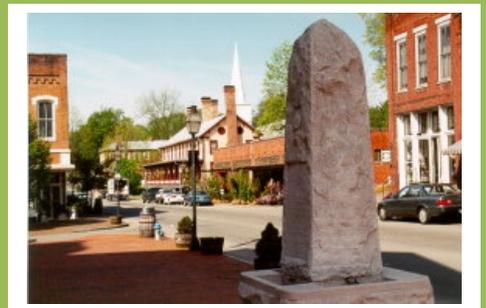


2013

Community Needs Assessment



From Data Provided by
47 Community Agencies
at the
Community Needs
Assessment Forum
July 11, 2013

TABLE OF CONTENTS

Preliminary Assessment Report	4
Background on Original 2004 Assessment - Updated in 2007 and 2010	5-6
Need for Updated Needs Assessment	6
Executive Summary	7-8
Needs Assessment Priority Methodology	8
Top Overall Priorities	9
Top Five Priorities by Focus Area Groups	9-10
Responding to Identified Needs	11-12
General Recommendations	12
Overall Recommendations	13
Appendix – List of Information	14
Community Needs Assessment Forum Attendees	15-19
Community Needs Assessment Report Committee	20
Presenters, Facilitators and Scribes	21
Top Priorities by Focus Area Groups	22-30
2010-2012 Needs Assessment Critical Needs – Results	31-35
2007 Needs Assessment Critical Needs – Results	36-39
2013 Results from Community Needs Assessment Survey	40-41
2010 Results from Community Needs Assessment Survey	42-43

EDUCATION	
Tennessee Department of Education – Report Card – Achievement – Johnson City	44
Tennessee Department of Education – Report Card – Achievement – Washington Co.	45
Tennessee Race to the Top	46-49
INCOME	
Bureau of Economic Analysis – BEARFACTS – Washington County	50-51
ETSU Bureau of Business and Economic Research – Tri-Cities Labor Market Report	52-57
HEALTH	
Frontier Health - Return on Investment Report – Johnson City	58-59
Frontier Health – Return on Investment Report – Washington County	60-61
County Health Rankings & Roadmaps – Washington County	62-63
CoverTN	64-65
CoverKids	66
Cover RX	67
AccessTN	68
Mountain States Health Alliance – Excerpts from 2010 Health Needs Assessment	69-78
COMMUNITY COLLABORATION AND PARTNERSHIP	
Appalachian Regional Coalition on Homelessness (ARCH)	79
2013 ARCH Point in Time Homeless Count	80
2010 ARCH Point in Time Homeless Count	81
FTAAAD 2010 Census Demographics Report	82-83
First Tennessee Area Agency on Aging and Disability - Needs Assessment Report	84-106
Washington County TN Tax Exempt/NonProfit Organizations	107-141

JOHNSON CITY, JONESBOROUGH, WASHINGTON COUNTY, TENNESSEE

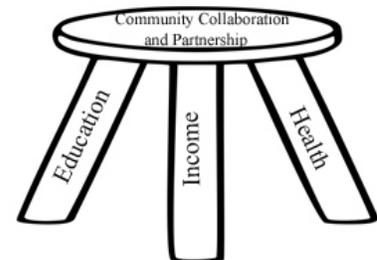
2013 COMMUNITY NEEDS ASSESSMENT

PRELIMINARY ASSESSMENT REPORT

Health and Human Services providers in Washington County, Tennessee have collaborated on the formation of a “community services process” to assist the community in the development of an updated 2013 Community Needs Assessment Report to be used by the Johnson City/Jonesborough/Washington County community and 501c3 boards throughout the community in looking at future resource development and allocations.

This community services process began with a look at the population groups as well as focus areas that are being served throughout Johnson City, Jonesborough and all of Washington County with support services provided by United Way of Washington County TN, Inc. Partner Agencies and other diverse broad-based community service agencies. This year’s assessment focuses on aspects of a healthy community coordinating and implementing community partnerships in a three legged community services stool. They are as follows:

- **Education:** Helping children and youth achieve their potential.
- **Income:** Promoting financial stability and independence.
- **Health:** Improving the health of youth and adults.
- **Community Collaboration and Partnership:** Bringing all service opportunities together to make lasting improvements in our community.



Through a community-wide forum hosted by the United Way of Washington County TN, Inc. on Thursday, July 11, 2013 at the Holiday Inn in Johnson City, 68 individuals representing a diverse group of community service agencies, concerned citizens, local government representatives and members of the faith community met to discuss and prioritize needs in the community, resources to help meet those needs, gaps in current services, and to discuss ideas for a better community structure through which the identified needs could be met.

Out of the initial Community Needs Assessment Forum, a group of volunteers met on July 31, 2013 from each primary sub-group: **Education; Income; Health; Community Collaboration and Partnership** to review information summarized from the July 11, 2013 meeting. A Needs Assessment Report Committee was formed with these volunteers to develop and assemble an updated needs assessment document to help guide future resource allocation decisions made by community service funding entities throughout the Washington County area.

This Needs Assessment Report Committee upon completion of their work will allow a public review period prior to the report being delivered to the public. This document will be both concise and clearly identify the needs that exist among these population segments in Johnson City, Jonesborough and Washington County. The priority of the community needs will be determined by population segment, service gaps, needed resources and lack of available resources. The need for greater community collaboration, along with re-structuring of the process used to provide the needed services in our local community to those in greatest need, will also be identified. Pertinent results and vital information are included in the appendix of this document.

**UNITED WAY OF WASHINGTON COUNTY TN
NEEDS ASSESSMENT REPORT 2013**

**BACKGROUND ON ORIGINAL 2004 ASSESSMENT UPDATED
IN 2007 AND 2010**

The original needs assessment for Johnson City, Jonesborough and Washington County, Tennessee was developed in 2004, providing a benchmark for future assessments. This assessment included public input through a community forum of primarily service providers and local governmental officials. The assessment identified needs by client group including: Adults, Children and Youth, and the At-Risk Population. It also revealed gaps in both service levels and resources for each client group, as well as five top priorities of need to be addressed by future resources and services. A Needs Assessment Report Committee developed the report over a three month period and the report was subsequently approved by the United Way Board of Directors in late 2004.

Several organizations have initiated programs or developed initiatives over the past three years using criteria from the original needs assessment which address identified needs from the original 2004 needs assessment. These new programs and initiatives include;

- Creation of the United Way of Washington County TN, United Way Grants Review Committee and the New Agency Committee which used the 2004 assessment to award grants and select new agencies to ensure resources will be used to address identified needs and to avoid unnecessary duplication of services. Six (6) new service agency grants were made to non-partner agencies in the community that served identified high priority need clients in 2005, followed by the addition of two new United Way Partner Agencies, Interfaith Hospitality Network of Greater Johnson City and Keystone Dental Care, Inc. in 2006.
- The Chamber of Commerce serving Johnson City, Jonesborough, and Washington County developed a non-profit business committee to provide key technical assistance workshops on topics of mutual interest to non-profit organizations in the community. Quarterly meetings provide attendees with opportunities to both receive and share information to benefit the community at large.
- Northeast State Community Technical College in Blountville began a non-profit Professional Development Training Certification Program.
- The United Way of Washington County TN holds quarterly meetings with its Partner Agency Directors to provide opportunities for information sharing, as well as developing partnerships among the agencies.
- Improved coordination of local FEMA Food and Shelter Board and Resources.
- Growth and enhanced coordination of the Heisse Johnson Keeping Warm Program by Good Samaritan Ministries and The Salvation Army to provide energy assistance for those in need in the community. Funds for this program are provided by customers of the Johnson City Power Board and Atmos Energy. This program has been renamed the Heisse Johnson Hand Up Program and is now a year round assistance program.
- Creation of a United Way Strategic Growth Plan to help guide the allocation of resources and to look at growth in the potential number of community partner agencies.
- Ongoing coordination with community investors.

