

2021 COMMUNITY NEEDS ASSESSMENT



Southwest Virginia

Contents

Table of Contents.....	Error! Bookmark not defined.
Executive Summary	5
Full Needs Assessment.....	5
Methodology	6
Surveys	6
Staff Survey	6
Board Survey	6
Partner Survey	6
Community Survey.....	6
Focus Groups.....	7
Secondary Data.....	7
Overview of the People Incorporated Southwest Virginia Region	8
Jobs and Income.....	11
Quality Jobs/Wages.....	12
Employment Opportunities	15
Community Resources	16
Childcare.....	17
Availability	17
Quality	18
Affordability	19
Public Support for Early Childhood Education	20
.....	21
Transportation.....	21
Housing and Homelessness.....	23
Availability	23
Affordability	24
Homelessness.....	Error! Bookmark not defined.
Health	26
Access to Affordable Healthcare.....	26
Substance Abuse and Mental Health.....	28
Food and Nutrition	29
Education.....	31
Kindergarten Readiness	31
Educational Attainment.....	32

Youth Activities and Engagement	33
COVID-19	34
Health and Mental Health	35
Employment	36
Education	37
Housing	37
Food Security	38
Internet Connectivity	38
Appendix 1: Total Population by Locality	39
Appendix 2: Racial and Ethnic Composition by Locality	39
Appendix 3: Age and Sex by Locality	39
Appendix 4: Language Spoken at Home	40
Appendix 5: Annual Unemployment Rates by Locality	40
Appendix 6: Living Wage by Family Type and Locality	41
Appendix 7: Poverty Rates by Characteristic	41
Appendix 8: Average Weekly Wage by Locality	42
Appendix 9: ALICE Status	42
Appendix 10: Median Annual Household Income by Housing Status	42
Appendix 11: Labor Force Participation Rate by Locality	43
Appendix 12: New Hires by Industry – 1 st Quarter 2020	44
Appendix 13: Children Under 6 with All Parents in Labor Force	45
Appendix 14: Childcare Characteristics by County	45
Appendix 15: Public Pre-Kindergarten Enrollment	46
Appendix 16: Transportation to Work	46
Appendix 17: Vacancy Rates by Locality	47
Appendix 18: Age of Housing Stock by Ownership Status	47
Appendix 19: Housing Cost Burden by Ownership Status	48
Appendix 20: Insurance Coverage	48
Appendix 21: Healthcare Providers and Capacity	49
Appendix 22: Substance Abuse Indicators	49
Appendix 23: Food and Nutrition Indicators	49
Appendix 24: Kindergarten Readiness	50
Appendix 25: Educational Attainment	50
Appendix 26: High School Completion Rates	51
Appendix 27: Daily New COVID-19 Cases	51

Appendix 28: COVID-19 Risk Factor Prevalence	51
Appendix 29: Monthly Unemployment Rate – COVID-19 Time Period	52
Appendix 30: Staff Survey Summary.....	53
Appendix 31: Board Survey Summary	55
Appendix 32: Partner Survey Summary	57
Appendix 33: Community Member Survey Summary	59



Executive Summary

People Incorporated is the Community Action Agency for 13 counties and 3 cities in Virginia. As a part of its mandate, and in order to provide the best and most comprehensive anti-poverty services, the agency undertakes a major triennial community needs assessment. The findings from this assessment are used to inform the agency's selection and delivery of services in each community it serves. People Incorporated hopes that the information in this report can also be used throughout Virginia by other non-profits and local governments to best serve the most disadvantaged members of our community.

Drawing from a wide variety of data sources including surveys, focus groups, and public data, the staff and board of People Incorporated identified the following as the top needs in the Southwest Virginia region:

1. Higher wage, accessible jobs
2. Quality, affordable housing
3. Quality, affordable childcare and early childhood education

Full Needs Assessment

The data in this report come from the five localities that comprise People Incorporated's Southwest Virginia service region: Buchanan, Dickenson, Russell, and Washington Counties and the City of Bristol. The full 2021 Community Needs Assessment and regional reports for the Northern Shenandoah Valley, Northern Piedmont, and Greater Prince William regions are available on the People Incorporated website.



Methodology

People Incorporated serves thirteen counties and three cities throughout Virginia, providing dozens of family and community development services. The data collection and analysis process used for this assessment ensured that data was collected from a variety of sources in each of these localities.

Surveys

People Incorporated staff administered surveys to four distinct groups in the fall of 2020 to gather data for the needs assessment. Detailed results summaries for each survey are in the appendices.

Staff Survey

All employees at People Incorporated were given an opportunity to provide input through a short, electronic survey in October 2020. Of the 281 staff, 152 responded (response rate of 54%). For this

regional report, only responses from staff who work in Southwest Virginia have been included (129 responses).

Board Survey

Similar to the staff survey, a short electronic survey was administered to the People Incorporated Board of Directors in October 2020. Of the 47 board members, 23 completed the survey (response rate of 49%). Even with only about half of board members responding, all of the People Incorporated service regions were represented. For this regional report, only responses from board members who represent Southwest Virginia have been included (11 responses).

Partner Survey

Collecting input from others who serve the low-income community throughout People Incorporated's four regions was an important strategy for developing a comprehensive picture of current community needs. A short, electronic survey was emailed directly to partners in communities served by People Incorporated. A total of 65 partners, representing all regions, completed the survey. For this regional report, only responses from partners who work in the Southwest Virginia region were included (43 responses).

Community Survey

The most important stakeholder group for the community needs assessment was individual members of the community, particularly low-income community members. The community member survey was a longer survey, including detailed questions on multiple areas of need. The survey was administered electronically through various avenues. The survey was emailed directly to all current and former clients for whom People Incorporated had a valid email address. The survey link was also shared on social media channels by People Incorporated and partners. Finally, survey responses were incentivized by offering respondents a chance to win one of three \$100 Walmart giftcards. The survey was offered in both English and Spanish. A total of 306 responses were returned from the Southwest Virginia region.

Focus Groups

To better understand how each need manifests in the community and the lives of families, People Incorporated also conducted focus groups with partners and community members in November 2020, December 2020, and January 2021.

Secondary Data

Primary data collected by People Incorporated is supplemented with publicly available secondary data throughout the report, including data from the US Census Bureau, Bureau of Labor Statistics, Virginia Department of Education, and many other sources. These data, along with reports and assessments by other community organization and government sources support our understanding of how local needs fit into larger trends, and offer a comparison to state and national issues. All sources of secondary data are cited within the report.



Overview of the People Incorporated Southwest Virginia Region

People Incorporated is the designated Community Action agency for county-level localities in four distinct regions of Virginia. These regions are geographically, socially, and economically diverse. As a result, the needs of each region are diverse. This report focuses exclusively on the Southwest Virginia region, consisting of:

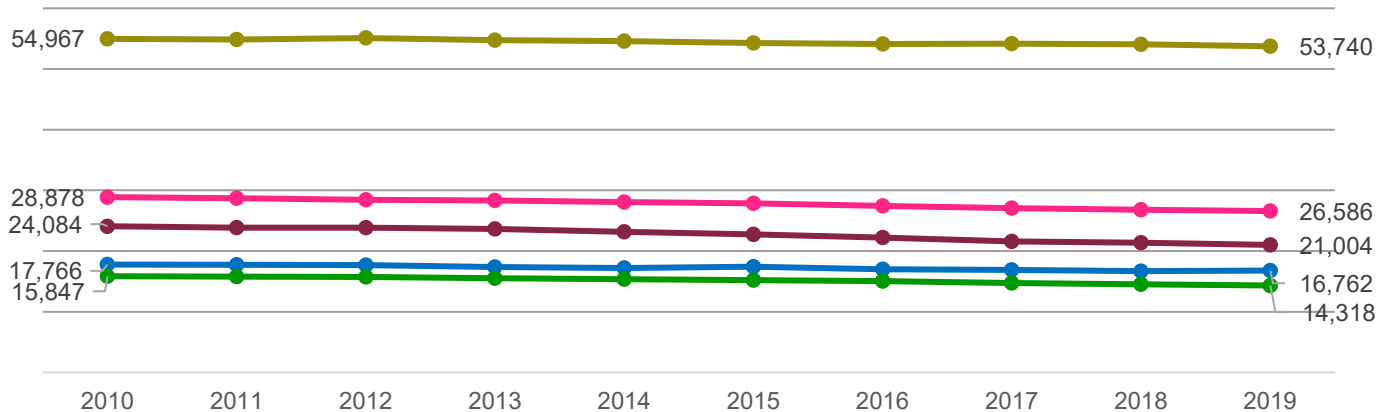
- Bristol City
- Buchanan County
- Dickenson County
- Russell County
- Washington County

In graphs and charts throughout the report, each county is color coded. For your reference, here's the scheme:

Bristol – **Blue**
 Buchanan – **Red**
 Dickenson – **Green**
 Russell – **Pink**
 Washington – **Yellow**

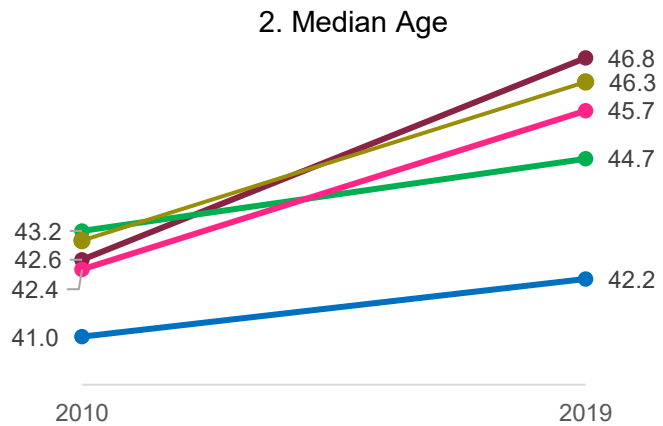
Over the last ten years, Southwest Virginia has seen a slow and steady decline in population. Like much of rural America, Southwest Virginia has seen an outmigration of younger generations to larger population centers with more employment opportunities.¹

1. Population trend by county



¹ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table PEANNRES

Even as Virginia's population is growing, mostly by migration into the state from other states, the state's population, and the population in the Southwest Virginia region, is aging. From 2010 to 2019, the median age in each county has increased.² The needs of an aging population were evident in comments from Southwest Virginia community members. Respondents desired better resources for aging family members, including activities, transportation, and communication.



All counties in the Southwest Virginia region are predominantly white, with Bristol having the most racial diversity and Dickenson the least.³ Like many cities and states across the country, communities served by People Incorporated saw collective action and protests in response to the violence against people of color, particularly black Americans. In June, Governor Ralph Northam expanded the scope and extended the term of the state Commission to Examine Racial Inequity in Virginia Law.

3. Racial Composition by County

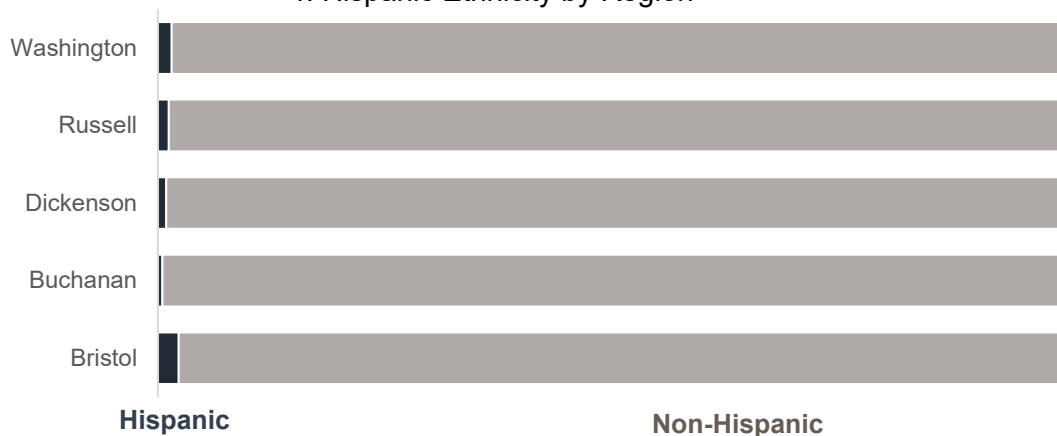


² US Census Bureau. American Community Survey 2019 5-Year Estimates. Table S0101.

³ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table DP05.

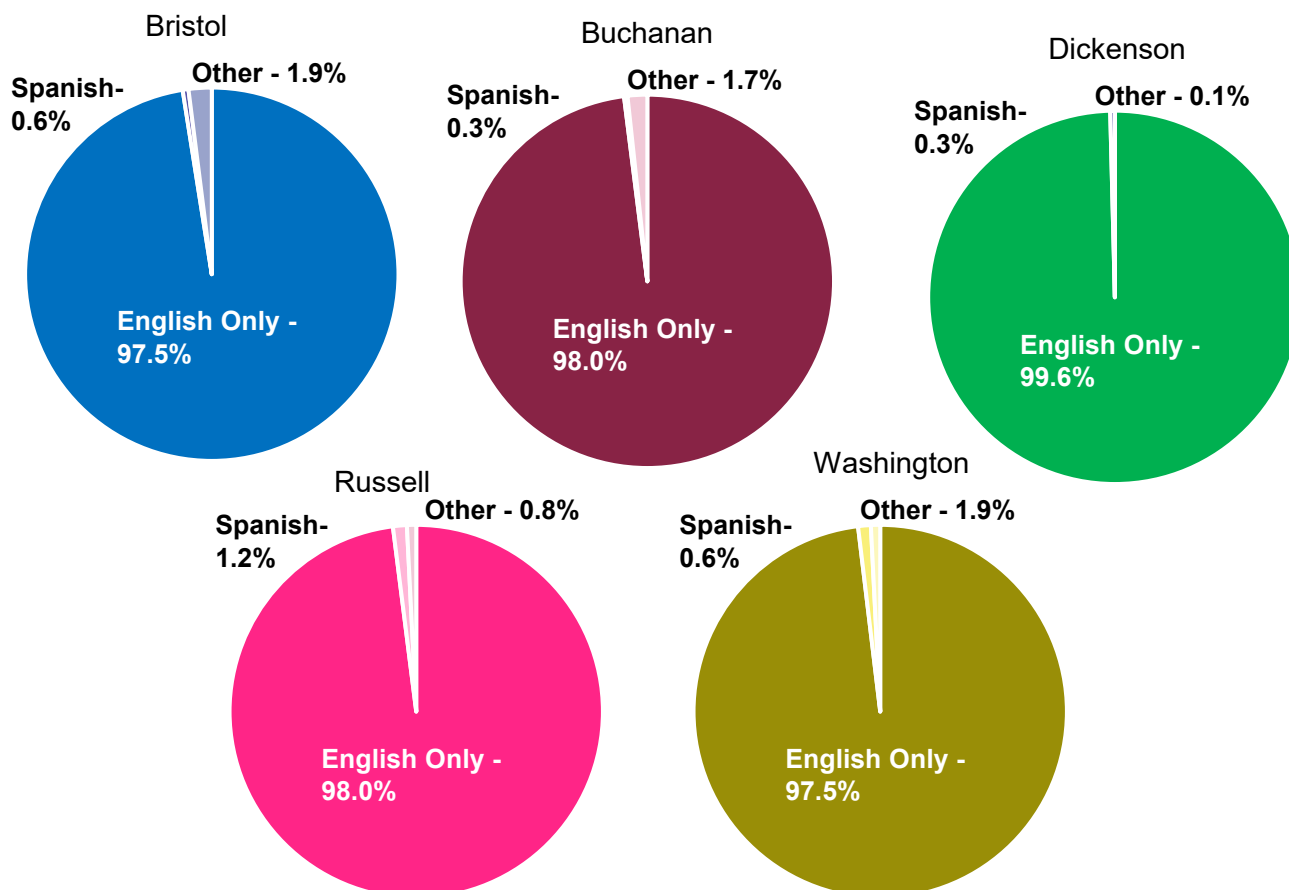
Similar to racial diversity, Southwest Virginia also has minimal ethnic diversity. Only about 1.5% of the region's population identified as Hispanic or Latino.

4. Hispanic Ethnicity by Region



Closely tied to racial and ethnic identity is the language spoken at home by residents. In every county, almost all individuals speak English at home, though a small population speak Spanish or other languages.

5. Language Spoken at Home



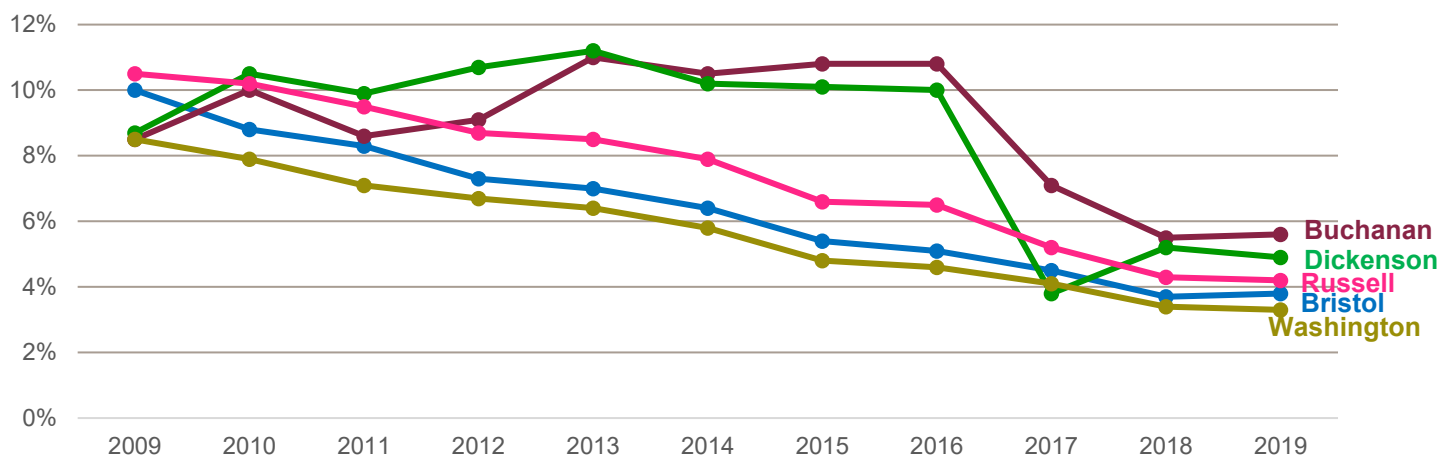


Jobs and Income

Across all localities, the largest individual need identified by community members was the ability to earn more income. This need was emphasized in focus groups and other surveys with all stakeholder groups indicating living-wage, fulfilling employment for community members as a top need.

Before the COVID-19 pandemic hit the state in March 2020, unemployment rates in the Southwest Virginia region had been on a steady decline, reaching levels that were even lower than before the 2008 recession^{4, 5}

6. Annual Unemployment Rate by County



⁴ Bureau of Labor Statistics. Local Area Unemployment Statistics. Annual.

