2017 Knoxville-Knox County Needs Assessment

June 2017

PREPARED FOR
Knoxville – Knox County Community Action Committee
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This project was funded through a contract with the University of Tennessee College of Social Work.

Project #: 17000
Contents

List of Tables ................................................................................................................................. v
List of Figures .................................................................................................................................. vii
Introduction ..................................................................................................................................... 1
Section I: Methodology .................................................................................................................... 3
Limitations ........................................................................................................................................ 4
Tennessee ......................................................................................................................................... 5
Geography ....................................................................................................................................... 5
Race and Ethnicity ........................................................................................................................... 5
Age .................................................................................................................................................. 6
Veterans .......................................................................................................................................... 7
Poverty ............................................................................................................................................ 7
Section II: Poverty in Knox County and Knoxville ........................................................................ 9
Poverty by Race, Ethnicity, Age, and Gender .................................................................................. 9
Concentrated Poverty ...................................................................................................................... 12
Section III: Objective Need ........................................................................................................... 19
Causes of Poverty ........................................................................................................................... 19
Low Income .................................................................................................................................... 19
Unemployment ............................................................................................................................... 21
Lack of Education .......................................................................................................................... 22
Conditions of Poverty ..................................................................................................................... 23
Housing .......................................................................................................................................... 23
Homelessness ............................................................................................................................... 24
Environmental Factors .................................................................................................................. 26
Food Insecurity ............................................................................................................................... 27
Health Problems ............................................................................................................................ 28
Access to Healthcare ...................................................................................................................... 29
Lack of Transportation .................................................................................................................. 30
Lack of Childcare ............................................................................................................................ 32
Section IV: Perceptual Needs, Strengths, and Gaps in Services ....................................................... 33
CAC Board Member, CAC Staff, CAC Program Manager, CAC Community Partner, and CAC Client
Surveys ............................................................................................................................................ 33
Close-ended Survey Questions ......................................................................................................... 33
Open-ended Survey Questions .......................................................................................................... 40
Section V: Client Satisfaction .......................................................................................................... 43
Section VI: Current Services......................................................................................................................... 47
Description of Service Delivery System Targeted to Low-income Individuals and Families in
Knoxville and Knox County .......................................................................................................................... 47
Client Characteristics .................................................................................................................................... 47
Service Locations and Available Services .................................................................................................... 47
Linkages Developed to Fill Service Gaps ...................................................................................................... 49
Description of How Funding Under the CSBG Act Will Be Coordinated with Other Public and
Private Resources ....................................................................................................................................... 50
Section VII: 2016 Goals and Objective Outcome Measures ................................................................. 51
Goal 1: Low-Income People Become More Self-Sufficient ........................................................................ 51
Goal 2: The Conditions in which Low-Income People Live Are Improved ................................................ 51
Goal 3: Low-Income People Own a Stake in Their Community ................................................................ 52
Goal 4: Partnerships among Supporters and Providers of Services to Low-Income People Are Achieved ........................................................................................................................................ 52
Goal 5: Agencies Increase Their Capacity to Achieve Results ................................................................ 53
Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by
Strengthening Family and Other Supportive Environments .................................................................... 53
Section VIII. Conclusions ............................................................................................................................ 55
Section IX: References ...................................................................................................................................... 57
Appendix A ....................................................................................................................................................... 59
Knoxville-Knox County CAC Community Partners Assessment of Services and Client Needs Survey ..... 65
Knoxville-Knox County CAC Program Director Assessment of Services and Client Needs Survey .......... 71
Knoxville-Knox County CAC Staff Assessment of Services and Client Needs Survey ............................ 77
Appendix B ..................................................................................................................................................... 83
CAC Client Survey ......................................................................................................................................... 85
Appendix C ..................................................................................................................................................... 87
CAC East Neighborhood Center Client Satisfaction Survey ....................................................................... 89
CAC South Neighborhood Center Client Satisfaction Survey ................................................................. 91
CAC West Neighborhood Center Client Satisfaction Survey ................................................................. 93
CAC Green Thumb Client Satisfaction Survey .......................................................................................... 95
CAC Homeward Bound Adult Client Satisfaction Survey ....................................................................... 97
CAC Homeward Bound Youth/Adult Client Satisfaction Survey .......................................................... 99
CAC Project LIVE Client Satisfaction Survey ......................................................................................... 101
List of Tables

Table 1: Racial Characteristics of Population in Knox County, Tennessee, 2010 and 2015 .......................... 5
Table 2: Racial Characteristics of Population in Knoxville, Tennessee, 2010 and 2015 ............................ 6
Table 3: Poverty by Race, Ethnicity, Age, and Gender in Knox County, Tennessee, 2012-2015 .................. 9
Table 4: Poverty by Race, Ethnicity, Age, and Gender in Knoxville, Tennessee, 2012-2015 ...................... 10
Table 5: Income Distribution for Households, Families, Married-couple Families, and Nonfamily Households in Knox County, 2015 ................................................................................................. 19
Table 6: Income Distribution for Households, Families, Married-couple Families, and Nonfamily Households in Knoxville, 2015 ........................................................................................................ 20
Table 7: Ranking of Importance of Knoxville-Knox County CAC CSBG Services by CAC Board, CAC Staff, CAC Program Directors, and Community Partners, 2017 ................................................................. 34
Table 8: The Three CAC Services Ranked As “Most Important” by CAC Board, Staff, Program Directors, and Community Partners in the CAC Community Needs Assessment Survey, 2017 .. 35
Table 9: Opinions of CAC Board, CAC Staff, CAC Program Directors, and Community Partners about Problems That Pose Barriers to Self-sufficiency, 2017 ...................................................................................... 36
Table 10: Ranking of Top Five Client Household Problems by CAC Clients, CAC Staff, CAC Program Directors, and Community Partners, 2017 ........................................................................................................... 38
Table 11: Ranking of Top Five Community/Neighborhood Problems by CAC Client, CAC Staff, CAC Program Directors, and Community Partners, 2017 ................................................................. 39
Table 12: Characteristics of Respondents to Client Satisfaction Survey, 2017 ................................................................. 43
Table 13: Report of Services Received by Respondents to CAC Client Satisfaction Survey, 2017 .......... 44
Table 14: Client Satisfaction with Staff Treatment, Timeliness, and Overall Service, 2017 .................... 45
Table 15: Selected Client Characteristics Reported for Fiscal Year 2016 ............................................................. 47
List of Figures

Figure 1: Poverty in Knoxville and Knox County, Tennessee, 2012-2015 ................................................. 7
Figure 2: Concentrated Poverty: Percent of Population Living in High Poverty (20%-39%) and Extremely Poor Census Tracts (>40%), in Knox County, 2015 ......................................................... 12
Figure 3: Concentrated Poverty: Percent of Population Living in Extremely Poor Census Tracts (40% in Poverty or Higher), in Knoxville, 2015 .................................................................................. 13
Figure 4: Percent of Population Living in Extremely Poor Census Tracts (40% in Poverty or Higher), by Race, 2015 ........................................................................................................... 15
Figure 5: Percent of Hispanic or Latino Population Living in Extremely Poor Census Tracts (40% in Poverty or Higher), 2015 ......................................................................................................... 16
Figure 6: Unemployment Percentages from Bureau of Labor Statistics, 2012-2015 ........................................... 21
Figure 7: Median Earnings by Level of Education, 2015 .................................................................................. 22
Figure 8: Poverty by Level of Education, 2015 ............................................................................................... 22
Figure 9: Percent of Good Air Quality Days in Knox County, 2006-2015 ......................................................... 27
Figure 10: Percentage of Adults Reporting They Were Unable to See a Doctor in the Past 12 Months Due to Cost by Household Income, 2014-2015 .......................................................... 29
Figure 11: Percentage of Adults with Health Insurance by Household Income, 2014-2015 ........................ 29
Figure 12: Percent of Households without Vehicles 2000, 2005-2009, and 2010-2014 ............................... 30
Figure 13: Median Vehicle Age by Household Income, 2008 ................................................................. 32
Introduction

The Knoxville-Knox County Community Action Committee (CAC) is a local public agency located in Knoxville, Tennessee. It is part of the national community action network established under the Economic Opportunity Act of 1964. CAC serves the community with a comprehensive range of federal, state, local, and privately funded programs that focus on building communities, providing services to individuals and families, and advocating for opportunities for lower-income people. Programs administered by CAC include, but are not limited to, AmeriCorps, Beardsley Farm, Community Leadership, Food and Nutrition Programs, Head Start, Housing and Energy Services, Neighborhood Centers, Office on Aging, Tax Assistance, Transit, and Workforce Connections. CAC continues to be an integral part of social services within Knoxville and Knox County. The CAC mission is to promote family self-sufficiency and independent living for low-income and other vulnerable people through caring and efficient delivery of needed services and the development of partnerships at all levels. The purpose of this report is to summarize the needs in 2017 of those living in Knox County and Knoxville for the CAC to inform decision making and program planning.

This report is divided into nine sections. The first section is a Methodology section, which details how information was collected for this report. The Methodology section is followed by sections giving a demographic overview of Knox County and Knoxville; a portrait of poverty in the area; objective needs; perceptual needs, strengths, and gaps in services; client satisfaction; current services; 2016 goals and objective outcome measures; conclusions; and references.
Section I: Methodology

Multiple methods were used to collect the data that inform this report. To determine objective needs, a review of secondary data was conducted. This report utilized data from a variety of sources including the U.S. Census Bureau American Community Survey 2011-2015 estimates, the Knox County Health Department 2014-2015 Community Health Survey, National Low-income Housing Coalition, KnoxHMIS, and ET Index.

To inform the sections on perceptual needs, CAC administered needs assessment surveys to CAC board members, staff, program managers, clients, and community partners. The survey instruments are contained in Appendix A. Additionally, a distinct survey was administered to evaluate client satisfaction. This survey instrument is contained in Appendix B. The following paragraphs describe the administration of the six surveys.

CAC Board Needs Assessment Survey. The Knoxville-Knox County Community Action Committee (CAC) Board of Directors is a tripartite board composed of representatives of low-income individuals and families who reside in Knox County, elected officials, clergy, educators, members of the local business community, law enforcement, and representatives from other major groups from Knox County.

During an April 2017 board meeting, 17 board members, or 65% of the full board, completed a survey about the Community Services Block Grant (CSBG)-funded services administered by CAC. In the survey, board members were asked to rank the current CSBG services in order of importance and to identify barriers to self-sufficiency or aging in place. Board members also provided responses to open-ended questions about what CAC does best, what CAC could do better, and what CAC should keep doing.

After the board members completed the paper survey, they formed four small break-out groups that were asked to collectively respond to six of the open-ended questions.

CAC Staff Needs Assessment Survey. In April 2017 CAC staff were surveyed to collect information about their perceptions of the needs of low-income individuals, families, and communities served by Knoxville-Knox County CAC and the CAC programs that use CSBG funds. Surveys were distributed to 30 staff members, or approximately 8% of the full-time staff; 28 staff completed surveys for a participation rate of 93%.

CAC Program Director Needs Assessment Survey. Similarly, CAC program directors were surveyed. The program director survey aimed to learn more about their perceptions of CAC programs supported by CSBG funds and needs of low-income individuals, families, and communities in Knoxville and Knox County. Thirteen surveys were distributed to program directors and 10 were completed, for a participation rate of 77%.

CAC Client Needs Assessment Survey. In late April and early May 2017, Knox CAC program managers collected information via a paper survey from a representative sample of 181 agency clients who are members of households whose incomes range from 100% to 200% of the current poverty guidelines. CAC administration distributed 30 questionnaires to program directors in six areas: Project LIVE, transportation services, Garden program, and the three Neighborhood Centers. In some programs,

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1 KCCAC has 385 full-time employees and 91 part-time employees.
surveys were duplicated and distributed to more than 30 clients. Therefore, an exact count of the number distributed is not known and the response rate cannot be calculated.

The questionnaires included a list of needs or problems and asked clients, “Is this a problem for you or anyone living in your household? Please check all that apply.” The questionnaire then included a list of community-level problems and asked clients, “Is this a problem in your neighborhood or in the community where you live? Read over the entire list. Check the five (5) most serious problems in your neighborhood or community.” For both questions, clients also had a write-in “other” option.

**CAC Community Partner Needs Assessment Survey.** CAC community partners were surveyed in May 2017. Twenty community partners were invited to participate in the survey. Of these 20 partners, 13 completed the survey for a participation rate of 65%. The respondents selected the following categories to describe their organization (two respondents selected two categories):

- Faith-based: 3
- Health Services: 1
- Local Government: 4
- Nonprofit: 7

As with the staff and program director surveys, the purpose of the survey was to learn more about partners’ perceptions of Knoxville-Knox County CAC programs funded by CSBG and needs of low-income individuals, families, and communities in Knoxville and Knox County.

**CAC Client Satisfaction Survey.** To evaluate services, a client satisfaction survey was distributed to 180 Knoxville-Knox County CAC clients in April 2017. CAC staff distributed 30 paper surveys to a random sample of clients in six program areas: Green Thumb/community garden, Homeward Bound (adult and youth), Project LIVE, East Neighborhood Center, South Neighborhood Center, and West Neighborhood Center. Of the 180 surveys, 146 were completed, for a response rate of 81%.

The survey collected information on the type(s) of service(s) received, perceptions of quality of treatment by staff, staff follow through, timeliness, and overall service experience. In an open-ended survey item, clients had the opportunity to provide recommendations for improving service delivery.

**Limitations**

As with all survey research studies, the choice of survey questions and sampling methodology employed in this needs assessment study has limited the generalizability of the findings.

First, the list of needs provided to survey respondents focused on the needs of individuals and families seeking economic self-sufficiency and employment. It did not adequately address the needs of seniors and disabled clients, whose additional needs unrelated to economic self-sufficiency and employment were not well-represented on the list. Additionally, the checklist of services respondents were asked to rank was limited to Community Services Block Grant services and did not cover all types of assistance offered through the wide variety of programs at the CAC.

Second, the sample was limited to a sample of clients who sought services at the three neighborhood centers, gardeners at the community gardens, individuals and families who are enrolled in the case management programs, and clients who received transportation services. Because of the expense and
resource demands, a survey of the low-income population who do not seek services was not conducted. As a result, this sampling design did not provide an opportunity to gather opinions from clients from other Knox CAC programs such as those offered by the Office on Aging, as well as those who have not sought services. At a meeting of the agency program directors, 12 out of 16 respondents (75%) identified a need to broaden the sample for the surveys. Program directors suggested that the survey should be expanded to include people in the community who are not CAC clients, as well as past CAC clients who are not currently accessing services, and current CAC clients accessing services provided by programs that were underrepresented or unrepresented in the survey. These changes would provide perspectives from a broader range of community members, particularly in terms of age and income.

Tennessee

Geography

Located in East Tennessee, Knox County occupies an area of 526 square miles, including the City of Knoxville, which occupies 104.2 square miles near the center of the county. The U.S. Census Bureau estimated that the 2010 population density for Knox County was 850.5 persons per square mile. Knox County is located in the Ridge-and-Valley Appalachians, which are characterized by long, narrow ridges running northeast to southwest and alternating with valleys. Amongst the county’s numerous ridges is House Mountain in Corryton, the county’s highest point at 2,064 feet. The county is situated in the Great Appalachian Valley (known locally as the Tennessee Valley) about halfway between the Cumberland Plateau to the west and the Great Smoky Mountains to the east. In the eastern portion of Knox County, the French Broad and Holston rivers combine to form the Tennessee River, which runs through downtown Knoxville. Two interstate highways, I-75, which runs north and south, and I-40, which runs east and west, intersect in Knox County, making it a hub for transit.

