

UCHRA | 2023

Community Needs Assessment

Improving quality of life through diverse services



UC★HRA
Upper Cumberland
Human Resource Agency

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Community Needs Assessment

The purpose of the Upper Cumberland Human Resource Agency and Community Action Agency's Needs Assessment is to better understand the unique needs of our region.

This report is intended to showcase the work that the agency has done thus far in combating poverty in our region, as well as to inform partner agencies of our efforts in order to aid one another in meeting our common goal: bringing the citizens of the Upper Cumberland to stability. In an effort to better determine the causes and conditions of poverty, we have conducted an in-depth review of both quantitative and qualitative data from stakeholders and participants. The following assessment of needs outlines those efforts and will drive future strategic plans for our agency.

Summary of Findings

Throughout July 2022, surveys were collected from both participants and stakeholders through separate but concurrent assessments. The overall areas of concern resulting from these surveys are as follows:

- *Higher Paying Jobs*
- *Access to Affordable Housing*
- *Quality Job Opportunities*
- *Resources for Individuals who are Homeless*
- *Access to Mental Health Services*

Note: Responses from survey results were combined into preset categories to better encompass the areas of need of the community at large. Details surrounding the exact data from the surveys is presented throughout this assessment.



Community Focus Groups

Throughout 2023, UCHRA hosted Community Focus Groups in 13 counties. County Coordinators in each office invited valued partners and community members within their communities to gather at a table together and discuss the most prevalent needs within their communities.

Summary of Findings

The overall areas of concern from the Community Focus Groups were very similar to the findings from the needs assessment surveys. This shows us our agencies and partners are in touch with the needs in their communities. Daycare accessibility and affordability was the only need that populated to the top five needs for the community focus groups that did not populate to the top five needs via surveys. The Upper Cumberland Development District in partnership with Empower Upper Cumberland is focused on improving access to daycare for our Region.

- *Daycare (Accessible/ Affordable)*
- *Mental Health/ Substance Abuse*
- *Housing (Accessible/ Affordable)*
- *Homelessness*
- *Quality Jobs/ Higher Pay*



Community Action originated in 1964 through President Lyndon B. Johnson's War on Poverty. As a result of legislation during this time and thereafter, the Community Services Block Grant was developed. Community Action Agencies utilize these funds through the following domains.



Housing



Agency Capacity
Building



Health and
Social Development



Linkages



Services Supporting
Multiple Domains



Civic Engagement &
Community Involvement



Education & Cognitive
Development



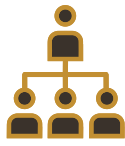
Employment



Income, Infrastructure &
Asset Building

Community Needs Assessments are required to be updated every three years to ensure that the services being provided through the Community Services Block Grant are addressing the needs of the low-income individuals of the region. The combined steps taken in developing this Community Needs Assessment drive the direction of the agency's Community Action Plan and Strategic Plan.

Prior to this year's assessment, the most recent Community Action Plan for the region was developed in 2020. The survey data collected from the region's stakeholders and agencies participants, along with information obtained throughout the year in Community Focus Groups and Policy Council Meetings resulted in 5 key areas of need. These areas of need will be addressed throughout the assessment, as well as the plans to address these needs.



Upper Cumberland Human Resource Agency

The Upper Cumberland Human Resource Agency (UCHRA) was established by the Tennessee General Assembly in 1973 to be the delivery system for human resources in the fourteen counties of the region: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren and White. The programs operated by UCHRA initially included job training and transportation. During ensuing years, the UCHRA has expanded to supply a wide range of services that use a combination of funds from federal, state, and local organizations.

UCHRA was designated as a Community Action Agency in 1997. Since that time, the services and programs that are provided through the Community Services Block Grant have been adapted to meet the needs of the community annually. Based on the current Community Needs Assessment, the needs of our region have changed once again and therefore our programs will adjust in order to meet the present needs of the citizens of the Upper Cumberland.

The agency has a wide variety of services available to our citizens in order to assist them in their day to day lives as well as meeting their long term goals. A listing of UCHRA's departments and programs are outlined below and a full agency organizational chart is included in **Attachment A**.

Community Services:

LIHEAP

Weatherization Assistance Program

Child & Adult Care Food Program

Senior Community Services Employment Program

Community Services Block Grant

Commodities

Home & Community Services

Van Buren County Headstart

Substance Abuse Solutions

Family Services/ TANF:

Empower Upper Cumberland

Community Intervention:

Community Corrections

CHANCE Group Home for Girls

Day Reporting Centers

Driver Education

DUI Corrective Education

Juvenile Community Intervention

Public Transportation:

Ride Upper Cumberland

Go Upper Cumberland

Connect Upper Cumberland

Ride to Recovery

Pick Up Upper Cumberland

Shuttle UC



The Upper Cumberland is comprised of 14 counties in Middle Tennessee. The region is separated by the I-40 corridor which brings incredible economic opportunities to the region. In addition to this, the region is home to 9 State Parks, making our region a tourism destination. According to the US Census Bureau Decennial Census, between 2010 and 2020 the population in the Upper Cumberland Region grew by 22,218 persons, a change of 6.57%. A significant change such as this puts pressure on existing structures and community resources.

Report Area	Total Population, 2010 Census	Total Population, 2020 Census	Population Change, 2010-2020	Population Change, 2010-2020, Percent
Report Location	338,158	360,376	22,218	6.57%
Cannon County, TN	13,801	14,506	705	5.11%
Clay County, TN	7,861	7,581	-280	-3.56%
Cumberland County, TN	56,053	61,145	5,092	9.08%
DeKalb County, TN	18,723	20,080	1,357	7.25%
Fentress County, TN	17,959	18,489	530	2.95%
Jackson County, TN	11,638	11,617	-21	-0.18%
Macon County, TN	22,248	25,216	2,968	13.34%
Overton County, TN	22,083	22,511	428	1.94%
Pickett County, TN	5,077	5,001	-76	-1.50%
Putnam County, TN	72,321	79,854	7,533	10.42%
Smith County, TN	19,166	19,904	738	3.85%
Van Buren County, TN	5,548	6,168	620	11.18%
Warren County, TN	39,839	40,953	1,114	2.80%
White County, TN	25,841	27,351	1,510	5.84%
Tennessee	6,346,105	6,910,840	564,735	8.90%
United States	312,471,161	334,735,155	22,263,994	7.13%



Note: This indicator is compared to the state average.
 Data Source: US Census Bureau, Decennial Census, 2020. Source geography: Tract

Sources: US Census Bureau
 Community Action Partnership- Data Hub

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Regional Profile, Poverty Data

The goal of Community Action Agencies and the CSBG Program is to provide meaningful services to individuals in poverty. The 2021 poverty estimates show a total of 72,574 persons living below the poverty level in the UC. Our region's poverty rate decreased by 6.46%, compared to a national change of -3.1% from 2011-2021. Data is based on 100% of the federal poverty level.

Report Area	Persons in Poverty 2011	Poverty Rate 2011	Persons in Poverty 2021	Poverty Rate 2021	Change in Poverty Rate 2011-2021
Report Location	72,574	21.79%	55,075	15.32%	-6.46%
Cannon County, TN	2,956	21.8%	2,144	14.9%	-6.9%
Clay County, TN	1,851	24.1%	1,404	18.7%	-5.4%
Cumberland County, TN	10,479	18.7%	9,180	14.9%	-3.8%
DeKalb County, TN	3,597	19.4%	3,140	15.5%	-3.9%
Fentress County, TN	4,823	27.1%	3,692	19.9%	-7.2%
Jackson County, TN	2,781	24.9%	2,453	21.2%	-3.7%
Macon County, TN	4,946	22.4%	4,014	15.9%	-6.5%
Overton County, TN	5,488	25.1%	3,352	14.9%	-10.2%
Pickett County, TN	967	19.2%	715	14.2%	-5.0%
Putnam County, TN	16,472	23.5%	10,745	13.7%	-9.8%
Smith County, TN	3,188	16.8%	2,331	11.7%	-5.1%
Van Buren County, TN	1,052	19.6%	1,045	17.0%	-2.6%
Warren County, TN	8,869	22.6%	6,403	15.6%	-7.0%
White County, TN	5,105	19.9%	4,457	16.4%	-3.5%
Tennessee	1,148,161	18.4%	934,856	13.7%	-4.7%
United States	48,452,035	15.9%	41,393,176	12.8%	-3.1%

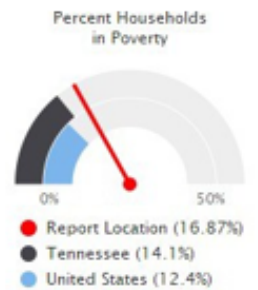


Sources: US Census Bureau
 Small Area Income and Poverty Estimates
 Community Action Partnership- Data Hub



The number and percentage of households in poverty are shown in the report area. In 2021, it is estimated that there were 24,165 households, or 16.9%, living in poverty within the report area. The Upper Cumberland area's percent of households living in poverty is 4.47% higher than the national average.

Report Area	Total Households	Households in Poverty	Percent Households in Poverty
Report Location	143,228	24,165	16.87%
Cannon County, TN	5,671	962	17.0%
Clay County, TN	2,973	714	24.0%
Cumberland County, TN	26,523	3,663	13.8%
DeKalb County, TN	8,023	1,491	18.6%
Fentress County, TN	7,443	1,525	20.5%
Jackson County, TN	4,523	869	19.2%
Macon County, TN	9,266	1,674	18.1%
Overton County, TN	8,731	1,754	20.1%
Pickett County, TN	2,161	481	22.3%
Putnam County, TN	31,933	4,926	15.4%
Smith County, TN	7,473	1,025	13.7%
Van Buren County, TN	2,412	428	17.7%
Warren County, TN	15,790	2,919	18.5%
White County, TN	10,306	1,734	16.8%
Tennessee	2,664,791	375,841	14.1%
United States	124,010,992	15,381,768	12.4%



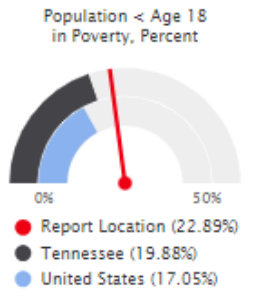
It is important to take into account what family poverty looks like in the Region, how many children are facing poverty, and how this affects overall health and long term stability for those families and children.

*Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub*



In the report area, 22.89% or 16,928 children are living in households with income below 100% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status. The region percentages are higher than the State and National percentages. It is one of UCHRA's goals to raise children out of poverty in the Upper Cumberland.

Report Area	Total Population	Population < Age 18	Population < Age 18 in Poverty	Population < Age 18 in Poverty, Percent
Report Location	349,858	73,956	16,928	22.89%
Cannon County, TN	14,153	3,072	771	25.10%
Clay County, TN	7,483	1,542	387	25.10%
Cumberland County, TN	59,846	10,405	1,851	17.79%
DeKalb County, TN	19,474	4,161	1,064	25.57%
Fentress County, TN	17,930	3,568	851	23.85%
Jackson County, TN	11,381	2,031	459	22.60%
Macon County, TN	24,563	6,112	1,451	23.74%
Overton County, TN	22,042	4,778	935	19.57%
Pickett County, TN	4,955	929	297	31.97%
Putnam County, TN	75,476	16,219	3,672	22.64%
Smith County, TN	19,624	4,470	953	21.32%
Van Buren County, TN	5,963	1,150	154	13.39%
Warren County, TN	40,246	9,598	2,957	30.81%
White County, TN	26,722	5,921	1,126	19.02%
Tennessee	6,692,912	1,503,865	299,021	19.88%
United States	321,897,703	72,996,065	12,443,424	17.05%



Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub



A major component of the Community Needs Assessment process is analyzing demographic data in regards to poverty in our region. Both population data discussed in this assessment, as well as the below demographic and social data, were obtained through the Community Action Partnership Assessment Tool Portal. All data is attached to this assessment in the appendix in **Attachment B**.

Poverty Information - Gender

As a region, females are statistically more likely to be in poverty than males. This follows the state and national trends. While this is the case for the region, there are some counties that the reverse is the case, including: Clay, Fentress & Van Buren Counties.

Report Area	Male	Female	Male, Percent	Female, Percent
Report Location	26,260	32,175	15.19%	18.18%
Cannon County, TN	1,001	1,433	14.18%	20.20%
Clay County, TN	908	891	25.13%	23.02%
Cumberland County, TN	3,308	4,395	11.33%	14.34%
DeKalb County, TN	1,688	1,891	16.98%	19.84%
Fentress County, TN	1,922	1,761	21.40%	19.68%
Jackson County, TN	749	1,183	13.15%	20.81%
Macon County, TN	1,896	2,518	16.00%	19.80%
Overton County, TN	1,737	2,077	15.84%	18.75%
Pickett County, TN	381	684	15.74%	26.99%
Putnam County, TN	5,643	6,622	15.18%	17.28%
Smith County, TN	1,321	1,471	13.44%	15.02%
Van Buren County, TN	558	473	18.36%	16.18%
Warren County, TN	3,389	4,296	16.81%	21.39%
White County, TN	1,759	2,480	13.58%	18.01%
Tennessee	420,717	535,212	12.88%	15.62%
United States	18,132,275	22,529,361	11.44%	13.79%

Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub

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Regional Profile, Demographics

Of the individuals in poverty in our region, 18.81% of them are female, while 15.19% are males. As noted in the above graphic, our region has a higher average of poverty than the state and national average for both males and females. Tennessee's male poverty population is 12.88%, while the female poverty population is 15.62%. The national average for population in poverty is 11.44% male and 13.79% female.