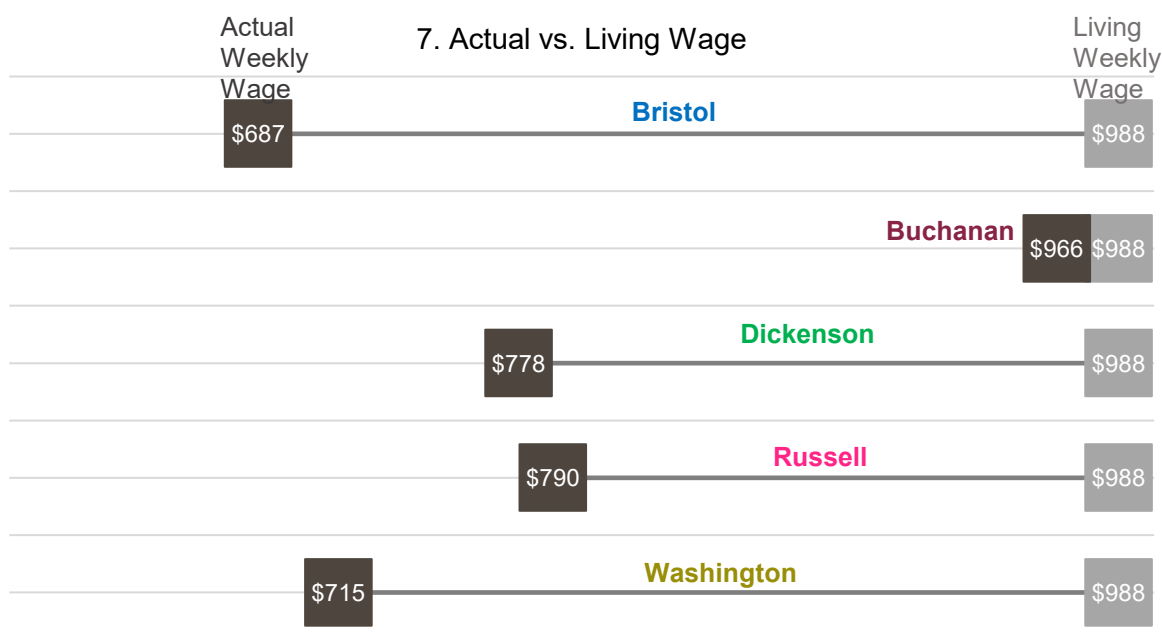
⁵ To see how recent unemployment rates have been impact by COVID-19, please refer to the COVID-19 section.

Feedback from stakeholders focused on two aspects of unemployment: quality of jobs and availability of jobs.

Quality Jobs/Wages

One of the most important factors contributing to a quality job is living-wage pay. Some of our focus group participants also described this as a “family-supporting” wage. In essence, living wage employment provides enough income from employment for a family to meet all of their basic needs like housing, childcare, and food. Unemployment steadily decreased in the last decade, but many of the jobs gained in the regions served by People Incorporated do not pay a living wage to their employees.

The table below compares the average weekly wage in each locality to the living wage weekly wage needed for a single parent with one child in each region.⁶ In every region, the average weekly wage is significantly less than a living wage, highlighting the discrepancy between wages and the actual cost of living.



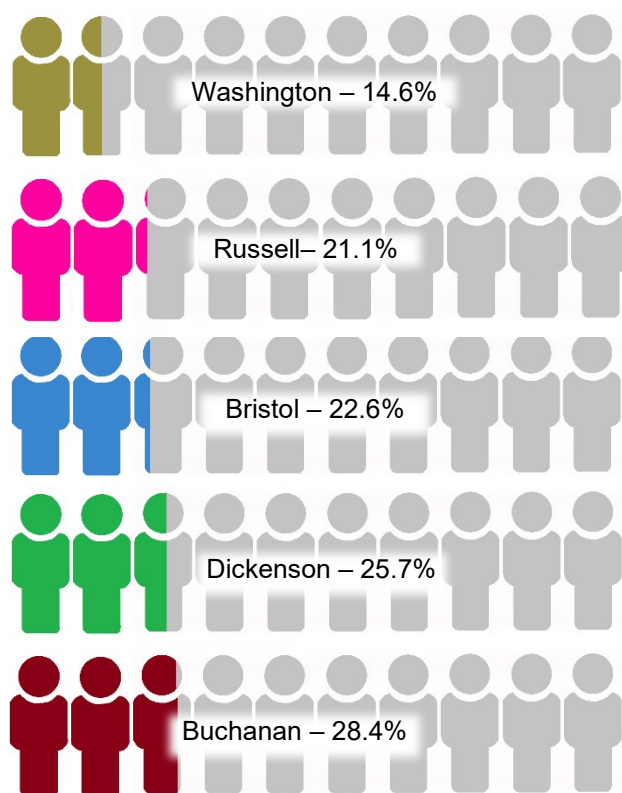
Without a living wage, many families in the communities served by People Incorporated end up living in poverty. Research shows that living in poverty can have life-long impacts on individuals' health and well-being. Those growing up in poverty have higher rates of asthma, obesity, injury, and are less prepared for learning. In adulthood, those who faced poverty have higher mortality rates and poorer health in areas of physical disability, clinical depression, and premature death.⁷

⁶ 2020 MIT Living Wage Calculator. Retrieved December 2020.

Virginia Employment Commission. Quarterly Census of Employment and Wages. Annual Averages 2019.

⁷ Gupta, Rita Paul-Sen, Margaret deWit, and David McKeown. 2007. "The impact of poverty on the current and future health status of children." *Paediatrics and Child Health* 12(8): 667-672.

8. Poverty Rates by Region

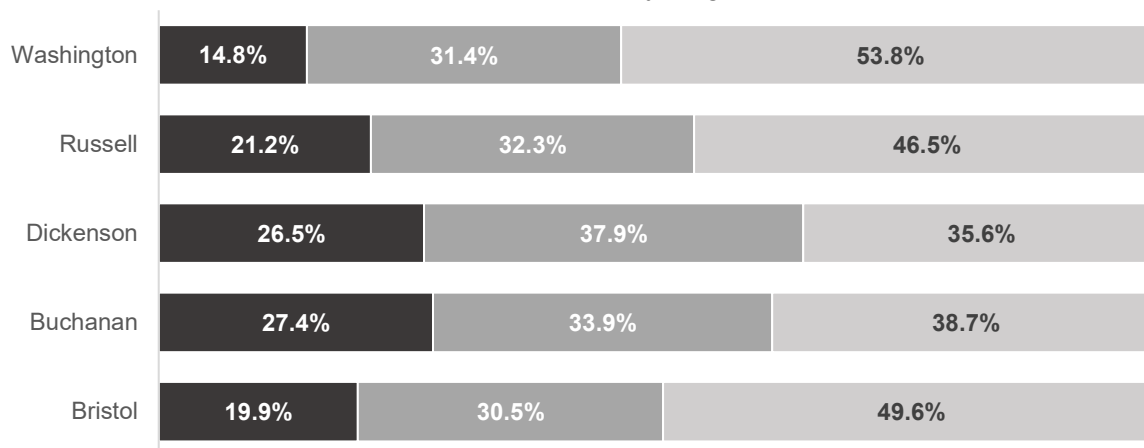


Poverty rates throughout Southwest Virginia remain almost double Virginia's overall rate of 10.6%, but vary between localities.⁸ Over one-quarter of the population in Buchanan and Dickenson counties are living in poverty. In Buchanan County, almost half (43%) of children live below the federal poverty line.

In the region, poverty rates are higher for women than men, higher for black and mixed-race residents than white residents, and higher for Hispanic residents than non-Hispanic residents.

An alternative definition of “living-wage” is provided through the ALICE concept – asset limited, income constrained, employed. ALICE households live above the federal poverty guidelines, but still struggle to make ends meet. ALICE families have income from employment, but still don't have enough to cover all of their expenses.⁹

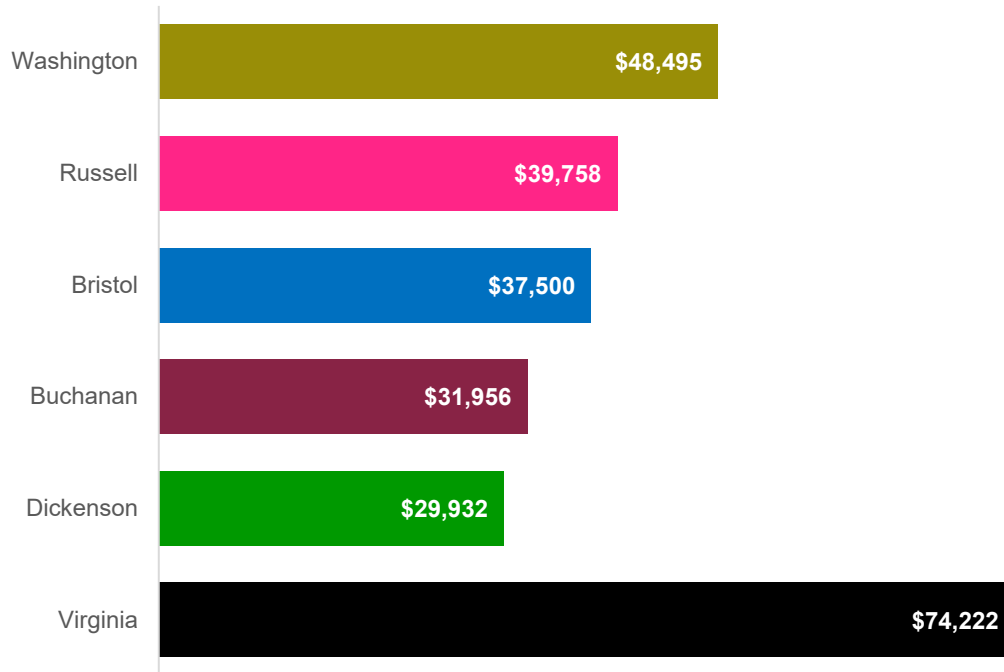
9. ALICE Households by Region



⁸ US Census Bureau. American Community Survey. 2019 5-Year Estimates. Table S1701.

⁹ 2018 County-level data. UnitedforALICE.org

10. Median Annual Household Income by County



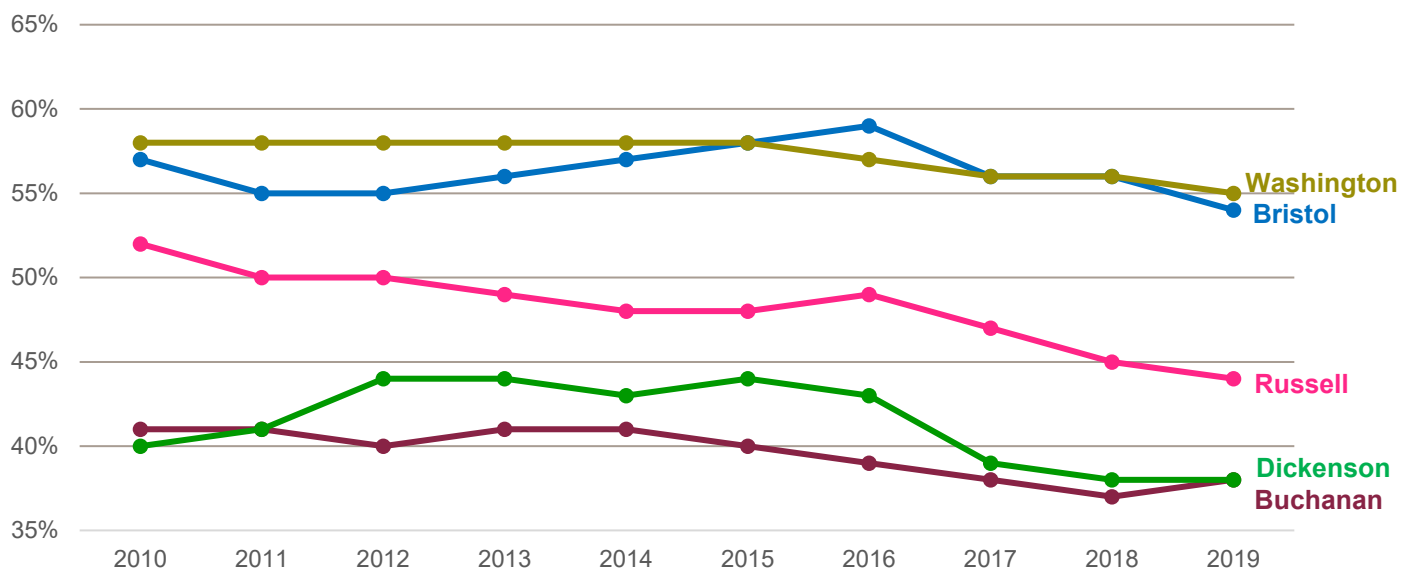
One of the largest barriers that individuals face in obtaining living wage employment is a lack of skills and/or education. For example, in Russell County, median annual earnings for someone with a high school diploma are only \$25,510, but they rise to \$35,924 for someone with a bachelor's degree. Within the Southwest Virginia region, Bristol has the largest proportion of individuals with a bachelor's degree or higher (25.4%) and Dickenson the least (10.7%).¹⁰

¹⁰ US Census Bureau. American Community Survey. 2019 5-Year Estimates. Table B25119.

Employment Opportunities

While unemployment rates are a key indicator of economic health, another important aspect of the labor market and employment in our communities is labor force participation. Labor force participation rate is the proportion of civilian adults over 16 who are working or actively looking for work. When someone who isn't working stops looking for work altogether, they move from the "unemployed" category to totally outside the labor force. In the last ten years, labor force participation has decreased in each county, with the largest drop in Russell, though Dickenson and Buchanan Counties have the lowest labor force participation rate overall.¹¹ While some of this is likely due to the aging population, with individuals leaving the workforce as they retire, some may also be attributable to the inability to find jobs that meet a person's skill level, interests, or that are attractive jobs in general.

11. Labor Force Participation by Region



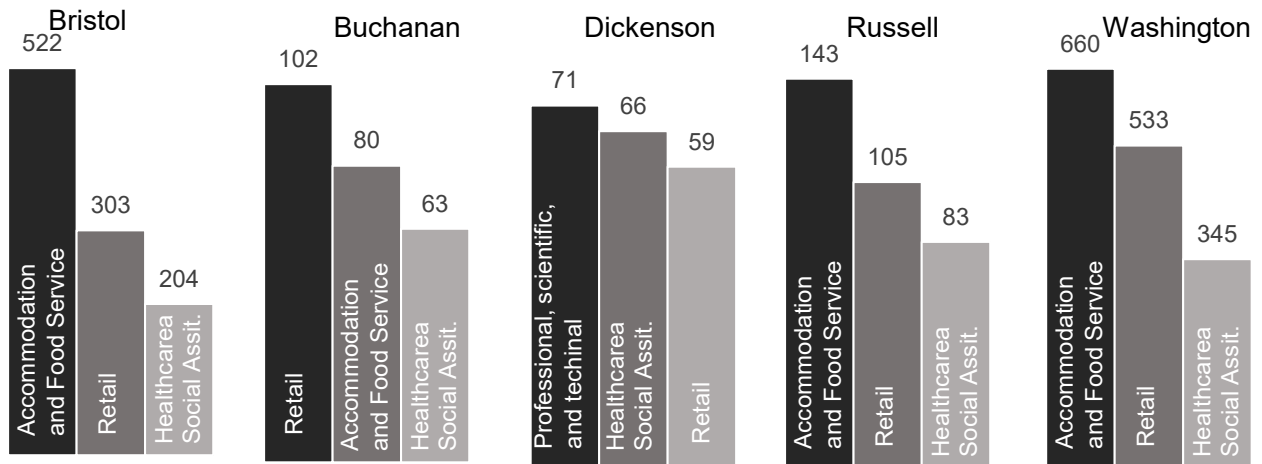
Survey respondents and focus groups participants described that in addition to community members wanting “good jobs,” they also talked about overall need for more job opportunities, particularly those accessible to low-income individuals.

Figure 12 displays the top three industries with the most hires in the first quarter of 2020 (pre-pandemic).¹² The low-paying industries of “accommodation and food service” and “retail” are some of the fastest growing in each region. So, while job opportunities may have been increasing in 2020, most of these jobs were not the high-quality opportunities desired by the community.

¹¹ US Census Bureau. American Community Survey 2019 5-year Estimates. Table DP05.

¹² US Census Bureau, Local Employment Dynamics. 1st Quarter 2020. Retrieved from Virginia Works Community Profiles.

12. New Hires by Industry – 1st Qtr 2020



In our community member survey, 37% of respondents from the Southwest Virginia region indicated that getting or keeping a job had been a problem for someone in their household in the last year.

Community Resources

While needs still remain related to jobs and employment, many community organizations have already stepped up and begun responding to the need.

Throughout Virginia, local workforce development boards invest time and funding to provide training and career support programs for residents, build employer networks to ensure jobs are available, and provide overall coordination for the workforce system by bringing together stakeholders.

In community member focus groups, individuals emphasized the need to align training programs with jobs that are available and industries that offer living wage work. Many of the workforce programs throughout our service regions are attempting to do just this. They are watching industry trends to guide individuals in careers where they are likely to find long-term employment.

Another theme throughout focus groups was that supports outside of traditional workforce training are needed to help with employment. Things like: quality, affordable, reliable childcare; transportation; and quality, affordable healthcare to ensure individuals are well enough to work.



Childcare

While quality, affordable childcare has long been a community need, underpinning other issues like employment and education, the remote schooling and dramatic closure of many childcare providers this year has brought this need to the forefront.

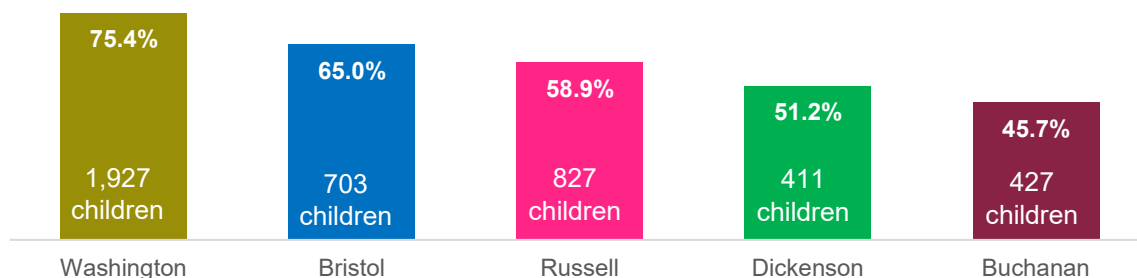
While Southwest Virginia respondents overall gave “affordable childcare” an importance rating of 5.25/10, parents of children aged 0-5 gave it a rating of 7.23/10. Finding quality childcare that fits within a family’s budget is a major need, especially for families where all adults are working.

Availability

The availability of childcare, at convenient locations and during all working hours, remains a struggle in many of the communities served by People Incorporated. As the number of individuals working has increased, so has the need for a safe place for their children to be.

By 2019, 63% of children under 6 in the Southwest Virginia region had all of their parents in the labor force.¹³

13. Proportion of Children Under 6 with all Parents in the Labor Force



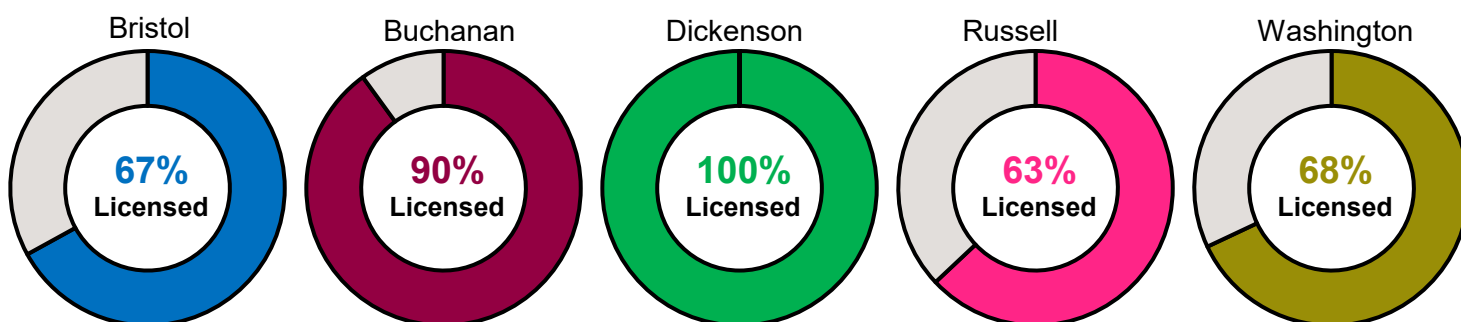
¹³ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table B23008.