Race and Ethnicity

Table 1: Racial Characteristics of Population in Knox County, Tennessee, 2010 and 2015

<table>
<thead>
<tr>
<th>Race</th>
<th>Percent of population in 2010</th>
<th>% of population in 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>86.8</td>
<td>85.7</td>
</tr>
<tr>
<td>Black/African American</td>
<td>9.0</td>
<td>9.1</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>0.2</td>
<td>0.3</td>
</tr>
<tr>
<td>Asian</td>
<td>1.8</td>
<td>2.0</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>0.0</td>
<td>0.1</td>
</tr>
<tr>
<td>Some Other Race</td>
<td>0.7</td>
<td>0.9</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>1.6</td>
<td>2.0</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau ACS Demographic and Housing Estimates 2006-2010 and 2011-2015

5 Totals may not sum to 100% due to rounding.
Table 2: Racial Characteristics of Population in Knoxville, Tennessee, 2010 and 2015

<table>
<thead>
<tr>
<th>Race</th>
<th>Percent of population in 2010</th>
<th>Percent of population in 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>78.7</td>
<td>76.3</td>
</tr>
<tr>
<td>Black/African American</td>
<td>16.7</td>
<td>17.4</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>0.2</td>
<td>0.3</td>
</tr>
<tr>
<td>Asian</td>
<td>1.6</td>
<td>1.8</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>0.0</td>
<td>0.1</td>
</tr>
<tr>
<td>Some Other Race</td>
<td>0.9</td>
<td>1.4</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>1.9</td>
<td>2.7</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau ACS Demographic and Housing Estimates 2006-2010 and 2011-2015

According to U.S. Census 2015 estimates, 451,324 people lived in Knox County, an increase of 4.4% since 2010. Similarly, as of 2015, 186,291 people lived in the City of Knoxville, which is an increase of 3.7% since 2010. As shown in Tables 1 and 2 above, the majority of residents in Knox County and Knoxville are White. The county and the city are showing signs of becoming slightly more diverse as the percentages of White residents decreased slightly, and the percentages of all other races increased slightly from 2010 to 2015. As of 2015, approximately 3.8% of those living in Knox County identified as Hispanic/Latino, which is a 0.7 percentage point increase from 2010. Similarly, in 2015, 4.9% of those living in Knoxville identified as Hispanic/Latino, an increase of 1.4 percentage points from 2010. Section III provides information about differences in poverty among racial and ethnic groups.

Age

The populations of Knox County and Knoxville are aging, as evidenced by a slight decrease in the percentage of those who are under age 18 and a slight increase in those who are age 65 and older. More specifically, according to census data, in Knox County in 2015, 21.3% were under age 18, down from 21.9% in 2010. Similarly, in Knoxville in 2015, 18.4% were under age 18, down from 19.0% in 2010. Persons aged 65 and older accounted for 14.8% of the population in Knox County in 2015, which is a slight increase from 13.1% in 2010. Additionally, 14.0% of the population in Knoxville in 2015 was age 65 or older, up slightly from 13.8% in 2014. Often called the “Graying of America,” this trend is occurring nationwide. Additionally, there have been significant increases in the populations of the oldest old. From 2000 to 2010, the number of those aged 90-94 increased 30.2%, from 1,112,531 in 2000 to 1,448,366 in 2010. The population of those aged 95 and older increased 25.9%, from 337,238 in 2000 to 424,608 in 2010. For males, these increases were even larger. The number of males aged 90-94 increased 30.2%, and the number of males aged 95 and older increased 25.9% from 2000 to 2010. As the population ages, greater strains will be placed on infrastructure and services as older adults need assistance with transportation, help preparing meals, more frequent medical visits, and assistance with

daily living tasks regardless of whether they choose to age-in-place or move to a facility that helps with these needs. These changes in the needs of the population will impact community service organizations who will be called upon at a greater rate to help meet older Americans’ needs. Section III provides Information about percentage of poverty by age.

Veterans

The 2011-2015 American Community Survey’s five-year estimates show that 29,214 Veterans live in Knox County and make up 8.4% of the total adult civilian population. Vietnam-era Veterans account for 36.6% of the Veteran population followed by 17.6% who served during the 1990-2001 Gulf War period and 12.5% who served during the Gulf War era from 2001 to the present. Roughly 10.3% are Korean War Veterans, and 6.4% are World War II era Veterans. Most (89.6%) Veterans in Knox County are White and 91.6% are male. The percentage of Veterans who report a disability (26.1%) is higher than the non-Veteran population (14.5%). The median income for Veterans in Knox County is $36,882. This is greater than the median income for the adult non-Veteran population whose median income is $25,533. Unemployment among Veterans in Knox County is 6.3%, nearly identical to the non-Veteran population. In the past 12 months, 6.0% of Veterans had incomes below the poverty line, compared with 15.5% of the non-Veteran adult population in Knox County.

According to 2011-2015 American Community Survey estimates, the City of Knoxville’s 10,173 Veterans account for 6.8% of the city’s adult civilian population. The largest number of Veterans served during the Vietnam era (33.8%), whereas 16.2% served in the Gulf War period from 1990-2001; 13.3% served in the Gulf War period from 2001 to the present; 11.5% served during the Korean War; and 7.7% of Veterans served during World War II. Most Veterans are White (81.3%) and male (90.4%). Disability among Veterans is higher (31.6%) than among non-Veterans (16.9%) living in Knoxville. The median income among Veterans in Knoxville is higher ($29,418) than among non-Veterans ($20,980). Unemployment is higher (10.2%) when compared to non-Veterans (7.5%) living in Knoxville.

Poverty


Figure 1: Poverty in Knoxville and Knox County, Tennessee, 2012-2015
According to U.S. Census Bureau American Community Survey estimates, poverty in Knox County and Knoxville is rising. Since 2012, the number of individuals and families living at or below the poverty level in Knoxville has risen 2.4 percentage points to 25.7% in 2015. Meanwhile, over the same timeframe in Knox County, the number of individuals and families living at or below the poverty line has risen 1.8 percentage points to 16.0%. As shown in Figure 1 above, while poverty in both areas is rising, poverty in the City of Knoxville is greater than poverty in Knox County overall. Section II below discusses poverty by race, ethnicity, age, and gender.

---

7 Knox County poverty rate includes City of Knoxville.
### Section II: Poverty in Knox County and Knoxville

**Poverty by Race, Ethnicity, Age, and Gender**

Table 3: Poverty by Race, Ethnicity, Age, and Gender in Knox County, Tennessee, 2012-2015

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Percent of population in poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2012</td>
</tr>
<tr>
<td><strong>Race</strong></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>11.9</td>
</tr>
<tr>
<td>Black/African American</td>
<td>33.5</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>2.3</td>
</tr>
<tr>
<td>Asian</td>
<td>16.0</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>7.5</td>
</tr>
<tr>
<td>Some Other Race</td>
<td>20.7</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>26.2</td>
</tr>
<tr>
<td><strong>Ethnicity</strong></td>
<td></td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>30.6</td>
</tr>
<tr>
<td>White, Not Hispanic/Latino</td>
<td>11.3</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
</tr>
<tr>
<td>Under 18 years</td>
<td>18.1</td>
</tr>
<tr>
<td>18-64 years</td>
<td>14.4</td>
</tr>
<tr>
<td>65 years and older</td>
<td>7.1</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>13.0</td>
</tr>
<tr>
<td>Female</td>
<td>15.4</td>
</tr>
</tbody>
</table>

Table 4: Poverty by Race, Ethnicity, Age, and Gender in Knoxville, Tennessee, 2012-2015

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Knoxville</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent of population in poverty</td>
</tr>
<tr>
<td>Race</td>
<td></td>
</tr>
<tr>
<td>White</td>
<td></td>
</tr>
<tr>
<td>Black/African American</td>
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<tr>
<td>American Indian/Alaska Native</td>
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<td>Asian</td>
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<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
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<tr>
<td>Some Other Race</td>
<td></td>
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<tr>
<td>Two or More Races</td>
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<tr>
<td>Ethnicity</td>
<td></td>
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<tr>
<td>Hispanic/Latino</td>
<td></td>
</tr>
<tr>
<td>White, Not Hispanic/Latino</td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td></td>
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<tr>
<td>Under 18 years</td>
<td></td>
</tr>
<tr>
<td>18-64 years</td>
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<tr>
<td>65 years and older</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
</tr>
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</table>


As shown in Tables 3 and 4 above, poverty in the City of Knoxville is higher than in Knox County, regardless of race, ethnicity, age, or gender. Black/African Americans in Knox County and Knoxville have the second highest proportion of individuals and families living at or below the poverty level among racial groups, with nearly 37.0% of Black/African Americans in Knox County and 43.0% of Black/African Americans in Knoxville living at or below the poverty level in 2015. For all racial groups except Native Hawaiian/Pacific Islanders, poverty in Knox County and Knoxville have slowly but steadily increased from 2012 through 2015. There are also differences in poverty by ethnicity; Hispanic/Latinos living in Knox...
County and Knoxville are more than twice as likely to live at or below the poverty level when compared to White Not Hispanic/Latinos.

In both Knox County and Knoxville, a greater proportion of those under 18 years of age live at or below the poverty level when compared to those aged 18-64 and 65 years of age and older (see Figures 2 and 3). Growing up poor can have lifelong impacts in a wide variety of areas including cognitive development, physical development, and academic achievement. Additionally, these children face an opportunity gap. As explained in the Community Action of Franklin, Hampshire, and North Quabbin Regions Needs Assessment and Community Action Plan FY2015-FY2017, the opportunity gap is the way in which “race, ethnicity, socioeconomic status, English proficiency, community wealth, familial situations, or other factors contribute to or perpetuate lower educational aspirations, achievement, and attainment for certain groups of students.” Put simply, children growing up poor simply do not have the same opportunities as children from middle class or wealthier backgrounds. New York Times national education columnist Richard Rothstein points out that children growing up poor have greater difficulty achieving because they have more to overcome; they also have fewer opportunities because they are more likely to experience:

- Health risks such as greater exposure to environmental toxins (including lead), poor nutrition, asthma, less access to pediatric care, poorer vision, and greater inability to attain corrective lenses;
- Living in unsafe housing and housing instability, which can lead to frequent moving and change of schools, causing a disruption to learning;
- Parents working in low-wage jobs that are often unstable, leading to an unstable family financial situation;
- Less access to high-quality early education during the time of most rapid brain development;
- Greater exposure to crime and drug abuse in their neighborhoods;
- Less access to enrichment experiences like travel, camps, arts, and music lessons; and
- Less frequent exposure to well-educated adults, complex language, large vocabularies, and lower expectations for critical thinking.

Figures 3 and 4 also show that in Knox County and Knoxville, females are slightly more likely than males to live at or below the poverty level. One of the main reasons for this disparity is the pay gap. More specifically, women nationwide earn less than their male counterparts. This is true in Tennessee where, in 2015, women earned 82 cents for every dollar earned by a man, on average. This disparity is greater for women of color in Tennessee who hold full-time year-round jobs, as African American women are paid 69 cents, Latinas are paid 51 cents, and Asian women are paid 87 cents for every dollar paid to white, non-Hispanic men.

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11 Ibid.
Concentrated Poverty

Figure 2: Concentrated Poverty: Percent of Population Living in High Poverty (20.0%-39.0%) and Extremely Poor Census Tracts (> 40.0%), in Knox County, 2015

Source: U.S. Census Bureau ACS Demographic and Housing Estimates 2011-2015
Figure 3: Concentrated Poverty: Percent of Population Living in Extremely Poor Census Tracts (40% in Poverty or Higher), in Knoxville, 2015

Source: U.S. Census Bureau ACS Demographic and Housing Estimates 2011-2015
As shown in Figures 2 and 3, poverty in Knox County and Knoxville is not evenly distributed. There are clusters of poverty, mostly in the areas within and immediately surrounding Knoxville and in the far eastern and southwestern portions of Knox County. These maps should be interpreted with caution, however. While some individuals and families with low incomes live in this area, many college students live in census tract 69 and therefore create a false indicator of poverty in this area. These individuals often work only part-time or not at all. They also are not truly living in poverty because their families are, at least in part, supporting them. By examining these figures through this lens, it becomes apparent that the highest concentration of poverty in Knox County and Knoxville is in census tract 14, where 67.9% of the population lives at or below the poverty level.
Percent of population by race in Census block groups that make up extremely poor neighborhoods

<table>
<thead>
<tr>
<th>Less than 15%</th>
<th>15%-30%</th>
<th>30%-50%</th>
<th>50% or more</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>White</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Black/African American</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Percent of Knox County White population below poverty level who live in extremely poor Census Tracts: 19.5%

Percent of Knox County Black/African American population below poverty level who live in extremely poor Census Tracts: 56.1%

Percent of Knox County White population living in extremely poor Census Tracts: 5.2%

Percent of Knox County Black/African American population living in extremely poor Census Tracts: 36.7%

Source: U.S. Census Bureau ACS Demographic and Housing Estimates 2011-2015

Figure 4: Percent of Population Living in Extremely Poor Census Tracts (40% in Poverty or Higher), by Race, 2015
Source: U.S. Census Bureau ACS Demographic and Housing Estimates 2011-2015

Figure 5: Percent of Hispanic or Latino Population Living in Extremely Poor Census Tracts (40% in Poverty or Higher), 2015
As shown in Figure 4, White individuals living in extremely poor census tracts tend to live in the extremely poor neighborhoods in the north, south, and western parts of Knoxville. Black/African Americans who live in extremely poor census tracts tend to live in the extremely poor neighborhoods in the east and west parts of Knoxville. As shown in Figure 5, higher proportions of Hispanic/Latino individuals living in extremely poor neighborhoods live in the extremely poor neighborhoods in the eastern and western parts of Knoxville.
Section III: Objective Need

Causes of Poverty

Low Income

Table 5: Income Distribution for Households, Families, Married-couple Families, and Nonfamily Households in Knox County, 2015

<table>
<thead>
<tr>
<th>Knox County</th>
<th>Households</th>
<th>Families</th>
<th>Married-couple Families</th>
<th>Nonfamily Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>180,729</td>
<td>110,486</td>
<td>84,420</td>
<td>70,243</td>
</tr>
<tr>
<td>Less than $10,000</td>
<td>8.4%</td>
<td>5.4%</td>
<td>1.5%</td>
<td>14.1%</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>5.4%</td>
<td>2.7%</td>
<td>1.4%</td>
<td>10.0%</td>
</tr>
<tr>
<td>$15,000 to $24,999</td>
<td>12.0%</td>
<td>8.1%</td>
<td>5.9%</td>
<td>18.5%</td>
</tr>
<tr>
<td>$25,000 to $34,999</td>
<td>11.5%</td>
<td>8.8%</td>
<td>6.9%</td>
<td>15.6%</td>
</tr>
<tr>
<td>$35,000 to $49,999</td>
<td>13.5%</td>
<td>12.6%</td>
<td>11.1%</td>
<td>15.7%</td>
</tr>
<tr>
<td>$50,000 to $74,999</td>
<td>17.7%</td>
<td>19.9%</td>
<td>21.3%</td>
<td>13.6%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>11.7%</td>
<td>14.9%</td>
<td>17.4%</td>
<td>5.9%</td>
</tr>
<tr>
<td>$100,000 to $149,999</td>
<td>11.4%</td>
<td>15.3%</td>
<td>18.9%</td>
<td>5.1%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>4.0%</td>
<td>6.1%</td>
<td>7.7%</td>
<td>0.7%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>4.2%</td>
<td>6.2%</td>
<td>7.8%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Median income</td>
<td>$48,701</td>
<td>$64,798</td>
<td>$77,406</td>
<td>$29,924</td>
</tr>
<tr>
<td>Mean income</td>
<td>$68,276</td>
<td>$85,178</td>
<td>$98,607</td>
<td>$40,240</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau ACS Demographic and Housing Estimates 2011-2015
As shown in Tables 5 and 6, the median income in Knox County for households ($48,701) is higher than the median income for the City of Knoxville ($34,226). The median income in Knox County is higher than the median income in the state of Tennessee ($45,219) but lower than the median income in the United States ($53,889). The median income in the City of Knoxville is lower than the median incomes for both the state of Tennessee and the United States.

While income brackets and mean and median incomes are one measure of income in an area, another indicator is the Gini index. According to the U.S. Census Bureau, the Gini index is the “Summary measure of income inequality. The Gini index varies between zero and one. A value of one indicates a perfect inequality where only one household has any income. A value of zero indicates perfect equality where all households have equal income.” According to the U.S. Census Bureau American Community Survey, the 2015 Gini index for Knox County is 0.4795, while the Gini index for Knoxville is slightly higher at 0.4991. For comparison, the 2015 Gini index for the United States is 0.4787, and the 2015 Gini index for Tennessee is 0.4795. This means that the level of income inequality in Knox County is on par with the level of income inequality in Tennessee and the United States. In the City of Knoxville, there is slightly more income inequality than in Knox County, Tennessee, and the United States. It is important to note that the United States’ level of income inequality is relatively high. According to Central Intelligence
Agency estimates,\textsuperscript{12} the Gini Index for Germany is 27.0; 32.4 in the United Kingdom; and 30.9 in the European Union.

