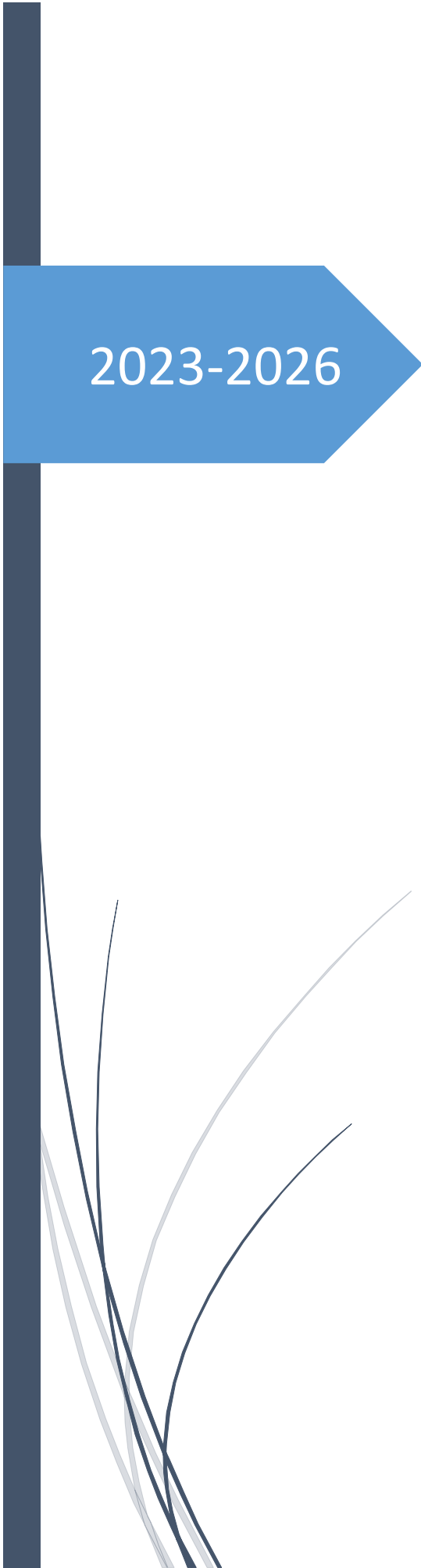




2023-2026

COUNCIL OF THE SOUTHERN MOUNTAINS

COMMUNITY NEEDS ASSESSMENT

July 2023

There is a destiny that makes us all brothers,
As none go this way alone.
For all that we place into the lives of others,
Comes back into our own. Edwin Markham

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Executive Summary

The Council of the Southern Mountains conducts a Community Needs Assessment Survey every three years in accordance with the Community Services Block Grant Program. This document serves as the foundation for the agency Strategic Plan, Community Action Plan, and the implementation of programs to address the needs of the community we serve.

The Community Needs Assessment information was obtained from various sources. All sources are listed in the Methods of Data & Analysis Section. These sources are from the following:

- Face-to-Face questions/answers
 - Internet data
 - Telephone calls
- Individual surveys
 - Agency data

This document will be reviewed and approved by the agency Board of Directors to serve as the official Community Needs Assessment for the next three years.

The data in the Community Needs Assessment resulted in the following issues needing to be addressed:

Family

• Better/Heathy food options for family	• Assistance with utility bills
• Programs for youth and seniors	• Dental/vision care
• Home repairs	• Substance Abuse Prevention/Treatment

Agency

• Motivated workforce with equitable salaries/benefits	• Enhance community involvement
• Additional funding to create/enhance programs	• Increase public awareness of agency services
• Strengthen Board of Directors for leadership capacity	• Substance Abuse Prevention/Treatment

Community

• Jobs	• Transportation
• Substance abuse prevention and treatment	• Housing and home repairs
• Youth and Senior Programs	• Substance Abuse Prevention/Treatment

Agency History

The Council of the Southern Mountains is the first and oldest private non-profit community action agency in West Virginia. The Council is a community action agency that serves primarily McDowell County, WV. The agency has been in operation since October 1, 1964 and provides quality programs, services, and products for carrying out the following purposes:

1. To promote and facilitate financial, social, and psychological self-sufficiency
2. To contribute to the revitalization and resurrection of McDowell County to its highest economic and social potential;
3. To empower the participants and/or recipients to take control over their futures.

Programs are implemented to assist the community and families in accomplishing these goals. The Council's Mission Statement:

"The Council of the Southern Mountains strives to provide quality services and opportunities to help people overcome the causes and effects of poverty and achieve the dignity of self-sufficiency."

The Council's Vision Statement:

"The Council will improve the quality of life in our communities and eradicate poverty by helping people to overcome barriers to success."

The Council fulfills this mission and vision by:

1. Providing services and opportunities that promote self-sufficiency;
2. Providing opportunities for community improvement and revitalization;
3. Encouraging McDowell County citizens to play an active role in revitalization efforts;
4. Providing services and opportunities in strengthening family and other supportive systems.

The Council of the Southern Mountains services offers families with opportunities and support for growth and change, believing people can identify their own strengths, needs, and interests, and are capable of finding solutions.

Agency Goals

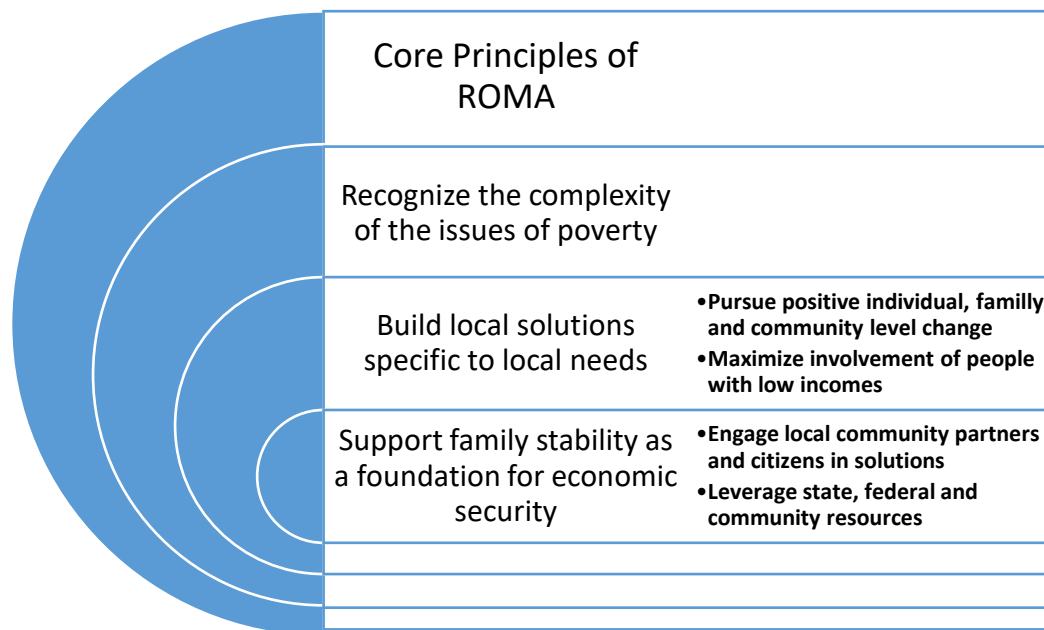
The Council of the Southern Mountains short-term goals are:

- To continue to provide high quality services;
- To continue to grow in our collaborations with other social service agencies;
- To be creative/innovative in ways to enhance services provided to McDowell County families

The Council of the Southern Mountains' long-term goals are:

- To develop additional community partnerships in order to maximize services;
- To assist families with life and career development to obtain self-sufficiency;
 - To promote positive governance in all aspects of programs.

The agency utilizes Results Oriented Management and Accountability guidelines to strive for service excellence. CSM completes annually extensive Organization Standards in order to meet funding source requirements and ensure the stewardship of resources for those it serves.



Theory of Change Community Action Goals

Goal 1: Individuals and families with low income are stable and achieve economic security

Goal 2: Communities where people with low-incomes live are healthy and offer economic opportunity

Goal 3: People with low-incomes are engaged and active in building opportunities in communities

Agency Strengths

Financial

The agency manages an operating budget of \$3,888,280 as of August 31, 2022. Policies and Procedures have been set in place for effective management of the financial office, which includes record retention and destruction. Staff review the policies and any updates or changes are distributed to staff immediately.

The Financial office has two full time staff and one part time staff. The staff are responsible for all financial activities including payroll. An audit is completed annually to ensure the agency maintains generally acceptable accounting procedures for effective use of funds. Bids are solicited from auditing vendors every five years. All audit bids are presented to the Board and the auditing firm is approved. Annual audits are then performed and any findings from the audit are presented to the Board for acceptance and approval. Necessary corrections of any findings or recommendations are put into place by staff with resubmission to the Board for approval. There were No Findings or Deficiencies in the 2022 CSM audit.

The audit is used to assist in determining the agency indirect Cost Rate Plan, based on staff salaries and fringe benefits. The IRS Form 990 is completed annually by the auditing firm, made available to the Board for review, approval, and then documented in Board minutes.

Monthly financial reports are submitted to the Board for approval and documented in Board meeting minutes for each program area. The Finance Director is responsible for the submission of an agency wide budget and monthly expenditure reports to the Board of Directors for review and approval.

Programs

The Council implements programs that fall within the national ROMA Goals. The ROMA Goals are:

1. Individuals and families with low incomes are stable and achieve economic security.
2. Communities where people with low incomes live are healthy and offer economic opportunity.
3. People with low incomes are engaged and active in building opportunities in communities.

The Council currently uses the WV FACSPRO (soon to be phased out) and LITT systems to track and report demographics and services to all stakeholders. Due to funder requirements, some of the programs use other software to track their results and are included as an Add-On report for the Agency. The WVFACSPRO/LITT systems tracks agency, family, and community data which is used to complete the Annual Report, required under ROMA Next Generation procedures.

The Council currently implements the following programs, in which 3,598 unduplicated individuals were served, along with the total number served and ROMA Goal addressed since the previous needs assessment:

Program Name	Service Area (County)	Service Provided	Number Served Annually	ROMA GOAL
Youth Exposure Series	McDowell	Youth ages 6-18 participate in recreational/ educational activities	25	Goal 3
Wholesale Buyers Club	McDowell	Individuals participate in co-op programs to promote economic asset enhancement	30	Goal 2
Volunteer Income Tax Assistance	McDowell	Provide free tax assistance to low income families	550	Goal 1
Title XIX Waiver	McDowell, Wyoming and Mercer	Provide in home care to disabled individuals	52	Goal 1
RSVP	McDowell	Provide seniors with telephone reassurance calls	344	Goal 2
	Wyoming Mingo	Assist communities in maintain neighborhood watch groups	54	Goal 2/3

Background Checks	Open to All	Provide fingerprint and background checks	500	Goal 2
Food Pantry	McDowell	Provide nutritional services to low income people	500	Goals 1/2
Credit Union	McDowell	Provide saving opportunities for residents	34	Goals 1/3
Fitness Center	McDowell	Provide health facility for McDowell County residents	50	Goal 2
Family Day Care Food Program	McDowell Wyoming	Provide nutrition education to family day care providers	30	Goals 1/2
Foster Grandparent	McDowell, Raleigh Mercer, Mingo Wyoming, Summers Monroe	Volunteers provide one-on-one services to special needs children	54 Plus 150 Special Needs Children	Goals 1/2/3
Bill Pay	McDowell	Provide accessibility to allow residents to pay their bills.	500	Goals 1/2
Emergency Utility Program	McDowell	Provide assistance to low income families for emergency heating assistance	90	Goals 1/2
Emergency Repair and Replacement Program	McDowell	Provides emergency heat and, as necessary, a/c when eligible people are without functioning equipment	60	Goals 1/2
Unicare/CSM Healthy Heat/A/C Initiative	McDowell	Provides emergency heat and, a/c as necessary, and targets seniors and disabled	10	Goals 1/2
Tourism	McDowell	Promotes recreational/ educational tourist attractions		Goals 2/3

These programs address various needs as stated in the agency's previous Community Needs Assessment and Strategic Plan.

Satisfaction Surveys

Surveys are conducted for each program to gauge the effectiveness of staff and quality of services provided. Results from the surveys are submitted to the Board of Directors monthly. The agency received an overall approval rating of 92+% satisfaction among its customers. The results of the surveys are as follows for Year 2022-23.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
I was treated with kindness and respect when I came to and/or called the agency.	701	57	6	1	4	2
The staff were willing to help me.	693	55	5	1	4	2
Staff referred me to another agency if the Council could not meet my request.	346	55	17	3	2	29
I was waited on promptly and did not have to wait too long to receive services.	656	65	3	2	1	5
My privacy was honored	675	55	3	2	1	3
The services or assistance I received met my needs.	654	67	2	2	3	4
The agency or services are conveniently located.	655	67	5	1	2	4
The building was neat and clean when I visited.	643	70	9	1	1	5
I would recommend the agency to others.	699	61	5	1	1	0
Overall, I am satisfied with the services I received.	709	58	3	1	1	0

Community Awareness

The agency informs the community of its activities, programs, and progress through various media outlets. The agency currently utilizes the following sources as distributing information to the community:

- Agency website
- Agency Facebook page
- News releases
- Radio public service announcements
- Newsletter-Online
- In-service Training for Foster Grandparent Program and RSVP Volunteers
- Mass texts/emails

Board of Directors

The Council of the Southern Mountains is made up of a tri-partite board (Low-Income, Public Representative, and Private). The Board of Directors members voluntarily serve as the governing body of the agency. The Board is responsible for determining if programs and services effectively support the agency's mission, approval of the Community Needs Assessment, Community Action Plan, Strategic Plan, analysis of program results, risk assessments, and approving financial decisions. Board approval of these documents occur annually and are recorded in the Board minutes.

The Board conducts the annual appraisal of the Executive Director. The Board is also responsible for the approval of a Succession Plan in the event the Executive Director is no longer able to maintain this position. The Board receives monthly/quarterly and annual reports from each program prior to Board meetings.

Each Board Member is given a written or electronic copy of agency by-laws that are reviewed by an attorney no less than every 5 years. The Board reviews and approves any changes made in the By-Laws. All new Board Members have orientation once seated within six months. Each Board Member is required to sign a Conflict of Interest and Code of Ethics Policy, which helps ensure the agency is operating in an efficient manner without outside influences to cause conflicts for the agency.

Board Members are given training on various topics throughout the year at monthly meetings. Members have received training ranging from Board procedures to Results Oriented Management and Accountability (ROMA).

Staff

The Council of the Southern Mountains has a staff of 104 employees and 2 Senior Community Service Employment Program (Mature Workers Program) Participants. Each new employee is given an Employee Handbook with a copy of the Policy and Procedures that are reviewed by an attorney at least every five years. Staff are given orientation based on their respective service area. Included in the document is a Whistleblower Policy. Any changes made within the policy is distributed to employees. Every employee has a written Job Description that is reviewed, updated, and signed by each employee. Employees are evaluated on an annual basis by their supervisor.

The Administrative Staff consists of:

- Executive Director
- Finance Director
- Accounts Payable/Payroll Specialist
- Office Assistant

Programs and number of staff are as follows:

Program	Number of Staff
Community Services Block Grant	
Youth Exposure Series	

Wholesale Buyers Club	4
Volunteer Income Tax Assistance Program	
Food Pantry	
Credit Union Emergency Utility Assistance Program	
Title XIX Waiver	84
RSVP	1
Emergency Repair Replacement Program	2
Fitness Center	3
Family Day Care Food	1
Foster Grandparent Program	2
Bill Pay Program for Non-Banking Consumers	3
Unicare/CSM Healthy Living Initiative	1
Health Home Initiative	1
Tourism Initiative/Economic Development	2

The agency also has one Nationally Certified ROMA Implementer (NCRI) that assists in the process of full ROMA implementation. The Implementer is involved in creation of the Community Needs Assessment, Strategic Plan, Community Action Plan, program implementation, and calculating and analysis of results. The NCRI has also served on the WV ROMA Task Force and received various ROMA trainings.

Volunteers

The agency utilizes volunteers to carry out program objectives. Volunteers are recognized annually for the service they provide to enhance the lives of those in their community. Programs that currently receive assistance through volunteerism include:

- Foster Grandparent Program
- RSVP
- CSBG
- Administration

Partnerships and Referrals

Partnerships are a very instrumental tool used by the agency to provide services to the community. At the completion of the Community Needs Assessment, the agency has 53 partnerships as listed below:

• Anawalt Elementary School	• American Red Cross
• Beckley Elementary School	• Bluefield Intermediate School
• Bluefield Middle School	• Bluwell Elementary School
• Brushfork Elementary School	• Community Action of Southeast WV

• Coalfield Community Action Partnership	• Corporation for National and Community Service
• Cranberry-Prosperity Elementary	• Dollar Energy Fund
• Emergency Food & Shelter Program	• Facing Hunger Food Bank
• Fall River Elementary	• Hollywood Elementary School
• Hope Christian Academy	• Hospice
• Jaeger Elementary School	• Internal Revenue Service
• Itmann Food Bank	• Jumping Branch Elementary
• Kimball Elementary School	• McDowell County Sheriff Department
• Memorial Primary School	• Mercer Elementary School
• Monroe Day Care	• Mother Goose Child Care
• Mount View Middle School	• Mountaineer Food Bank
• Office of Child Nutrition	• Peterstown Elementary School
• Princeton Middle School	• Princeton Primary School
• Public Employees Insurance Agency	• Raleigh County Commission on Aging
• Raleigh County Sheriff Department	• REACH
• Shady Springs Elementary School	• Silver Sneakers
• Southside Elementary School	• Stratton Elementary School
• US Department of Agriculture	• Town of Anawalt
• Wade Center	• Union Head Start Center
• Welch Elementary School	• WV Medicaid
• WV Development Office	• Wyoming County Sheriff Department
• Southern Highlands Community Health Center	• WorkForce WV

• PAIS • Rescare	• Unicare of WV Health Plans
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The agency receives referrals and refers customers to other organizations for additional services including the Department of Health and Human Resources, Mission Ministries, Union Mission, Salvation Army, Big Creek People in Action, and Catholic Charities.

Service Area

McDowell County consists is 539.40 square miles of mountainous terrain and is the southernmost county in West Virginia. The county is bordered by West Virginia counties Mercer, Wyoming, and Mingo. It also borders the Virginia counties of Tazewell and Buchanan. The State of West Virginia Department of Highways' surface type mileage system shows that McDowell County has roadways that are mountainous, constructed with elevations from 875 feet to 3,400 feet above sea level with more than 90% having a slope of 40 degrees or more. The County seat, Welch, is the main center of educational, economic, political and civic activity. Due to the decrease in population, the economy has suffered and county residents travel to neighboring counties and states for grocery, clothing, and major purchases. Much of McDowell County's housing troubles arise from discrepancies in land ownership. Because the railroads or coal companies own the most developable land, residential housing must locate on hills or around flood basins. Existing homes must be conserved and additional housing must be built that creates homeownership opportunities for low and moderate-income families, subsidized/public housing for the poor and market rate unites for those who can bear such costs.

Transportation

Transportation remains a concern considering there are no major or four lane highways. The roads are narrow, two lane, and winding with many single-lane bridges. Some roads are graveled and rutted by the weather and these roads are considered orphan roads, being maintained only by the residents living in those respective, isolated communities. In addition to the tough terrain of the mountains, fuel costs cause hardships for those with vehicles and those who must arrange transportation through other means. There is a dependable, affordable and accessible public transportation system, however, the routes are limited to certain areas of the County, although recently expanded, and cannot meet the needs of people in very remote, isolated areas. Construction has started on the first four-lane highway in McDowell County as the Coalfield Expressway is being built from Welch to the Wyoming County line.

Water/Sewage

The County's water, sewage, and solid waste facilities remain in poor condition. In all but a few areas, these facilities do not exist at all. Indeed, untreated wastewater is often discharged into the area's waterways from approximately 70% of County homes.

There are four major/water sewage systems in the County: the City of Gary, the City of Bradshaw, the McDowell County PSD, and the City of Welch. There are many families throughout McDowell County that rely on natural springs and wells for their water source. Many McDowell residents are living through a water crisis, McDowell County Commissioner Cody Estep said. Some towns have been under boil-water advisories for years. Many locals rely on wells, but those are vulnerable to contamination from their surroundings, and can be expensive to fix. An estimated two-thirds of homes lack basic wastewater treatment and many homeowners pipe waste straight into nearby streams. "People are beat down," he said. "Our population is aging. They are not able to haul water like they used to. Wells are dried up. "In the past 18 years, McDowell County's Public Service District, the county's public water utility, has taken over nine local water systems, and is set to take control of more soon — most of them small systems built and once maintained by coal companies.

"We're dealing with leaks, we're dealing with overages, we're dealing with customer complaints, and we know it's going to be several years before we can get the funding to replace those systems," Mavis Brewster, the PSD's general manager, said.

The utility has at least a dozen improvement projects on its wish list, she said. But it doesn't have the money. Water systems are among the most expensive types of infrastructure to build and maintain, and public water utilities are largely funded by the rates customers pay them. A dwindling, low-income population means fewer ratepayers, and less money for necessary upgrades.

Cash-strapped rural utilities often finance upgrades through a patchwork of state and federal funds, including loans from the U.S. Department of Agriculture. But McDowell is already saddled with debt from such loans, Brewster said, and pays about \$34,000 to cover it each month. That means she and her team spend a substantial amount of time applying for grants, so the utility won't have to take on more debt or raise rates. Source: *Bluefield Daily Telegraph*

Education

According to the July 1, 2022 US Census Bureau estimates, McDowell County has estimated that 74.6% of residents have a high school diploma, a ten percent increase since the last CSM Community Needs Assessment, compared to the state average of 88.1%. Those with a Bachelor's degree or higher is 6.4%, a two percent increase in three years, as compared to the state average of 29.8%.

Kids Count Data reports McDowell County at 112.013 has the highest rate of child and teen deaths per 100,000 in the entire State of WV. The percentage of high school dropouts between grades seven through twelve is 17.5% and children living in high poverty areas of the County are 57.4%, again the highest in WV with available data. The percent of babies born exposed to drugs is 14.3% with 17 Counties having a higher rate. Teen births are 16.5% with 37 Counties having a greater percentage. McDowell is second from the bottom of all counties of fourth graders not proficient in reading at 77%. Again, these statistics are from the 2022 Kids Count data.

McDowell County Board of Education administers educational needs in McDowell County and there are currently 2622, down 412 students of the 3,094 students reported in the last CSM Community Needs Assessment in 2020. The schools are:

McDowell County Schools		Bradshaw Elementary School	
McDowell Career and Technology Center		Fall River Elementary School Scheduled to be consolidated	
laeger Elementary School		Kimball Elementary School	
Mount View High School		River View High School	
Sandy River Middle School Scheduled to be consolidated		Southside K-8	
Welch Elementary School Scheduled to be consolidated		Mount View Middle School	

There are two colleges within the vicinity of McDowell County. Bluefield State University is located in Bluefield, WV (Mercer County) with an additional campus in Beckley, WV. It offers the following Bachelor degrees, in addition to the newly created Master of Business Administration:

B.A. Humanities		B.A. Social Science	
B.S. Accountancy		B.S. Applied Science	
B.S. Business Administration		B.S. Civil Engineering	

• B.S. Civil Engineering Technology	• B.S. Computer Science
• B.S. Criminal Justice Administration	• B.S. Early/Middle Education
• B.S. Electrical Engineering Technology	• B.S. Engineering Management
• B.S. Health Services Management	• B.S. Imaging Science
• B.S. Mechanical Engineering Technology	• B.S. Nursing

Southern WV Community and Technical College, located in Saulsville, WV (Wyoming County) offers associate degrees, certificates, and various skill sets to its students. Programs are offered under the following studies:

• Allied Health	• Applied and Industrial Technology
• Business	• Humanities
• Board of Governors Adult Degree Completion	• Social Science
• Associate in Arts	• Associate in Science
• Occupational Development	• Technical Studies

Health

McDowell County has one acute inpatient care provider, Welch Community Hospital. This facility is undergoing changes as it has been taken over by the WVU Health Systems. This facility also just closed the long-term care facility called Golden Harvest. In addition to the hospital, the Tug River Clinic and Family Health Care Associates, Inc. provides health care to citizens of McDowell County. The McDowell County Health Department provides medical services such as mammograms, birth control, breast exams, HIV and STD testing, along with other tests.

McDowell County ranks last in overall health outcomes and health factors based on information from County Health Rankings & Roadmaps. McDowell County residents are 14th from the bottom of over 3100 counties in the country for life expectancy. Health outcomes are based on an equal weighting of length and quality of life. Health factors are based on weighted scores for health behaviors, clinical care, social and economic factors, and physical environment.