- Increased communication efforts with community service providers.
- Continued concentration on United Way Organizational Management.
- Development within The Chamber of Commerce with the addition of a Non-Profit Council as an ongoing opportunity to highlight the work of the Non-Profit Community.

NEED FOR UPDATED NEEDS ASSESSMENT

The need to periodically update the needs assessment has become apparent in the intervening years since the original assessment. Significant progress has been made toward addressing the top priorities and needs identified in the original assessment; however significant changes in federal and state funding levels, a growing at-risk population in our service area and the need to create a more intentional network of communication and coordination among non-profit service providers have signaled the need for updated information on needs of the client base in the service area.

As a collaborator for community initiatives, the United Way of Washington County TN which serves, Johnson City, Jonesborough and Washington County is committed to this process, not only to the updating of the community needs, but also of the initiatives that come from the needs assessment. This information is critical in identifying the community leadership and technical assistance necessary for coordination of resources and programs to meet current needs. This document will serve as the fourth effort of this community to look at and work to provide resources centered on the needs of the community.

The key components of this Community Needs Assessment update are:

- United Way Board commitment to the Community Needs Assessment process.
- The involvement of the community, including key service providers through a community forum.
- The creation of a Needs Assessment Development Committee to oversee the development of the updated Community Needs Assessment document.

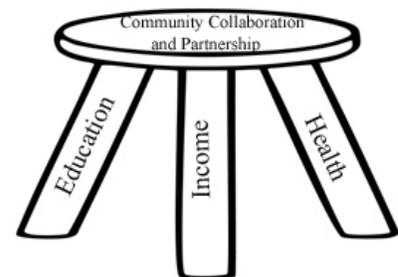
**JOHNSON CITY, JONESBOROUGH
WASHINGTON COUNTY, TN
NEEDS ASSESSMENT REPORT**

EXECUTIVE SUMMARY

The United Way of Washington County TN continues to help coordinate the “community services process” to assist the community in the development of a fourth Community Needs Assessment Report to be used by the United Way Board and the Johnson City/Jonesborough/Washington County community in looking at future resource allocations.

This community services process began with a look at the population groups as well as focus areas that are being served throughout Johnson City, Jonesborough and all of Washington County with support services provided by United Way of Washington County TN's Partner Agencies and other diverse broad-based community service agencies. This year's assessment focuses on aspects of a healthy community coordinating and implementing community partnerships in a three legged community services stool. They are as follows:

- **Education:** Helping children and youth achieve their potential.
- **Income:** Promoting financial stability and independence.
- **Health:** Improving the health of youth and adults.
- **Community Collaboration and Partnership:** Bringing all service opportunities together to make lasting improvements in our community.



Through a community-wide forum hosted by the United Way of Washington County TN on Thursday, July 11, 2013, at the Holiday Inn in Johnson City, a diverse group of community service agencies, concerned citizens, local government representatives and members of the faith community met to discuss and prioritize needs in the community, resources to help meet those needs, gaps in current services, and to discuss ideas for a better community structure through which the identified needs could be met.

Out of the initial community needs forum, a group of volunteers met on July 31, 2013 from each primary sub-group: **Education; Income; Health; Community Collaboration and Partnership** to review information summarized from the July 11, 2013 meeting. A Needs Assessment Report Committee was formed with these volunteers to develop and assemble an updated needs assessment document to help guide future resource allocation decisions made by community service funding entities throughout the Washington County area.

The Needs Assessment Report Committee met in August 2013 and discussed the findings of the input that was compiled at the Community Needs Assessment Forum. The committee made a suggestion that since some important community service entities would not be able to attend the Community Needs Assessment Forum on July 11, 2013 a survey should be sent out. Prior to the assessment a survey was conducted with community leaders in the focus areas.

The United Way coordinated the survey which was conducted in mid-August 2013. The results of the survey were then compiled by the United Way and were presented to the Committee in September 2013. (Summarized results are in the appendix of this document)

The Community Needs Assessment Report Committee met again in early September 2013 to complete their work on the report and will deliver it later this fall to the United Way of Washington County TN and the public, a document which is both concise and clear as to the needs that exist among these population segments in Johnson City/Jonesborough/Washington County. The priority of the community needs have been determined by population segment, service gaps, needed resources and lack of available resources. The need for greater community collaboration among community service agencies, along with the re-structuring of the process used to provide information on the services available, and the needed services in our local community to those with the greatest need have been identified as top priorities through this needs assessment. The results will also be presented to local governing bodies, civic organizations and other community entities.

Please find in the next few pages of this report, the summary of the findings of the Community Needs Assessment Report Committee.

NEEDS ASSESSMENT PRIORITY METHODOLOGY

The top priorities for the needs assessment were determined through a four-step process.

The **first step** in the process involved small group discussion sessions at the community forum July 11, 2013. Representatives from community service agencies who provide diverse direct services and information to those in need in the community, were joined by concerned citizens, local government representatives and the members of the faith community for these sessions. Each session was divided into the four focus areas for discussions, those being: **Education; Income; Health; Community Collaboration and Partnership.**

The group participants were asked to discuss the following need components: **identify area needs (existing & new); prioritize gaps; identify agencies that can fill gaps; identify funding sources; and duplication of services.** After the individual groups discussed the different need components, they were asked to rank them in priority order. Those priorities would then be reported to the whole group attending the community forum.

The **second step** was to bring all of the forum attendees together where each of the four focus area groups presented their findings and priority rankings. The entire group then set the overall priorities for each of the focus areas.

The **third step** was to send out a priority needs survey form electronically to community agencies, many of whom were unable to attend the Community Needs Assessment Forum in July 2013. The results of the survey were tabulated by the United Way and included in the information used by the Community Needs Assessment Report Committee to formulate their report.

The **fourth step** was to form a Community Needs Assessment Report Committee with volunteers from the overall community services forum groups. Using all of the comments and data from the community forum, this team prioritized the perceived and stated overall community needs and drafted a Community Needs Assessment document.

The Community Needs Assessment document drafted by the Community Needs Assessment Forum Team was turned over to the Community Needs Assessment Report Committee for review and to put into final report form. Additional key data from the ETSU/Tri-Cities Labor Market Report, the ARCH Point in Time Study on Homelessness, CoverTN update information, and other pertinent data were reviewed and used in the development of this report. The following are the five overall priorities.

TOP OVERALL PRIORITIES

- **Access to Affordable Healthcare**
- **Web-Based Resources for Parents and Caregivers on Educational Services Available in the Community**
- **Better Employment Opportunities**
- **Create a Comprehensive, Inclusive and Updatable Community Services Database**
- **Expanded Transportation Opportunities**

Although there are programs for all of these items, the committee felt there were large service gaps that needed to be addressed. Lack of funding is also a stated need in all four focus areas.

