



The Promise of Community Action

*"Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live."*

# Community Needs Assessment 2022-2025

Approved by the Board of Directors on

Date: August 22, 2022

## Mission Statement

Eastern West Virginia Community Action, with our partners, pursues positive solutions to fight poverty; guiding people and communities to self-sufficiency, independence, and well-being.

## Vision

People taking opportunities to lift themselves out of poverty resulting in safe and healthy communities

## Values

### Respectful

Consistently treat customers with decency and dignity by being **RESPECTFUL** and providing outstanding customer service that will build confidence in their skills and abilities.

### Responsive

Maintain strong connections with customers and partners in order to understand family and community needs that will allow Eastern Action to be **RESPONSIVE** in stabilizing households, helping individuals reach their full potential, and supporting communities and their changing needs.

### Reinforcing

Exhibit a high level of integrity and excellence in all business matters, while also **REINFORCING** an unwavering commitment to fighting poverty, achieving outcomes, and continuous quality improvement

### Resourceful

Be **RESOURCEFUL** by implementing a holistic service delivery for customers and continually seeking impactful collaborations that connect individuals and families to needed resources.

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## Executive Summary

Eastern Action commissioned a Community Needs Assessment (CNA) to help the agency better understand its service areas and provide community services and programs that meet the communities' needs.

The Community Needs Assessment included a combination of quantitative and qualitative research methods designed to evaluate the perspectives and opinions of area stakeholders and community members—including those from low-income and underserved populations. The methodology used helps prioritize the needs and establish a basis for continued community engagement and implementation.

### Overview of Communities Served

Eastern Action serves approximately 100,000 individuals across 2,966 square miles of rural Eastern West Virginia. This assessment focuses on Grant, Hampshire, Hardy, Mineral, Morgan, and Pendleton Counties. The data sets in the various tables focus on all six counties, the State of West Virginia, and the United States where helpful. Unless otherwise indicated, the source of the data is the Community Action Partnership Data Hub.

The top needs identified by survey are:

<u>Family</u>	<u>Community</u>
Home Repair	Food
Food	Employment/Transportation
Employment	Housing

The main Causes and Conditions of Poverty identified during the research process are:

- Food Insecurity
- Unaffordable, unsafe housing
- Lack of living wage jobs within the communities

While this report fulfills a requirement of CSBG funding, it also serves as the source of data for strategic planning. This needs assessment provides data on demographics, employment, education, income, and poverty for the service area. It also provides findings from community surveys about the needs of families and communities in the service area. The surveys also provide feedback about what the Agency can do for families and communities.

## Agency Profile

Eastern Action is a private Community Action Agency (CAA) incorporated under West Virginia law as a non-profit, non-stock corporation and is recognized as a tax-exempt organization under Section 501 (c) 3 of the Internal Revenue Code. **Eastern West Virginia Community Action Agency, Inc** was formed in 1967 as part of the Economic Opportunity Act. In 2020, the Agency registered **Eastern Action** as a DBA with the state of West Virginia. Over the past 55 years, the agency has created programs to respond to the needs of the communities we serve. Some of the programs became so successful they formed their own organizations.

Eastern Action serves as the federally designated anti-poverty agency for the following counties and municipalities:

- Grant County – City of Petersburg and Town of Bayard
- Hampshire County – Towns of Capon Bridge and Romney
- Hardy County – Towns of Moorefield and Wardensville
- Mineral County – Cities of Keyser and Piedmont and Towns of Carpendale, Elk Garden and Ridgeley
- Morgan County – Town of Bath (Berkeley Springs) and the Town of Paw Paw
- Pendleton County – Town of Franklin

The agency offers programs under the Community Services Block Grant domains of Employment, Education and Cognitive Development, Income and Asset Building, Housing, Health and Social Behavior Development, Civic Engagement and Outcomes and Services across multiple domains to address the needs of families and communities. Eastern Action is committed to identifying gaps in programming and developing new initiatives to better serve our community.

The six-county service area is rural located in the Potomac Highlands of West Virginia. This area is generally bordered on the West by the Allegheny Mountain range and the East by the Commonwealth of Virginia. Programs have been added to serve West Virginians outside of our Community Services Block Grant (CSBG) service area. The agency also provides services in Berkeley, Jefferson, Monongalia and Preston counties. The total population of the service area is 103,374. Mineral County has the largest population at 28,212. Pendleton County has the smallest population at 7,695.

The service area had an overall poverty rate for all ages of 13.02% which is less than the West Virginia rate of 15.8%, but higher than the United States rate of 11.9%. The service area's poverty rate for individuals age 0-17 is 19.23%, which is slightly less than the state's rate of 20.3% and over 4% higher than the United States rate of 15.7%. The percent of households in poverty is 13.2% for the service area. The West Virginia rate is 17.3% and the United States rate is 12.9%.

Since 1967 Eastern West Virginia Community Action Agency has served the residents of the Potomac Highlands of West Virginia. As the region's designated anti-poverty agency, programs are developed to help low-income families and individuals increase their assets and achieve self-sufficiency. Eastern Action uses a holistic approach in providing services, to assure that all needs of the family, agency, and community are met.

Eastern Action strives to provide agency capacity building opportunities to all its employees. The Agency currently has 1 Certified Community Professional (CCAP), 4 ROMA professionals (3 NCRIs and 1 NCRT), 2 Certified Energy Auditor/QCI (quality control inspector), 1 certified HVAC technician, all weatherization staff have completed OSHA 10, and the weatherization crew leaders have completed OSHA 30, 6 weatherization staff are lead certified.

Eastern Action was one of the first four agencies nationally to achieve the Bronze tier of Pathways to Excellence. The agency is currently enrolled in the Silver Tier of the pathways process. Eastern Action and its board of directors are committed to excellence in all programs.

## List of Programs and Services

The description of agency programs and related services provided are representative of those available at the time the Community Needs Assessment was written and approved.

### Civic Engagement and Community Involvement

- Morgan County Regional Resource Council—To increase access for customers by providing a one stop shop for services. In cooperation with Morgan County Starting Points, WV Department of Health and Human Services, United Way of the Panhandle, Catholic Charities of WV and Telamon Corporation. This is a **Community** Level Initiative.

### Employment

Provides fiscal and administrative services to Region VII Workforce Development Board and the One-Stop career centers located in Martinsburg and Moorefield, WV. This is a **Community** level initiative.