Quality

While having enough childcare available is important, having childcare options that provide a safe environment and promote development is equally important. According to the American Academy of Pediatrics, “high-quality early education and child care for young children improves physical and cognitive outcomes for children and can result in enhanced school readiness.” High quality care in the early years can have a lasting impact on children.¹⁴

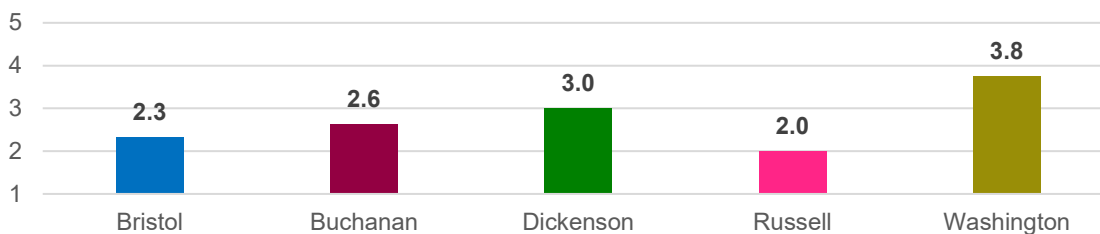
The first step in ensuring quality for childcare in Virginia is the licensing process. Currently, the Virginia Department of Social Services provides monitoring and oversight for licensed providers, and some groups of regulated unlicensed providers. Licensing ensures that providers are adhering to policy and regulation ensuring the safety of children. While many of the childcare providers in the communities served by People Incorporated are licensed, many family-day-home and religious based providers are not.¹⁵

14. Proportion of Registered Childcare Providers that are Licensed.



Over the last decade, Virginia has made a concerted effort to improve the quality of child care and early childhood education programs through the Virginia Quality program. Virginia Quality is a continuous quality improvement and rating system focused on quality rating standards, regulating authority, and professional development. The system has five levels (1-5) with specific criteria for providers. While Virginia Quality has been implemented statewide, not all providers participate in the system. In Southwest Virginia, only about 3% of registered providers participate in the Virginia Quality rating system. Even with low participation overall, almost all Head Start centers in the region participate and have high ratings. The figure below shows the average Virginia Quality rating among participating providers in each county.

15. Average Virginia Quality Rating by Region



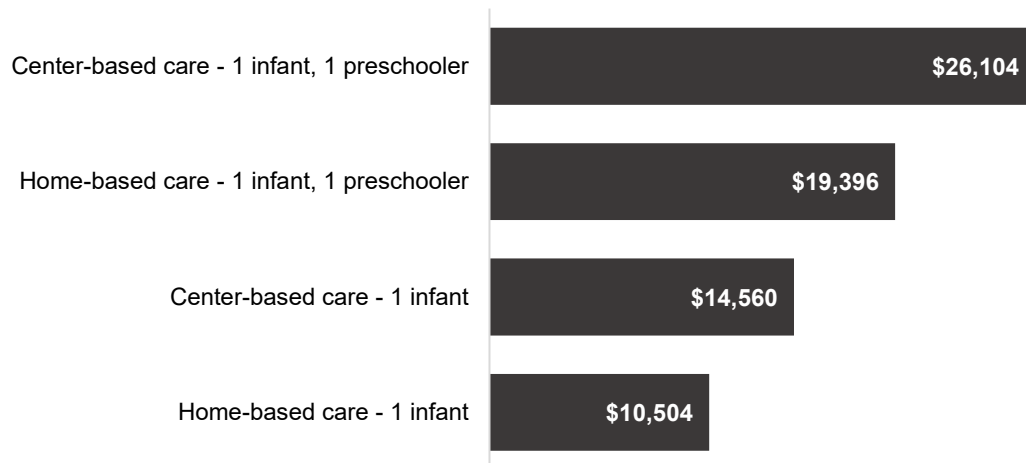
¹⁴ Donoghue, Elaine A. and Council on Early Childhood. 2017. “Quality Early Education and Child Care from Birth to Kindergarten.”

¹⁵ Virginia Department of Social Services. Child Day Care Search. Accessed January 2021.

Affordability

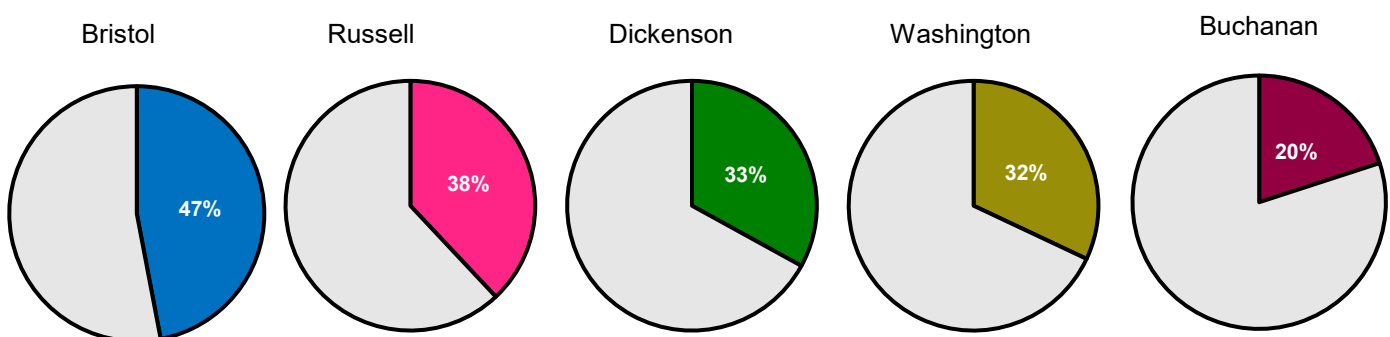
Even in areas that have a sufficient supply of high-quality childcare, affordability remains an issue for many families. In Virginia, the average annual cost for childcare is higher than that for tuition at a public four-year university institution.¹⁶

16. Annual Cost of Childcare in Virginia



In Virginia, someone working full-time at \$10/hour would only make \$20,800 a year, and would have to spend about half of their income on childcare given current costs in the state. Luckily, many childcare providers in People Incorporated's communities accept childcare subsidies, a program administered by the state Department of Social Services to offset the cost of childcare for lower-income families. Even so, some communities don't have enough subsidies available for the families that qualify, and some of the providers that accept subsidies don't provide all-day care.¹⁷

17. Proportion of Registered Childcare Providers who Accept Subsidies



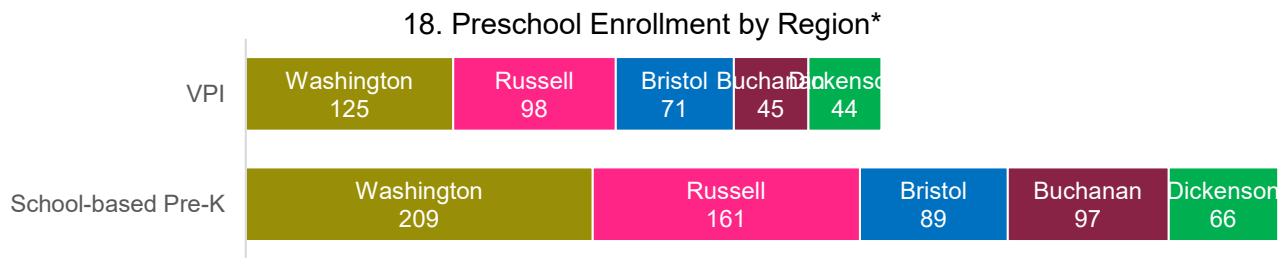
¹⁶ ChildCare Aware of America. *The US and the High Price of Child Care: 2019*.

¹⁷ Virginia Department of Social Services. Child Day Care Search. Accessed January 2021.

Public Support for Early Childhood Education

Title I and the Virginia Preschool Initiative have greatly expanded access to preschool for at-risk children, particularly 4-year-olds. Each locality provides publicly funded preschool and/or VPI slots for children at local elementary schools.¹⁸

The Virginia Department of Education and Virginia Early Childhood Foundation have worked to promote quality early childhood education for economically disadvantaged children through programs like their Mixed-Delivery and Preschool Development Grant programs, which support increasing the number of slots available and improving quality for disadvantaged groups.



In addition to programs operated through local schools, Head Start also serves an important role throughout People Incorporated's service area in preparing children with disabilities and/or economic disadvantage. People Incorporated provides Head Start and Early Head Start services in the region, alongside other providers including Buchanan County Head Start and Kid's Central.

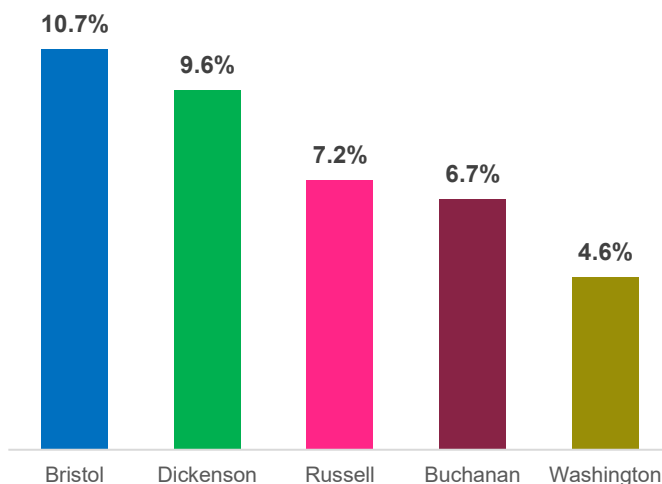
¹⁸ Kids Count 2019-2020 VPI 4-year-old enrollment *and* VDOE 2020-2021 Fall Membership Report.



Transportation

In focus groups, partners noted that transportation remains a major need for low-income people in the community. Having reliable transportation impacts individuals' abilities to attend education, get to work, and generally access services.

19. Proportion of Households with No Vehicle Available



The Southwest Virginia region is almost entirely rural, and a personal vehicle is the only means of transit.¹⁹

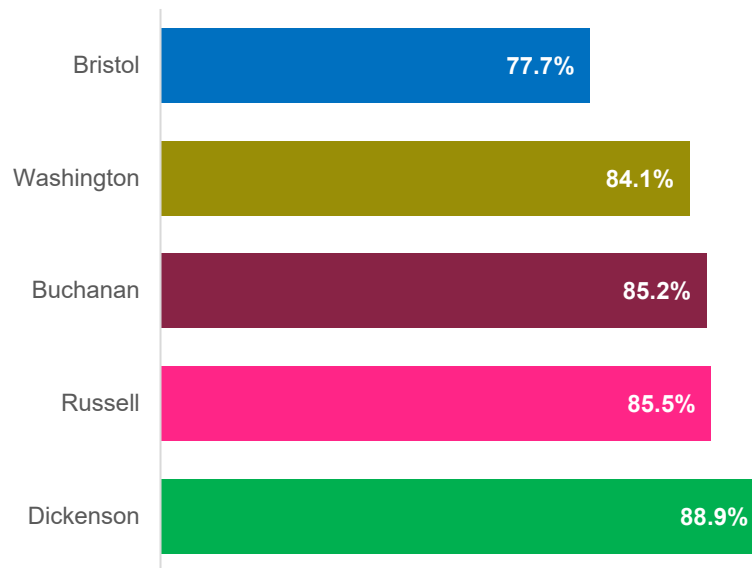
Few programs and supports exist to help families with acquiring and maintaining a personal vehicle. In our community member survey, respondents specifically noted that, even if they have a vehicle, they can't afford the cost of maintenance and repairs. And the vehicles that are more affordable for low-income families are older and less reliable. People Incorporated does offer affordable consumer loans for transportation as one way to address this need.

Reliable transportation is particularly important for employment. While some individuals rely on public transportation or carpooling, the majority of workers in the Southwest Virginia region drive alone in their own vehicle to work.²⁰

¹⁹ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table B08201.

²⁰ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table DP03.

20. Proportion of workers who drive alone to work



While personal transportation remains the primary means for most families, many still rely on public transportation systems. Area Agencies on Aging (District 3, Appalachian Agency for Senior Citizens) operate fixed route service, but these services have limited hours, and don't reach all parts of the county. Focus Groups noted that these services have improved in recent years, but still don't meet the transportation needs of many low-income individuals.



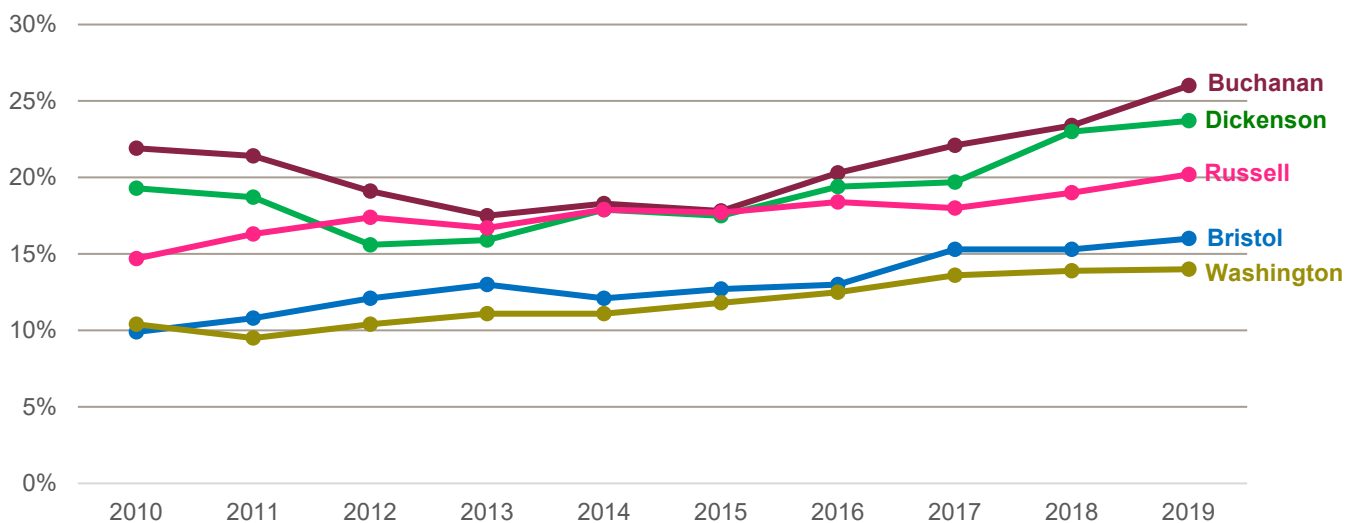
Housing and Homelessness

Looking back at People Incorporated's history of needs assessments, the need for quality, affordable housing has remained consistently as a top need in all communities.

Availability

In the last decade, vacancy rates have slowly and steadily increased across all Southwest Virginia localities.²¹ Increasing vacancy across the region runs along the same patterns as the decreasing population. Like many rural communities, outmigration to larger population centers for job opportunities affect housing occupancy rates.

21. Vacancy Rates by County



²¹ US Census Bureau. American Community Survey. 2019 5-year Estimates. Table DP04.

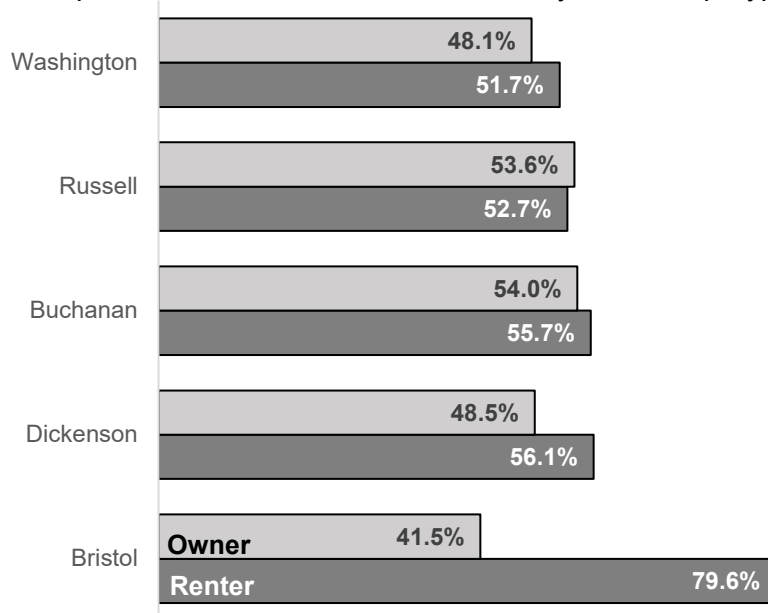
Even as vacancy increases, community members still discussed the difficulty of finding quality, affordable rental housing. As of 2019, the rental vacancy rate in Washington County was only 2.5.²² Renters struggle to find housing available to them in their price range. In focus groups, partners noted that in some Southwest Virginia communities, families who have been given affordable housing vouchers are unable to use them due to a lack suitable rental housing.

When asked about their greatest family need, this Southwest Virginia resident responded:

“a better place to live with working heat, no mold, and help with rent.”

In addition to a limited quantity of homes available to community members with lower-income, quality is also an issue. In the Southwest Virginia region, 49.5% of units occupied by homeowners were built before 1980, but 58.5% of those occupied by renters were built before 1980.²³ Older homes, are more likely to face quality issues like inadequate weatherization or outdated plumbing and electrical. These issues can increase utility costs and even be safety hazards.

22. Proportion of Homes Built Before 1980 by Ownership Type



Affordability

Housing is often one of the largest expenses in a family's budget. Over one-quarter of all households in the Southwest Virginia region are financially burdened by paying for housing (paying more than 30% of monthly income to housing).²⁴ Across the region, more than twice the percentage of rental households are burdened than homeowner households. According to the National Low Income Housing Coalition, Virginia has a large shortage of rental homes that are affordable to extremely low-income renters.²⁵

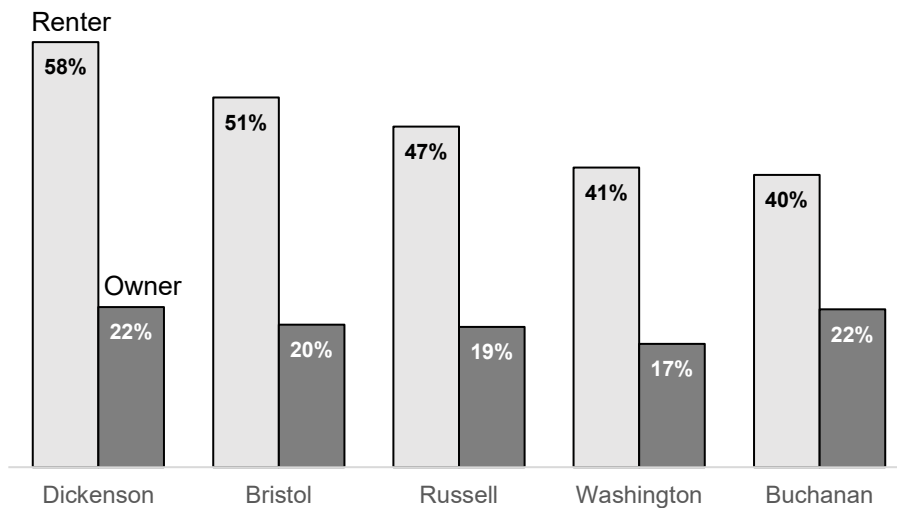
²² US Census Bureau. American Community Survey 2019 5-Year Estimates. Table DP04.