TOP FIVE PRIORITIES BY FOCUS AREA GROUPS

EDUCATION

1. Resources for Parents
2. Displaced (*highly mobile children*) foster care, homeless
3. Transportation to Services (*funds*)
4. Community Outreach Agency (*network*)
5. Educational Programs
 - a. Mentoring
 - b. Tutoring
 - c. Life Skills } Strengthen and Build

INCOME

1. Better Paying Jobs
 - Supported by affordable child care and adequate transportation
 - Repurposing resources (*church vans, vacant buildings, under-utilized vehicles and facilities*)
2. Financial Literacy
 - Supporting through mentoring and job placement
 - Awareness and implementation
3. Economic Development

HEALTH

1. (a.) Access to Healthcare
1. (b.) Dental Needs
2. Education of Health Needs (*risk and resources*)
3. Mental Health/Substance Abuse (*including school-based*)
4. Nutrition/Obesity/Exercise

COMMUNITY COLLABORATION AND PARTNERSHIP

1. Database
 - a. What services are available?
 - b. Where can I volunteer?
 - c. Talk with Kingsport United Way – what do they do?
2. Expand Community Needs Assessment Forum
 - a. Include business community/CEOs
 - b. Include agency boards
3. Housing – emergency/transitional/affordable
4. Marketing and education
5. Transportation
 - a. Extended hours opportunities? Funding?
 - b. Child care
 - c. Expand current transportation council

RESPONDING TO IDENTIFIED NEEDS

The Community Needs Assessment is a snapshot in time of the current perceived and stated needs in our community and how they are being met. In the 2013 Community Needs Assessment the service sectors were divided into four groups, those being: **Education; Income; Health; Community Collaboration and Partnership**. This section will address the findings by our agency representatives and local and state agencies among these four service sectors that are on the front line of providing services to help meet the identified needs in our community. Please find listed below the top priority needs that came out of the needs assessment forum in July 2013.

Access to Affordable Healthcare is a top prioritized unmet need. The healthcare picture is continuing to change with the landmark healthcare legislation passed by Congress in 2010. Access to affordable healthcare appears to be a major issue in every service area. The problems identified by this assessment included lack of funding for prescriptions, lack of affordable dental care, lack of affordable in-patient psychiatric care for low income persons, lack of treatment for low income persons with alcoholism and drug addiction problems. Facilities available for care for low income persons are through the ETSU's Johnson City Community Health Center, Keystone Dental Care, local emergency rooms, the primary care clinic at the Washington County-Johnson City Health Department, and urgent care. These facilities are utilized for primary care, preventive and acute, non-emergent care. It appears to the focus group for adult needs that adults lack the knowledge of services and/or do not utilize them effectively. Children are generally covered through various venues, but the need for education of services is needed for the parents to take advantage of resources. In addition, many specialists will not see the uninsured or underinsured. The need for adult dental care continues to be a very high priority.

Web-Based Resources for Parents and Caregivers on Educational Services Available in the Community is a top prioritized unmet need. There is a diversity of resources now available in our community for parents and caregivers in the areas of education, health, and a variety of other community support services. However, to date there has been no web-based resource that pulls all of this information under one website with related links that is easily accessed and navigated by parents, caregivers, family members and friends of those who are in critical need of these services in our community. The development of a web-based resource would help those in need and those who assist, connecting both to needed services in the community.

Better Employment Opportunities for the unemployed and underemployed of our community is a top prioritized unmet need. While our local unemployment rates are down from their high water mark some three years ago, there remains an urgent need for better job creation and access to jobs that pay livable wages and provide decent benefits. While there are also some job training and skills programs available in the community through federal and state programs, these are not always well coordinated or funded and have not been able to keep up with the growing number of unemployed and underemployed in our community due to continued economic conditions. There needs to be more of an effort possibly spearheaded by the Washington County Economic Development Council to target more coordinated job creation and retention efforts for better paying jobs with benefits. This effort should be especially targeted to those who are chronically unemployed such as those coming back into the community from incarceration and those who have limited job ready skills for the jobs that are currently available in a constricted job market. These are the type of initiatives that will need to be intentionally pursued, and implemented along with helping to expand the local and regional job market to help meet the increased need for living wage employment with benefits in our community.

Create a Comprehensive, Inclusive and Updatable Community Services Database is a top prioritized unmet need. While we have a myriad of community services available, there is no one community service database which persons needing services can easily access to find services that may match up with their specific needs. This database could possibly be developed in cooperation with ETSU and other information/media partners and should be housed at the United Way office with a possible intern available to maintain the database and keep it updated. The database also needs to be marketed to the community to raise awareness to the diversity of services that we have and to market its full and effective usage by the public.

Expanded Transportation Opportunities is a top prioritized unmet need. While we have very good public transportation in our community through Johnson City Transit System and FTHRA's NET TRANS for the unincorporated areas of the county, these are primarily on fixed routes and fixed time schedules that do not cover times in the later evening, Sundays or on a flexible and affordable demand response basis. We need to determine how we can expand the transportation network and services as well as times covered with more affordable regular demand response services. This may be accomplished by reaching out to the faith-based community, particularly churches which have vans, buses and a large volunteer base that is not currently being effectively utilized for potential transportation outreach services, particularly for the elderly and those with special needs including those with handicap conditions.

GENERAL RECOMMENDATIONS

The general recommendations presented in the needs assessment update are the direct result of the input and discussions that came from the Community Needs Assessment Forum held on July 11, 2013. Further discussion on recommendations has come from the deliberations of the **Education; Income; Health; Community Collaboration and Partnership** focus area groups that have comprised the Community Needs Assessment Report Committee. These recommendations relate directly to the consensus of thought that came from the Community Needs Assessment update process. These recommendations are intended to help guide the community to create the needed framework through which better networking of service providers can occur; more resources can be identified and used more effectively; and the priority community needs identified through the assessment can better be met in the future.

The United Way of Washington County TN, Inc. as a leading community services coordinator and as an empowerment entity in the community must play a significant and vital role in helping to create the framework to help the community more effectively respond to the priority needs identified in this assessment. However, this role of coordinator agency involves helping to bring other needed community service leader agencies into a network to help shoulder this significant responsibility.

The United Way of Washington County TN is committed to help in providing the leadership to create the community partnerships that are needed to build the necessary community services network supported with adequate resources to ensure that the priority community service needs that have been identified for the community are met.

OVERALL RECOMMENDATIONS:

- The Community Needs Assessment is intended to be a “living document”, with continued evaluations of changing community populations and needs. As one of the community service leaders, the United Way of Washington County TN organization is committed to continue using this and future Community Needs Assessments in the allocations process with existing Partner Agencies, as well as in the grants process and in the addition of any new Partner Agencies.

However, for the community to benefit from this process, other community organizations – including non-profit agencies as well as local governments – need to partner in this effort, and use the Community Needs Assessment in their strategic planning to ensure that programs, staff, volunteers and resources are used to meet identified community needs and to avoid unnecessary duplication of services. **(Specific service area recommendations can be found under the four service area sections of this document.)**

- **Coordinate** a pre-needs assessment forum survey to send out to community service agencies and others that want to participate in the needs assessment process and share the information from the survey at the Community Needs Assessment Forum.
- **Host** a community services summit to allow providers to meet on an annual basis beginning in 2014 (probably in the spring) to share information, update the community on the status of community services and to identify and set priority community service initiatives for implementation in the community.
- **Partner** with the Chamber of Commerce’s Non-Profit Business Development Council, the Workforce Education Council and Summit Leadership Foundation to expand the community services network with taskforces: **Education; Income; Health; Community Collaboration and Partnership** that will meet on a regular basis (suggested quarterly) to share information on community services needs and look at opportunities for collaborative community initiatives.
- **Encourage** more direct involvement of our locally elected officials in the needs assessment process.
- **Involve** representatives from key community entities such as: ETSU, Mountain Home V.A. Medical Center, Mountain States Health Alliance, Wellmont Health System and the Washington County and Johnson City School Systems and others in the needs assessment process.
- **Promote** more involvement of community agency’s volunteer boards in the needs assessment process.
- **Link** local needs assessment efforts with the efforts in Kingsport and Bristol in order to get regional input.
- **Increase** our outreach to faith-based organizations.
- **Use** the needs assessment process to fund grants for new community service programs providing new or expanded priority services in the community.
- **Sponsor** and participate in community service events where information can be disseminated and key important community services contacts can be made by those who most need the services.