Health Factors

Health Behaviors	McDowell County	West Virginia	United States
Adult Smoking	34%	24%	16%
Adult Obesity	47%	40%	32%
Food Environment Index	6.2	6.5	7.0
Physical Inactivity	41%	27%	22%
Access to Exercise Opportunities	28%	58%	84%
Excessive Drinking	12%	14%	19%
Alcohol-Impaired Driving Deaths	34%	26%	27%
Sexually Transmitted Infections	136.2	303.0	481.3
Teen Births	45	28	19
Additional Health Behaviors (not included in overall ranking)			
Clinical Care	McDowell County	West Virginia	United States
Uninsured	10%	8%	10%
Primary Care Physicians	4,230:1	1,270:1	1,310:1
Dentists	4,590:1	1,710:1	1,380:1
Mental Health Providers	3,060:1	620:1	340:1
Preventable Hospital Stays	6,227	4,107	2,809
Mammography Screening	21%	36%	37%
Flu Vaccinations	26%	43%	51%
Social Associations	5.3	12.8	9.1
Injury Deaths	212	133	76

These are extremely low statistics for McDowell County and serves as cause for interventions.

McDowell County Population by Disability Type

	McDowell County	West Virginia
Hearing Difficulty	2,103 (11.9%)	112,587 (6.3%)
Vision Difficulty	1,802 (10.2%)	74,897 (4.2%)
Cognitive Difficulty	1,921 (11.6%)	132,538 (7.8%)
Ambulatory Difficulty	3,302 (19.9%)	196,890 (11.6%)
Self-Care Difficulty	855 (5.2%)	67,580 (4.0%)
Independent Living Difficulty	2,119 (15.4%)	123,350 (8.6%)

West Virginia, the national epicenter of the opioid crisis for the past decade, saw its fatal overdose rate spike by at least 45 percent in 2020 according to data from the state Office of the Chief Medical Officer. The increase is a reversal of two years of declining drug deaths. Preliminary figures show at least 1,275 WV residents died of overdoses in 2020, up from 878 in 2019. The new numbers could rise as more autopsies are completed.

Statewide, the *Charleston Gazette-Mail* reported April 26, 2022, “15 counties at least doubled their number of fatal overdoses between 2019 and 2020. Only eight saw drops. Of those eight, none saw decreases of more than five cases.” Of the 1,275 fatal overdoses, 955 involved fentanyl. Southern and coalfield counties in the state fared the worst, with McDowell County tripling its fatal overdose rate. According to the WV DHHR 2021 statistics, McDowell was third highest in deaths per 100,000 at 528. Just for reader edification, 93 were from All Drugs, 72 All Opioids, 27 Fentanyl, 11 Heroin, 12 Cocaine and 12 Methamphetamine.

Economic Activity and Population

McDowell County continues to struggle from the economic crises that have devastated the county for many years. Various issues have risen that resulted in its decline including flooding, population migration, and the war on coal production. These issues have decreased resources and services available to McDowell County residents. The population is presently 17,850 based on U.S. Census Bureau data. This is down from the 2020 Census population of 19,118. Tourism is a shining light of hope for economic development.

Race	Percentage
White	81.6% down from 2020 89.6%
Black/African-American	7.12 % down from 2020 9.5%
American Indian/Native Alaskan	.5% up from 2020 .2%
Asian	.4% up from 2020 .1%
Native Hawaiian/Other Pacific Islander	.04% up from 2020 0%
Two or More Races	10.0% significantly up from 2020 1.3%
Hispanic/Latino	6.9% up significantly from 2020 .9%

Listed below are the household characteristics of McDowell County according to the US Census Bureau and Kids Count Data, 2022:

Characteristic	Percentage/Number
Households	6,413 down from 2020 8,180
Veterans	942 down from 2020 1,342
Housing	
Housing Units	9,347 down from 2020 11,136
Owner occupied housing unit	80.4% up from 2020 76.7%
Median Value of owner-occupied housing	\$ 43,400 up from 2020 \$35,500
Education	
High School Graduate or Higher	74.6% up significantly from 2020 64.4%

Bachelor's Degree or Higher	6.4% up from 2020 5.1%
High School dropouts	17.5% up from 2020 12.4%
Health	
Persons with a disability under age 65	22.4% down from 2020 25.6%
Persons without health insurance	9.7% near the same as 2020 9.4%
Infant mortality rate (per 1,000 live births)	23 per 100
Teen birth rate (per 1,000 females)	45 per 100 lower than 2020 85.4
Percent of low birth weight babies	12.8%
Income	
Median household income	\$30,127 up from 2020 \$24,921
Persons in poverty	31.7% lower than 2020 34.5%
Children in poverty	47.7%

The top 10 employers and rank according to the WorkForce WV 2022 report include:

Area Name	Rank	Company Name
McDowell	1	McDowell County Board of Education
	2	Federal Prison System
	3	Twin State Mining, Inc.
	4	Extra Energy, Inc.
	5	Welch Emergency Hospital
	6	McDowell Nursing & Rehabilitation Center, Inc.
	7	Prime Processing, Inc.
	8	Stevens Correctional Center
	9	McDowell County Commission
	10	McDowell County Commission on Aging, Inc.

Seven of the top 10 are either government or quasi government entities revealing the dependence of the County on taxpayer supported jobs. This also indicates the lack of private sector job opportunities especially away from coal.

The civilian labor force for McDowell County is listed as 4,150 down from 2020 of 5,100 according to WorkForce WV. The total employment in McDowell County is 3,945, again, down from the 2020 assessment number of 4,480.

Survey Participant Quantitative Profile

Clients, individuals in the community, local officials, service providers, and agency Board members, completed the Community Needs Assessment surveys. The individual survey was distributed as paper and linked to online through the agency website. A total of 124 individual surveys were completed with 2.75% being local officials, 4.59% Board members, and 17.43% Service Providers, Clients at 9.17%, Volunteers at 22.94% and those designated as Residents 43.12%. Of the individual surveys completed, the following characteristics are listed with responses:

Characteristic		Number Responses
Age	Under 18	1
	18-24	4
	25-34	18
	35-54	35
	55 & Older	51
Gender	Male	18
	Female	88
Race	White	82
	Black/African American	25
	American Indian/ Alaska Native	0
	Asian	0
	Native Hawaiian/ Other-Pacific	0
	Other	3
Yearly Household Income by Percentage	Less than \$20,000	54.21%
	\$20,000 to 30,999	20.56%
	\$31,000 to \$51,999	10.28%
	\$52,000 or above	14.95%
Highest Level of Education Completed by Percentage	Did not Complete High School	11.43%
	High School Diploma/GED	56.19%
	Trade/Vocational School	12.36%
	College Degree or Higher	26.67%
Veteran Status by Percentage		4.21%
Disability by Percentage		35.24%
Marital Status by Percentage	Single	39.25%
	Separated	2.80%
	Widow/Widower	16.82%
	Married	33.64%
	Divorced	7.48%
Housing Status by Percentage	Own Home	76.47%
	Rent	9.80%
	Section 8 Rental	0
	Live with Family/Friends	11.76%
	Live in Public Housing	.98%
	Homeless	0
	Community Shelter	.98%
Sources of Household Income by Percentage	Full Time Employment	39.45%
	Part Time Employment	6.42%
	Pension	11.01%

	Unemployment	1.83%
	TANF	0
	Child Support	.92%
	Social Security	40.37%
	SSI	11.01%
	Other	5.50%
	No income	3.67%
Number of individuals in home by Percentage	One	35.19%
	Two	27.78%
	Three	16.67%
	Four	10.19%
	Five	9.26%
	Six	0
	Seven	.93%

Survey responses among Elected Officials, Board Members, and Service Providers collected are:

- Board Members: 10
- Elected Officials: 3
- Service Providers: 7
-

Top Concerns Individual/Family Needs

According to this survey, these issues are seen as the top eight concerns for individuals and families in McDowell County:

1. Programs and Activities for Youth (ages 12-18)
2. Having a Safe Place for Children After School and Summers
3. Programs and Activities for Seniors
4. Parenting Classes
5. Classes on Healthy Relationships. Resolving Conflicts, etc.
6. Nutrition Education/Healthy Eating Education Workshops
7. Mental Health Programs
8. Preparing and Filing Taxes for Fee

Community Needs

Survey analysis among public officials, agency Board members, and service providers produced the following top community concerns:

- 1.Substance Abuse Prevention
- 2.Infrastructure (Water, sewage, cell phone reception)
- 3.Jobs
- 4.Youth Programs
- 5.Healthy Food
- 6.Tourism/ Economic Development
- 7.Community Participation
- 8.Housing
- 9.Youth Education
10. Adult Education

The top community concerns breakdown for each group according to surveys are:

Board Members

1. Infrastructure (Water, Sewage, cell phone reception)
2. Jobs
3. Youth Programs
4. Adult Education
5. Substance Abuse Prevention
6. Home Repair Services
7. Better Food Choices/Increased Public Awareness of Food Pantries
8. Department Store
9. Better Community Street Lighting
10. More Public Information of Services Offered

Elected Officials

1. Infrastructure (Water, Sewage, cell phone reception)
2. Affordable Housing

3. Better healthcare/Lower Prescription Prices
4. Healthcare Education
4. Mental Health Services
5. Transportation Improvements
6. Recreational Facilities
7. Cellular Service/Internet
8. Affordable Home Repairs
9. Community Gardens
10. Jobs

Service Providers

1. Infrastructure (Water, sewage, cell phone reception)
2. Substance Abuse Prevention/Treatment
3. Transportation Issues Improved
4. Adult Education
5. Food Security
6. Mental Health Services
7. Recreation
8. Food and Services for Shut-Ins
9. Housing and Home Repair Services
10. Jobs

Qualitative data from these groups include, but is not ranked:

- It would be productive if the Non-Profit Organizations could unite and provide persons and resources for the low-income to learn self-sufficiency to empower them to bring positive changes in their lives
- “Recreational center for youth”
- More communication from the WorkForce WV about employment services and assistance
- More federal funding for programs
- Parenting classes, Life Skill classes, Entrepreneur classes
- “Decent housing”
- Need for drug rehabilitation locally
- Better/Fresh food
- Improved healthcare/Better Doctors
- Adult education with more housing options
- Increase tourism efforts and trash needs to be picked-up.
- Install basketball courts, walking trails, playgrounds, swimming pools and other things for children and adult to do
- Temporary housing for the homeless, at least overnight
- More community partners needed for help with utility bills, food, clothing, appliances and day care
- Need YMCA type resources, cab services, better bus service and hours to all areas of the

County

- More structured and professional education opportunities, especially college classes in the county
- More dedicated time put forth to entice businesses to come to McDowell County

The top community concerns among the respondents were:

1. Jobs
2. Housing
3. TIE- Healthy Food/Safe Neighborhoods
4. Substance Abuse Prevention/Treatment
5. Transportation
6. Youth Programs
7. Senior Programs
8. Childcare
9. Community Participation
10. Bill Pay Services

Analysis of data combined from all surveys using an average reveals the top community unmet needs to be:

1. Housing
2. Jobs
3. Youth Programs
4. Safe Neighborhoods
5. Disability Programs
6. Substance Abuse Prevention/Treatment
7. Transportation
8. TIE-Senior Programs/Childcare
9. Healthy Food
10. Adult Education

Agency Needs

- In review of the CSM Strategic Plan, the continuing needs of the agency are:
 - Develop stable, highly qualified and motivated workforce
 - Maintain equitable salaries for staff
- Enhance opportunities for staff by cross training and providing development plans and reduce disallowances by Medicaid funding source
- Improve benefit package for staff yet with recent cut in Title XIX billing rates, this will be very difficult.

- Funding for implementation of training programs for high demand occupations for consumers.
- Ongoing training and equipment updates to strengthen agency financial management
- Annual training in Results Oriented Management and Accountability and WV FACSPRO
 - Improve and strengthen knowledge and involvement by Board of Directors.
 - Funding for more community involvement, health and recreational programs.
- Conduct fundraising activities to create additional programs and/or expand existing programs.
 - Increase public awareness of services offered by the agency.

Analyzing and Addressing Needs of Families and Communities

The Council of the Southern Mountains continues to provide services to families and communities through existing programs. Based on the needs listed as top individual and family, the agency offers the following programs to address those needs.

- **Need for Food (Family)**

The agency Food Pantry provides nutritious food for low-income families in McDowell County. Customers must be at or below 200% of the federal poverty level to be eligible. The Community Services Block Grant funds the program with supplemental funding from the Emergency Food and Shelter Program. The agency collaborates with the Facing Hunger Food Bank and Mountaineer Food Bank to deliver food items to program participants.

- **Programs and activities for Youth/Youth Programs/Youth Education (Family/Community)**

The agency currently implements the Youth Exposure Series Program. The Community Services Block Grant Program funds this program. Youth ages 6-17 are provided educational and recreational activities for throughout the summer months. Activities include trips to museums, baseball games, educational parks, and the WV State Fair.

The agency also operates the Family Day Care Feeding Program for children, which reimburses care providers for serving nutritious meals while parents are working or receiving training. This program funding is augmented by Community Services Block Grant money.

- **Help with Utility Bills (Family)**

The Utility Assistance Program provides families with assistance of electric bills, water bills, and wood and coal fuel for low-income families. Families must be below 200% of the federal poverty level to receive assistance.

A partnership with the Dollar Energy Fund has been implemented to assist families with payments of electric terminations. To qualify for the Dollar Energy Fund, customers must be below 150% of the federal poverty level.

Referrals for additional assistance for those in need are made to organizations that provide similar services. Among those are Catholic Charities, Mission Ministries, union Mission and Department of Health and Human Resources.

The agency also assists customers with completion and submission of Low Income Energy Assistance Program (LIEAP) applications. Applicants must be disabled and cannot complete the forms without assistance and is for families that have not received assistance from this program in previous years. After this initial assistance, DHHR handles this much needed funding for those qualified.

- **Home Improvement (Family/Community)**

The agency implements the Emergency Repair and Replacement Program that is funded through the WV Development Office with WV DHHR money. The program provides heating and air conditioning assistance to low income families in McDowell County. Eligible households receive heating repair or replacement and are then referred to another agency for Weatherization services.

CSM is a partner and helps local citizens with the West Virginia Homeowners Rescue Program for the critical home repair services initiative. State residents who own their home, live in it as their primary residence and have a COVID-related financial hardship could qualify for benefits including:

- Mortgage assistance up to \$20,000 for those at least 60 days behind in their mortgage payments
- Delinquent down payment loan assistance up to \$1,000
- Past due utility payments up to \$2,500
- Delinquent real property taxes, insurance, homeowner association fees and other property charges up to \$5,000
- \$300 internet stipend
- \$10,000 for critical home repairs
- Free housing counseling

Programs and Activities for Seniors (Family)

The Foster Grandparent Program provides seniors ages 55 and up an opportunity to volunteer at various sites. Program volunteers work one-on-one with special needs children. Volunteers are stationed at schools, Head Start Centers, and faith based Centers in the catchment area of McDowell, Wyoming, Mercer, Mingo, Summers, Raleigh, and Monroe counties. Volunteers received stipends for time spent at volunteer stations. This serves as additional income for the low income seniors that participate in

the program. The program is funded by the Corporation for National and Community Services.

During the last program year, 63 volunteers served 64,838 hours providing services to 159 children. Below are outcomes from the volunteers that served:

- 89%, up from 87% in 2020, of children and youth report showing increased improvement in academic performance since interaction with volunteer
- 89%, down 1% from 2020, of children and youth show increased improvement in self-image since interaction with volunteer
- 65%, up from 58% in 2020, of children and youth show increased improvement in school attendance habits since interaction with volunteer
- 60%, down from 66% in 2020, of youth and children report keeping out of trouble since interaction with volunteer

The RSVP Program provides telephone reassurance phone calls to elderly who are home bound. Volunteer stations are established to help monitor the progress of volunteer calls. The phone calls are provided by program volunteers. Program volunteers assist veterans that are in need of help. Donations are made and distributed to disabled veterans by program volunteers and occurs annually. The program is funded by the Corporation for National and Community Service.

During the last program year, 540 volunteers donated 124,925 hours to serving in their communities. The following shows a breakdown of hours served.

- Telephone reassurance calls: 60,083 hours
- Food pantries: 3,887 hours
- Neighborhood Watch Groups: 59,243
- Veteran assistance: 1,712 hours

- **Safe Neighborhoods (Community)**

The RSVP program assists Neighborhood Watch groups in the catchment area of McDowell, Raleigh, Wyoming, and Mingo Counties. Memorandums of Understanding are on file with agencies that provide training, recruitment, transportation and recognition of volunteers that serve. There are 38 Neighborhood Watch Groups within the area served.

- **Jobs (Family/Community)**

CSM continues to expand the Title XIX Intellectually developmentally disable program which now employs 85 full-time people at a living wage. In fact, there are more jobs available than we have applicants. This stringent but needed service is now the largest program operated by CSM at over a \$2,000,000 annual budget.

The Family Day Care Food Program enables providers with education on proper nutrition for children that are in the homes of daycare providers. Providers are given an annual training on proper meals and preparation. Monthly reimbursements are given

for the meals served to children in their care. This program is funded by the US Department of Agriculture and Office of Child Nutrition.

- **Tourism/Economic Development (Community)**

The Agency currently maintains a tourism website, www.visitmcdowellcountywv.com, which was recently updated at a substantial cost to the agency, which enhances tourism in McDowell County. The website informs visitors of lodging, dining, places to visit, and upcoming events to attract tourists into the area.

The Agency continues with the annual Head of the Dragon Motorcycle/Sports Car run. This event completes the Dragon motorcycle cycle run series, as there is currently a Tail of the Dragon, Claw of the Dragon, and Back of the Dragon. CSM has collaborated with the City of Kimball and holds during event during their annual Fall Festival, which serves to attract more tourists and locals due to the great attractions available.

The event has caught attention of bikers across the United States and has been featured in several magazines. This endeavor provides opportunity for tourism as it features several sites throughout McDowell County that are tourist destinations. Information about the Head of the Dragon run can be seen at www.headofthedragonwv.com.

- **Disability Programs (Family)**

The Council implements the Title XIX Waiver Program. This program assists disabled customers to maintain independent lifestyles by providing in home care services. The program serves customers in the areas of Mercer, McDowell and Wyoming Counties. WV Medicaid funds this program.

The agency also refers eligible individuals to other disability service providers.

- **Drug Abuse Prevention/Treatment**

CSM is a referral source for area residents seeking help with drug abuse.

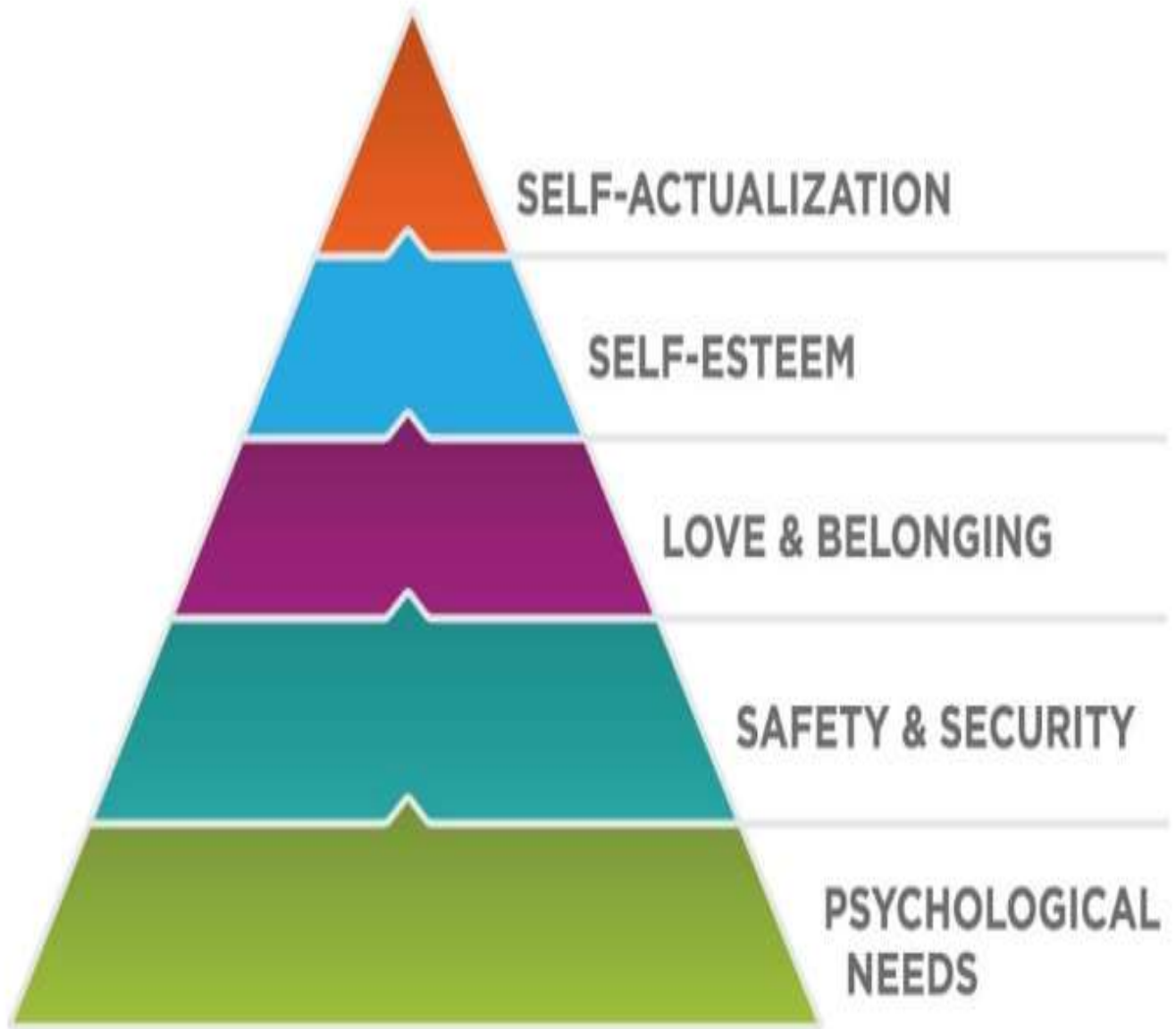
Organizations in the area that provide services for low-income families in which referrals can be made and need identified:

Need	Organization
Affording Home Repairs	SAFE Housing & Economic Development, Inc. (SHED)
	Big Creek People In Action
	USDA
	Faith Based Groups
Getting Dental/Vision Care	Tug River Health Association
Affordable Housing	SAFE Housing & Economic Development, Inc. (SHED)
Affording Prescriptions	Department of Health & Human Resources
Transportation	Bluefield Area Transit
	Non-Emergency Medical Transportation Program (MTM)
Substance Abuse Prevention/Treatment	Southern Highlands Community Health Center
Healthy Food	WVU Extension Service
Healthcare	Welch Community Hospital
	Tug River Clinic
	McDowell County Health Department
	Family Health Care Associates, Inc.
	Private Physicians
Adult Education	McDowell County Adult Learning Center
	Bluefield State College
	Southern WV Community & Technical College

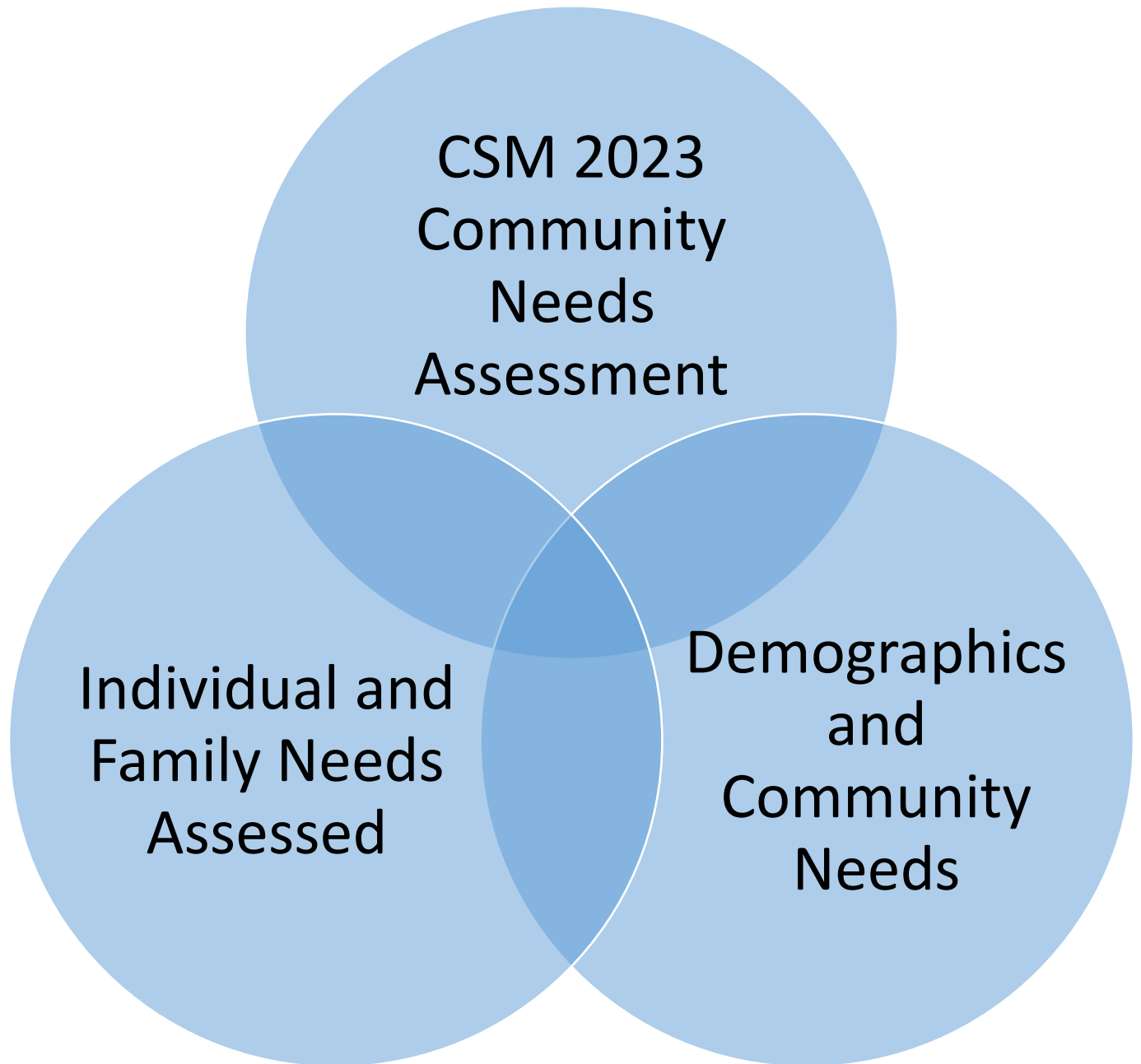
Sources of Data Collection and Analysis

Information for this Community Needs Assessment was compiled from multiple sources, which include:

• CSM Strategic Plan	• CSM Logic Models
• CSM Information Survey Data	• CSM Satisfaction Surveys
• U.S. Census Bureau	• WorkForce WV
• 2022 WV Kids Count Data Book	• McDowell County FACES Directory
• McDowell County Rankings and Roadmaps	• McDowell County Board of Education
• CSM Client Surveys	• Bluefield State College
• WV Department of Health and Human Resources	• Southern WV Community and Technical College
• Local Service Provider Surveys	• Elected Official Surveys
• CSM Board Member Surveys • Newspapers	• Community Member Surveys



MASLOW'S HIERARCHY OF NEEDS



Q1 Name (Optional) Not Shown

Answered: 54 Skipped: 57

Q2 Telephone (Optional) Not Shown

Answered: 43 Skipped: 68

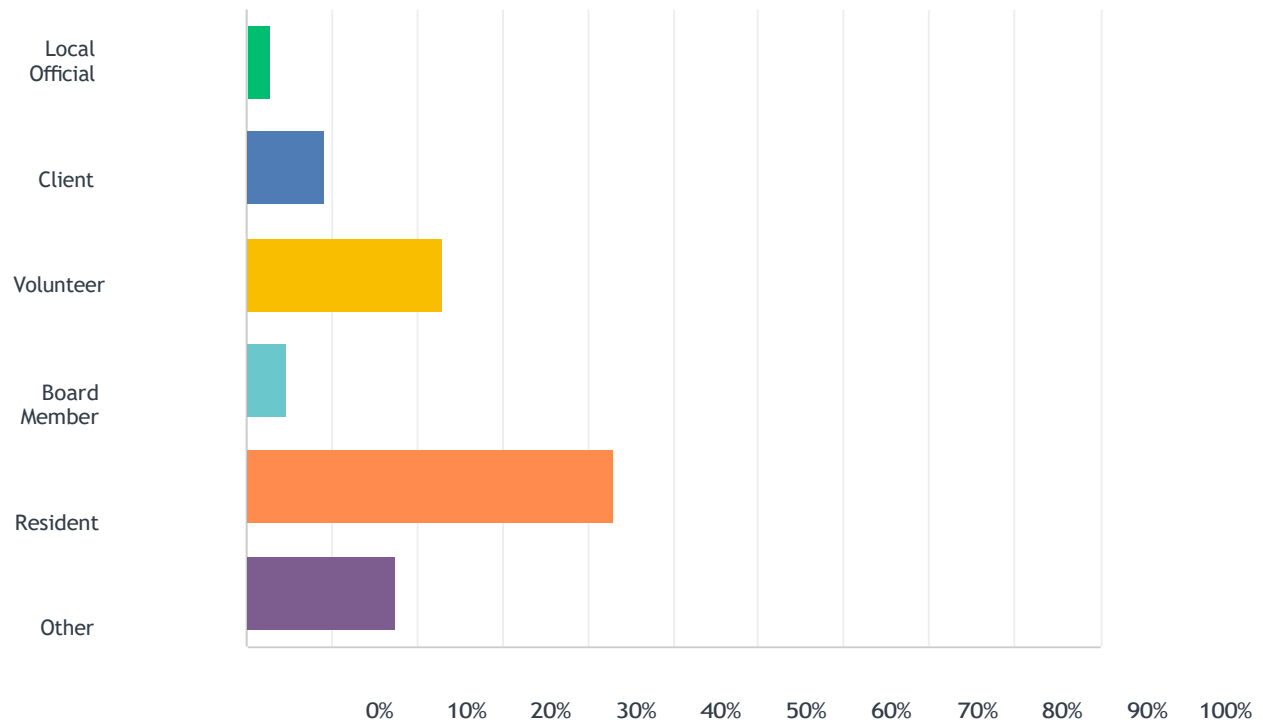
Q3 Town where you live: Not Shown

Answered: 98 Skipped: 13

Q4 Check one of these to let us know who completed the survey:

Answered: 109

Skipped: 2



ANSWER CHOICES	RESPONSES
Local Official	2.75%
Client	9.17%
Volunteer	22.94%
Board Member	4.59%
Resident	43.12%

Other

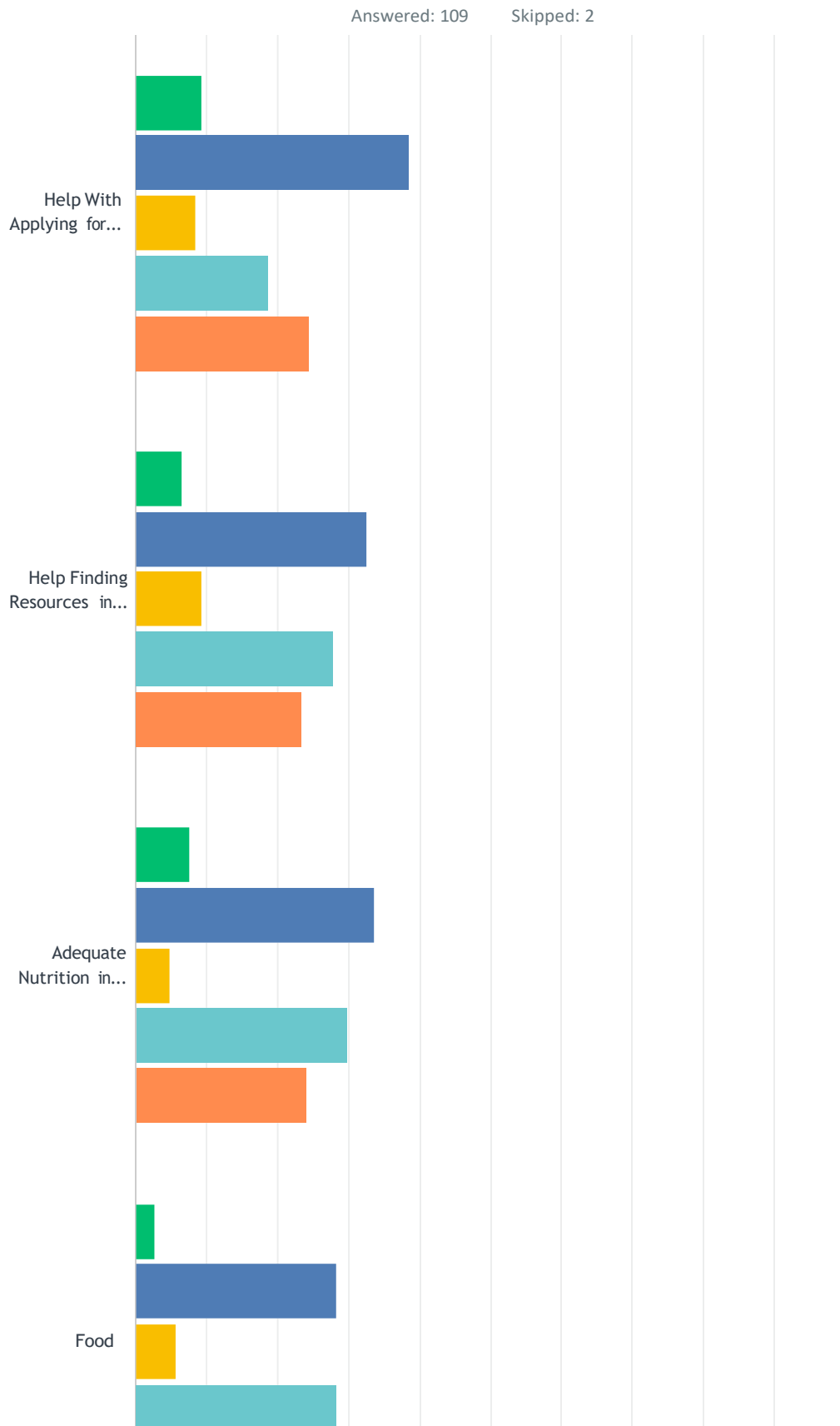
17.43%

19

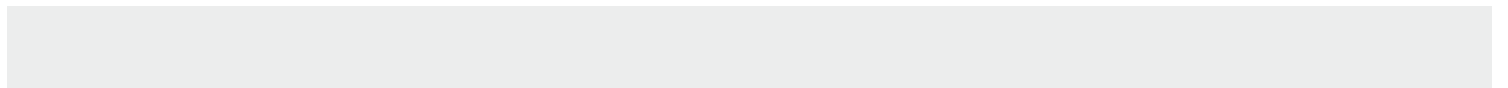
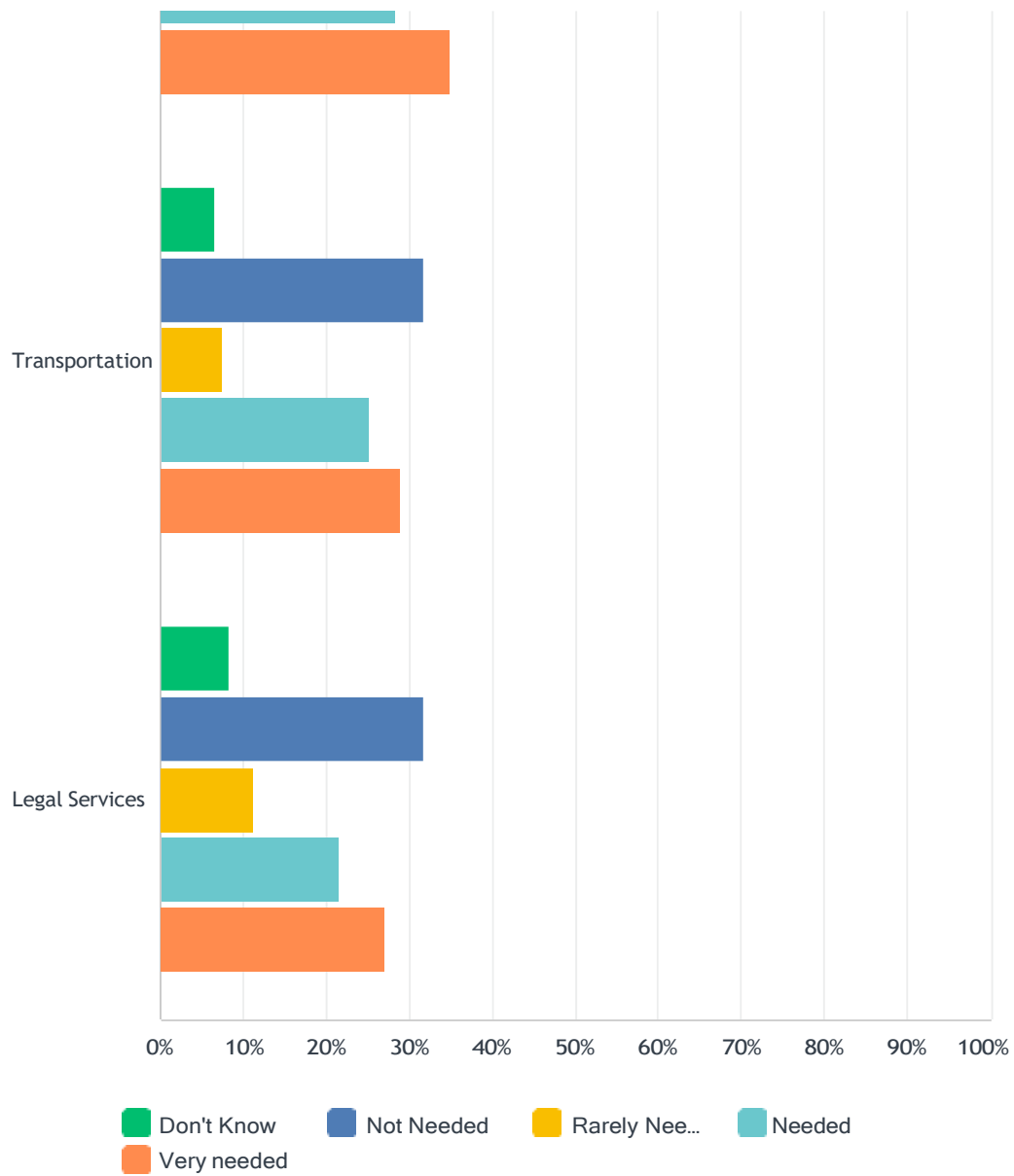
TOTAL

109

Q5 Individual and Family Assistance Needs:



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Help With Applying for Social Security, SSDI, WIC, TANF, etc.	9.43%	7	38.68%	34	8.49%	8	18.87%
	10		41		9		20
Help Finding Resources in the Community-COVID-19 Virus Assistance	6.54%		32.71%		9.35%		28.04%
	7		35		10		30
Adequate Nutrition in Day Care Homes							
Food	7.69%		33.65%		4.81%		29.81%
	8		35		5		31
Transportation	2.83%		28.30%		5.66%		28.30%
	3		30		6		30
	6.54%		31.78%		7.48%		25.23%

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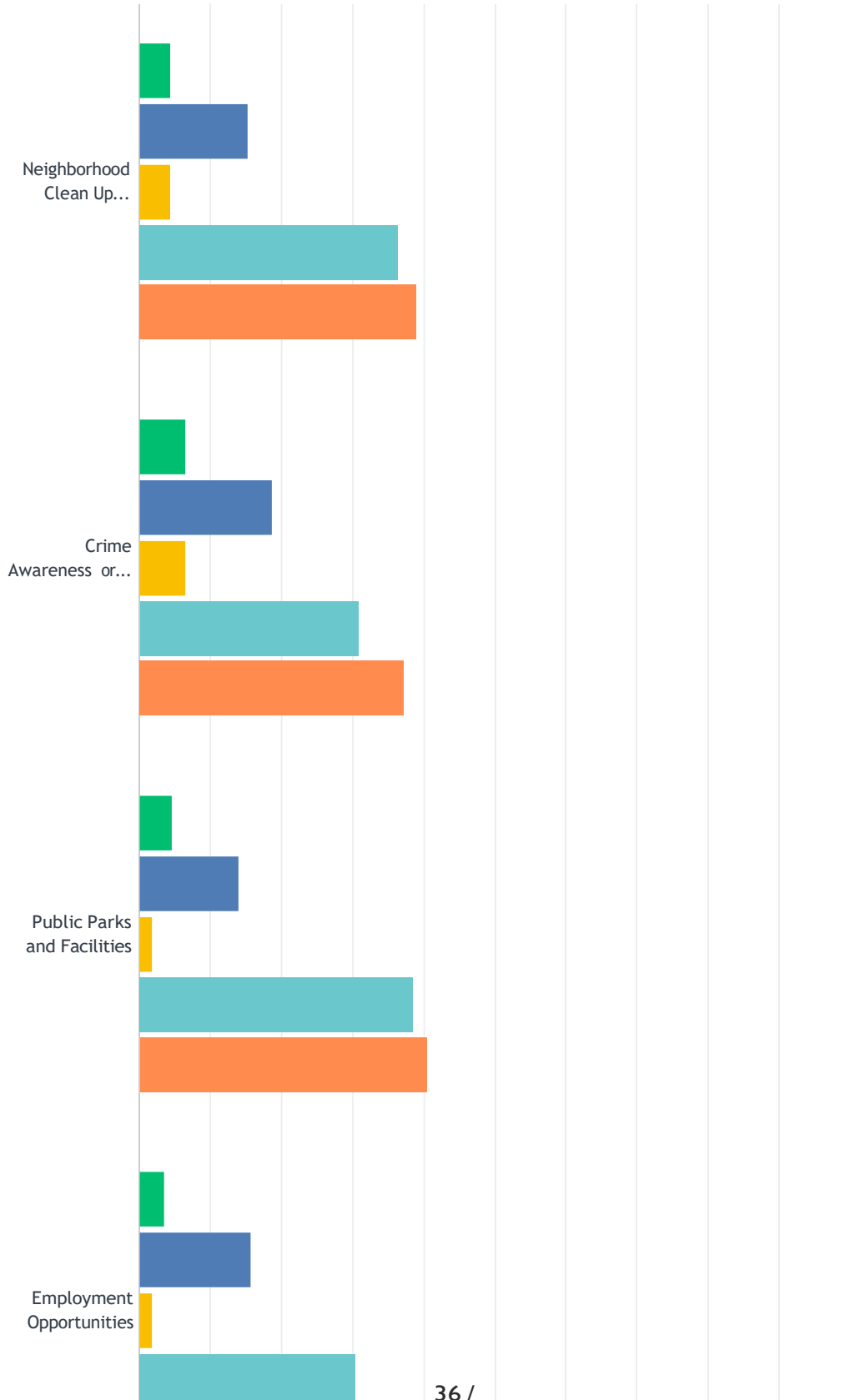
27	24.53%		
26	106	2.10	
23.36%			
25	107	2.29	
24.04%			
25	104	2.29	
34.91%			
37	106	2.64	
28.97%			
31	107	2.38	

Legal Services	0.41% 9	51.70% 34	11.21% 12	21.50% 23	27.10% 29	2.27
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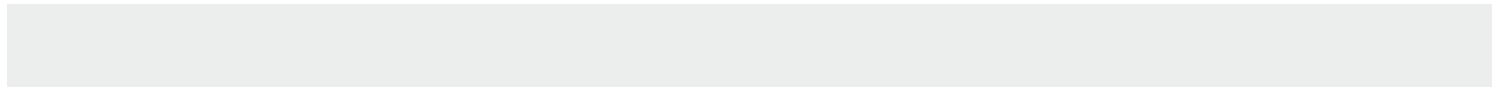
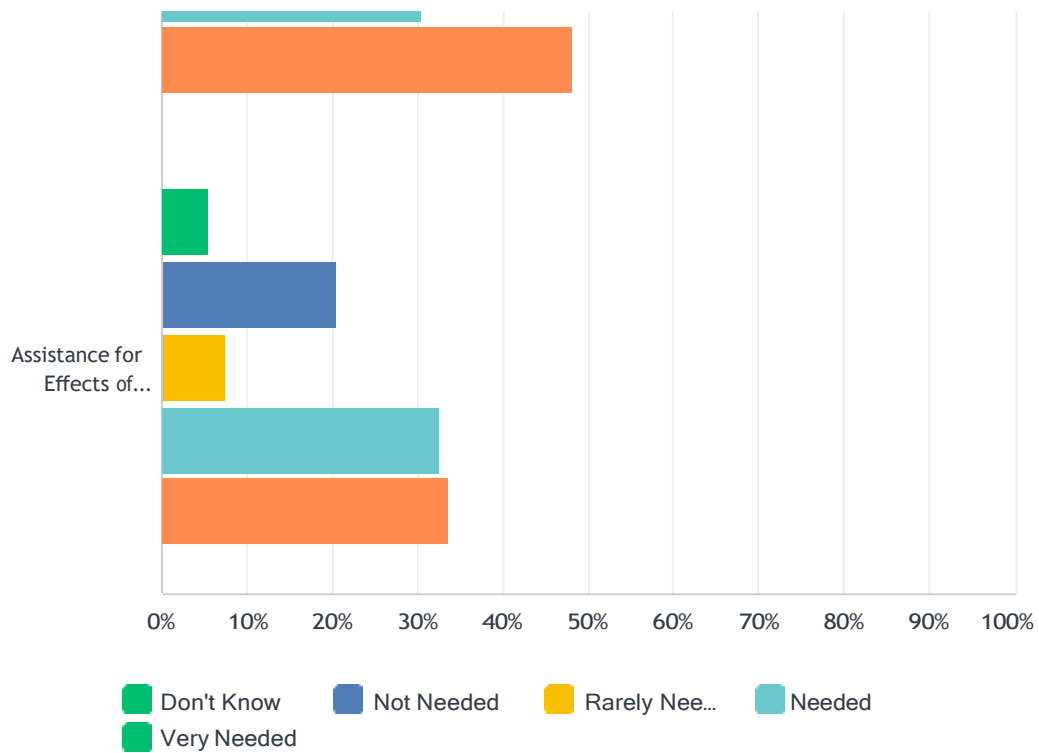
Q6 Individual and Family Community Needs:

Answered: 110

Skipped: 1



Council of the Southern Mountains-Community Needs Assessment 2023

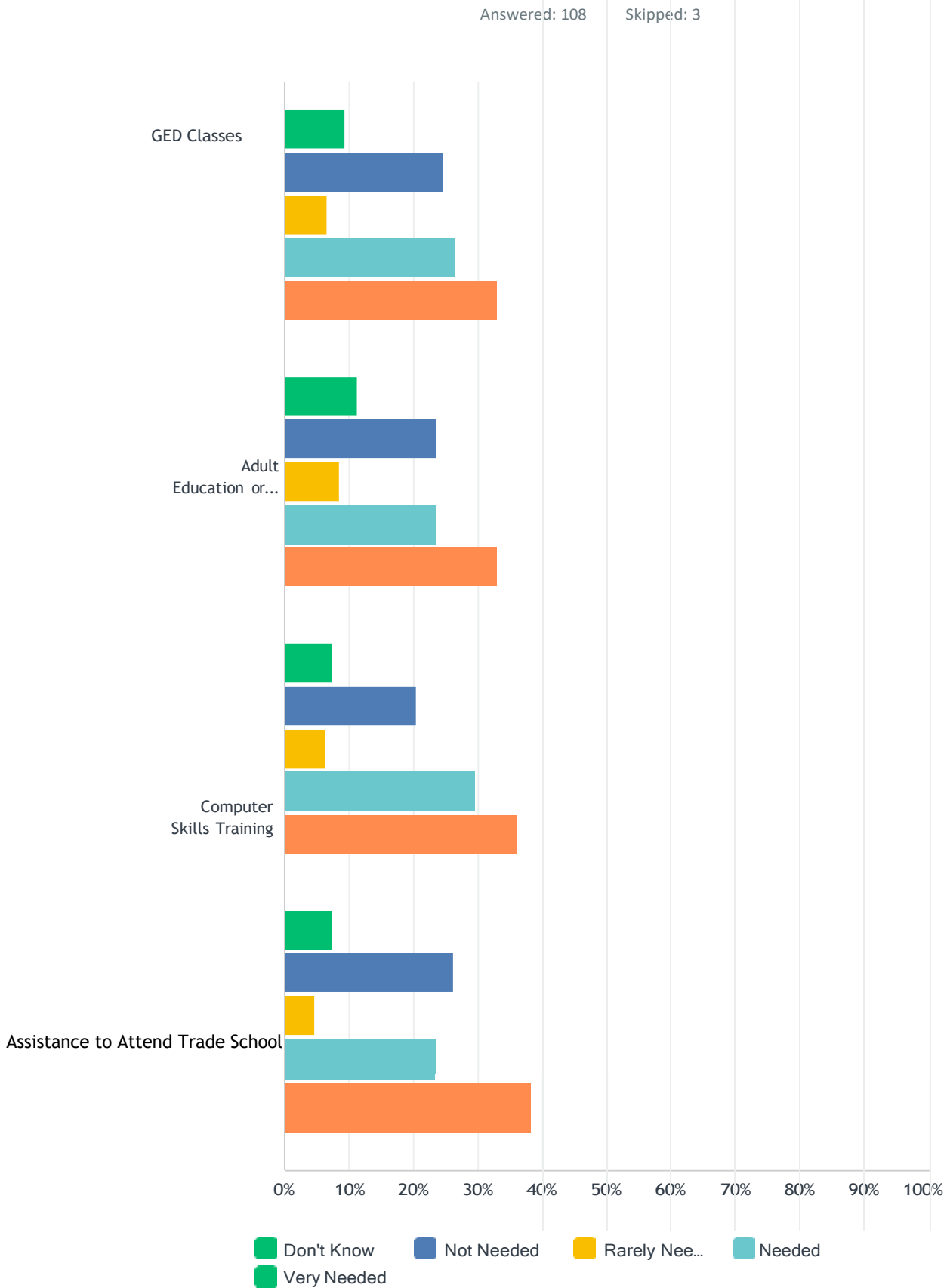


Neighborhood Clean Up Projects Crime	4.55%	15.45%	4.55%	36.36%	39.09%		
	5	17	5	40	43	110	2.90
Awareness or Crime Reduction Public	6.54%	18.69%	6.54%	30.84%	37.38%		
	7	20	7	33	40	107	2.74
Parks and Facilities Employment	4.72%	14.15%	1.89%	38.68%	40.57%		
	5	15	2	41	43	106	2.96
Opportunities	3.70%	15.74%	1.85%	30.56%	48.15%		
	4	17	2	33	52	108	3.04