In order to minimize the overall gender disparity of females in poverty compared to males, we should first work towards minimizing the population of those in poverty as a whole. As a Community Action Agency, we plan to accomplish this by focusing on long term solutions as well as short term, emergency assistance. In the past, we have focused on short term emergency assistance but we feel it is time to look at individual, long term goals for families and individuals and wrap our services around them to help them achieve greater economic mobility.



Poverty Information - Race

The following chart showcases population in poverty by race alone for the region. All races, with the exception of Asian, show a higher percentage of poverty in the region as compared with State and National percentages.

Report Area	White	Black or African American	Native American or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
Report Location	16.15%	35.77%	27.58%	11.84%	14.85%	25.01%	20.90%
Cannon County, TN	17.23%	26.49%	0.00%	No data	100.00%	0.00%	7.80%
Clay County, TN	23.60%	90.98%	0.00%	0.00%	No data	0.00%	8.08%
Cumberland County, TN	12.70%	38.13%	22.13%	13.64%	No data	13.16%	9.06%
DeKalb County, TN	17.50%	43.04%	0.00%	0.00%	No data	48.41%	6.67%
Fentress County, TN	20.64%	62.50%	0.00%	0.00%	0.00%	0.00%	25.25%
Jackson County, TN	17.09%	56.52%	12.50%	No data	No data	34.18%	4.83%
Macon County, TN	17.20%	86.54%	0.00%	0.00%	No data	3.19%	40.58%
Overton County, TN	16.87%	3.65%	0.00%	3.92%	0.00%	0.00%	50.12%
Pickett County, TN	22.15%	No data	No data	No data	No data	0.00%	0.85%
Putnam County, TN	15.48%	27.08%	77.54%	21.86%	No data	19.11%	23.64%
Smith County, TN	13.10%	44.39%	0.00%	0.00%	No data	7.94%	25.44%
Van Buren County, TN	16.30%	No data	100.00%	No data	No data	0.00%	29.74%
Warren County, TN	18.02%	40.46%	22.96%	0.75%	96.55%	38.97%	12.57%
White County, TN	15.49%	26.16%	16.22%	0.00%	0.00%	0.00%	27.16%
Tennessee	11.86%	23.56%	23.25%	9.43%	20.76%	25.58%	19.35%
United States	10.29%	21.71%	23.40%	10.31%	16.68%	19.06%	14.89%

**Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub**



Poverty Information - Ethnicity

Much like Tennessee, the Upper Cumberland is a popular destination to live in and a fantastic location to raise a family. As indicated earlier, the population of our region is continuously growing year after year. The economic opportunities, natural beauty and sense of community of our region makes the Upper Cumberland an ideal location for families to live.

It is our goal to be another reason as to why the UC is such a great place to live, and in order to ensure that we are providing services to all of the families that we can, we must take our analysis a step further. In addition to analyzing the race of our region, we must also analyze the population in poverty based on their ethnicity alone, as well. Based on the graph below, the Hispanic/Latino population makes up a disproportionate number of individuals in poverty in our region.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
Report Location	4,763	53,672	28.62%	16.11%
Cannon County, TN	94	2,340	25.90%	16.97%
Clay County, TN	0	1,799	0.00%	24.46%
Cumberland County, TN	458	7,245	24.17%	12.50%
DeKalb County, TN	310	3,269	19.15%	18.31%
Fentress County, TN	38	3,645	11.88%	20.70%
Jackson County, TN	78	1,854	32.64%	16.64%
Macon County, TN	329	4,085	24.89%	17.58%
Overton County, TN	218	3,596	58.60%	16.59%
Pickett County, TN	14	1,051	10.14%	21.82%
Putnam County, TN	1,625	10,640	32.03%	15.11%
Smith County, TN	103	2,689	17.49%	14.13%
Van Buren County, TN	3	1,028	4.62%	17.43%
Warren County, TN	1,251	6,434	32.78%	17.66%
White County, TN	242	3,997	34.47%	15.36%
Tennessee	89,799	866,130	23.23%	13.73%
United States	10,560,320	30,101,316	17.71%	11.48%

**Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub**



Poverty Information - Children

As shown on page 8, According to the American Community Survey 5-year data, an average of 22.9% of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is 5.9% greater than the National average and 3% greater than the State average.

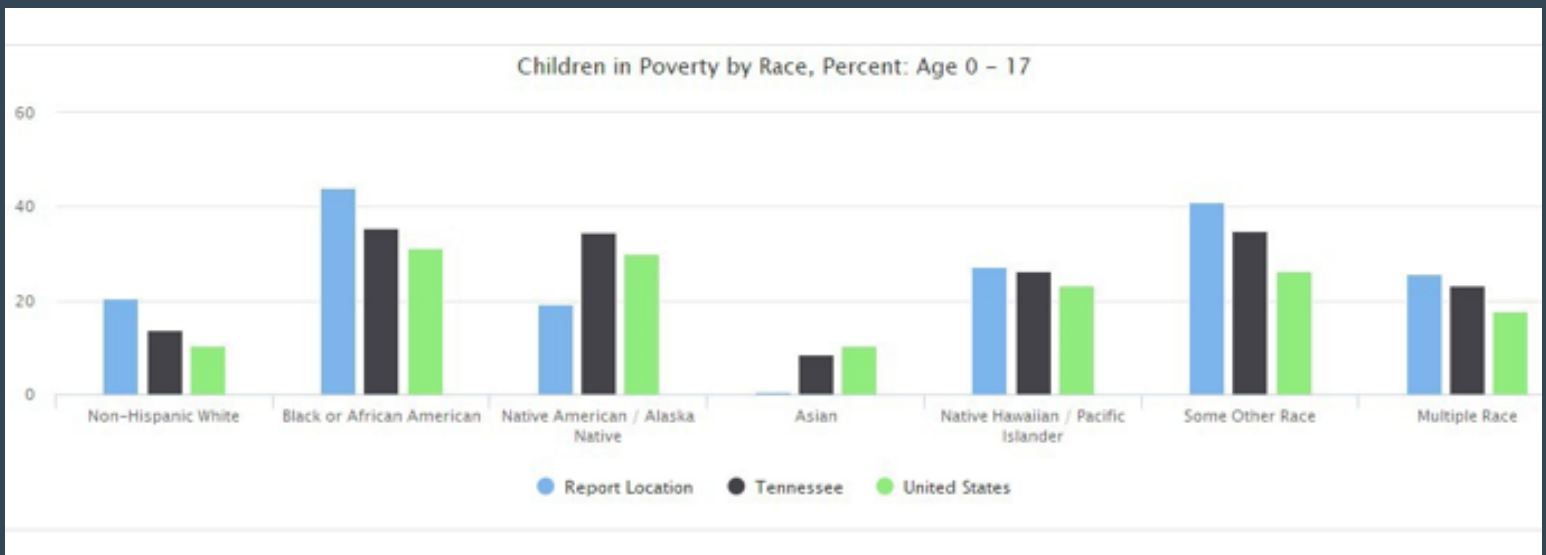
The following data charts showcase the percent of children in poverty by gender, ethnicity, and race.



**Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub**



Poverty Information - Children



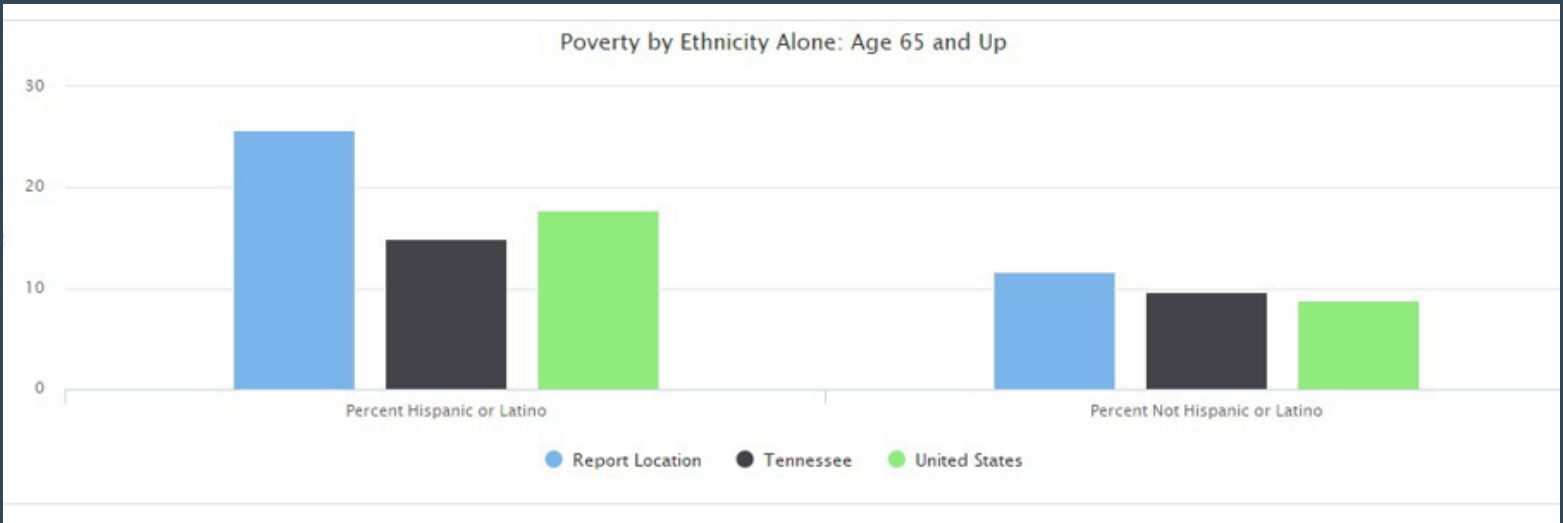
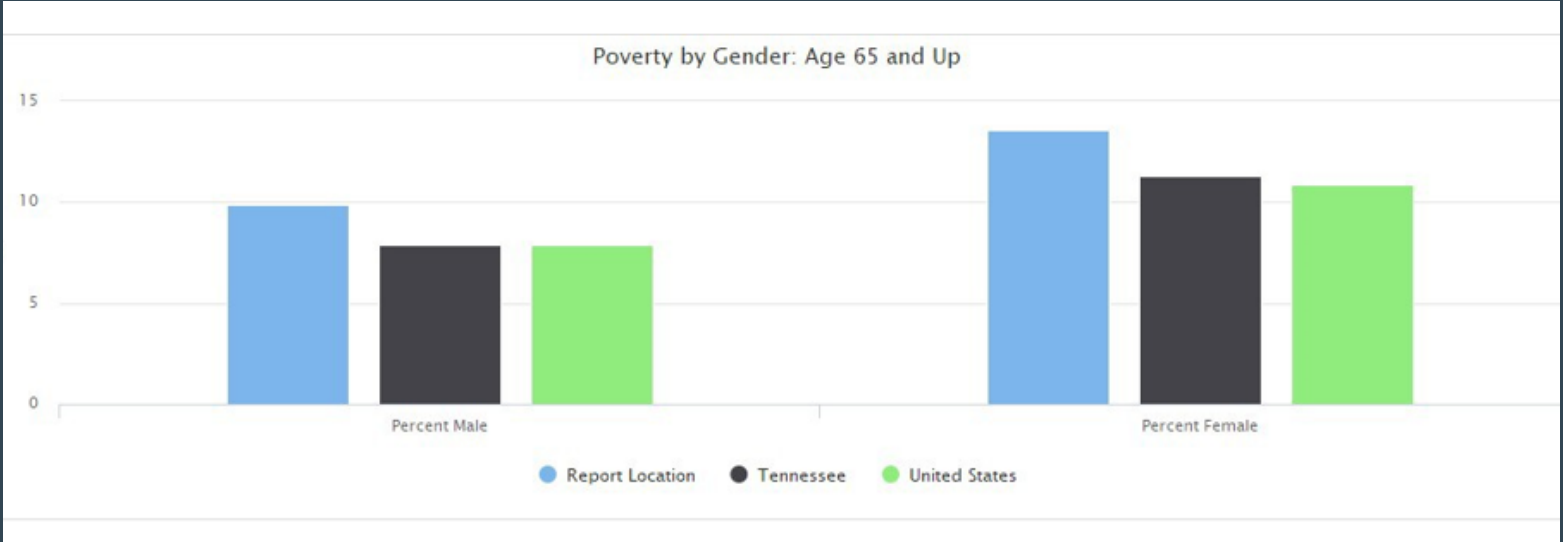
In regards to gender, ethnicity, and race the regions percentages are higher than State and National percentages. Children in poverty by race are lower for Asian and Native American/ Alaska Native for the region compared to State and National Averages. These two factors are consistent with data showing low percentages of Asian and Native American/ Alaska Native population totals for the Region

**Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub**



Poverty Information - Seniors

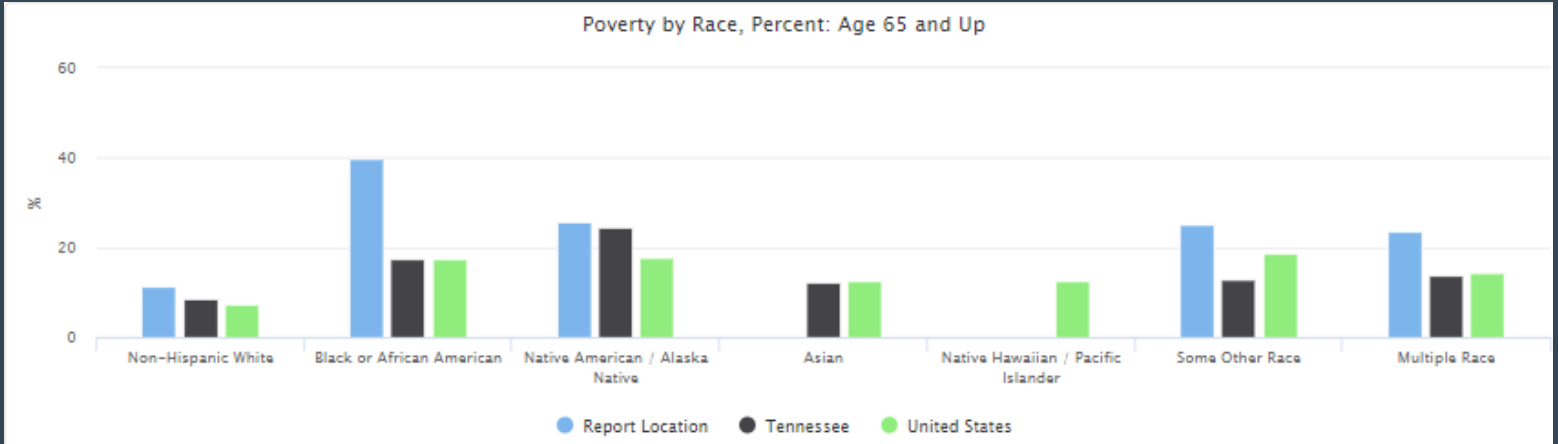
The following data charts showcase the percent of seniors in poverty by gender, ethnicity, and race.



*Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub*



Poverty Information - Seniors



Percentages of seniors in poverty by gender, race, and ethnicity are higher across the region than State and National averages. These statistics show that we need to focus on growing programs and quality services to assist this population.

**Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub**



Economic & Social Indicators - Unemployment

On the last Community Needs Assessment, we saw a huge spike in unemployment rates due to the COVID 19 pandemic. This year, we are seeing those rates decrease and return to pre-pandemic rates. 11 of the regions 14 counties have higher unemployment rates than the National average, so this is an area that needs continual focus.

Five Year Unemployment Rate

Unemployment change within the report area from May 2019 to May 2023 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this five year period grew from 3.4% to 3.6%.

Report Area	May 2019	May 2020	May 2021	May 2022	May 2023
Report Location	3.4%	11.8%	4.3%	3.4%	3.6%
Cannon County, TN	2.8%	13.3%	3.6%	3.0%	3.0%
Clay County, TN	5.3%	10.6%	5.2%	4.2%	4.0%
Cumberland County, TN	3.8%	9.9%	4.8%	3.8%	3.9%
DeKalb County, TN	3.7%	18.4%	4.9%	3.7%	3.7%
Fentress County, TN	3.5%	7.7%	4.1%	3.5%	3.6%
Jackson County, TN	3.9%	12.6%	4.5%	3.5%	3.8%
Macon County, TN	3.1%	10.9%	4.0%	3.0%	3.2%
Overton County, TN	3.4%	10.2%	3.7%	3.2%	3.4%
Pickett County, TN	3.9%	8.4%	4.1%	3.3%	3.7%
Putnam County, TN	3.3%	10.1%	4.0%	3.3%	3.5%
Smith County, TN	2.7%	11.2%	3.6%	2.9%	3.0%
Van Buren County, TN	3.8%	13.7%	5.1%	3.9%	4.2%
Warren County, TN	3.6%	18.1%	5.2%	3.9%	3.8%
White County, TN	3.3%	11.7%	4.1%	3.3%	3.5%
Tennessee	3.1%	11.8%	4.6%	3.2%	3.2%
United States	3.4%	13.0%	5.5%	3.4%	3.4%

*Sources: US Department of Labor, Bureau of Labor Statistics 2023- May
Community Action Partnership- Data Hub*



Economic & Social Indicators - Educational Attainment

One of the best tools to combat poverty is increased educational attainment. A key indicator of the success of an areas educational attainment is the percent of the population that possesses a high school diploma. The Upper Cumberland region has 15.34% of the population with no high school diploma or equivalency. While this is 4.14% higher than Tennessee's percent of population without a high school diploma or equivalency, it is a 2.06% decrease from our 2020 Community Needs Assessment. In 2020, the percent of the population with no high school diploma or equivalency was 17.4%.

Report Area	No High School Diploma	High School Only	Some College	Associate's Degree	Bachelor's Degree	Graduate or Professional Degree
Report Location	15.34%	41.43%	19.17%	6.75%	11.01%	6.29%
Cannon County, TN	15.5%	44.6%	18.2%	6.7%	9.9%	5.1%
Clay County, TN	17.9%	48.5%	15.0%	5.6%	9.1%	4.0%
Cumberland County, TN	11.4%	39.2%	23.2%	8.9%	10.3%	7.0%
DeKalb County, TN	19.5%	39.4%	16.3%	5.4%	13.3%	6.1%
Fentress County, TN	19.8%	39.7%	17.2%	7.4%	11.0%	4.9%
Jackson County, TN	18.6%	45.0%	16.4%	6.8%	10.4%	2.8%
Macon County, TN	20.2%	48.9%	15.9%	6.1%	5.9%	3.1%
Overton County, TN	18.6%	46.6%	17.0%	4.9%	7.8%	5.1%
Pickett County, TN	20.8%	37.8%	18.2%	7.5%	11.2%	4.7%
Putnam County, TN	11.1%	35.4%	21.0%	5.8%	16.2%	10.4%
Smith County, TN	12.8%	42.8%	20.1%	6.9%	12.0%	5.4%
Van Buren County, TN	19.1%	49.3%	14.0%	7.6%	5.9%	4.1%
Warren County, TN	16.8%	46.1%	16.4%	6.4%	9.6%	4.7%
White County, TN	18.5%	40.5%	20.5%	7.1%	8.3%	5.1%
Tennessee	11.2%	31.6%	20.6%	7.6%	18.3%	10.8%
United States	11.1%	26.5%	20.0%	8.7%	20.6%	13.1%

Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub



Economic & Social Indicators - Income

Throughout the Community Needs Assessment surveying process, employment-related concerns ranked the highest out of all areas. According to the low-income clients that were surveyed, higher-paying jobs and quality jobs ranked in the top five needs. Based on the following data, the per capita income for the region is \$25,672. This is \$7,236 less than the State per capita income and \$11,966 less than the National per capita income.

Report Area	Median Household Income	Per Capita Income
Report Location	No data	\$25,672
Cannon County, TN	\$54,223	\$28,160
Clay County, TN	\$38,709	\$21,602
Cumberland County, TN	\$52,630	\$28,255
DeKalb County, TN	\$45,728	\$25,625
Fentress County, TN	\$43,464	\$21,889
Jackson County, TN	\$41,890	\$22,872
Macon County, TN	\$43,605	\$22,594
Overton County, TN	\$39,737	\$24,741
Pickett County, TN	\$42,931	\$26,486
Putnam County, TN	\$49,228	\$26,602
Smith County, TN	\$52,018	\$28,507
Van Buren County, TN	\$44,444	\$22,144
Warren County, TN	\$46,189	\$24,932
White County, TN	\$44,777	\$24,100
Tennessee	\$58,516	\$32,908
United States	\$69,021	\$37,638

**Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub**



Economic & Social Indicators - Income, continued

Upper Cumberland Human Resource offices are placed in a prime location to meet the need of increasing the employability of the citizens of our region, thusly increasing their income level. This can be accomplished through our internal programs, as well as through our partnerships with the American Job Center, the Upper Cumberland Development District, Tennessee Board of Regents (TBR), UT Extension and other community partners that increase the training and employment access of our region. UCHRA will be focusing on creating and fostering higher quality jobs and higher pay. UCHRA is in the process of partnering with Tennessee Board of Regents to assist individuals with completion of Community Health Worker Training through two local TCAT's. Through this partnership, it is our plan to hire individuals going through the educational program for our In Home Services Program, giving them the opportunity to earn income while obtaining stackable educational credits. This partnership also gives us the opportunity to focus on a population that is in great need in our region, the Senior population. TBR has also created a modified version of the Community Health Worker Training program that UCHRA will be able to use for current and new staff entering the In Home Services field who are not interested in obtaining stackable educational credits. As our community is requesting higher quality positions, we will also be aiming to provide higher quality internally to our own staff members.

Through our Community Focus Groups, it was found that individuals in poverty need more support. Between fiscal year (FY) 2019- 2021, an average of 65.24% of households returned to UCHRA yearly for support. Between FY 2020-2022, an average of 64.75% of households returned for support. And, between FY 2021- 2023 an average of 68.32% of households returned for support and assistance. These averages show that we need to provide more wrap around services and supports outside of our regular emergency assistance and information and referrals. We aim to invest in our internal workforce at UCHRA, providing them with thorough training and skills that can better equip them to provide navigational supports to assist individuals and families with identifying goals and laying out the steps needed to obtain their goals so that individuals and families can obtain greater economic mobility. Empower UC is leading the way for us, showing how coming alongside individuals in their journey providing them with guidance and navigation can impact their financial situation. We will spend the next 2 years focusing on staff development and training that will put our staff in a better place to provide longer term supports and guidance to individuals throughout their individual journeys.



Daycare- Affordability & Availability

A theme that emerged throughout our Community Focus Groups, the one indicator/need that was discussed that did not populate to the top 5 needs of the Community Needs Assessment questionnaire, was lack of daycare availability and high cost of daycare. The focus groups were comprised of citizens, local agency representatives, small business owners, local school personnel, Faith Based leaders and organizations, Mental Health and Primary Care providers, Substance Abuse organizations and transitional living personnel, Homeless program personnel, Senior Center representatives and County and City Executives. During each Focus Group (13 groups/ meetings total in 13 of the 14 counties in the Upper Cumberland), members discussed how the lack and cost of daycare is a barrier for individuals in obtaining employment. Family units, whether single parent or two parent households, often cannot afford to send their children to daycare, which has a great financial impact on the family unit. For families who can afford to send their children to daycare, many are still forced to stay home instead of finding employment due to the long wait lists for daycare throughout the region. The Upper Cumberland Development District (UCDD) has hired a specialist to take a deep dive into the region's issues surrounding daycare availability and cost. UCDD can support and assist individuals who are wanting to open their own daycare facilities through financial support and resources. While UCDD is working to increase the amount of daycare facilities throughout the region, they are also tackling the underlying causes of why there is a lack of daycare facilities in our region, including the regulations and great financial strain it is on an individual to open a facility. It is a goal to bring these findings to State Representatives to impact change on a State level.

Support

Another common theme throughout discussions during the Community Focus Groups was the need to wrap around individuals and assist them with goal setting, next steps to take in their lives to better their circumstances, and teaching of basic skills. Many communities have recognized there is a need to navigate, coach, encourage, and teach those who are living in poverty in order to really help those individuals rise above their circumstances. UCHRA feels this is important and coincides with our data driven findings that many families and individuals rely on agency financial support yearly in order to support themselves and their families. This is why UCHRA will be focusing on transforming the way we provide services to individuals and families. Agency Capacity Building will allow us to provide in depth training to all county staff who provide front line services, getting them more equipped to provide services that will help lift individuals out of poverty and give them more opportunities for economic mobility and growth. We feel that providing our staff with more training and professional growth opportunities, this will have a ripple effect within our individual counties and in our region as a whole.

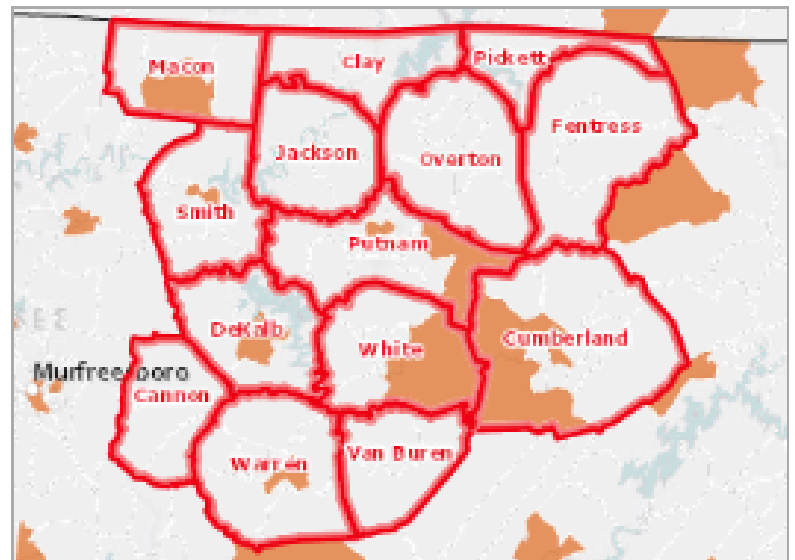


Food

Food insecurity did not rank in the top 5 needs within the Community Needs Assessment or the Focus Groups. However, during the Focus Groups, school personnel and Senior Center representatives discussed that food is a major need for some of the most vulnerable populations, including children and Seniors. Several school systems send backpacks full of food home with children on the weekends and have food pantries at the schools to combat food insecurity for children. Senior Centers within our region also have food pantries set up within their facilities to combat food insecurities for Seniors, as well as providing hot meals during the day. We feel that our work throughout the years with Commodities and the work of local churches and organizations has contributed to food insecurity falling out of our top 5 needs.

The following data shows there is still a need to support the providing of food to our communities and therefore, UCHRA plans to still assist with commodities distributions throughout the Upper Cumberland region.