### Education and Cognitive Development

The agency offers the following **Family** level life skills programs:

- money management
- food preservation
- basic home repair
- basic automotive maintenance.

### Income and Asset Building

Volunteer Income Tax Assistance (VITA)—provides no cost income tax preparation for individuals and **Families** who meet income guidelines. In cooperation with Mountain Heart Community Services, American Legion Auxiliary and Eastern West Virginia Community and Technical College.

### Housing

The Agency offers the following programs to address housing issues for customers:

- Weatherization- reduces a home's energy burden and improves the health and safety for the **Family** of a home. Services provided include insulation and air sealing, minor service and repair of heating systems. In addition to the six Community Action counties Eastern also provides Weatherization in Berkeley and Jefferson counties, also in cooperation with First Energy and Telamon Corporation.

- Emergency Crisis Intervention Program (ECIP)- repairs or replaces inoperable heating systems during the winter months. This **Family** level initiative is available in the same counties as the weatherization program. In cooperation with Telamon Corporation and WV Department of Health and Human Resources.
- Emergency Repair and Replacement (ERRP)- replaces or repairs failing heating and cooling systems. In addition to the six Community Action counties Eastern also provides this service to **Families** in Preston and Monongalia counties, in cooperation with WV Department of Health and Human Resources and North Central West Virginia Community Action Agency.
- Supportive Services for Veteran Families (SSVF) – provides emergency assistance for veterans and their **Families** to prevent homelessness and to rapidly house veterans who are homeless. Case management and supportive services to prevent the imminent loss of a Veteran's home or identify a new, more suitable housing situation for the individual and his or her family; or to rapidly re-house Veterans and their families who are homeless and might remain homeless without this assistance are also available. In cooperation the West Virginia Coalition to End Homelessness, the Veterans' Administration and the West Virginia Community Action Partnership.

## Health and Social Behavior Development

Eastern offers the following programs to assist families with health and other social behavior services to improve their lives:

- Action Buckets-provides personal protective equipment, non-perishable food items and agency information to customers and **families**.
- Baby Bank- provides health, safety and nutrition for **families** with children from birth through six years old, in cooperation with Pendleton County Partners in Prevention and Pendleton Community Care (a Federally Qualified Health Center).
- Community Garden-To demonstrate innovative vegetable growing techniques that can be replicated on any scale, with whatever resources are available. All produce is distributed to **community** food pantries, in cooperation with Eastern West Virginia Community Foundation and WVU Extension Service.
- Emergency Assistance- provides emergency assistance for individuals and **families** that are unable to meet certain basic living expenses. In cooperation with Dollar Energy Fund, Salvation Army, Catholic Charities of West Virginia, LIEAP, WV Department of Health and Human Resources and other community and faith-based organizations.

- Senior Action Buckets- provides personal protective equipment, non-perishable food items and agency information to **families** with at least one member over 55 years old.
- Victory Garden Seed Program- provides seeds and starter plants to customers and **families** increasing their ability to achieve higher levels of self-sufficiency and food security.
- Warm the Children- provides winter coats, clothing, hats, and gloves, to children in need, in cooperation with the Grant County Press and Hampshire Review newspapers in addition to community volunteers and the national Warm the Children organization. This is a family level initiative.
- Youth Opportunity Camp-provides transportation assistance to **families** for eligible children to attend Youth Opportunity Camp, in cooperation with Youth Leadership Association, Camp Horseshoe, and West Virginia Department of Health and Human Resources.

### Agency Capacity Building

Professional Development—Staff members are encouraged and supported to pursue training and certification related to their job function. These opportunities include but are not limited to the following:

- Certified Community Action Professional
- Nationally Certified ROMA Implementer and/or Trainer
- Energy Auditor/Quality Control Inspector
- Retrofit Installer
- Crew Leader Training
- HVAC-Heating Ventilation and Air Conditioner
- Electrician
- OSHA trainings

## The Why for the Community Needs Assessment (CNA)

Community Action has required assessing community needs since it was founded in 1964. To assist with this effort and meet the requirements of the Community Services Block Grant (CSBG) Organizational Standards, Eastern Action implemented an approach where the CNA examines both qualitative and quantitative data for its entire service area.

Eastern Action will use the CNA to guide its work and implement a comprehensive, holistic service delivery over the next three years. The Agency will develop operating plans for each of its programs that are based on key findings of the CNA. To help combat poverty, the Eastern Action's Board of Directors approves a Community Action Plan annually that is outcome-based, anti-poverty focused, and ties directly to the CNA. The CAP includes an annual work plan that sets agency-wide targets and outcomes that Eastern Action expects to achieve through National Performance Indicators (NPIs). It is important to note that the CNA key findings will also play an important part in guiding Eastern Action to develop a robust strategic plan that identifies goals that will position the agency to effectively address family, community, and agency needs.



Additionally, the CNA surveys completed by low-income individuals, external stakeholders, and elected officials will be utilized by Eastern Action in its planning efforts as follows:

- Assisting the agency to determine the needs that will be addressed through funding and/or partnerships;
- Ensuring the effective prioritization of services and assistance that will be provided; and
- Reviewing and assessing the service delivery, while also implementing Result-Oriented Management and Accountability (ROMA) agency-wide in order to make modifications to plans as needed.

# Process and Data Collection

## Assessment Planning

In January 2022, a Community Needs Assessment team was formed from agency staff under the guidance of the board of directors and a consultant. The team worked together to:

- Review the purpose and outcomes for the CNA
- Define the assessment goals
- Develop the agency profile
- Identify and develop data sources
- Establish a timeline
- Identify tools for surveys and survey questions

Eastern Action utilizes a planning cycle based on Results Oriented Management and Accountability (ROMA). All parts of ROMA guide the agency's approach to long term planning. This assessment leads to planning both the strategic plan and the annual Community Action Plan. The plans drive the implementation of programs which lead to achievement of results. Those programs and achievement are evaluated and incorporated into future assessments.

