

Recommendations

- The Community Needs Assessment is intended to be a “living document”, with continued evaluations of changing community populations and needs. As one of the community leaders, the Johnson City Area United Way organization is committed to continue using this and future Community Needs Assessment Documents in the allocations process with existing partner agencies, as well as in the grants process and in the addition of any new partner agencies. However, for the community to benefit from this process, other community organizations – including non-profit agencies as well as local governments – need to partner in this effort, and use the Community Needs Assessment Document in their strategic planning to ensure funding and resources are used to meet identified community needs and to avoid unnecessary duplication of services.

- Host a community services summit to allow providers to meet on an annual basis (probably in the spring) to share information, update the community on the status of community services and to identify and set priority community service initiatives for implementation in the community.

- Partnership with the Chamber of Commerce Development Council and Not-for-Profit Business Council to expand the Community Services Network with Taskforces, i.e. Adult, Children and Youth, and At-Risk population that will meet on a regular basis to share information on community services needs and look at opportunities for collaborative community initiatives.

- Continue to support the Non-Profit Business Development Committee established by the Chamber of Commerce which provides needed technical support to local community non-profit agencies.

- Provide ongoing support and assist in funding the 211 Community Services Information System to allow for the continued development of a comprehensive and updated community services information data base that can be accessed by all service providers and those in need of community services.

- Continue to expand the opportunities for Community Impact and work with Partner Agencies and other community service providers.

- Continue to support and help to expand the Non-profit Leadership Institute and Educational Curriculum established through Northeast State Community College to assist non-profit professionals in professional growth and training.

- Continue to use the Needs Assessment process to fund grants to new community service agencies providing new or expanded priority services in the community.

- Help to sponsor and participate in Community Service Events where information can be disseminated and key important community services contacts can be made by those who most need the services.

EXECUTIVE SUMMARY

The Johnson City Area United Way has led in the formation of a “community services process” to assist the community in the development of a Needs Assessment Report to be used by their Board and the Johnson City/ Jonesborough/Washington County community in looking at future resource allocation.

This community services process began with a look at the basic population groups that are being served throughout the Johnson City/ Jonesborough/Washington County community with support services, by Johnson City Area United Way partner agencies and other diverse broad-based community service agencies. In looking at the population base being served by the community support agency sector in this community, three basic population groups stood out. They were as follows:

- Adults
- Children and Youth
- The At-Risk Population (these included those with disabilities, lack of education, lack of proper medical care, lack of adequate transportation, etc.)

Through a community-wide forum hosted by the Johnson City Area United Way on Tuesday June 12, 2007, at the Millennium Centre, a diverse group of community service agencies, concerned citizens, local government representatives and the members of the faith community met to discuss and prioritize needs in the community, resources to help meet those needs, gaps in current services, and to discuss ideas for a better community structure through which the identified needs could be met.

Out of the initial community needs forum, a group of volunteers was selected from each primary sub-group i.e. Children and Youth, Adults, and the At-Risk Population. A Needs Assessment Report Committee was formed with these volunteers to develop and assemble an updated needs assessment document to help guide future resource allocation decisions made by the Johnson City Area United Way and other community entities.



By changing one person's life, we will eventually change the world.

**What Matters?
They do!**

Our Mission

The mission of United Way is to improve people's lives by mobilizing the caring power of communities.

“Mobilizing the Caring Power of Communities”

United Ways bring communities together to focus on the most important human needs-building partnerships, forging consensus and leveraging resources to make a measurable difference. Focus areas are identified at the local level and vary from community to community. Common focus areas include: helping children and youth succeed, strengthening and supporting families, promoting self-sufficiency, building vital and safe neighborhoods and supporting vulnerable and aging populations.

The Johnson City Area United Way also administers the funds of the Heisse Johnson Keeping Warm Fund as well as the Emergency Food and Shelter National Board Program of the Federal Emergency Management Agency (FEMA).



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2007

Community Needs Assessment



Compiled By

Johnson City Area United Way, Inc.