This indicator reports the number of neighborhoods in the area that are within food deserts. The USDA Food Access Research Atlas defines a food desert as any neighborhood that lacks healthy food sources due to income level, distance to supermarkets, or vehicle access. The report area has a population of 67,672 living in food deserts and a total of 14 census tracts classified as food deserts by the USDA



Food Desert Census Tracts, 1 Mi. / 10 Mi. by Tract, USDA - FARA 2019

- Food Desert
- Not a Food Desert
- No Data
- Report Location

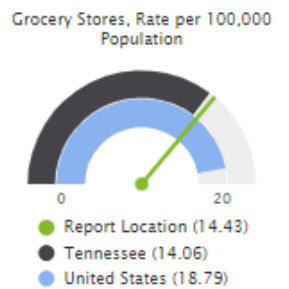
Sources: US Department of Agriculture, Economic Research Services, USDA- Food Access Research Atlas. 2019. Community Action Partnership- Data Hub



Food Environment- Grocery Stores:

Healthy dietary behaviors are supported by access to healthy foods, and grocery stores are a major provider of these foods. Grocery stores are defined as supermarkets and smaller grocery stores primarily engaged in retailing a general line of food, such as canned and frozen foods; fresh fruits and vegetables; and fresh and prepared meats, fish, and poultry. Delicatessen-type establishments are also included. Convenience stores and large general merchandise stores that also retail food, such as supercenters and warehouse club stores, are excluded. This indicator describes the number of grocery stores and the number of grocery stores per 100,000 in the report area. The region is categorized as suppressed. Note: Counts of establishments < 3 are suppressed.

Report Area	Total Population (2020)	Number of Establishments	Establishments, Rate per 100,000 Population
Report Location	360,376	Suppressed	14.43
Cannon County, TN	14,506	Suppressed	Suppressed
Clay County, TN	7,581	3	39.57
Cumberland County, TN	61,145	6	9.81
DeKalb County, TN	20,080	5	24.90
Fentress County, TN	18,489	4	21.63
Jackson County, TN	11,617	Suppressed	Suppressed
Macon County, TN	25,216	Suppressed	Suppressed
Overton County, TN	22,511	8	35.54
Pickett County, TN	5,001	Suppressed	Suppressed
Putnam County, TN	79,854	14	17.53
Smith County, TN	19,904	5	25.12
Van Buren County, TN	6,168	Suppressed	Suppressed
Warren County, TN	40,953	3	7.33
White County, TN	27,351	4	14.62
Tennessee	6,910,840	972	14.06
United States	331,449,275	62,268	18.79

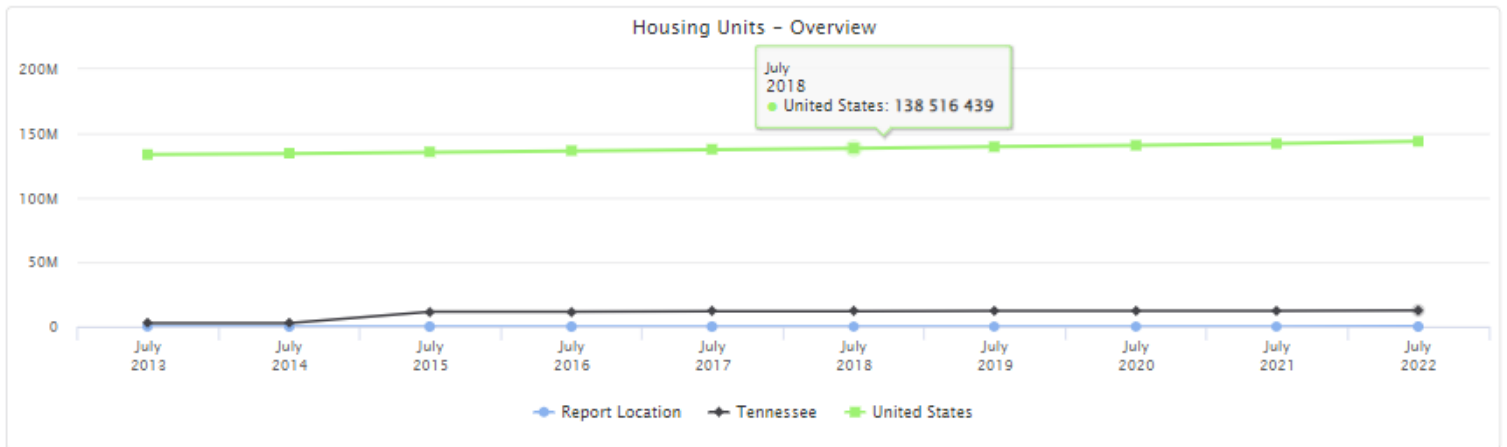


Sources: US Census Bureau, County Business Patterns. Additional data analysis by CARES 2020 Community Action Partnership- Data Hub



Housing

Housing has historically been a need and still ranks within the top 5 needs for the Region. The lack of available, affordable units is the main need. Individuals struggle to pay high costs of rent across our region and those who can pay, struggle to find availability.



According to the U.S. Census, there were a total of 171,000 housing units in the report area in 2022, an increase of 10,562 (or 6.58%) since 2013 compared to a 340.35% increase statewide. From 2010-2020, the region has grown in population 6.57%. If the region continues to grow, as our communities expect will happen, we will continue to encounter the need for more housing units. UCDD assists the region with this need by offering affordable housing units. UCHRA plans to continue assisting with eviction prevention this following program year. Funds to assist with eviction prevention will be coming from THDA, through the THDA Emergency Rental Relief- Eviction Prevention Program (ERA- EPP).

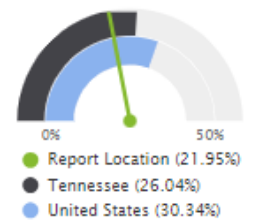


Housing Burden- Cost Burden (30%)

This indicator reports the percentage of the households where housing costs are 30% or more of total household income. This indicator provides information on the cost of monthly housing expenses for owners and renters. The information offers a measure of housing affordability and excessive shelter costs. The data also serve to aid in the development of housing programs to meet the needs of people at different economic levels. Of the 143,228 total households in the report area, 31,438 or 21.95% of the population live in cost burdened households.

Report Area	Total Households	Cost-Burdened Households	Cost-Burdened Households, Percent
Report Location	143,228	31,438	21.95%
Cannon County, TN	5,671	1,080	19.04%
Clay County, TN	2,973	487	16.38%
Cumberland County, TN	26,523	5,037	18.99%
DeKalb County, TN	8,023	1,924	23.98%
Fentress County, TN	7,443	1,381	18.55%
Jackson County, TN	4,523	787	17.40%
Macon County, TN	9,266	2,257	24.36%
Overton County, TN	8,731	1,784	20.43%
Pickett County, TN	2,161	325	15.04%
Putnam County, TN	31,933	8,654	27.10%
Smith County, TN	7,473	1,601	21.42%
Van Buren County, TN	2,412	347	14.39%
Warren County, TN	15,790	3,292	20.85%
White County, TN	10,306	2,482	24.08%
Tennessee	2,664,791	694,033	26.04%
United States	124,010,992	37,625,113	30.34%

Percentage of Households where Housing Costs Exceed 30% of Income



Sources: US Census Bureau, American Community Survey 2017-21
Community Action Partnership- Data Hub



Quality Jobs & Higher Pay

Quality jobs and higher pay ranked in the top 5 needs in the region through the Community Needs Assessment questionnaire and the Community Focus Group Meetings. As noted in this assessment, median income in the region is lower than State and National Averages. With the cost burden of housing rates, it is understandable that individuals need higher pay. Higher pay doesn't fully drive the employment needs in our region, however. Individuals are reporting that they want purpose and opportunities for growth in their careers.

UCHRA is focusing on quality training and opportunities for staff internally by partnering with TBR to provide intensive training to In Home Services staff and by utilizing agency capacity building funds to provide transformative training for all field staff throughout the next two years. At the end of the training period, staff will be better equipped to provide job counseling supports and other employment related supports to individuals utilizing our services. UCHRA is in the process of partnering with the TBR on a Community Health Worker Training program. Through this program, it is our goal to hire individuals in the training program (through two local TCATs) to In Home Services positions within our agency and support them throughout their educational journey while providing them with income and experience in the field.

Empower Upper Cumberland, a program of UCHRA's, has other avenues in which they are assisting with the need for quality jobs and higher pay. Empower UC is partnered with the Local Workforce Development Board, Tennessee Tech University, and Highlands Economic Partnership to offer services to help individuals meet their educational and employment goals. Some of those services include higher education planning and FAFSA Assistance, Aim High Certification, Ready to Learn- Parental Engagement Opportunities, and Career Planning and Budgeting Strategies.

It is important not to duplicate existing workforce services in our region, and this is why UCHRA is utilizing creative approaches to meet the employment and career needs that community members are voicing.

Resources for individuals who are homeless & Access to Mental Health Services

Resources for individuals who are homeless and access to mental health services populated in the top 5 needs for the region. UCHRA provides information and referral services to individuals who are homeless and assists with rental and mortgage payments in order to prevent eviction and homelessness. UCHRA is a member of Homeless Advocacy for Rural TN (HART).

**Resources for individuals who are homeless & Access to Mental Health Services continued**

HART is the Upper Cumberland Continuum of Care that covers an 18-county area in TN. It is comprised of a collaborative and diverse group of community based social service providers, county and city officials, private citizens, and faith based organizations. The Continuum has been awarded over \$6 million in HUD funding for homeless programs through the McKinney-Vento Homeless Assistance Act. At this time, it has been determined that there are no additional services that can be offered through UCHRA specifically for homelessness, but current means of preventing homelessness will continue.

Volunteer Behavioral Health Systems (VBHCS) offers Behavioral Health Safety Net services to individuals who financially qualify and do not have behavioral health insurance. VBHCS has been partnering with rural counties in the Upper Cumberland on ways to provide mental health services in their communities. For instance, VBHCS has partnered with the Jackson County Mayor to have a mental health provider present in their community for scheduled mental health appointments. This includes coordination between the county and the provider but allows for Jackson County residents to be seen without having to commute to Putnam County for services. VBHCS is a devoted partner to UCHRA and the community and is open to suggestions and conversations with counties who request additional mental health services and need those services to be more readily available to them. UCHRA transportation services provides transportation for medical and mental health appointments. Therefore, it has been deemed that there are no additional services that can be offered at this time to increase access to mental health services.



Community Needs Assessment

Each year, UCHRA deploys a questionnaire to all 14 county offices and all community partners to gauge current needs and barriers in the community. The UCHRA Marketing Team assists with getting community members engaged in the questionnaire through social media posts. For the most recent community needs assessment, Community Services Admin at UCHRA created a county wide challenge for which counties could collect the most surveys. This was a fun way to engage staff in collecting information from their communities. There was a total of 964 surveys completed throughout the region between July- end of August 2022.

The top 5 needs of the community needs assessment questionnaire were: higher paying jobs, access to affordable housing, quality job opportunities, resources for individuals who are Homeless, and access to mental health services.

The results of the Community Needs Assessment are in the Appendix, **attachment B**.

Community Focus Groups

Throughout 2023, UCHRA hosted Community Focus Groups in 13 counties. County Coordinators in each office invited valued partners and community members within their communities to gather at a table together and discuss the most prevalent needs within their communities. The top 5 needs of the Community Focus Groups were: daycare (accessible/ affordable), Mental Health/Substance Abuse, Housing (accessible/affordable), homelessness, higher quality jobs/ higher pay.

A graph highlighting the results of the Community Focus Groups is in the Appendix, **attachment C**.

Results from the Community Needs Assessment and Community Focus Groups have been shared with the UCHRA Policy Council and UCHRA Executive Board.



Community Needs Assessment - Key Findings

Through analyzing the results of the stakeholder surveys, UCHRA surveys, demographic information provided through the Community Action Partnership Assessment Tool Portal, and past service delivery demographic information several areas of causes and conditions of poverty emerged. These outcomes are outlined below.

Causes of Poverty

The causes of poverty that emerged through analysis include:

- Lack of Quality Employment Opportunities
- Lack of Education to Obtain Higher Pay
- Generational Poverty & Lack of Support and Navigation to Climb out of Poverty
- Cycle of Poverty

Lack of Quality Employment Opportunities

Community members and partners have emphasized during the community needs assessment process that quality jobs and higher pay are top needs across our Region. High cost of living expenses, including childcare if a family has children, and lack of education required to obtain higher paying jobs contributes to the overall cycle of poverty in the region.

Lack of Education to Obtain Higher Pay

Through focus group discussions in the region's more rural counties, it was often discussed that youth have limited opportunities past high school to obtain further education, which contributes to lower paying jobs long term.

Generational Poverty & Lack of Support and Navigation to Climb out of Poverty

Through our focus group discussions, every meeting included a discussion around generational poverty and the need to show individuals that there are "other ways to live". Partners expressed that it is difficult for them to support youth and adults who come from a long history of poverty within their families because this way of life is ingrained in their actual being. Individuals who grow up in poverty often do not have experiences that help teach and show them how to move out of the generational cycle of poverty.



Community Needs Assessment - Key Findings Continued

Cycle of Poverty

According to the information pulled from the Community Action Agency Partnership Assessment Tool Portal, data indicates that poverty continues to be an ongoing and growing issue for our region. Through our work at UCHRA, we have identified that additional work needs to be done to help individuals and families climb out of poverty. Between fiscal year (FY) 2019- 2021, an average of 65.24% of households returned to UCHRA yearly for support. Between FY 2020-2022, an average of 64.75% of households returned for support. And, between FY 2021- 2023 an average of 68.32% of households returned for support and assistance.

Attachment D includes internal reporting measures utilized to obtain average household return rates.



Recommendations & Conclusion

Our community needs to increase support services to help individuals gain greater economic mobility. Empower UC is paving the way for our Agency in service delivery, as they are looking at the whole person and bringing resources and supports to the individual to help navigate them through the steps needed to reach their goals. Through CSBG funding, the Community Services Department at UCHRA will be able to implement training to all staff that will better equip them to transform the way they provide services to individuals in poverty. Historically, UCHRA has operated from primarily an emergency standpoint, meeting immediate needs within our communities. Due to feedback we have collected throughout our needs assessment process, data collected from THO, and the successes of families enrolled in Empower UC, we have deemed it necessary to switch our model from emergency services to long term navigational supports.