This Community Needs Assessment (CNA) was developed utilizing the tools discussed in this section below and additional sources included in the appendices of this CNA. Sources include:

- Compilation of data specific to poverty and its prevalence related to gender, age, and race/ethnicity for the service area was obtained from the Community Action Partnership's data hub at [www.cap.engagementnetwork.org](http://www.cap.engagementnetwork.org)
- Customer Satisfaction Surveys created by the agency staff. The surveys are distributed by staff and collected in locked boxes at each office. The surveys are also available through the agency website at: [www.easternaction.org/get-involved](http://www.easternaction.org/get-involved).
- Community Needs Assessment Surveys were created via Microsoft Forms utilizing questions from the 2019 survey as well as new questions developed from the evaluation of the 2019 survey and were available during the months of March and April 2022. Separate surveys were created for individuals and community organizations.
- Agency data regarding services provided and customers served was obtained from the DBA FACsPro system.

## Data Collection

The quantitative data contained in this community needs assessment was gathered from a variety of local, state and national sources. Population and socio-economic statistics were compiled using data from the United States (U.S. Census Bureau's Population Estimates Program and the American Community Survey 1-Year and 5-Year Estimates and Eastern Action's customer database.

To ensure the surveys were representative of the overall population, representatives from the following sectors were surveyed: Faith-based, low-income agency customers, community-based organizations, educational institutions, agency volunteers, governmental entities, agency board members, private organizations and the general public. Community Engagement in the assessment process helps to avoid the risk of the agency addressing needs that the community doesn't agree they have.

Several methods of distribution were conducted which included on-line (agency website and social media pages), paper format (at the time of service) and by emails. Eastern also distributed and collected completed surveys with partner organizations at events such as food pantry distributions.

The assessment also draws on qualitative data gathered from the surveys.

Both the individual and partner surveys identified where there are gaps in existing services. The assessment process will help to identify ways that the resource of another agency can be an opportunity for the agency, as partnerships are integral to the success of the community.

Eastern Action's triennial Needs Assessment is a key part of the ROMA planning cycle. The data and findings are analyzed by the Board of Directors during the approval process. The approved Needs Assessment is then used to create the long term (3-5 year) strategic plan for the agency and the annual Community Action Plan. The Community Action Plan is the specific annual programs the agency will operate to address the needs of the community.

# Community Demographics

## Eastern Action Internal Data

Eastern Action analyzed internal customer service data for the Calendar Years 2019-2021. The data was utilized to obtain demographic information about Eastern Action's customer base.

- Analysis revealed that 31% of customers are 55 or older; 38% of the customers are between 18-54 years of age
- 93% of customers are Caucasian.
- 32% of customers 18 years of age and over have less than a 12<sup>th</sup> grade education. 48% of customers reported a High School Diploma or GED as the highest level of education.
- 55% of the population were not employed or in the workforce. Only 16% of customers were employed: 9% being employed full time and 7% reporting part time employment.
- 31% of family income was reported from employment; 54% reported an income from Social Security.
- State provided health insurance was the most reported with 46% while only 4% reported health insurance as an employee benefit.
- Analysis determined that 50% of the customer population rent their homes while 43% reported homeownership.
- 31% of the households are single person.
- The most notable statistic was that 67% of the customers are at or below 100% of the federal poverty level.

## U. S. Census Data

Eastern Action also utilized data provided by the U.S. Census Bureau to assess the needs of low-income individuals in its service area. The Agency analyzed the following data: 1) Population change; 2) Age; 3) Poverty; 4) Household Income; 5) Unemployment; 6) Education; and 7) Housing. The analysis of the data yielded the following results:

- The 2010-2020, 10-year population estimate for Eastern Action's service area was 98,512. Which was an overall decrease by 4.7% from 2010 population of 103,374. The largest populated county is Mineral County at 26,938 which saw a decrease of 4.52%, whereas Pendleton County is the smallest at 6,1431 and saw a decrease of 20.17%. The only county that saw an increase during this time was Hardy at 1.95%.
- The data reported showed the area population is comprised 38% of people aged 55 or older; 43% age 18-54; and 19% are 17 or under.
- 2020 poverty estimates show a total of 12,780 persons living below the poverty rate below 100% in the report area. In 2020, Mineral County had the highest poverty rate (13.8%), while Morgan County (11.0%) had the lowest poverty rate. The population in poverty includes 10.82% males and 13.94% females. 11.99% of the population are White, 25.12% Black or African American, 1.48% Asian, 24.69% Some Other Race, and 20.76% Multiple Race. 18% of children age 0-17 (16.68% male, 19.55% female) and 9.8% of seniors 65 and up (20.32% male, 24.16% female) are living in poverty.
- The poverty rate (100% of Federal Poverty Level) for Eastern Action's six county service area (13.02%) decreased by 3.48%, compared to national decrease of -3.4% (11.9%). Hampshire County experienced the greatest change in poverty, decreasing by 4.7% from 2010-2020 and Morgan County experienced the least amount of change, decreasing by only 2.5%. Morgan County (6.6%) had the lowest percentage of households in poverty while Pendleton County (15.4%) had the largest percent of households in poverty.
- In the report area 33.71% of individuals are living in households with income below 200% of the Federal Poverty Level.

- According to the American Community Survey 5-year estimates, median household incomes ranged from \$43,313 in Grant County to \$57,116 in Morgan County. The average Per Capita income for the service area is \$26,664 as compared to the national average of \$35,384. There are 33.71% of the service area population with income at or below the 200% Federal Poverty Level. Hardy County has the highest rate at 44.42%. (See Table 1)
- According to the U.S. Department of Labor in May 2022, unemployment in the service area varied from 2.0% in Pendleton County to 3.3% in Hardy County. Overall, Eastern Action's service area experienced an average 2.7% unemployment rate in May 2022. (See Table 9)
- Educational attainment for persons 25 and over from the period of 2016-2020 revealed 9.1% achieved a college bachelor's degree. 46.5% stopped their formal educational attainment after high school compared to the national average of 26.7%. 13.2% of the population has not received a high school diploma/GED. (See Table 11)
- U.S. Census data shows 641 housing units in the service area were without plumbing in 2000 and ACS. Five-year estimates show 227 housing units in the service area were without plumbing in 2020. Hampshire County alone contains 131 of these homes.

# Assessment Profile

## Food

### Family-Level Need:

- Individuals with low-incomes do not have adequate financial resources to purchase food.

### Community-Level Need:

- The community does not have an adequate number of food pantries.
- Access to mobile food pantries is limited throughout the community.
- The community lacks grocery stores.