²³ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table S2504.

²⁴ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table DP04.

²⁵ National Low Income Housing Coalition. Housing Needs by State – Virginia. <https://nlihc.org/housing-needs-by-state/virginia>. Accessed January 2021.

23. Housing Cost Burdened Household by Type



When asked to identify the greatest need for their family, many community member survey respondents indicated safe and affordable housing. Respondents from all Southwest Virginia counties indicated this was a need.

Among a list of fourteen different programs and services that could be important to a community, partners

ranked “safe and affordable housing” as the third most important, with an average importance score of 8.7/10. This importance was reiterated by partners stating that “affordable housing” is the greatest need facing the communities they serve, particularly for low-income families. Currently available affordable or public housing in the region often has waiting lists.

In our community member survey, 78% of respondents from the Southwest Virginia region said they had chosen between paying for housing and paying for other basic needs in the last month. Another 26% said they had shared housing with another family to avoid being homeless.



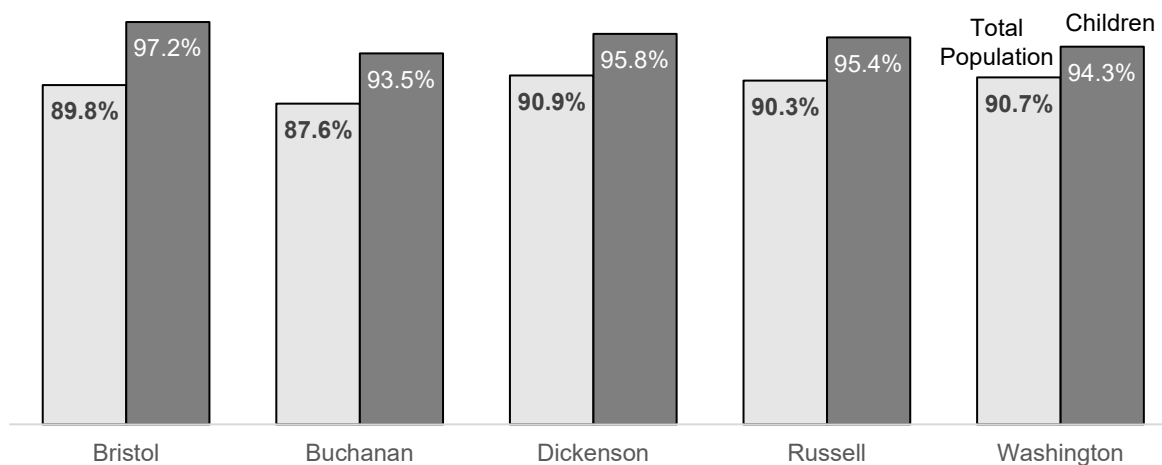
Health

When asked to name the single greatest need in their community, many partners listed health related needs including affordable healthcare, substance abuse, and access to medical care. Input from staff, board members, and community members also show that health needs rank at the top for individuals and communities.

Access to Affordable Healthcare

Multiple community members and partners stated that access of affordable healthcare is the top need facing the community. Access to affordable healthcare is especially important for those who are not covered by safety net programs and cannot access or afford insurance coverage through their employer or the marketplace.

25. Insurance Coverage Rates



While insurance coverage rates for children remain high across all regions, 10% of the population in Southwest Virginia has no insurance. Additionally, coverage for those with low incomes (less than \$25,000) is almost 10% lower than those with incomes above \$25,000 in Virginia.²⁶

In 2019, Virginia expanded its Medicaid program, making over 400,000 more people eligible to be covered. By late 2020, likely as a result of the economic and health issues related to COVID-19, almost 500,000 people had become eligible. The expansion of Medicaid also made health

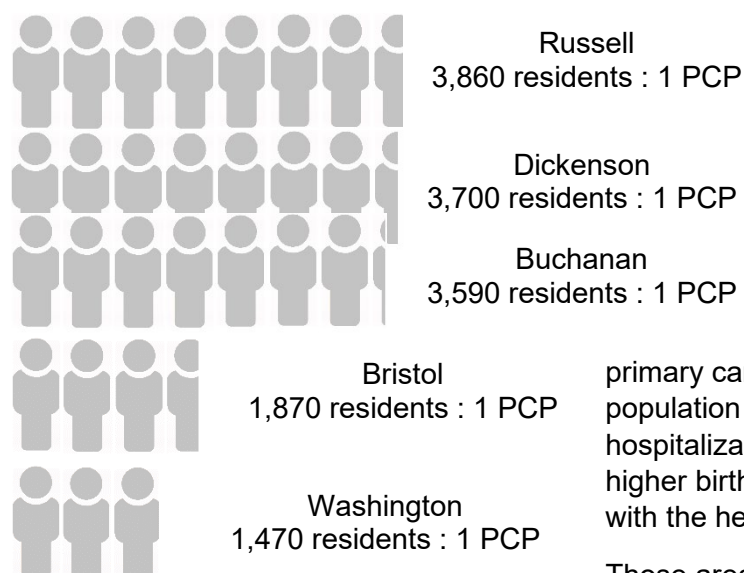
²⁶ American Community Survey 2019 5-year Estimates. Table S2701

insurance much more affordable for those who had previously made too much to qualify, but too little to afford premiums through other insurance.²⁷

Even with this additional coverage, 40% of Southwest Virginia respondents to the community member survey said that health insurance premiums are too expensive, and 64% said that out-of-pocket health care costs are too high.

Many of the communities served by People Incorporated also lack sufficient providers for both primary care and dental care. All of People Incorporated's regions have fewer providers per resident than the state overall. And 30% of Southwest Virginia community member survey respondents said they have difficulty finding medical providers and getting appointments. For dental providers, every county in the region has fewer providers per person than Virginia overall.

26. County Residents per Primary Care Provider



The situation is similar for both primary care physicians and mental health providers. For primary care, again, each People Incorporated region has more residents per provider than Virginia overall, emphasizing the shortage of care providers.²⁸

Research from the NIH supports the need for robust primary care systems. Stronger

primary care systems are associated with better population health outcomes including reduced hospitalization for ambulatory care conditions, higher birth weights, and improved satisfaction with the health care system.²⁹

Those areas hardest hit by provider shortages are usually rural. Rural communities across the region face long distances to reach medical and dental care, particularly if an individual needs specialized care beyond what is locally available. In Dickenson County, there is only one dentist, which means many residents are traveling long distances to get care.

Even with these barriers, wide variety of resources available to help with health and dental care. For those that aren't covered by Medicaid, local free/affordable clinics, like the Health Wagon and Crossroads Medical Mission, are essential for affordable, quality care.

²⁷ Healthinsurance.org, "Virginia and the ACA's Medicaid Expansion." December 2, 2020.

²⁸ County Health Rankings and Roadmaps. NPI Registry.

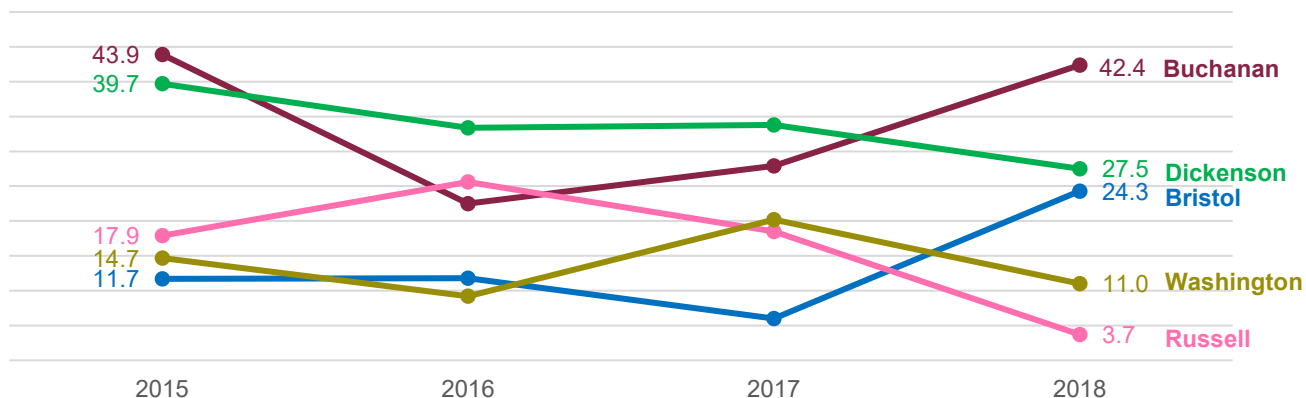
²⁹ Shi, Leiyu. 2012. "The Impact of Primary Care: A Focused Review." *Scientifica*.

Substance Abuse and Mental Health

In surveys and focus groups, community members, partners, and staff said that mental health and substance abuse issues are some of the greatest needs facing the community right now. Specific issues they mentioned included a need for treatment options for those dealing with drug and alcohol abuse and accessible mental health services.

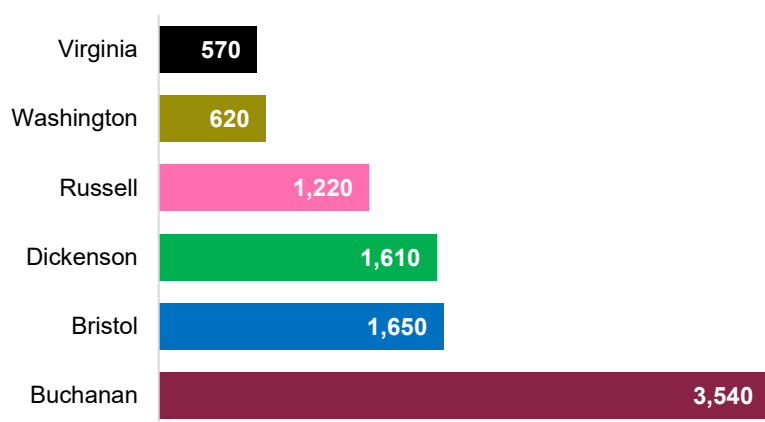
While drug overdose rates have varied over the past few years in Southwest Virginia, rates still remain higher than Virginia's rate of 15.0 in the majority of Southwest Virginia counties.³⁰

27. Drug Overdose Death Rates (per 100,000)



Most feedback from surveys and focus groups centered in on the need for increased rehab and treatment services, particularly in-patient services, that are affordable and accessible for low-income individuals. In rural areas, the few mental health services that are available may not have enough providers to serve the population, and individuals do not have the resources to access services farther away or those that are private pay. Partners and community members focused on the lack of adequate treatment providers given the level of substance abuse in the region.

28. Residents per Mental Health Provider



Much like the dental and primary care provider shortage described above, Southwest Virginia communities as face a shortage of mental health providers. For Virginia, there are 570 residents per mental health provider. But, our more rural communities, like each community in Southwest Virginia have much fewer providers.³¹

³⁰ Virginia Department of Health. Opioid Indicators Dashboard.

³¹ County Health Rankings and Roadmaps. NPI Registry.

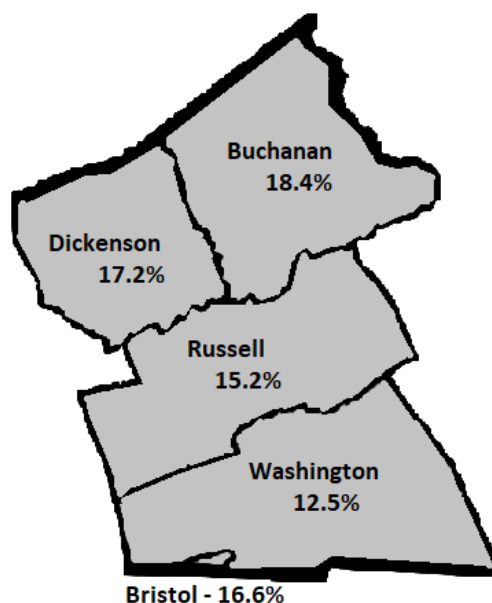
Throughout Virginia, and in each community served by People Inc., a local Community Services Board serves as the community mental health provider, often serving as the primary mental health and substance abuse service provide for those with publicly funded insurance. In focus groups, partners noted that the CSBs are overwhelmed with the demand for services. Partners also discussed the ripple effects that substance abuse can have on the entire family and community of the affected individual.

Some of the communities served by People Inc. have been proactive in addressing substance abuse issues by implementing innovative solutions. All of the localities in People Inc.'s Southwest Virginia region operate drug court programs. Drug Courts offer an alternative to traditional jail time, promoting recovery with treatment and many supportive services.³² Most counties in Southwest Virginia also operate local substance abuse coalitions, falling under the umbrella of the Appalachian Substance Abuse Coalition. These coalitions work to educate and engage communities in addresses the epidemic of substance abuse.³³ Local communities are coming together across People Incorporated's footprint to address the needs of those impacted by substance abuse.

Food and Nutrition

In our community member survey, 20% of respondents in the region responded that someone in their household had gone hungry in the last year because they were not able to get enough food. Many families are food insecure, meaning they do not have access to enough food for an active, healthy lifestyle for all household members or limited or uncertain availability of nutritionally adequate foods.³⁴

29. Food Insecurity Rate



³² Virginia Court System, Drug Treatment Courts.

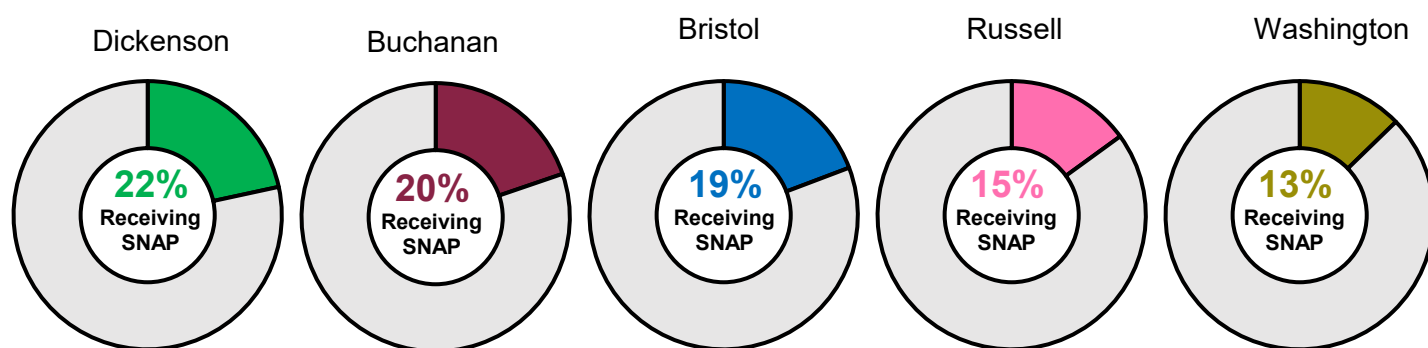
<http://www.courts.state.va.us/courtadmin/aoc/djs/programs/sds/programs/dtc/home.html>. Accessed 3/16/2021.

³³ <https://stopsubstanceabuse.com/about-us/>. Accessed 8/26/2021.

³⁴ Feeding America. Map the Meal Gap. 2018

91% of respondents to the community member survey who had issues with food security in the last year said they had used SNAP to help with food costs, and 43% had used a food bank or food pantry. Many families across People Incorporated's communities rely on this program, and local food banks, to have adequate food. Across the Southwest Virginia region, 16% of households, over 8,700 households, receive SNAP benefits.³⁵

30. Proportion of Households Receiving SNAP



In the community member survey, respondents were particularly concerned about access to adequate food for children. Community members noted that school closures due to COVID-19 may limit access to the food that children typically get at school. Multiple respondents said the greatest need for their family was the ability to purchase enough healthy food for their families. Families are trying to balance affording food and also paying other living costs like housing and medical bills.

³⁵ US Census Bureau. American Community Survey. 2019 -Year Estimates. Table S2201.



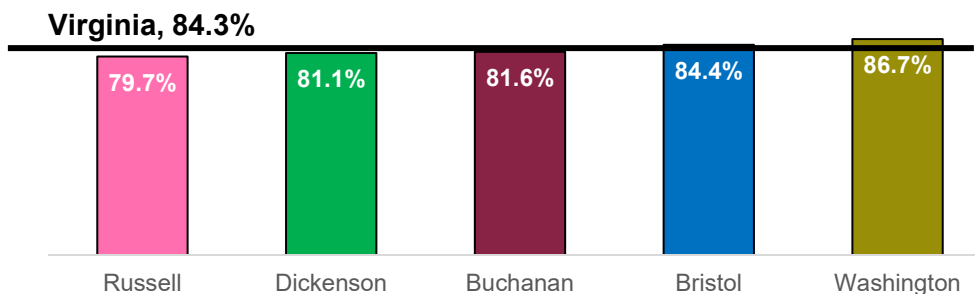
Education

Education from early childhood through adulthood plays a large role in the socio-economic success and well-being of families. Education impacts earnings, relationships, and life trajectory for many individuals. Many community members said that education was the single greatest need for their family, and focused on specific issues like affording post-secondary education, issues with virtual learning, keeping youth engaged in school, and quality early childhood education.