Assistance for Effects of COVID-19

Medical and Economic Problems	5.61%	6	20.56%	22	7.48%	8	32.71%	35	33.64%	36	107	2.68
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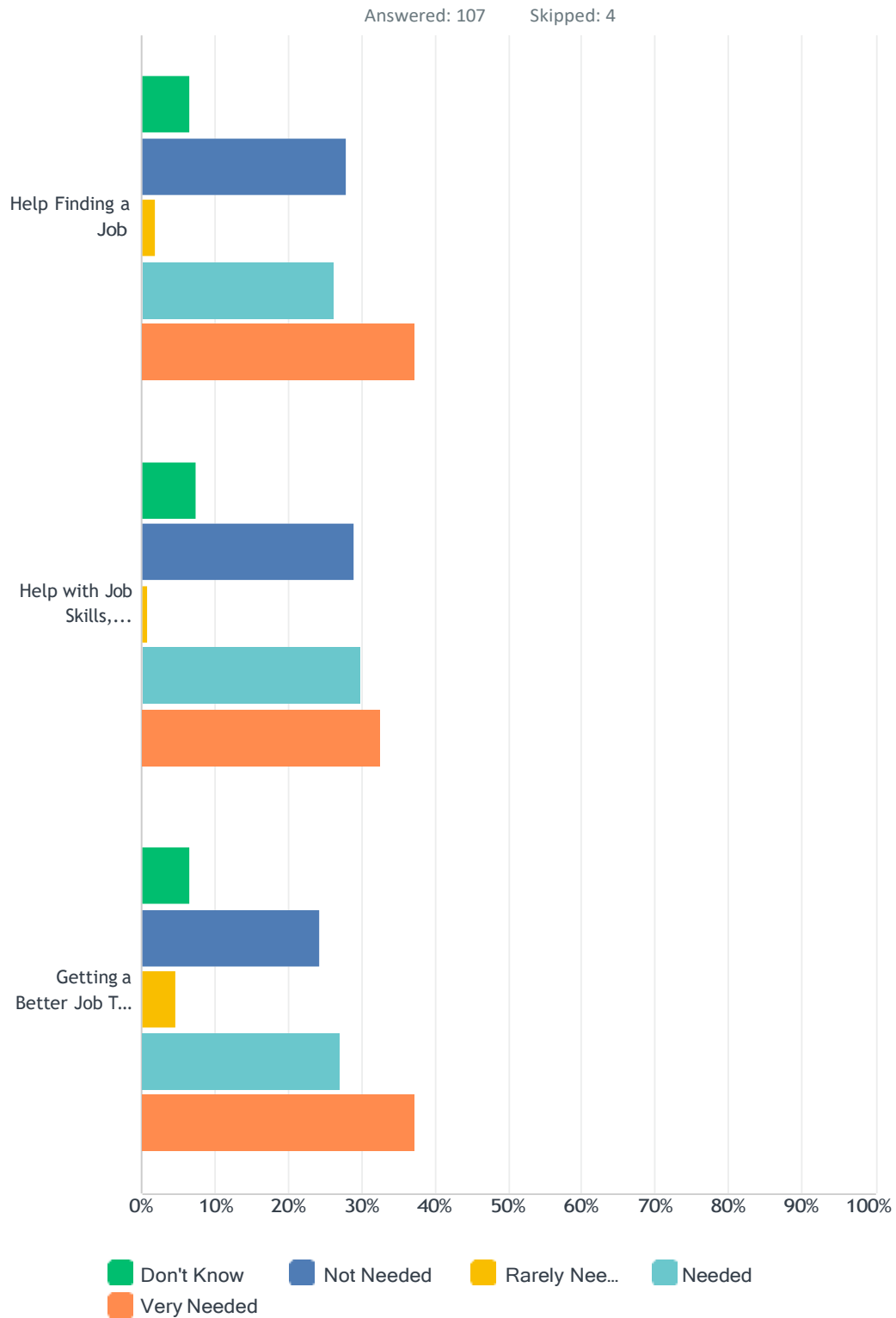
Q7 Individual and Family Education Needs:



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	DON'T KNOW	NOT NEEDED	RARELY NEEDED	NEEDED	VERY NEEDED	TOTAL	WEIGHTED AVERAGE
GED Classes	9.43% 10	24.53% 26	6.60% 7	26.42% 28	33.02% 35	106	2.49
Adult Education or Night School	11.32% 12	23.58% 25	8.49% 9	23.58% 25	33.02% 35	106	2.43
Computer Skills Training	7.41% 8	20.37% 22	6.48% 7	29.63% 32	36.11% 39	108	2.67
Assistance to Attend Trade or Technical School or College	7.48% 8	26.17% 28	4.67% 5	23.36% 25	38.32% 41	107	2.59

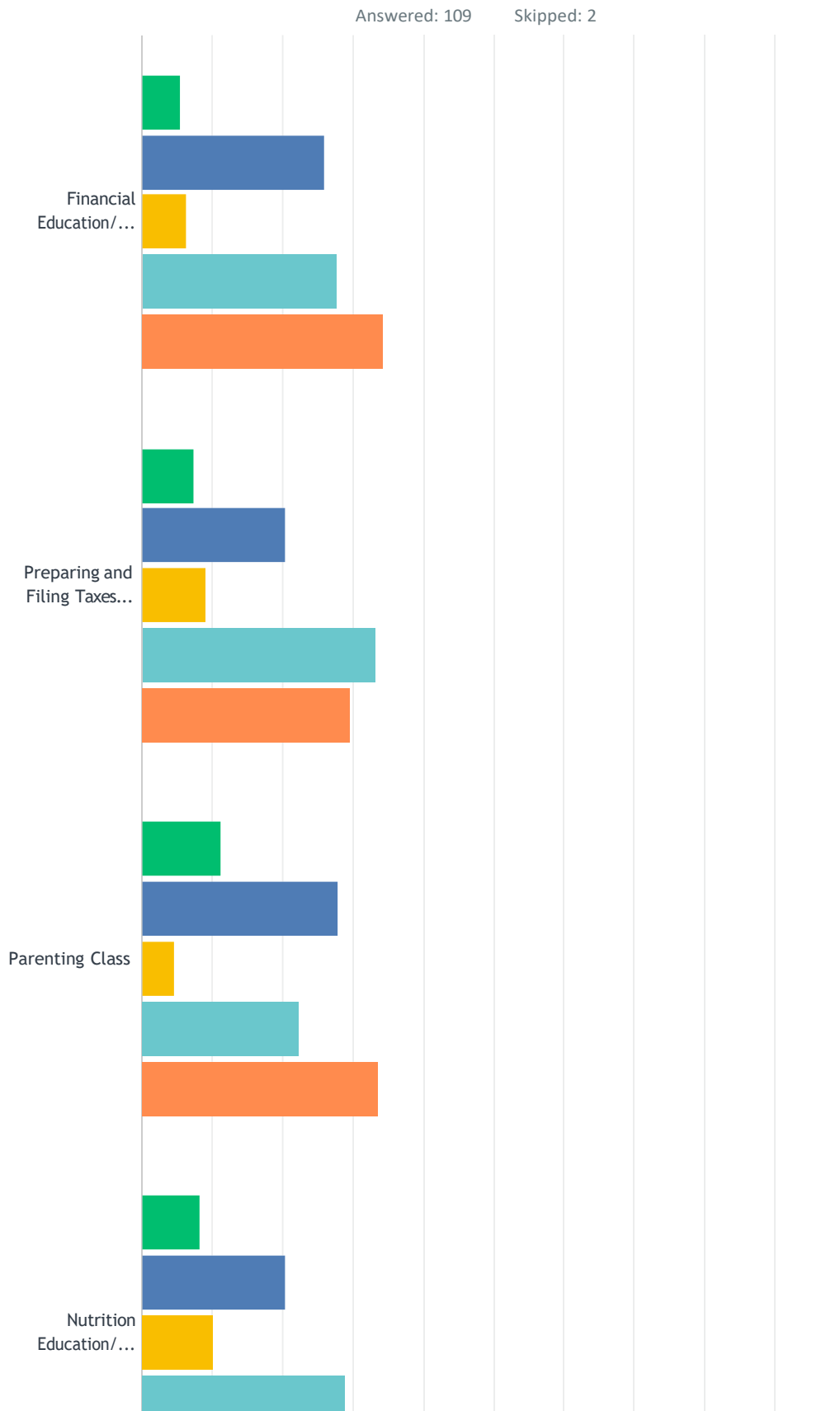
Q8 Individual and Family Employment Needs:

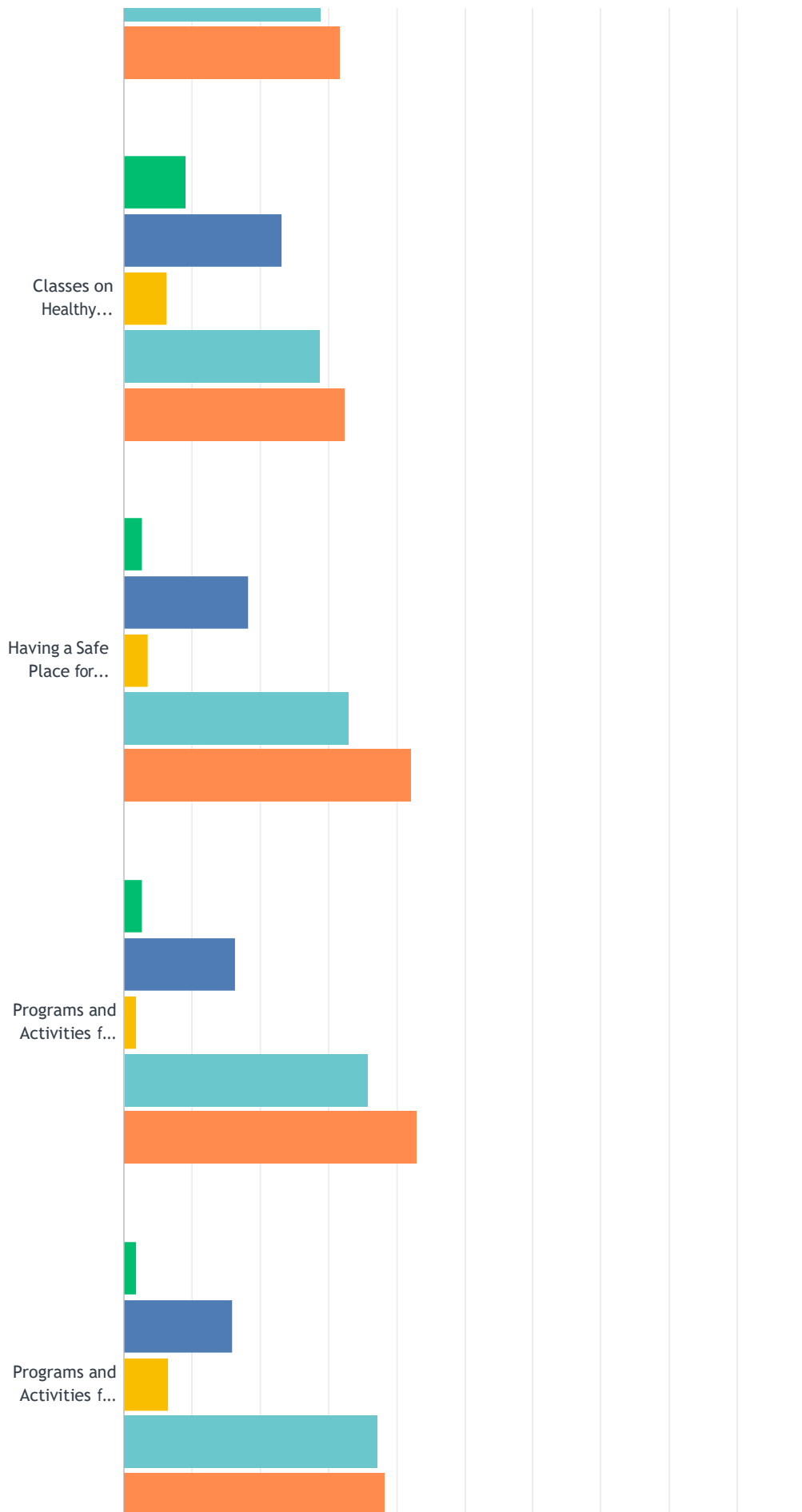


Council of the Southern Mountains-Community Needs Assessment 2023

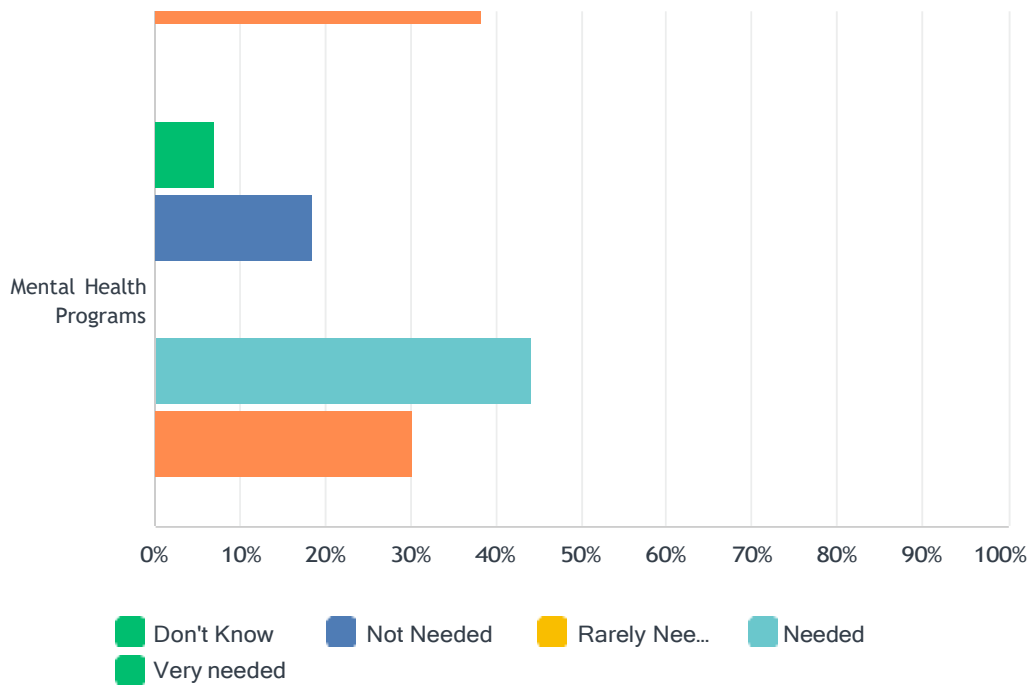
	DON'T KNOW	NOT NEEDED	RARELY NEEDED	NEEDED	VERY NEEDED	TOTAL	WEIGHTED AVERAGE
Help Finding a Job	6.54% 7	28.04% 30	1.87% 2	26.17% 28	37.38% 40	107	2.60
Help with Job Skills, Training & Job Search	7.48% 8	28.97% 31	0.93% 1	29.91% 32	32.71% 35	107	2.51
Getting a Better Job That Pays My Bills	6.54% 7	24.30% 26	4.67% 5	27.10% 29	37.38% 40	107	2.64

Q9 Individual and Family Support Needs:





Council of the Southern Mountains-Community Needs Assessment 2023

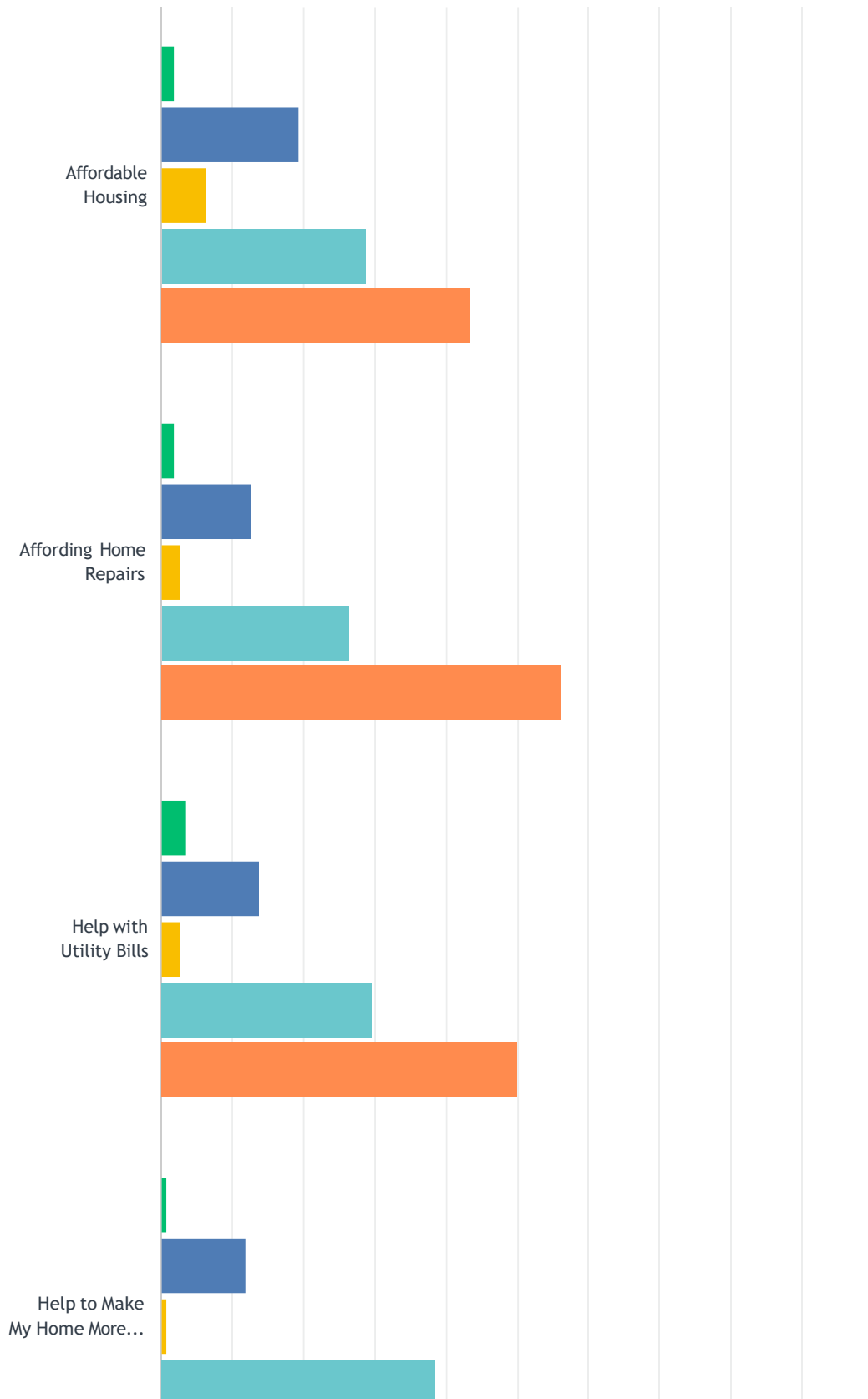


			DON'T KNOW		NOT NEEDED		RARELY NEEDED		NEEDED		VERY NEEDED		TOTAL		WEIGHTED AVERAGE	
Financial Education/ Budgeting Classes/ Credit Counseling			5.56%		25.93%		6.48%		27.78%		34.26%					
			6		28		7		30		37		108		2.59	
Preparing and Filing Taxes for Free			7.41%		20.37%		9.26%		33.33%		29.63%					
			8		22		10		36		32		108		2.57	
Parenting Class			11.21%		28.04%		4.67%		22.43%		33.64%					
			12		30		5		24		36		107		2.39	
Nutrition Education/ Healthy Eating Education Workshops			8.41%		20.56%		10.28%		28.97%		31.78%					
			9		22		11		31		34		107		2.55	
Classes on Healthy Relationships, Resolving Conflicts, etc.			9.26%		23.15%		6.48%		28.70%		32.41%					
			10		25		7		31		35		108		2.52	
Having a Safe Place for Children after School or During Summer			2.75%		18.35%		3.67%		33.03%		42.20%					
			3		20		4		36		46		109		2.94	
Programs and Activities for Youth (ages 12-18)			2.75%		16.51%		1.83%		35.78%		43.12%					
			3		18		2		39		47		109		3.00	
Programs and Activities for Seniors			1.87%		15.89%		6.54%		37.38%		38.32%					
			2		17		7		40		41		107		2.94	
Mental Health Programs			6.98%	3	18.60%	8	0.00%	0	44.19%	30.23%				13	43	2.72

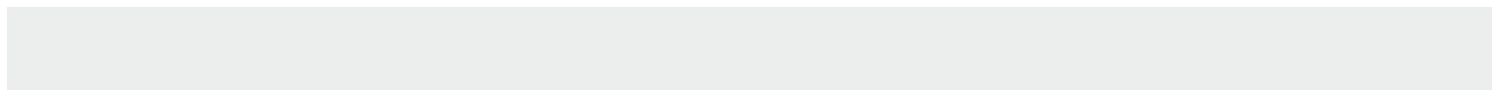
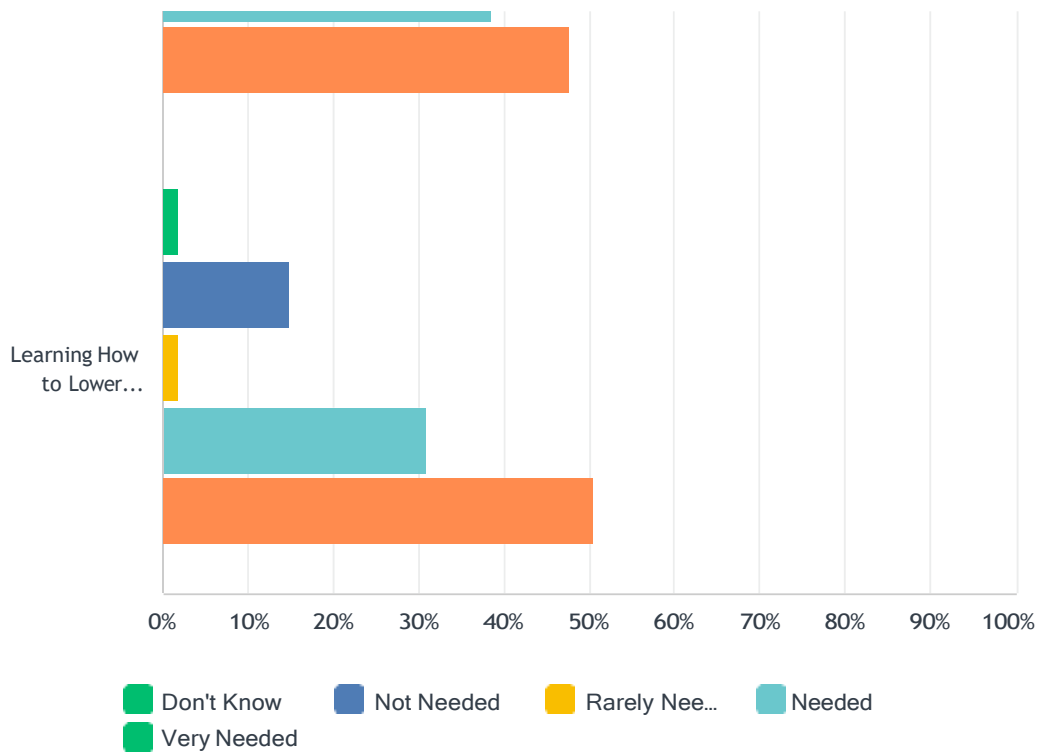
Q10 Individual and Family Housing Needs:

Answered: 111

Skipped: 0



Council of the Southern Mountains-Community Needs Assessment 2023



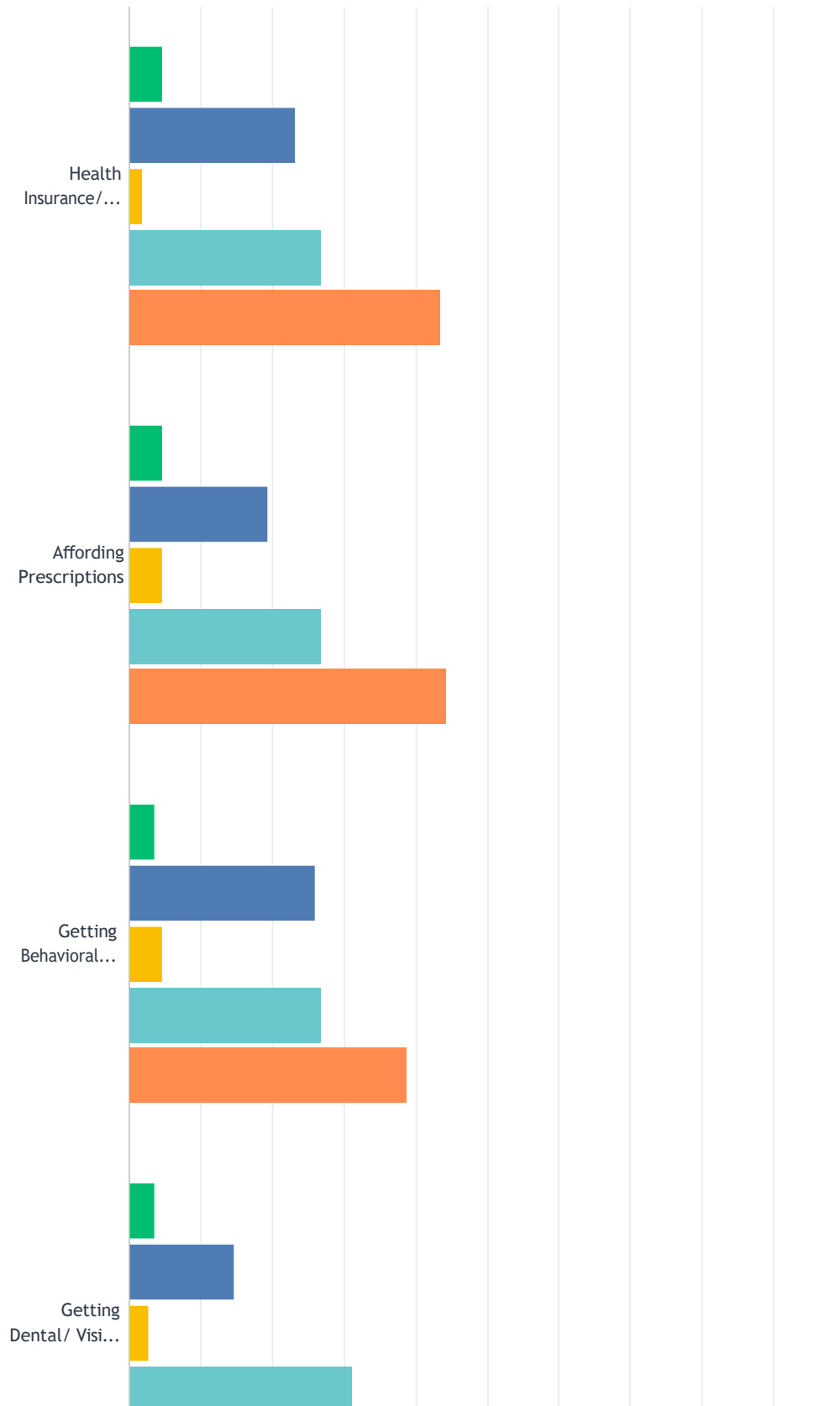
Affordable Housing Affording	1.85%	19.44%	6.48%	28.70%	43.52%		
	2	21	7	31	47	108	2.93
Home Repairs Help with	1.82%	12.73%	2.73%	26.36%	56.36%		
	2	14	3	29	62	110	3.23
Utility Bills	3.70%	13.89%	2.78%	29.63%	50.00%		
	4	15	3	32	54	108	3.08
Help to Make My Home More Energy Efficient (Weatherization)	0.92%	11.93%	0.92%	38.53%	47.71%		
	1	13	1	42	52	109	3.2

Learning How to Lower Utility Bills 1.87% 2 14.95% 16 1.87% 2 30.84% 33 50.47% 54 107 3.13

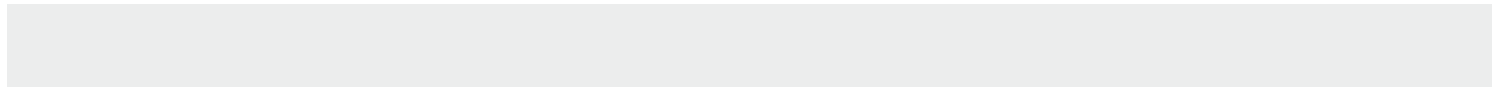
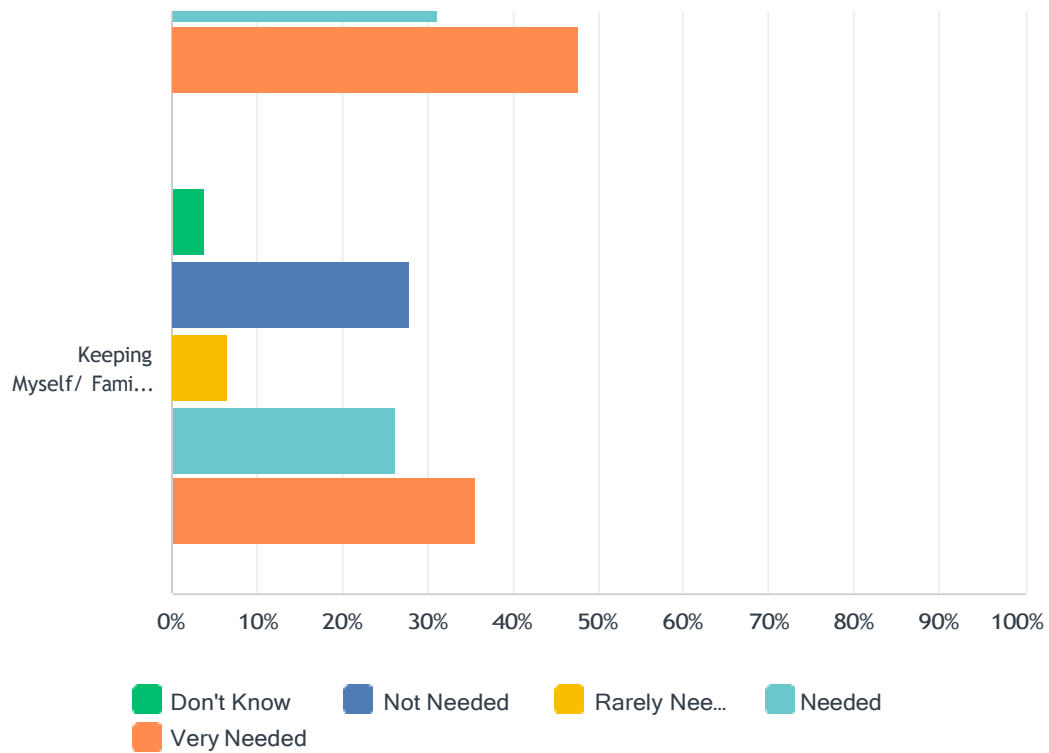
Q11 Individual and Family Medical Needs:

Answered: 109

Skipped: 2



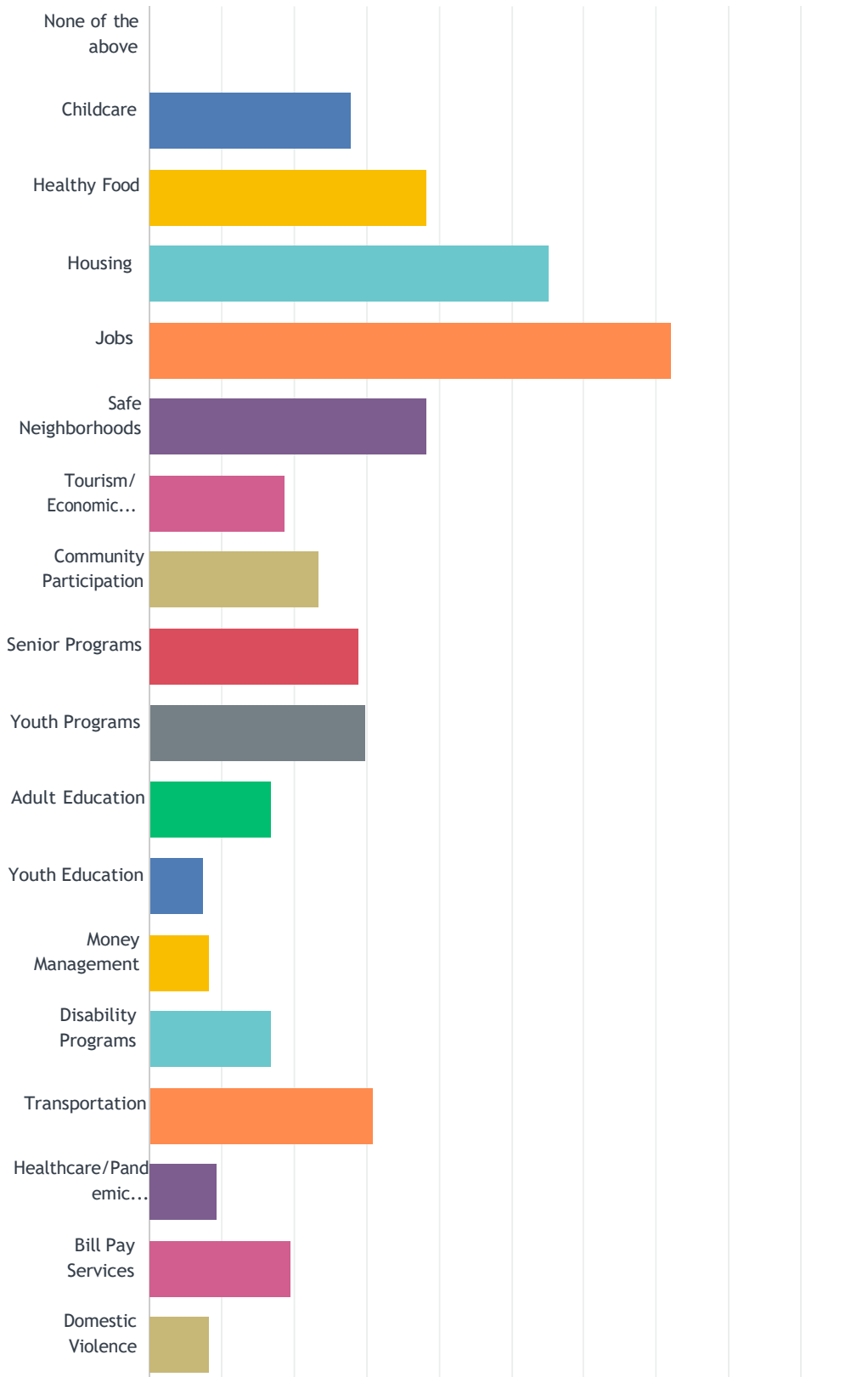
Council of the Southern Mountains-Community Needs Assessment 2023



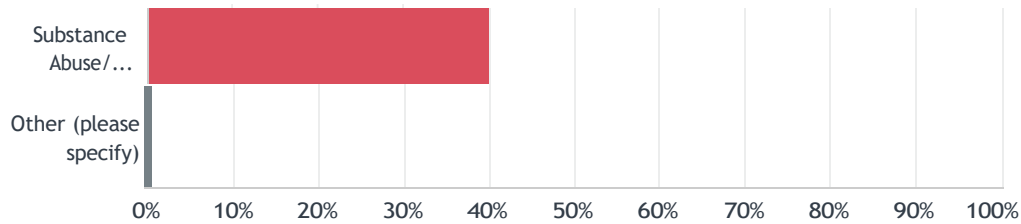
Health Insurance/ Affordable Medical Care	4.63%	23.15%	1.85%	26.85%	43.52%		
	5	25	2	29	47	108	2.81
Affording Prescriptions	4.63%	19.44%	4.63%	26.85%	44.44%		
	5	21	5	29	48	108	2.87
Getting Behavioral Health Care (Substance Abuse, Mental Health, Counseling, etc.)	3.70%	25.93%	4.63%	26.85%	38.89%		
Pandemic or COVID-19 Virus Counseling	4	28	5	29	42	108	2.71
Getting Dental/ Vision Care	3.67%	14.68%	2.75%	31.19%	47.71%		
	4	16	3	34	52	109	3.05
Keeping Myself/ Family Safe from Abuse	3.74%	28.04%	6.54%	26.17%	35.51%	38	107
	4	30	7	28	38	107	2.62

Q12 Check the FIVE most critical issues in your community. If taking survey manually, one is being the highest priority, two second highest, etc.:

Answered: 107 Skipped: 4



Council of the Southern Mountains-Community Needs Assessment 2023



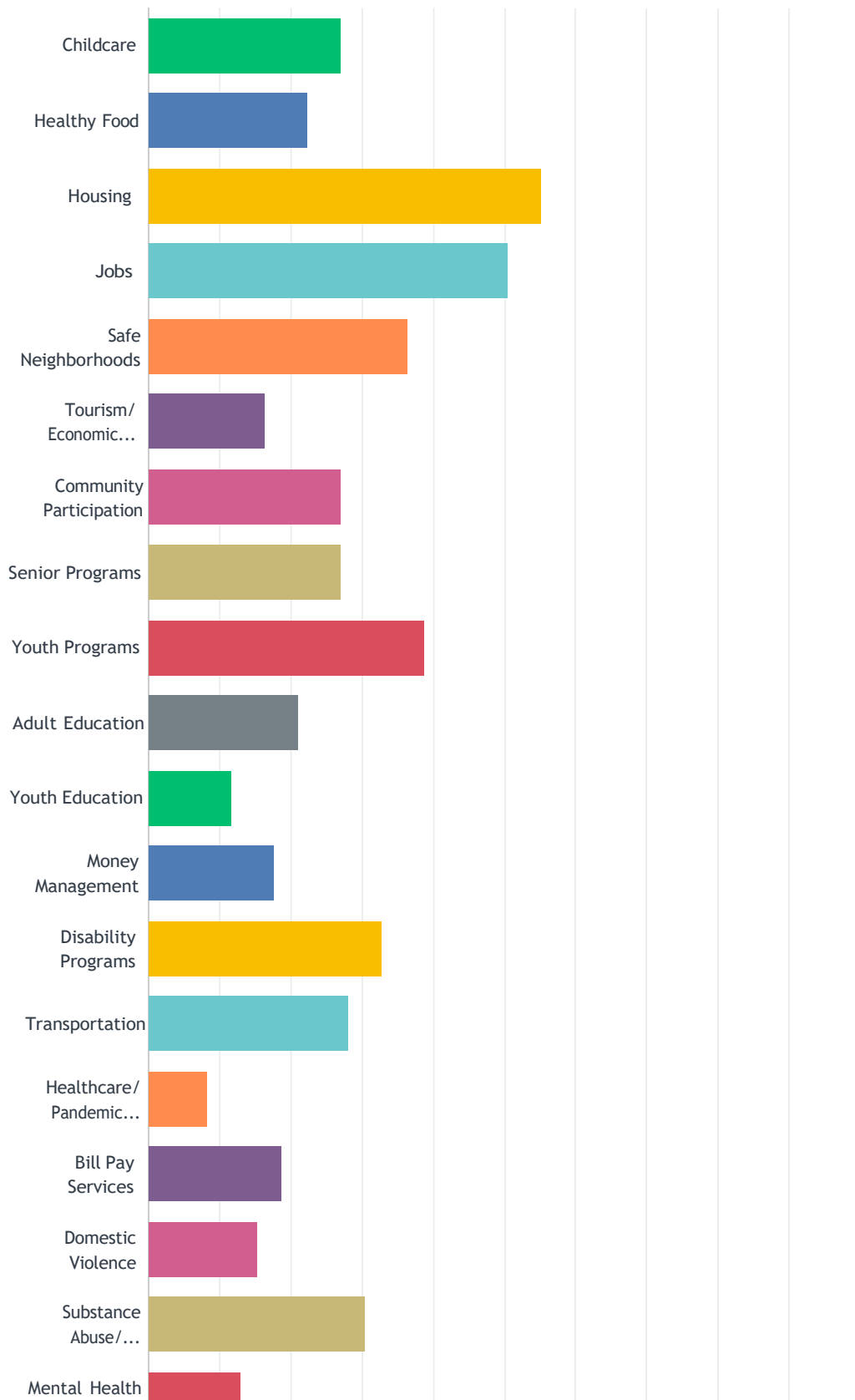
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Childcare	28.04%	30
Healthy Food	38.32%	41
Housing	55.14%	59
Jobs	71.96%	77
Safe Neighborhoods	38.32%	41
Tourism/ Economic Development	18.69%	20
Community Participation	23.36%	25
Senior Programs	28.97%	31
Youth Programs	29.91%	32
Adult Education	16.82%	18
Youth Education	7.48%	8
Money Management	8.41%	9
Disability Programs	16.82%	18
Transportation	30.84%	33
Healthcare/Pandemic Preparedness	9.35%	10
Bill Pay Services	19.63%	21
Domestic Violence	8.41%	9
Substance Abuse/ Prevention/ Treatment	35.51%	38
Other (please specify)	0.93%	1

Total Respondents: 107

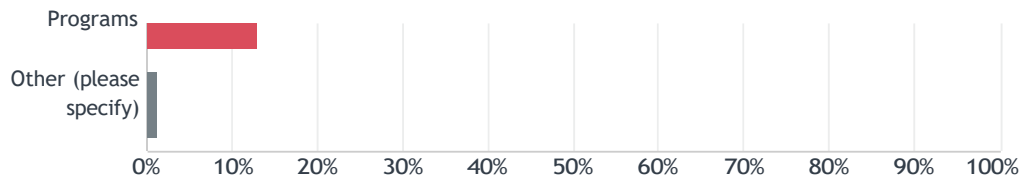
Q13 List any critical community issues NOT being addressed

Answered: 85

Skipped: 26



Council of the Southern Mountains-Community Needs Assessment 2023

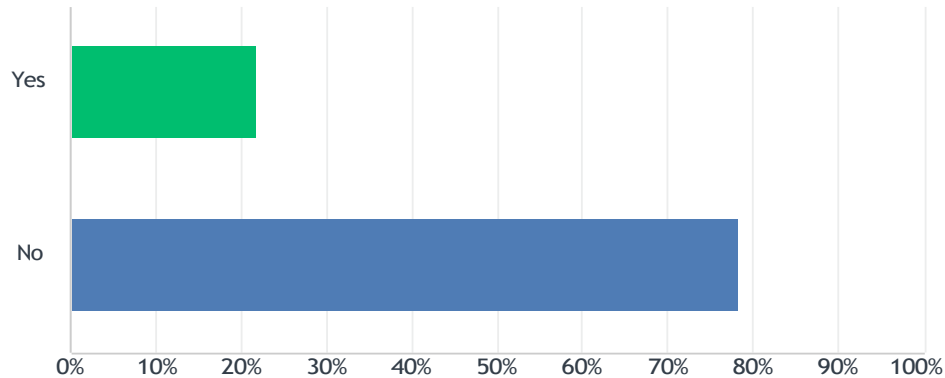


ANSWER CHOICES	RESPONSES	
Childcare	27.06%	23
Healthy Food	22.35%	19
Housing	55.29%	47
Jobs	50.59%	43
Safe Neighborhoods	36.47%	31
Tourism/ Economic Development	16.47%	14
Community Participation	27.06%	23
Senior Programs	27.06%	23
Youth Programs	38.82%	33
Adult Education	21.18%	18
Youth Education	11.76%	10
Money Management	17.65%	15
Disability Programs	32.94%	28
Transportation	28.24%	24
Healthcare/ Pandemic Preparedness	8.24%	7
Bill Pay Services	18.82%	16
Domestic Violence	15.29%	13
Substance Abuse/ Prevention/ Treatment	30.59%	26
Mental Health Programs	12.94%	11
Other (please specify)	1.18%	1

Total Respondents: 85

Q14 Have you ever used any formal mental health related services? (For example, receiving counseling, guidance, or help with something in your life from a professional or semi-professional provider.)

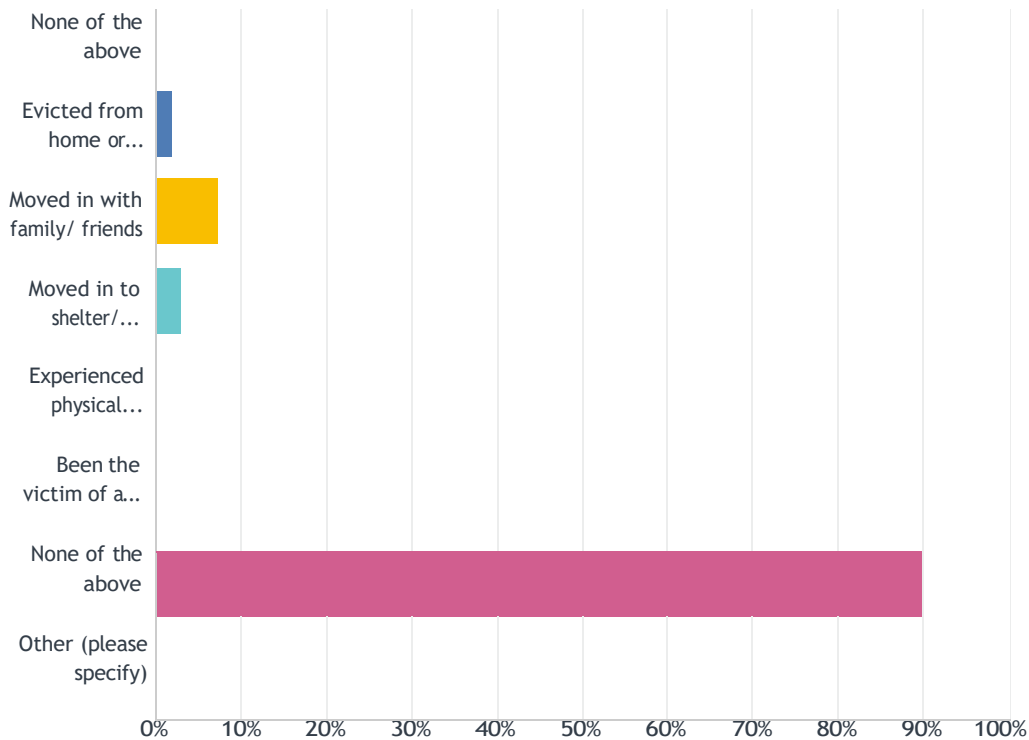
Answered: 46 Skipped: 65



ANSWER CHOICES	RESPONSES	
Yes	21.74%	10
No	78.26%	36
TOTAL		46

Q15 During the past two years, did any of the following happen to you?