### Causes and Conditions of Poverty as Related to Food

Food insecurity is a condition of various causes of poverty. Lack of access, transportation, employment and budgeting are just a few of these causes. Food insecurity can lead to further conditions of poverty including poor health conditions, hopelessness and the lack of resources to meet basic needs. When discussing food, the causes and conditions of poverty become very complex. They all intertwine to create an ongoing cycle of poverty.



### Food Key Findings

Lack of access to grocery stores is a major concern in our service area. Three of the service areas counties (Hampshire, Mineral, and Morgan) are considered Food Desert Census Tracts according to US Census Data. (See Table 13) When reviewing the Food Environment, the US Census suppressed information for the report area as well as Hampshire, Hardy and Pendleton Counties. Information is suppressed if there are fewer than 3 grocery stores in the area. 20.67% of the low-income population in the report area have low food access. In Pendleton County that figure is reported as 48.62%. Hampshire County is the next highest at 26.92%. 13.2% of households in the report area are receiving SNAP benefits with only 118 authorized retailers accepting SNAP across the 6 counties. Grant and Pendleton Counties only have 13 authorized retailers each.

# Housing

## Family-Level Need:

- Individuals with low-incomes do not have adequate financial resources to maintain their home.
- Individuals with low-incomes do not have safe, affordable housing.



## Community-Level Need:

- The community does not have an adequate supply of safe, affordable housing units available.

## Causes and Conditions of Poverty as Related to Housing

Housing plays an intricate piece in the causes and conditions of poverty. Unaffordable, unsafe housing leads to poor health outcomes and insufficient means to care for basic needs. Without a home, it is difficult to maintain employment, obtain an education, provide for children, etc. Housing is considered one of the most basic needs for stability. However, it is difficult to obtain or maintain if lacking sufficient income.

## Housing Key Findings

2019-2021 customer data showed 50% rent their home while 43% owned. 76% of respondents to the Needs Assessment survey reported Homeownership. The number 1 Family Level need across the survey responses was home repair. With the average Per Capita income for the service area at \$26,664, upkeep on the home is a financial burden to the low income. 67% of Eastern Actions customer base is reportedly under 100% poverty level compared to the US Census data of the service area at 13.02%. The 2020 US Census data revealed that there are still 227 homes in the service area without plumbing, down from the 2000 estimate of 641, but still inadequate. Of those 227, 131 are in Hampshire County alone. The median age of housing units ranged from 35 in Morgan County to 47 in Mineral County. (See Table 14)

# Employment

## Family-Level Need:

- Individuals with low-incomes lack living wage employment.
- Low-income individuals lack employment with benefits.
- Low-income individuals lack employment skills for higher paying jobs.

## Community-Level Need:

- The community needs more access to living wage employment with benefits.
- The community lacks employment opportunities that provide sustainable income.

## Causes and Conditions of Poverty as Related to Employment

In the rural communities of WV, unemployment and underemployment are a complex factor in the causes and conditions of poverty. The lack of living wage positions within the community require travel to employment outside the area to find higher wages with benefits. This travel is impacted by insufficient incomes to own or maintain transportation and the limited access to public transportation. The lack of opportunity leads to the lack of resources to meet basic needs, food insecurity, housing vulnerability, poor health outcomes and an array of other concerns.

## Employment Key Findings

Analysis of customer data gathered from 2019 to 2021 has shown that 55% of individuals within the service area report not being employed or in the workforce. Only 9% report being employed full-time with 4% reporting employee-based health care. Only 31% of customers reported income from employment. The Census data reviewed showed 82.5% of workers drive to work alone with 30 to 60% of those reporting an average travel time of 30.07 minutes. Hampshire County has the highest reported time of 42.69 minutes. With the average Per Capita income for the service area at \$26,664, travel for employment puts a financial strain on the working poor. The reported unemployment rate for the service area in May of 2022 was 2.7%. This correlates to the educational attainment rate of 46.5% of the service area reporting ceasing their education after high school. With the lack of skills and education it is difficult for individuals to obtain and maintain living wage employment.



# Transportation

## Family-Level Need:

- Individuals with low-incomes do not have transportation.
- Individuals with low-incomes lack the financial means to maintain their transportation.

## Community-Level Need:

- The community has limited access to public transportation.

## Causes and Conditions of Poverty as Related to Transportation

Transportation is essential in rural WV. Transportation allows individuals to access employment, meet basic needs, obtain medical care, as well as involvement in community and social events. Without owning transportation or having access to public transportation, people are unable to travel to grocery stores, employment, or education. This leads to lack of opportunity, food insecurity, poor health, and just overall hopelessness of the situation.



## Transportation Key Findings

Transportation is necessary to obtain gainful employment in the service area. The Census data reviewed showed 82.5% of workers drive to work alone with 30 to 60% of those reporting an average travel time of 30.07 minutes. Hampshire County has the highest reported time of 42.69 minutes. Only 0.4% of the working population utilized public transportation to access employment according to the US Census while 2.8% reported walking. (See Table 10) Transportation has an impact on food security as well. 20.67% of the low-income population in the report area have low food access due to 3 counties in the service area being deemed Food Deserts.

## Youth Activities

### Family-Level Need:

- Youth living in low-income households do not have safe, affordable opportunities for socialization.

### Community-Level Need:

- The community lacks recreational centers/programs for youth.



### Causes and Conditions of Poverty as Related to Youth Services

Generational poverty in WV has been an ongoing issue for decades. Children are raised in poverty and continue the cycle for generations. Many communities do not offer youth services to address educational attainment, social and behavioral skills, as well as food security. Lacking opportunity and informal supports to break the cycle of poverty, children remain stuck in the mindset of poverty as adults. Without learning a new way of living, poverty continues to rage through our communities.

### Youth Services Key Findings

According to the American Community Survey, the poverty rate of children ages 0-17 is 18% in the service area. Hardy County has the highest rate of 34.5%. 46% of youth in the service area are eligible for free or reduced lunches. Hampshire and Hardy Counties have a 49% eligibility rate. There are reportedly 471 homeless students in the service area. 11.88% of youth ages 16-19, in the service area, are reportedly not enrolled in school or employed. Morgan County has the highest reported rate of 16.39%, with Pendleton (15.56%) and Hampshire (14.04%) not far behind. (See Table 12)

## Results and Prioritization

Eastern Action conducted an intensive assessment in its service area to determine family and community needs. The agency used both quantitative and qualitative data to identify critical issues to assist the agency in planning and developing the priority of services to implement. Data collected from the agency-wide Community Needs Assessment included participation from low-income individuals, community organizations, faith-based agencies, the private sector, public sector, and educational institutions.

