

Task 4: Moderate fourth focus group (key informants) to establish priorities

The UT SWORPS project manager prepared a summary of findings, shared this summary and other data with group participants, and moderated a focus group with key stakeholders and service providers (also referred to as key informants) to interpret findings from the community focus groups, household surveys, and other data collected from the 2010 Census, the 2012 County Health Rankings, the, and other relevant sources. This group’s primary purpose was to identify the top service priorities for the RCUW. Participants included 11 community leaders, administrators from key service organizations in Roane County, and others knowledgeable about the needs of the community.

The fourth focus group of education, financial, and/or health stakeholders and subject matter experts were requested to look beyond their expertise and/or recognize overlaps between topics. The focus group was requested to vote on what they considered to be the top three needs. The table below depicts voting outcome. Three issues: generational dependency; limited use of social capital/social network (used in the context of live interpersonal connections, not social media networks); and increasing the number of jobs in the county were voted upon without defining the service gap. These were among the fourth focus group’s top ranked issues (ranked as #2, #4, and #5 respectively). These issues are better defined as problems rather than service needs. Since there was not enough time during the focus group to discuss and define the service gaps in detail, these three problems will be addressed indirectly in the recommendations.

Additionally, increasing the number of jobs available within the county is a problem area not typically fulfilled by social services. The capacity of the local workforce and their education or skills level is a major deciding factor for increasing capacity at an existing company or locating a new company to a geographic area; and the education and training services currently provided in Roane County can positively impact the growth in the number of jobs which provide a “living wage.”

Task 4 - Results

Category	Overall Service Need	Service Gap Defined	Key Informants (n=11)
All	Transportation	Affordable, accessible public transportation Transportation beyond transporting to doctor visits for those without cars, cars in disrepair, without money for gas, or the ability to drive. Need for transportation for daily needs like shopping and for after school and youth programs.	1 (9)
All	Helping People Obtain Service(s) Which Meets Their Need(s)	Services may be available in the county or nearby, but people are not aware of the services nor do they necessarily know which services would be a priority or assist the most. 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.	2 (8)

Category	Overall Service Need	Service Gap Defined	Key Informants (n=11)
All	Address generational dependency	There is a culture of generational dependency - people who regularly use available resources to meet their basic needs without making progress toward self-sufficiency. Issue is considered a problem and the service gap was not defined adequately due to time constraint.	2 (8)
Health	Substance Abuse – Prevention, Education, Family Support, and Treatment	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. There is an associated need for treatment services after the addiction has been identified.	3 (6)
Financial Stability	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.	4 (4)
	Job Availability	Available, living wage jobs Issue is considered a problem and the service gap was not defined adequately due to time constraint.	4 (4)
	Limited use of social capital/social networks (live, personal interactions)	While there are social assistance systems available, people need assistance with connecting to those resources. The physical and social isolation experienced across the county contributes dramatically to most of the needs. Issue is considered a problem and the service gap was not defined adequately due to time constraint.	5 (3)
Education	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	6 (2)
Education	Education and Training Programs	Education and training programs to equip unemployed with skills for available jobs.	6 (2)
All	Help with overcoming barriers to services	People experience barriers when trying to obtain services and need assistance in overcoming these barriers.	6 (2)
Education	Student awareness of career and education opportunities	Make students more aware of opportunities for higher education, vocational training, and career choices.	7 (1)
Education	Access to Preschool Programs	Extend access to pre-school programs to all eligible children.	7 (1)
Financial Stability	Resources for homeless	Emergency or temporary shelter for families and students to avoid homelessness along with assistance for rent.	7 (1)
Health	Accessible mental health services	Accessible mental health service	7 (1)
Health	Health	There is a need for a county-wide, concerted, cooperative effort to	7

Category	Overall Service Need	Service Gap Defined	Key Informants (n=11)
	providers	recruit and retain good health providers.	(1)
Education	Tuition assistance for non-traditional students	While tuition assistance is available for students coming directly from high school, the non-traditional students have fewer resources available to help with tuition.	7 (1)
Education	After school care	More Roane County children need after school care than available in current after school programs.	7 (1)

As noted in the information provided above, generational dependency; limited use of social capital/social network (used in the context of live interpersonal connections, not social media networks); and increasing the number of jobs in the county were issues defined as problems rather than service needs due to the issues being very broad in scope. Addressing these issues will require close coordination among service providers and a variety of services to resolve the issues. For these reasons, the issues were not included in the final list of priorities. However strategies addressing the issues/problems are embodied within the results of this needs assessment.

