

2009 Community Needs Evaluation

APPENDIX



Metropolitan Social Services
Planning & Coordination

Metropolitan Government of Nashville and Davidson County

For full 2009 Community Needs Evaluation Report:

www.nashville.gov/sservices/commmunityneeds.htm

Metropolitan Social Services – Planning & Coordination
2009 Community Needs Evaluation Report

APPENDIX

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2009ProfSurvey-MSS

1. 2009 Community Needs Evaluation Survey (Professional/Agency)

Metropolitan Social Services is gathering data from social/human service professionals and other community leaders about the status of social/human service needs throughout Davidson County.

This survey will be used along with input from grassroots residents and available secondary data to develop a Community Needs Evaluation which will be available to the public later in 2009.

Your answers are confidential, so please do not write your name in the survey.

We would appreciate it if you could take a few minutes to complete the survey.

Thank you for your participation and for your service to the community.

1. Please indicate your organizational affiliation (all which apply).

- Federal Government
- State Government
- Metropolitan Government
- Advocacy Organization
- Nonprofit Service Provider
- Other Nonprofit
- Elected Official
- Faith-Based Organization
- Academic/Educational Organization
- Individual Practitioner

Other (please specify)

2. How well are these needs met in Nashville for FOOD & NUTRITION?

	Adequately Met	Somewhat Met	Not Adequately Met	N/A or Don't Know
Food for Infants and Young Children	jn	jn	jn	jn
Food Boxes/Food Pantries	jn	jn	jn	jn
Food for School Children	jn	jn	jn	jn
Food for Elderly and Disabled Persons	jn	jn	jn	jn
Food Stamps	jn	jn	jn	jn

Other unmet need in Food & Nutrition

2009 Prof Survey - MSS

3. How well are these needs met in Nashville for HOUSING & RELATED ASSISTANCE?

	Adequately Met	Somewhat Met	Not Adequately Met	N/A or Don't Know
Help Paying Rent	jn	jn	jn	jn
Public Housing	jn	jn	jn	jn
Homeowner Education and Training	jn	jn	jn	jn
Emergency Shelter	jn	jn	jn	jn
Section 8 Vouchers	jn	jn	jn	jn
Help Paying Utility Bills	jn	jn	jn	jn
Help Paying Mortgages	jn	jn	jn	jn

Other unmet need in Housing & Related Assistance

4. How well are these needs met in Nashville for WORKFORCE & ECONOMIC OPPORTUNITY?

	Adequately Met	Somewhat Met	Not Adequately Met	N/A or Don't Know
Life Skills Counseling/Case Management	jn	jn	jn	jn
Junior College or College	jn	jn	jn	jn
Job Placement and Related Services	jn	jn	jn	jn
Job Training	jn	jn	jn	jn
Adult Education	jn	jn	jn	jn
Financial Education	jn	jn	jn	jn
Vocational Training	jn	jn	jn	jn
Public Benefits (SSI, TANF, etc.)	jn	jn	jn	jn

Other unmet need in Workforce & Economic Opportunity

5. How well are these needs met in Nashville for HOME & COMMUNITY BASED SERVICES?

	Adequately Met	Somewhat Met	Not Adequately Met	N/A or Don't Know
Child Care for Infants	jn	jn	jn	jn
Number of Child Care Subsidies	jn	jn	jn	jn
Homemaker Services for Relative Caregivers (raising children of relatives)	jn	jn	jn	jn
Amount per Child Care Subsidy	jn	jn	jn	jn
Homemaker Services for Elderly & Disabled Persons	jn	jn	jn	jn
Child Care Locations Throughout Nashville	jn	jn	jn	jn

Other unmet need for Home & Community Based Services

6. How well are these needs met in Nashville for TRANSPORTATION?

	Adequately Met	Somewhat Met	Not Adequately Met	N/A or Don't Know
Special Transportation for Disabled People	jn	jn	jn	jn
Low/Affordable Cost Bus Tickets	jn	jn	jn	jn
Sufficient Bus Route Locations	jn	jn	jn	jn

Other unmet need in Transportation

2009ProfSurvey-MSS

7. There are many unmet social/human service needs in Nashville.
If you had to identify the greatest unmet need in Nashville, what would it be?

(Please choose only one.)

- Transportation
- Housing Financial Supports (Rental/Utility Assistance, etc.)
- Emergency Shelter
- Food & Nutrition-Elderly/Disabled
- Food & Nutrition-School Age Children
- Home & Community Based Services-Elderly/Disabled
- Subsidized Housing
- Home & Community Based Services-Children/Youth
- Workforce Development
- Food & Nutrition-Infants/Young Children
- Economic Opportunity

Other (please specify)

8. During the next five years, how do you think the social/human service needs in Nashville will change?

9. To better meet Nashville's future social/human service needs, what changes are needed in the system of service delivery?

10. Please share your ideas about how organizations (both public and private) can work effectively together to meet Nashville's social/human service needs.