The family-level needs identified are listed below:

<b>Top Four Family Needs</b>
#1: Home Repair
#2: Food
#3: Employment
#4: Transportation

The community-level needs identified are listed below:

<b>Top Four Community Needs</b>
#1: Food
#2: Employment/Transportation
#3: Housing
#4: Youth Activities

Based on CNA results, Eastern Action will prioritize and address needs as follows over the next three years

<b>Prioritization of Needs</b>	<b>Address Directly</b>	<b>Address Indirectly Partnerships and Referrals</b>
#1: Food	X	X
#2: Home Repair	X	X
#3: Employment	X	X
#4: Transportation		X
#5 Youth Activities		X

## Summary of Key Findings

- The poverty rate (100% of Federal Poverty Level) for Eastern Action's six county service area (13.02%) decreased by 3.48%, compared to national decrease of -3.4% (11.9%). Hampshire County experienced the greatest change in poverty, decreasing by 4.7% from 2010-2020 and Morgan County experienced the least amount of change, decreasing by only 2.5%. Morgan County (6.6%) had the lowest percentage of households in poverty while Pendleton County (15.4%) had the largest percent of households in poverty.
- According to the American Community Survey 5-year estimates, median household incomes ranged from \$43,313 in Grant County to \$57,116 in Morgan County. The average Per Capita income for the service area is \$26,664 as compared to the national average of \$35,384. There are 33.71% of the service area population with income at or below the 200% Federal Poverty Level. Hardy County has the highest rate at 44.42%.
- According to the U.S. Department of Labor in May 2022, unemployment in the service area varied from 2.0% in Pendleton County to 3.3% in Hardy County. Overall, Eastern Action's service area experienced an average 2.7% unemployment rate in May 2022. 55% of Eastern Action customers were not employed or in the workforce. Only 4% of those employed reported employee health insurance benefits.
- According to the US Census data educational attainment for persons 25 and over from the period of 2016-2020 revealed 46.5% stopped their formal educational attainment after high school compared to the national average of 26.7%. 13.2% of the population has not received a high school diploma/GED.
- Three of the service area counties (Hampshire, Mineral, and Morgan) are considered Food Desert Census Tracts according to US Census Data. 20.67% of the low-income population in the report area have low food access. In Pendleton County that figure is reported as 48.62%. Hampshire County is the next highest at 26.92%.

# Appendix

### Income Levels (Table 1)

Two common measures of income are Median Household Income and Per Capita Income based on American Community Survey 5 year estimates. Both measures are shown for the report area below.

Report Area	Median Household Income	Per Capita Income
Report Location	No data	\$26,664
Grant County, WV	\$43,313	\$23,908
Hampshire County, WV	\$48,528	\$25,409
Hardy County, WV	\$46,513	\$27,819
Mineral County, WV	\$51,723	\$26,363
Morgan County, WV	\$57,116	\$29,803
Pendleton County, WV	\$46,358	\$26,301
West Virginia	\$48,037	\$27,346
United States	\$64,994	\$35,384

## Total Population Change, 2010-2020 (Table 2)

According to the United States Census Bureau Decennial Census, between 2010 and 2020 the population in the report area fell by -4,862 persons, a change of -4.70%. A significant positive or negative shift in total population over time impacts healthcare providers and the utilization of community resources.

Report Area	Total Population, 2010 Census	Total Population, 2020 Census	Population Change, 2010-2020	Population Change, 2010-2020, Percent
Report Location	103,374	98,512	-4,862	<b>-4.70%</b>
Grant County, WV	11,937	10,976	-961	-8.05%
Hampshire County, WV	23,964	23,093	-871	-3.63%
Hardy County, WV	14,025	14,299	274	1.95%
Mineral County, WV	28,212	26,938	-1,274	-4.52%
Morgan County, WV	17,541	17,063	-478	-2.73%
Pendleton County, WV	7,695	6,143	-1,552	-20.17%
West Virginia	1,852,994	1,793,716	-59,278	-3.20%
United States	312,471,161	334,735,155	22,263,994	7.13%

## Poverty - Population Below 100% FPL (Table 3)

Poverty is considered a *key driver* of health status.

Within the report area 12.36% or 12,143 individuals for whom poverty status is determined are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

*Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters. See Methodology for more details.*

Report Area	Total Population	Population in Poverty	Population in Poverty, Percent
Report Location	98,265	12,143	<b>12.36%</b>
Grant County, WV	11,442	1,232	10.77%
Hampshire County, WV	22,575	3,237	14.34%
Hardy County, WV	13,641	2,201	16.14%
Mineral County, WV	26,102	3,431	13.14%
Morgan County, WV	17,632	1,029	5.84%
Pendleton County, WV	6,873	1,013	14.74%
West Virginia	1,755,591	300,152	17.10%
United States	318,564,128	40,910,326	12.84%

## Population in Poverty Race Alone, Percent (Table 4)

This indicator reports the percentage of population in poverty in the report area by race alone.

Report Area	White	Black or African American	Native American or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
Report Location	11.99%	25.12%	0.00%	1.48%	0.00%	24.69%	20.76%
Grant County, WV	10.57%	32.61%	No data	0.00%	0.00%	0.00%	0.00%
Hampshire County, WV	13.53%	57.64%	0.00%	14.29%	No data	0.00%	41.80%
Hardy County, WV	15.80%	24.44%	0.00%	0.00%	No data	No data	88.89%
Mineral County, WV	12.85%	18.92%	0.00%	0.00%	No data	89.77%	6.59%
Morgan County, WV	5.55%	39.36%	0.00%	No data	No data	0.00%	12.45%
Pendleton County, WV	15.32%	4.88%	0.00%	No data	No data	0.00%	0.00%
West Virginia	16.46%	29.03%	21.02%	14.64%	1.71%	28.02%	24.02%
United States	10.60%	22.07%	24.13%	10.61%	16.81%	19.66%	15.08%

## Population in Poverty by Gender (Table 5)

This indicator reports the population in poverty in the report area by gender.