APPENDIX

LIST INFORMATION

Community Needs Assessment Forum Attendees
Community Needs Assessment Report Committee
Presenters, Facilitators and Scribes
Top Priorities by Focus Area Groups
2010-2012 Needs Assessment Critical Needs – Results
2007 Needs Assessment Critical Needs – Results
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Tennessee: Race to the Top

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ETSU Bureau of Business and Economic Research – Tri-Cities Labor Market Report

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County Health Rankings & Roadmaps – Washington County
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Mountain States Health Alliance – Excerpts from 2010 Health Needs Assessment

COMMUNITY COLLABORATION AND PARTNERSHIP

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2010 ARCH Point in Time Homeless Count
FTAAAD 2010 Census Demographics Report
First Tennessee Area Agency on Aging and Disability – Needs Assessment Report
Washington County TN Tax Exempt/NonProfit Organizations

**COMMUNITY NEEDS ASSESSMENT
FORUM ATTENDEES
JULY 11, 2013**

Rowena Bailey
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418 N. State of Franklin Road
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Barbara Mentgen
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Jane Murphy
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Glenda Bobalik American Red Cross of NE TN	Robin Crumley Boys & Girls Club of JC/WC
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Community Collaboration and Partnership

Becky Hilbert
City of Johnson City

Barbara Mentgen
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TOP PRIORITIES BY FOCUS AREA GROUPS

EDUCATION

Area Needs:

1. Productive Citizens – *(teaching of life skills)*
2. Education for Foster Care Children – *(continually changing schools)*
3. Summer Learning Loss
 - a. Education for Highly Mobile
attended multiple schools
ages 16-21
 - b. Places for Older Youth
After School and Summer
Advocates to Help Place
Rise Up! *(provides mentoring programs)*
Transportation Issues
4. Education of laws about ages and care required
5. Mentorship and Advocacy
6. Parents Impacting Children
7. Pre-School
 - a. more opportunities
 - b. more funds
8. Tutors – Organization and Public Knowledge

Gaps Between Needs:

Soft Skills – showing up on time
a hindrance
modeling missing at home
at school

Communication - character and leadership skills

Charter – history has taught us
lack of history taught today

Tracking Kids – agencies and schools sharing information on attendance and grades

Boys & Girls Club & Frontier Health *(has a system)*
Can help connect kids and families to services

Group Home for 18 and over
aged out of foster care
safe environment
kicked out of home
stability

need case management
funds
life skills
structure

Under 18 – Host Homes

Who can fill the gaps:

Emergency Service Grants

Need Legal Parental Authority (*who is responsible for kids*)

Previously had Oakland Home
Funding and Incentives
Sullivan House Funded by County
Local Government

Kid Tracking – School Districts

Parenting Classes (*for future*)
To Address (*for teen parents*)
Future Problems

Parent Committees (*for involvement*)
Teaching what is in community

Churches – willing to help but need to know needs

Funding Sources:

Grants – but need someone to take charge
Not guaranteed
Sustainability

State and Local Funding

Corporate and Business (*time*)
Sponsorship – Marketing
Identifying

Educational Foundations – presently more academic

Local Colleges & Universities

Churches – more opportunities may be available

Civic Associations

Opportunities for Collaboration:

New Community Center

Salvation Army

Good Samaritan Ministries

Family Promise of Greater Johnson City

Duplication of Services

Perception is yes – but actually no - we are not touching everyone in need

Programs are full and transportation is an issue

Lack of collaboration between agencies

Tracking of kids – confidentiality concern

Knowing about each other's resources

Knowing the child's needs or family needs so they can be placed where it's best

Tracking through Charity Check

Website to publicize what each agency does or has available

Recommendations:

1. Web based information access for parents and educators on education changes and expectations in (*speech needs, discipline, classes*)
 - a. School System
 - b. State of Tennessee Department of EducationFinding ways to make the school a resource to parents or caregivers.
2. Partnership with public schools, social services and state to promote the success of the student.
3. Explore all community transportation availability to all educational activities.
4. Work with collaborative component of needs assessment to foster a community services network of available services.
5. Build upon educational programs and determine what is missing in the areas of mentoring, tutoring and life skills.

Sources on Education

1. Foster Care – children in custody
2. Children on free and reduced lunch
3. Family Promise Center – IHN
4. The Salvation Army
5. Veterans Administration Stats – Patricia Miller

INCOME

Gaps:

Income – Cost of Living

Transportation, Child Care, etc. – Role of Churches

A Sense of Community

Assistance in Maintaining - Prevention

Possible Outcomes:

Educate Girls on Finances (*financial literacy*)

More Discretionary Income, e.g. (*camp fees, etc.*)
Basic Necessities

Alternative resources that are cost effective

Jobs that provide livable wages and benefits

Economic Development

Area Needs

1. Child Care
2. Transportation
3. Resources of Faith Community
4. Jobs
 - a. Liveable Wages
 - b. Benefits
5. Cooperatives
6. Jobs Training
 - a. Workforce Development

Who Can Fill Gaps

1. Financial Institutions
 - a. C.R.A.'s
2. Chambers
3. Government
4. Businesses
5. Industry

6. Faith Based Organizations
7. Schools, Colleges and Universities

Funding Services

1. Grants
2. Government Funding
 - a. Federal
 - b. State
 - c. Local
3. Foundations
4. Faith Organizations
5. Non-Profits
6. Individuals with Resources

Recommendations

1. Consider alternative models of job creation by educating individuals and the community on long term benefits to economic development, e.g., co-ops supported by affordable child care and adequate transportation.
2. Partner with organizations that can fill the gap and teach courses that lead to understanding the necessity of resources management, using hands on learning.
3. Partner with existing child care facility to create 24 hour services.
Start small and build

HEALTH

Area Needs:

Dental Needs – Pediatric & Adults
Medicare Providers
TennCare – Need Specialists
Medicaid
Information Gap
Applying for Grants (*educate*)
Navigators (*training*)
Mental Health Needs (*services*)
School Based Mental Health Services
Integrated Healthcare (*gap*)
More Patient Centered Medical Homes
Preparing for “baby boomers” Healthcare Needs
Police with Mental Health Training - Call 911
Bed Bugs – Resources Needed
Diaper Needs
Nutrition/Obesity/Exercise
Chronic Diseases
Health Needs - Parental Education
Substance Abuse/Tobacco
Transportation
Coordination of Care with Integrated Culturally Competent Care

Opportunities for Collaboration:

Centralized Link/Service Coordination
Johnson City/Washington County Resources Website
Interagency Council

Agencies than can fill the gaps:

Frontier Health
Johnson City Community Health Clinic
Mountain States Health Alliance
Health Department
Dispensary of Hope
Keystone Dental
Appalachian Mountain Project Access
East Tennessee State University
VA Medical Center
First Tennessee Human Resource Agency
First TN Area Agency on Aging & Disability
HEAL (*Healthy Eating Active Living*) Appalachia
Coordinated School Health
Day Center
Department of Children’s Services
Families Free
211
United Way

Recommendations

1. Partner with healthcare providers, dentists, and community based service providers to promote health through our service area, e.g., transportation, medication, affordable and adequate number of providers.
2. Expand the marketing of services that are available through United Way and 211. Improve awareness of prescription medication programs through providers.
3. Partner with mental health care providers, e.g., school-based medication, affordable and adequate number of providers.
4. Increase education for nutrition, obesity, and exercise programs for all age groups and match closely with existing program initiatives targeting these areas.