11. What is the Zip Code for your organization or where you are generally located?

12. What type of services do you and/or your organization provide?

- Economic Opportunity
- Life Skills Counseling/Case Management
- Subsidized Housing
- Education (K-12)
- Education (Post-Secondary)
- Financial Assistance (Goods or Funds) for Shelter/Housing
- Food & Nutrition (Elderly/Disabled)
- Emergency Shelter
- Financial Assistance (Other)
- Workforce Development
- Transportation
- Housing
- Housing Financial Supports (Rental/Utility Assistance, etc.)
- Other Education
- Financial Assistance (Goods or Funds) for Food
- Education (Adult Education, GED, vocational, etc.)
- Homeowner Education
- Homemaker Services for Elderly and Disabled Perons
- Food Pantry/Food Boxes
- Child Care
- Food & Nutrition (Children)
- Homemaker Services for Relative Caregivers (raising children of relatives)
- Other (please specify)

2009 Community Needs Survey

1. 2009 Community Needs Survey

Metropolitan Social Services wants to know what people think are the greatest social/human service needs in Nashville.

We are asking people throughout the community to take this survey, which will be used to complete a Community Needs Evaluation Report. The report will be available to everyone later in 2009.

While there are many social/human service needs in Nashville, this survey is to identify those which are the most needed at this time.

All answers are confidential, so please do not write your name on the survey.

Thank you for your participation. We appreciate your ideas.

2. Survey Questions

* 1. Please indicate the ZIP CODE where you live.

* 2. Please mark Nashville's greatest need in FOOD & NUTRITION.

- Food Boxes/Food Pantries
- Food Stamps
- Food for School Children
- Food for Infants and Young Children
- Food for Elderly or Disabled Persons

Other (please specify)

* 3. Please mark Nashville's greatest need in HOUSING & RELATED ASSISTANCE.

- Help Paying Utility Bills
- Help Paying Mortgage Payments
- Emergency Shelter
- Public Housing Units
- Help with Rent Payments
- Section 8 Vouchers
- Homeowner Education and Training

Other (please specify)

2009 Community Needs Survey

* 4. Please mark Nashville's greatest need in WORKFORCE & ECONOMIC OPPORTUNITY.

- Vocational Training
- Youth Job Opportunities
- Public Benefits, including SSI, SSA, TANF, etc.
- GED Assistance
- College or Junior College
- Life Skills Counseling, Case Management
- Training About Money and Finances
- Job Training
- Help Finding a Job/Job Placement

Other (please specify)

* 5. Please mark Nashville's greatest need in HOME & COMMUNITY BASED SERVICES.

- More Infant Child Care
- Child Care Closer to My Home
- Help Paying for Child Care
- Homemaker Services for Relative Caregivers (raising the children of relatives)
- Homemaker Services for Elderly or Disabled People

Other (please specify)

* 6. Please mark Nashville's greatest need in TRANSPORTATION.

- Lower Cost Bus Tickets
- Special Transportation for Disabled People
- More or Different Bus Routes

Other (please specify)

2009 Community Needs Survey

* 7. There are many important social service needs.

Which one has the largest gap between the services now available and what is needed by the community?

	Food & Nutrition	Housing & Related Assistance	Workforce & Economic Development	Home & Community Based Services	Transportation
#1 Gap in Services	jq	jq	jq	jq	jq

Other (please specify)

2009 MSS Survey Comments

The process by which these surveys were conducted is described in the Methodology section of the Community Needs Evaluation. Summary information is contained previously in this document, along with Question 7 which asks participants to identify the single greatest issue from among survey choices. Below are verbatim comments provided by respondents to the surveys.

Grassroots Community Survey and Professional/Agency Survey Questions 2-6

GRASSROOTS COMMUNITY SURVEY – Food & Nutrition

Question 2: Please mark Nashville's greatest need in Food & Nutrition.

Choices included Food for School Children, Food for Elderly or Disabled Persons, Food Stamps, Food for Infants and Children, Food Boxes/Food Pantries, and a space for Other in which the comments below were provided.

Access/Location

- Grocery stores in urban locales
- Nutritious food at affordable prices and at locations that are accessible to all
- Well-publicized point of access
- Specific areas need a grocery store -- like Edgehill, for example.
- Available food pantries in all areas and not having to only go certain places; there are none in Percy Priest area

Healthy and Fresh Food

- Access to quality food and nutrition, esp. fruit and vegetables! The closest grocery to my house is 2 miles away and some of my neighbors lack transportation.
- Nutrition Education, Healthy Food Selection
- More use and support of local food sources
- Food for anyone that is in need, but greater access to healthier choices is necessary; some sort of food stamp type of voucher that is good for the purchase of healthy foods. Eating healthy is expensive so people often use federal/state food stamps for things like chips, bologna and white bread. Why not have system that will NOT pay for such items, but rather WILL pay for fresh fruits, vegetables, and protein.
- People in poverty have equal access to whole food
- Along with Healthy food preparation for all groups - this would address the obesity concerns
- Jobs so people can buy quality nutritious food
- More local and organic food - at competitive prices
- HEALTHY FOOD!

- More access to healthy food, through non-emergency sources, for those living in "food desert" neighborhoods.
- Nutrition education-explain what is good and bad for the body.
- More fresh produce available
- Food deserts cause low income people to eat unhealthy foods

Other

- Food for after school program children - healthy and nutritious
- Education on nutrition
- Food for Refugees
- Finding them is key
- Food for any persons in need
- Food for the Center House (people who are coming off the street and trying to become independent)
- A program that assist the elderly with all areas of concern.
- Food for drug & alcohol rehabilitation centers
- And I think that we need food & nutrition for our infants and young children as well.
- Food for any low-income people above and beyond food stamp allotments

PROFESSIONAL/AGENCY – Food & Nutrition

Question 2: How well are these needs met in Nashville for Food & Nutrition?