Unemployment

As Figure 6 shows, since 2012 there has been less unemployment in Knox County than in either the state of Tennessee or the nation as a whole. From 2012-2014, unemployment in the City of Knoxville was lower than in the United States as a whole, but in 2015, nationwide unemployment was lower than in Knoxville by 0.1%. Unemployment in the City of Knoxville was lower than unemployment in the state of Tennessee from 2012-2015.


\textsuperscript{13} Bureau of Labor Statistics unemployment rates do not include those individuals who are unemployed but not actively seeking employment.
Lack of Education

**Source:** U.S. Census Bureau ACS Demographic and Housing Estimates 2011-2015

*Figure 7: Median Earnings by Level of Education, 2015*

As shown in Figure 7, level of education affects median earnings. More specifically, the median annual earnings among those with graduate or professional degrees in Knox County is $42,765 higher than the median annual earnings for those who did not graduate from high school. In Knoxville, the median annual earnings for those with a graduate or professional degree is $33,640 higher than for those who did not graduate from high school. As shown in Figure 8, a greater proportion of those who do not complete high school live at or below the poverty level compared to those with higher levels of education. Those with a bachelor’s degree or higher are the least likely to live at or below the poverty level: 4.0% in Knox County and 6.3% in Knoxville.
Conditions of Poverty

Housing

Nationwide there is a lack of quality, affordable housing. According to a 2014 report by the National Law Center on Homelessness and Poverty, “Over 12.8% of the nation’s supply of low-income housing has been permanently lost since 2001, and investment in the development of new affordable housing has been insufficient to meet the need.”14 One reason for this is that there has been a reduction in the number of subsidized housing units available. More specifically, “The United States has lost 10,000 units of federally subsidized housing each year since the 1970’s.”15 According to data available for the 2015 fiscal year in Knox County, Knoxville’s Community Development Corporation (KCDC) provided 3,525 units of public housing for low-income individuals and families. Additionally, KCDC utilized $20.8 million in Housing Assistance Payments (HAP) funding and supported approximately 3,500 Section 8 housing units.16 However, this is not enough, as there are waiting lists for public housing and Section 8, and those wait lists are currently closed, according to the KCDC website.

Housing is not affordable for many living in Knox County and Knoxville working minimum wage and low-wage jobs. In Knox County and Knoxville, the fair market rent (FMR) for a two-bedroom unit is $807 per month.17 To afford housing in Knoxville or Knox County, a household needs to earn $32,280 a year or roughly $15.52 an hour.18, 19 This means that to afford housing, a renter household needs to work 2.1 full-time minimum wage jobs. In Knox County, the estimated hourly mean wage for a renter is $12.12, and affordable rent at that wage is $630, well below the FMR of $807.20 In Knoxville, the situation is similar, as the estimated mean hourly wage for a renter is $12.48, and affordable rent at that wage is $649, which is below the FMR of $807.21

According to the Centers for Disease Control and Prevention’s (CDC) 2015 Community Health Status Indicators (CHSI) report, roughly one third (29.7%) of those living in Knox County are experiencing some kind of housing stress.22 The CDC states that housing stress is a concern because “Quality housing is associated with positive physical and mental well-being...”23

Those experiencing housing stress are facing one or more of the following concerns:24

- Lack of complete plumbing
- Lack of complete kitchen facilities

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15 Ibid.
18 “Afford” is defined as spending no more than 30.0% of income on housing, including rent and utilities.
20 Ibid.
21 Ibid.
23 Ibid.
• Gross rent or selected owner costs greater than 30 percent of household income
• More than one person per room living in the household

Homelessness

Because of variations in the way the homeless are counted and the different definitions of “homeless,” it is often difficult to provide an accurate estimate of the number of homeless individuals in an area. Although not all homeless individuals seek services, looking at the number of those who access services, their characteristics, and their needs can be helpful in better understanding the homeless situation in an area. Knox County, like many areas, utilizes the Homeless Management Information System (HMIS) to collect data on homelessness in the community. According to KnoxHMIS in 2015, 9,339 individuals accessed homeless services from one of 18 partner agencies in Knox County. Of these individuals, 83.0% were homeless and 17.0% were housed but at-risk of becoming homeless or stably housed. The most frequently reported reasons for homelessness were loss of job (16.0%), lack of affordable housing (15.0%), and eviction (10.0%). In 2015, KnoxHMIS reported the following characteristics about the 9,339 individuals served:

• The average age was 39, with 36 for females and 42 for males.
• 66.0% were White and 27.0% were Black/African American.
• Most (89.0%) were not-Hispanic/Latino.
• 56.0% were men and 40.0% were women.

There were positive outcomes for many of those served, including:

• 1,951 individuals were placed in positive housing situations.
• 3.0% of those placed in positive housing situations returned to emergency shelters.
• Those programs that provide rapid rehousing reduced the time to housing for individuals by 53.0%.
• Time to exit was reduced by 8.0% in emergency shelter programs.
• Time to exit was reduced by 18.0% in programs providing transitional housing.
• Those programs that provide supportive, positive housing increased their length of stay by 10.0%.

According to the KnoxHMIS 2015 Annual Report, “In 2015, 816 family households were served, which included 2,626 persons or 28.0% of all active clients served.” Regarding homeless households served in 2015, the report noted the following:

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26 KnoxHMIS partner agencies include Catholic Charities of East Tennessee, CONNECT Ministries, Compassion Coalition, Family Promise, Knoxville-Knox County Community Action Committee, Knox County Community Development Corporation, Knox County Public Defender’s Community Law Office, Knoxville Area Rescue Ministries, Knoxville Leadership Foundation, The Helen Ross McNabb Center, Parkridge Harbor/Positively Living, Salvation Army, Steps House, Tennessee Valley Coalition to End Homelessness, The Next Door, Volunteer Ministry Center, Volunteers of America, and YWCA.
27 Ibid.
28 Ibid.
29 Ibid.
30 Positive housing is defined as owning, renting, living in permanent housing, or staying with friends or family with permanent tenure, whereas negative exit destinations include jail/prison/juvenile detention, emergency shelter place not meant for human habitation.
• 38.0% were male, 61.0% were female, and 1.0% were other (e.g., “data not collected” or “transgender”).
• The average age of adults in the household was 44 years old.
• The average age of children in the household was 9 years old.
• 55.0% were White, 39.0% were Black/African American, and 6.0% were reported as other.
• 5.0% reported Hispanic/Latino ethnicity.
• 39.0% of family households had four or more members.
• 16.0% of all active clients were children under the age of 18.
• 7.0% were unaccompanied youth.\textsuperscript{34}
• 10.0% were parenting youth.\textsuperscript{35}

The report also discussed young adults, ages 18-24, whom HMIS partner agencies served in 2015. There were 691 young adults (7% of all active clients) served. The following list describes some of the characteristics of that subpopulation:\textsuperscript{36}

• 50.0% were male, 49.0% were female, and 1.0% were other (e.g., refused or transgender).
• The average age of these individuals was 21 years old.
• 60.0% were White, 34.0% were Black/African American, and 6.0% were reported as other.
• 4.0% reported Hispanic/Latino ethnicity.
• 61.0% reported their housing status as literally homeless, 14% were at risk of homeless, and 25% had an indeterminate housing status.
• 29.0% reported that their prior residence was staying or living with family/friends.
• 17.0% said employment issues were the primary reason for their homelessness.

The report also describes the senior homeless subpopulation. HMIS defines seniors as persons aged 62 or older. In 2015, HMIS partner agencies served 753 (8.0% of all active clients) seniors.\textsuperscript{37} The list that follows describes some of the characteristics of the senior homeless population:

• 65.0% were male and 35.0% were female.
• The average age was 76 years old.
• 73.0% were White, 23.0% were Black/African American, and 4.0% were other.
• 1.0% reported Hispanic/Latino ethnicity.
• 49.0% reported their housing status as literally homeless, 33.0% were at risk of homelessness, and 18.0% had an indeterminate housing status.
• 27% reported their prior residence as renting or owning a home.
• 16% said lack of affordable housing was their primary reason for homelessness.

\textsuperscript{31} KnoxHMIS defines a household as consisting of a minimum of two people, one of whom must be under the age of 18.
\textsuperscript{33}\textsuperscript{\textit{Ibid.}}
\textsuperscript{34} Unaccompanied youth defined as persons age 12-24 who serve as “head of household.”
\textsuperscript{35} Parenting youth defined as youth ages 12-24 parenting another youth under age 18.
\textsuperscript{37}\textsuperscript{\textit{Ibid.}}}
In January 2016, the 16th Biennial Study of Homeless Persons in Knoxville-Knox County was conducted. This study included interviews with 249 people who were “residing in shelters and outside locations throughout Knoxville.” One interesting finding dispels the myth that all homeless people are unemployed. This study found that nearly one in four (24%) of those interviewed reported that they were working. Among those who were employed, the average weekly income was $157 a week, or $8,164 a year. Slightly more than one third (37%) reported that their primary daytime activity was working or looking for work.

Environmental Factors

There are factors in the home environment that may disproportionately affect those experiencing poverty. Lead exposure is one of these factors. According to a 2015 report, 50.7% of all homes in Knox County (98,989) were built before 1980, making them more likely to have lead paint. Since those with lower incomes are more likely to live in older homes and are more likely to be unable to afford renovations to remove or contain lead-based paints in the home, they are more likely to be exposed to lead. This is especially true for children living in these homes, as they are more likely to ingest chips of lead-based paint. This can lead to developmental delays, physical illness, and behavioral problems in exposed children. One program can assist qualifying families within the city limits of Knoxville with lead abatement—The Lead Safe & Healthy Homes program provided by Knoxville-Knox County CAC Housing and Energy Services.

Radon exposure can also be a problem in homes in Tennessee. According to the Tennessee Department of Health, “Radon is a naturally occurring radioactive gas produced by the breakdown of uranium in rocks and soils. Radon gas is tasteless, colorless, and odorless. The only way to know if it is in your home is to test for it.” Determining whether or not radon is present in a home is important because radon gas is the second leading cause of lung cancer, second only to cigarette smoking, and is responsible for about 20,000 lung cancer deaths in the United States annually. Knox County has moderate levels of radon. While radon testing kits are available for free from the Tennessee Department of Environment and Conservation, mitigating radon in the home is not. To mitigate radon levels in the home, homeowners must either hire a contractor or utilize do-it-yourself radon reduction manuals and techniques. In either case, low-income homeowners may not be able to afford to hire a contractor or buy materials.

In the outdoor environment in Knox County, there are both positives and negatives regarding water safety and cleanliness. More specifically, no waterborne disease outbreaks have been reported that are connected to any utility providers in Knox County in the past decade. However, since 2004, “500 miles
of water ways have been added to the region’s list of impaired waterbodies in East Tennessee,” making them unsafe for fishing and swimming.\textsuperscript{46}

![Image: "Good" air quality days are becoming more frequent in Knox County]

\textit{Source: ET Index Data Tables: Percent of Days with Good Air Quality}

\textit{Figure 9: Percent of Good Air Quality Days in Knox County, 2006-2015}

As shown in Figure 9, air quality in Knox County is improving.\textsuperscript{47} In 2015, 71\% of days were considered “good” air quality days as measured by the Air Quality Index, which

...summarizes levels of ground-level ozone, particulate matter (soot and other particles), carbon monoxide, sulfur dioxide, and nitrogen dioxide into one measure. This percentage is up significantly from 2007 when only 35\% of days were considered good air quality days. While air quality is important for everyone who lives in a community, it is especially important for sensitive groups including children, the elderly, and those with breathing problems such as asthma. Those with lower incomes who are affected by poor air quality may not be able to receive the treatment they need to combat the symptoms of exposure to poor quality air such as eye, nose, and throat irritation; coughing; and difficulty breathing.

**Food Insecurity**

The Knox County Health Department’s 2014-2015 Community Health Assessment examined the issues of food access in Knox County. Findings from the report include:\textsuperscript{48}

- 39\% of students in Knox County schools qualify for free or reduced cost breakfast and lunch.
- In 2013, 11.5\% of households in Knox County received Supplemental Nutrition Assistance Program (SNAP) benefits.
- 11.3\% of those living in Knox County are low-income and do not live close to a grocery store.
- Black/African American adults were more likely than White adults to report always or usually feeling stressed about preparing nutritional meals (18.2\% vs. 13.1\%).

\textsuperscript{46} Ibid.
\textsuperscript{47} ET Index. (n.d.). Air and water quality: Healthy air. \url{http://www.etindex.org/environment-agriculture/air-and-water-quality/healthy-air}
• 38.9% of those with incomes less than $15,000 per year reported being stressed about preparing nutritious meals, compared with 4.2% of those with incomes greater than $50,000 per year.
• Among adults who are unable to work, 37.2% reported always or usually feeling stressed about preparing nutritious meals.
• 29.0% of farmers markets in Knox County accept SNAP benefits, compared with 21.0% nationwide and 11.8% in Tennessee.

Health Problems
The Knox County Health Department utilized findings from the 2014 Behavior Risk Factors Survey (BRFS) in their 2014-2015 Knox County Health Assessment\(^49\) to better understand physical, oral, and mental health disparities in the Knox County population. The survey found that:\(^50\)

• 20.3% of adults with household incomes of less than $15,000 per year reported having been diagnosed with diabetes, compared to 6.7% of those with household incomes of $50,000 or more.
• 18.7% of those with less than a high school diploma reported having been diagnosed with diabetes, compared to 7.3% of those who graduated from college.
• Individuals with household incomes of less than $15,000 were more likely to report having a heart attack (8.4%), compared to those with household incomes of $50,000 or more (2.9%).
• Individuals who did not complete high school or an equivalent were more likely than college graduates to report having been diagnosed with angina or coronary artery disease (11.0% vs. 5.2%).
• College graduates were more likely than those with less than a high school education to report having a healthy body weight (42.0% vs. 31.3%).
• 34.0% of adults with a household income lower than $15,000 reported seeing a dentist in the past year, compared with 84.6% of those with a household income greater than $50,000.
• 58.8% of adults over 65 with less than a high school education reported having all teeth extracted compared to 6.7% of those over 65 with a college degree.
• Individuals with a household income of less than $15,000 reported more days of poor mental health\(^51\) in the past 30 days compared to individuals with a household income of $50,000 or more (10.3 days vs 2.7 days).
• 17.2% of individuals who did not complete high school reported that they were dissatisfied or very dissatisfied with their lives, compared to 3.7% of those who graduated from college.

\(^{49}\) Ibid.
\(^{50}\) Ibid.
\(^{51}\) The BRFS survey instrument defined poor mental health days as those that included stress, depression, and problems with emotions.
Access to Healthcare

As shown in Figure 10, those with lower income were more likely to report being unable to see a doctor due to cost. Overall, 15.8% of Knox County adults surveyed reported that they couldn’t see a doctor in the past 12 months because of cost. According to the Knox County Health Department’s 2014-2015 Community Health Assessment, “This number is more than three times higher than the Healthy People 2020 target of 4.2%.” Additionally, employment status was a factor, as 43.0% of unemployed adults reported that they were unable to see a doctor due to cost compared to 15.9% of employed adults. This

Source: Knox County Health Department 2014-2015 Community Health Assessment

Figure 10: Percentage of Adults Reporting They Were Unable to See a Doctor in the Past 12 Months Due to Cost by Household Income, 2014-2015

Source: Knox County Health Department 2014-2015 Community Health Assessment

Figure 11: Percentage of Adults with Health Insurance by Household Income, 2014-2015

Those with lower incomes were less likely to have health insurance

As shown in Figure 10, those with lower income were more likely to report being unable to see a doctor due to cost. Overall, 15.8% of Knox County adults surveyed reported that they couldn’t see a doctor in the past 12 months because of cost. According to the Knox County Health Department’s 2014-2015 Community Health Assessment, “This number is more than three times higher than the Healthy People 2020 target of 4.2%.” Additionally, employment status was a factor, as 43.0% of unemployed adults reported that they were unable to see a doctor due to cost compared to 15.9% of employed adults. This

Source: Knox County Health Department 2014-2015 Community Health Assessment

Figure 11: Percentage of Adults with Health Insurance by Household Income, 2014-2015
finding is understandable, especially considering that 54% of those adults who are unemployed do not have health insurance, compared to 15.5% of employed adults. As shown in Figure 11, those with lower household incomes are less likely to have health insurance coverage.