Kindergarten Readiness

Entering school ready to learn can have significant long-term benefits for children on future education, employment, earnings, marriage, and health.³⁶ For the 2019-2020 academic year, 84% of children in Virginia entered kindergarten with appropriate ready levels. Some communities in Southwest Virginia had readiness levels higher than the state, while others were lower.³⁷

31. 2020 Kindergarten Readiness Rates



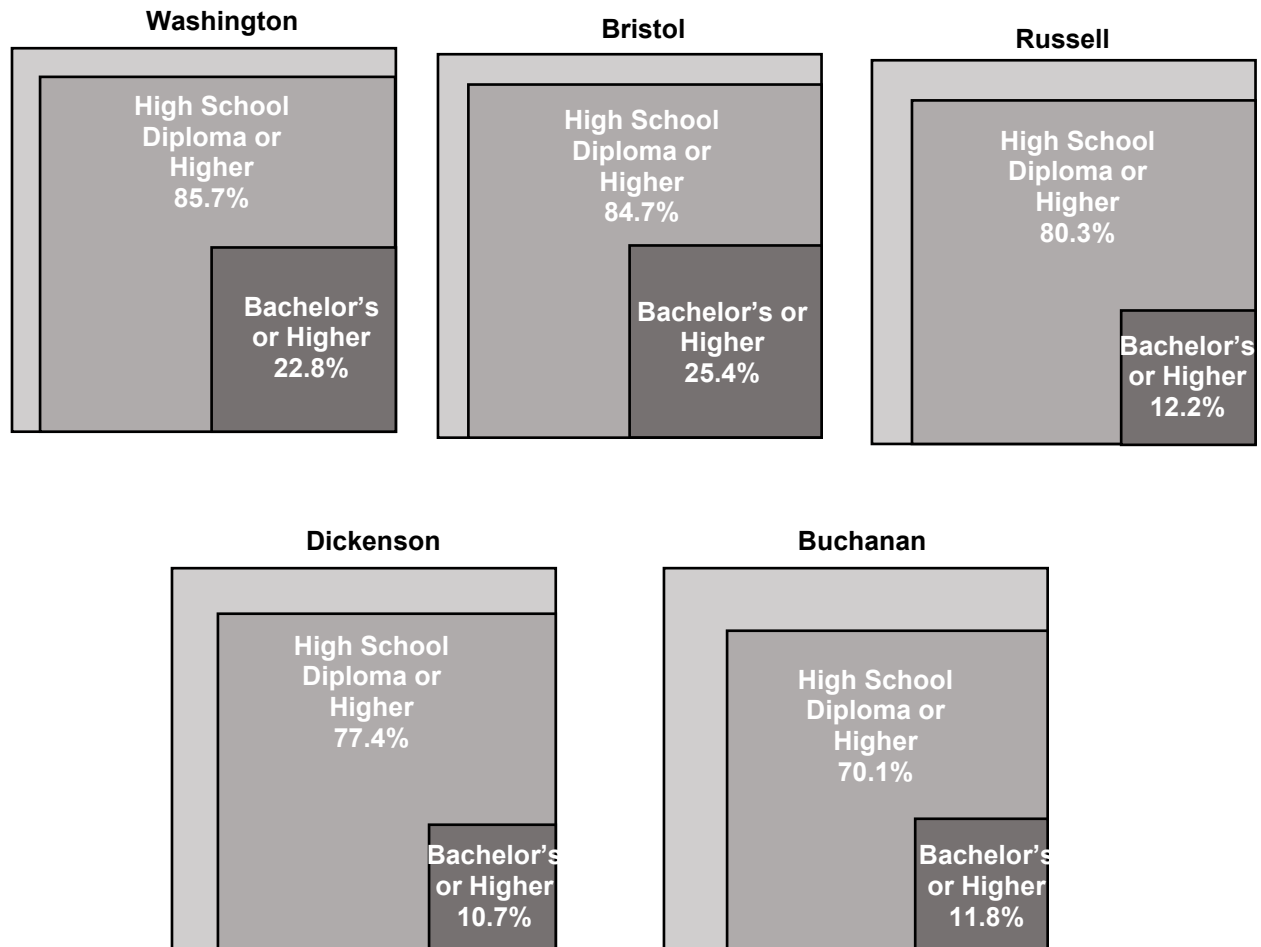
³⁶ Heckman, James, Rodrigo Pinto, and Peter Svlyev. 2013 "Understanding the Mechanisms Through Which an Influential Early Childhood Program Boosted Adult Outcomes. *American Economic Review* 103 (6).

³⁷ Fall 2019 PALS-K. Annie E. Casey Kids Count Data Center.

Educational Attainment

Educational attainment varies across each region, with Bristol having the highest proportion of residents over 25 with a bachelor's degree or higher.³⁸

32. Educational Attainment by Region

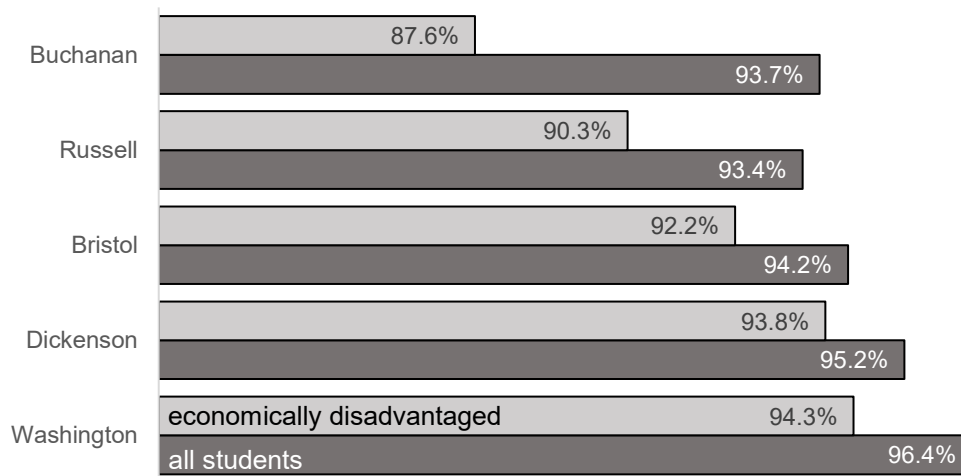


Educational attainment has large impacts on earnings for in all localities. For example, in Russell County, median annual earnings for someone with a high school diploma are \$25,510 but are \$49,593 for someone with a bachelor's degree.

³⁸ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table S1501.

While college degrees greatly increase income, even having a high school diploma increases income. In Buchanan County an individual with a high school diploma or equivalent has median annual earnings of \$30,127, while those without only make \$21,310 a year.³⁹

33. On-Time Graduation Rates



Though extremely important, earning a high school diploma on time remains more difficult for economically disadvantaged students, who graduate on-time at lower rates than the general student body in every county in the Southwest Virginia region.

Youth Activities and Engagement

Multiple respondents to the community member survey said that the largest issue facing their family or the community were greater opportunities for youth activities. Respondents noted a lack of healthy, productive activities for teenagers. Without these types of activities and programs, community members feel that teenagers are left to partying or drug use. The more rural and remote communities may lack resources to offer positive activities for youth outside of school hours.

³⁹ US Census Bureau. American Community Survey 2019 5-Year Estimates. Table S1501.

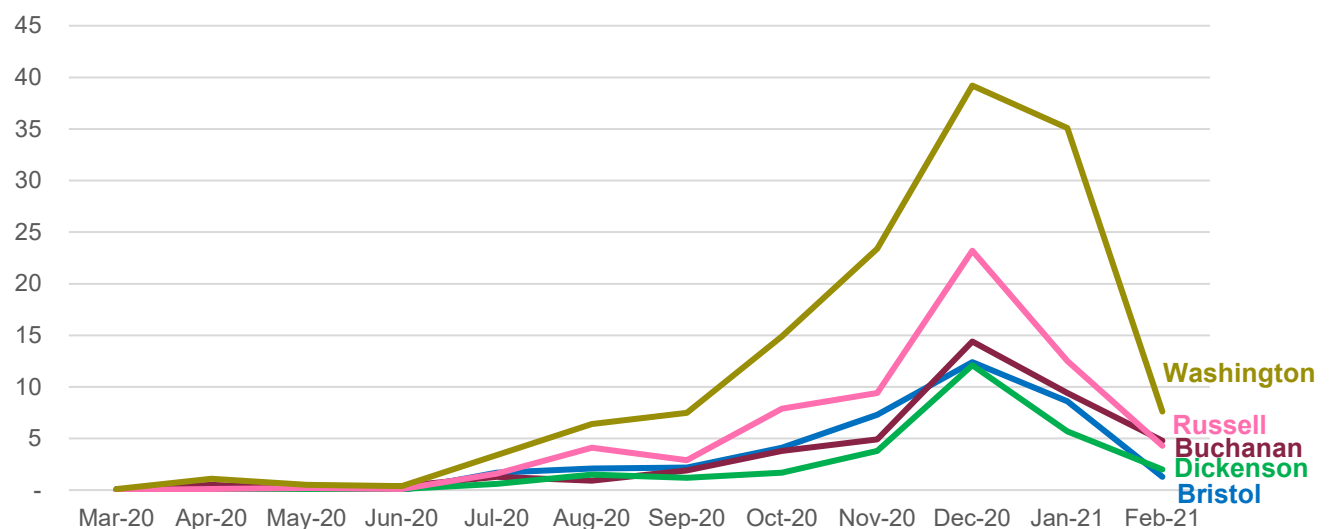


COVID-19

In January 2020, the first case of novel coronavirus disease 2019 (COVID-19) in the US was confirmed by the CDC. In the last year, almost 25 million people in the United States have had the disease and over 500,000 have died.⁴⁰ Social restrictions in place to prevent disease spread have stressed the US economy. Likewise, healthcare, education, and social service systems have had to rapidly adapt to a constantly changing environment.

Cases in Southwest Virginia communities lagged behind the rest of the state in the early stages. Before. Instead, new cases by month steadily increased up through December.⁴¹ With vaccinations becoming more widely available new cases began to decrease once again.

34. Average Daily New Cases by Month and Region



⁴⁰ US Centers for Disease Control and Prevention. Total Cases and Deaths as of February 2021.

⁴¹ Virginia Department of Health. VDH Public Use Dataset. Cases at locality level. Retrieved March 2021.

Even so, the impacts of COVID-19 continue. Throughout focus groups and surveys conducted in late 2020 and early 2021, stakeholders from across People Incorporated's service regions mentioned the impact of COVID-19 over and over. COVID-19, and the subsequent changes to economies and systems, have impacted housing, employment, education, childcare, health, transportation, and just about every aspect of the individuals' lives. The findings below highlight how the communities served by People Incorporated have been most heavily impacted.

Health and Mental Health

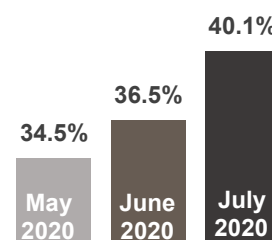
Fifty-six percent of community members from Southwest Virginia responding to our Needs Assessment survey indicated feelings of increased concern for their health and the health of their family due to COVID-19. Understandably, much of this concern is likely due to high rates of infection across communities and the severity of symptoms possible if COVID-19 is contracted. Nationwide, data suggest that adults of any age with conditions like cancer, kidney disease, obesity, diabetes, and many others are at an increased risk of severe illness because of COVID-19. Additionally, older adults are at a greater risk of requiring hospitalization or dying if they are diagnosed with COVID-19; eight out of ten COVID-19 deaths in the US have been in adults 65 years old and older.⁴² The table below displays prevalence of some of these risk factors in the Southwest Virginia region.

35. COVID-19 Risk Factor Prevalence by County			
	% Population 65+⁴³	Adult Smoking Prevalence⁴⁴	Adult Obesity Rate
Bristol	20%	19%	29%
Buchanan	21%	20%	34%
Dickenson	21%	21%	37%
Russell	21%	19%	38%
Washington	22%	18%	30%
Virginia	16.5%	16%	30%

While COVID-19 has a very obvious impact on physical health, the pandemic has also impacted individuals' mental health. In our community member survey, 54% of Southwest Virginia respondents indicated that they feel more alone and isolated because of COVID-19.

Recent research from the Kaiser Family Foundation showed that many adults reported negative impacts on health and wellbeing because of coronavirus, including difficulty sleeping or eating, increases in alcohol consumption or substance abuse, and worsening chronic conditions. Isolation and increased economic stress due to job loss can exacerbate these mental health issues.⁴⁵

36. Average Share of Adults Reporting Symptoms of Anxiety or Depression



⁴² US Centers for Disease Control and Prevention. COVID-19 People at Increased Risk. Accessed January 19, 2021.

⁴³ US Census Bureau. American Community Survey: 2019 5-year estimates. Table S0101

⁴⁴ County Health Ranking and Roadmaps. Retrieved January 19, 2020.

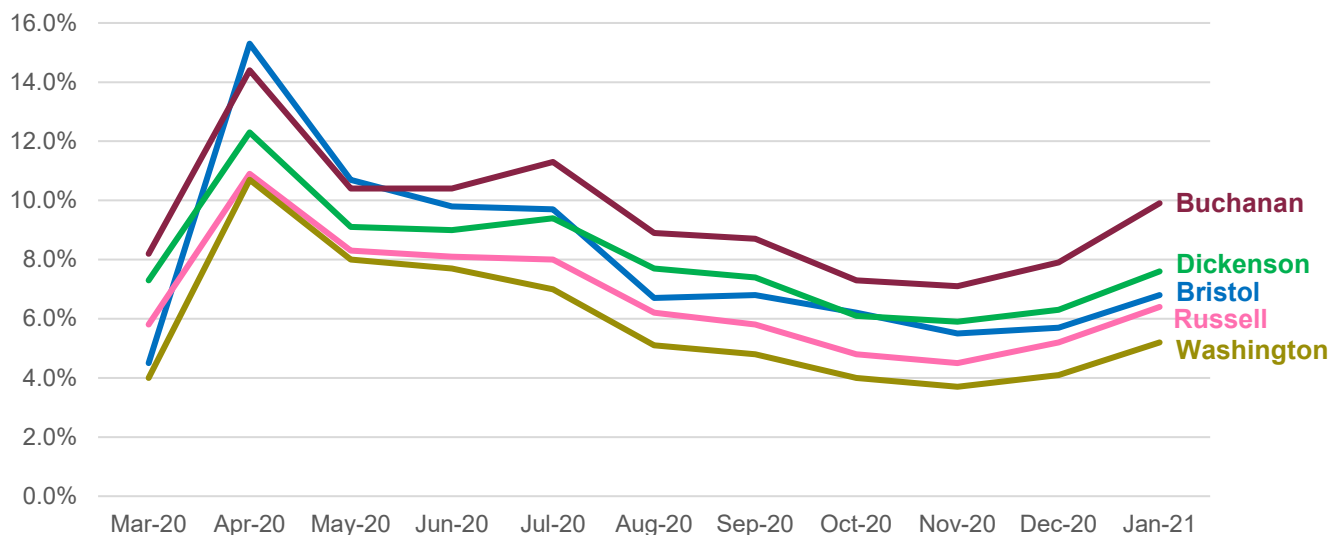
⁴⁵ Panchal, Nirmita, Rabah Kamal, Kendal Orgera, Cynthia Cox, Rachel Garfield, Liz Hamel, Cailey Munana, and Priya Chidambaram. August 21, 2020. *The Implications of COVID-19 for Mental Health and Substance Abuse*. Kaiser Family Foundation.

Even while the instance of mental health issues is on the rise, focus group participants noted that accessing services is more difficult. Many services are only available through telemedicine, creating a barrier for those without internet access.

Employment

Unemployment across Southwest Virginia jumped in April of 2020, following a long trend of increased employment. While unemployment rates have dropped in the subsequent months, they still remain higher than pre-COVID 19 rates.⁴⁶

37. Monthly Unemployment by Region



In People Incorporated's community member survey, 36% of Southwest Virginia respondents indicated they had experienced a layoff or furlough from a job because of COVID-19. Workers in industries like hospitality and food service, who are typically lower income, were especially hard hit.

In addition, COVID-19 is an obstacle as people continue to look for a working environment where they will be safe. Fifty-four percent of Southwest Virginia survey respondents who said they'd had trouble getting a job in the last year said that health concerns due to COVID-19 have been a major issue in getting or keeping a job.

While increased unemployment benefits have helped many, families with limited technology skills and access have had difficulty accessing benefits or applying for new jobs electronically.

On a larger scale, many of the communities in rural areas depend on tourism as a key economic driver. The Governor's stay-at-home order that was in effect for much of the spring and summer of 2020 negatively impacted revenues for businesses and localities. The Virginia Tourism Corporation, estimates that total tourism spending in Virginia is likely down at least 34% in 2020 compared with 2019, with over 50,000 jobs supported by tourism spending lost in the state.⁴⁷

⁴⁶ Virginiaworks.com. Local Area Unemployment Statistics. Monthly unadjusted.

⁴⁷ Virginia Tourism Commission. *COVID-19's Impact on Virginia's Visitor Economy*. September 10, 2020.

Education

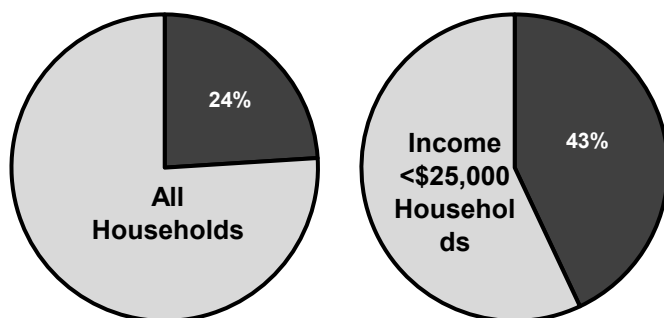
When the pandemic hit in March 2020, Virginia's Governor quickly moved to close K-12 schools to in-person instruction for the remainder of the academic year. This closure had an immediate impact on children's learning. Children with less access to resources (broadband internet, computers, language barriers, etc.) are most at risk for suffering learning loss during a protracted period of school closure. Multiple respondents to our community member survey said that the greatest need facing their family was being able to get kids back to school in-person. Parents said that virtual schooling was impacting the mental health of their children, and that they are generally struggling academically with this format.

By December 2020, almost all schools in the communities served by People Incorporated had resumed in-person instruction to some degree, with many also offering an all-virtual option. And with significant roll-out of vaccines to educators, full time in-person instruction is now resuming in many districts.

Housing

In our community member survey, 42% of respondents said that they have been unable to pay for housing costs because of the COVID-19 pandemic. In focus groups, partners said that COVID-19 has impacted the housing market in many ways. For some families, job loss means that they are unable to pay their rent or mortgage. And, with eviction moratoriums in place well into 2021, there isn't much turnover in rental properties. This means that it's difficult to find homes for families who need housing, and that there is little to no movement on waitlists for affordable housing.

38. Virginia Households with Slight or No Confidence in Ability to Pay Rent



According to the Census Household Pulse Survey, a survey designed to quickly assess the impact of COVID-19 in the US, almost one quarter of Virginia households had no or only slight confidence in their ability to pay next month's rent, as of March 2021. But, for household with income under \$25,000, 43% have slight or no confidence in ability to pay next month's rent. ⁴⁸

Virginia has expended hundreds of millions of dollars to cover housing costs for those impacted by the pandemic

through its Rent and Mortgage Relief Program. While the program is now focused solely on renters, both landlords or tenants can request these funds. The program is jointly administered by the Virginia Department of Housing and Community Development and Virginia Housing.

⁴⁸ US Census Bureau. Household Pulse Survey Week 26. Housing Table 2b.

Food Security

When the pandemic hit full force in the communities served by People Inc. in March 2020, many families were hit with a reduction in income and reduced access to food at the same time. With children at home, some families no longer had easy access to affordable meals for children, and job loss meant that less money was available to meet household needs. Twenty-four percent of respondents to our community member survey said they didn't have enough food available because of the pandemic. By July 2020, 8% of Virginia households said they did not have enough to eat in the last week. For families with incomes under \$25,000, it was 20%.⁴⁹

Internet Connectivity

Multiple respondents to the community member survey highlighted the role of internet connectivity, particularly in relation to handling the pandemic. They noted the need for high speed internet access in rural areas to be able to handle virtual learning for children and access telework jobs. Community members and partners also noted that even if internet is available, the cost can be prohibitive. Lack of internet access, for whatever reason, has put families at a great disadvantage when jobs and schooling moved virtual, making it harder to earn and living and ensure children stay on track academically.

⁴⁹ US Census Bureau. Household Pulse Survey Week 10. Food Table 2b.