Respondents were asked to indicate whether each choice was Adequately Met, Somewhat Met, Not Adequately Met, or N/A-Don't Know. Choices included Food for School Children, Food for Elderly or Disabled Persons, Food Stamps, Food for Infants and Young Children, Food Boxes/Food Pantries, and a space for Other in which the comments below were provided.

Access/Location

- Food security is a big issue. There are neighborhoods with substantial food deserts.
- Access to healthy foods in low-income neighborhoods
- Grocery Store not available to community - fresh vegetables and fruit unavailable
- Availability of nutritious foods in all neighborhoods; adequate transportation to grocery stores; limits on fast food venues; need for urban agriculture zoning; education on food production and preparation; quality control needs improves; incentives for corner stores to stock healthy foods; incentives for Publix etc to locate in low-income or transitional communities and or communities of color; training for young rural and urban farmers; preservation of land for food production (small and large scale) - use of open space for community gardens, or vacant land as well as larger farm plots; need for TN produce distribution network and infrastructure; improve gleaning of produce from stores; composting system for restaurant/ hospital food waste
- Grocery store access (1-2 miles from home) for low-income, public transportation reliant households
- Produce / grocery stores in areas of poverty.

Healthy and Fresh Food

- Available fresh fruits and vegetables in low economic communities
- Healthy fresh food is too expensive for low income families
- Lack of HEALTHY food, not just any kind of food.
- QUALITY of foods available - not just quantity
- Food provided at our schools for our children is not healthy. "Shelter" food is not as nutritional as we all would like it to be creating issues for chronic illness clients
- Available vendors (stores) that sell food in underprivileged areas. Fresh produce and other items are either not available or priced too high.
- Healthy foods--decreasing obesity
- Fresh foods
- Healthy eating tips for low budget & preparing healthy and tasty foods on a budget
- Local produce, farmers markets, healthy options lacking... Most deliveries consist of bread and sweets, terrible for diabetic and elderly clients
- Need whole foods in schools
- Second Harvest delivers to community sites such as Family Resource Centers. However, most of the food they deliver is not healthy. Most consists of pastries and other foods with little nutritional value.
- Poor quality lunch items. Schools need to make microwaves and hot water available to students.
- Quality grocery stores with healthy food in poverty-stricken neighborhoods.
- Resources for fresh produce etc...
- School lunches are of questionable value
- No fresh and affordable fruits and vegetables for low-income adults with health problems such as Diabetes.

Children

- Food for children who are not in school and do not participate in state-regulated child care programs.
- Many food stamp recipients have indicated that the amount is not enough to meet family needs, especially where there are a number of children.
- **THOSE PEOPLE WHO FALL THROUGH THE CRACKS DUE TO INCOME RESTRICTIONS; THOSE CHILDREN WHO HAVE UNMET NUTRITIONAL NEED DURING HOLIDAYS, SUMMERS AND EXTENDED WEEKENDS.**

Specific Populations

- first week or two after release from incarceration
- Food for Homeless
- After School food for children (whether at after school programs having nutrition snacks or food at home)
- Emergency food for young people when parents are not willing or able to get it for them

- Food assistance for lower middle income groups
- Individuals in crisis need more access in items such as meat, Ensure, adult and baby diapers. The elderly would benefit from an increase in food stamps. Many elderly residents say the amount they receive (\$10) is not worth applying.
- Food boxes for the homeless
- Food for homeless families and teenager over the age of 18 years of age in transition.
- Food for the middle class on unemployment
- Food stamps or other food assistance for ex-offenders is not adequately met.
- Persons under age 60 with disabilities.
- homeless
- Weekend food for school children, homeless, elderly and ex-felons.
- Homeless living on the streets and not in shelters --somewhat met
- Providing monthly Food Basket/Boxes to the Elderly/Disabled.
- Middle class citizens
- homeless need more food, and community based distribution points
- meals delivered to elderly and/or disabled
- More food benefits for seniors
- more food resources for the homeless
- Not enough evening or weekend meals for homeless individuals.
- Nutrition assessment and counseling for elderly persons.
- The homeless, immigrants, & veterans are additional populations whose food insecurity often gets overlooked.
- There are some people falling between the cracks in this area, for example, people that normally work but have had an emergency loss of income, or people that are barely over the poverty income guidelines.
- Undocumented individuals or other ethnic groups
- People on special diets

Other

- How to prepare meals from scratch for a family
- Adequate coordination to move persons to self sustainability
- Hot meals are difficult to qualify for
- Nutritional food for diabetics and renal patients
- Assistance for those on limited income to feed their companion animals
- Can only get a food box every other month, people have trouble certifying and keeping their food stamps!
- Program for distribution are not countywide leaving some residents without (programs are not advertised)
- Emergency food
- Ensure supplements, vitamin supplements,

- Food stamp payment levels are too low.
 - No one should go hungry; figure it out!
 - Nutritional supplements like Ensure
 - Gross income eligibility needs to increase to meet the needs of economic times
-

GRASSROOTS COMMUNITY SURVEY – Housing & Related Assistance

Question 3: Please mark Nashville's greatest need in Housing & Related Assistance.

Choices included Public Housing Units, Homeowner Education and Training, Help with Rent Payments, Section 8 Vouchers, Help Paying Utility Bills, Emergency Shelter and Help Paying Mortgage Payments, and a space for Other in which the comments below were provided.