Regarding resources that can increase access to healthcare, positive findings were reported in the 2014-2015 Community Health Assessment. More specifically, the report noted the following were positives regarding access to healthcare in Knox County:

- Number of hospitals and physicians per capita
- TennCare system
- Knox County Indigent Care Program
- City of Knoxville Office on Homelessness
- Cherokee Health Systems Integrated Care
- Interfaith Health Clinic
- The Free Medical Clinic
- Knox Area Project Access

Lack of Transportation

As shown in Figure 12, only a small proportion of households in Knox County and Knoxville do not own a vehicle. According to the ET Index, “Getting around the region without a car is challenging due to long distances between trip origins and destinations and low-density development that does not support extensive transit service. Some parts of the region, however, do have sidewalks and bicycle lanes, and the number of greenways in the region is growing.” Those without vehicles have public transportation options. Knoxville Area Transit (KAT) is the most extensive transportation option offering fare-operated buses in Knoxville and some Knox County locations as well as a free trolley service for areas around

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53 Ibid.

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Source: ET Index Data Tables: Households without Vehicles

Figure 12: Percent of Households without Vehicles 2000, 2005-2009, and 2010-2014
downtown Knoxville and the area around the University of Tennessee, Knoxville. KAT also has the KAT LIFT service which offers transportation options for persons with disabilities. This service is for individuals who are unable to use KAT's fixed route service and offers curb-to-curb service.  

KAT makes over 3 million passenger trips each year. However, KAT service is limited, as night and weekend routes are less extensive and routes into Knox County are limited. While some can use KAT services to commute to and from work, those who do not live or work near a bus line or work evening or night shifts are not able to take advantage of the transit system. Knox County CAC Transit provides accessible, demand-response public transportation services to the residents of Knox County who live within Knox County outside the KAT service area and to those city residents who are not served by the KAT fixed route system, including those who live too far from a bus stop or whose destination is not within the KAT service area. Transportation services are available Monday through Saturday between the hours of 5:00 a.m. and 9:00 p.m. for medical appointments, grocery shopping, and essential errands. Rides must be scheduled by at least 11:00 a.m. the day before the appointment. Knox County CAC Transit also provides limited employment transportation 24 hours a day/seven days a week. The fare is $2.00 each way. In addition to this service, Knox County CAC Transit has a Volunteer Assisted Transportation Program that provides assisted transportation with volunteers to seniors and people with disabilities who have barriers to independent travel and must have an escort in order to travel safely. Fares are $3.00 each way. Service is available any time a volunteer is available for medical appointments, shopping assistance, or social activities. ETHRA Public is another option for travel in the 16 East Tennessee counties including Knox County. ETHRA charges $3.00 for in-county trips. Passengers utilize ETHRA for travel to health and community service providers. The service operates Monday through Friday from 8:00 a.m. to 4:30 p.m., and passengers must make reservations 72 hours in advance. 

To better understand travel behavior in East Tennessee, the Knoxville Regional Transportation Planning Organization conducted the East Tennessee Household Travel Survey. The survey collected data from a random sample of 1,400 households in Knox, Blount, Anderson, Jefferson, Loudon, Roane, Sevier, and Union counties. Regarding the average number of trips made in a 24-hour period using a personal vehicle, the survey found that, overall, the number of trips increased as household income increased. For example, those with household incomes between $25,000 and $35,000 made, on average, just over seven trips in a 24-hour period compared to those with household incomes between $75,000 and $100,000, who made an average of just under 11 trips in a 24-hour period. One reason for these findings could be the fact that households with more income may have more workers needing to commute to and from work. However, it is also possible that due to the cost of operating a vehicle and the cost of fuel, households with lower incomes may limit their trips to save money.

59 Ibid.
As shown in Figure 13, the same study found that those with less income tend to own older vehicles. This is understandable as lower income families may not be able to afford to buy a vehicle as frequently, and when they do, they tend to purchase previously owned vehicles because they are less expensive than new ones. However, this can be a problem as far as transportation reliability is concerned, as older vehicles are more likely to break down and need repairs. Without reliable transportation, these families may find it difficult to commute to and from work and to complete necessary daily activities (e.g., grocery shopping, medical appointments, transporting children to and from school).

Lack of Childcare

According to the Tennessee Department of Human Services (TDHS), there are 259 childcare providers in Knox County. For many families, affording childcare can be a challenge, as monthly childcare costs can exceed mortgage or rent. According to a 2015 article in the Knoxville News Sentinel, childcare costs in Tennessee are among the lowest in the nation, with the average annual cost of $5,857 a year for infants and $4,515 for 4 year olds.

The Knoxville-Knox CAC administers the Knoxville-Knox County Head Start/Early Head Start program. Low-income families residing in Knoxville and Knox County are eligible for the program. During the 2014-2015 year, the program served 1,109 children. This means that approximately 33.0% of eligible preschool-aged children and 3.0% of eligible infants in Knox County received Head Start/Early Head Start services. In addition to quality childcare, children and families who are enrolled in Head Start/Early Head Start also have access to support services including, “social services, mental health and disability services, and transportation. Head Start receives USDA reimbursement and nutritious meals are provided based on the hours the child attends the center.”

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Section IV: Perceptual Needs, Strengths, and Gaps in Services

CAC Board Member, CAC Staff, CAC Program Manager, CAC Community Partner, and CAC Client Surveys

To determine perceptual needs, CAC board members, staff, program directors, community partners, and clients were surveyed. The survey contained both close-ended and open-ended questions. Tables 7 through 11 highlight findings of the close-ended questions.

Close-ended Survey Questions

In the set of close-ended questions, respondents were asked to rank the importance of CSBG services (from a list of 10 services) and to give their opinions about specific barriers that clients face. Additionally, clients, staff, program managers, and community partners were asked to rank the top five household problems and the top five community problems for low-income residents. In Table 7, the smaller the average ranking number for an item, the more importance respondents gave the item.
### Table 7: Ranking of Importance of Knoxville-Knox County CAC CSBG Services by CAC Board, CAC Staff, CAC Program Directors, and Community Partners, 2017

Survey respondents were provided with a list of 10 CSBG-funded services provided by CAC and were asked to rank those services from 1 to 10 with “1” indicating the most important service and “10” indicating the least important.

<table>
<thead>
<tr>
<th>Services Provided by CAC</th>
<th>CAC Board Members (n = 17)</th>
<th>CAC Staff (n = 28)</th>
<th>CAC Program Directors (n = 10)</th>
<th>Community Partners (n = 13)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helping people become self-sufficient by getting and keeping a job</td>
<td>3.2</td>
<td>4.2</td>
<td>4.2</td>
<td>5.5</td>
</tr>
<tr>
<td>Helping people become more self-sufficient by increasing literacy, getting a GED, obtaining job training or post-secondary education</td>
<td>4.2</td>
<td>3.8</td>
<td>4.4</td>
<td>5.1</td>
</tr>
<tr>
<td>Helping low-income families move out of poverty by providing comprehensive case management services</td>
<td>4.4</td>
<td>5.6</td>
<td>3.3</td>
<td>4.7</td>
</tr>
<tr>
<td>Helping the working poor qualify for and get better paying jobs</td>
<td>4.5</td>
<td>5.5</td>
<td>6.2</td>
<td>6.1</td>
</tr>
<tr>
<td>Helping people access needed services such as medical, mental health and other treatments, social services, grocery shopping, and other needed services through transportation</td>
<td>5.4</td>
<td>4.0</td>
<td>4.9</td>
<td>4.9</td>
</tr>
<tr>
<td>Helping low-income families achieve safe, affordable, and energy-efficient housing</td>
<td>5.5</td>
<td>5.5</td>
<td>4.9</td>
<td>2.8</td>
</tr>
<tr>
<td>Helping people in crisis avoid utility shut-off, eviction, or other emergencies</td>
<td>5.7</td>
<td>4.9</td>
<td>4.7</td>
<td>4.2</td>
</tr>
<tr>
<td>Helping elderly people to live independently in their own homes and prevent the high cost of institutionalization</td>
<td>6.8</td>
<td>6.4</td>
<td>4.6</td>
<td>4.8</td>
</tr>
<tr>
<td>Helping low-income people meet their food needs by community gardening</td>
<td>6.8</td>
<td>7.2</td>
<td>8.6</td>
<td>8.8</td>
</tr>
<tr>
<td>Providing financial education programs</td>
<td>8.5</td>
<td>7.8</td>
<td>9.2</td>
<td>8.2</td>
</tr>
</tbody>
</table>

Source: The Knoxville-Knox County Community Action Committee Community Needs Assessment Surveys for Board Members, CAC Staff, CAC Program Directors, and Community Partners contained in Appendix A.
Table 7 reveals that the rankings by the four constituencies generally follow a similar order. However, when the top rankings are compared in Table 8, one difference is noted: Community partners selected “safe, affordable, and energy-efficient housing” as the most important CAC service, followed by “emergency services” and “comprehensive case management,” whereas these services were midway in the ranking list for CAC board, staff, and program directors. It is important to note that this exercise was asking for a relative comparison of CAC services in helping clients achieve stability, independence, and self-sufficiency. In the analysis of the open-ended questions in the survey (discussed later in this section), all constituencies—including clients—deemed the entire menu of CAC services as essential and commendable.

**Table 8: The Three CAC Services Ranked As “Most Important” by CAC Board, Staff, Program Directors, and Community Partners in the CAC Community Needs Assessment Survey, 2017**

<table>
<thead>
<tr>
<th>Most important</th>
<th>Board</th>
<th>Staff</th>
<th>Program Directors</th>
<th>Community Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Getting and keeping a job</td>
<td>Education and job training</td>
<td>Comprehensive case management</td>
<td>Safe, affordable, energy-efficient housing</td>
</tr>
<tr>
<td>2</td>
<td>Education and job training</td>
<td>Access to medical, mental health, social services</td>
<td>Getting and keeping a job</td>
<td>Emergency services</td>
</tr>
<tr>
<td>3</td>
<td>Comprehensive case management</td>
<td>Getting and keeping a job</td>
<td>Education and job training</td>
<td>Comprehensive case management</td>
</tr>
</tbody>
</table>

*Source: The Knoxville-Knox County Community Action Committee Community Needs Assessment Surveys for Board Members, CAC Staff, CAC Program Directors, and Community Partners contained in Appendix A.*
### Table 9: Opinions of CAC Board, CAC Staff, CAC Program Directors, and Community Partners about Problems That Pose Barriers to Self-sufficiency, 2017

<table>
<thead>
<tr>
<th>Problems/Barriers</th>
<th># of CAC Board Members Selecting Each Response (n = 17)</th>
<th># of CAC Staff Selecting Each Response (n = 28)</th>
<th># CAC Program Directors Selecting Each Response (n = 10)</th>
<th># Community Partners Selecting Each Response (n = 13)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What problems keep people in our community from getting work?</strong></td>
<td>14 Lack of training/education</td>
<td>25 Lack of training/education</td>
<td>10 No transportation</td>
<td>10 Lack of training/education</td>
</tr>
<tr>
<td></td>
<td>12 No transportation</td>
<td>21 No transportation</td>
<td>9 Lack of training/education</td>
<td>8 Lack of training/education</td>
</tr>
<tr>
<td></td>
<td>11 Childcare</td>
<td>11 Childcare</td>
<td>5 Lack of training/education</td>
<td>8 Childcare</td>
</tr>
<tr>
<td><strong>What problems make it hard for people in our community to get health insurance?</strong></td>
<td>16 Cost</td>
<td>25 Cost</td>
<td>10 Cost</td>
<td>13 Cost</td>
</tr>
<tr>
<td></td>
<td>13 Not offered by employer</td>
<td>21 Lack of knowledge of public or private insurance options</td>
<td>7 Lack of knowledge of public or private insurance options</td>
<td>8 Lack of knowledge of public or private insurance options</td>
</tr>
<tr>
<td></td>
<td>13 Lack of knowledge of public or private insurance options</td>
<td>16 Not offered by employer</td>
<td>5 Not offered by employer</td>
<td>7 Not offered by employer</td>
</tr>
<tr>
<td><strong>What problems make it hard for people in our community to have or keep childcare?</strong></td>
<td>14 Cost</td>
<td>22 Cost</td>
<td>8 Cost</td>
<td>11 Cost</td>
</tr>
<tr>
<td></td>
<td>10 Hours not sufficient</td>
<td>11 No transportation</td>
<td>7 No transportation</td>
<td>10 Hours not sufficient</td>
</tr>
<tr>
<td></td>
<td>7 No transportation</td>
<td>10 Hours not sufficient</td>
<td>5 No transportation</td>
<td>6 No transportation</td>
</tr>
<tr>
<td><strong>What problems do people in our community have with transportation?</strong></td>
<td>9 Can’t afford a car</td>
<td>17 Can’t afford a car</td>
<td>6 Can’t afford car</td>
<td>8 No bus routes near work</td>
</tr>
<tr>
<td></td>
<td>9 No bus routes near home</td>
<td>15 Can’t afford a car</td>
<td>5 Can’t afford car</td>
<td>6 No bus routes near home</td>
</tr>
<tr>
<td></td>
<td>9 No bus routes near work</td>
<td>8 Can’t afford repairs</td>
<td>4 Can’t afford a car</td>
<td>5 Can’t afford a car</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8 Can’t afford insurance</td>
<td></td>
<td>5 Can’t afford a car</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8 No bus routes near home</td>
<td></td>
<td>5 Can’t afford insurance</td>
</tr>
<tr>
<td><strong>What problems do older adults or persons with disabilities in our community have that keeps them from living independently in their homes?</strong></td>
<td>10 Can’t afford to maintain home</td>
<td>20 Can’t afford to maintain home</td>
<td>8 Unable to complete daily living tasks</td>
<td>7 Can’t afford to maintain home</td>
</tr>
<tr>
<td></td>
<td>9 Unable to complete daily living tasks</td>
<td>15 Unable to complete daily living tasks</td>
<td>6 Can’t afford to maintain home</td>
<td>6 Unable to complete daily living tasks</td>
</tr>
<tr>
<td></td>
<td>6 Unable to complete housekeeping tasks</td>
<td>8 Unable to complete housekeeping tasks</td>
<td>3 Unable to prepare meals</td>
<td>5 Unable to complete daily living tasks</td>
</tr>
</tbody>
</table>

For each question, survey respondents were given a list of six to nine responses and asked to select up to three that best reflected their opinion.
### Problems/Barriers
For each question, survey respondents were given a list of six to nine responses and asked to select up to three that best reflected their opinion.