Report Area	Male	Female	Male, Percent	Female, Percent
Report Location	5,398	6,745	10.82%	13.94%
Grant County, WV	607	625	10.47%	11.07%
Hampshire County, WV	1,667	1,570	14.42%	14.25%
Hardy County, WV	1,005	1,196	14.25%	18.15%
Mineral County, WV	1,259	2,172	9.63%	16.67%
Morgan County, WV	449	580	5.08%	6.60%
Pendleton County, WV	411	602	11.55%	18.16%
West Virginia	133,773	166,379	15.49%	18.65%
United States	18,171,512	22,738,814	11.64%	13.99%

### Households in Poverty (Table 6)

The number and percentage of households in poverty are shown in the report area. In 2020, it is estimated that there were 5,117 households, or 12.4%, living in poverty within the report area.

Report Area	Total Households	Households in Poverty	Percent Households in Poverty
Report Location	41,429	5,117	<b>12.35%</b>
Grant County, WV	4,842	588	12.1%
Hampshire County, WV	9,165	1,156	12.6%
Hardy County, WV	5,933	812	13.7%
Mineral County, WV	10,810	1,574	14.6%
Morgan County, WV	7,485	496	6.6%
Pendleton County, WV	3,194	491	15.4%
West Virginia	734,235	125,238	17.1%
United States	122,354,219	15,312,497	12.5%

### Children in Poverty by Gender (Table 7)

This indicator reports children aged 0-17 living in households with income below the federal poverty level by gender.

Report Area	Male	Female	Male, Percent	Female, Percent
Report Location	1,614	1,693	16.68%	19.55%
Grant County, WV	78	153	7.18%	14.77%
Hampshire County, WV	485	463	22.25%	24.81%
Hardy County, WV	461	487	30.25%	39.89%
Mineral County, WV	425	394	15.91%	16.13%
Morgan County, WV	47	72	3.00%	4.62%
Pendleton County, WV	118	124	18.27%	23.09%
West Virginia	40,063	42,155	22.03%	24.27%
United States	6,414,903	6,183,796	17.43%	17.54%

### Seniors in Poverty (Table 8)

Population and poverty estimates for persons age 65 and up are shown for the report area. According to the American Community Survey (ACS) 5 year data, an average of 9.8% of people lived in a state of poverty during the survey calendar year. The poverty rate for people living in the report area is less than the national average of 9.3%.

Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
Report Location	22,522	2,217	9.8%
Grant County, WV	2,706	314	11.6%
Hampshire County, WV	5,206	474	9.1%
Hardy County, WV	2,999	280	9.3%
Mineral County, WV	5,696	633	11.1%
Morgan County, WV	4,039	295	7.3%
Pendleton County, WV	1,876	221	11.8%
West Virginia	351,294	34,302	9.8%
United States	51,072,143	4,756,707	9.3%

## Current Unemployment (Table 9)

Labor force, employment, and unemployment data for each county in the report area is provided in the table below. Overall, the report area experienced an average 2.7% unemployment rate in May 2022.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Location	47,854	46,566	1,288	2.7%
Grant County, WV	6,090	5,925	165	2.7%
Hampshire County, WV	11,184	10,942	242	2.2%
Hardy County, WV	5,763	5,571	192	3.3%
Mineral County, WV	12,297	11,898	399	3.2%
Morgan County, WV	8,653	8,442	211	2.4%
Pendleton County, WV	3,867	3,788	79	2.0%
West Virginia	797,630	770,155	27,475	3.4%
United States	165,351,347	159,733,523	5,617,823	3.4%

## Travel Time to Work (Table10)

Travel times for workers who travel to work (do not work at home) is shown for the report area. The average commute time, according to the American Community Survey (ACS), for the report area is on average 5.96 minutes compared to the national average commute time of 26.93 minutes.

Report Area	Workers that Commute Age 16 and Up	Travel Time in Minutes (Percent of Workers) Less than 10	Travel Time in Minutes (Percent of Workers) 10 to 30	Travel Time in Minutes (Percent of Workers) 30 to 60	Travel Time in Minutes (Percent of Workers) More than 60	Average Commute Time (mins)
Report Location	41,166	16.86	39.11	30.07	13.96	<b>5.96</b>
Grant County, WV	4,666	20.92	51.37	21.71	6.00	No data
Hampshire County, WV	9,100	11.51	28.14	42.69	17.66	No data
Hardy County, WV	6,097	31.29	39.20	18.91	10.60	No data
Mineral County, WV	10,885	14.87	51.03	25.95	8.14	27.15
Morgan County, WV	7,664	12.30	29.36	35.29	23.04	No data
Pendleton County, WV	2,754	16.23	34.39	28.94	20.44	No data
West Virginia	697,042	14.98	50.91	24.85	9.26	26.08
United States	142,512,559	12.30	49.26	29.19	9.25	26.93

## Attainment – Overview (Table 11)

Educational Attainment shows the distribution of the highest level of education achieved in the report area, and helps schools and businesses to understand the needs of adults, whether it be workforce training or the ability to develop science, technology, engineering, and mathematics opportunities. Educational attainment is calculated for persons over 25, and is an estimated average for the period from 2016 to 2020.

For the selected area, 9.1% have at least a college bachelor’s degree, while 46.5% stopped their formal educational attainment after high school.

Report Area	No High School Diploma	High School Only	Some College	Associates Degree	Bachelor’s Degree	Graduate or Professional Degree
Report Location	<b>13.2%</b>	46.5%	17.2%	7.7%	9.1%	6.4%
Grant County, WV	17.47%	46.9%	16.7%	6.4%	8.7%	3.9%
Hampshire County, WV	13.23%	47.8%	19.2%	7.5%	7.4%	4.9%
Hardy County, WV	19.08%	47.2%	12.5%	7.3%	7.6%	6.2%
Mineral County, WV	7.55%	47.3%	18.0%	9.5%	10.1%	7.5%
Morgan County, WV	11.86%	42.1%	20.1%	7.3%	9.6%	9.0%
Pendleton County, WV	19.22%	47.9%	10.0%	5.0%	12.6%	5.4%
West Virginia	12.39%	40.0%	18.7%	7.6%	12.7%	8.6%
United States	11.47%	26.7%	20.3%	8.6%	20.2%	12.7%

## Youth Not Working and Not in School (Table 12)

This indicator reports the percentage of youth age 16-19 who are not currently enrolled in school and who are not employed. The report area has a total population of 4,940 between the ages, of which 587 are not in school and not employed.