Affordability

- Low/moderate income rental housing
- The major housing problem in Nashville is the lack of rental property for households earning 30% to 60% of median income
- Affordable Rental Property
- Dealing with gentrification and rising costs of housing in many inner-city neighborhoods
- Affordable housing for families

Education

- Most citizens can make their payments; the biggest problem is know how to manage their monies and understanding their rights as a renter or owner.
- Encourage consumer education on what is and is not a quality home so we don't end up with a lot of overpriced low quality construction
- Don't know - but it is not homeowner education and training since that is readily available
- Educate people to avoid phony scams for housing counseling. Many people lose their home due to scams.

Safety

- Safety within and around public housing units!
- Get the people off the streets, help reduce burglaries and thefts.
- Public housing off Shelby Ave (Cayce Homes?) is terrible, unsafe and nowhere to raise children

Specific Populations

- Help for the working "poor".
- Accessible, affordable housing for people with disabilities
- Help for those who are actually WORKING or have recently lost their job and are really trying to make ends meet but are going through a rough time and are not using the system.

- Help paying assisted living and nursing home rent
- Temporary or transitional housing for families
- Housing First Units for the chronically homeless
- Housing for ex-felons
- Helping elderly pay bills
- City Government Sponsored shelters are in great need and not from the non-profit sector only, but from the public sector.
- This is really hard to answer. We need family emergency shelters as well.
- End of harassment of tent city
- Greater need for transitional housing
- Addiction Recovery Friendly Housing for Families
- Easily available & affordable housing including SRO [single room occupancy] with centralized point of access
- Safe transitional housing
- Emergency Shelter for disabled who can't tolerate large gatherings of people

Other

- Combination of Emergency Shelter, Paying Utility Bills and Help with Rent Payments
- all of the above
- Combination of need in help paying utility bills and help with rent/mortgage payments.

PROFESSIONAL/AGENCY SURVEY – Housing & Related Assistance

Question 3: Please mark Nashville's greatest need in Housing & Related Assistance.

Choices included Public Housing Units, Homeowner Education and Training, Help with Rent Payments, Section 8 Vouchers, Help Paying Utility Bills, Emergency Shelter and Help Paying Mortgage Payments, and a space for Other in which the comments below were provided.

Families

- Affordable Housing / Home ownership for low income families
- Inadequate shelter for families to stay together - particularly if there are young males in the family
- Lack of emergency shelter for women & children
- There are children in foster care who can't go home because a single mother can't afford stable housing. Minimum wage is not enough to pay rent.
- Not enough shelters for families.
- The current economy has greatly multiplied the needs above--Nashville needs more family shelters!

Homelessness

- Permanent housing for homeless people
- A homeless family with 5 children, including a newborn needing heart surgery, was recently living in one room in a Dickerson Rd. motel for over 3 months. A church helped them, but in

my view, they were given the run-around by every public agency consulted for food, medical, employment, and housing assistance. They now live in a small trailer in the same area, but are still struggling.

- Affordable housing! Transitional housing for the homeless! Housing First program needed.
- Long-term transitional shelter for families
- Family emergency shelters and after-hours emergency shelters that police officers can utilize.
- More housing resources for the homeless
- Safety place for homeless to live and stay for temporary or even extended periods. metro trying to destroy tent city
- Homeless shelters

Public Housing

- Public and Section 8 housing wait list is too long
- Collaboration between Metro Government, MDHA and the private sector to develop affordable rental housing.
- Section 8 is so limited and nothing for the disabled
- Safety in public housing.
- Everybody wants a Section 8 voucher to try and get into a better environment that is affordable. If we could support all environments (Public Housing and Women and Men's Shelter) to make them safe, community oriented, and bridge services into those environments then it may not be such a greater need for Section 8 vouchers.
- **NEED MORE AFFORDABLE AND SECTION 8 HOUSING!** Too many people are on the street, those that have housing cannot access the few services that have a few extra dollars to help with their rent! **NEED MORE HOUSING!!!!!!!** Shelters are overflowing!

Specific Populations

- Domestic Violence or Abuse; Homeless
- Not enough shelters for families.
- Need for residential housing for adults with disabilities
- Convicted sex offenders, halfway houses for individuals coming out of jail or prison
- Need assistance for high school children that are already 18 so they are prepared for the future
- No ready housing for the ex-offender and difficulty to obtain housing in their own names
Transitional housing for young adults - 18 to 24 really have no safe place to go
- Boarding homes for adults with mental health diagnoses and mental retardation living on a fixed income.
- Not enough housing for people with disabilities unable to work waiting on SSI/SSDI. Not enough low income housing for homeless. Not enough supportive housing for mentally ill and addicted individuals. No supports for foster kids exiting the system but attending college. No place for them during Christmas and spring break and often nowhere during the summer. There is not enough housing for people coming out of prison. There is a need for housing for sex offenders. There is not enough Section 8 or housing for disabled people under 55. There are not enough shelters for families. In addition, none at all for families with boys over 12. There is not

enough transitional housing for troubled youth, runaways, or abused children. There is not enough housing for families or individuals working earning minimum wage.