<table>
<thead>
<tr>
<th>Problems/Barriers</th>
<th># of CAC Board Members Selecting Each Response (n = 17)</th>
<th># of CAC Staff Selecting Each Response (n = 28)</th>
<th># CAC Program Directors Selecting Each Response (n = 10)</th>
<th># Community Partners Selecting Each Response (n = 13)</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems do people in our community have with housing?</td>
<td>12 Can’t find affordable housing</td>
<td>20 Utilities too high</td>
<td>8 Utilities too high</td>
<td>12 Can’t find affordable housing</td>
</tr>
<tr>
<td></td>
<td>10 Rent too high</td>
<td>15 Can’t find affordable housing</td>
<td>7 Can’t find affordable housing</td>
<td>9 Rent too high</td>
</tr>
<tr>
<td></td>
<td>9 Utilities too high</td>
<td>13 Rent too high</td>
<td>4 Rent too high</td>
<td>8 Utilities too high</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13 House needs repairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What problems do people in our community have with finding and preparing nutritious food?</td>
<td>13 Cost of good quality food</td>
<td>22 Cost of good quality food</td>
<td>9 Cost of good quality food</td>
<td>11 Cost of good quality food</td>
</tr>
<tr>
<td></td>
<td>10 Lack of nutrition education</td>
<td>16 Lack of nutrition education</td>
<td>7 Lack of nutrition education</td>
<td>7 Lack of nutrition education</td>
</tr>
<tr>
<td></td>
<td>8 Location of grocery stores</td>
<td>10 Location of grocery stores</td>
<td>4 Location of grocery stores</td>
<td>6 Location of grocery stores</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4 Unable to shop for food</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Source: The Knoxville-Knox County Community Action Committee Community Needs Assessment Surveys for Board Members, CAC Staff, CAC Program Directors, and Community Partners contained in Appendix A.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 9 presents the responses of the four groups when asked to select from a list the three problems or barriers that prevent people from achieving self-sufficiency in the areas of employment, health insurance, childcare, transportation, independent living, housing, and nutrition. A quick scan of the results shows that the common factors are cost and accessibility. Lack of information or education—barriers that are somewhat easier to address—were factors relating to health insurance, nutrition, and getting a job.
Table 10: Ranking of Top Five Client Household Problems by CAC Clients, CAC Staff, CAC Program Directors, and Community Partners, 2017

<table>
<thead>
<tr>
<th>Rank</th>
<th>CAC Clients (n = 181)</th>
<th>CAC Staff (n = 28)</th>
<th>CAC Program Directors (n = 10)</th>
<th>Community Partners (n = 13)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Needs/Problems # and % Identifying Problem</td>
<td>Needs/Problems # and % Identifying Problem</td>
<td>Needs/Problems # and % Identifying Problem</td>
<td>Needs/Problems # and % Identifying Problem</td>
</tr>
<tr>
<td>1</td>
<td>Health problem 95 54.0%</td>
<td>Transportation 21 75.0%</td>
<td>Transportation 8 80.0%</td>
<td>Transportation 12 92.0%</td>
</tr>
<tr>
<td>2</td>
<td>Transportation 77 43.8%</td>
<td>Health 19 67.9%</td>
<td>Health 8 80.0%</td>
<td>Can’t pay utility bill 11 85.0%</td>
</tr>
<tr>
<td>3</td>
<td>Can’t pay utility bill 73 41.5%</td>
<td>Finding a job 18 64.3%</td>
<td>Finding a job 7 70.0%</td>
<td>Money for rent or house payment 10 77.0%</td>
</tr>
<tr>
<td>4</td>
<td>Money for food 72 40.9%</td>
<td>Money for rent or house payment 17 60.7%</td>
<td>Money for food 7 70.0%</td>
<td>House needs repair 9 69.0%</td>
</tr>
<tr>
<td>5</td>
<td>Money for rent or house payment 62 35.2%</td>
<td>Can’t pay utility bill 17 60.7%</td>
<td>Can’t pay utility bill 7 70.0%</td>
<td>Health problem 9 69.0%</td>
</tr>
</tbody>
</table>

Source: The Knoxville-Knox County Community Action Committee Community Needs Assessment Surveys for CAC Clients (Appendix B), CAC Staff, CAC Program Directors, and Community Partners (Appendix A).

Table 10 displays the five household problems (selected from a list of 12) receiving the top rankings for each of the survey groups. The table reflects remarkable consistency across all constituencies regarding the barriers that clients encounter in achieving stability, independence, and self-sufficiency. CAC clients, staff, program directors, and community partners all identify the following as significant household problems for low-income individuals: health; transportation; money for utilities, rent, food; and finding a job. In sum, the household problems are known and agreed upon.
Table 11: Ranking of Top Five Community/Neighborhood Problems by CAC Client, CAC Staff, CAC Program Directors, and Community Partners, 2017

<table>
<thead>
<tr>
<th>Rank</th>
<th>CAC Clients (n = 181)</th>
<th>CAC Staff (n = 28)</th>
<th>CAC Program Directors (n = 10)</th>
<th>Community Partners (n = 13)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Needs/Problems</td>
<td># and % Identifying Problem</td>
<td>Needs/Problems</td>
<td># and % Identifying Problem</td>
</tr>
<tr>
<td>1</td>
<td>Crime</td>
<td>78 44.3%</td>
<td>Lack of good paying jobs</td>
<td>15 53.6%</td>
</tr>
<tr>
<td>2</td>
<td>Lack of affordable housing</td>
<td>68 38.6%</td>
<td>Unemployment</td>
<td>13 46.4%</td>
</tr>
<tr>
<td>3</td>
<td>Drug abuse</td>
<td>68 38.6%</td>
<td>Inadequate transportation</td>
<td>13 46.4%</td>
</tr>
<tr>
<td>4</td>
<td>Mental illness</td>
<td>62 35.2%</td>
<td>Lack of affordable housing</td>
<td>11 39.3%</td>
</tr>
<tr>
<td>5</td>
<td>Homelessness</td>
<td>60 34.1%</td>
<td>Crime</td>
<td>11 39.3%</td>
</tr>
</tbody>
</table>

Source: The Knoxville-Knox County Community Action Committee Community Needs Assessment Surveys for CAC clients (Appendix B), CAC Staff, CAC Program Directors, and Community Partners (Appendix A).
Table 11 displays the five community or neighborhood problems (selected from a list of 15) receiving the top rankings by the survey groups as the “most serious” for low-income clients. Again, the responses have remarkable consistency across groups. One community problem stands out for its presence at the top of all lists: “lack of affordable housing.” Three groups—staff, program directors, and community partners—included “lack of good paying jobs” and “inadequate transportation” in their top five lists. “Homelessness,” “unemployment,” “crime,” and “mental illness” appear in top five lists for two groups. Only the client group selected “drug abuse” as one of the most serious community problems.

Open-ended Survey Questions

An analysis of the responses to the open-ended survey questions from board members, staff, program directors, and community partners supplements and reinforces the findings of the above tables. (The client needs assessment survey did not contain open-ended questions. The Client Satisfaction Survey, discussed in Section VI below, did contain open-ended questions.)

Needs met by CAC. The predominant mentions were (1) emergency assistance, (2) meals, (3) transportation, (4) elderly services, and (5) Head Start.

What CAC is doing best. While some respondents said “everything,” the programs mentioned most often were (1) elderly assistance, (2) meals, (3) Head Start, (4) house repairs, and (5) housing assistance. The board break-out group added “intervention/case management.”

Who CAC serves best. The majority of respondents in all four groups named two constituencies: (1) the elderly and (2) vulnerable, low-income individuals and families.

Who CAC serves most. The same two groups prevailed in responses: (1) the elderly and (2) low-income/working poor individuals and families.

Who does NOT participate in CAC programs. One fifth of the responses to this question fall in the category of “those who are not aware of the services offered.” The second most-mentioned group was immigrants, or non-English-speaking residents. The board break-out group added persons with criminal records, young adults, and sex offenders.

How to reach those not participating. Responses were mostly general, such as “outreach” or “marketing,” but some respondents offered creative ideas, such as “rebranding,” “build satellite offices,” “community events or fairs,” and “hire bilingual staff.” The board break-out group suggested that CAC connect to local charities, second-chance programs, and other resources.

Services not being provided. Clearly, respondents felt that CAC was already addressing the major household and community needs, because the predominant response was to expand or strengthen existing programs, especially housing and transportation. Among the gaps in services mentioned were affordable childcare, evening and summer childcare, mental health services, and housing for medically/mentally fragile persons. The board break-out group added the following services as possible additions: financial literacy (to avoid scams, payday loans, telemarketing), economic education, and better access to food.

Needs being overlooked. As with the previous item, respondents expressed support for the existing menu of CAC services, with one fifth responding that no needs had been overlooked in CAC.
programming, again adding that what was needed was an expansion of existing services. Two respondents referenced the need to address the opioid epidemic and its impact on families.

*What is most important for CAC to keep doing.* The prevalent responses were (1) elderly services, (2) weatherization and home repair, (3) assistance to homeless and persons at risk for homelessness, (4) case management, and (5) “everything.” The board break-out group specified transportation, job training, and anti-smoking for seniors as most important.

*New programs that CAC needs to implement in the next 5 years.* (Note that the board was not asked this question.) The responses were varied, but (1) youth services, (2) more housing assistance, and (3) immigrant assistance received more than one mention.
Section V: Client Satisfaction

Knoxville-Knox County CAC clients were surveyed to learn more about services received, clients’ perceptions of quality of treatment by staff, staff follow through, timeliness, and overall service experience. Clients also were given the opportunity to give recommendations for service improvements.

Table 12: Characteristics of Respondents to Client Satisfaction Survey, 2017

<table>
<thead>
<tr>
<th>Respondent Characteristics</th>
<th>#</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program participation (n = 146)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green Thumb</td>
<td>30</td>
<td>20.5</td>
</tr>
<tr>
<td>Homeward Bound</td>
<td>3</td>
<td>2.1</td>
</tr>
<tr>
<td>Project LIVE (Office of Aging)</td>
<td>29</td>
<td>19.9</td>
</tr>
<tr>
<td>East Neighborhood Center</td>
<td>26</td>
<td>17.8</td>
</tr>
<tr>
<td>South Neighborhood Center</td>
<td>28</td>
<td>19.2</td>
</tr>
<tr>
<td>West Neighborhood Center</td>
<td>30</td>
<td>20.5</td>
</tr>
<tr>
<td><strong>Quadrant of city/county residence (n = 128)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North</td>
<td>38</td>
<td>29.7</td>
</tr>
<tr>
<td>South</td>
<td>29</td>
<td>22.7</td>
</tr>
<tr>
<td>East</td>
<td>29</td>
<td>22.7</td>
</tr>
<tr>
<td>West</td>
<td>32</td>
<td>25.0</td>
</tr>
<tr>
<td><strong>Employment status (n = 133)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working part-time</td>
<td>15</td>
<td>11.3</td>
</tr>
<tr>
<td>Working full-time</td>
<td>11</td>
<td>8.3</td>
</tr>
<tr>
<td>Unemployed</td>
<td>57</td>
<td>42.9</td>
</tr>
<tr>
<td>Retired</td>
<td>48</td>
<td>36.1</td>
</tr>
<tr>
<td>Disabled</td>
<td>2</td>
<td>1.5</td>
</tr>
<tr>
<td><strong>Health insurance status (n = 131)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have health insurance</td>
<td>108</td>
<td>82.4</td>
</tr>
<tr>
<td>I do not have health insurance</td>
<td>23</td>
<td>17.6</td>
</tr>
<tr>
<td><strong>Gender (n = 126)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>33</td>
<td>26.2</td>
</tr>
<tr>
<td>Female</td>
<td>93</td>
<td>73.8</td>
</tr>
</tbody>
</table>

Source: The Knoxville-Knox County Community Action Committee Client Satisfaction Survey contained in Appendix C.
Table 12 displays the characteristics of the client respondents. The surveys were distributed to only six program areas, so the survey sample is not representative of all CAC programs, and the limitations of the data should be kept in mind. More than half of the survey sample were served through three neighborhood centers; one fifth participated in Green Thumb, part of the Garden program; and almost one fifth participated in Project LIVE, part of the Office on Aging. The sample fairly represents all quadrants of the city/county. More than one third of the sample are retired, suggesting that one third are seniors. Only one fourth of the respondents were male.

Table 13: Report of Services Received by Respondents to CAC Client Satisfaction Survey, 2017

<table>
<thead>
<tr>
<th>Services Provided by CAC</th>
<th>Responses</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>60</td>
<td>34.5</td>
</tr>
<tr>
<td>Food/Gardening Supplies</td>
<td>34</td>
<td>19.5</td>
</tr>
<tr>
<td>Other Emergency Assistance</td>
<td>7</td>
<td>4.0</td>
</tr>
<tr>
<td>Employment-Related Assistance</td>
<td>2</td>
<td>1.1</td>
</tr>
<tr>
<td>Rent Assistance</td>
<td>6</td>
<td>3.4</td>
</tr>
<tr>
<td>Housing Assistance</td>
<td>13</td>
<td>7.5</td>
</tr>
<tr>
<td>Medical-Related Assistance</td>
<td>4</td>
<td>2.3</td>
</tr>
<tr>
<td>Referral</td>
<td>9</td>
<td>51.8</td>
</tr>
<tr>
<td>Other</td>
<td>39</td>
<td>22.4</td>
</tr>
</tbody>
</table>

*Percentage distribution of total number of services reported, or 174.

Source: Knoxville-Knox County Community Action Committee Client Satisfaction Survey contained in Appendix C.

Of the 146 respondents who reported on services received from CAC, displayed in Table 13, almost all of the clients (127 or 91.4%) received the service for which they applied. Only seven clients did not, and five of these recall being given the reason for refusal. Almost three fourths of the entire group of clients (73.6%) were given referrals to additional sources of assistance. Several clients reported receiving multiple services. Four fifths of the respondents who were participants in Project LIVE provided specifics about the help they received: assistance with housing, utility setup, rent, and household supplies.
Table 14: Client Satisfaction with Staff Treatment, Timeliness, and Overall Service, 2017

<table>
<thead>
<tr>
<th>Items</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did program staff treat you fairly and with respect? (n = 130)</td>
<td>0</td>
<td>16</td>
<td>130</td>
<td>3.89</td>
</tr>
<tr>
<td>How would you rate our staff’s/your case manager’s attitude, subject knowledge, and helpfulness? (n = 136)</td>
<td>1</td>
<td>9</td>
<td>136</td>
<td>3.92</td>
</tr>
<tr>
<td>How was your overall service experience?  (n = 129)</td>
<td>0</td>
<td>17</td>
<td>129</td>
<td>3.88</td>
</tr>
</tbody>
</table>

Source: The Knoxville-Knox County Community Action Committee Client Satisfaction Survey contained in Appendix C.

Clients were asked three questions to rate their satisfaction with aspects of their service experience. The rating scale listed five options: “no opinion,” “poor,” “fair,” “good,” and “excellent.” Of the 136 clients (out of a population of 146) who responded to the questions, no one selected “no opinion” or “poor.” With only one exception (a client who selected “fair”), all of the respondents rated their service experience and the CAC program staff they encountered as “good” or “excellent,” with a very high percentage (88.0% to 93.0%) selecting “excellent.” The results are displayed in Table 14.

Respondents were asked two open-ended questions. The clients’ responses were very simple and direct. The following are representative samples, listed under each of the questions.

1. **What difference did receiving the CAC Neighborhood Center service(s) make for you/your family?**

   More than three fourths of the clients (114) responded to this question. The following are selected client responses:

   - “Food cost lowered. Budget stretches.”
   - “Last year I ate tomatoes till February.”
   - “Has given me a chance to be on my own again. Don’t feel like a shut-in.”
   - “It helped me get my life back on track.”
   - “Not living on the street.”
   - “It helped me get to and from work.”
   - “They treated me like family with respect.”
   - “Able to keep lights on.”
   - “Saved me from eviction.”
   - “Eased the burden on everything.”

2. **Do you have any recommendations to improve how we serve you?**

   About half of the clients (84) responded to this question, but only 10 clients actually offered suggestions, which varied from “help with roof” to “open center earlier.” Instead of suggestions, 22 clients expressed appreciation and offered compliments to the staff:
• “Everything you’re doing is just wonderful.”
• “Y’all have done everything.”
• “I’m not sure what we would have done without you.”
• “These ladies do more than just help with our needs! Self-esteem and self-worth! They deserve a raise!”
Section VI: Current Services

Description of Service Delivery System Targeted to Low-income Individuals and Families in Knoxville and Knox County

Client Characteristics

In most cases, a full range of client characteristics is collected during an intake interview to assist with determining eligibility for services and assessing client needs. The data elements vary by program and funding source. Table 15 includes selected agency statistics reported in 2016. Though the aggregate client characteristics may not include information about all agency clients, these statistics provide a picture of the client population. The available data indicate that agency clients are more likely to be Black/African American, to have less education, and to be disabled than the general population in Knox County and Knoxville.

Table 15: Selected Client Characteristics Reported for Fiscal Year 2016

<table>
<thead>
<tr>
<th>Client Characteristics</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race</td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>61.7</td>
</tr>
<tr>
<td>Black/African American</td>
<td>35.8</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>12.4</td>
</tr>
<tr>
<td>Age</td>
<td>%</td>
</tr>
<tr>
<td>Under 18 years</td>
<td>22.0</td>
</tr>
<tr>
<td>70 and over</td>
<td>14.8</td>
</tr>
<tr>
<td>Education</td>
<td>%</td>
</tr>
<tr>
<td>Less than High School</td>
<td>29.5</td>
</tr>
<tr>
<td>High School/GED</td>
<td>45.5</td>
</tr>
<tr>
<td>Beyond High School</td>
<td>25.0</td>
</tr>
</tbody>
</table>

Source: FY 2016 Knoxville-Knox County Community Action Agency CSBG IS Survey

Service Locations and Available Services

Neighborhood Centers located in East, South, and West Knox County are focal points for service delivery to low-income individuals and families. The Centers are strategically located in the four quadrants of Knox County to provide residents equal access to services, information, and referral. Their specific locations are:
The West Neighborhood Center is in the L.T. Ross Building, which also houses Central Office Administration and many programs operated by CAC, including:

- Knoxville-Knox County Office on Aging
- L.T. Ross-Central Head Start Center
- Workforce Connections
- CAC Housing and Energy Services
- AmeriCorps
- Homeward Bound
- Knox County CAC Transit
- Office of Community Services

In addition to CAC services, the L.T. Ross Building houses the Murphy Branch of the Knox County Library.