Task 5: Present Needs Assessment Results and Recommendations

The RCUW and UT SWORPS project managers prepared this written report of findings, and the RCUW project manager will be responsible for presenting findings.

Transportation as a service gap permeated throughout all discussions and was determined to be a high priority in each and every focus group. The need has not changed since identified by the Nine Counties. One Vision need assessment which described the gap by focus group participants as specialized transportation services, while available, are not adequate to meet the need. Survey respondents at the same time echoed this concern, with 5.5 percent reporting not being able to get special transportation for an elderly or disabled person in the previous 12 months.

In this 2012 needs assessment 7.1% of survey respondents reported problems with transportation to services as a problem faced when trying to obtain help (reference question 3 of the household survey). The focus groups defined the specific gap within the transportation service need category as: "Transportation for general purposes for those 65 and older or disabled for groceries, banking, recreation, etc." The following are additional pertinent data supporting that transportation is a service gap/need.

- An increase in the elderly (65 and older) population within Roane County. Per the American Community Survey, approximately 18.1% (9,800 out of 54,277) of the population is over the age of 65.
- 5.8% of those over 65's income in the past 12 months are below the poverty level.
- Inability or election to not drive by the elderly individual.

It is recommended for RCUW to lead a community-wide effort to include SMEs and stakeholders as follow-on to this needs assessment to identify sustainable solution(s) for the transportation service gap of providing transportation for general purposes (groceries, banking, etc.) for those 65 and older or disabled in 2013. Factors for sustainable solutions include the minimum elements provided below:

- Process scope defined
- Process owner(s) to deliver the service(s)
- Process developed and piloted to remove inefficiencies
- Requirements agreed upon and documented
- Funding source(s) obtained

The recommendation's parameters are to assure the "solution" is not a temporary fix, but one which creates a model process used for years to come and one that reduces and/or eliminates the transportation service gap for those 65 years or older or disabled to meet basic living needs such as obtaining groceries, banking, etc.

The service gaps ranked 2 through 4 either have new processes currently being deployed and/or existing processes that adequately address the service gap. For example, the 2nd ranked service need of "Helping People Obtain Service(s) Which Meets Their Need(s)" has the goal of establishing a way to identify individuals who are chronically dependent in Roane County (RC); then through case management, create a way to identify the root problems and lay out a plan towards stability. A new process directly supports fulfilling this need and this effort is briefly described below:

- A Roane County Referral Collaboration will pilot in January 2013, establishing a process for rent and utilities assistance with over ten organizations working together to deliver assistance efficiently for both the provider and the recipient. This collaborative effort works toward a vision of service providers working collectively, cohesively to deliver those services resulting in the greatest positive impact for the recipient. After the pilot is completed, lessons learned will be integrated to improve the process further and allow it to be transferrable to other types of assistance provided. The more organizations supporting this collaboration the easier it will be for those in need find/learn about the services they need.

A second process being deployed in January 2013 also supports fulfilling the need of "Helping People Obtain Service(s) Which Meets Their Need(s)" by providing another method used to communicate services provided in the county. The method is a volunteer database initiated in January 2013 for use by any Roane County non-profit. The Roane County Volunteer Clearinghouse is a user friendly web-based system focusing on matching volunteers with community events. The dual benefit of this database is that it becomes a communication tool to describe social services delivered in Roane County.

Whenever new processes are deployed, it is best not to attempt any changes, but to collect data which may be used to identify and determine where process improvements are needed. Therefore, it is

recommended that RCUW lead and/or assist with data collection through the first six months of the process deployments and then work with partners to identify if and what improvements are required.

The third ranked service need was described as Substance Abuse Prevention, Education, Family Support and Treatment and the gap was education for families, physicians, and community about identifying substance abuse and service options. Roane County Anti-Drug Coalition has maintained a strong and effective presence in the county since 2004. The Anti-Drug Coalition delivers ten programs and has plans to deliver a new program called Coping and Support Training (CAST) which uses an evidence-based group approach to decrease suicidal behaviors, depression and drug involvement among teens. It has been already approved via the 2013 RCUW allocation process for RCUW to fund the deployment of CAST.