COMMUNITY COLLABORATION AND PARTNERSHIP

Area Needs:

- After hours child care/adult
- Transportation
Regular/assisted/after hours/rural
Can we utilize churches to help with transportation?
- Assistance
Health/sitters/appointments/etc.
- Awareness of what's available
- Affordable Housing
Transitional/physically accommodating
Housing alternatives/options
(*mental illness*) – lacking services
- Mental Health – housing/food/assistance
- Dementia – where do they go?
Cannot always go to nursing home facility
Family support/assistance
- Disabled Adults (*with elderly parents*) – where do they go?
- Expand “relative caregiver” program
- Nutrition/hunger – adults/children/seniors
Meal delivery/other
- Affordable dental care (*Keystone lost grant dollars*)

Prioritize Needs:

- Financial exploitation of homeless elderly
Calls/nursing homes
Vulnerable population
- Employers taking advantage of employees
Lower wage jobs/no healthcare
- Finding job with felony background – no transportation, no driver's license – limited
How to reach out/reintroduce them to workplace, community, being successful parents
- Central “database” to connect people to who and where they can get help with particular issues
- Communicate/educate regarding needs of the community
- Involve community/business/those in need – in the discussion to collaborate
- Quarterly events where needy could come get services
All non-profits came together

Collaboration:

- Create a collaboration model for our community
 - Could be adjusted to fit “need”
 - Need more formalized “set” system
 - Currently – 1. Transportation
 - 2. Vulnerable adults
- Database – where can people help/volunteer?
- Centralized system – who provides what service?
 - Contact Ministries’ list
- Transportation – can churches help?
- Government services
 - Jonesborough – person to handle “community chest”
- 211 – referrals
- Billboards – they have to donate so many to community
- Electronic media – utilize
- Create database of all agencies/services – community agencies and businesses have
 - Available on websites
 - Work with ETSU (*Terry Countermine*)
- Educate and market – duplication of services – we need to compliment
- Mentor kids to make something of their lives (*avoid drugs, pregnancy, etc.*)
- Utilize business opportunities – get non-profits/businesses together (*c of c*)
- Website – FAQ section
 - Sell logo ads
- Funding – foundation grants
 - Johnson City Public Library – national foundation grants/trained staff

Recommendations:

1. Create Community Services Database
 - a. Website developed with assistance from local university/JC Press
 - b. Maintained/housed at United Way office
 - c. Possible intern at United Way to maintain
 - d. Market the database/awareness
2. Expand Community Needs Assessment Forum
 - a. Include business community
 - b. Include agency board members
3. Expand Affordable Housing Opportunities
 - a. Focus on: emergency/transitional/permanent/special needs (elderly/disabled)
4. Expand Transportation Opportunities
 - a. Expand current transportation council
 - b. Determine potential transportation providers

2010-2012 NEEDS ASSESSMENT CRITICAL NEEDS - RESULTS

The Community Needs Assessment is a snapshot in time of the current perceived and stated needs in our community and how they are being met. This section will address the findings by our agency representatives and local and state governmental agency field employees.

Expanded Transportation Opportunities was a top priority identified unmet need. While we have very good public transportation in our community through Johnson City Transit System and FTHRA's NET TRANS for the unincorporated areas of the county, these are primarily on fixed routes and fixed time schedules that do not cover times in the later evening, Sundays or on a flexible and affordable demand response basis. We need to determine how we can expand the transportation network and services as well as times covered with more affordable regular demand response services. This may be accomplished by reaching out to the faith-based community, particularly churches which have vans, buses and a large volunteer base that is not currently being effectively utilized for potential transportation outreach services, particularly for the elderly and those with special needs including those with handicapping conditions.

This list may not be all inclusive. There are more transportation resources in Johnson City and less in the outlying areas of Washington County. It appears that transportation services available are not sufficient at a cost to meet the needs of the identified groups with the current level of funding.

Completed Results Listed by Agency:

NET TRANS – Provides 800 demand response trips per day for medical, employment and general public purposes. They also have fixed routes that connect Elizabethton, Greeneville, Unicoi, Bristol, Kingsport and Jonesborough to the Johnson City Transit/Greyhound Station.

The number one stated need among the Children and Youth Subcommittee was: **Programming** for youth ages 12-21 between the hours of 6 p.m. – 11 p.m. The need exists for collaboration between agencies to fulfill the mission of reaching children and youth. Programs need to have parental support and provide a safe environment. Services need to be accessible to the community.

Teen mothers need parenting skills, budgeting & money management education, transportation, and affordable child care.

Food Assistance, Housing, and Jobs/Training continue to be significant needs. The meager income of families living on the edge of poverty barely covers household expenses. When an unexpected situation arises, these families struggle with making the difficult choices among food, medicine, doctor visits, rent or mortgage payments, and paying for and maintaining their automobiles. They are the ones most affected by unemployment, increases in housing costs, and overall increased costs of living. With strict income eligibility criteria many social service agencies are unable to help them. Many families have interrelated and systemic problems. Short-term, targeted services or a one-time handout helps but does not remedy their situation. Many need a more holistic approach with intensive education, management and coordinated services to help ameliorate the conditions that make them vulnerable to a host of household problems.

Access to Affordable Healthcare was a top priority identified unmet need. The health picture is continuing to change with landmark healthcare legislation which was passed by Congress in 2010 along with the continued changes in Tennessee in response to the federal Affordable Healthcare for America Act and the continued revamping of the state's TennCare Program. Access to affordable healthcare appears to be a problem in every service area. The problems identified by this assessment included lack of funding for prescriptions, lack of affordable dental care, lack of affordable in-patient psychiatric care for

low income persons, lack of treatment for low income persons with alcoholism and drug addiction problems. Facilities available for care for low income persons are through the ETSU's Johnson City Community Health Center, Keystone Dental Care, local emergency rooms, the primary care clinic at the Washington County-Johnson City Health Department, and urgent care. These facilities are utilized for primary care, preventive and acute, non-emergent care. It appears to the focus group that adults lack the knowledge of services and/or do not utilize them effectively. Children are generally covered through various venues, but the need for education of services is needed for the parents to take advantage of resources. In addition, many specialists will not see the uninsured or underinsured. The need for adult dental care also continues to be a very high priority.

Proactive and Reactive Drug Programs are needed for all children and youth. Frontier Health currently provides early intervention for children in all of the Johnson City Elementary Schools, Indian Trail, Science Hill, and the Alternative School. Washington County Schools have the Dare Program and station Public Safety Officers in their schools. Washington County Schools teach health and wellness which includes education on the dangers of drugs and alcohol.

Affordable Care for Children and Elderly is also a significant need. Shortages are evident in Adult Day Services and child care for young children. Affordable in-home services such as housekeeping, medicine management, and meals are needed for the elderly. Assisted living for low – moderate income individuals is an ever growing need. The number of elderly has risen during the past ten years and will continue to rise with the “baby boomer” generation. Affordable quality child care for infants and toddlers is needed for working families and single parents. Head Start and the state Pre-K program serves at risk children ages 3-4.

Completed Results Listed by Agency:

Education

Boys & Girls Club of Johnson City/ Washington County –Year round center-based programming during non-school hours for youth ages three to eighteen in the core areas of character & leadership development; education and career development; health and life skills; the arts; and sports, fitness, and recreation all which help develop our youth to become better community citizens. In 2010 the Club served 720 youth thru membership and outreach while utilizing 146 volunteers with trained staff, in 2011 - 636 youth and 102 volunteers and in 2012 - 1,088 youth and 444 volunteers.