Report Area	Population Age 16-19	Population Age 16-19 Not in School and Not Employed	Population Age 16-19 Not in School and Not Employed, Percent
Report Location	4,940	587	<b>11.88%</b>
Grant County, WV	506	35	6.92%
Hampshire County, WV	997	140	14.04%
Hardy County, WV	499	47	9.42%
Mineral County, WV	1,615	150	9.29%
Morgan County, WV	1,098	180	16.39%
Pendleton County, WV	225	35	15.56%
West Virginia	87,982	8,181	9.30%
United States	16,992,661	1,153,005	6.79%

## Food Environment - Food Desert Census Tracts (Table 13)

This indicator reports the number of neighborhoods in the report area that are within food deserts. The USDA Food Access Research Atlas defines a food desert as any neighborhood that lacks healthy food sources due to income level, distance to supermarkets, or vehicle access. The report area has a population of 13,234 living in food deserts and a total of 3 census tracts classified as food deserts by the USDA.

Report Area	Total Population (2010)	Food Desert Census Tracts	Other Census Tracts	Food Desert Population	Other Population
Report Location	103,374	3	22	13,234	19,911
Grant County, WV	11,937	0	3	0	4,603
Hampshire County, WV	23,964	1	4	5,469	13,098
Hardy County, WV	14,025	0	3	0	3
Mineral County, WV	28,212	1	6	5,203	2,201
Morgan County, WV	17,541	1	3	2,562	3
Pendleton County, WV	7,695	0	3	0	3
West Virginia	1,852,994	66	418	250,113	496,786
United States	308,745,538	9,293	63,238	39,074,974	81,328,997

## Substandard Housing: Households Lacking Complete Plumbing Facilities (Table 14)

Complete plumbing facilities include: (a) hot and cold running water, (b) a flush toilet, and (c) a bathtub or shower. All three facilities must be located inside the house, apartment, or mobile home, but not necessarily in the same room. Housing units are classified as lacking complete plumbing facilities when any of the three facilities is not present.

Report Area	Occupied Housing Units	Housing Units Lacking Complete Plumbing Facilities	Housing Units Lacking Complete Plumbing Facilities, Percent
Report Location	41,429	227	0.55%
Grant County, WV	4,842	0	0.00%
Hampshire County, WV	9,165	131	1.43%
Hardy County, WV	5,933	49	0.83%
Mineral County, WV	10,810	3	0.03%
Morgan County, WV	7,485	31	0.41%
Pendleton County, WV	3,194	13	0.41%
West Virginia	734,235	3,373	0.46%
United States	122,354,219	460,275	0.38%

## Agency Level Responses

### Grant County

- Pull together resources or interested people who could address some of these needs like affordable housing through grants or help people find affordable financing. Helping people know what job training opportunities are available and steer them toward that while helping provide a means to live until trained and employed.
- More resources for families and or for children
- Provide services for families that meet above poverty guidelines
- Keep helping with resources
- Help with home improvement
- Help with housing and food

### Hardy County

- Help with food
- Expand options. Most families helped by the needy families at Christmas already receive multiple resources from other outlets look at the working poor
- Help to educate those on how to gain financial independence and not rely so much on government assistance.
- Bio fuels
- Ways to reduce energy consumption
- Campaign for affordable housing, expand repairs program, offer life skills classes, staff to help people connect with resources
- Campaign for affordable housing, expand repairs program, offer life skills classes, staff to help people connect with resources.
- Free healthcare/eye care
- Help paying electric bills
- Have parties
- Clean house
- Technical enrichment courses so that we can better access the information age
- When we work as a team all parties benefit. Is there a habitat for Humanity locally?
- Better programs
- Take care of old people
- Doing my taxes
- Food/household supplies

## Pendleton County

- More services for elderly and/or people with disabilities. Improve their homes so they can stay in their homes.
- Encouraging Community collaboration for youth services, supporting upcoming programs offering services
- Weatherization projects; food pantry/bank
- To me, Eastern Action does a great job of meeting immediate physical needs in the community. If there were a way to address transportation issues, I think that would make the most difference.
- My family is well enough off to manage. I am concerned for our many children growing up in poverty, in an addiction epidemic, in a Covid pandemic, isolated, anxious, often unable to participate in community activities such as after school sports or other offerings due to transportation, and just needing a more accessible and vibrant social scene.
- Try facilitating community service events in our area that encourage people to turn out, volunteer, and work together for the good of people who live here.
- Please keep making us aware of the services you already are so wonderfully providing.
- Partnerships with Senior Centers, Transportation Agency, and Food Pantry.

## Mineral County

- Training to help persons discover aid available
- Training of what state and federal aid is available, or programming. Can collaborate with Eastern on trainings...
- More time in Community
- More up to date Vo-Tech skills in today for children/adult training
- Clothing Allowance
- Food Vouchers
- Lobby for better internet services
- Home Repairs
- Help with security in our area because of crime and drug related acts that go on in our little town
- 'Giving help to single parents, showing my son that we are not alone that there are caring people out here.
- New Programs
- Parks/movies
- Family activities
- Parks (skateboard, places to gather)
- Food Distributions
- Better Jobs
- More meat and cheeses

- The brochure given out about your organization needs to be presented to more people.
- Mowing senior citizen's yards
- Continue to do what you are doing. You have been a blessing to many people. Expletive, especially seniors

### **Hampshire County**

- Temporary Shelters
- Energy efficient homes
- Cell phone service
- Energy efficient home
- Old fashion customer service. Speak and go to the persons houses. Speak there and share information in easy to understand and linkages
- Helping poor people
- Lower bills
- Helping one another
- Being there when needed
- A place for children
- Fix are home up put new doors-windows-oil furnace blow insulation
- Offer more service for disabled people
- Help with porch/roof put on
- For people to help each other
- Help add porch
- Make more visible so community knows programs available internet, newspaper, radio
- More food trucks
- Regional track capon bridge area
- Youth bowling, skating, movies, senior activities
- Honestly don't think anything they do amazing
- They have done so much between helping with electric bill, Warm the children, winter protection
- Jobs
- Help with bills
- Drug programs
- Help with stray animals
- Youth programs
- Opioid treatment for men
- Activities for children and help with holidays
- Access to community activity buildings or recreation centers
- Programs
- Assistance
- They help me

# Eastern Action Community Needs Assessment 2022

The survey will take approximately 9 minutes to complete.