Again, it is recommended for RCUW to work with the Roane County Anti-Drug Coalition and its other partners to assemble data as the new CAST program is deployed. It is also recommended that RCUW provide a forum, such as the interagency meeting, for the Anti-Drug Coalition to brainstorm solutions on how best to educate the medical community and the Roane County community at large on identification of substance abuse and service options. It would be beneficial to this recommended effort to partner with the Roane County Health Department, Ridgeview Psychiatric Hospital, and Covenant Health Hospital.

The UT's Extension Service recently completed a needs assessment which identified financial management as a need. The organization is in the planning stage to provide services within and outside of the school system. UT's Extension Service will provide monthly classes starting in 2013. This coincides with the fourth ranked service need of budgeting with a gap described as use of available services and budgeting skills by low-income families. It is recommended for RCUW to continue its partnership by assisting UT's Extension Service.

For the fifth and sixth service needs, it is recommended that RCUW defer addressing these needs until the first quarter of 2014. At that time the needs should be reassessed because it is believed that other RCUW initiatives will partially address these gaps. Attachment 3 provides the recommendations described above in an abbreviated format.

RCUW has met the goal established within the 2012 strategic plan of "A Roane County needs/gap analysis that identifies service priorities" defined within the RCUW 2012 Strategic plan process. This document describes the process and results of this project. The project not only identified service priorities, but has drafted recommendations for the RCUW Board of Directors' consideration.

This accomplishment could not have been completed on time and within budget without assistance from RCUW's staff, partnering service providers, community's subject matter experts, and stakeholders. All were invaluable to this effort. The co-leads of this project would like to thank all those who assisted in every way to accomplish this formidable task for the Roane County Community.

Attachment 1

Survey

Roane County Service Needs Assessment

Thank you in advance for your participation in a "Survey of Roane County Residents", which takes about 10 minutes to complete. This survey is being conducted by the United Way of Roane County to identify social service needs of Roane County residents. The survey results will guide the United Way of Roane County in decisions on future investments of resources to make the greatest positive impact in our community.

The survey is to be completed by adults (over 18 years of age) who are current residents of Roane County. Only one survey per household is needed. Responses will be completely anonymous. If a person completing the survey wishes to enter a drawing for one of three \$50 gift cards, he/she will need to provide his/her name and phone number in an email to Amy Harmon at aharmon@unitedwayroane.org.

Use the following navigation links, located at the bottom of each page:

- Click the Next button to continue to the next page
- Click the Previous button to return to the previous page
- Click the Done button to submit the survey

You may go back to previous survey pages and update existing responses until you select the done button which exits you from the survey.

Thank you

Amy C. Harmon
Executive Director
Roane County United Way
(P) 865.882.7711 (F) 865.882.9899

Give. Advocate. Volunteer. LIVE UNITED.

Roane County Service Needs Assessment

We are interested in your opinion about the social services provided in Roane County to meet your family's needs; problems affecting people of all ages; and the difficulties faced when trying to get help. Social services are delivered with the purpose of improving people's life and living conditions.

Instructions for entering the \$50 gift card drawing are provided at the end of the survey.

* 1. Below is a list of services. Please look at each then mark (Ö) whether the service is:

- § Not available (service is not available anywhere in Roane County)
- § Limited (service is available, but limited by waiting list, affordability or other factors) or
- § Available (service is available to anyone that needs it) or
- § Not sure (have never needed or are not sure whether this service is available)

Please select one response per service listed (per row). YOU WILL NOT BE ABLE TO PROCEED TO THE NEXT QUESTION, UNTIL YOU HAVE SELECTED A RESPONSE FROM EACH AND EVERY ROW.

	Not Available	Limited	Available	Not Sure
Adult education classes (such as GED, literacy, English)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organized youth programs to teach life skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
College classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical skills training (machinist, electrician, welder, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and infant health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug and alcohol treatment services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health counseling or treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly services such as case management, home care, meals on wheels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assisted living and long-term care facilities for the elderly and people with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment assistance (resume writing, interview skills, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency assistance such as food pantries, clothing closets, utility payments, etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical care such as hospitals, clinics, physician services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical prescription assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crisis intervention and counseling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Roane County Service Needs Assessment

Sexual assault counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parent/family support groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify) and note whether the service is Not available, Limited, Available, or you are not sure.