Appendix 1: Total Population by Locality

Total Population										
	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Bristol	16,762	16,685	16,880	17,088	17,146	17,191	17,386	17,692	17,717	17,766
Buchanan	21,004	21,369	21,604	22,212	22,752	23,152	23,625	23,822	23,824	24,084
Dickenson	14,318	14,526	14,722	15,014	15,201	15,344	15,526	15,707	15,779	15,847
Russell	26,586	26,795	27,046	27,422	27,854	28,077	28,336	28,427	28,683	28,878
Washington	53,740	54,067	54,179	54,100	54,268	54,603	54,776	55,095	54,831	54,967
Southwest Virginia Total	132,410	133,442	134,431	135,836	137,221	138,367	139,649	140,743	140,834	141,542
People Inc. Total	1,004,119	998,628	991,344	981,104	974,069	967,564	957,991	946,586	932,520	916,347

American Community Survey: Annual Population Estimates. Table PEANNRES

Appendix 2: Racial and Ethnic Composition by Locality

	% White Alone	% Black Alone	% Native Alone	% Asian Alone	% Pacific Islander Alone	% Other Race Alone	% Two or More Races	% Hispanic or Latino
Bristol	90.5%	5.7%	0.0%	0.2%	0.0%	0.0%	3.2%	2.3%
Buchanan	94.9%	2.7%	0.2%	1.0%	0.0%	0.0%	0.6%	0.5%
Dickenson	98.1%	0.6%	0.1%	0.1%	0.0%	0.0%	1.1%	0.9%
Russell	97.7%	1.0%	0.2%	0.0%	0.0%	0.0%	1.0%	1.2%
Washington	96.1%	1.4%	0.1%	0.6%	0.0%	0.0%	1.4%	1.5%
Southwest Virginia Total	95.8%	2.0%	0.2%	0.4%	0.0%	0.0%	1.4%	1.3%
People Inc. Total	73.1%	12.9%	0.4%	4.8%	0.1%	4.7%	4.1%	15.9%
Virginia	67.6%	19.2%	0.3%	6.4%	0.1%	2.6%	3.8%	9.4%

American Community Survey: 2019 5-year Estimates. Table DP05.

Appendix 3: Age and Sex by Locality

	Sex		Age			
	% Female	% Male	Median Age	Population under 18	Population under 5	Population over 65
Bristol	52.9%	47.1%	42.2	3,604	936	3,456
Buchanan	49.7%	50.3%	46.8	3,930	864	4,669
Dickenson	49.4%	50.6%	44.7	2,887	727	3,160
Russell	51.0%	49.0%	45.7	5,181	1,264	5,610
Washington	50.8%	49.2%	46.3	9,906	2,216	12,004
Southwest Virginia Total	50.8%	49.2%		25,508	6,007	28,899
People Inc. Total	50.2%	49.8%		242,683	63,902	137,199

American Community Survey: 2019 5-year Estimates. Table DP05.

Appendix 4: Language Spoken at Home

	English Only	Spanish	Other European	Asian Languages	Other Languages
Bristol	97.5%	0.6%	1.7%	0.1%	0.1%
Buchanan	98.0%	0.3%	0.4%	0.3%	1.0%
Dickenson	99.6%	0.3%	0.1%	0.0%	0.0%
Russell	98.0%	1.2%	0.5%	0.2%	0.0%
Washington	98.1%	1.1%	0.5%	0.2%	0.1%
Southwest Virginia Total	98.1%	0.8%	0.6%	0.2%	0.2%
People Inc. Total	78.8%	13.1%	3.6%	2.4%	2.0%
Virginia	83.7%	7.3%	3.6%	3.8%	1.6%

American Community Survey: 2019 5-year Estimates. Table S1601.

Appendix 5: Annual Unemployment Rates by Locality

Annual Unemployment Rate											
Bristol	3.8	3.7	4.5	5.1	5.4	6.4	7	7.3	8.3	8.8	10
Buchanan	5.6	5.5	7.1	10.8	10.8	10.5	11	9.1	8.6	10	8.5
Dickenson	4.9	5.2	6.8	10	10.1	10.2	11.2	10.7	9.9	10.5	8.7
Russell	4.2	4.3	5.2	6.5	6.6	7.9	8.5	8.7	9.5	10.2	10.5
Washington	3.3	3.4	4.1	4.6	4.8	5.8	6.4	6.7	7.1	7.9	8.5
Southwest Virginia Total	4.0	4	4.9	6.2	6.4	7.3	7.9	7.8	8.2	9	9.1
Virginia	2.8	3	3.7	4.1	4.5	5.2	5.7	6.1	6.6	7.1	6.7

Local Area Unemployment Statistics. Annual Averages.

Appendix 6: Living Wage by Family Type and Locality

MIT Living Wage												
	1 Adult	1 Adult, 1 Child	1 Adult, 2 Children	1 Adult, 3 Children	2 Adults (1 working)	2 Adults (1 working), 1 Child	2 Adults (1 working), 2 Children	2 Adults (1 working), 3 Children	2 Adults	2 Adults, 1 Child	2 Adults, 2 Children	2 Adults, 3 Children
Bristol	\$10.93	\$24.69	\$29.31	\$35.59	\$17.72	\$22.41	\$24.89	\$27.85	\$8.86	\$13.66	\$15.95	\$18.48
Buchanan	\$10.63	\$24.69	\$29.31	\$35.28	\$18.26	\$22.41	\$24.89	\$27.54	\$9.13	\$13.66	\$15.95	\$18.33
Dickenson	\$10.63	\$24.69	\$29.31	\$35.38	\$18.26	\$22.41	\$24.89	\$27.64	\$9.13	\$13.66	\$15.95	\$18.38
Russell	\$10.63	\$24.69	\$29.31	\$35.28	\$18.06	\$22.41	\$24.89	\$27.54	\$9.03	\$13.66	\$15.95	\$18.33
Washington	\$10.93	\$24.69	\$29.31	\$35.59	\$17.72	\$22.41	\$24.89	\$27.85	\$8.86	\$13.66	\$15.95	\$18.48
Southwest Virginia Total	\$10.75	\$24.69	\$29.31	\$35.42	\$18.00	\$22.41	\$24.89	\$27.68	\$9.00	\$13.66	\$15.95	\$18.40
Virginia	\$14.00	\$28.04	\$32.66	\$40.12	\$21.01	\$25.76	\$28.23	\$32.38	\$10.51	\$15.33	\$17.62	\$20.75

2020 MIT Living Wage Calculator. Retrieved December 2020

Appendix 7: Poverty Rates by Characteristic

Proportion of Population below Federal Poverty Line											
	Total Pop.	Children (under 18)	White Alone	Black Alone	Native Alone	Asian Alone	Other Race Alone	Two or More Races	Hispanic or Latino	Female	Male
Bristol	22.6%	37.8%	20.4%	37.3%	0.0%	27.0%	100.0%	48.8%	18.7%	23.8%	21.3%
Buchanan	28.4%	42.5%	28.4%	84.9%	10.0%	0.0%	16.1%	0.0%	20.9%	29.1%	27.6%
Dickenson	25.7%	36.9%	25.5%	9.4%	100.0 %	100.0%	0.0%	32.0%	69.3%	28.6%	22.8%
Russell	21.1%	22.9%	21.1%	60.2%	0.0%	0.0%	0.0%	0.0%	33.2%	22.2%	20.0%
Washington	14.6%	21.3%	14.0%	32.8%	15.0%	2.7%	70.8%	35.7%	33.1%	14.2%	15.0%
Southwest Virginia Total	20.3%	29.0%	19.6%	42.5%	12.6%	6.3%	61.7%	31.8%	31.8%	21.0%	19.7%
People Inc. Total	8.8%	11.7%	8.8%	8.2%	7.2%	6.3%	18.3%	8.8%	12.8%	9.9%	8.3%
Virginia	10.6%	13.9%	8.5%	17.6%	13.0%	7.3%	16.5%	12.7%	14.0%	11.6%	9.5%

American Community Survey. 2019 5-Year Estimates. Table S1701.

Appendix 8: Average Weekly Wage by Locality

	Average Weekly Wage Across All Industries
Bristol	\$687
Buchanan	\$966
Dickenson	\$778
Russell	\$790
Washington	\$715
Southwest Virginia Total	\$761
People Inc. Total	\$923
Virginia	\$1,158

Quarterly Census of Employment and Wages. Annual Averages. 2019

Appendix 9: ALICE Status

	# of ALICE Households	% of households ALICE	# of household in Poverty	% in poverty	# struggling (ALICE + Poverty)	% struggling
Bristol	2,258	30.5%	1,475	19.9%	3,733	50.4%
Buchanan	3,003	33.9%	2,432	27.4%	5,435	61.3%
Dickenson	2,216	37.9%	1,550	26.5%	3,766	64.5%
Russell	3,544	32.3%	2,329	21.2%	5,873	53.6%
Washington	7,015	31.4%	3,295	14.8%	10,310	46.2%
Southwest Virginia Total	18,036	32.6%	11,081	20.0%	29,117	52.5%
People Inc. Total	99,493	29.4%	30,852	9.1%	130,345	38.5%
Virginia	934,929	29.5%	326,680	10.3%	1,261,609	39.8%

2018 Data – UnitedforALICE.org

Appendix 10: Median Annual Household Income by Housing Status

	All Households	Renter Households	Owner Households
Bristol	\$37,500	\$23,994	\$49,178
Buchanan	\$31,956	\$23,269	\$34,484
Dickenson	\$29,932	\$17,310	\$34,880
Russell	\$39,758	\$22,813	\$44,533
Washington	\$48,495	\$30,200	\$55,625
Southwest Virginia Total			
Virginia	\$74,222	\$48,085	\$91,110

US Census Bureau. American Community Survey. 2019 5-Year Estimates Table B25119

Appendix 11: Labor Force Participation Rate by Locality

Annual Labor Force Participation Rate										
	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Bristol	54%	56%	56%	59%	58%	57%	56%	55%	55%	57%
Buchanan	38%	37%	38%	39%	40%	41%	41%	40%	41%	41%
Dickenson	38%	38%	39%	43%	44%	43%	44%	44%	41%	40%
Russell	44%	45%	47%	49%	48%	48%	49%	50%	50%	52%
Washington	55%	56%	56%	57%	58%	58%	58%	58%	58%	58%
Southwest Virginia Total	48%	49%	50%	51%	51%	51%	51%	51%	51%	52%
People Inc. Total	66%	67%	67%	67%	67%	68%	68%	68%	69%	69%
Virginia	66%	66%	66%	66%	66%	66%	67%	67%	67%	67%

Appendix 12: New Hires by Industry – 1st Quarter 2020

	Ag, Forest, Fishing, Hunting	Mining Quarry Oil, Gas	Util.	Construct.	Manufacturing	Wholesale	Retail	Transp. Warehouse	Info.	Finance and Insur.	Real Estate and Rental	Prof. Scient. and Tech.	Man. of Companies	Admin. and Waste Man.	Education	Health and Social Assist.	Arts Ent. and Rec.	Accom. and Food Service	Other	Public Admin.
Bristol	0	0	0	38	63	30	303	7	18	23	7	189	0	143	34	204	11	522	24	30
Buchanan	0	48	0	25	4	16	102	17	0	9	4	62	5	31	27	63	0	80	10	39
Dickenson	0	25	0	6	0	3	59	15	0	3	0	71	0	12	0	66	0	44	5	33
Russell	11	19	4	46	19	9	105	62	0	10	0	66	0	49	39	83	0	143	19	30
Washington	19	3	7	94	130	58	533	121	13	24	8	60	71	275	102	345	19	660	134	78
Southwest Virginia Total	30	95	11	209	216	116	1,102	222	31	69	19	448	76	510	202	761	30	1,449	192	210

US Census Bureau, Local Employment Dynamics Program, 1st Quarter 2020. Retrieved from Virginia Works Community Profiles

Appendix 13: Children Under 6 with All Parents in Labor Force

	# of children in two parent HHs with both parents in labor force	# children in single father HH with parent in labor force	# children in single mother HH with parent in labor force	% of children under 6 with all parents in labor force
Bristol	360	52	291	65.0%
Buchanan	127	62	238	45.7%
Dickenson	126	72	213	51.2%
Russell	479	140	208	58.9%
Washington	1,329	151	447	75.4%
Southwest Virginia Total	2,421	477	1,397	63.3%
People Inc. Total	32,337	4,597	12,046	66.2%
Virginia	8,972,444	1,671,406	4,361,754	67.5%

US Census Bureau. American Community Survey 2019 5-Year Estimates. Table 23008.

Appendix 14: Childcare Characteristics by County

Childcare Providers Registered with Virginia Department of Social Services										
	Licensed		Full Time		Religious Exempt		Serve Infants	Accept Subsidies	Total Child Day Care	
	Providers	Slots	Providers	Slots	Providers	Slots	Providers	Providers	Providers	Slots
Bristol	10	1,002	11	973	4	285	7	7	15	1,287
Buchanan	9	196	7	146	1	18	2	2	10	214
Dickenson	3	124	3	124	0	0	1	1	3	124
Russell	5	165	6	194	3	96	5	3	8	261
Washington	15	748	11	540	7	224	5	7	22	972
Southwest Virginia Total	42	2,235	38	1,977	15	623	20	20	58	2,858

Virginia Department of Social Services. Child Day Care Search. Accessed January 2021.

Appendix 15: Public Pre-Kindergarten Enrollment

	# of children in pre-K at public schools*	# of 4 year-olds enrolled in the Virginia Preschool Initiative
Bristol	89	71
Buchanan	97	45
Dickenson	66	44
Russell	161	98
Washington	209	125
Southwest Virginia Total	622	383
People Inc. Total	3,039	1,614
Virginia	27,986	18,459

*Virginia Department of Education. 2020-2021 Fall Membership Report

**Kids Count Data Center. 2019-2020 VPI 4-year-old enrollment

Appendix 16: Transportation to Work

	Means of Transportation to Work											
	Drove Alone		Carpooled		Public Transit		Walked		Worked from home		Other	
	#	%	#	%	#	%	#	%	#	%	#	%
Bristol	5,349	77.7%	740	10.7%	59	0.9%	337	4.9%	287	4.2%	114	1.7%
Buchanan	5,328	85.2%	461	7.4%	58	0.9%	151	2.4%	85	1.4%	169	2.7%
Dickenson	3,832	88.9%	292	6.8%	7	0.2%	26	0.6%	59	1.4%	94	2.2%
Russell	7,761	85.5%	803	8.8%	1	0.0%	143	1.6%	315	3.5%	57	0.6%
Washington	19,660	84.1%	2,265	9.7%	47	0.2%	313	1.3%	830	3.5%	271	1.2%
Southwest Virginia Total	41,930	84.0%	4,561	9.1%	172	0.3%	970	1.9%	1,576	3.2%	705	1.4%
People Inc. Total	375,966	78.1%	53,312	11.1%	14,246	3.0%	6,317	1.3%	23,876	5.0%	7,854	1.6%
Virginia	3,230,271	77.0%	384,172	9.2%	184,534	4.4%	102,121	2.4%	221,092	5.3%	75,372	1.8%

*US Census Bureau. 2019 5-Year Estimates. Table DP03

Appendix 17: Vacancy Rates by Locality

Annual Vacancy Rate										
	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Bristol	16.0%	15.3%	15.3%	13.0%	12.7%	12.1%	13.0%	12.1%	10.8%	9.9%
Buchanan	26.0%	23.4%	22.1%	20.3%	17.8%	18.3%	17.5%	19.1%	21.4%	21.9%
Dickenson	23.7%	23.0%	19.7%	19.4%	17.5%	17.9%	15.9%	15.6%	18.7%	19.3%
Russell	20.2%	19.0%	18.0%	18.4%	17.7%	17.9%	16.7%	17.4%	16.3%	14.7%
Washington	14.0%	13.9%	13.6%	12.5%	11.8%	11.1%	11.1%	10.4%	9.5%	10.4%
Southwest Virginia Total	18.7%	17.8%	16.8%	15.9%	14.8%	14.6%	14.1%	14.1%	14.1%	14.2%
People Inc. Total	9.9%	9.8%	9.5%	9.2%	9.1%	9.2%	9.2%	9.7%	10.0%	9.9%
Virginia	10.3%	10.4%	10.4%	10.3%	10.5%	10.6%	10.6%	10.7%	10.6%	10.3%

American Community Survey: 2019 5-Year Estimates Table DP04

Appendix 18: Age of Housing Stock by Ownership Status

% of Total Housing Units by Year Constructed and Ownership Status												
	1939 or Earlier			1940-1979			1980-1999			2000 or Later		
	All HH	Renter	Owner	All HH	Renter	Owner	All HH	Renter	Owner	All HH	Renter	Owner
Bristol	16.0%	16.8%	15.6%	40.6%	62.8%	26.0%	12.0%	11.7%	12.2%	9.5%	8.7%	10.0%
Buchanan	5.9%	8.3%	5.2%	48.5%	47.4%	48.8%	33.5%	35.0%	33.1%	12.1%	9.3%	12.9%
Dickenson	8.9%	8.9%	8.9%	41.5%	47.2%	39.6%	31.8%	36.6%	30.3%	17.8%	7.3%	21.2%
Russell	7.3%	9.1%	6.7%	46.1%	43.6%	46.8%	34.2%	41.2%	32.0%	12.4%	6.0%	14.4%
Washington	8.0%	8.8%	7.8%	40.9%	42.9%	40.3%	33.1%	35.8%	32.3%	17.9%	12.6%	19.7%
Southwest Virginia Total	8.7%	10.4%	8.1%	43.1%	48.1%	41.4%	30.5%	31.9%	30.0%	14.8%	9.7%	16.6%
People Inc. Total	5.8%	7.6%	5.2%	30.7%	34.3%	29.5%	35.0%	36.3%	34.5%	28.0%	21.8%	30.2%
Virginia	6.7%	7.5%	6.1%	39.1%	41.6%	37.2%	32.8%	31.6%	33.0%	21.4%	19.3%	23.8%

*US Census Bureau. 2019 5-Year Estimates. Table S2504

Appendix 19: Housing Cost Burden by Ownership Status

	Households Paying 30% or More of Household Income on Housing Costs					
	All Households		Renter Households		Owner Households	
	# burdened	% burdened	# burdened	% burdened	# burdened	% burdened
Bristol	2,159	31.0%	1,303	50.6%	856	19.5%
Buchanan	2,031	25.0%	612	40.0%	1,419	21.6%
Dickenson	1,552	29.2%	623	58.2%	929	21.9%
Russell	2,369	24.0%	812	46.6%	1,557	19.2%
Washington	4,673	22.0%	1,863	41.0%	2,810	16.9%
Southwest Virginia Total	12,784	24.8%	5,213	45.5%	7,571	18.9%
People Inc. Total	94,596	28.9%	39,225	48.7%	55,371	22.4%
Virginia	916,399	29.9%	473,294	47.8%	443,105	21.4%

*US Census Bureau. 2019 5-Year Estimates. Table DP04

Appendix 20: Insurance Coverage

Individuals <u>Not</u> Covered by Health Insurance								
	All Individuals		Children (<18)		Income below \$25,000		Income at or above \$25,000	
	# of individuals	% of individuals	# of individuals	% of individuals	# of individuals	% of individuals	# of individuals	% of individuals
Bristol	1,714	10.2%	110	2.8%	518	12.3%	1,193	9.7%
Buchanan	2,600	12.4%	253	6.5%	1,098	15.3%	1,499	10.9%
Dickenson	1,303	9.1%	125	4.2%	650	13.6%	652	6.9%
Russell	2,618	9.7%	250	4.6%	774	11.7%	1,843	9.2%
Washington	4,947	9.3%	610	5.7%	1,264	14.1%	3,653	8.4%
Southwest Virginia Total	13,182	10.0%	1,348	5.0%	4,304	13.6%	8,840	8.9%
People Inc. Total	103,507	10.6%	16,758	6.6%	15,480	17.8%	87,623	9.9%
Virginia	707,960	8.6%	99,819	5.0%	137,819	15.2%	560,350	7.8%

*US Census Bureau. 2019 5-Year Estimates. Table S2701

Appendix 21: Healthcare Providers and Capacity

	Mental Health Providers		Primary Care Providers		Dental Providers	
	Total # of Providers	Residents per Provider	Total # of Providers	Residents per Provider	Total # of Providers	Residents per Provider
Bristol	10	1,650	9	1,870	6	2,750
Buchanan	6	3,540	6	3,590	4	5,310
Dickenson	9	1,610	4	3,700	1	14,520
Russell	22	1,220	7	3,860	3	8,920
Washington	88	620	37	1,470	29	1,880
Southwest Virginia Total	135	990	63	2,136	43	3,106
Virginia		570		1,320		1,240

County Health Rankings and Roadmaps. NPI Registry.