As quality jobs and higher paying jobs were in the top 5 needs in the region, we want to focus on an opportunity that is new to our region and is not a duplication of existing workforce and other training programs. UCHRA is currently in the planning processes with Tennessee Board of Regents to offer employment opportunities and training to individuals enrolled in the Community Health Worker Training program through two local TCATs. The students enrolled in the program would be able to work for UCHRA in the In Home Services program while continuing their education and obtaining stackable educational credits. It is a goal of ours to attract those who want to continue their education but must work in order to support themselves and their families at the same time.

It is recommended and planned for UCHRA to continue to provide housing assistance to prevent loss of housing and evictions. It is planned that county staff will administer this assistance through THDA's ERA-EPP Program.

County staff will continue to provide information and referrals (I&R) to individuals seeking services, linking them with the correct resources and wrapping them with as many supports and services in their local communities as possible. I&R's are a common practice for all county staff and it has been found through monthly reviews of their work that a large portion of their time is devoted to providing this service.

Although food insecurity fell out of the top 5 needs across the Region, it was expressed during our Community Focus Groups that there is still great food insecurity for the youth and Senior population. We feel that our efforts with commodities has helped the Region become more food stable and we believe that we need to continue to support the community by providing commodities so that our most vulnerable have a safety net resource for food.



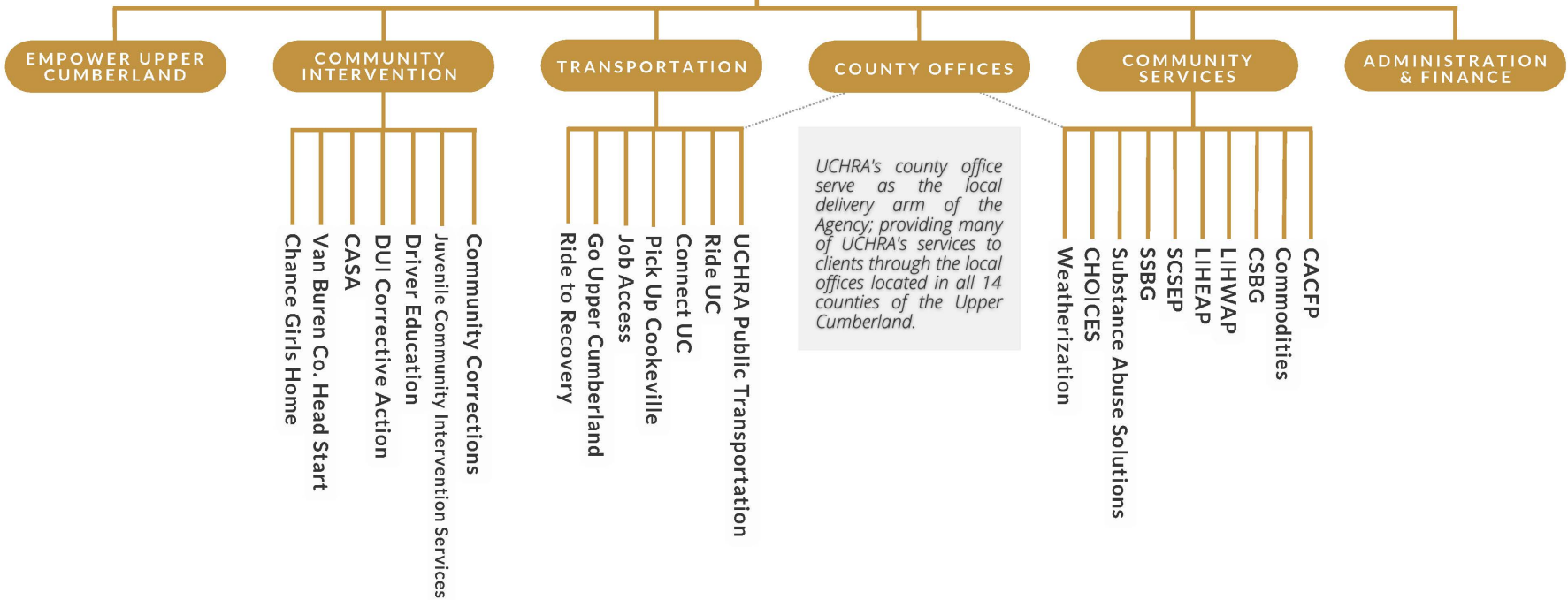
Attachment A

UCHRA BOARD OF DIRECTORS (GOVERNING BOARD):
14 COUNTY MAYORS, 6 MUNICIPAL MAYORS, 1 STATE REPRESENTATIVE, 1 STATE SENATOR

POLICY COUNCIL:
6 PROVIDER REPRESENTATIVES, 6 CONSUMER REPRESENTATIVES, 6 ELECTED/LOCAL OFFICIALS

ADVISORY BOARD:
35 CITY MAYORS, 14 COUNTY MAYORS, 6 PROVIDER REPRESENTATIVES, 6 CONSUMER REPRESENTATIVES, 6 ELECTED/LOCAL OFFICIALS, 1 STATE REPRESENTATIVE, 1 STATE SENATOR, 1 MINORITY REPRESENTATIVE

EXECUTIVE DIRECTOR



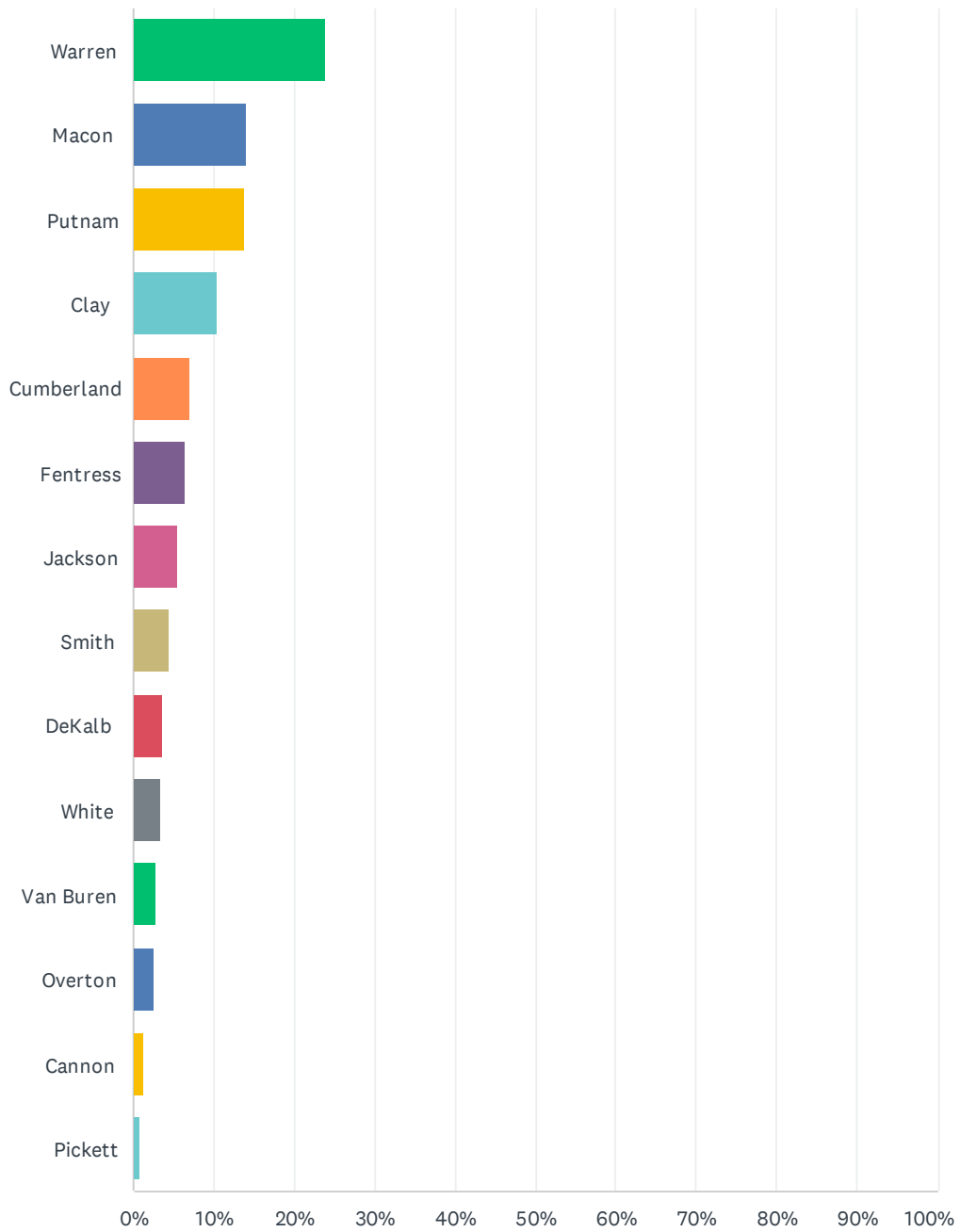


Appendix

Attachment B

Q1 What county do you live in?

Answered: 964 Skipped: 0

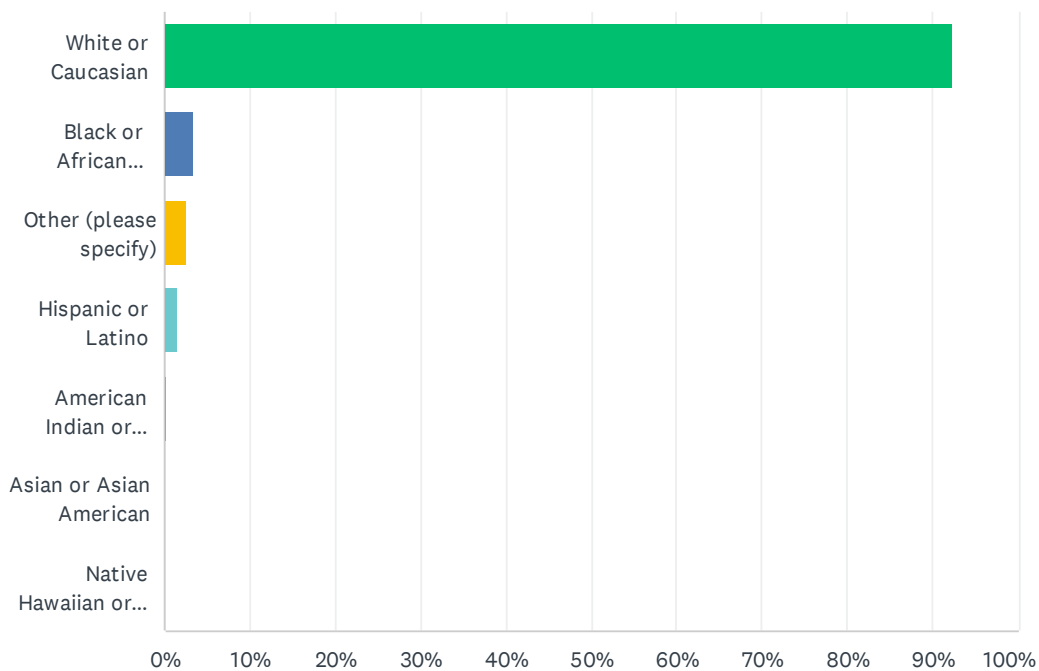


UCHRA Needs Assessment - 2022

ANSWER CHOICES	RESPONSES	
Warren	23.86%	230
Macon	14.11%	136
Putnam	13.80%	133
Clay	10.48%	101
Cumberland	6.95%	67
Fentress	6.43%	62
Jackson	5.50%	53
Smith	4.56%	44
DeKalb	3.53%	34
White	3.32%	32
Van Buren	2.70%	26
Overton	2.59%	25
Cannon	1.35%	13
Pickett	0.83%	8
TOTAL		964

Q2 What is your race?