- Repair assistance for seniors and the disabled.
- Housing for teens aging out of State Custody services; housing for teens with disabilities aging out of State services.
- Lack of emergency shelter for women & children
- Transitional housing for young adults - 18 to 24 really have no safe place to go
- There are children in foster care who can't go home because a single mother can't afford stable housing. Minimum wage is not enough to pay rent.
- Help in paying property taxes for the elderly and disable.
- safe transitional housing
- Public housing where senior citizens and the disabled can live with their companion animals
- Shelter for families, male children and disabled children.
- The first month after release from incarceration. Care after hospital stay for those homeless and hospice care
- Need for additional Income Based Assisted Living
- These individuals also need medical care and assistance.
- The current economy has greatly multiplied the needs above--Nashville needs more family shelters!
- Not enough public housing for the disabled
- Need assistance for high school children that are already 18 so they are prepared for the future
- Accessible Shelter for People with Disabilities
- There seems to be a reduced availability of emergency housing available Help obtaining Permanent Housing in an emergency for the Elderly/Disabled.
- Emergency Shelter for Men leaving Domestic Violence situations
- Inadequate shelter for families to stay together - particularly if there are young males in the family

Other

- Affordable housing efforts to cap the price of properties in working class neighborhoods to protect from gentrification; assistance for home improvements
- Assistance with water and sewer bills
- Affordable Housing Creation and Rental Assistance are ONLY met at a minimal level. Only when Federal Funds are present.
- Help paying property taxes for people about to lose their home
- Low rent safe housing
- Maintaining house to standards-bugs/rodents
- Safe neighborhood with good schools stemming from tax based dollars
- Inadequate housing for humans
- To self sustainability

- A clearinghouse for rent and utilities would be helpful for everyone to help identify how need is increasing
 - No one should be without housing - figure it out!
 - Adequate coordination to move persons grocery store access near public housing
 - More housing alternatives that are scattered about the city rather confined to large complexes.
-

GRASSROOTS COMMUNITY SURVEY – Workforce & Economic Opportunity

Question 4: Please mark Nashville's greatest need in Workforce & Economic Opportunity.

Choices included Vocational Training, Training About Money and Finances, Public Benefits (SSI, TANF, etc.), Job Training, Life Skills Counseling/Case Management, Youth Job Opportunities, College or Junior College, GED Assistance, Help Finding a Job/Job Placement, and a space for Other in which the comments below were provided.

Education/Training

- Basic literacy and English improvement
- Green job training & opportunities
- Top notch education in high school - not just college prep, but also vocational; better career guidance services
- Coupled with training--Neither training nor placement can succeed unless both provided
- Public education PreK-16
- Job/vocational opportunities are a waste of taxpayer funding when the beneficiaries of such services have no basic money management skills, poor ethics, and underlying addictive disorders for which inadequate medical treatment are available. Health care vocational training is the NUMBER 1 opportunity that exists in the USA 2009.
- Having more courses that allow citizens to learn a new trade without attending long technical schools.

Jobs

- Employment opportunities
- Jobs with a living wage are the biggest problem. We can look at the skill deficits of individuals, but economic problems are like musical chairs - too many people for too few decent jobs
- I think the need is really around creating more job and workforce opportunities
- Create jobs by using VISTA and AmeriCorps
- Developing appropriate jobs near where people live, especially low and moderate income people

Specific Populations

- Jobs for people with disabilities
- I think there should be job opportunities after school for at risk children, mentoring by government and business and some \$ for self esteem and family help
- Job opportunities for felons who stay out of the criminal justice system.

- Thus who cannot speak English or read/write cannot search for jobs or be trained without direct assistance
- Finding Felony Friendly Employers

Workforce Development

- A path that begins with job assessment, training and available jobs that offer a living wage with benefits leading to self-sufficiency.
- Job training that incorporates educational and financial training and provides certified skills training with further assistance in getting and keeping the job.

PROFESSIONAL/ SURVEY – Workforce & Economic Opportunity

Question 4: Please mark Nashville's greatest need in Workforce & Economic Opportunity.

Choices included Vocational Training, Financial Education, Public Benefits (SSI, TANF, etc.), Job Training, Life Skills Counseling/Case Management, Junior College or College, Job Placement and Related Services, Adult Education, and a space for Other in which the comments below were provided.

Education/Training

- It would be wonderful if there were a "core" program of classes that could be received at various sites so that someone who has been at one place could build on curriculum not recreate it
- Low income families need financial training - how to handle finances
- People want a higher education; but find difficulties with dealing with life challenges. People who are disadvantage face extreme difficulties finding employment. Employers who can hire are beneficial.
- How to manage bank accounts
- If you don't provide competent training/educational opportunities for children and adults, you get what you deserve and Nashville do not; especially the primary and secondary public school system - figure it out!
- Needs are very great and not enough resources or education available to help.
- If Community Education isn't funded past May (as it currently stands), I'd say this area is in danger. It's also my understanding that adult end will no longer be offered/funded through Metro. Who is going to pick this up? It will be very important to pay attention to this year.
- Training and assistance for disabled
- Educational & job training needs are not adequately met for the ex-offender.
- Job training and employment opportunities for convicted felonies.
- EDUCATION IS NECESSARY TO KEEP THESE ADULTS FROM HAVING TO DEPEND ON GOV. ASSISTANCE. A MAJOR IMPROVEMENT IN THIS AREA!
- Grants for Junior Colleges and College need to be more available.

Youth

- Giving high school kids a reason to stay in school
- Vocational training in high schools, apprentice programs and job placement.