Appendix 22: Substance Abuse Indicators

	Drug Overdose Deaths (rate per 100,000)				Neonatal Abstinence Syndrome (rate per 1,000 births)				
	2018	2017	2016	2015	2017	2016	2015	2014	2013
Bristol	24.3	6	11.8	11.7	90.9	47.6	93.8	50	0
Buchanan	42.4	27.9	22.5	43.9	56	27.5	59.7	39.7	24.6
Dickenson	27.5	33.8	33.4	39.7	29.9	14.5	26.7	47.1	58.8
Russell	3.7	18.5	25.6	17.9	72.7	22.4	56	46.2	31.3
Washington	11	20.2	9.2	14.7	76.9	52.4	51.5	27	24.8
Southwest Virginia Total	17.9	20.8	17.7	22.6	64.2	34.4	53.6	38.5	31.7
Virginia	15.0	17.4	15.7	12.1	7.4	6.4	5.5	5.0	4.5

Virginia Department of Health, Opioid Indicators Dashboard

Appendix 23: Food and Nutrition Indicators

	Food Insecurity*		SNAP Recipients**	
	# food insecure individuals	% of population food insecure	# of households receiving SNAP	% of households receiving SNAP
Bristol	2,800	16.6%	1,416	19.3%
Buchanan	4,080	18.4%	1,689	19.7%
Dickenson	2,570	17.2%	1,242	21.5%
Russell	4,170	15.2%	1,615	14.9%
Washington	6,780	12.5%	2,826	12.7%
Southwest Virginia Total	20,400	15.0%	8,788	16.0%
Virginia	842,870	9.90%	259,639	8.2%

*Feeding America. Map the Meal Gap. 2018

**US Census Bureau. American Community Survey 2019 5-Year Estimates Table S2201

Appendix 24: Kindergarten Readiness

	PALS-K Kindergarten Readiness Levels		
	# of children below readiness	% children below readiness	% of children ready
Bristol	29	15.6%	84.40%
Buchanan	30	18.4%	81.60%
Dickenson	27	18.9%	81.10%
Russell	60	20.3%	79.70%
Washington	58	13.3%	86.70%
Southwest Virginia Total	204	16.7%	83.32%
People Inc. Total	2,493	21.3%	78.69%
Virginia	12,289	15.7%	84.30%

*Falls PALS-K. FY2019-2020. Annie E Casey Kids Count Data Center

Appendix 25: Educational Attainment

Proportion of Population 25+ by Highest Level of Education							
	Less than 9 th Grade	9-12 th grade, no diploma	High School graduate or equivalent	Some college	Associates Degree	Bachelors Degree	Graduate or Professional Degree
Bristol	3.2%	12.1%	29.7%	21.7%	7.9%	15.0%	10.4%
Buchanan	12.6%	17.4%	35.1%	16.9%	6.3%	6.7%	5.0%
Dickenson	10.7%	11.9%	38.5%	19.9%	8.2%	7.4%	3.4%
Russell	10.6%	9.1%	38.0%	20.5%	9.5%	9.1%	3.1%
Washington	6.1%	8.2%	34.3%	18.8%	9.9%	13.7%	9.1%
Southwest Virginia Total	8.2%	10.8%	35.1%	19.3%	8.8%	11.1%	6.7%
People Inc. Total	5.8%	7.2%	27.1%	19.7%	8.2%	19.4%	12.6%
Virginia	4.1%	6.2%	24.0%	19.2%	7.8%	22.0%	16.8%

US Census Bureau. American Community Survey. 2019 5-Year Estimates. Table S1501.

Appendix 26: High School Completion Rates

Four-Year Completion Rates by Student Characteristics					
	All Students	Economically Disadvantaged	Disability	Male	Female
Bristol	95.4%	93.2%	100.0%	93.0%	97.7%
Buchanan	93.7%	94.1%	84.4%	92.8%	94.6%
Dickenson	96.6%	95.8%	95.8%	97.1%	96.0%
Russell	93.8%	90.8%	85.4%	92.6%	95.1%
Washington	98.1%	96.7%	97.0%	98.6%	97.6%
Southwest Virginia Total	96.0%	94.4%	93.4%	95.6%	96.4%
People Inc. Total	93.5%	89.5%	93.0%	92.2%	94.9%
Virginia	93.4%	88.7%	90.9%	91.8%	95.0%

Virginia Department of Education – Class of 2020 Four-Year Cohort Report

Appendix 27: Daily New COVID-19 Cases

Average Daily New COVID-19 Cases by Month and Locality												
	March 2020	April 2020	May 2020	June 2020	July 2020	Aug. 2020	Sept. 2020	Oct. 2020	Nov. 2020	Dec. 2020	Jan. 2021	Feb. 2021
Bristol	0.1	-	0.1	-	1.7	2.1	2.2	4.1	7.3	12.4	8.6	1.3
Buchanan	-	0.5	0.1	0.4	1.3	0.9	1.9	3.8	4.9	14.4	9.4	4.8
Dickenson	-	-	-	0.1	0.6	1.5	1.2	1.7	3.8	12.1	5.7	2.0
Russell	-	0.1	0.2	0.1	1.6	4.1	2.9	7.9	9.4	23.2	12.5	4.3
Washington	0.1	1.1	0.5	0.4	3.4	6.4	7.5	14.9	23.4	39.2	35.1	7.6
Southwest Virginia Total	0.2	1.7	0.8	1.1	8.6	14.9	15.7	32.4	48.8	101.3	71.2	20.0

Virginia Department of Health

Appendix 28: COVID-19 Risk Factor Prevalence

	Adult Smokers*		Adult Obesity**		Population over 65***	
	%	#	%	#	%	#
Bristol	19%	2,529	29%	3,859	20%	3,456
Buchanan	20%	3,572	34%	6,072	21%	4,669
Dickenson	21%	2,492	37%	4,392	21%	3,160
Russell	19%	4,172	38%	8,345	21%	5,610
Washington	18%	7,950	30%	13,250	22%	12,004
Southwest Virginia Total	19%	20,715	33%	35,917	21%	28,899
People Inc. Total	15%	110,104	31%	231,990	14%	137,199
Virginia	16%	1,054,202	30%	1,976,629	16%	1,271,946

*County Health Rankings and Roadmaps. Retrieved January 2021.

**CDC Diabetes Atlas. 2016. County Health Rankings and Roadmaps

***US Census Bureau. American Community Survey 2019 5-Year Estimates. Table S0101

Appendix 29: Monthly Unemployment Rate – COVID-19 Time Period

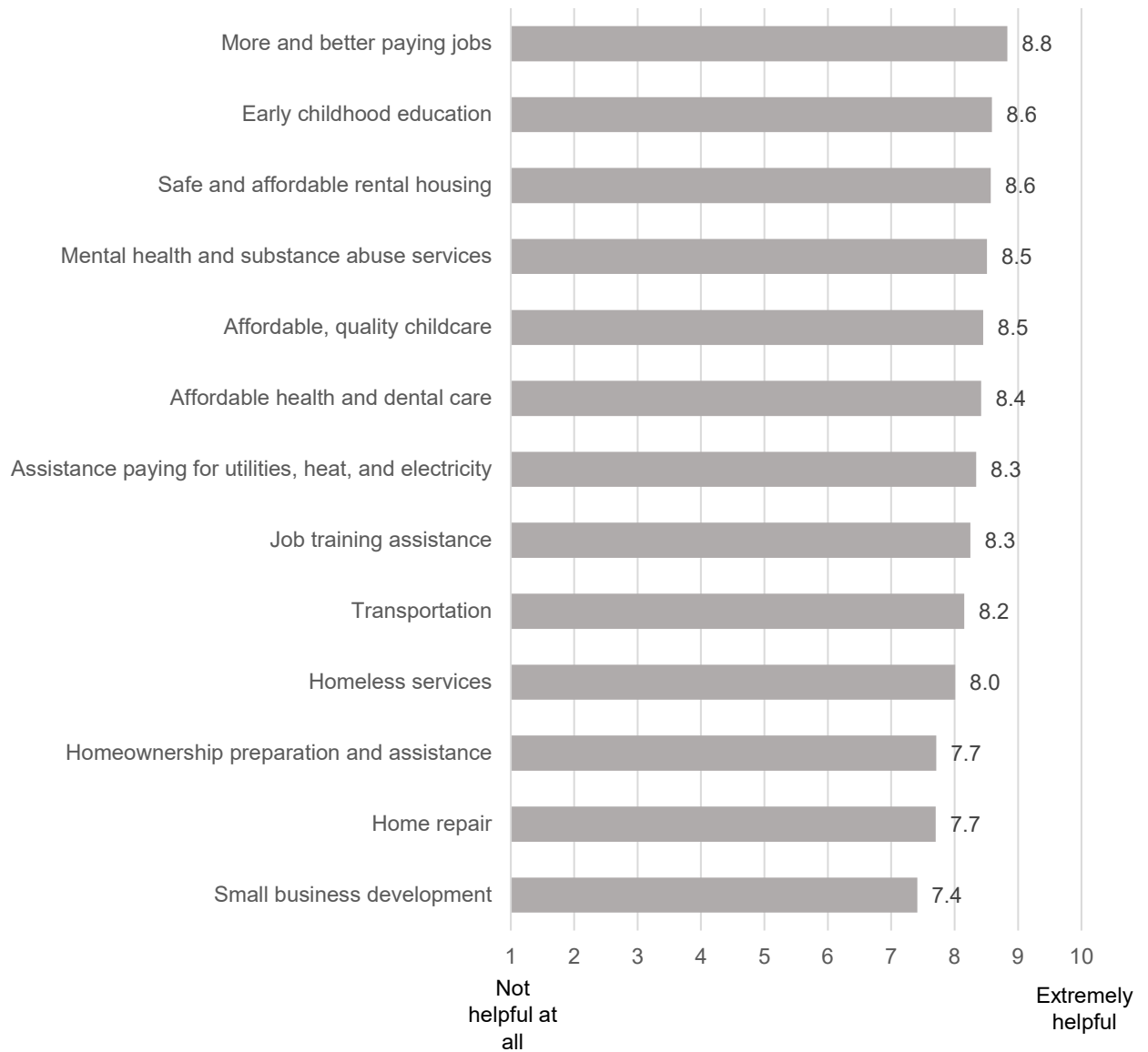
Monthly Unemployment Rate											
	March 2020	April 2020	May 2020	June 2020	July 2020	Aug. 2020	Sept. 2020	Oct. 2020	Nov. 2020	Dec. 2020	Jan. 2021
Bristol	4.5%	15.3%	10.7%	9.8%	9.7%	6.7%	6.8%	6.2%	5.5%	5.7%	6.8%
Buchanan	8.2%	14.4%	10.4%	10.4%	11.3%	8.9%	8.7%	7.3%	7.1%	7.9%	9.9%
Dickenson	7.3%	12.3%	9.1%	9.0%	9.4%	7.7%	7.4%	6.1%	5.9%	6.3%	7.6%
Russell	5.8%	10.9%	8.3%	8.1%	8.0%	6.2%	5.8%	4.8%	4.5%	5.2%	6.4%
Washington	4.0%	10.7%	8.0%	7.7%	7.0%	5.1%	4.8%	4.0%	3.7%	4.1%	5.2%
Southwest Virginia Total	5.2%	11.9%	8.8%	8.5%	8.3%	6.2%	6.0%	5.0%	4.7%	5.1%	6.4%
Virginia	3.3%	10.8%	8.9%	8.2%	8.0%	6.3%	6.1%	5.1%	4.5%	4.7%	5.7%

Virginia Works. Local Area Unemployment Statistics.

Appendix 30: Staff Survey Summary

All People Incorporated staff were given the opportunity to provide input on community needs through a short, electronic survey in October 2020. 129 staff working in Southwest Virginia responded. Staff were asked to rank specific needs, and were also given the opportunity to describe what they saw as the greatest need in the communities they served.

*How helpful are the following services for the communities you work in?
(average score)*



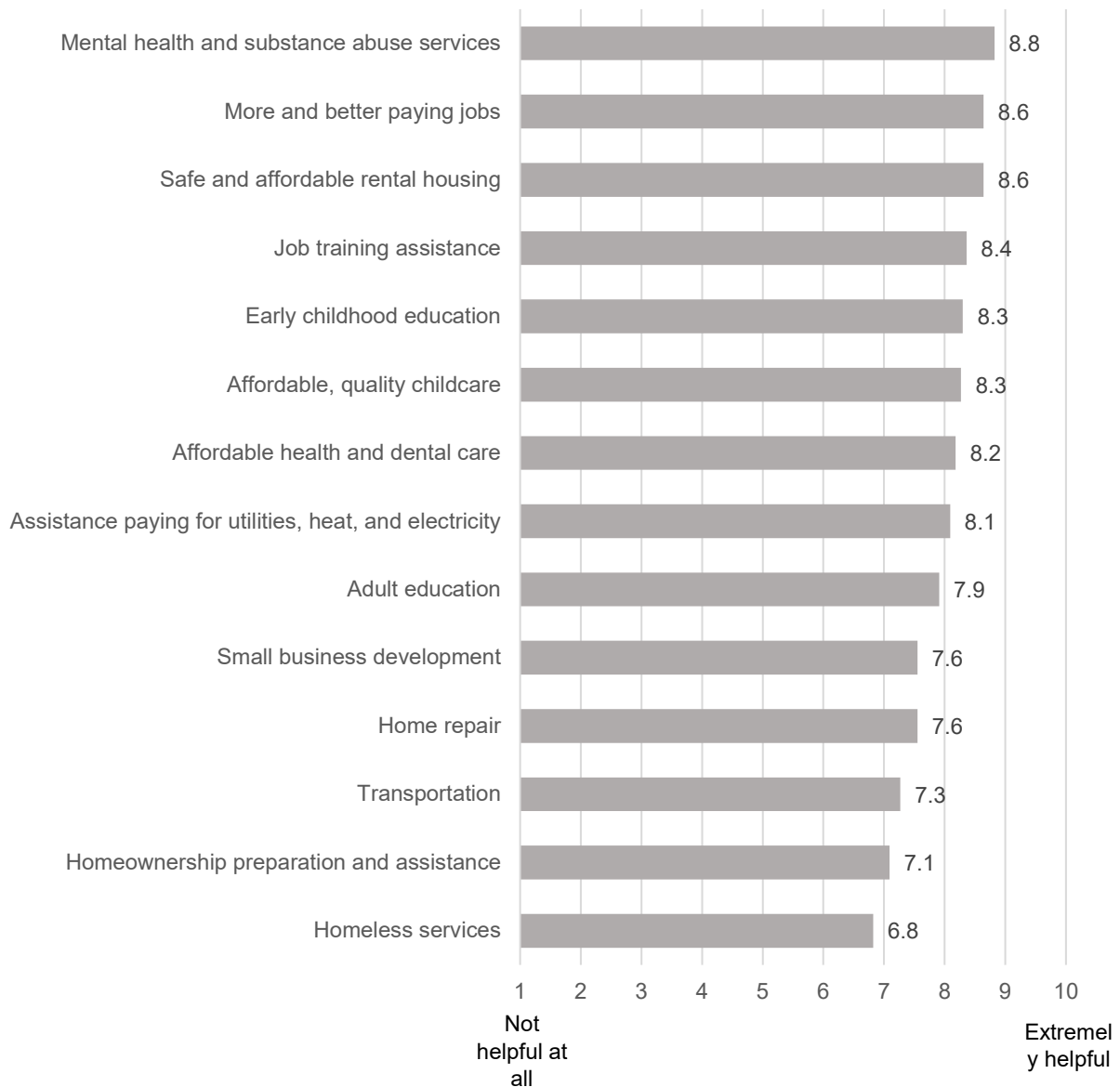
What is the single greatest need facing your community?

1. Jobs/Employment
 - Jobs that pay a living wage
 - More job opportunities
 - Employment training
2. Housing
 - Safe and affordable housing
 - Assistance with paying for housing
 - Elderly housing
 - Quality housing
 - Homelessness
3. Childcare
 - Affordable childcare
 - Quality early childhood education
4. Internet/Technology
 - Internet for virtual education and work
 - Better internet connectivity
 - Computer skills
 - Devices for internet access
5. Mental Health and Substance Abuse
 - Affordable treatment
 - More providers
 - Drug rehabilitation
6. Transportation
7. COVID-19
 - Families facing isolation
 - Extra resources for families during this time
8. Healthcare
 - Affordable healthcare
 - Access to healthcare

Appendix 31: Board Survey Summary

All People Incorporated board members were given the opportunity to provide input on community needs through a short, electronic survey in October 2020. Eleven board members representing Southwest Virginia responded. Board members were asked to rank specific needs, and were also given the opportunity to describe what they saw as the greatest need in the communities they represented.

