated • 5G coming to Floyd • Upcoming grassroots RADical Change program
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10. What challenges face each age group?

Infants and Children (ages 0-4)	40% access to affordable, quality childcare 29% lack of early educational opportunities 26% nutrition 23% lack of parenting skills or abuse/neglect
School-aged Children (ages 5-18)	33% educational opportunities lacking – lack of specialized learning in schools, lack of supplies, lack of technology, adjustment to online learning 25% lack of nutrition 22% no after school care, unequal access to extra curriculars
Young Adults (ages 19-35)	36% lack of living wage jobs, help transitioning to first job 21% accessing additional educational and training opportunities, higher ed affordability 13% health insurance 13% affordable housing 13% drug use
Middle-aged Adults (ages 36-55)	42% lack of quality living wage jobs and income 22% health insurance and healthcare 19% housing
Older Adults (ages 56+)	40% healthcare including primary insurance before Medicare kicks in, access in homes, opportunities such as yoga, swimming etc. 26% Housing unaffordable, aging in place support 16% nutrition 11% transportation

11. Provide any additional information that might help us understand LI community:

- “Newport has many older, single occupants with low or absent income. Housing and nutrition is a constant issue. We need subsidized community housing.”
- “In the NRV there is so much bias against people of color, people in the LGBTQ community and the disabled that it is very difficult if not impossible for many to improve their situation.”
- “There is also a large community of people in our area that is being effected by domestic violence. The Women’s Resource Center in Radford is wonderful to work with and very good at what they do. Sadly in lower income areas people do not know we have such a great resource that will protect them and help them leave the abuse.”
- “Home visitors gain the trust of this demographic. With how rural this area is, home visitors do what others don’t have the resources to and meet people where they are without judgment. More funding and respect should be given to these workers.”