Answered: 93 Skipped: 18

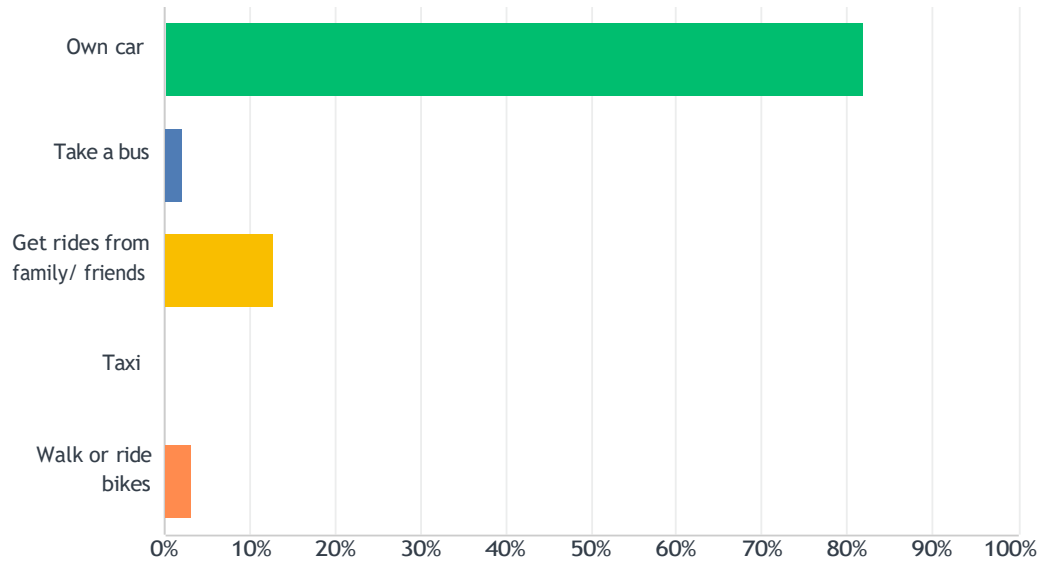


ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Evicted from home or apartment	2.15%	2
Moved in with family/ friends	7.53%	7
Moved in to shelter/ homeless	3.23%	3
Experienced physical violence or threatened	0.00%	0
Been the victim of a violent crime	0.00%	0
None of the above	89.25%	83
Other (please specify)	0.00%	0

Total Respondents: 93

Q16 Most frequent method of travel

Answered: 94 Skipped: 17

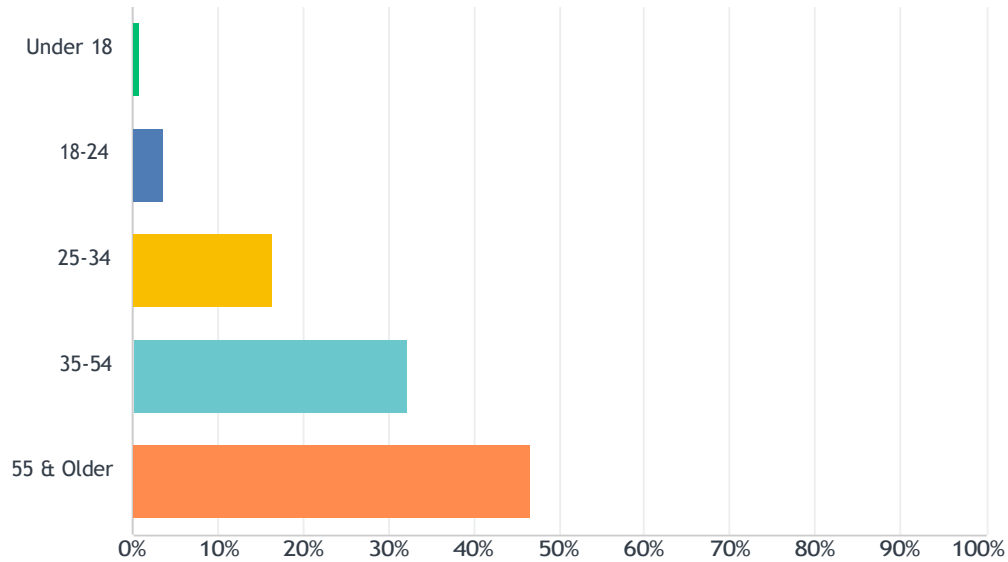


ANSWER CHOICES	RESPONSES	
Own car	81.91%	77
Take a bus	2.13%	2
Get rides from family/ friends	12.77%	12
Taxi	0.00%	0
Walk or ride bikes	3.19%	3
TOTAL		94

Q17 Age:

Answered: 109

Skipped: 2



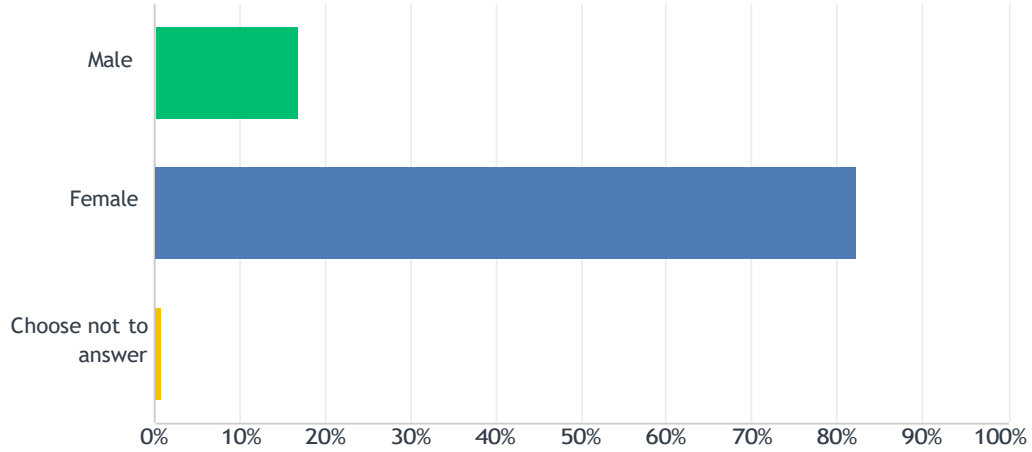
ANSWER CHOICES	RESPONSES	
Under 18	0.92%	1
18-24	3.67%	4
25-34	16.51%	18
35-54	32.11%	35
55 & Older	46.79%	51

Total Respondents: 109

Q18 Gender:

Answered: 107

Skipped: 4



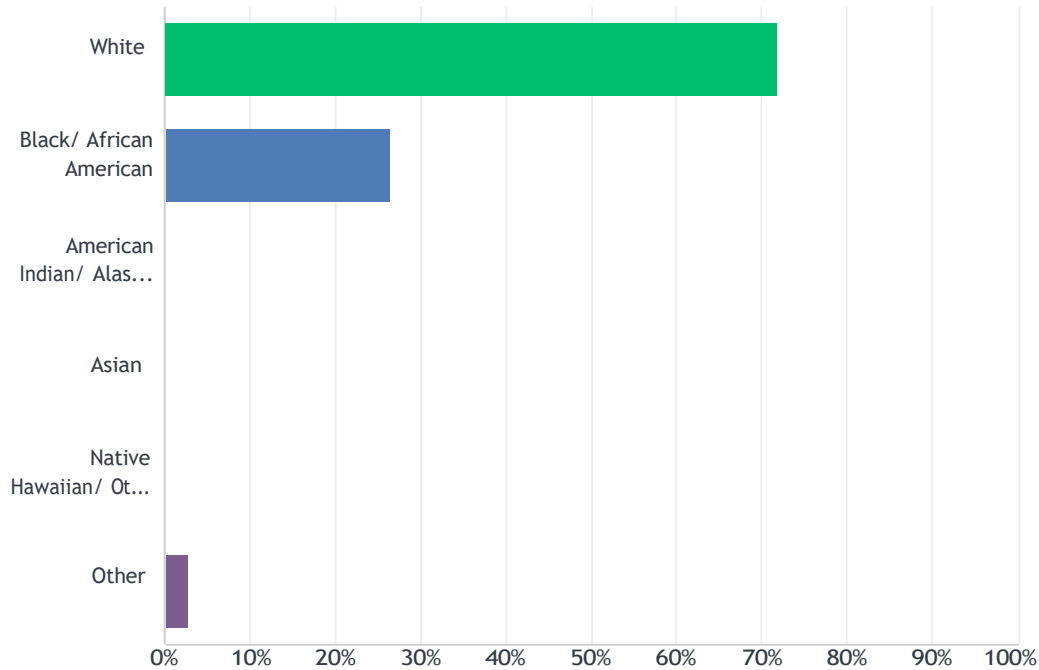
ANSWER CHOICES	RESPONSES	
Male	16.82%	18
Female	82.24%	88
Choose not to answer	0.93%	1

Total Respondents: 107

Q19 Race:

Answered: 110

Skipped: 1



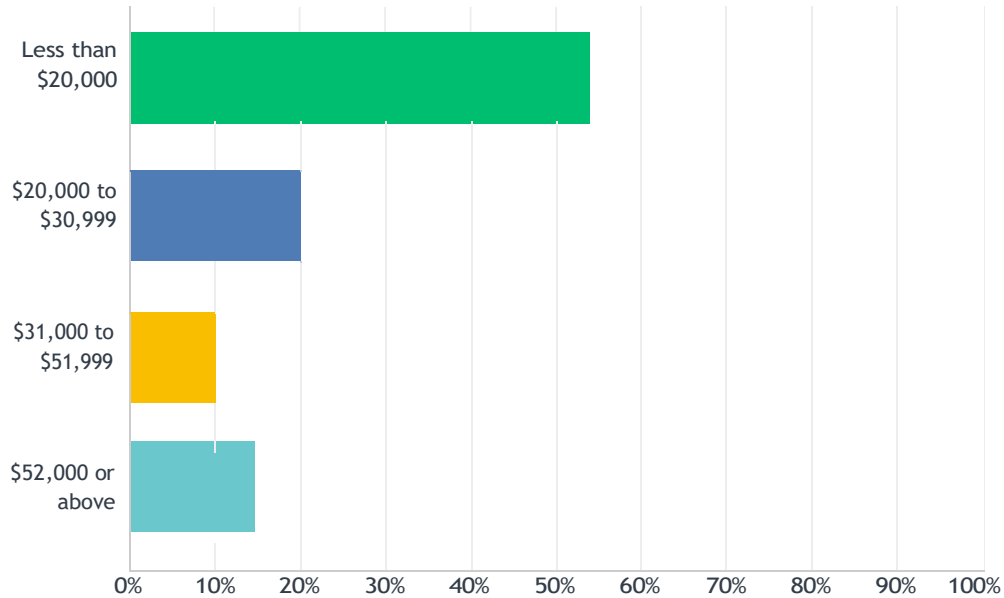
ANSWER CHOICES	RESPONSES	
White	71.82%	79
Black/ African American	26.36%	29
American Indian/ Alaska Native	0.00%	0
Asian	0.00%	0
Native Hawaiian/ Other Pacific Islander	0.00%	0
Other	2.73%	3

Total Respondents: 110

Q20 Yearly Household Income:

Answered: 107

Skipped: 4

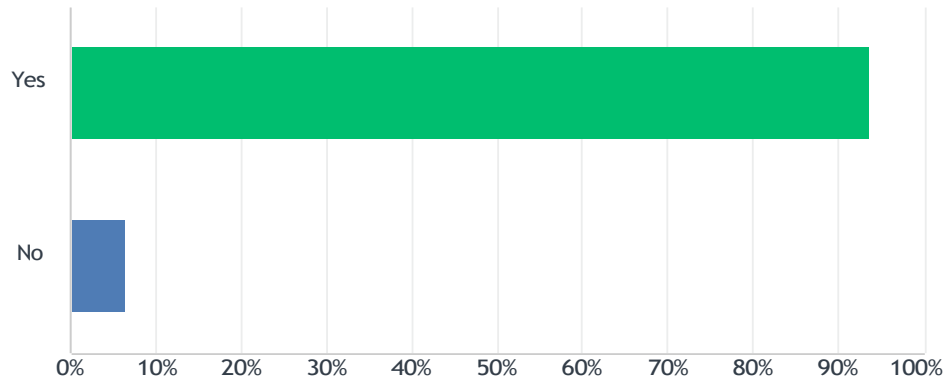


ANSWER CHOICES	RESPONSES	
Less than \$20,000	54.21%	58
\$20,000 to \$30,999	20.56%	22
\$31,000 to \$51,999	10.28%	11
\$52,000 or above	14.95%	16

Total Respondents: 107

Q21 Do you have access to health/ medical insurance?

Answered: 94 Skipped: 17

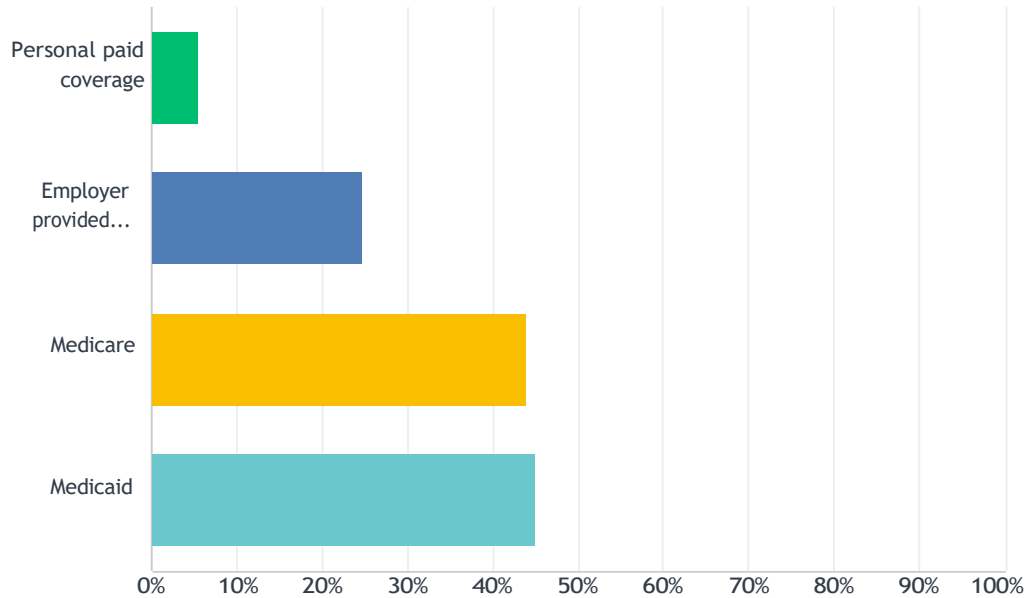


ANSWER CHOICES		RESPONSES	
Yes		93.62%	88
No		6.38%	6
TOTAL			94

Q22 If yes, what kind of coverage?

Answered: 89

Skipped: 22

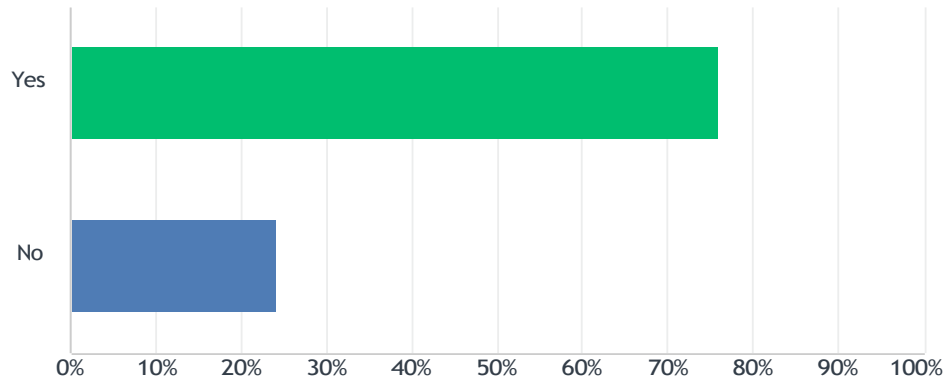


ANSWER CHOICES	RESPONSES	
Personal paid coverage	5.62%	5
Employer provided insurance	24.72%	22
Medicare	43.82%	39
Medicaid	44.94%	40

Total Respondents: 89

Q23 Do you have access to a computer at home or work?

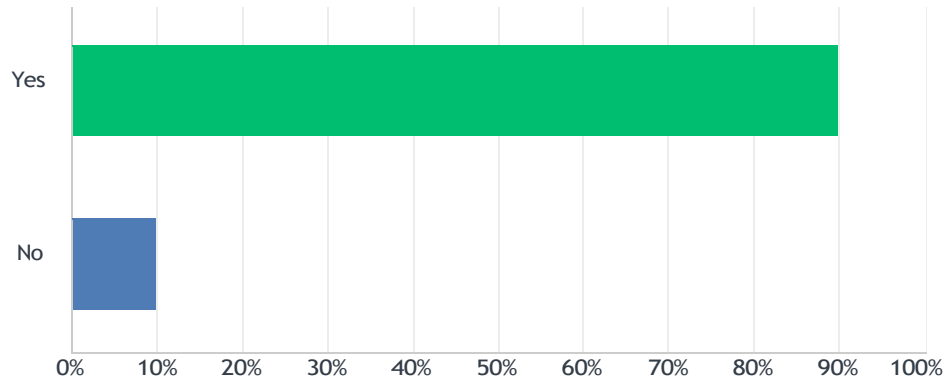
Answered: 91 Skipped: 20



ANSWER CHOICES		RESPONSES	
Yes		75.82%	69
No		24.18%	22
TOTAL			91

Q24 Do you have access to the internet?

Answered: 90 Skipped: 21

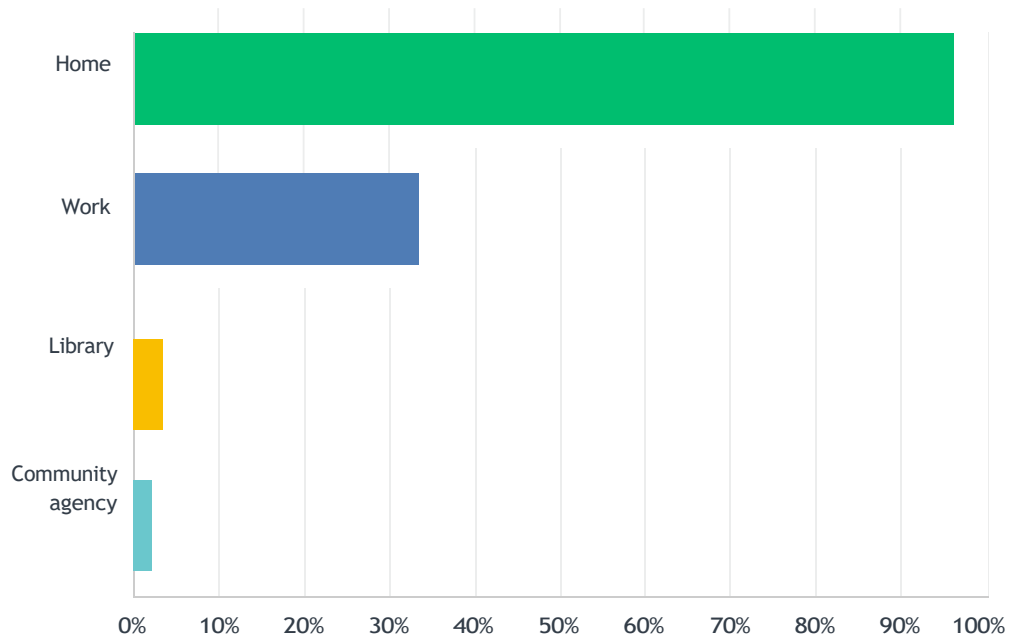


ANSWER CHOICES	RESPONSES	
Yes	90.00%	81
No	10.00%	9
TOTAL		90

Q25 If yes, where do you use the internet?

Answered: 83

Skipped: 28



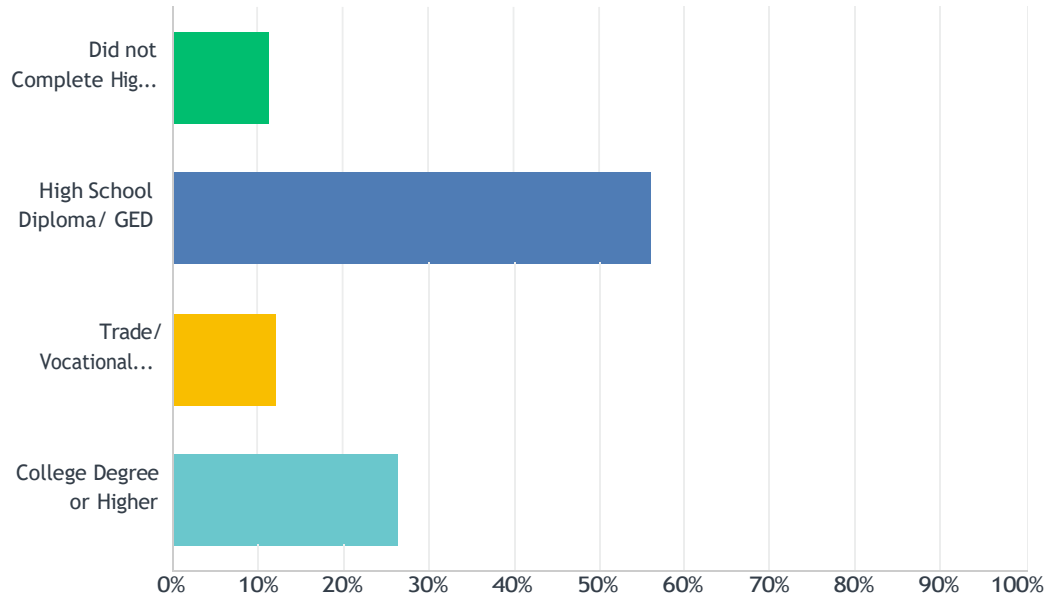
ANSWER CHOICES	RESPONSES	
Home	96.39%	80
Work	33.73%	28
Library	3.61%	3
Community agency	2.41%	2

Total Respondents: 83

Q26 Highest Level of Education Completed:

Answered: 105

Skipped: 6

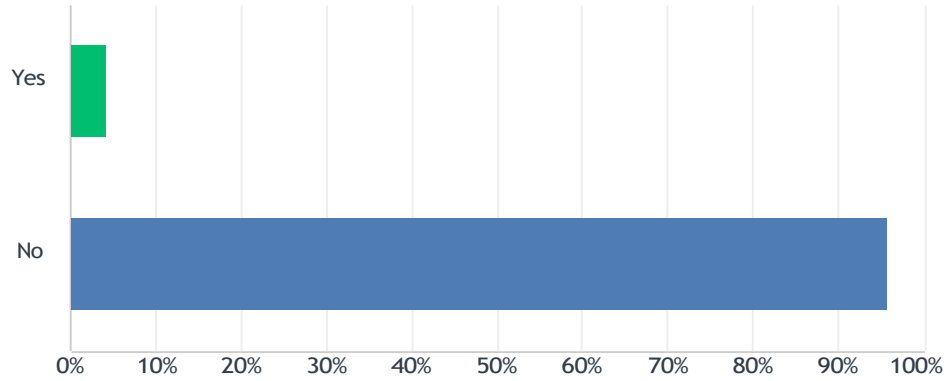


ANSWER CHOICES	RESPONSES	
Did not Complete High School	11.43%	12
High School Diploma/ GED	56.19%	59
Trade/ Vocational School	12.38%	13
College Degree or Higher	26.67%	28

Total Respondents: 105

Q27 I am a veteran:

Answered: 95 Skipped: 16

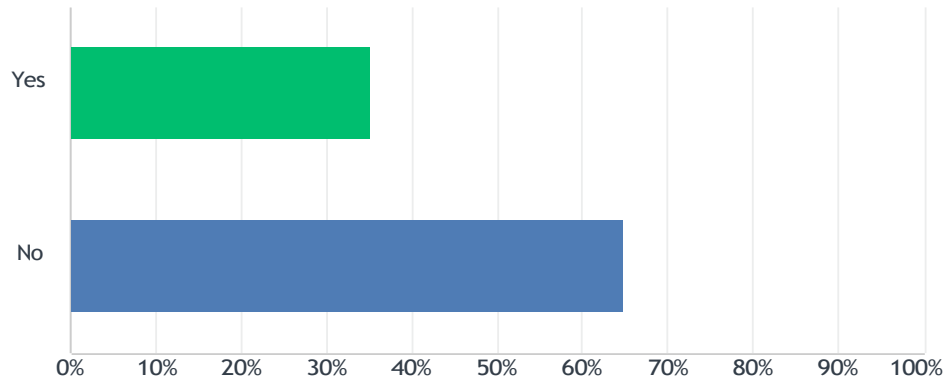


ANSWER CHOICES		RESPONSES	
Yes		4.21%	4
No		95.79%	91
TOTAL			95

Q28 I have a Disability:

Answered: 105

Skipped: 6

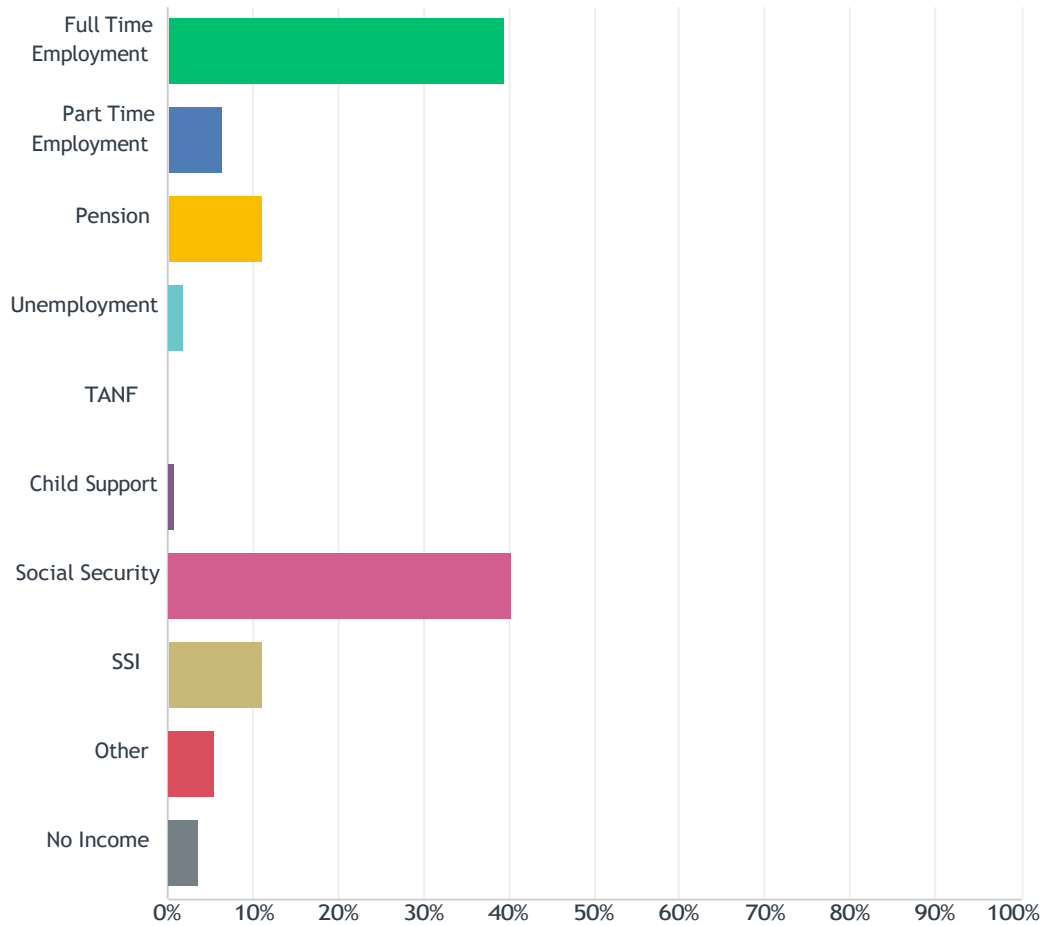


ANSWER CHOICES	RESPONSES	
Yes	35.24%	37
No	64.76%	68
TOTAL		105

Q29 Sources of Household Income:

Answered: 109

Skipped: 2



Council of the Southern Mountains-Community Needs Assessment 2023

ANSWER CHOICES	RESPONSES	
Full Time Employment	39.45%	43
Part Time Employment	6.42%	7
Pension	11.01%	12
Unemployment	1.83%	2
TANF	0.00%	0
Child Support	0.92%	1
Social Security	40.37%	44
SSI	11.01%	12
Other	5.50%	6

No Income

3.67%

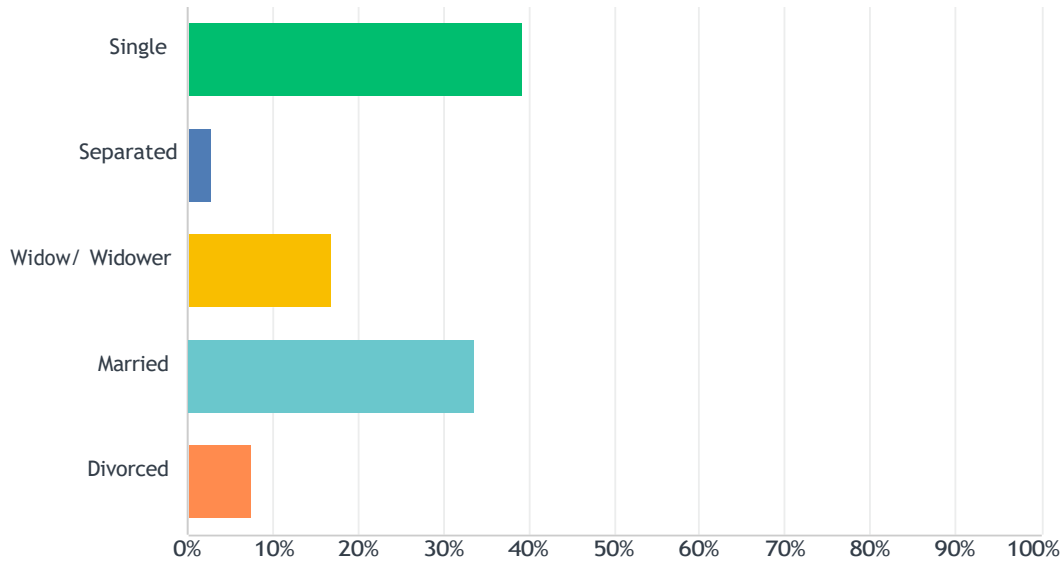
4

Total Respondents: 109

Q30 Marital Status:

Answered: 107

Skipped: 4

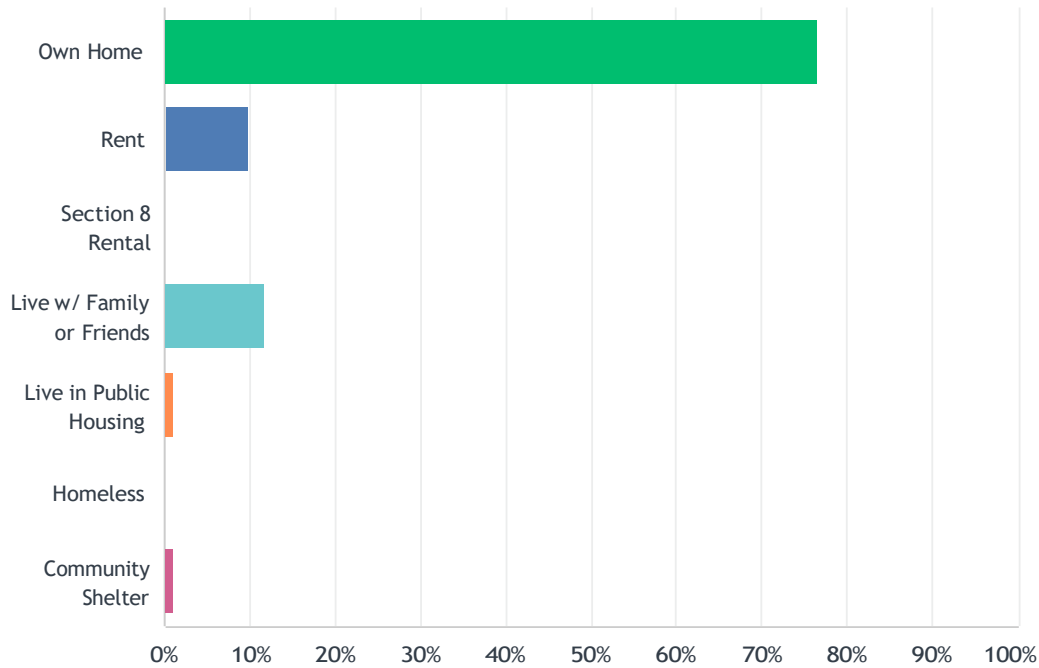


ANSWER CHOICES	RESPONSES	
Single	39.25%	42
Separated	2.80%	3
Widow/ Widower	16.82%	18
Married	33.64%	36
Divorced	7.48%	8
TOTAL		107

Q31 Housing Status:

Answered: 102

Skipped: 9

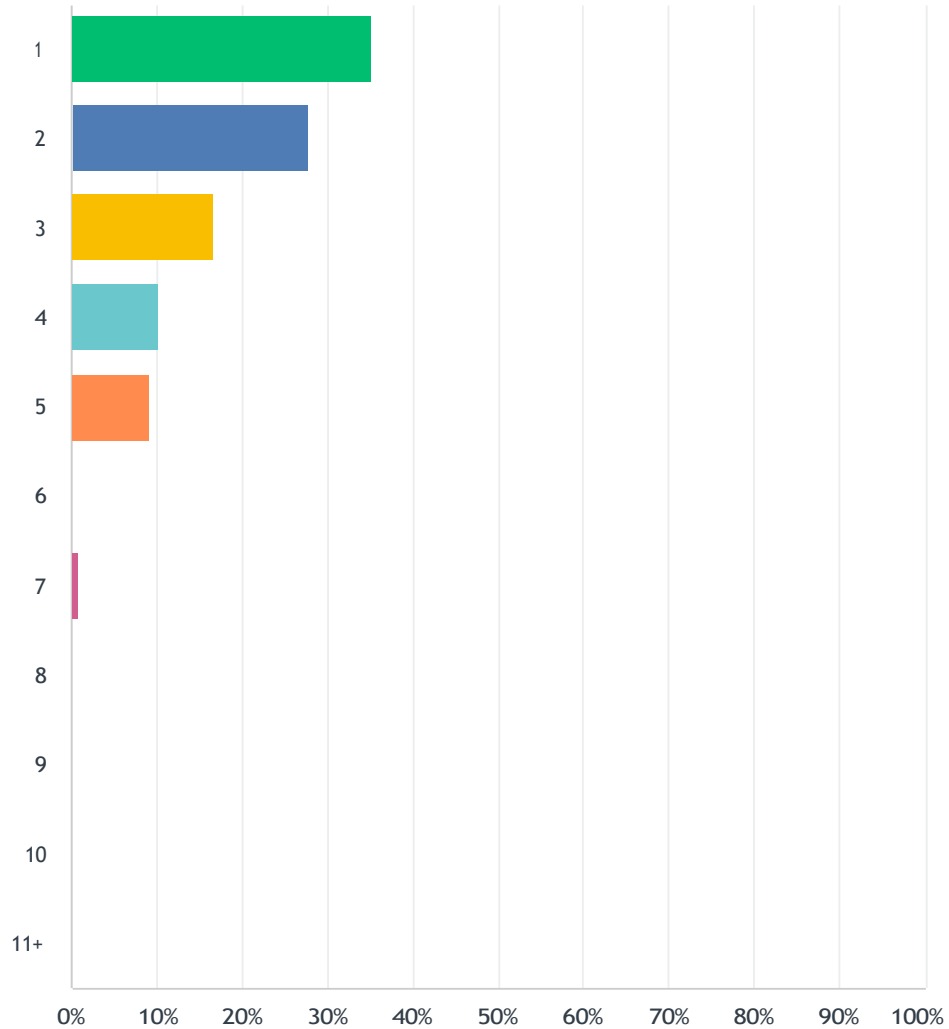


ANSWER CHOICES	RESPONSES	
Own Home	76.47%	78
Rent	9.80%	10
Section 8 Rental	0.00%	0
Live w/ Family or Friends	11.76%	12
Live in Public Housing	0.98%	1
Homeless	0.00%	0
Community Shelter	0.98%	1
TOTAL		102

Q32 How many people live in your home?

Answered: 108

Skipped: 3



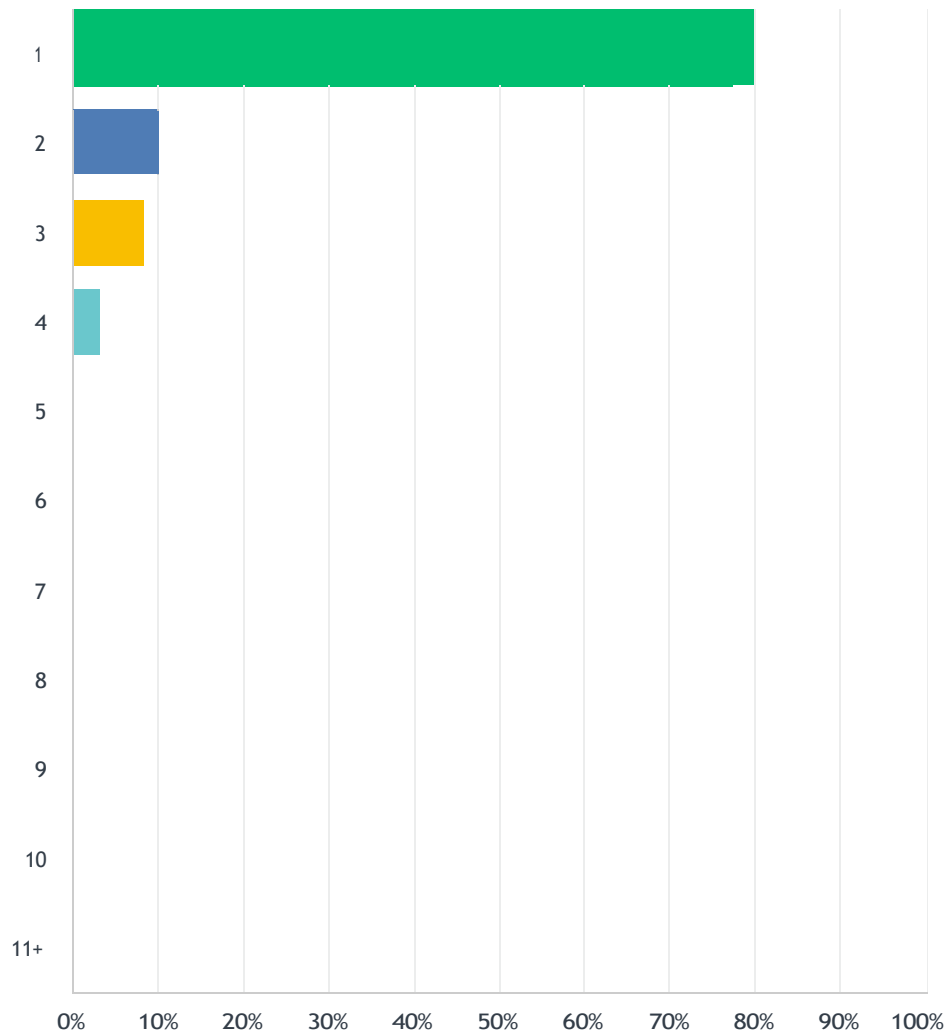
Council of the Southern Mountains-Community Needs Assessment 2023

ANSWER CHOICES	RESPONSES	
1	35.19%	38
2	27.78%	30
3	16.67%	18
4	10.19%	11
5	9.26%	10
6	0.00%	0
7	0.93%	1
8	0.00%	0
9	0.00%	0
10	0.00%	0
11+	0.00%	0
TOTAL		108

Q33 How many are male?

Answered: 58

Skipped: 53

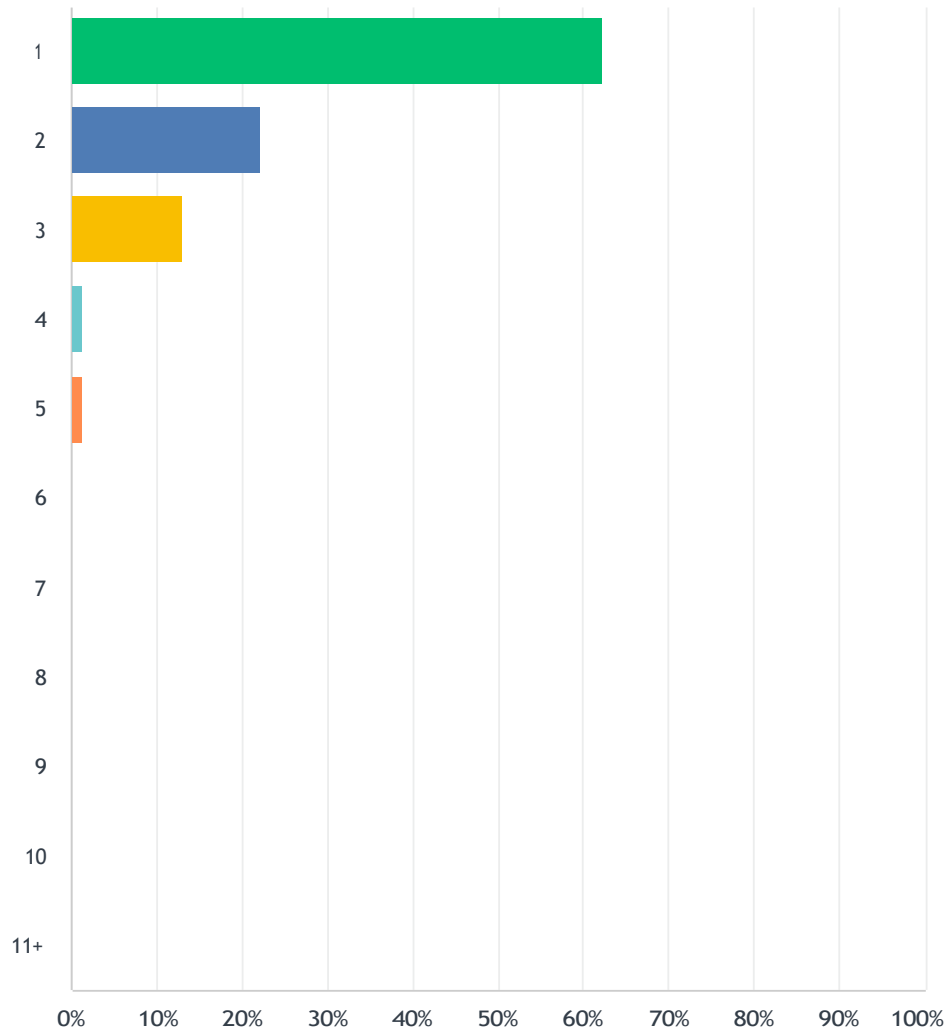


Council of the Southern Mountains-Community Needs Assessment 2023

ANSWER CHOICES	RESPONSES	
1	77.59%	45
2	10.34%	6
3	8.62%	5
4	3.45%	2
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	0.00%	0
10	0.00%	0
11+	0.00%	0
TOTAL		58

Q34 How many are female?

Answered: 77 Skipped: 34



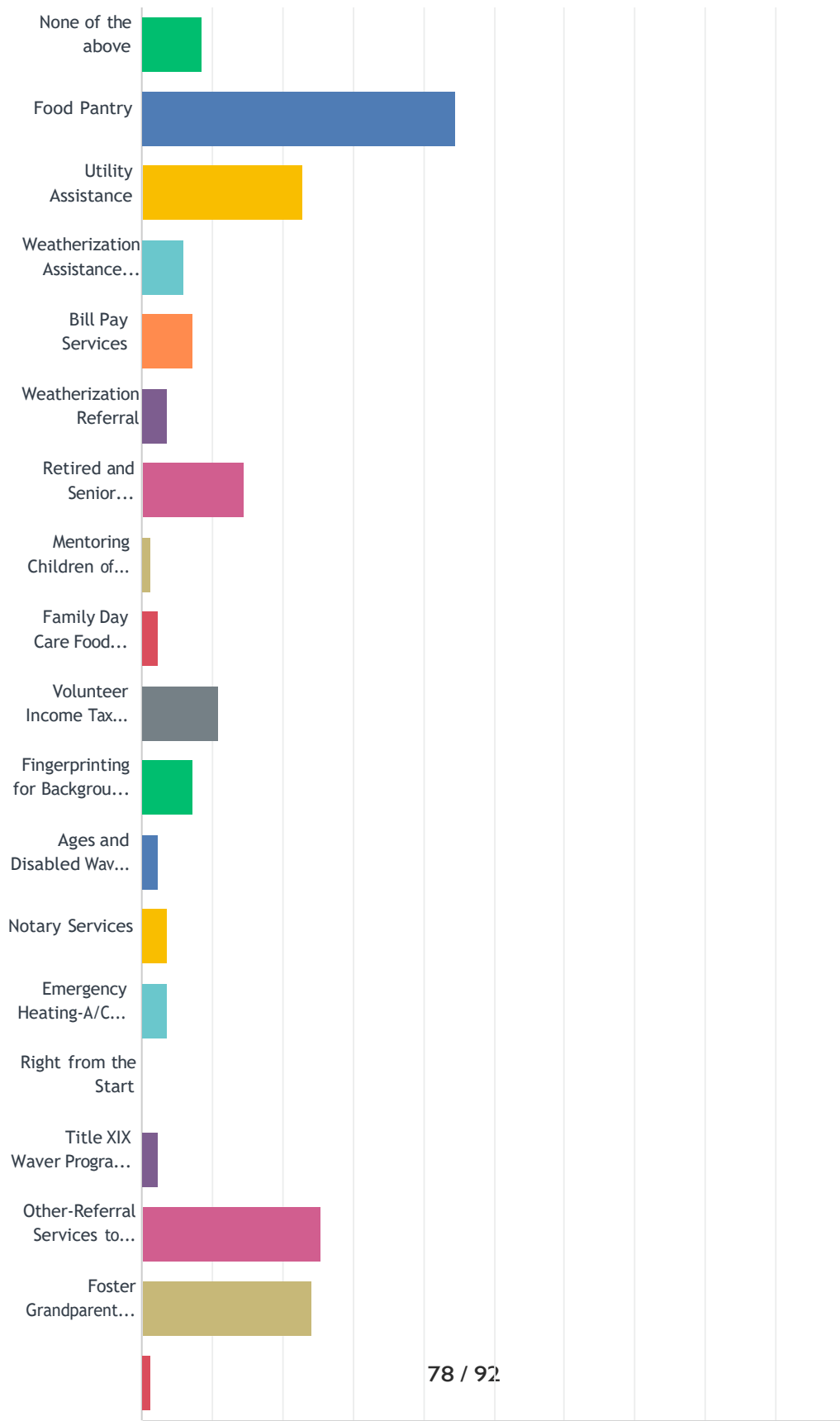
Council of the Southern Mountains-Community Needs Assessment 2023

ANSWER CHOICES	RESPONSES	
1	62.34%	48
2	22.08%	17
3	12.99%	10
4	1.30%	1
5	1.30%	1
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	0.00%	0
10	0.00%	0
11+	0.00%	0
TOTAL		77

Q35 Please list the services provided by the Council of The Southern Mountains that you have accessed in the past or need to access now:

Answered: 83

Skipped: 28



Council of the Southern Mountains-Community Needs Assessment 2023

Other (please
specify)

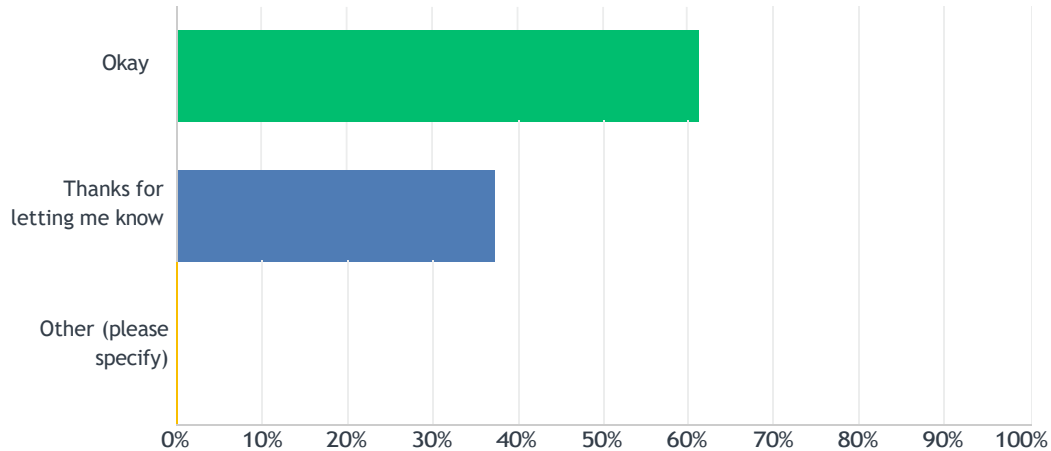
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES	RESPONSES	
None of the above	8.43%	7
Food Pantry	44.58%	37
Utility Assistance	22.89%	19
Weatherization Assistance Program	6.02%	5
Bill Pay Services	7.23%	6
Weatherization Referral	3.61%	3
Retired and Senior Volunteer Program	14.46%	12
Mentoring Children of Prisoners	1.20%	1
Family Day Care Food Program	2.41%	2
Volunteer Income Tax Assistance Program (VITA)	10.84%	9
Fingerprinting for Background Checks-Employment	7.23%	6
Ages and Disabled Waver Program	2.41%	2
Notary Services	3.61%	3
Emergency Heating-A/C Repair and Replacement Program	3.61%	3
Right from the Start	0.00%	0
Title XIX Waver Program for Intellectually Developmentally Disabled	2.41%	2
Other-Referral Services to other providers	25.30%	21
Foster Grandparent Program	24.10%	20
Other (please specify)	1.20%	1

Total Respondents: 83

Q36 If you are in need of help in any additional services(food, bill pay, utility bill, etc.), please contact us at 1(304)436-6800

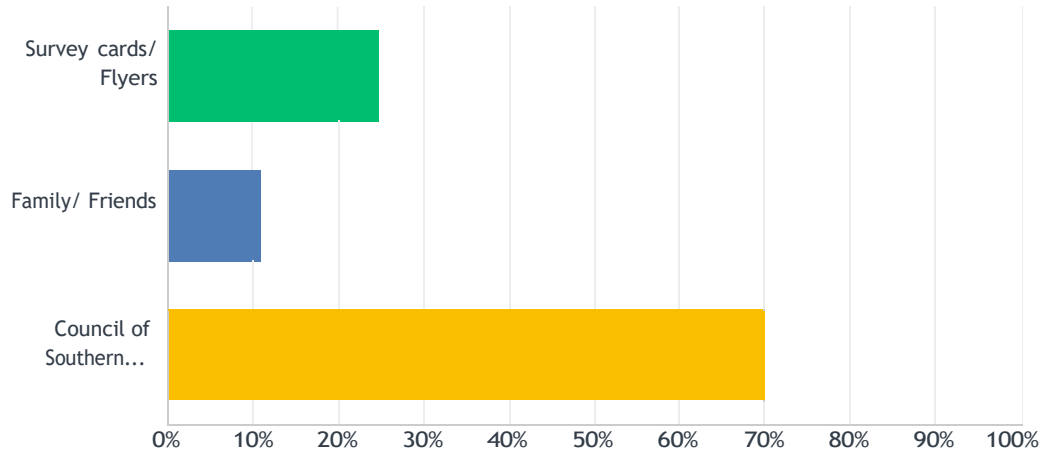
Answered: 88 Skipped: 23



ANSWER CHOICES		RESPONSES	
Okay		61.36%	54
Thanks for letting me know		37.50%	33
Other (please specify)		1.14%	1
TOTAL			88

Q37 How did you find out about this Survey?