*How helpful are the following services for the communities you work in?
(average score)*



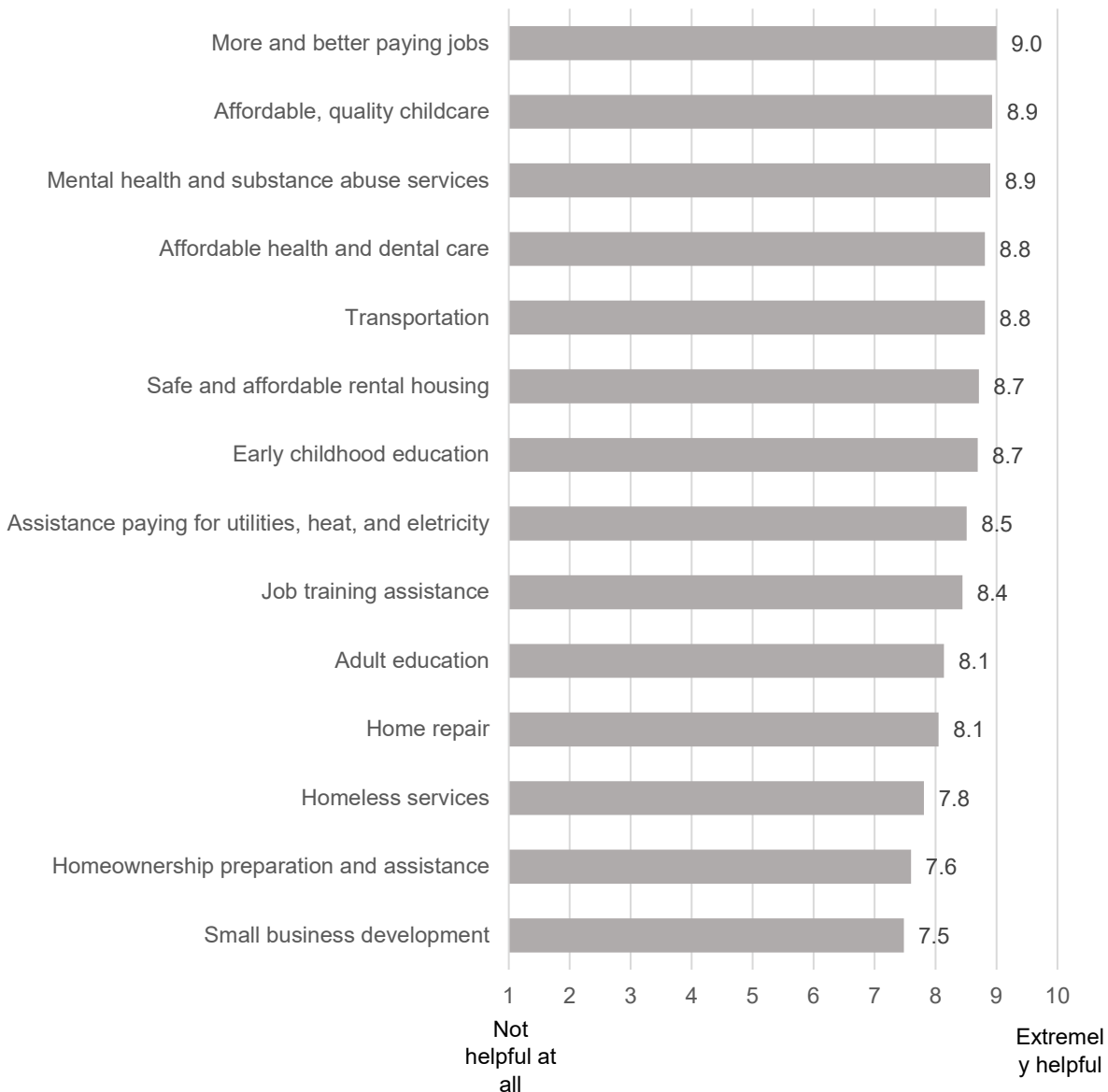
What is the single greatest need facing your community?

1. Affordable Housing
2. Jobs
3. Childcare
4. Business Development
5. Transportation

Appendix 32: Partner Survey Summary

All People Incorporated maintains a list of partner organizations from across the communities served by the agency. All partners were given the opportunity to provide input on community needs through a short, electronic survey in November 2020. Forty-three partners from Southwest Virginia responded. Partners were asked to rank specific needs, and were also given the opportunity to describe what they saw as the greatest need in the communities they served.

*How helpful are the following services for the communities you work in?
(average score)*



What is the single greatest need facing your community?

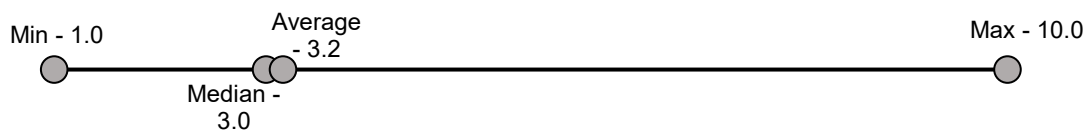
1. Jobs
 - Living wage jobs
 - More job opportunities
 - Job training
2. Affordable Housing
 - Housing affordable for low-income families
 - Assistance with paying for housing
3. Mental Health/Substance Abuse
 - Lack of providers/treatment facilities
 - More in-patient options
4. Healthcare
 - Access to medical care
 - Affordable healthcare
5. Transportation
6. Technology
 - Availability of high-speed internet
 - Affordability of services and devices
7. Food
8. Childcare and Early Childhood Education
9. Small business support

Appendix 33: Community Member Survey Summary

The primary group for the needs assessment is community members, particularly those that are low-income. People Incorporated used multiple methods to solicit input from individuals living in all communities served. An electronic version of the survey was emailed directly to all individuals in People Incorporated's client database, empowOR, who had a valid email address. The survey was also distributed through an electronic link on People Inc.'s social media channels and through partners. Valid responses were received from 306 Southwest Virginia community members.

Respondent Demographics

- How many people live in your household?



- What is your current annual income for your entire household?

Less than \$20k 42.1%	\$20k-\$40k 28.9%	\$40k-\$60k 16.5%	Over \$60k 12.5%
---------------------------------	-----------------------------	-----------------------------	----------------------------

- Is anyone in your household a veteran or active duty military?

Yes 6.7%	No 93.3%
--------------------	--------------------

- What language do you speak at home?

English 100.0%

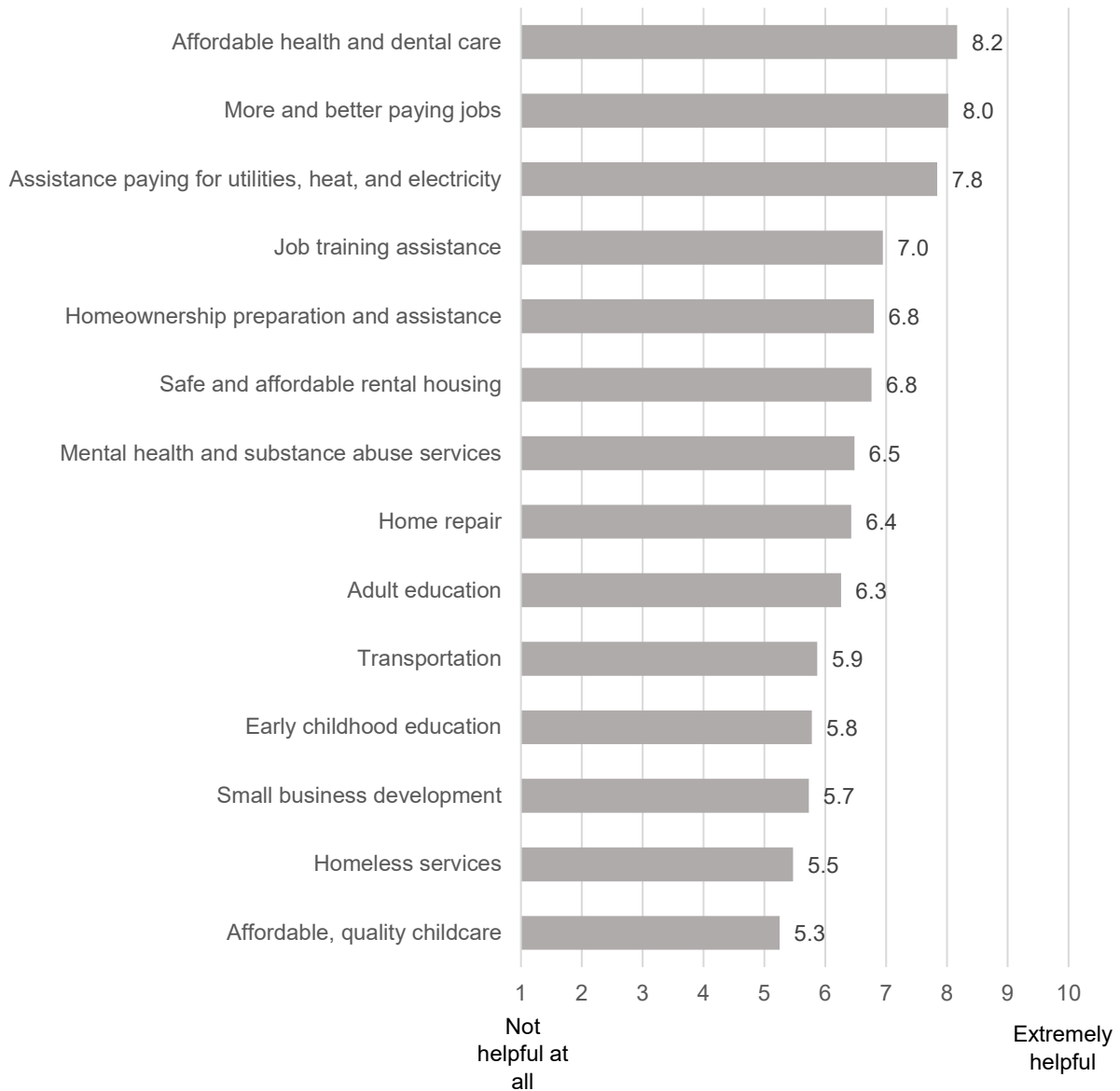
- What is your highest level of education?

Less than HS 4.6%	High School Diploma or GED 57.2%	Associate or Technical Cert 22.8%	Bachelor's or Higher 15.4%
-----------------------------	--	---	--------------------------------------

Top Needs

- How helpful might the following services be to you or your family?

*How helpful are the following services for the communities you work in?
(average score)*



What is the single greatest need facing your family?

1. Employment and Jobs
 - Higher paying jobs/ability to earn more income
 - More employment opportunities
 - COVID-19 impacts on jobs
2. Housing Support
 - Safe and affordable housing
 - Home repair
 - Homebuyer assistance
 - Rental and utility assistance
3. Healthcare
 - Affordable healthcare
 - Health insurance
 - Accessible healthcare
4. Education and Support for Children
 - Better education/schools
 - Child/youth programs
5. Pandemic Recovery
 - COVID-19 loss of income
 - Help for children learning virtually
6. Food
 - Being able to afford food
 - Affordable, healthy food

What is the single greatest need facing your community?

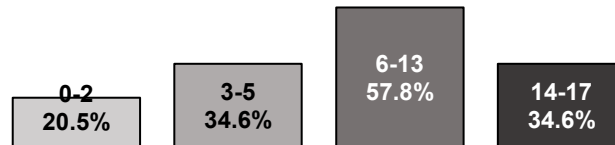
1. Employment and Jobs
 - Higher paying jobs
 - More employment opportunities
2. Housing
 - Safe and Affordable Housing
 - Homeless Services
 - Rent/utility assistance
3. Pandemic Recovery
 - Recovery from pandemic economy
 - Help for virtual learning
4. Children and Youth
 - Programs for children and youth
 - Affordable childcare
5. Healthcare
 - Affordable healthcare
6. Food
 - Foodbanks
 - Food insecurity
7. Local government/community Improvements
 - Better planning/local government
 - More community events and activities
 - Lower taxes
8. Community Collaboration
 - Better access to and coordination of existing resources
 - Improved sense of community

Children

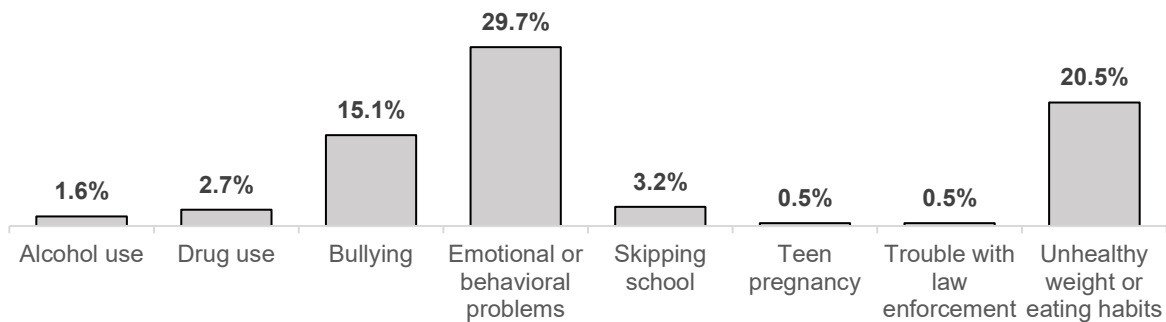
- Do any children under 18 live in your household?

Yes 67.4%	No 32.6%
----------------------------	---------------------------

- In which of the following age groups do the children in your household fall?



- Have you experienced any of the following issues with children in your household over the last 12 months?

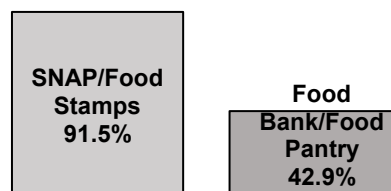


Food Security

- In the last 12 months, have you or anyone in your household gone hungry because you were not able to get enough food?

Yes 20.2%	No 79.8%
----------------------------	---------------------------

- In the last 12 months, have you or anyone in your family used any of these food assistance programs to help with food costs?

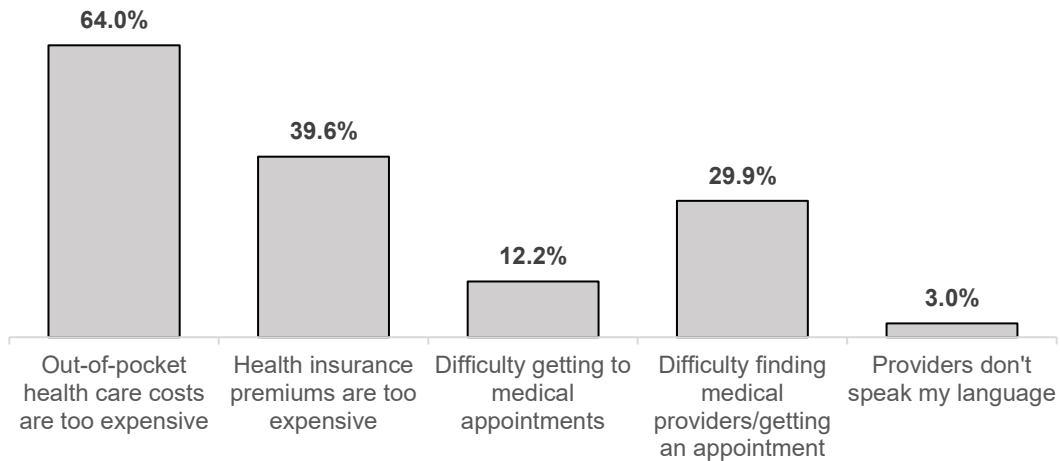


Healthcare

- Are you and your family members currently covered by health insurance?

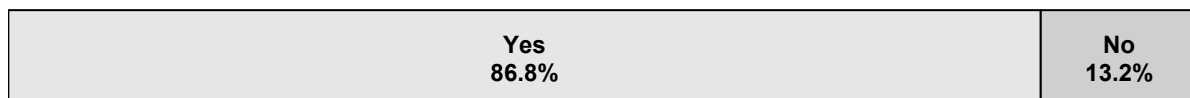


- Do you face any of the following issues when accessing healthcare?

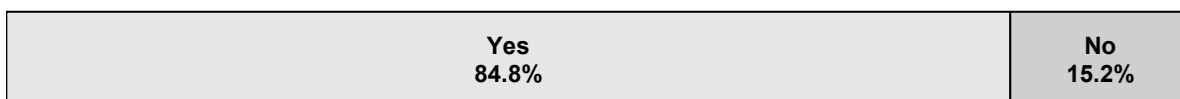


Assets

- Do you have reliable transportation?



- Do you have a bank account?

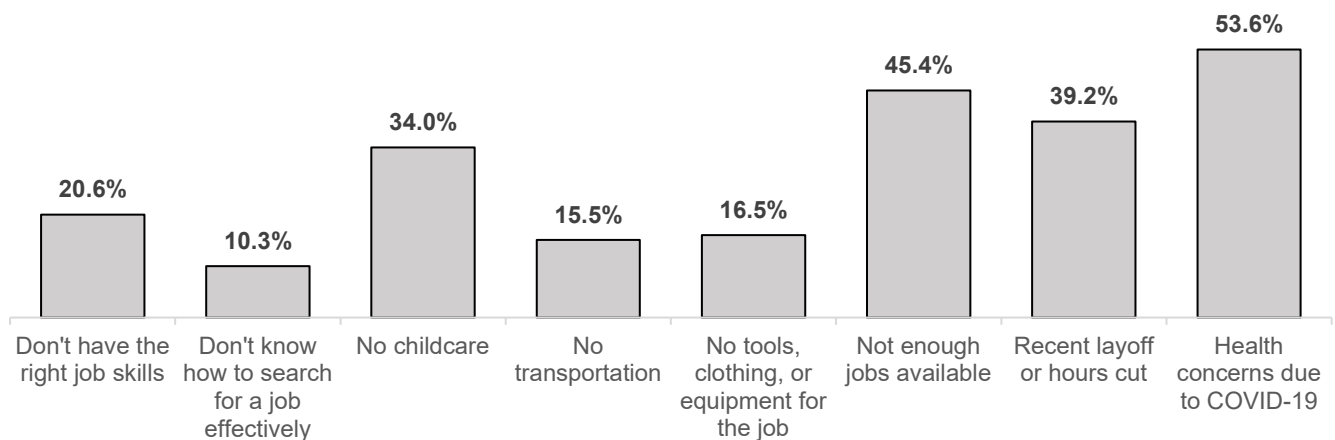


Employment

- Has getting or keeping a job been a problem for you or anyone in your household in the last 12 months?

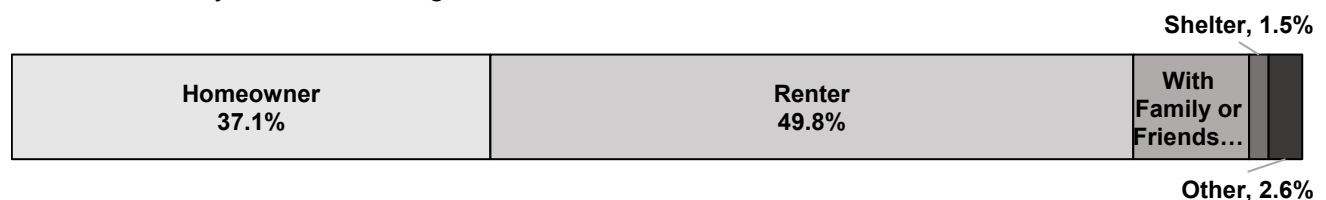


- Have any of issues below been a major concern in getting or keeping a job?

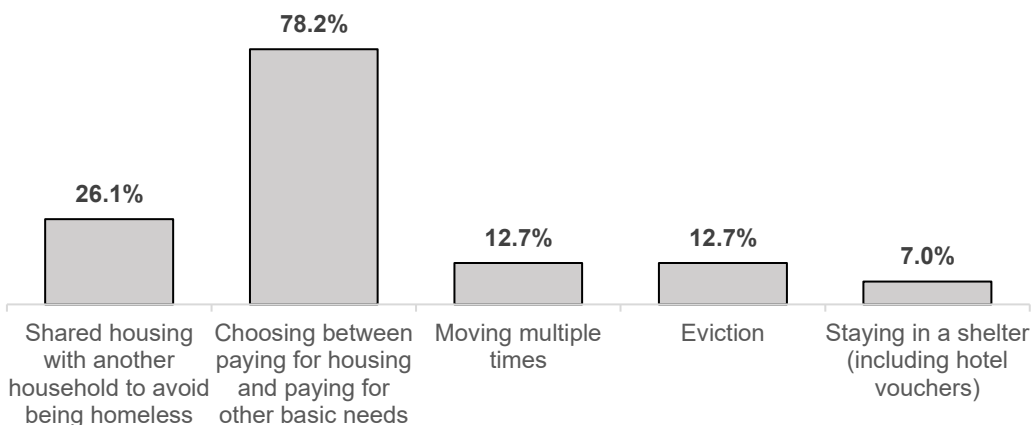


Housing

- What is your current living situation?



- Have any of the following situations happened to you in the last 12 months?



COVID-19

- Have you or your household members experienced any of the following situations because of COVID-19?