Roane County Service Needs Assessment

Below is a list of problems that can affect people of all ages. We'd like to know if you or anyone in your household had a problem with one or more of these issues within the past 12 months.

* 2. If someone in your household has had a problem with the issue(s) listed within the past 12 months, would you consider it a minor problem, a moderate problem, or a major problem. Please mark "Not Sure" if you are not sure.

Please select one response per problem listed (per row).

	No	Minor Problem	Moderate Problem	Major Problem	Not Sure
Having enough money to buy food?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having enough money to pay for housing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to pay the utility bills?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having enough money to buy needed clothing and shoes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking English or having someone to translate for you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for or getting medical insurance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having enough money to pay for needed doctor visits?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having enough money to pay for needed dentist visits?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having enough money to pay for prescription medicines?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to afford home health care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to find work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to afford recreational activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having anxiety, stress, or depression where outside help was needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children with behavior or emotional problems at home or at school?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to find or afford child care or after school care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol or drug problems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical conflicts or violence in the household?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teen pregnancy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Roane County Service Needs Assessment

We are interested in learning more about the difficulties people sometimes face when trying to get help.

3. Have you or anyone in your household looked for help for any of the issues you mentioned as a problem in your household?

If no, proceed to the next question (select the NEXT button at the bottom of the page)

If yes, look at the list below and check any (more than one may be selected from the list) of the problems you or someone in your household faced when trying to get help.

	Yes
Was not eligible	<input type="radio"/>
Could not afford the fees or costs	<input type="radio"/>
Unable to find information on the services needed	<input type="radio"/>
Problems with transportation to services	<input type="radio"/>
Location was too far away	<input type="radio"/>
Lacked child care	<input type="radio"/>
Difficulty reading	<input type="radio"/>
Difficulty speaking English	<input type="radio"/>
Hours were not convenient	<input type="radio"/>
Afraid the agency would tell others about my problems	<input type="radio"/>
Did not want to go outside of family and close friends for help	<input type="radio"/>
Did not want to travel outside of the county	<input type="radio"/>
Had to wait too long	<input type="radio"/>
Lacked access for people with disabilities	<input type="radio"/>
The process for getting help was too complicated	<input type="radio"/>
Building did not have adequate parking	<input type="radio"/>
Did not feel safe at the place of service	<input type="radio"/>

Roane County Service Needs Assessment

Purpose of this page is to provide the next selection after question 3 so that the respondent can go to question 4

4. Are there problems you or someone in your household has faced when trying to get help that are not listed above? If so, please describe them in the space provided below.

Roane County Service Needs Assessment

The following questions are asked to help us be certain we have responses from a variety of people who live in Roane County. Remember all of the surveys will be kept confidential. If you are not comfortable with answering any of the following questions, just skip it and proceed to one that you are comfortable with answering.

5. What is your postal zip code?

6. Are you?

- Male
 Female

7. What do you consider to be your primary racial group?

- White Other
 Black or African-American Two or more races
 American Indian or Alaskan Native Don't know
 Asian, Native Hawaiian, or Pacific Islander I prefer not to answer
 Latino/Hispanic origin or descent

8. A household consists of all the people living together the majority of the time.
How many adults aged 18 years or older, including yourself live in your household?

9. How many children (under the age of 18) live in the household?

10. Please provide the following information concerning households. A household consists of all the people living together the majority of the time.

	Yes	No
Does an adult 65 years old or older live in your household?	<input type="radio"/>	<input type="radio"/>
Are you or any member of your household the primary caregiver for someone 65 years or older living in another location?	<input type="radio"/>	<input type="radio"/>
Does a person with a mental or physical disability live in your household?	<input type="radio"/>	<input type="radio"/>
Does an adult in your household work full-time?	<input type="radio"/>	<input type="radio"/>
Has an adult in your household been unemployed in the past 12 months?	<input type="radio"/>	<input type="radio"/>
Does anyone in your household receive public assistance in the form of Families First, food stamps, or Supplemental Security Income (SSI)?	<input type="radio"/>	<input type="radio"/>

Roane County Service Needs Assessment

11. Which of the following best describes your level of education?

- Not a High School Graduate
- High School Graduate
- Some College
- College Graduate
- Graduate or Professional Degree
- Not sure
- I prefer not to answer

12. What was the combined income for all members of your household last year? (before taxes and counting all income)?

- Below \$10,000
- \$10,000 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - or more
- Don't know
- I prefer not to answer