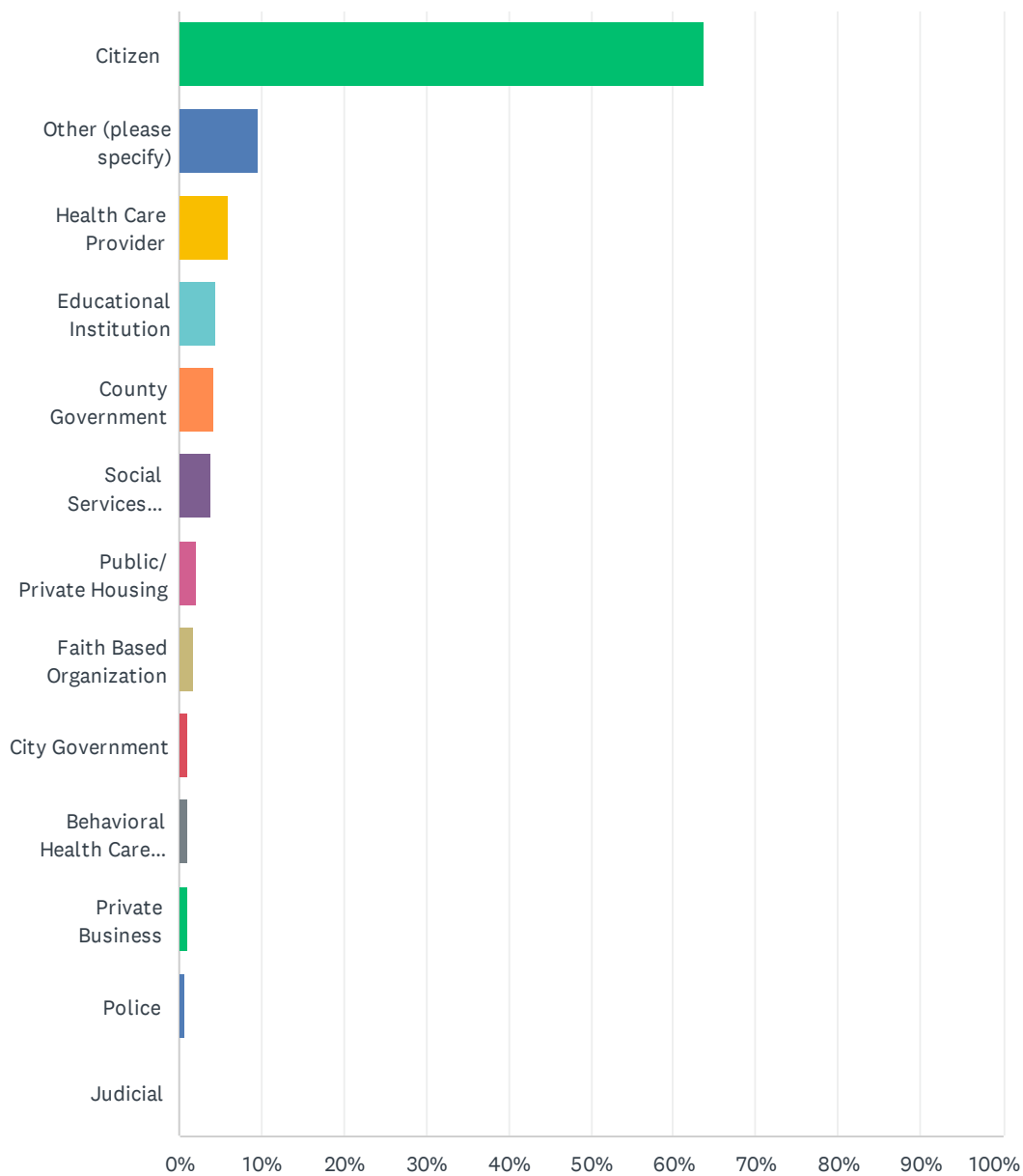
Answered: 928 Skipped: 36



ANSWER CHOICES	RESPONSES	
White or Caucasian	92.35%	857
Black or African American	3.45%	32
Other (please specify)	2.48%	23
Hispanic or Latino	1.51%	14
American Indian or Alaska Native	0.22%	2
Asian or Asian American	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
TOTAL		928

Q3 What is your main role in your community?

Answered: 964 Skipped: 0

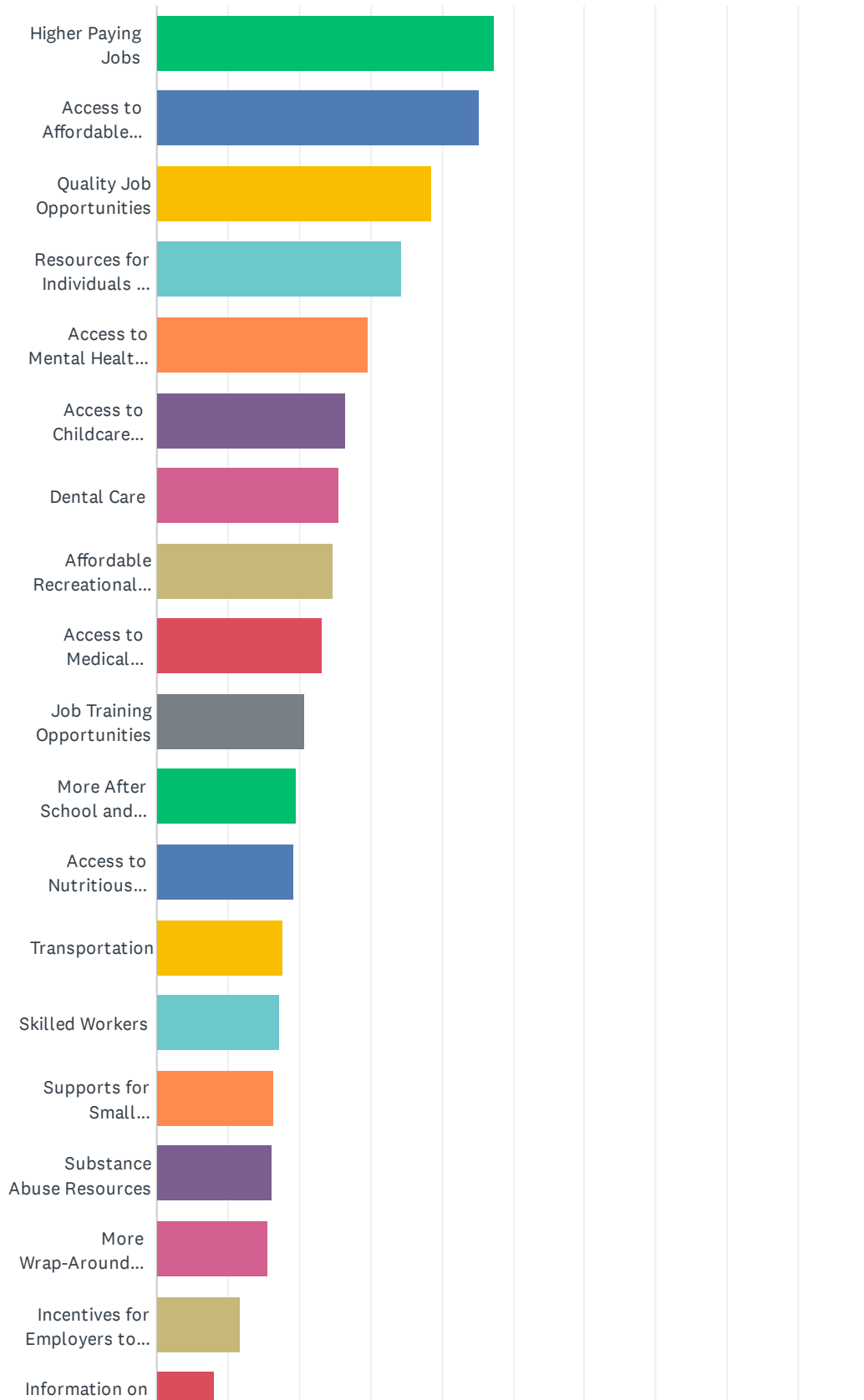


UCHRA Needs Assessment - 2022

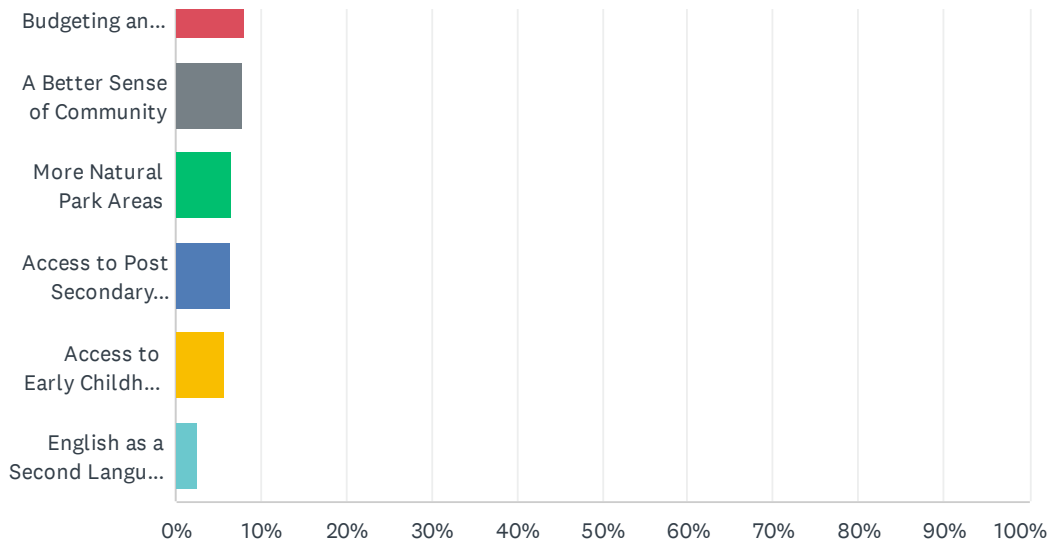
ANSWER CHOICES	RESPONSES	
Citizen	63.80%	615
Other (please specify)	9.65%	93
Health Care Provider	5.91%	57
Educational Institution	4.46%	43
County Government	4.36%	42
Social Services Organization	3.94%	38
Public/ Private Housing	2.07%	20
Faith Based Organization	1.76%	17
City Government	1.14%	11
Behavioral Health Care Provider	1.14%	11
Private Business	1.04%	10
Police	0.62%	6
Judicial	0.10%	1
TOTAL		964

Q4 What are the top five (5) greatest needs of your community? (Select 5)

Answered: 953 Skipped: 11



UCHRA Needs Assessment - 2022

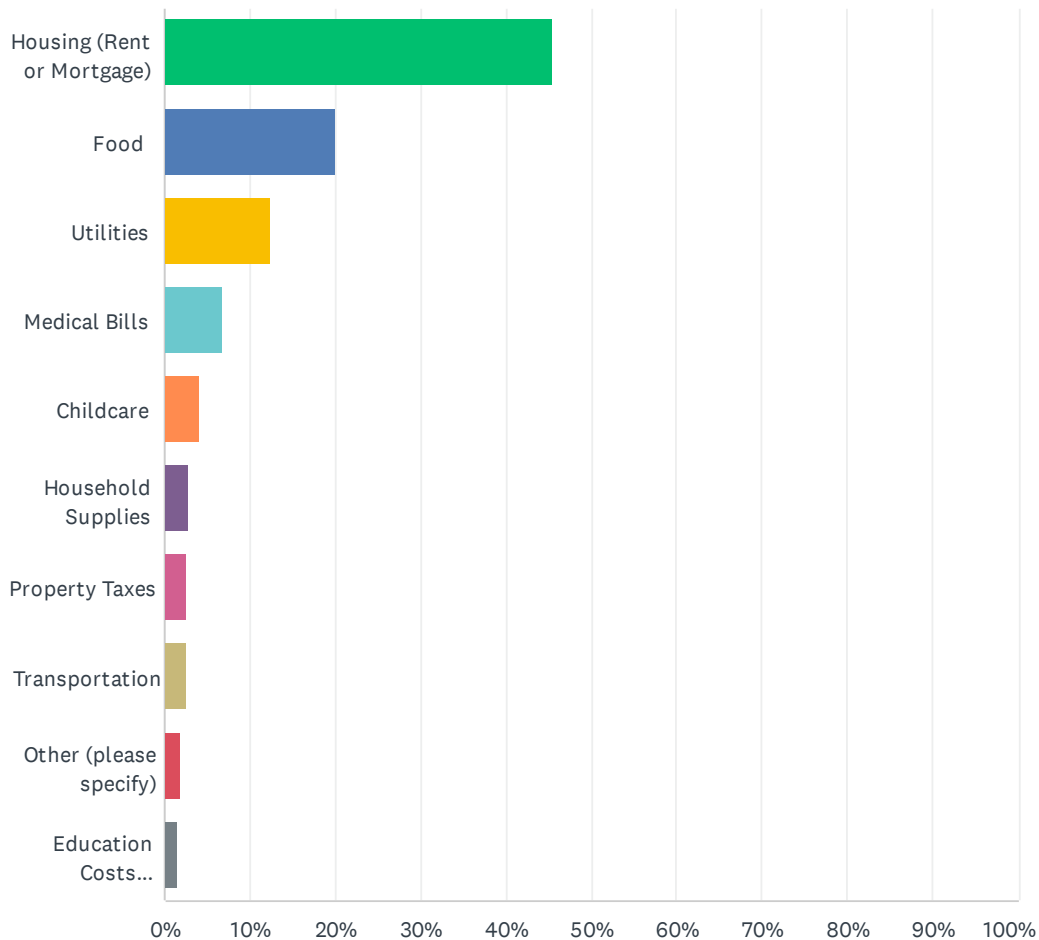


UCHRA Needs Assessment - 2022

ANSWER CHOICES	RESPONSES	
Higher Paying Jobs	47.32%	451
Access to Affordable Housing	45.23%	431
Quality Job Opportunities	38.61%	368
Resources for Individuals who are Homeless	34.42%	328
Access to Mental Health Services	29.59%	282
Access to Childcare and/or Affordable Childcare	26.44%	252
Dental Care	25.50%	243
Affordable Recreational Activities for Youth & Families	24.66%	235
Access to Medical Services	23.29%	222
Job Training Opportunities	20.67%	197
More After School and Summer Programs for Youth	19.62%	187
Access to Nutritious Foods	19.20%	183
Transportation	17.63%	168
Skilled Workers	17.31%	165
Supports for Small Businesses	16.37%	156
Substance Abuse Resources	16.26%	155
More Wrap-Around Supports and Services for Individuals with Disabilities	15.63%	149
Incentives for Employers to have Internal Daycare Sites	11.75%	112
Information on Budgeting and Money Management	8.18%	78
A Better Sense of Community	7.97%	76
More Natural Park Areas	6.72%	64
Access to Post Secondary Education (Training or College)	6.40%	61
Access to Early Childhood Education	5.67%	54
English as a Second Language (ESL) Classes	2.62%	25
Total Respondents: 953		

Q5 What is the single greatest financial need in your community? (Select 1)

Answered: 896 Skipped: 68



UCHRA Needs Assessment - 2022

ANSWER CHOICES	RESPONSES	
Housing (Rent or Mortgage)	45.42%	407
Food	20.09%	180
Utilities	12.28%	110
Medical Bills	6.92%	62
Childcare	4.13%	37
Household Supplies	2.68%	24
Property Taxes	2.57%	23
Transportation	2.46%	22
Other (please specify)	2.01%	18
Education Costs (Including Student Loan Debt)	1.45%	13
TOTAL		896