Serving

Johnson City-Jonesborough-Washington County

Needs Assessment Priority Methodology

The top priorities for the needs assessment were determined through a three-step process.

The first step in the process involved small group discussion sessions at the community forum June 12, 2007. Representatives from community service agencies who provide diverse direct services and information to those in need in the community, were joined by concerned citizens, local government representatives and the members of the faith community for these sessions. Each session was divided into the three main client groups for discussions, those being;

- Children and Youth
- Adults
- At-Risk Population.

The group participants were asked to discuss the following need components: Priority service needs; services and resources currently available; service gaps; and resource gaps. After the individual groups discussed the different need components, they were asked to rank them in priority order. Those priorities would then be reported to the whole group attending the community forum.

The second step was to bring all of the forum attendees together where each of the three discussion groups presented their findings and priority rankings from each of the three major population components. The entire group then set the overall priorities for each of the need areas.

The third step was to form a community needs assessment team with volunteers from the overall community services forum group. Using all of the comments and data from the community forum, this team prioritized the perceived and stated overall community needs and drafted a Community Needs Assessment Document.

Top Overall Priorities

- Community Building/Collaboration Partnerships
- Transportation
- Health Issues
- Food Assistance
- Housing
- Jobs/Training
- Affordable and accessible care for children, youth and adults
- Services to Teen Mothers

Top Priorities by Population Group

Adults

- Access to Affordable Healthcare
- Food Assistance
- Affordable Housing
- Transportation
- Jobs/Training
- Adult Day Services

At-Risk Population

- Affordable Housing
- Child Care
- Health Care
- Food Assistance
- Transportation

Children and Youth

- Programs for Children 12-21 year olds (6 p.m.-11 p.m., weekends, summer)
 - Transportation for children under the age of 13 to and from programs and services
 - Services to Teen Mothers
 - Education
-

Service Gaps

Adults

- Access to Affordable Healthcare
- Food Assistance
- Affordable Housing
- Transportation (nights and weekends)
- Jobs/Training
- Adult Day Services

At-Risk Population

- Housing
- Child Care
- Health Care
- Food Assistance
- Transportation

Children & Youth

- Programs for 12-21 year olds (6-11p.m., weekends, summer)
 - Transportation under Age 13 (to and from above programs/services)
 - Services to Teen Mothers (parenting, budgeting, childcare, education)
 - Education (health and life skills)
-

Gaps in Resources

Resources available to meet the priority needs identified by agency representatives, local and state agency field employees were evaluated. The identified resource gaps are in the following areas:

- Inadequate Funding
- Lack of Adequate Materials
- Lack of Central Information System (Funding for Local 211 Information and Referral Specialists)
- Lack of Cooperation Between Agencies
- Improved and Updated Data Base
- Leveraging of available funds
- Enhanced Corporate Support
- Public/Private Partnerships
- Collaborative leadership Among Community Partners
- Infrastructure of Support for Non-Profits
- Facilities for start-up of new Non-Profits

General Recommendations

The general recommendations presented in the needs assessment update are the direct result of the input and discussions that came from the Community Services Needs Assessment Forum held on June 12, 2007.

Further discussion on recommendations has come from the deliberations of the Adult, Children and Youth, and At-risk focus area groups that have comprised the Community Needs Assessment Update Committee.

These recommendations relate directly to the consensus of thought that came from the Community Needs Assessment Update process. These recommendations are intended to help guide the community in helping to create the needed framework through which better networking of service providers can occur, more resources can be identified and used more effectively, and the priority community needs identified through the assessment can better be met in the future.

The Johnson City Area United Way, Inc. as a leading community services coordinator and empowerment entity in the community must play a significant and vital role in helping to create the framework to help the community more effectively respond to the priority needs identified in this assessment. However, this role of coordinator agency involves helping to bring other needed community service leader agencies into a network to help shoulder this significant responsibility. The Johnson City Area United Way is committed to help provide the leadership to create the necessary community partnerships that are needed to build the necessary community services network supported with adequate resources to ensure that the priority community service needs that have been identified for the community are met.