- Funding available for Youth Employment Training and service (summer & fall)
- Our children graduate from high school at the street corner, there are alternatives- apprenticeships, national guard, etc
- Summer job opportunities for youth and those in college. Esp. at risk high school students

Specific Populations

- No enough job coaches for those with the need. Not enough entry-level positions. Not enough jobs for young men especially in low-income communities. Not enough opportunities for workers over 50. Too many Temporary Services not enough permanent jobs.
- Convicted felons have too few opportunities to find employment and training
- Job training and placement services for adults with mental retardation and depression.
- Need work placement for ex-prison population. Need to address affordable childcare for working families
- Access to health insurance is lacking for many in workforce or with chronic medical conditions
- Employment opportunities for felons, and non felons
- People with disadvantaged circumstances (poverty, felonies, low education, single parents) need a "good paying" job to get them out of poverty.
- Inmates leaving our prison system are woefully unprepared to find employment, etc.
- Job placement for teens and adult MR [developmentally disabled] clients; vocational and job training for same populations.

Other

- Not enough targeted workforce development opportunities to truly needy and at risk populations; basic public assistance is too limited.
- Opportunity to advance or get pay increases.
- Transitional Preparation
- AGAIN, INCOME GUIDELINES ARE OBSOLETE, BASED UPON THE PRESENT LABOR AND RELATED ECONOMY CRISES.
- Support groups for networking for those who are unemployed.
- We also need to actively promote job creation. If the jobs aren't there, people are being trained for nothing.
- Need higher TANF grants (levels are much too low) and need more job placement centers.
- More work needs to be done to integrate food and homeowner assistance and workforce development.
- Not a lot of case management available
- things maybe met but getting putting other things in place to be able to get to the other services is not met
- Quarterly In-Services.
- Too much money is lost in food stamps/EBT [electronic benefit transfer cards] unevenly distributed, or not monitored for need over time.

GRASSROOTS COMMUNITY SURVEY – Home & Community Based Services

Question 5: Please mark Nashville's greatest need in Home & Community Based Services.

Choices included Homemaker Services for Relative Caregivers, Homemaker Services for Elderly or Disabled Persons, Help Paying for Child Care, More Infant Child Care, Child Care Closer to My Home and a space for Other in which the comments below were provided.

Child Care/Youth

- There is an overall lack of affordable child care for workforce. The Carter Center (GA) has, bar none, the staggering costs of the inadequacy of early childhood education opportunities.
- Strong standards and monitoring of child care facilities, along with tax break and subsidies for good facilities.
- Direct investment in evidence-based youth focused services like Big Brothers Big Sisters that have a direct impact on enhancing our schools and making our neighborhoods safer.

People with Disabilities

- Assistance with ADLs [activities of daily living] for those affected by dementia, those that are disabled, those with limited mobility
- People with disabilities getting services to stay in their own homes.
- Guardianship/conservatorship services
- Housing and day activities for developmentally delayed adults
- Respite care for caregivers of children with mental health diagnoses

Other

- There is no outreach to these elderly people. They need to know if they are poor, they can get help bathing, with house cleaning, etc.
- Network of services that are easy to locate in their communities.
- Case Management
- A better run DCS [Tennessee Department of Children's Services]
- Home Nursing Care for elderly and disabled

PROFESSIONAL/AGENCY SURVEY – Home & Community Based Services

Question 5: Please mark Nashville's greatest need in Home & Community Based Services.

Choices included Homemaker Services for Relative Caregivers, Homemaker Services for Elderly & Disabled Persons, Number of Child Care Subsidies, Amount Per Child Care Subsidy, More Infant Child Care, Child Care Locations Throughout Nashville ,and a space for Other in which the comments below were provided.

Child Care

- Parents who have experienced a recent financial crisis that has caused a decrease in income should be able to get financial assistance with child care costs.
- Infant care is woefully underfunded and the subsidy for infants and toddlers is too low.
- High quality options for pre-k education and after-school care for middle and high school students. It needs to be more than just a "safe place" for children and youth.
- Affordable and quality child care services
- Need much more in the way of subsidies for quality child care for low income families, particularly infants and toddlers; need more slots but also higher subsidies
- Infant childcare is very hard to find and not adequately provided in areas needed most and same applies for all other items listed above.
- Low-income families that are caught in the middle; but face a hardship in paying for child care costs. Financial assistance that can provide emergency assistance with childcare costs when the parent has experienced a temporary hardship.
- Early education for the at risk child.
- Training for informal child care providers to help prepare their charges for pre - k.
- Not enough Head Start locations ... all full
- Summer programs for teens with developmental disabilities (age 14 and up); summer job opportunities for same age/disabilities.

Independent Living

- In home therapy and care for elderly who don't want to go to nursing home
- More in home services to help caregivers keep relatives at home rather than placed in nursing homes
- Adult day services
- Long waiting list for homemaker services for seniors
- NO marketing for home care for the elderly, though slots exist
- Home based services for elderly
- Reliable care giver's needed for the disabled and seniors

Respite Care

- Respite Care for family caregivers of loved ones with special needs.
- Respite care for caregivers
- Help financially and emotionally for grandparents raising grandchildren
- One need is for information about services, especially Homemaker Services for the Elderly & Disabled to be more widely dispersed. Many adults caring for or responsible for their elderly relative do not know about these services.