CAC services are provided at other locations as well those listed above, including five Head Start Centers, the John T. O’Connor Senior Center, the American Job Center, and the Daily Living Center. The CAC Program Directory contains a complete listing of services targeted to low-income people.

The delivery process for all CSBG services is similar. Applicants complete an application form that includes eligibility determination information, basic information about the individual and/or the family, and the types of services needed. Services are provided to any eligible individual or family who needs and desires to make use of the available service.

If a program or caseload is full, individuals may be placed on a waiting list, referred to another CAC component, or referred to another agency able to meet the need. Individuals and families may be referred by other agencies or programs to CAC or may apply directly. For some services, a plan of service must be developed. For others, such as the garden program, provision of the seeds and plants constitutes the completion of service. The plan of service includes problem identification and the steps or actions to be taken to resolve the problem. A client release of information statement is secured so that information can be shared with other CAC components and outside agencies. When services are completed, the case is closed. The differences in the ways each service is offered are described in each service’s admissions policies.
Linkages Developed to Fill Service Gaps

Linkages established to meet gaps in service are described more fully in the contract narratives for each CSBG service to be provided. Linkages are summarized as follows:

- Linkages will continue between Workforce Connections and the American Job Center to help meet the need for jobs that pay a living wage and offer benefits.
- CAC will continue to participate with the Food Policy Council and support Emergency Food Helpers with regard to improvements in the food security system and the capacity to meet the need for emergency food.
- CAC will continue to link with other providers of homeless services through participation and leadership in the Knoxville-Knox County Homeless Coalition and the Mayor’s Roundtable on Homelessness. Linkages with the City of Knoxville’s Department of Community Development and Knox County’s Department of Community Development provide the basis for working on issues related to homelessness, homeless prevention, and affordable housing.
- CAC continues its Elderly Linkage partnership with Samaritan Place to provide case management for seniors (60+ and up) to move seniors who are homeless from shelters into permanent housing.
- CAC will continue a partnership with KCDC (public housing provider) and the City of Knoxville to provide case management to public housing residents at risk of eviction and homelessness.
- Linkages with employers and other transportation providers will continue to be a major focus of Knox County CAC Transit to connect people and jobs.
- Linkages with utility companies, faith-based organizations, and Project HELP will continue with regard to improvements in the system for handling shut-offs and other utility-related issues.
- CAC partners with Knoxville Utilities Board (KUB) to raise funds and administer Project HELP, providing locally funded utility assistance.
- CAC holds a position of leadership within the social services network. This makes it easier to consult on individual cases and bring groups together to work on various issues and problems. Planning activities will continue to address specific service gaps and the need to bring agencies and organizations together to set priorities and take steps to close identified gaps whenever possible.
- TVA contracted with CAC to weatherize low-income housing units and homes based on our track record in successfully weatherizing a large number of homes during the ARAA funding cycle. Knox County has a significant shortage of affordable housing. CAC received more than $15 million in “Knoxville Extreme Energy Makeover” funds to improve the energy efficiency of 1,278 homes.
- CAC has organized more than 20 organizations to address unmet needs and policies that affect youth who are homeless in Knox County.
- CAC provides services to children and families and the senior population through funding sources other than CSBG. Staff, working in these programs, has well-established linkages in the community to ensure client needs are met.
- CAC Homeward Bound created the “Our Neighbors” collaboration with a grant from the University of Tennessee partnering with Volunteer Ministry Center, Compassion Coalition, and local churches to better coordinate utility assistance utilizing Charity Check.
• CAC partners with Knoxville Utility Board (KUB) to provide weatherization services to eligible KUB customers through the Round It Up program. KUB automatically rounds up the monthly utility bill to the nearest dollar. One hundred percent of the funds are sent to CAC to operate the program.

Description of How Funding Under the CSBG Act Will Be Coordinated with Other Public and Private Resources

CAC uses City of Knoxville and Knox County funds to supplement CSBG program support costs and to coordinate services made available through other public and private resources.

Programs for low-income individuals and families in the service area are reasonably well-coordinated. An example of coordination took place several years ago when Knox County decided to consolidate services and “do more with less.” The responsibilities of Knox County’s General Assistance Office were transferred to CAC, allowing utility and other emergency services to be integrated with other similar services. Another example is the connection between CSBG and the Workforce Connections Board. One of CAC’s Neighborhood Service Center managers represents CSBG as a Career Center partner on the Board. Hospitals support CAC services, including the Office on Aging newsletter, Elder News and Views.

Public and private directory sponsors pay the entire cost of printing the Senior Service Directory, commonly called the “little yellow book.” Increased agency capacity and expanded partnerships with the City of Knoxville and Knox County have resulted in a major expansion of affordable housing opportunities, both in new home construction and major home rehabilitation.
Section VII: 2016 Goals and Objective Outcome Measures

National Performance Indicator (NPI) forms, which detail the outcomes of their efforts in each fiscal year, are completed by each Community Action Agency. Using these data, state totals are compiled. Each state then forwards their totals to Washington, D.C., where national totals are compiled. All agencies use the same reporting document to ensure reporting of standardized outcomes. This section provides a summary of Knoxville-Knox County CAC’s outcomes for the fiscal year ending June 30, 2016.

Goal 1: Low-Income People become More Self-Sufficient

1.1 Employment
- 287 unemployed participants obtained a job.
- 409 employed participants maintained a job for at least 90 days.
- 271 employed participants obtained an increase in employment income.
- 209 participants achieved “living wage” employment and benefits.

1.2 Employment Supports
- 236 participants obtained skills/competencies required for employment.
- 49 completed ABE/GED and received a diploma.
- 244 completed postsecondary education and obtained a certificate or diploma.
- 122 children were enrolled in before- or after-school programs.
- 184 obtained care for a child or other dependent to maintain employment.
- 61 participants obtained healthcare services for themselves and/or a family member.
- 2,083 participants obtained safe and affordable housing.
- 5,177 participants obtained food assistance.
- 1,484 participants obtained non-emergency LIHEAP assistance.
- 513 obtained non-emergency weatherization energy assistance.

1.3 Employment Asset Enhancement and Utilization
- 390 participants had tax returns prepared and those who qualified for federal or state tax credits received an aggregated total of $1,508,490.
- 125 participants were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.

Goal 2: The Conditions in which Low-Income People Live Are Improved

2.1 Community Improvement and Revitalization
- 40 jobs created, or saved, from reduction or elimination in the community.
- 40 accessible "living wage" jobs were created, or saved, from reduction or elimination in the community.
- 797 safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by Community Action activity or advocacy.
- 28 accessible before- and after-school program placement opportunities for low-income families were created, or saved, from reduction or elimination.
• 15,966 accessible new or expanded transportation resources, or those that are saved from reduction or elimination, were made available to low-income people, including public or private transportation.
• 136 accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, were made available for low-income people in the community, including vocational, literacy, and life skills training, ABE/GED, and postsecondary education.

2.2 Community Quality of Life and Assets
• 9 opportunities to increase the availability of or preserve community facilities were created.
• 9 opportunities to increase the availability of or preserve community services to improve public health and safety were created.
• 20 opportunities to increase or preserve neighborhood quality of life resources were created.

2.3 Community Engagement
• 334,025 volunteer hours were donated to the agency.
• 16,177 community members participated in community revitalization and anti-poverty initiatives mobilized by Community Action.

Goal 3: Low-Income People Own a Stake in Their Community
3.1 Community Enhancement through Maximum Feasible Participation
• 187,249 volunteer hours were donated to the community from low-income members of the community.

3.2 Community Empowerment via Maximum Feasible Participation
• 53 low-income people participated in formal community organizations, government, boards, or councils that provide input for decision-making and policy-setting through Community Action efforts.
• 3,004 low-income people engaged in non-governance community activities or groups.

Goal 4: Partnerships among Supporters and Providers of Services to Low-Income People Are Achieved
4.1 The Number of Organizations, Both Public and Private, that Community Action Actively Works with to Expand Resources and Opportunities in Order to Achieve Family and Community Outcomes
• 1,230 organizations created 2,232 partnerships with CAC to expand resources and opportunities in order to achieve family and community outcomes.
• 608 of these partnerships were with nonprofit organizations.
• 145 of these partnerships were with local government.
• 85 of these partnerships were with state government.
• 42 of these partnerships were with federal government.
• 517 of these partnerships were with for-profit businesses or corporations.
• 26 of these partnerships were with consortiums/collaborations.
• 18 of these partnerships were with housing consortiums/collaborations.
• 36 of these partnerships were with school districts.
• 60 of these partnerships were with institutions of postsecondary education/training.
• 26 of these partnerships were with financial/banking institutions.
• 237 of these partnerships were with health service institutions.
• 16 of these partnerships were with statewide associations or collaborations.

**Goal 5: Agencies Increase Their Capacity to Achieve Results**

**5.1 Agency Development**

• 479 staff attended 11,382 hours of training.
• 2 staff completed certification for Family Development.
• 13 completed Global Career Development Facilitators Certification training.
• 1 completed Career Development Facilitator Instructor staff training.
• 1 completed National Career Development Association staff training.
• 1 completed Project LIVE/TN End of Life Partnership certification training.
• 1 completed Life Planning Facilitator certification training.
• 1 completed Boston University Certified in Aging training.
• 6 completed State Health Insurance Program certified case managers training.
• 1 completed Bridges Out of Poverty training.
• 3 completed Your Money Your Goals training.
• 4 completed SOAR training.
• 2 completed Family Development Specialist training.
• 2 completed LGBT Inclusion Certificate training.

**Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Environments**

**6.1 Independent Living**

• 22,312 senior citizens maintained an independent living situation.
• 15,935 individuals with disabilities maintained an independent living situation.
  - 713 were ages 0-17.
  - 3,284 were ages 18-54.
  - 3,915 were ages 55 and over.
  - The ages of 8,023 were unknown.

**6.2 Emergency Assistance**

• 1,415 received emergency food.
• 3,512 received emergency fuel or utility payments funded by LIHEAP or other public and private funding sources.
• 912 received emergency rent or mortgage assistance.
• 386 received emergency car or home repair.
• 357 received emergency temporary shelter.
• 57 received emergency medical care.
• 174 received emergency protection from violence.
• 93 received emergency legal assistance.
• 363 received emergency transportation.
• 1,020 received emergency clothing.
6.3 Child and Family Development

Infant and Child

- 1,124 infants and children obtained age-appropriate immunizations, medical, and dental care.
- 1,152 infants and children experienced health and physical development improvement because of adequate nutrition.
- 1,124 children participated in preschool activities to develop school readiness skills.
- 331 children who participated in preschool activities are developmentally ready to enter kindergarten or the first grade.

Youth

- 5,216 youth improved health and physical development.
- 47 youth improved social/emotional development.
- 47 youth avoided risk-taking behavior for a defined period.
- 127 youth have reduced involvement in the criminal justice system.
- 5,189 youth increased academic, athletic, or social skills for school success.

Adults

- 866 parents and other adults learned and exhibited improved parenting skills.
- 533 parents and other adults learned and exhibited improved family functioning skills.

6.4 Family Supports (Seniors, Disabled, and Caregivers)

- 22 children enrolled in before- or after-school programs.
- 46 obtained care for child or other dependent.
- 7,250 obtained access to reliable transportation and/or a driver’s license.
- 188 obtained health care services for themselves or a family member.
- 2,256 obtained and/or maintained safe and affordable housing.
- 7,779 obtained food assistance.
- 4,139 obtained non-emergency LIHEAP energy assistance.
- 498 obtained non-emergency WX energy assistance.

6.5 Service Counts

- 13,238 food boxes were provided.
- 569,506 pounds of food were provided.
- 3,244 units of clothing were provided.
- 221,769 rides were provided.
- 95,066 information and referral calls were provided.
Section VIII: Conclusions

1. Social indicator data show that the population in Knox County is aging, that many in the community have significant health problems, and that the number of children growing up poor is increasing. The community lacks adequate affordable housing and affordable, high-quality childcare to meet the needs of the low- and moderate-income population. The unemployment rate in Knoxville is lower than the rates for Tennessee and the US, but the percentage of families living at or below the poverty level is higher. This may indicate that the low-income population lacks the needed education to secure living-wage jobs, that the community lacks available living-wage jobs, or that both education and living-wage jobs are lacking in the community.

2. CAC staff are well-regarded by clients, board members, and community partners. This is documented in the remarkably positive ratings and commendations found in survey responses (Section V). Clients voluntarily mentioned the respectfulness, competence, and willingness to go “an extra mile” that staff projected. Board and community partners were also unanimous in their endorsement of the effectiveness of CAC programs.

3. Leadership. That board and staff members have confidence in CAC leadership is evident in the survey comments (Section V). While there was expression of frustration that limited funding meant that programs could not be expanded, noticeably absent were expressions of criticism or frustration targeting the organization leadership. The prevalent response from community partners, board, and clients was “keep up the good work.”

4. Community contribution. The contribution of CAC to the Knoxville and Knox County communities is quantified in the outcomes listed in Section VII. These numbers speak for themselves. The degree to which CAC has successfully leveraged funding from local government and creatively formed linkages to fill service gaps (Section VI) is evidence of the credibility that CAC has earned in Knoxville and Knox County.

After a review of the social indicator data and a meaningful discussion about the stakeholders’ perceptions of needs in the community, a group of CAC program directors identified the top five needs to be addressed in the agency’s strategic plan and in future program planning. These needs are:

1. **Lack of affordable housing in Knoxville and Knox County**: The community has a shortage of housing with rent/mortgage and utilities that do not exceed 30% of household income.
2. **Lack of jobs that pay a living wage**: Individuals cannot obtain jobs that provide a living wage because they lack the necessary education and skills.
3. **Transportation**: Individuals need increased access to reliable transportation for employment, medical appointments, and essential errands.
4. **Lack of resources for seniors**: The community lacks adequate resources to meet the needs of seniors to maintain safe and stable independent living.
5. **Substance abuse**: The agency needs to increase its knowledge about the extent of substance abuse in the community and its impact on clients, their families, and the larger community.

Respondents were highly aware of the interrelated nature of community needs, identifying some needs as root causes of others. For example, drug abuse was linked to crime in the community, as well as to the rise in the numbers of custodial grandparents and absentee parents, elder abuse, and health issues.
Similarly, affordable housing was linked to the need for better paying jobs, which were in turn linked causally with education, and lack of education was in turn linked with crime and drug abuse.
Section IX: References


Knoxville-Knox County CAC. (n.d.). *Knoxville lead-safe and healthy homes program.*  
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Appendix A

- KKC CAC Community Needs Assessment Survey 2017 Board Members
- KKC CAC Community Needs Assessment Survey for Community Partners
- KKC CAC Community Needs Assessment Survey for Program Directors
- KKC CAC Community Needs Assessment Survey for Staff
The Knoxville-Knox County Community Action Committee Community Needs Assessment Survey 2017 Board Members

We value your experience and opinion. There are no right or wrong answers. We need your input to continue to serve in the most cost-effective way meeting the most critical needs in our community.

Section I: Community Services Block Grant (CSBG) Services
The following is a list of services provided by CAC using Community Services Block Grant (CSBG) funds. We are interested in your opinion about low-income community needs and the extent to which these CSBG services meet those needs.

- Read over the entire list.
- Rank the list 1 through 10.
- **1 is the most important** service and **10 is the least important**. Use each number only once.

____ Helping people become more self-sufficient through education by increasing literacy, getting a GED, obtaining job training or post-secondary education.

____ Helping people become more self-sufficient by getting and keeping a job.

____ Helping low-income people meet their food needs by community gardening.

____ Helping low-income families achieve safe, affordable and energy efficient housing.

____ Helping low-income families move out of poverty by providing comprehensive case management services.

____ Helping people in crisis avoid utility shut-off, eviction, or other emergencies.

____ Helping the working poor people qualify for and get better paying jobs.

____ Providing financial education programs.

____ Helping people access needed services such as medical, mental health and other treatments, social services, grocery shopping, and other needed services through transportation.