Coalition For Kids: Awesome Kids Club After-School Tutoring & Mentoring Program - The *Awesome Kids Club* (AKC) After School Tutoring & Mentoring Program is designed to help children at-risk build a solid educational foundation. Located in eight sites throughout Johnson City and in the 3-5:30pm timeframe each school day, our children are provided a nutritious snack and a safe, enriching atmosphere to spend their after-school hours. In 2010, AKC provided essential homework assistance and educational remediation services to 300 children. In 2011, 400 children and in 2012, 420 children were served in a consistent and positive environment which promotes learning and healthy interaction.

Coalition For Kids: Community Kids Activities Club Summer Program - Coalition For Kids does not stop reaching our children when school lets out in May. The *Community Kids Activities Club* (CKAC) kicks off a summer calendar packed with exciting activities. Throughout the summer, children arrive at The Rock for a day beginning at 7:30 am and lasting until 5 pm. The action-packed days include trips to the pool, Vacation Bible School, summer camp opportunities, community service projects, career concept field trips as well as large group field trips within and beyond our community. Our children are offered a wide variety of activities specifically designed to instill confidence, foster leadership, strengthen character and cultivate a passion for knowing God and walking with Him. In 2010, 2011 and 2012, over 130 children participated each year in this eight-week program.

Coalition For Kids: Kids In Action Evening Program - The *Kids In Action* (KIA) Evening Program works in conjunction with our AKC after-school program. This program is open to children from all eight AKC sites and is conducted five nights a week at our main facility housed in The Rock Community Center. Transportation is provided from each AKC site to The Rock. Each evening opens a family-style hot meal prepared on site by our Food Service Coordinator and then, depending on the day of the week, our Coalition Kids can be found enjoying a wide variety of activities such as horseback riding, sports clinics, Boy Scouts, youth groups, learning centers as well as small group projects. The evening program concludes at 8 pm when children are transported home. KIA seeks to provide enrichment activities many of our children would not have the opportunity to participate in due to their current socioeconomic situation. In both 2011 and 2012, 150 children were served through the KIA program.

Girl Scout Council of the Southern Appalachians – Provides comprehensive leadership development that positively impacts girls in grades K - 12 by building 21st Century skills that lead to future success. Approximately 382 girls were served in 2010 with the help of 205 adult volunteers, 508 girls served in 2011 with the help of 215 adult volunteers, and 603 girls served in 2012 with the help of 239 adult volunteers.

Girls Inc. of Johnson City/Washington County – This center-based program provides a safe, supportive and supervised environment during non-school hours offering intentional programs and services that promote academic, personal, social and recreational development. 2,650 girls were served during 2010, 2,500 girls served during 2011, and 900 girls were served during 2012.

Sequoyah Council Boy Scouts of America – It is the mission of the Boy Scouts of America to serve others by helping to instill values in young people and in other ways to prepare them to make ethical choices over their lifetime achievements. Cub Scouting is for boys ages 6 -10 years or 1st grade through 5th grade. Boy Scouting is for boys ages 11 – 17 or 6th grade through High School. Venturing is for young men and women ages 14 – 20 (or 13 years old and have completed the eighth grade) through age 20. Learning for Life is a non-traditional subsidiary that provides in-school and career education to students (boys and girls) in grades K - 12. The Exploring Program strives to provide a hands-on experience to allow young men and women ages 14 – 20 to explore various career disciplines. 2,554 youth members and 418 adults were served in 2010, 2,319 youth members and 341 adults in 2011 and 2,487 youth members and 365 adults in 2012.

Education, Income and Health

American Red Cross: Health & Safety Services – Provides quality training and information to help people respond and recognize emergencies, avoid injury or illness and maintain a safe and healthy lifestyle. Skilled instruction proves this program invaluable to those who have used the skills to save lives. 17,501 individuals were served in 2010; 19,653 in 2011 and 18,893 in 2012

American Red Cross Emergency Services: Disaster and Service to Armed Forces - Assist those affected by disaster. Coordinating with the community to prevent, prepare for and respond to disasters. Provide emergency communications as well as other assistance and support for Military families. 14,278 individuals were served in 2010; 15,061 in 2011 and 15,284 in 2012

The Salvation Army: Feeding Program – Providing meals and food supplies to individuals in the community. Number of meals served: 2010: 77,701 2011: 78,072 2012: 83,692

The Salvation Army: Emergency Assistance & Social Services – Physical, social and financial assistance for individuals in the community. Material items include clothes, household items, furniture, etc. Financial needs include money for bills and financial counseling with the goal for the individual's self-sufficiency. Individuals served: 2010: 5147 2011: 5388 2012: 3073

The Salvation Army: Emergency Shelter – Provides emergency shelter to men women and children in a safe, nurturing and caring environment. Nights of shelter provided: 2010: 15,357 2011: 14,254 2012: 17,069

The Salvation Army: Community Center Programs – Provides programs for fellowship, learning, and character building for children, adults, and senior citizens through weekly programs and summer camps. Individuals that participated: **2010:** 130 **2011:** 125 **2012:** 144

Education and Income

Family Promise of Greater Johnson City – Provides food, shelter and services to homeless families. They structure goals and match services to meet specific needs of each family in order to create stability and independence. 41 families (139 individuals) were assisted in 2010; 40 families (131 individuals) were assisted in 2011 and 40 families (124 individuals) were assisted in 2012

Income and Health

Personal Support Services – Promotes self-sufficiency and prevents institutional placement by providing cost effective in-home support for individuals in threat of harm due to abuse, exploitation, or neglect. 265 individuals served during 2011, 289 individuals served during 2012 and 326 individuals served during 2013.

Health

Adult Day Services – A program which supplies daily supervised care and activities for physically, mentally or emotionally challenged adults or those who are frail due to age. 61 individuals were served in 2010, 59 in 2011 and 79 in 2012

The Arc of Washington County Respite Centers – Strengthens individuals with disabilities and their families by providing services that allow the parent/caregiver a “break” while providing enriching experiences for the individual. This program provided services to 31 individuals with disabilities in 2010, 24 in 2011 and 26 in 2012.

Frontier Health Greenwood Challenge –This program is an outdoor learning experience that teaches mental and physical problem solving skills. The learned skills assist individuals in working through conflicts with peers and other group situations. 339 individuals were served for FY 2010-11; 399 were served for FY 2011-12; and 491 were served for FY 2012-13.

Frontier Health Adventure Program –This is an intensive outpatient program for adolescents 13-18 who need help with substance abuse or other psychiatric issues. 2,271 sessions were provided by Adventure Program for FY 2010-11; 2,948 were provided for 2011-12; and 3,450 were provided for FY 2012-13.

Frontier Health Child Abuse Prevention Program – Basic parenting education is available as seminars, workshops and support groups to assist parents to be successful and to prevent abuse or neglect. 8-week parenting classes are also available. Any parent may attend by requesting the service. It is specifically designed for parents of small children. 67 parents successfully completed the Child Abuse Prevention curricula in FY 2010-11; 54 completed in FY 2011-12; and 69 parents completed in FY 2012-13.

Keystone Dental Care – Serves adults 19 years old and older that are at or below 200% of federal poverty levels without dental insurance. For the year of December 1, 2010 to November 30, 2011, they served 4,217 patients with 1,644 residing in Washington County, providing 11,194 dental procedures at a market value of \$785,666. For year of December 1, 2011 to November 30, 2012, they served 2,238 patients with 1,149 residing in Washington County, providing 6,631 dental procedures at a market value of \$801,076. Fees are \$25 per visit for those 100% of Federal Poverty level and for those between 100% and 200% of Federal Poverty level there is a sliding scale fee.