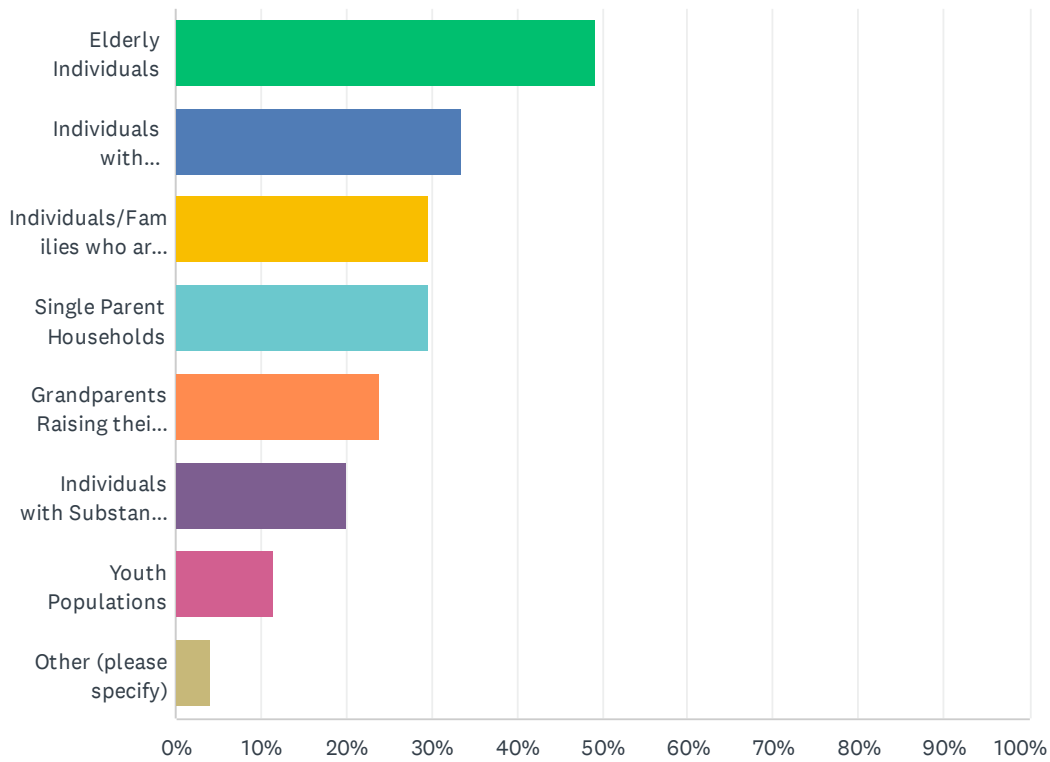
Q6 Can you identify any gaps of needed services that are not provided by UCHRA or other organizations in your community?

Answered: 225 Skipped: 739

Mental Health Services disabilities know Clothing UCHRA activities
seniors funding child care Better childcare resources
homeless gas assistance go work open programs
working families affordable housing
Housing Low income housing many need
HOMELESS SHELTERS help Gas cards
transportation N people pay services
dental care Need help daycares job sure time parents
community one food Dental care None Mental health elderly
home rent Affordable families emergency housing

Q7 What group of individuals are in greatest need in your community?

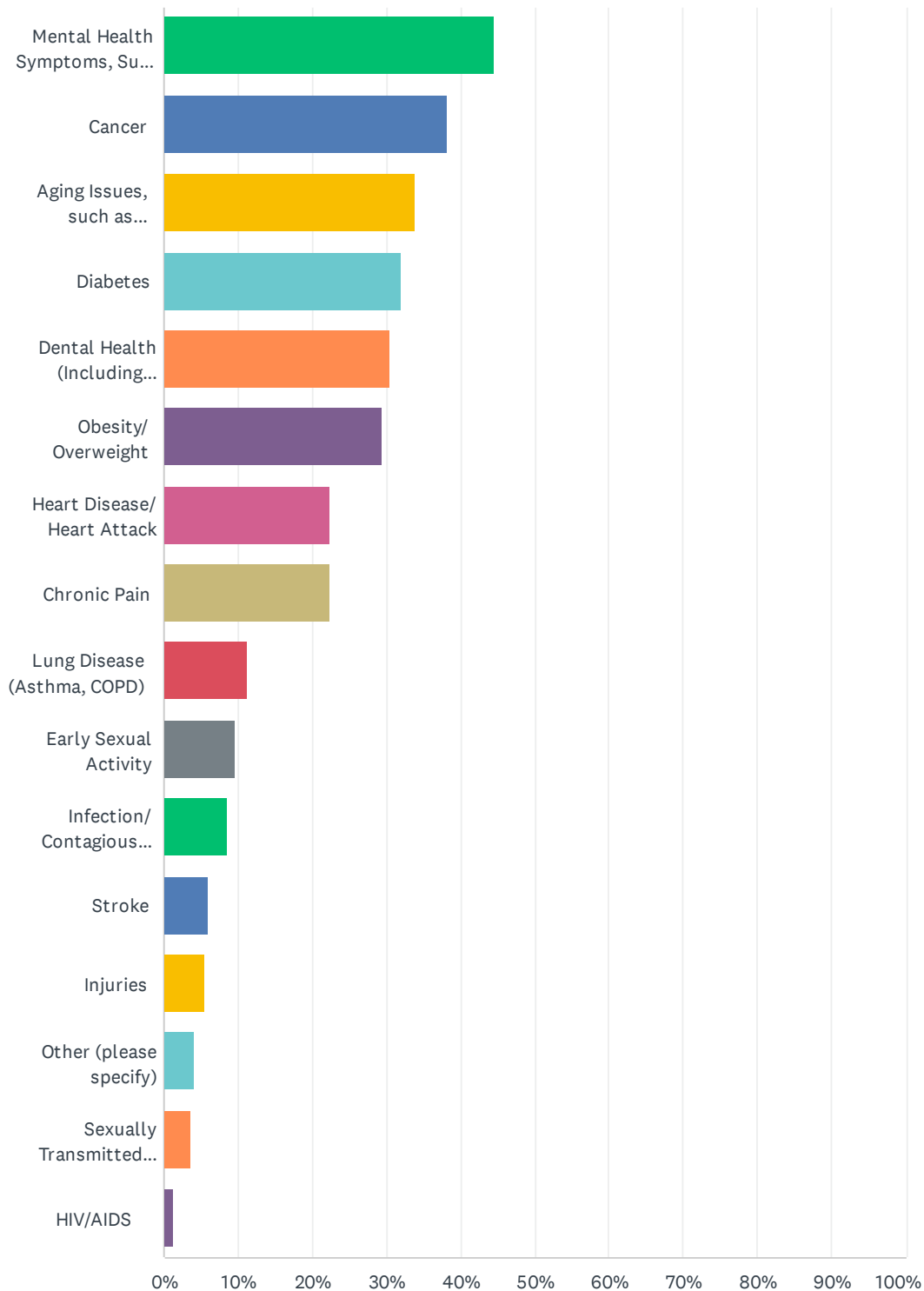
Answered: 888 Skipped: 76



ANSWER CHOICES	RESPONSES	
Elderly Individuals	49.32%	438
Individuals with Disabilities	33.45%	297
Individuals/Families who are Homeless	29.62%	263
Single Parent Households	29.62%	263
Grandparents Raising their Grandchildren	23.87%	212
Individuals with Substance Abuse Issues	20.05%	178
Youth Populations	11.49%	102
Other (please specify)	4.05%	36
Total Respondents: 888		

Q8 Please identify the three most important health issues in our community.

Answered: 895 Skipped: 69

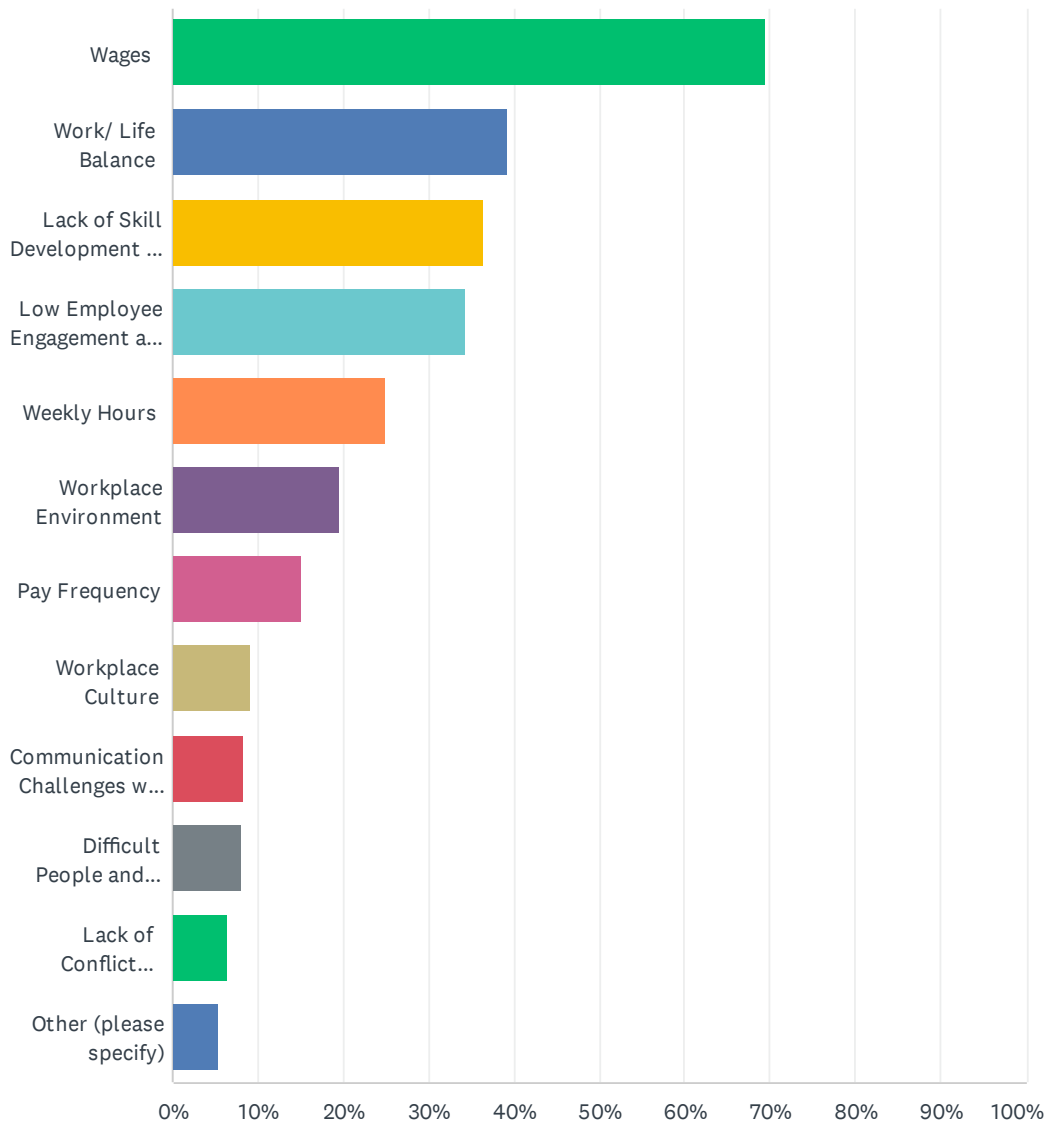


UCHRA Needs Assessment - 2022

ANSWER CHOICES	RESPONSES	
Mental Health Symptoms, Such as Depression, Hopelessness, Anger, etc.	44.47%	398
Cancer	38.10%	341
Aging Issues, such as Alzheimer's Disease, Hearing Loss, Memory Loss or Arthritis	33.85%	303
Diabetes	31.96%	286
Dental Health (Including Tooth Pain)	30.39%	272
Obesity/ Overweight	29.50%	264
Heart Disease/ Heart Attack	22.46%	201
Chronic Pain	22.35%	200
Lung Disease (Asthma, COPD)	11.28%	101
Early Sexual Activity	9.50%	85
Infection/ Contagious Disease, Such as Flu, Pneumonia, Food Poisoning	8.60%	77
Stroke	6.03%	54
Injuries	5.59%	50
Other (please specify)	4.13%	37
Sexually Transmitted Infections	3.69%	33
HIV/AIDS	1.23%	11
Total Respondents: 895		

Q9 Please identify the three most important employment issues in our community.