Answered: 72 Skipped: 39

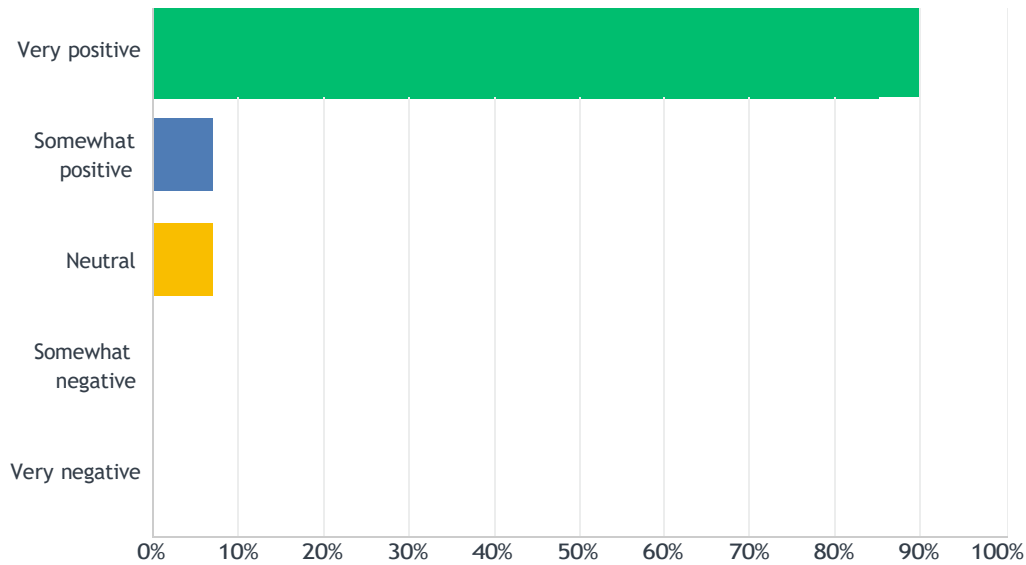


ANSWER CHOICES	RESPONSES	
Survey cards/ Flyers	25.00%	18
Family/ Friends	11.11%	8
Council of Southern Mountains	70.83%	51

Total Respondents: 72

Q38 Overall, how would you rate the quality of your customer service experience at the Council of the Southern Mountains?

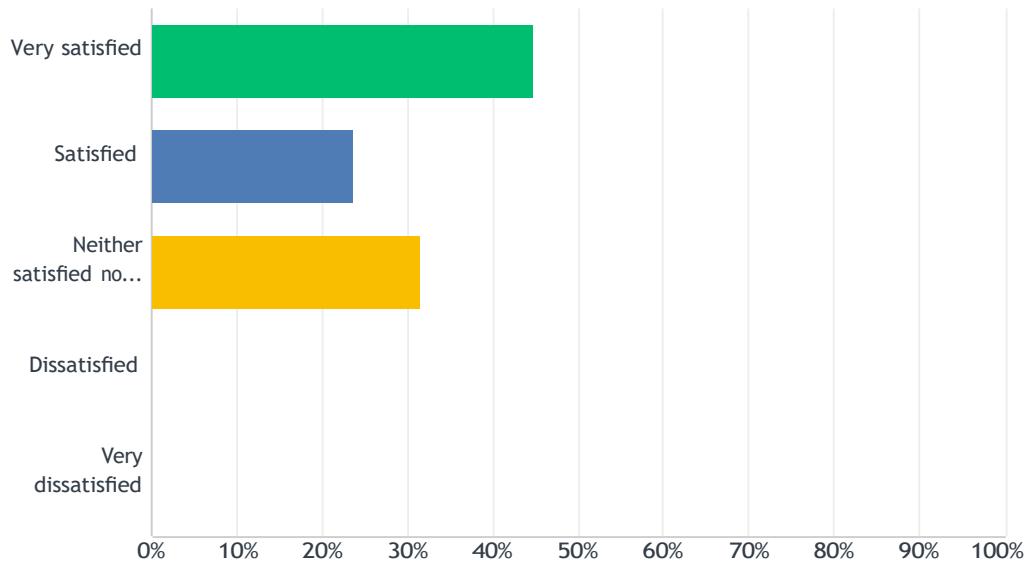
Answered: 41 Skipped: 70



ANSWER CHOICES		RESPONSES	
Very positive		85.37%	35
Somewhat positive		7.32%	3
Neutral		7.32%	3
Somewhat negative		0.00%	0
Very negative		0.00%	0
TOTAL			41

Q39 How would you rate the Economic Development initiative of the Head of the Dragon Motorcycle and Sports Car ride developed by the Council of the Southern Mountains for McDowell County?

Answered: 38 Skipped: 73

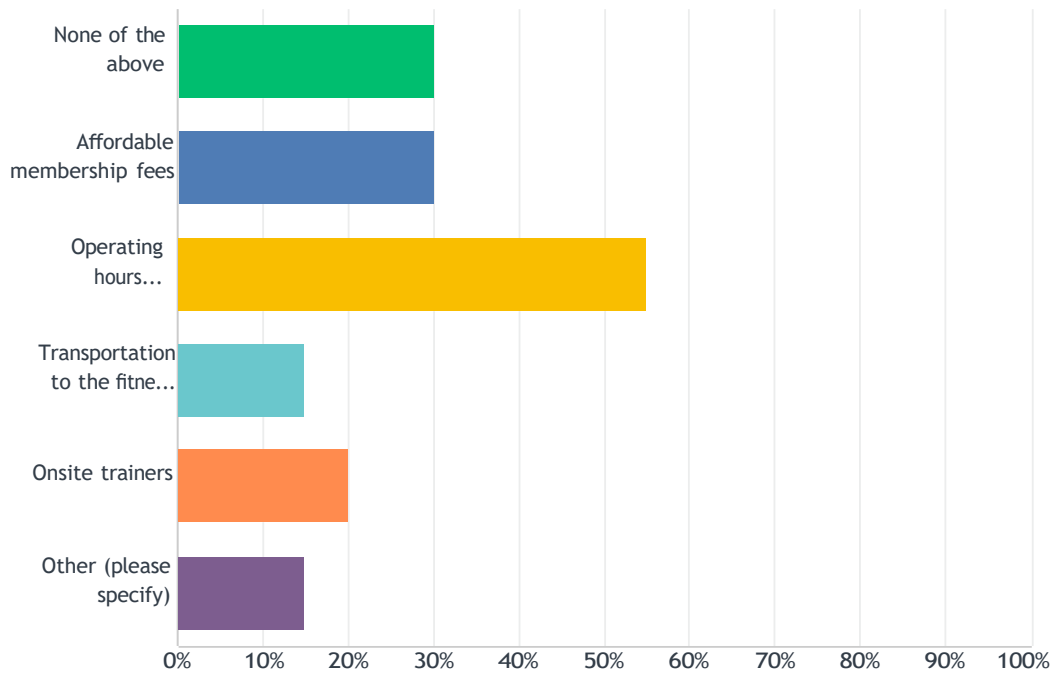


ANSWER CHOICES	RESPONSES	
Very satisfied	44.74%	17
Satisfied	23.68%	9
Neither satisfied nor dissatisfied	31.58%	12
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		38

Q40 The Council of the Southern Mountains operates a fitness center to help combat the adverse health statistics of County residents. Check all that it would take for you to attend?

Answered: 20

Skipped: 91



QUIZ STATISTICS

Percent Correct	Average Score	Standard Deviation	Difficulty
2%	3.8/10.0 (38%)	3.44	1/1

ANSWER CHOICES	SCORE	RESPONSES	
None of the above	0/10	30.00%	6
3 Affordable membership fees	3/10	30.00%	6
3 Operating hours convenient to my schedule	4/10	55.00%	11
3 Transportation to the fitness center	2/10	15.00%	3
3 Onsite trainers	1/10	20.00%	4

Other (please specify)

-- 15.00% 3

Total Respondents: 20

2023 CSM Community Needs Assessment Content Analysis

The following includes collecting data through surveys, emails, and social media. This data is now presented and accompanied by approaches like a directive, conventional and summative narrative to form this analysis.

This analysis of the actual survey starts with questions one and two regarding information that is considered confidential. It is obtained in order to provide assistance to anyone that so desires. Question three asks, In Which Town People Reside. A review of this information shows there is a good distribution of responses throughout the County and there were no concentrated areas of residences that would allow for regional differences, skewing the results.

Question four shows Who Completed the Surveys with local officials at 2.75%, clients at 9.17%, Volunteers at 22.9%, Board members 4.59%, County residents 43.12% and others at 17.43%. This shows an excellent representation of residents which is the focus of this survey, to determine what local people report as community and individual needs.

Question five is Individual and Family needs with Food being the most reported need at 34.91%. Transportation was second at 28.97%, legal services needed third at 27.10, which is surprising to have this much stated need for legal help and finding help with applying for services at 24.53%. Adequate nutrition in Day Care homes was fifth being 24.04, a service of this agency and finally, help with finding resources due to the pandemic at 23.36%. Other than the responded for legal aid, these results were expected as validated by past surveys.

Question six reflected responses for community needs and followed historical replies, as employment opportunities was first. Second was for more parks and recreation and demonstrates people's need for outside activities and socialization after the long Covid quarantines and resulting isolation. Neighborhood clean-up projects, third at 39.09%, shows that people want to be proud of their communities and this too enhances social interaction and, based on studies, improves residents' mental well-being. Again, reflective of the residual effects of Covid, people are still showing a need for assistance due to the pandemic. This response percentage was 33.64% and fifth in community needs.

Question seven asks about Individual and Family Education Needs and the most responses at 38.32% was Assistance to Attend Trade School or College. This shows empirically people's desire to improve their economic conditions, personal growth and coincides with the previous response of Jobs being the biggest need for the County. The second largest response was for computer skills training at 36.11% while Adult Education and GED classes tied for third at 33.02%. All of these responses reflect the need for accessible learning opportunities being within reach locally.

The eighth question was Individual and Family Employment Needs had three available responses. Tied for first and echoing previous responses was Help Finding a Job and Getting a

Better Job that Pays the Bills at 37.38% each. This can also be assessed as showing the pressures being placed on the low-income residents due to soaring inflation. Second, at 32.71%, further substantiates the need for economic security as it shows that help with job skills, training and job search is needed.

The ninth question is for Individual and Family Support Needs had an unexpected number one response of Programs and Activities for Youth (ages 12-18) at 43.12%. Families are recognizing that with the decline in population, loss of jobs and pressures of the drug culture, meaningful resources are needed for teenagers. This is statistically the age group that “gets into trouble” when there is no constructive outlets with good role models. As further corroboration, second is Having a Safe Place for Children After School and During the Summers, while third was Programs and Activities for Seniors. These results show community concern for the citizenry to improve the quality of life locally so to reduce outward migration of the youth and make living here better for those “left behind.” Surprisingly, Mental Health Programs came in seventh, especially since locally and statewide, WV ranks high in mental health issues. One in four people in WV need mental health assistance while nationally it is one in five.

Question ten measures Individual and Family Housing Needs. The number one cited need was Affording Home Repairs at 56.36%. This response is indicative of the crippling inflation created at this time and that there are fewer people in region that are “schooled in the trades.” What skilled people remain, thus, demand higher prices for their services, again, punishing the lower and middle income families. Second at 50.47% was Learning How to Lower Utility Bills. This is the result of lower and middle income people being hit hard by inflation and the high cost of energy due to political purposes. Third, following the same outcomes was Help with Utility Bills at 50%, while fourth, Help to Make My Home More Energy Efficient was 44.71%. Finally, Affordable Housing at 43.52% is reflective of higher home loan interest rates due to the government’s efforts to raise these rates to fight ever increasing inflation, which is devastating to low and middle income residents.

Question eleven was Individual and Family Needs with, and somewhat of a surprise, Getting Dental and Vision Care the number one response at 47.71%. To assess this, with the advent of more people being covered by Medicaid during the recent Covid period, the need for dental and vision became more prevalent as that insurance usually does not cover routine dental and vision needs. Also, many employers do not have dental/vision coverage in their medical insurance offerings in order to save money. This expressed need was followed in this question by, Having Affordable Prescriptions at 44.44%, followed by Health Insurance/Affordable Health Care at 43.52%. Also, Getting Behavioral Health Counseling and Covid Assistance Consultation received 38.89% from the respondents. The high need for mental health services is demonstrative of how much more aware people are becoming to mental health issues, reduced societal stigma and realization of how mental health problems in the community affects everyone. This may also be due to the increased awareness of the number of “mass killings” transpiring in this society due to the perpetrators having psychiatric problems. Finally, in this domain, and following this analysis, Keeping Myself and Family Safe from Abuse had a 35.51% response.

They next two questions, numbers twelve and thirteen, provides the basis of this survey as twelve is listing the Five Most Critical Issues in Your Community and thirteen asks, List any Critical Community Needs Not Being Addressed. The number one choice for Critical Issues was Jobs at 71.96%. This is reflective of the local area's loss of "living wage" jobs. The coal industry is hiring fewer people and with the exodus of the youth that would provide high school graduates ready for unskilled labor jobs, it is determined that employers are also leaving or not locating here due to an unqualified or unavailable workforce. Second in this domain, was Housing at 55.14% and is demonstrative of the loss of population that results in no new homes being built and fewer skilled workers to repair homes to keep them in livable condition. Rising inflation and high interest rates for home loans make purchasing more difficult for area residents.

The next expressed need in this question, was a tie between Healthy Food and Safe Neighborhoods at 38.32%. The high response for Healthy Food shows an increased awareness for eating healthy, nutritious foods to help prevent and even treat physical maladies. This is an encouraging revelation as this area has high rates of obesity, hypertension, heart disease and diabetes. As this tied with Safe Neighborhoods, people are now more concerned about crime, especially due to the high rate of drug use locally as those addicted turn to crime to fund their drug use. People need and want to be safe in their communities as shown in this number of respondents.

Fourth in responses to this question was Substance Abuse/Preventative/Treatment at 35.51% or one out of three respondents to the survey see the devastating effects of drug abuse, of increased crime in order for addicts to get their drugs and the loss of productivity among "users." As a result, it seems counter intuitive that there is a national impetus to legalize or reduce penalties for drug abuse with all the societal problems that result from the use of mind-altering drugs.

Next in this question is Transportation at 30.84%, which is somewhat surprising for this area as 80% of the respondents report owning their own vehicles and, in McDowell County, the Bluefield Area Transit Authority has expanded bus routes locally. Still, those in very isolated communities need transportation assistance even with the Non-Emergency Medical Transportation service available, although in a limited manner. There is still a need for trips to grocery stores, drug stores and general shopping among those in the most rural areas.

The next five areas of expressed need in this question and in the order of their level of responses were Youth Programs at 29.91%, Senior Programs at 28.94%, Childcare at 28.04%, Community Participation at 23.36% and Bill Pay Services at 19.83%. All these responses demonstrate the need for programs to meet the needs of the local citizenry. All responses show the realization of the need for greater community participation and reflect the desire for people to have contact with their friends and neighbors.

The next crucial component of the survey is List Any Critical Community Issues NOT Being Addressed. There were seventeen possible responses and number one was, as in question

twelve, Housing at 55.29%. This was followed, and is consistent with other responses, by Jobs at 50.59%. These two responses are identified based on the area having one of the top five unemployment rates in the State and, subsequently, causing there to be a lack of decent, affordable housing. These figures may improve, however, over time with the growth of tourism as an economic development factor. The ATV and Motorcycle/Sports Car events are creating the need for service jobs and the development of new lodging facilities.

Third in this question and as discussed in previous analysis, is Youth Programs at 38.82% followed at fourth by Safe Neighborhoods at 36.47% and fifth, Disability Programs at 32.94%. This fifth response is assessed to reflect the high percentage of local population with verified disability diagnoses. There are few services available to help the physically and intellectually disabled. Also, Question fourteen asks, Have You Ever Used Formal Mental Health Services and 78.26% said No, while 21.74% replied in the affirmative. These results mimic national rates of mental health treatment acquisition.

Question fifteen asked if any of the Listed Adverse Circumstances had Happened to Them Within the Past Year and the large majority related No, at 89.25%. This response demonstrates a consistency in activities of daily living for local residents. This is a positive result for a low-income, rural area. One surprising result in the responses to this question was that no one had been affected by a Violent Crime in the last year.

The next questions, numbers sixteen through thirty-four are basically demographic responses to assess the people completing the survey and test how representative they were to the area population for survey relevance. First, 81.91% use their own car for transportation with 12.77% using family, friends or pay someone for transporting. Very few report using public transportation at 2.13%. Question seventeen shows the ages and 32.11% were 55 and older, reflective of the area's aging statistics, yet 32.11% were in the prime demographic of 35-54. The ages of 25-34 were 16.51% and only 3.67% were between the ages of 18 to 24. Again, these results are reflective of the local populace.

In regard to Gender, 82.24% were female and 16.51% male. This outcome somewhat skews the results as U.S. Census Bureau data shows there is a virtual even split in the County of 50.6% females and 49.4% males. To assess the Race of respondents and correlation to actual racial numbers, 71.82% were white while 26.36% reported being African-American. These results show a higher percentage of African-American responses as McDowell County has a 7.1% African-American population and WV as a whole is 3.7%.

Yearly Household Income shows 54.21% at below \$20,000 annually, significantly higher rate than the State average. For the \$20,000 to \$30,999 income levels, 20.56% were in this range with 10.28% between \$31,000 and \$51,999. Surprisingly, 14.95% reported income of \$52,000 and above. This may demonstrate that individuals that are more affluent more readily respond to surveys and community initiatives. In regard to Access to Health Insurance, 93.62% reported having this coverage with only 6.38% having none. This is evaluated to be due to the demographics of the respondents, already discussed, and additional temporary coverage of

people through Medicaid resulting from Covid. In fact, 44.94% have Medicaid, 43.82% Medicare, 24.72% employer provided coverage and 5.62% personal paid insurance. With 88.76% having government coverage, the trend to nationalize healthcare is evident.

In regard to Computer Access, 75.82% reported having a computer at home or work, yet as a concern, 20 respondents skipped answering this question. There is no analysis as to why this question was not answered. Perhaps it was near the end of the survey and people simply stopped answering. Yet, 90% stated they have internet at home or work, giving pause to assess the national initiative to spend money on internet access when there is need for improved healthcare, transportation, job training, water and sewage projects. A very large percentage of 96.39%, almost universal, reported having internet at home.

The Highest Level of Education, question twenty-six, was next reported. A statistically high rate for respondents having a college degree came in at 26.67%, while the U.S. Census Bureau reports only 6.4% in McDowell County has a Bachelor's degree. The State figure is 21.8%. Only 56.19% have a high school diploma or G.E.D and this is reflective of reported percentages. One out of ten respondents reported they did not finish high school.

A total of 95.79% reported they were not Veterans and this is representative of State and National service percentages. A somewhat higher response than expected was received for those having a Disability at 35.24%. This figure does not distinguish what type of disability, physical or intellectual, and serves as a notice for future surveys to break this down as it could enhance program offerings and advocacy for treatment interventions. At any rate, this is a high percentage of the population as those under 65 in McDowell County are 22.4%, according to the U.S. Census Bureau.

To evaluate Source of Household Income, 40.37% report Social Security as their primary income. This, again, is demonstrative of the aging population locally. Second was Full Time Employment at 39.45% with Supplemental Security Income (SSI) and Pensions tied for third at 11.01%. Fourth was Part-Time Employment at 6.42%, also reflective of an economically depressed region as employer cut back on work hours to reduce their costs.

Marital Status showed the largest group of respondents at 39.25% as being single, a somewhat surprising result. 33.64% responded as being married, and, reflective of an aging population, 16.82% reported being a Widow or Widower. Next and again reflective of local statistics, Home Ownership was 76.47%, while 11.76% live with family or friends. Only 9.8% reported their housing status as rental. Less than one percent reported living in public housing.

Question thirty-two asks, How Many People Live in Your Home? As a matter of corroboration of the statistically high rate of seniors locally due to loss of population and the absence of extended families, 35.19% reported living alone. Only one in four reported living with another person at 27.78%. All of this question's results reveal there are smaller families locally with relatives living outside of the area. A surprising response when the question of the gender make-up was given that 77.59% were Male and 62.34% were female. These results

interpretations may give direction to future surveys to seek methods of survey distribution to be more representative of the local populace.

Specifically, to question thirty-five about the Council of the Southern Mountains' programs, it asked, Which Services People had Accessed in the Last Year? A total of 44.58% reported utilizing the Food Pantry. This is analyzed to mean inflation and the reduction of SNAP benefits recently is the causation of this high response. This is truly unfortunate as CSM is receiving less and less food for the Pantry since the Covid crisis ended and those receiving food are now limited to once every three months. The agency is now using funds to purchase food to stock the Pantry as regional Food Banks have reduced distribution of free or donated food supplies. The remaining respondents showed utilization of programs as Referral Service to Other Providers at 25.30%, Foster Grandparent Program at 24.10%, Utility Assistance Program at 22.89%, Retired Senior Volunteer Program at 14.46% and the Volunteer Income Tax Assistance Program at 10.84%. Utilization is relatively equal at under 10% for other services acquisition.

The efforts of CSM in informing the public of this Community Needs Assessment was validated by this survey as 70.83% reported learning about the survey from the Council. In assessing the Satisfaction of Services received by the respondents, 85.37% reported Very Positive for their personal customer experience. There were no reported negative responses.

The survey attempted to assess the communities' perception of the CSM Economic Development Initiative of Head of the Dragon Motorcycle and Sports Car ride. Of those that responded, 44.74% were Very Satisfied while 23.68% were Satisfied. Thus, 68.42% were positive of this effort to bring jobs and development through tourism. This should give the CSM administration encouragement to continue its economic development efforts.

Finally, the last question of the survey related that CSM Operates a Fitness Center to combat the physical and psychological ravages of economic depression, i.e., obesity, hypertension, diabetes, heart disease and higher rates of mental health problems. The last question asked, What Would it Take to Attend the Fitness Center and 55% reported Hours Convenient to My Schedule. Affordable Membership was 30% and Transportation to the Center was 15%. These results are no surprise to the agency, yet funds are not available to expand hours and the price is only \$10.00 per month to help offset the costs of equipment repairs. Finding funds to open the Fitness Center during times that are more convenient may be an initiative for the future.

CONCLUSION

This survey will be used to formulate the CSM Strategic Plan to initiate and improve services to those served by the agency. This survey helps CSM strive to provide quality services and opportunities to help people overcome the causes and effects of poverty and achieve the dignity of self-sufficiency.

The following will be used to formulate the CSM 2023-26 Strategic Plan.

Top Concerns

Individual/Family Needs

According to this survey, these issues are seen as the top eight concerns for individuals and families in McDowell County:

- 1. Programs and Activities for Youth (ages 12-18)**
- 2. Having a Safe Place for Children After School and Summers**
- 3. Programs and Activities for Seniors**
- 4. Parenting Classes**
- 5. Classes on Healthy Relationships. Resolving Conflicts, etc.**
- 6. Nutrition Education/Healthy Eating Education Workshops**
- 7. Mental Health Programs**
- 8. Preparing and Filing Taxes for Fee**

Community Needs

Survey analysis among public officials, agency Board members, and service providers produced the following top community concerns:

- 2. Substance Abuse Prevention**
- 3. Infrastructure (Water, sewage, cell phone reception)**
- 4. Jobs**
- 5. Youth Programs**
- 6. Healthy Food**
- 7. Tourism/ Economic Development**
- 8. Community Participation**
- 9. Housing**
- 10. Youth/Adult Education**

Agency Needs

- **In review of the CSM Strategic Plan, the continuing needs of the agency are:**
 - **Develop stable, highly qualified and motivated workforce**
 - **Maintain equitable salaries for staff**
 - **Enhance opportunities for staff by cross training and providing development plans and reduce disallowances by Medicaid funding source**
 - **Improve benefit package for staff yet with recent cut in Title XIX billing rates, this will be very difficult.**
 - **Funding for implementation of training programs for high demand occupations for consumers.**
 - **Ongoing training and equipment updates to strengthen agency financial management**
 - **Annual training in Results Oriented Management and Accountability and WV FACSPRO**
 - **Improve and strengthen knowledge and involvement by Board of Directors.**
 - **Funding for more community involvement, health and recreational programs.**
 - **Conduct fundraising activities to create additional programs and/or expand existing programs.**
 - **Increase public awareness of services offered by the agency.**