

Top Ranked Needs from the 3 Expert Focus Groups

Overall Service Need	Service Gap Defined	Education* (n=10)	Financial Stability (n=9)	Health (n=12)	Supporting Data
Transportation	<ul style="list-style-type: none"> No vehicle or nonworking vehicle No gas Inability to drive (license, insurance, not able) Deliver or provide transportation of household goods for those without transportation 		1 (9)		<ul style="list-style-type: none"> Less than 5% (1,003 of 22,544 households) of Roane County households do not have a vehicle available. (2010 U.S. Census data) 28.5% of survey respondents reported that transportation was not available or limited, and another 28.6% were not sure of its availability. (2012 RCUW Household Survey Results) 59 (7.1%) of survey respondents reported they had problems with transportation to services (2012 RCUW Household Survey Results)
	There is a need for affordable, accessible public transportation to obtain health services			2 (10)	
	Need for transportation to after school youth programs and services.	1 (10)			
Helping People Obtain Service(s) Which Meets Their Need(s) (includes making services known)	Making services known		2 (8)		<ul style="list-style-type: none"> A high percentage of survey respondents (40% or more) were not aware of available services such as transportation, organized youth programs, financial counseling, employment assistance, drug and alcohol treatment, medical prescription assistance, crisis intervention and counseling, parent and family support groups, sexual assault counseling . (2012 RCUW Household Survey Results) Focus group participants and service providers were not aware of the 2-1-1 resource and may not have registered with 2-1-1.
	Need to inform/communicate to Roane County population at large and to those that are under-employed that social services are available and are delivered in a confidential manner			4 (5)	
Substance Abuse – Prevention, Education, Family Support, and Treatment	<p>There is a need for education on identifying addiction to prescription drugs, alcohol (excessive and/or binge) and illegal drugs for residents and health care professionals.</p> <p>There is an associated need for treatment services after the addiction has been identified.</p>			1 (11)	<ul style="list-style-type: none"> 24% of survey respondents reported that drug and alcohol treatment services were not available or limited, and 43% were not sure if services were available. (2012 RCUW Household Survey Results) 12% of survey respondents indicated that someone in their family had problems with alcohol or drugs. (2012 RCUW Household Survey Results) Substance abuse was one of the most critical problems identified through Nine Counties. One Vision. 4% of the Roane County population has an excessive drinking problem (health factor) (TN = 9%, National = 8%)

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					<ul style="list-style-type: none"> In 2008 Roane County had 859 Combined Alcohol and Drug Related arrests
Budgeting	Education on how to handle finances. Must address issues of getting people to attend, court ordered services, management of limited resources, and increasing personal accountability.		3 (5)		<ul style="list-style-type: none"> 50% of survey respondents had household income less than \$25,000, compared to 30% of the population. (2012 RCUW Household Survey Results) 40% or more of survey respondents reported problems paying utility bills, affording recreational activities, buying clothing and shoes, paying for dentist visits, and prescription medicines, or buying food. (2012 RCUW Household Survey Results) 21% reported that financial counseling was not available or limited, and 57% were not sure. (2012 RCUW Household Survey Results)
Job Availability	Available, living wage jobs		4 (4)		<ul style="list-style-type: none"> Unemployment rate (8%) lower than state rate (9.7) 57% of the population 16 years and over is employed (American Community Survey) 33% of survey respondents related difficulties with finding work (2013 RCUW Household Survey Results) 18% of population 25 years or older do not have a high school education (American Community Survey)
Parenting Education and In-home Support for Students	Provide in-home programs for youth that provide mentoring, reading and other services for students and parenting education	1 (10)			<ul style="list-style-type: none"> 59% were not sure whether parent and family support groups were available, and another 18% reported they were not available or limited. (2012 RCUW Household Survey Results) 24% of survey respondents reported children with behavior or emotional problems at home or at school. (2012 RCUW Household Survey Results)
Education and Training Programs	Education and training programs to equip unemployed with skills for available jobs.		6 (2)		<ul style="list-style-type: none"> 18.2% of the population 25 years or older do not have a high school education (American Community Survey) 12% high school dropout rate in 2009 18.1% reported technical skills training was not available or limited, while 56.9% reported these services were available. (2012 RCUW Household Survey Results)
Student awareness of career and education opportunities	Make students more aware of opportunities for higher education, vocational training, and career choices.	1 (10)			<ul style="list-style-type: none"> No relevant data was available, and key informants including those from the education focus group were uncertain how to address this need.
Access to Preschool Programs	Extend access to pre-school programs to all eligible children.	1 (10)			<ul style="list-style-type: none"> 25% of preschoolers attend Pre-Kindergarten programs due to waiting lists and eligibility based on child's needs and family income (focus group participant) Approximately 2,700 children under 5 years of age (2010 US Census) Children who have not developed some basic literacy skills by the time they enter school are three to four times more likely to drop out in later years. (Parental Engagement In Tennessee as presented by the Office of the First Lady)
Resources for homeless	Emergency or temporary shelter for families and students to avoid homelessness along with		5 (3)		<ul style="list-style-type: none"> 29% of calls to 2-1-1 need help with housing or utilities 26.6% of Roane County households rent and there are 3,079 vacant housing units (American Community Survey)

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	assistance for rent.				<ul style="list-style-type: none"> Some students are living in their cars, and families in campers (Key informant focus group)
Accessible mental health services	Accessible mental health service			5 (3)	<ul style="list-style-type: none"> 23% reported mental health counseling or treatment was limited or not available, and 37% were not sure. (2012 RCUW Household Survey Results) 35% reported someone in the household having anxiety, stress or depression where outside help was needed. (2012 RCUW Household Survey Results) Teens with behavioral or emotional problems and people having anxiety, stress or depression were two of the critical problems identified through the Nine Counties. One Vision.
Health providers	There is a need for a county-wide, concerted, cooperative effort to recruit and retain good health providers.			6 (2)	<ul style="list-style-type: none"> County Health Rankings show a high proportion of population per primary care physicians (1,782:1 compared to 837:1 for Tennessee)
Senior Center	Need for a designated senior citizens center.			3 (7)	<ul style="list-style-type: none"> 13.7% of the population in Roane County in 2011 was 65 or older. Plus 7.8% of the population is 60 to 64 years old. (Total of 21.5%) (U.S. Census) 31% of households have one or more people 65 years old or older. (2012 RCUW Household Survey Results) 24% of survey respondents reported that a senior center was not available or services were limited. 47% reported that these services were available, and 30% were not sure. (2012 RCUW Household Survey Results) Needs of the growing elderly population was one of the most critical needs identified during Nine Counties. One Vision. Reportedly, a senior center is on the drawing board. (Key Informant Focus Group)
Dental Services	Dental care for those without insurance and low income		6 (2)		<ul style="list-style-type: none"> 2,849 Roane County residents to 1 dentist (County Health Rankings) Only 14 dentists in Roane County. No pro bono. Mobile dentistry available for children, but not adults.

**Note: The Education focus group came to consensus about the top four needs; however, they did not rank those needs in any order as to their criticality.*