Community Collaboration and Partnership

Contact Ministries: Contact 211– take incoming calls from individuals in need of information on community resource contacts. 2,002 calls during 2010; 2,571 during 2011 and 2,971 calls during 2012

Contact Ministries: Helpline- takes incoming crisis calls; assess the situation and take action where emergency intervention is needed. Provide a voice for the lonely and other in need.

Contact Ministries: Reassurance Program - At the least a daily call to elderly, handicapped or mentally fragile area residents to check on their well-being or to remind them to take their medications or treatments.

2007 NEEDS ASSESSMENT CRITICAL NEEDS - RESULTS

The Community Needs Assessment is a snapshot in time of the current perceived and stated needs in our community and how they are being met. This section will address the findings by our agency representatives and local and state governmental agency field employees.

Transportation at night and on weekends was ranked the number one unmet need. Public transportation is provided primarily to all citizens in the Johnson City/Washington County area by the Johnson City Transit System and First Tennessee Human Resource Agency. There are several other entities that provide transportation to specified patrons for specific purposes. They include First Tennessee Area Agency on Aging and Disability, Taxi Companies, Greyhound Bus Lines, Dawn of Hope, Frontier Health, Johnson City Senior Citizen's Center, TennCare Transportation, Upper East Tennessee Human Development Agency Head Start, Washington County Community Residential Services, four Assisted Living and Independent Living Communities.

This list may not be all inclusive. There are more transportation resources in Johnson City and less in the outlying areas of Washington County. It appears that transportation services available are not sufficient at a cost to meet the needs of the identified groups with the current level of funding.

Completed Results Listed by Agency:

Crumley House Brain Injury Rehabilitation Center Transitional Services: Adult Day Care Transportation - As a result of the 2007 Needs Assessment a Community Impact Grant was granted by Johnson City Area United Way now United Way of Washington County TN on July 1, 2008 in the amount of \$9,000 to provide transportation for doctor appointments, professional services and activities provided by their Adult Day Care program.

NetTrans – Now provides transportation services to Elizabethton, locations in Carter County including Milligan College, Jonesborough, and Johnson City. They have a Green Route for Carter County/Elizabethton & a Blue Route to Jonesborough. It connects to the Johnson City Transit and Greyhound bus services.

Health Issues are the second identified unmet need. Much has changed in Tennessee since the revamping of the TennCare Program. Access to affordable health care appears to be a problem in several areas. The problems identified by this committee included lack of funding for prescriptions for those with mental illness, lack of affordable in-patient psychiatric care for low income persons, lack of treatment for low income persons with alcoholism and drug addiction problems. Facilities available for care for low income persons are through the Downtown Clinic, emergency rooms, the primary care clinic at the health department, and Urgent Care. These facilities are utilized primarily for acute/emergency care and not prevention. It appears to the subcommittee for adult needs that adults lack the knowledge of services and/ or do not utilize them effectively. Children are generally covered through various venues, but the need for education of services is needed for the parents to take advantage of resources. Also, many specialists will not see the uninsured or underinsured. The need for adult dental care continues to be a priority.

Completed Results Listed by Agency:

Northeast Tennessee Dispensary of Hope – As a result of the 2007 Needs Assessment a Community Impact Grant was granted by Johnson City Area United Way now United Way of Washington County TN on July 1, 2008 in the amount of \$20,000. These monies were to facilitate their opening and in providing free prescriptions to eligible individuals in Washington County, TN. Prescriptions available for mental and physical health issues.

Keystone Dental Care – Serves adults 18 years old and older that are at or below 200% of federal poverty levels. For year of December 1, 2009 to November 30, 2010, they served 2,488 patients in Washington County, providing 6,605 dental procedures at a market value of \$602,165.21. Fees are \$20 per visit for those 100% of Federal Poverty level and for those between 100% and 200% of Federal Poverty level there is a sliding scale fee.

Frontier Health Greenwood Challenge – This program is an outdoor learning experience that teaches mental and physical problem solving skills. The learned skills assist individuals in working through conflicts with peers and other group situations. 314 individuals were served in 2009.

Other Needs Met Listed by Agency:

Good Samaritan Ministries Vision Care Center - As a result of the 2007 Needs Assessment a Community Impact Grant was granted by Johnson City Area United Way now United Way of Washington County TN on July 1, 2008 in the amount of \$1,000 to provide services. 120 individuals received vision exams and necessary glasses with these grant monies.

American Red Cross Health & Safety Services – Provides quality training and information to help people respond and recognize emergencies, avoid injury or illness and maintain a safe and healthy lifestyle. Skilled instruction proves this program invaluable to those who have used the skills to save lives. 17,372 individuals were served in 2009.

Food Assistance, Housing, and Jobs/Training continues to be significant needs. The meager income of families living on the edge of poverty barely covers household expenses. When an unexpected situation arises, these families struggle with making the difficult choices among food, medicine, doctor visits, rent or mortgage payments, and paying for and maintaining their automobiles. They are the ones most affected by unemployment, increases in housing costs, and overall increased costs of living. With strict income eligibility criteria many social service agencies are unable to help them. Many families have interrelated and systemic problems. Short-term, targeted services or a one-time handout helps but does not remedy their situation. Many need a more holistic approach with intensive education, management and coordinated services to help ameliorate the conditions that make them vulnerable to a host of household problems.

Completed Results Listed by Agency:

Interfaith Hospitality Network of Greater Johnson City – Provides food, shelter and services to homeless families. They structure goals and match services to meet specific needs of each family in order to create stability and independence. 68 families (170 individuals) were assisted in 2009.

The Salvation Army:

Feeding Program – Providing meals and food supplies to individuals in the community. Served 77,701 individuals served in 2009.

Emergency Assistance & Social Services – Physical, social and financial assistance for individuals in the community. Material items include clothes, household items, furniture, etc. Financial needs include money for bills and financial counseling with the goal for the individual's self-sufficiency. 8,732 individuals served in 2009.

Emergency Shelter – Provides emergency shelter to men women and children in a safe, nurturing and caring environment. 13,197 individuals served in 2009.

American Red Cross Emergency Services: Disaster and Service to Armed Forces – Assist those affected by disaster. Coordinating with the community to prevent, prepare for and respond to disasters. Provide emergency communications and other assistance for Military families. 12,639 individuals were served in 2009.

The number one stated need among the Children and Youth Subcommittee was: **Programming** for youth ages 12-21 between the hours of 6 p.m. – 11 p.m. The need exist for collaboration between agencies to fulfill the mission of reaching children and youth. Programs need to have parental support and provide a safe environment. Services need to be accessible to the community.

Completed Results Listed by Agency:

Coalition for Kids

Kids in Action Evening Enrichment & Mentoring Program – Encourages children to engage in positive behaviors that nurture well-being, foster creativity, build character, and promote an active, healthy lifestyle. 5:30-8 pm during the traditional school year grades one through seven. 117 children were served in 2009.

Proactive and Reactive Drug Programs are needed for all children and youth. Frontier Health currently provides early intervention for children in all of the Johnson City Elementary Schools, Indian Trail, Science Hill, and the Alternative School. Washington County Schools have the Dare Program and station Public Safety Officers in their schools. Washington County Schools teach health and wellness which includes education on the dangers of drugs and alcohol.

Completed Results Listed by Agency:

Frontier Health: Adventure Program – This is an intensive outpatient program for adolescents 13-18 who need help with substance abuse or other psychiatric issues. 127 youth were served in 2009.

Affordable Care for Children and Elderly is also a significant need. Shortages are evident in adult day services and child care for young children. Affordable in-home services such as housekeeping, medicine management, and meals are needed for the elderly. Assisted living for low – moderate income individuals is an ever growing need. The number of elderly has risen during the past ten years and will continue to rise with the baby boomer generation. Affordable quality child care for infants and toddlers is needed for working families and single parents. Head Start and the state Pre-K program serves at risk children ages 3-4.