Thank you for taking the time to complete this survey. This survey is an integral part of our triannual Community Needs Assessment. Your input and perspective on community needs is invaluable as we make plans for the next three years. This survey should take no longer than 10 minutes to complete!

\* Required

1. What is your age? \*

- 17 and under
- 18 to 24
- 25 to 44
- 45 to 54
- 55 to 59
- 60 to 64
- 65 to 74
- 75 and over

2. What is your gender? \*

- Male
- Female
- Prefer not to say
- Other

3. What is your Race/Ethnicity? \*

- American Indian / Alaska Native
- Asian
- Black / African American
- Hispanic / Latino
- Native Hawaiian / Other Pacific Islander
- White / Caucasian
- Multi-Racial (two or more of the above)
- Other

4. What County do you live in? \*

- Grant
- Hampshire
- Hardy
- Mineral
- Morgan
- Pendleton

5. What is your zip code? \*

6. Level of Education you completed? \*

- 0 - 8th Grade
- 9th - 12th Non-Graduate
- High School Graduate / GED
- Some College/Certificate/Trade
- 2 -4 Year College Graduate
- Post Graduate Degree
- Other

7. Do you currently have Health Insurance in the household? \*

- Yes
- No

8. What is your current housing status? \*

- Own
- Rent
- Homeless
- Homeless
- Other

9. What best describes your household type? \*

- Single person (Living Alone)
- Two Adults (No Children)
- Single Parent Female (Living with Children)
- Single Parent Male (Living with Children)
- Two Parent Household (Living with Children)
- Grandparent(s) (Raising Grandchildren)
- Multigenerational household
- Non-related Adults (Living with Children)
- Single Person (Living with others)

10. Household Size # of Adults \*

Number of Adults living in the house?

11. Household Size # of Children \*

Number of children living in the house (17 and under)?

12. Household income type ? \*

Choose all that apply.

- Employment (Full-Time)
- Employment (Part-Time)
- Migrant Seasonal Worker
- Unemployment
- SSI/SSDI
- Retirement
- Veteran Benefits
- None
- Other

13. Total annual household income? \*

Choose one option below

- Under \$20,000
- \$20,001 - \$25,000
- \$25,001 - \$30,000
- Over \$30,001

14. What is the number one need in your community? \*

Please enter only one response in the box below.

15. What is the number two need in your community?

Please enter only one response in the box below.

16. What is the number three need in your community?

Please enter only one response in the box below.

17. How do you think the needs mentioned above could be addressed?

Please answer as best you can.

18. What the number one need for your Family or Household? \*

Please enter only one response in the text box below:

19. What the number two need for your Family or Household?

Please enter only one response in the text box below:

20. What the number three need for your Family or Household?

Please enter only one response in the text box below:

21. How do you think the needs mentioned above could be addressed?

Please answer as best you can:

22. What services could Eastern Action provide to improve life in your community? \*

23. What services could Eastern Action provide to improve life for your family? \*

24. Would you be willing to answer additional questions related to this survey? \*

If you answer YES you will be contacted at a later time.

Yes

No

25. Contact Information: \*

Name - Phone Number or Email

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# Eastern Action Partner Organization Survey 2022

Thank you for taking the time to complete this survey. This survey is an integral part of our triannual Community Needs Assessment. Your input and perspective on community needs is invaluable as we make plans for the next three years.

\* Required

1. What is your Organizations Name? \*

2. Organization type? \*

Select all that apply

- Community-based Organization
- Faith Based Organization
- Private Sector (business, chamber of commerce, civic org, etc.)
- Public Sector (DHHR, local governments, health dept, etc.)
- Education Institution (local school systems, universities, community colleges, etc.)

### 3. Location \*

select all that apply:

- Grant County
- Hampshire County
- Hardy County
- Mineral County
- Morgan County
- Pendleton County

### 4. What is your role with your organization? \*

- Volunter
- Paid Staff
- Executive Director
- Program Staff (Direct Client Services)
- Administrative Staff
- Other

5. What are the primary three services of your organization? \*

Please select up to three:

- Youth Services
- Family Services
- Social Services
- Workforce Assistance
- Health Care
- Education
- Veteran Services
- Emergency Assistance
- Food Pantry
- Other

6. What is the number 1 need in your community? \*

7. What is the number 2 need in your community?

8. What is the number 3 need in your community?

9. What is the number 1 need of families in your community? \*

10. What is the number 2 need of families in your community?

11. What is the number 3 need of families in your community?

12. Does Eastern Action help your organization meet its mission? \*

Yes

No

13. You answered yes, can you tell us in what way?

14. You answered no, can you tell us why not?

15. Eastern West Virginia Community Action has a positive impact on community needs.

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

16. Eastern West Virginia Community Action Agency is responsive to feedback from community partners.

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

17. Suggestions for future partnerships with Eastern West Virginia Community Action Agency.

18. Organization contact name:

19. Organization contact email:

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Eastern West Virginia Community Action Agency  
 Summary of Customer Satisfaction Surveys  
 April 1, 2021 through December 31, 2021

	<u>Grant</u>	<u>Hampshire</u>	<u>Hardy</u>	<u>Mineral</u>	<u>Morgan</u>	<u>Pendleton</u>
Service						
Weatherization	1	0	2		0	1
Utility Assistance	13	0	0		0	4
Food Pantry	5	0	4		0	1
Veteran Service	0	0	0		0	0
Rent Assistance	1	0	0		0	0
Other	0	0	0		0	
Furnace		0				
Baby Bank						3
Polite & Respectful						
Strongly Agree	23	0	4		0	8
Agree	3	0	1		0	0
Clean & Accessible						
Strongly Agree	24	0	5		0	8
Agree	2	0	0		0	0
listened & responded						
Strongly Agree	24	0	4		0	8
Agree	2	0	1		0	0
Additional info provided						
Strongly Agree	23	0	2		0	8
Agree	2	0	2		0	0
N/A					0	
Needs met						
Strongly Agree	23	0	5		0	8
Agree	2	0	0		0	0
would recommend						
Strongly Agree	24	0	4		0	8
Agree	1	0	1		0	0
Would Participate in a Discussion						
Yes	1	0	1		0	0
No	0	0	2		0	0