Other

- The problem is statewide Tennessee is 47th worst are below other states in terms of what we provide for most vulnerable citizens. Until we fix this!

- Too many for one same small place
- Services in General - Terrible Waiting List
- Transportation, respite care.
- Not enough sites. Not enough trained professionals.
- I WOULD LIKE TO SEE MORE SERVICES WITH EXPANDED INCOME ELIGIBILITY REQUIREMENTS, ESPECIALLY FOR THE ELDERLY AND DISABLED WHO ARE ON FIXED INCOMES THAT HAVE BEEN UNABLE TO KEEP UP WITH THE DECLINING ECONOMY AND THE RESULTING DEMANDS FOR INCREASED MEDICAL, FOOD AND HOUSING EXPENSES.

GRASSROOTS COMMUNITY SURVEY – Transportation

Question 6: Please mark Nashville's greatest need in Transportation.

Choices included More or Different Bus Routes, Lower Cost Bus Tickets, Special Transportation for Disabled People, and a space for Other in which the comments below were provided.

Alternative Transportation

- Renovate entire transportation system to include improvements in cycle-lanes and light-rail.
- A train that makes sense... Unlike the one we have, it needs to go to the airport and universities.
- Rail systems
- Also, alternative public transportation.
- Trains/Mass Transit Structure
- Light rail
- Rail system
- More bike paths and greenways

Routes

- A more efficient bus service that allows for transfers without going into downtown Nashville
- Bus system is inefficient unless you are headed downtown.
- The buses need to go where people go and work - eliminate routes with little or no ridership-tie in to major transportation routes from airport, train, taxi hubs, etc.
- Bus routes are difficult to understand
- PEOPLE IN OLD HICKORY NEED BUS TRANSPORTATION
- Bus routes that exist need to be more frequent.
- bus service was cut for public housing residents at Vine Hill Towers area
- more trains to outlying areas...especially Dickson
- We are on the bus line at 10th & Acklen. The bus runs empty every 20 minutes most of the day!!!!
- More service near senior living facilities

Other

- expanded train schedule and cheaper fares
- New door-through-door services for seniors and adults with disabilities
- Elderly are isolated. They need a ride to baseball games or to city gatherings like the fireworks on the 4th of July
- More efficient transportation system
- We are in urgent need of all the above.
- to include longer hours of operation
- Service for people living far from bus lines or unable to walk to bus stop but not technically disabled
- Assistance purchasing cars like the First Wheels Program with DHS used to do

PROFESSIONAL/AGENCY SURVEY – Transportation

Question 6: Please mark Nashville's greatest need in Transportation.

Choices included Sufficient Bus Route Locations, Low/Affordable Cost Bus Tickets, Special Transportation for Disabled People and a space for Other in which the comments below were provided.

Alternatives

- Bike lanes insufficient... Could start a "yellow bike" program... Need more bicycle education for bike riders AND non bike riders (bicyclists are hit and intentionally run off the road frequently)
- bike lanes badly needed, also bike education
- train too much for everyday use
- Pathetically behind again, we need/ed a rail system, oh say, 15 years ago - we're screwed now.
- Programs like the First Wheels Program that helped people purchase cars

Cost

- \$4.80 is a lot for an all day pass, many people cannot afford the \$80 for the monthly pass, CAN THEIR INCOME BE CONSIDERED IN HOW MUCH THEY PAY FOR A BUS PASS???
- Reduced fare transportation for disabled adults to bring them to all needed services to meet basic needs.
- Churches cannot get inexpensive "package deals" on bus tickets for indigent and low income people
- Need lower cost bus tickets for those working on the low end of the economic ladder
- Special transportation costs more than twice the amount of the fixed route bus service, which is against federal law! \$3.20, 67% of people with disabilities are below the poverty level according to the 2000 census with 50% to 67% unemployed
- Unemployed people need to walk per lack of money to pay transportation
- No or low rate transportation for the Elderly/Disabled, should be available.
- TN Care transportation poor - only take client with appointment-not their dependants

- Many of our clients have regular problems with TennCare transportation....children are not making it to physician appointments due to lack of (affordable) transportation.
- The loss of transportation service at the Downtown clinic + the loss of bus routes + no discounts for the nonprofits who supplement with bus pass from MTA has been a real blow to the homeless community

Routes

- MTA bus routes to all public schools to allow access to schools for all parents
- Some outlying areas, such as Priest Lake, do not have sufficient bus routes, close to neighborhoods where people live.
- More bus routes and transportation in outlying areas. A less complicated bus system (or other transit systems) which would allow riders to not have to transfer as much
- METRO BUS SHOULD GO ALL THE WAY TO COUNTY LINES; EX. HERMITAGE, ASHLAND CITY, ETC.
- Bus lines from Brentwood, Nolensville, Edmonson Pike, Crieve Hall
- frequency of routes and LOGICAL bus routes (not "spoke" routes)
- Very user unfriendly bus routes.
- Bus routes run every 15-20 minutes. They need to start earlier and end later during the day.
- Need new routes, bus alternatives - trains/subways, cheaper taxis, charters.
- There needs to be transportation in the Antioch cluster and other areas not on bus route. Increase in gasoline costs.
- bus routes from food desert often do not go directly to grocery stores---very inconvenient for many residents without grocery stores in their neighborhoods
- Reasonable bus routes and other options that would allow more folks to responsibly use mass transit without wasting hours a day!
- Need bus routes for outlying school (Percy Priest) where students are bused from lower income neighborhoods so parents can be active at school
- Bus service must be expanded. Some areas are grossly underserved.
- The spoke system is a big problem for Nashville. It is time consuming and frustrating to get around the city. Need circular system too; need to look into weekly passes etc that are good value for those reliant on public transport; need to take advantage of our existing rail infrastructure.
- There is not enough (only one) cross routes. The bus service cutbacks usually don't make sense. There is no real incentive for riding. They do promotions trying to get rich people to ride and never give incentives to the poor. We need better bus service. Special Service is doing a pretty good job; it's just accessing it that takes too long. There also is no accommodation for holidays.
- After-hour needs to well-paying job locations such as LaVergne, Smyrna, etc.
- Bellevue is in great need of more locations
- Transportation arrangements can be difficult and unreliable. It's frustrating trying to schedule pick up services to transport disabled clients for medical or case management appointments. Frequently the pickups are late or never arrive, disabled people have to wait in the community for return trips home.