Answered: 852 Skipped: 112

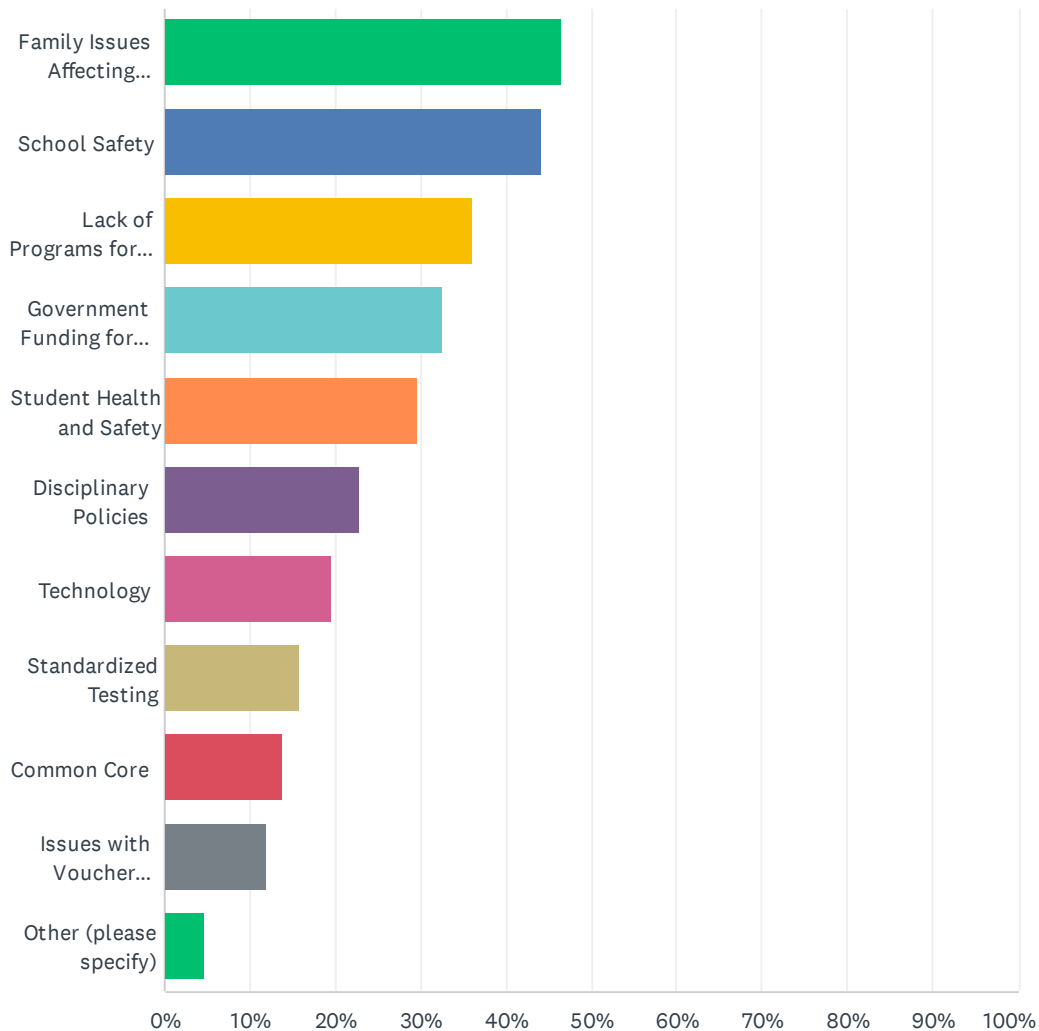


UCHRA Needs Assessment - 2022

ANSWER CHOICES	RESPONSES	
Wages	69.48%	592
Work/ Life Balance	39.32%	335
Lack of Skill Development and Professional Growth Opportunities	36.50%	311
Low Employee Engagement and Motivation	34.27%	292
Weekly Hours	25.00%	213
Workplace Environment	19.60%	167
Pay Frequency	15.14%	129
Workplace Culture	9.27%	79
Communication Challenges with Peers and Leadership	8.22%	70
Difficult People and Rigid Hierarchies	8.10%	69
Lack of Conflict Resolution	6.46%	55
Other (please specify)	5.28%	45
Total Respondents: 852		

Q10 Please identify the three most important education issues in our community.

Answered: 842 Skipped: 122

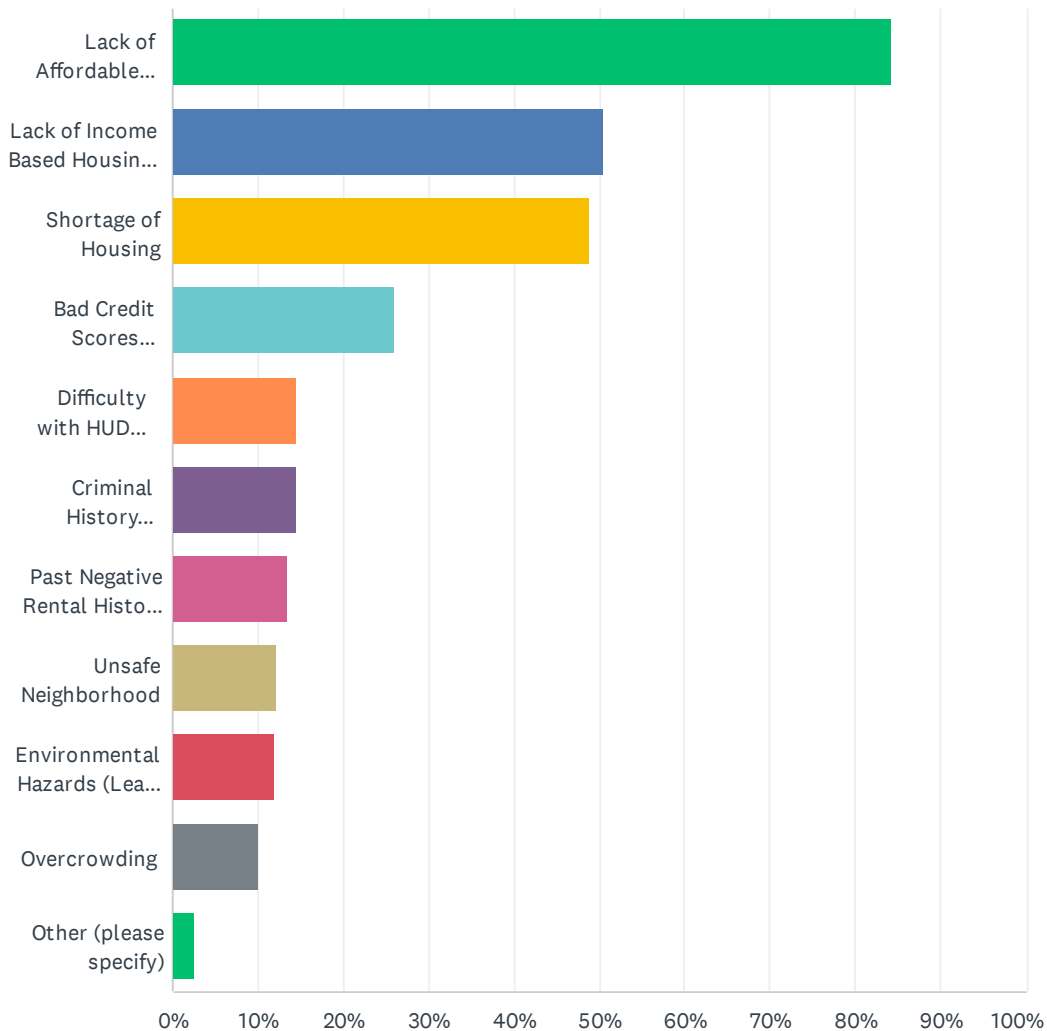


UCHRA Needs Assessment - 2022

ANSWER CHOICES	RESPONSES	
Family Issues Affecting Children's Ability to Learn	46.44%	391
School Safety	44.06%	371
Lack of Programs for Specific Needs and Wrap-Around Services for Students (Students with Disabilities, Students needing tutoring and other accommodations).	36.10%	304
Government Funding for Education	32.54%	274
Student Health and Safety	29.69%	250
Disciplinary Policies	22.80%	192
Technology	19.71%	166
Standardized Testing	15.80%	133
Common Core	13.78%	116
Issues with Voucher Programs	12.00%	101
Other (please specify)	4.75%	40
Total Respondents: 842		

Q11 Please identify the three most important housing issues in our community.

Answered: 860 Skipped: 104



UCHRA Needs Assessment - 2022

ANSWER CHOICES	RESPONSES	
Lack of Affordable Housing	84.19%	724
Lack of Income Based Housing Options	50.47%	434
Shortage of Housing	48.72%	419
Bad Credit Scores Affecting Housing Acceptance	26.05%	224
Difficulty with HUD Acceptance	14.53%	125
Criminal History Affecting Housing Applications	14.42%	124
Past Negative Rental History Affecting Housing Acceptance	13.49%	116
Unsafe Neighborhood	12.21%	105
Environmental Hazards (Lead Paint, Allergens, Water Leaks, Poor Ventilation, Cooling, Plumbing Issues, Etc.)	11.98%	103
Overcrowding	10.12%	87
Other (please specify)	2.56%	22
Total Respondents: 860		

Q12 We value your feedback. Please provide additional information on the needs of your community that you would like to see our agency assist with.

Answered: 219 Skipped: 745

able_{first} help homeless_{bills} transportation_{easier} concerns_{support}
lots_{gas} keep_{believe} everything going_{citizens} families
substance abuse kids_{Since} COVID need better_{disable} people
Thank_{fixed income} county_{many people} make
good paying Jobs think_{affordable} going_{available}
community_{problems} jobs_{Also} help_{us} people
now need_{programs} COVID_{home} work_{time} place
rent food_{going making harder} need help_{take care} Better
think others children_{gas food} housing_{want work} Lack
low income mental health_{counseling} elderly_{school} services
Electric N_{dealing} money_{clothing} issues_{come} everyone_{checks} know_{UCHRA}
willing

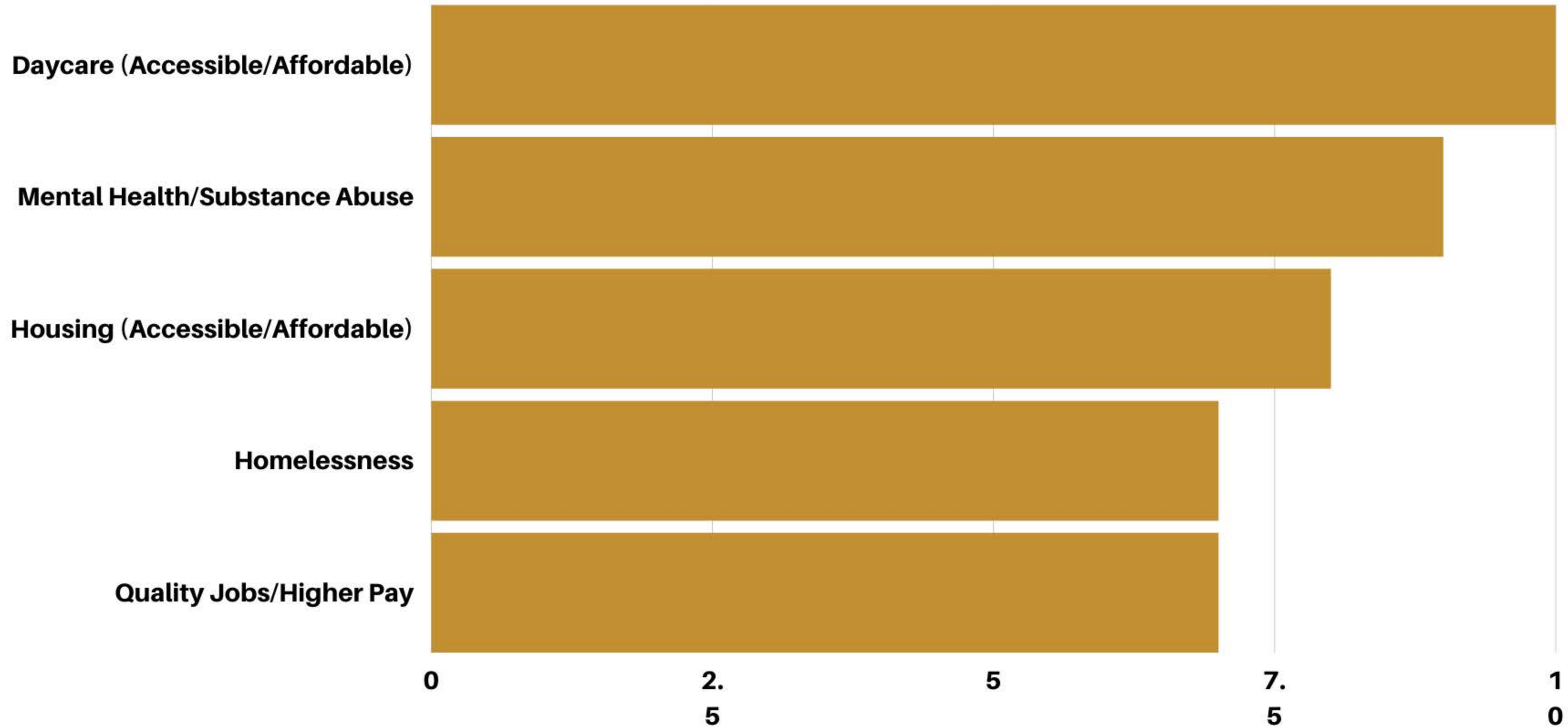




Appendix

Attachment C

NEEDS IDENTIFIED DURING UPPER CUMBERLAND FOCUS GROUPS





Appendix

Attachment D

THO Household Reports

<https://thosolutions.com/tnweb/login.aspx>

Date Start	Date End	Individual	Households Seen in Both Program Years	%	Calculation
10/1/19	9/30/20	11,796	7628	64.67%	130.48/2= 65.24%
10/1/20	9/30/21	11,591		65.8%	
10/1/20	9/30/21	11,591	7949	68.58%	129.49/2= 64.75%
10/1/21	9/30/22	13,051		60.91%	
10/1/21	9/30/22	13,051	8576	65.71%	136.64/2= 68.32%
10/1/22	8/14/23	12,091		70.93%	

Through our Community Focus Groups, it was found that individuals in poverty need more support. Between **fiscal year 2019- 2021, an average of 65.24%** of households returned to UCHRA yearly for support. Between **FY 2020-2022, an average of 64.75%** of households returned for support. And, between **FY 2021- 2023 an average of 68.32%** of households returned for support and assistance. These averages show that we need to provide more wrap around services and supports outside of our regular emergency assistance and information and referrals. We need to invest in our internal workforce at UCHRA, providing them with thorough training and skills that can better equip them to provide navigational supports to assist individuals and families with identifying goals and laying out the steps needed to obtain their goals so that individuals and families can obtain greater economic mobility. Empower UC is leading the way for us, showing how coming alongside individuals in their journey providing them with guidance and navigation can impact their financial situation. We will spend the next 2 years focusing on staff development and training that will put our staff in a better place to provide longer term supports and guidance to individuals throughout their individual journeys.