____ Helping elderly people to live independently in their homes and prevent the high costs of institutionalization.

Some of these questions were adapted from *The 2011 Indiana Statewide Community Needs Assessment* (www.INCAP.org).
Section II: Community Issues
For each question below, circle **UP TO THREE (3)** responses that best reflect your opinion.

a. What problems keep people in our community from getting work?
   1. No problems
   2. No transportation
   3. No jobs available
   4. Lack of training/education or skills
   5. Physical disability
   6. Childcare
   7. Mental disability

b. What problems make it hard for people in our community to get health insurance?
   1. No problems
   2. Cost
   3. Not offered by employer
   4. Lack of knowledge of public or private insurance options
   5. No private insurance available
   6. Poor credit

b. What problems make it hard for people in our community to have or keep childcare?
   1. No problems
   2. Cost
   3. Hours not sufficient
   4. Children have special needs
   5. Location of care providers
   6. No transportation
   7. Quality of providers
   8. Not enough providers

D. What problems do people in our community have with transportation?
   1. No problems
   2. No car
   3. Price of gas
   4. Can't afford a car
   5. Can't afford car repairs
   6. Can't afford car insurance
   7. No public transportation
   8. No bus routes near home
   9. No bus routes near work

e. What problems do older adults or persons with disabilities in our community have that keeps them from living independently in their homes?
   1. No problems
   2. Can't afford long term care insurance
   3. Can't afford to retrofit home
   4. Can't afford to maintain home
   5. Unable to complete housekeeping tasks
   6. Unable to prepare meals
   7. Unable to shop for food
   8. Unable to complete daily living tasks
   9. No public transportation
f. What problems do people in our community have with housing?
   1. No problems
   2. Rent too high
   3. Utilities too high
   4. House needs major repairs
   5. Can’t find affordable housing
   6. House payment too high

g. What problems do people in our community have with finding and preparing nutritious food?
   1. No problems
   2. Cost of good quality food
   3. Location of grocery stores
   4. Lack of community gardens
   5. Lack of nutrition education
   6. Unable to prepare food
   7. Unable to shop for food

Section III: Services Provided by the Knoxville-Knox County CAC
   1. What needs are being most effectively met by CAC?

   2. What are we doing best?

   3. Who does the agency serve best?

   4. What population does the agency serve most?
5. Who are the people who DO NOT participate in the agency’s programs?

6. What can be done to reach these people more effectively?

7. Are there services that are not being provided that you believe we should study and consider in future planning?

8. Are there needs that are being overlooked? What are they?

9. What is the most important thing for CAC to keep doing?

Thank you! We greatly appreciate your service on the CAC Board.
Knoxville-Knox County CAC Community Partners Assessment of Services and Client Needs Survey

We would like to learn more about your perspectives on the needs of the low-income individuals, families, and communities in which you work as well as your opinions about programs provided by the CAC using Community Services Block Grant (CSBG) funds. The information you provide will help to inform the Knoxville-Knox County CAC Needs Assessment.

Please take 10-15 minutes to fill out this survey.

1. Which of the following are concerns low-income individuals in the community in which you work? [Please check all that apply]
   _____ Finding a job
   _____ Transportation
   _____ House needs repair
   _____ Money for food
   _____ Money for rent or house payment
   _____ Day care for children
   _____ After school care for children
   _____ Health problem
   _____ Using check cashing services, title pawn, or rent to own, or tax preparation with high fees
   _____ Drug or alcohol problem
   _____ Can’t pay utility bill
   _____ Care for elderly family member
   _____ Other (Please Specify): ________________________________

Please continue the survey on the next page.
2. Which of the following problems are the five most serious problems in the communities/neighborhoods in which your agencies serve? [Please check the five problems you see as the most serious.]

- Lack of affordable housing
- Teen pregnancy
- Unemployment
- Lack of good paying jobs
- Crime
- Lack of job training
- Illiteracy
- Lack of programs to help elderly
- Inadequate transportation
- Drug abuse
- Mental illness
- Homelessness
- Lack of recreation programs
- Inadequate health care
- Hunger
- Other Please Specify: _______________________

3. For each question below please circle UP TO THREE (3) responses that best reflect your opinion.

a. What problems keep people in our community from getting work?
   1. No problems
   2. No transportation
   3. No jobs available
   4. Lack of training/education or skills
   5. Physical disability
   6. Childcare
   7. Mental disability

b. What problems make it hard for people in our community to get health insurance?
   1. No problems
   2. Cost
   3. Not offered by employer
   4. Lack of knowledge of public or private insurance options
   5. No private insurance available
   6. Poor credit

Please continue the survey on the next page.
c. What problems make it hard for people in our community to have or keep childcare?
   1. No problems  
   2. Cost  
   3. Hours not sufficient  
   4. Children have special needs  
   5. Location of care providers  
   6. No transportation  
   7. Quality of providers  
   8. Not enough providers

d. What problems do people in our community have with transportation?
   1. No problems  
   2. No car  
   3. Price of gas  
   4. Can’t afford a car  
   5. Can’t afford car repairs  
   6. Can’t afford car insurance  
   7. No public transportation  
   8. No bus routes near home  
   9. No bus routes near work

e. What problems do older adults or persons with disabilities in our community have that keeps them from living independently in their homes?
   1. No problems  
   2. Can’t afford long term care insurance  
   3. Can’t afford to retrofit home  
   4. Can’t afford to maintain home  
   5. Unable to complete housekeeping tasks  
   6. Unable to prepare meals  
   7. Unable to shop for food  
   8. Unable to complete daily living tasks  
   9. No public transportation

f. What problems do people in our community have with housing?
   1. No problems  
   2. Rent too high  
   3. Utilities too high  
   4. House needs major repairs  
   5. Can’t find affordable housing  
   6. House payment too high

g. What problems do people in our community have with finding and preparing nutritious food?
   1. No problems  
   2. Cost of good quality food  
   3. Location of grocery stores  
   4. Lack of community gardens  
   5. Lack of nutrition education  
   6. Unable to prepare food  
   7. Unable to shop for food

Please continue the survey on the next page.
4. The following is a list of services provided by CAC using Community Services Block Grant (CSBG) funds. Please read over the entire list. Then, rank the entire list from 1 to 10. 1 is the MOST IMPORTANT service and 10 is the LEAST IMPORTANT SERVICE. Please use each number only once.

_____ Helping people become more self-sufficient through education by increasing literacy, getting a GED, obtaining job training, or post-secondary education
_____ Helping people be more self-sufficient by getting and keeping a job
_____ Helping low-income people meet their food needs by community gardening
_____ Helping low-income families achieve safe, affordable, and energy efficient housing
_____ Helping low-income families move out of poverty by providing comprehensive case management services
_____ Helping people in crisis avoid utility shut-off, eviction, or other emergencies
_____ Helping the working poor people qualify for and get better paying jobs
_____ Providing financial education programs
_____ Helping people access needed services such as medical, mental health, and other treatments, social services, grocery shopping, and other needed services through transportation
_____ Helping elderly people live independently in their homes and prevent the high costs institutionalization

5. What needs are being most effectively met by CAC?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

6. What is CAC doing best?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

7. Who does CAC serve best?
___________________________________________________________________________

 Please continue the survey on the next page.
8. What population does the CAC serve most?
______________________________________________________________

9. Who are the people who DO NOT participate in the CAC’s programs?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

10. What can be done to reach these people more effectively?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

11. Are there needs that are being overlooked? What are they?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

12. What gaps in services do you see for the low-income individuals with whom your agency works?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

13. What CAC programs are working well and need to be expanded to meet emerging needs in the community?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Please continue the survey on the next page.
14. What new programs does CAC need to implement over the next five years to meet emerging needs in the community?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

15. Please give an example of a time you partnered with CAC to help a client be successful.
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

16. Which of the following best describes your agency?
   ___1. Consortium
   ___2. Faith based
   ___3. Financial
   ___4. For Profit
   ___5. Health Services
   ___6. Local Govt.
   ___7. Non Profit
   ___8. School District
   ___9. Other (please list) ______________________

Thank you for taking the time to complete this survey!
Knoxville-Knox County CAC Program Director Assessment of Services and Client Needs Survey

We would like to learn more about your perspectives on the needs of the low-income individuals, families, and communities you serve as well as the programs provided by CAC using Community Services Block Grant (CSBG) funds. The information you provide will help to inform the Knoxville-Knox County CAC Needs Assessment. Please take 10-15 minutes to fill out this survey.

1. Which of the following are concerns for the clients with whom you work? [Please check all that apply]
   _____ Finding a job
   _____ Transportation
   _____ House needs repair
   _____ Money for food
   _____ Money for rent or house payment
   _____ Day care for children
   _____ After school care for children
   _____ Health problem
   _____ Using check cashing services, title pawn, or rent to own, or tax preparation with high fees
   _____ Drug or alcohol problem
   _____ Can’t pay utility bill
   _____ Care for elderly family member
   _____ Other (Please Specify): _______________________________________________________

Please continue the survey on the next page.
2. Which of the following problems are the five most serious problems in the communities/neighborhoods in which your clients live? [Please check the five problems you see as the most serious.]

   ___ Lack of affordable housing
   ___ Teen pregnancy
   ___ Unemployment
   ___ Lack of good paying jobs
   ___ Crime
   ___ Lack of job training
   ___ Illiteracy
   ___ Lack of programs to help elderly
   ___ Inadequate transportation
   ___ Drug abuse
   ___ Mental illness
   ___ Homelessness
   ___ Lack of recreation programs
   ___ Inadequate health care
   ___ Hunger
   ___ Other Please Specify): ________________________________

3. For each question below please circle UP TO THREE (3) responses that best reflect your opinion.
   a. What problems keep people in our community from getting work?
      1. No problems
      2. No transportation
      3. No jobs available
      4. Lack of training/education or skills
      5. Physical disability
      6. Childcare
      7. Mental disability

   b. What problems make it hard for people in our community to get health insurance?
      1. No problems
      2. Cost
      3. Not offered by employer
      4. Lack of knowledge of public or private insurance options
      5. No private insurance available
      6. Poor credit

Please continue the survey on the next page.
c. What problems make it hard for people in our community to have or keep childcare?
   1. No problems  
   2. Cost  
   3. Hours not sufficient  
   4. Children have special needs  
   5. Location of care providers  
   6. No transportation  
   7. Quality of providers  
   8. Not enough providers

d. What problems do people in our community have with transportation?
   1. No problems  
   2. No car  
   3. Price of gas  
   4. Can’t afford a car  
   5. Can’t afford car repairs  
   6. Can’t afford car insurance  
   7. No public transportation  
   8. No bus routes near home  
   9. No bus routes near work

e. What problems do older adults or persons with disabilities in our community have that keeps them from living independently in their homes?
   1. No problems  
   2. Can’t afford long term care insurance  
   3. Can’t afford to retrofit home  
   4. Can’t afford to maintain home  
   5. Unable to complete housekeeping tasks  
   6. Unable to prepare meals  
   7. Unable to shop for food  
   8. Unable to complete daily living tasks  
   9. No public transportation

f. What problems do people in our community have with housing?
   1. No problems  
   2. Rent too high  
   3. Utilities too high  
   4. House needs major repairs  
   5. Can’t find affordable housing  
   6. House payment too high

g. What problems do people in our community have with finding and preparing nutritious food?
   1. No problems  
   2. Cost of good quality food  
   3. Location of grocery stores  
   4. Lack of community gardens  
   5. Lack of nutrition education  
   6. Unable to prepare food  
   7. Unable to shop for food

Please continue the survey on the next page.
4. The following is a list of services provided by CAC using Community Services Block Grant (CSBG) funds. Please read over the entire list. Then, rank the entire list from 1 to 10. 1 is the MOST IMPORTANT service and 10 is the LEAST IMPORTANT SERVICE. Please use each number only once.

___ Helping people become more self-sufficient through education by increasing literacy, getting a GED, obtaining job training, or post-secondary education
___ Helping people be more self-sufficient by getting and keeping a job
___ Helping low-income people meet their food needs by community gardening
___ Helping low-income families achieve safe, affordable, and energy efficient housing
___ Helping low-income families move out of poverty by providing comprehensive case management services
___ Helping people in crisis avoid utility shut-off, eviction, or other emergencies
___ Helping the working poor people qualify for and get better paying jobs
___ Providing financial education programs
___ Helping people access needed services such as medical, mental health, and other treatments, social services, grocery shopping, and other needed services through transportation
___ Helping elderly people live independently in their homes and prevent the high costs of institutionalization

5. What needs are being most effectively met by CAC?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

6. What are we doing best?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

7. Who does the agency serve best?
___________________________________________________________________________

Please continue the survey on the next page.
8. What population does the agency serve most?

________________________________________________________________________

9. Who are the people who DO NOT participate in the agency’s programs?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

10. What can be done to reach these people more effectively?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

11. Are there needs that are being overlooked? What are they?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

12. What gaps in services do you see for the clients you serve?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

13. When you refer a client out for services in the community, what are the three agencies your staff most commonly refer clients to?
   a. ____________________________
   b. ____________________________
   c. ____________________________

Please continue the survey on the next page.
14. What CAC programs are working well and need to be expanded to meet emerging needs in the community?

___________________________________________________________________________
___________________________________________________________________________

15. What new programs does CAC need to implement over the next five years to meet emerging needs in the community?

___________________________________________________________________________
___________________________________________________________________________

16. Please give an example of a success you or one of your staff members has shared with a client. For example, a time a client moved to self-sufficiency or independence.

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Thank you for taking the time to complete this survey!
Knoxville-Knox County CAC Staff Assessment of Services and Client Needs Survey

We would like to learn more about your perspectives on the needs of the low-income individuals, families, and communities you serve as well as the programs provided by CAC using Community Services Block Grant (CSBG) funds. The information you provide will help to inform the Knoxville-Knox County CAC Needs Assessment. Please take 10-15 minutes to fill out this survey.

1. Which of the following are concerns for the clients with whom you work?  
   [Please check all that apply]
   _____ Finding a job
   _____ Transportation
   _____ House needs repair
   _____ Money for food
   _____ Money for rent or house payment
   _____ Day care for children
   _____ After school care for children
   _____ Health problem
   _____ Using check cashing services, title pawn, or rent to own, or tax preparation with high fees
   _____ Drug or alcohol problem
   _____ Can’t pay utility bill
   _____ Care for elderly family member
   _____ Other (Please Specify): ________________________________________________________

Please continue the survey on the next page.
2. Which of the following problems are the five most serious problems in the communities/neighborhoods in which your clients live? [Please check the five problems you see as the most serious.]

- Lack of affordable housing
- Teen pregnancy
- Unemployment
- Lack of good paying jobs
- Crime
- Lack of job training
- Illiteracy
- Lack of programs to help elderly
- Inadequate transportation
- Drug abuse
- Mental illness
- Homelessness
- Lack of recreation programs
- Inadequate health care
- Hunger
- Other Please Specify: ________________________________

3. For each question below please circle UP TO THREE (3) responses that best reflect your opinion.
   a. What problems keep people in our community from getting work?
      1. No problems
      2. No transportation
      3. No jobs available
      4. Lack of training/education or skills
      5. Physical disability
      6. Childcare
      7. Mental disability
   
   b. What problems make it hard for people in our community to get health insurance?
      1. No problems
      2. Cost
      3. Not offered by employer
      4. Lack of knowledge of public or private insurance options
      5. No private insurance available
      6. Poor credit

Please continue the survey on the next page.
c. What problems make it hard for people in our community to have or keep childcare?
   1. No problems
   2. Cost
   3. Hours not sufficient
   4. Children have special needs
   5. Location of care providers
   6. No transportation
   7. Quality of providers
   8. Not enough providers

d. What problems do people in our community have with transportation?
   1. No problems
   2. No car
   3. Price of gas
   4. Can’t afford a car
   5. Can’t afford car repairs
   6. Can’t afford car insurance
   7. No public transportation
   8. No bus routes near home
   9. No bus routes near work

e. What problems do older adults or persons with disabilities in our community have that keeps them from living independently in their homes?
   1. No problems
   2. Can’t afford long term care insurance
   3. Can’t afford to retrofit home
   4. Can’t afford to maintain home
   5. Unable to complete housekeeping tasks
   6. Unable to prepare meals
   7. Unable to shop for food
   8. Unable to complete daily living tasks
   9. No public transportation

f. What problems do people in our community have with housing?
   1. No problems
   2. Rent too high
   3. Utilities too high
   4. House needs major repairs
   5. Can’t find affordable housing
   6. House payment too high

 g. What problems do people in our community have with finding and preparing nutritious food?
   1. No problems
   2. Cost of good quality food
   3. Location of grocery stores
   4. Lack of community gardens
   5. Lack of nutrition education
   6. Unable to prepare food
   7. Unable to shop for food

Please continue the survey on the next page.
4. The following is a list of services provided by CAC using Community Services Block Grant (CSBG) funds. Please read over the entire list. Then, rank the entire list from 1 to 10. 1 is the MOST IMPORTANT service and 10 is the LEAST IMPORTANT SERVICE. Please use each number only once.