Completed Results Listed by Agency:

Adult Day Services – A program which supplies daily supervised care and activities for physically, mentally or emotionally challenged adults or those who are frail due to age. 78 individuals were served in 2009.

Personal Support Services – Promotes self-sufficiency and prevents institutional placement by providing cost effective in-home support for individuals in threat of harm due to abuse, exploitation, or neglect. 232 individuals served during 2009.

Teen Mothers need parenting skills, budgeting & money management education, transportation, and affordable child care.

Completed Results Listed by Agency:

Frontier Health: Child Abuse Prevention Program – Basic parenting education is available as seminars, workshops and support groups to assist parents to be successful and to prevent abuse or neglect. Six weeks parenting classes are also available. Any parent may attend by requesting the service. It is specifically designed for parents of small children. They served 683 individuals in 2009.

Other Community Needs Results Listed by Agency:

Girl Scout Council of the Southern Appalachians – Provides comprehensive leadership development that positively impacts girls ages five to seventeen by building skills that lead to future success. Approximately 760 girls were served in 2009 with after school, evening and weekend activities.

Girls Inc. of Johnson City/Washington County – This center-based program provides a safe, supportive and supervised environment during non-school hours offering intentional programs and services that promote academic, personal, social and recreational development. 2,377 girls were served during 2009.

Boys & Girls Club of Johnson City/ Washington County – Center-based programs during non-school hours for youth ages three to eighteen in the core areas which help develop the youth for becoming better community citizens through various programs that enhance skills and learning. 908 individuals were served in 2009.

Coalition for Kids

Awesome Kids Club After School Tutoring & Mentoring Program – Targets at-risk children in six sites across Johnson City for two and a half hours each school day. 429 children were served during 2009.

Community Kids Activity Club Summer Enrichment & Mentoring Program – Provides center based creative educational enrichment, community service and career exploration opportunities in a safe environment that encourages positive character development. Serves children in grades one through seven. 114 children were served in 2009.

Sequoyah Council Boy Scouts of America – It is the mission of the Boy Scouts of America to serve others by helping to instill values in young people and in other ways to prepare them to make ethical choices over their lifetime achievements. *Cub Scouting* is for boys ages 6 to 10½ years, *Boy Scouting* for boys ages 10 1/2 to 18 and *Venturing* for young men and women ages 14 (or 13 and have completed the 8th grade) through 21. [Learning for Life](#) is a non-traditional subsidiary that provides in-school and career education. 2,226 youth were served in 2009.

The Salvation Army: Community Center Programs – Christmas assistance program - 3349 children received gifts; 1972 seniors received gifts and 1594 families received food baskets/vouchers. At-risk youth program – enabled 45 youth attended summer camp. Cultural Arts-Performing Arts school is free for the youth. Senior Citizen program – provide activities for 50 senior citizens a week.

The Arc of Washington County: Respite Centers – Strengthens individuals with disabilities and their families by providing services that allow the parent/caregiver a “break” while providing enriching experiences for the individual. 28 individuals regularly served during 2009.

Contact Ministries

Helpline - Takes incoming crisis calls; assess the situation and take action where emergency intervention is needed. Provide a voice for the lonely and other in need.

Contact 211 – Take incoming calls from individuals in need of information on community resource contacts.

Reassurance Program - At the least a daily call to elderly, handicapped or mentally fragile area residents to check on their well-being or to remind them to take their medications or treatments. 5824 hours of phone calling were provided in 2009.

2013 RESULTS FROM COMMUNITY NEEDS ASSESSMENT SURVEY

Each focus area: **Education; Income; Health; Community Collaboration and Partnership** was ranked (1-5) with (1) being the most important. A total of 37 individuals participated in the survey.

Education

1. Out of school recreations, character building community service programs for youth that teach youth to productively manager their free time.

Ranking 1-3	1	2	3
Number of Individuals	15	9	13

2. Literacy programs for children that ensure children are reading at or above grade level.

Ranking 1-3	1	2	3
Number of Individuals	13	18	6

3. Pre-school programs that are effective in getting your children "ready to learn."

Ranking 1-3	1	2	3
Number of Individuals	9	10	18

Income

1. Provide emergency assistance for basic needs.

Ranking 1-3	1	2	3
Number of Individuals	21	7	9

2. Increase income capacity through job preparedness programs and education.

Ranking 1-3	1	2	3
Number of Individuals	9	19	9

3. Improve (family, individual) economic stability through financial literacy awareness.

Ranking 1-3	1	2	3
Number of Individuals	7	1	19

Health

1. Increase access to mental health services including substance abuse programs.

Ranking 1-3	1	2	3
Number of Individuals	14	14	9

2. Promote wellness/fitness and prevention of health problems/diseases.

Ranking 1-3	1	2	3
Number of Individuals	12	8	17

- Increase access to health care services.

Ranking 1-3	1	2	3
Number of Individuals	11	15	11

Community Collaboration and Partnership

- Reduce domestic violence and child abuse and provide services for both.

Ranking 1-5	1	2	3	4	5
Number of Individuals	19	12	2	2	2

- Reduce neighborhood crimes and violence.

Ranking 1-5	1	2	3	4	5
Number of Individuals	7	9	4	10	6

- Provide services to individuals with special needs.

Ranking 1-5	1	2	3	4	5
Number of Individuals	5	7	14	8	4

- Help seniors to live independently in their homes for as long as possible.

Ranking 1-5	1	2	3	4	5
Number of Individuals	5	6	10	8	9

- Help our communities prepare for and respond to a disaster.

Ranking 1-5	1	2	3	4	5
Number of Individuals	1	3	7	9	17

Then participants ranked each focus area in order of importance.

- Education

Ranking 1-4	1	2	3	4
Number of Individuals	15	11	9	2

- Community Collaboration and Partnership

Ranking 1-4	1	2	3	4
Number of Individuals	10	6	3	18

- Health

Ranking 1-4	1	2	3	4
Number of Individuals	6	12	14	5

- Income

Ranking 1-4	1	2	3	4
Number of Individuals	6	8	11	12

2010 RESULTS FROM COMMUNITY NEEDS ASSESSMENT SURVEY

Results were compiled from the Community Needs Assessment Forum on July 1, 2010. Results were emailed to 94 community leaders asking them to select their top five priorities for each group, 26 of the 94 responded.

Results From Community Needs Assessment Survey

Adult Population Group

of Responses

33	Access to Affordable Healthcare
20	Food
14	Adult Day Services
14	Affordable Housing
9	Funding Sources - Growing Aging Population
9	Life Skills
9	Transportation
7	Dental Care
7	Home Community Based Services
6	Duplication of Services
3	Intellectual Disabilities
2	Home Care
2	Communication
1	Jobs/Training
1	Financial/Education

At-Risk Population Group

23	Healthcare
22	Housing
16	Food Assistance
15	Child Care
14	Job Skills/Job Search
9	Basic Needs
7	Shelter Facilities for Families
7	Transportation
5	After-Hours Child Care
2	Expand Transitional Housing
1	Accurate Information Regarding Services (sharing)

Children/Youth Group

16	Literacy
13	Identify Resources That Can Fill Gaps
12	Parental Education
11	Services Gaps
10	Obesity Control
10	Youth Arrest - Higher Risk Behavior
8	Need Collaboration and Parity Services Between County and City
8	Teen Pregnancy Prevention

7	Progress From Previous Needs Assessment
6	Identify Funding Sources
5	Teen Mother Support (parent support)
2	Duplication of Services