___ Helping people become more self-sufficient through education by increasing literacy, getting a GED, obtaining job training, or post-secondary education
___ Helping people be more self-sufficient by getting and keeping a job
___ Helping low-income people meet their food needs by community gardening
___ Helping low-income families achieve safe, affordable, and energy efficient housing
___ Helping low-income families move out of poverty by providing comprehensive case management services
___ Helping people in crisis avoid utility shut-off, eviction, or other emergencies
___ Helping the working poor people qualify for and get better paying jobs
___ Providing financial education programs
___ Helping people access needed services such as medical, mental health, and other treatments, social services, grocery shopping, and other needed services through transportation
___ Helping elderly people live independently in their homes and prevent the high costs of institutionalization

5. What needs are being most effectively met by CAC?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

6. What are we doing best?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

7. Who does the agency serve best?
___________________________________________________________________________

Please continue the survey on the next page.
8. What population does the agency serve most?
________________________________________________________________________

9. Who are the people who DO NOT participate in the agency’s programs?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

10. What can be done to reach these people more effectively?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

11. Are there needs that are being overlooked? What are they?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

12. What gaps in services do you see for the clients you serve?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

13. When you refer a client out for services in the community, what are the three agencies you most commonly refer clients to?
   a. ________________________________________________________________
   b. ________________________________________________________________
   c. ________________________________________________________________

Please continue the survey on the next page.
14. What CAC programs are working well and need to be expanded to meet emerging needs in the community?

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

15. What new programs does CAC need to implement over the next five years to meet emerging needs in the community?

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Thank you for taking the time to complete this survey!
Appendix B

CAC Client Survey, 2017

This survey was used for client needs assessment in the following venues:

- CAC East Neighborhood Center
- CAC Garden Client Program
- CAC Homeward Bound Program
- CAC Project LIVE Program
- CAC South Neighborhood Center
- CAC Transit Program
- CAC West Neighborhood Center
CAC Client Survey

2016

We Value Your Opinion. Please fill out front and back!

We want to be sure that the services that CAC provides are the services that help people the most. You can help us by telling us what you think. There are no right or wrong answers to these questions. Thank you!

1. Is this a problem for you or anyone living in your household?
   Please check all that apply.

   _____ Finding a job
   _____ Transportation
   _____ House needs repair
   _____ Money for food
   _____ Money for rent or house payment
   _____ Day care for children
   _____ After school care for children
   _____ Health problem
   _____ Using check cashing services, title pawn, or rent to own, or tax preparation with high fees
   _____ Drug or alcohol problem
   _____ Can’t pay utility bill
   _____ Care for elderly family member
   _____ Other—please write the problem(s):

   ______________________________________________________________
   ______________________________________________________________

Look! There is a page 2 on the back…
Tell us what you think about community problems in your neighborhood.
2. Is this a problem in your neighborhood or in the community where you live?

- Read over the entire list.
- Check the five (5) most serious problems in your neighborhood or community.

_____ Lack of affordable housing
_____ Teen pregnancy
_____ Unemployment
_____ Lack of good paying jobs
_____ Crime
_____ Lack of job training
_____ Illiteracy
_____ Lack of programs to help elderly
_____ Inadequate transportation
_____ Drug abuse
_____ Mental illness
_____ Homelessness
_____ Lack of recreation programs
_____ Inadequate health care
_____ Hunger
_____ Other—please write the problem(s):

__________________________________________________________
__________________________________________________________

Thank you for taking your time to tell us what services are most important to you and your family.
Appendix C

Knoxville-Knox County CAC Client Satisfaction Surveys

This survey was used in the following venues:

- CAC East Neighborhood Center
- CAC South Neighborhood Center
- CAC West Neighborhood Center
- CAC Green Thumb Program
- CAC Homeward Bound Program
- CAC Project LIVE Program
CAC East Neighborhood Center Client Satisfaction Survey

CAC East Neighborhood Center is a part of the Knoxville Knox County Community Action Committee, CAC. Our mission is to serve the community and to "Help People and Change Lives" in Knox County, TN. Each year we ask those we serve how we are doing. Please answer honestly and give as much detail as you like. We need your feedback to help improve our services and plan future services.

Male___ Female___
Age ___18-25 ___25-35 ___35-45 ___ 45-55 ___55-65 ___65+
I live ___East ___North ___West ___South
I am working ___PT ___FT ___not working ___retired
I have health insurance ___yes ___no

1. Please place an “X” next to the service(s) received:
___ Assistance with Utilities ___ Assistance with Rent
___ Assistance finding a job ___ Tutoring for my child or youth
___ Empty Stocking Fund ___ VITA Tax Assistance
___ Other information that helped my family access another service
   (food, housing, repairs or other)

2. Did you receive the service you applied for? ___yes ___no
   If not, were you given an explanation why? ___yes ___no
   If yes, what did they tell you?
_____________________________________________________________________________

Were you given ideas of where else to go for help? ___yes ___no
   If yes, what did he / she suggest?
_____________________________________________________________________________

3. Describe how satisfied you are with the services you received from CAC East Neighborhood Center below. Please circle the rating which best describes your experience:

<table>
<thead>
<tr>
<th>Rating Topics</th>
<th>No Opinion</th>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Excellent 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did CAC East Neighborhood staff treat you fairly and with respect?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. How would you rate staff’s attitude, subject knowledge and helpfulness?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3. How was your overall service experience?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

4. What difference did receiving the CAC East Neighborhood service(s) make for you/your family?
_____________________________________________________________________________

5. Do you have any recommendations to improve how we serve you?
_____________________________________________________________________________
_____________________________________________________________________________

Please use the back if you need to write more. Thank you for taking time to provide us your feedback.
CAC South Neighborhood Center Client Satisfaction Survey

CAC South Neighborhood Center is a part of the Knoxville Knox County Community Action Committee, CAC. Our mission is to serve the community and to “Help People and Change Lives” in Knox County, TN. Each year we ask those we serve how we are doing. Please answer honestly and give as much detail as you like. We need your feedback to help improve our services and plan future services.

Male___ Female___
Age ___18-25 ___25-35 ___35-45 ___ 45-55 ___55-65 ___65+
I live___ East ___North ___West ___South
I am working ___PT ___FT ___not working ___retired
I have health insurance ___yes ___no

1. Please place an “X” next to the service(s) received:
___ Assistance with Utilities ____ Assistance with Rent
___ Assistance finding a job ____ VITA Tax Assistance
___ Empty Stocking Fund
___ Other information that helped my family access another service
    (food, housing, repairs or other)

2. Did you receive the service you applied for? ___yes ___no
   If not, were you given an explanation why? ___yes ___no
   If yes, what did they tell you?
   __________________________________________________________________________

   Were you given ideas of where else to go for help? ___yes ___no
   If yes, what did he / she suggest?
   __________________________________________________________________________

3. Describe how satisfied you are with the services you received from CAC South Neighborhood Center below. Please circle the rating which best describes your experience:

<table>
<thead>
<tr>
<th>Rating Topics</th>
<th>No Opinion</th>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Excellent 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did CAC South Neighborhood staff treat you fairly and with respect?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. How would you rate staff’s attitude, subject knowledge and helpfulness?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3. How was your overall service experience?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

4. What difference did receiving the CAC South Neighborhood service(s) make for you/your family?
_________________________________________________________________________________

5. Do you have any recommendations to improve how we serve you?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

Please use the back if you need to write more. Thank you for taking time to provide us your feedback.
CAC West Neighborhood Center Client Satisfaction Survey

CAC West Neighborhood Center is a part of the Knoxville Knox County Community Action Committee, CAC. Our mission is to serve the community and to “Help People and Change Lives” in Knox County, TN. Each year we ask those we serve how we are doing. Please answer honestly and give as much detail as you like. We need your feedback to help improve our services and plan future services.

Male ___ Female ___
Age ___18-25 ___25-35 ___35-45 ___ 45-55 ___55-65 ___65+
I live ___East ___North ___West ___South
I am working ___PT ___FT ___not working ___retired
I have health insurance ___yes ___no

1. Please place an “X” next to the service(s) received:
   ___ Assistance with Utilities ___ Assistance with Rent
   ___ Assistance finding a job ___ VITA Tax Assistance
   ___ Empty Stocking Fund
   ___ Other information that helped my family access another service (food, housing, repairs or other)

2. Did you receive the service you applied for? ___yes ___no
   If not, were you given an explanation why? ___yes ___no
   If yes, what did they tell you?

Were you given ideas of where else to go for help? ___yes ___no
   If yes, what did he / she suggest?

3. Describe how satisfied you are with the services you received from CAC West Neighborhood Center below. Please circle the rating which best describes your experience:

<table>
<thead>
<tr>
<th>Rating Topics</th>
<th>No Opinion 0</th>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Excellent 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did CAC South Neighborhood staff treat you fairly and with respect?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. How would you rate staff’s attitude, subject knowledge and helpfulness?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3. How was your overall service experience?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

4. What difference did receiving the CAC West Neighborhood service(s) make for you/your family?

5. Do you have any recommendations to improve how we serve you?

___________________________________________________________________________
___________________________________________________________________________

Please use the back if you need to write more. Thank you for taking time to provide us your feedback.
CAC Green Thumb Client Satisfaction Survey

CAC Green Thumb and Community Gardening Program is a part of the Knoxville Knox County Community Action Committee, CAC. Our mission is to serve the community and to “Help People and Change Lives” in Knox County, TN. Each year we ask those we serve how we are doing. Please answer honestly and give as much detail as you like. We need your feedback to help improve our services and plan future services.

Male___ Female___
Age ___18-25 ___25-35 ___35-45 ___45-55 ___55-65 ___65+
I live ___East ___North ___West ___South
I am working ___PT ___FT ___not working ___retired
I have health insurance ___yes ___no

1. Please place an “X” next to the service(s) received:
___ Free Seeds & Plants
___ A Plot to Do Community Gardening
___ Education about Gardening or Health
___ Other information that helped my family access another service (utility help, food, tax assistance, housing, repairs or other)

2. Did you receive the service you applied for? ___yes ___no
   If not, were you given an explanation why? ___yes ___no
   If yes, what did they tell you?

   Were you given ideas of where else to go for help? ___yes ___no
   If yes, what did he/she suggest?

3. Describe how satisfied you are with the services you received from CAC Green Thumb and/or Community Gardening below. Please circle the rating which best describes your experience:

<table>
<thead>
<tr>
<th>Rating Topics</th>
<th>No Opinion 0</th>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Excellent 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did CAC Green Thumb staff treat you fairly and with respect?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. How would you rate our employee’s attitude, subject knowledge and helpfulness?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3. How was your overall service experience?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

4. What difference did receiving the seeds and plants and/or community gardening make for you/your family?

___________________________________________________________________________

5. Do you have any recommendations to improve how we serve you?

___________________________________________________________________________

Please use the back if you need to write more. Thank you for taking time to provide us your feedback.
CAC Homeward Bound Adult Client Satisfaction Survey

CAC Homeward Bound Adult is a part of the Knoxville Knox County Community Action Committee, CAC. Our mission is to serve the community and to “Help People and Change Lives” in Knox County, TN. Each year we ask those we serve how we are doing. Please answer honestly and give as much detail as you like. We need your feedback to help improve our services and plan future services.

Male___ Female___

Age ___18-25 ___ 25-35 ___35-45 ___ 45-55 ___55-65 ___65+

I live ___East ___North ___West ___South

I am working ___PT ___FT ___not working ___retired

I have health insurance ___yes ___no

1. Please place an “X” next to the service(s) received:
   ___ Connecting me with Community Resources ___Obtaining Birth cert, SSN# or State id.
   ___ Job Training ___ Increased Education ___ Help Obtaining Housing
   ___ Helping with paperwork
   ___ Assistance with my doctors, pharmacy and others to improve my medical care or health
   ___ Other (please explain)

2. Did you receive the service you applied for? ___yes ___no
   If not, were you given an explanation why? ___yes ___no
   If yes, what did they tell you?

Were you given ideas of where else to go for help? ___yes ___no
   If yes, what did he / she suggest?

3. Describe how satisfied you are with the services you received from CAC Homeward Bound below. Please circle the rating which best describes your experience:

<table>
<thead>
<tr>
<th>Rating Topics</th>
<th>No Opinion 0</th>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Excellent 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did Homeward Bound staff treat you fairly and with respect?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. How would you rate your case manager’s attitude, subject knowledge and helpfulness?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3. How was your overall service experience?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

4. What difference did receiving help from Homeward Bound make for you and your family?

5. Do you have any recommendations to improve how we serve you?

Please use the back if you need to write more. Thank you for taking time to provide us your feedback.
CAC Homeward Bound Youth/Adult Client Satisfaction Survey

CAC Homeward Bound Youth/Adult is a part of the Knoxville Knox County Community Action Committee, CAC. Our mission is to serve the community and to “Help People and Change Lives” in Knox County, TN. Each year we ask those we serve how we are doing. Please answer honestly and give as much detail as you like. We need your feedback to help improve our services and plan future services.

Male___ Female___
Age ___18-25
I live ___East ___North ___West ___South
I am working ___PT ___FT ___not working ___retired
I have health insurance ___yes ___no

1. Please place an “X” next to the service(s) received:
   ___ Connecting me with Community Resources
   ___ Obtaining Birth cert, SSN# or State id.
   ___ Job Training
   ___ Increased Education
   ___ Help Obtaining Housing
   ___ Helping with paperwork
   ___ Assistance with my doctors, pharmacy and others to improve my medical care or health
   ___ Other (please explain)

2. Did you receive the service you applied for? ___yes ___no
   If not, were you given an explanation why? ___yes ___no
   If yes, what did they tell you?

Were you given ideas of where else to go for help? ___yes ___no
   If yes, what did he / she suggest?

3. Describe how satisfied you are with the services you received from CAC Homeward Bound below. Please circle the rating which best describes your experience:

<table>
<thead>
<tr>
<th>Rating Topics</th>
<th>No Opinion 0</th>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Excellent 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did Homeward Bound staff treat you fairly and with respect?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. How would you rate your case manager’s attitude, subject knowledge and helpfulness?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3. How was your overall service experience?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

4. What difference did receiving help from Homeward Bound make for you?

5. Do you have any recommendations to improve how we serve you?

Please use the back if you need to write more. Thank you for taking time to provide us your feedback.
CAC Project LIVE Client Satisfaction Survey

CAC Project LIVE is a part of the Knoxville Knox County Community Action Committee, CAC Office on Aging. Our mission is to serve the community and to “Help People and Change Lives” in Knox County, TN. Each year we ask those we serve how we are doing. Please answer honestly and give as much detail as you like. We need your feedback to help improve our services and plan future services.

Male ___ Female ___
Age ___18-25 ___25-35 ___35-45 ___45-55 ___55-65 ___65+
I live ___East ___North ___West ___South
I am working ___PT ___FT ___not working ___retired
I have health insurance ___yes ___no

1. Please place an “X” next to the service(s) received:
   ___ Connecting me with Community Resources
   ___ utility assistance
   ___ rental assistance
   ___ Helping with paperwork
   ___ Help making my home safer
   ___ Assistance with my doctors, pharmacy and others to improve my medical care or health
   ___ Other (please explain)

2. Did you receive the service you applied for? ___yes ___no
   If not, were you given an explanation why? ___yes ___no
   If yes, what did they tell you?

   Were you given ideas of where else to go for help? ___yes ___no
   If yes, what did he / she suggest?

3. Describe how satisfied you are with the services you received from CAC OOA Project LIVE below. Please circle the rating which best describes your experience:

   Rating Topics
<table>
<thead>
<tr>
<th>No Opinion</th>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Excellent 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did Project LIVE staff treat you fairly and with respect?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>How would you rate your case manager’s attitude, subject knowledge and helpfulness?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>How was your overall service experience?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

4. What difference did receiving help from Project LIVE make for you/your family?

5. Do you have any recommendations to improve how we serve you?

Please use the back if you need to write more. Thank you for taking time to provide us your feedback.