- Transportation not available 24/7
- no bus service in Old Hickory nor other easy accessible transportation

Specific Populations

- Need more transportation, for medical needs and discounts for people trying to locate jobs or just starting.
- Transportation is a major issue in Nashville and needs great improvement made to it, especially for those in poverty or near poverty level and for the elderly.
- Transportation for grocery shopping and other needs other than going to work
- MTA/AccessRide does an incredible job helping provide transportation for adults with disabilities. They are to be commended.
- Transportation for medical care; transportation for job seekers or educational support; transportation for elderly
- Transportation to grocery stores that are not in the immediate environment, Kroger, Publix, etc.
- Would love to see a transportation program for elderly to baseball games, symphony in the park, farmers market, etc and more social programs for the elderly poor.
- Door through door transportation for seniors
- Accompanied transport to doctor's appointments for elderly
- Senior transportation needs not met
- Nashville transportation connected to a regional strategy. Public or school transportation that help youth get to after school and summer programs at nonprofit providers

Other

- Daycare Transportation, Magnet/Optional school children (no school buses)
- Mass transit needs to be improved for everyone.
- We need to work with the auto industry to get more individuals in their own vehicles. We need to try to help people overcome barriers such as not being legal drivers. We have a lot of people that cannot own vehicles because they have made mistakes in the past. People that have lost their driver's license and cannot afford to get it back because they are below the poverty level. Sometimes people continue to drive with no license and they end up in jail or compounding their legal expenses and then their families end up being more dependent on community based programs for food and shelter. It is a vicious cycle.
- This issue is huge
- Terrible public transport, which equates problems financially for people, environmentally and health wise. i.e. obesity, because there is no real public transport

2009 MSS Survey Comments

Professional/Agency Survey Questions 8 – All Comments

Question 8 of the Professional/Agency Survey asked, “During the next five years, how do you think the social/human service needs in Nashville will change?” The respondents’ verbatim answers are grouped below by theme.

Improved Circumstances

- I have great hope that things will improve.
- It's a good possible that things will definitely change, better job training, educated on specific issues related to their jobs.
- I think it will change for the better, compared to 5 years ago things are running a lot smoother due to advances in technology, changes in management, and career development.
- Hopefully we see a reduction in those needing services once job market reopens.
- Due to the economic status of the country now, I am very optimistic with the aid of community leaders and faith-based organizations and others who are not afraid to work the unpopular, the social and human needs may improve about 3%
- With the change, it should be better.
- Probably the income and case management will increase for clients.
- I hope it will change for the better I believe President Obama will help make these changes possible.
- hopefully for the better
- There will be more money available for helping people
- Will continue to improve
- I think that it will get better.
- minimal positive changes
- Improve somewhat.
- I hope things will change for the better once the recession subsides. With our new President, I am hopeful of this. I think that more attention has been given to the social/ human needs of Nashvillians by organizations/ agencies that truly care, so I believe that within the next five years more programs will be developed to meet unmet needs & programs that already exist will be improved.
- Due to the efforts of the mayor's Symposium on Poverty and the establishment of Action Committees, I believe social/human service needs will be better met in Nashville.
- for the better due to having a new president
- Job opportunities will increase and housing costs will be more reasonable
- More funding will be allocated for the services above

- I will change for the better as long as we work together as a people.

Coordination/Collaboration

- You have to understand the need and do more outreach and connection.
- Consolidation of services; increased use of technology to create efficiencies
- By coming together with a plan that focuses on the short-term goals and progress to long term goals.
- Coordination will be for the better. Coordination and links between organizations are key to more effective and efficient services.
- Coordination and resources coupled with training and education.
- There will be more of a demand for these services. Social/human Service agency will need to look at ways of partnering, sharing resources, and or merging. As always, these service agencies will need funding support from the philanthropic community in order to be sustainable.
- More collaboration for better service.
- I think the need for greater private and public sector cooperation will become apparent and that's the way folks will figure on delivering such services.

Funding

- The need continues to increase, so I think it will only change through government growth and funding, as well as the government's support of non-profits who are trying to meet these needs.
- It seems that the desire to increase services is there, but not the money to do so. More money should be available.
- They will be taxed.
- By providing resources to providers
- Money is needed
- Hire more people
- depends on the available funding sources to expand on current or add new services
- More money and jobs.
- More money is needed to create effective service delivery systems.
- Hopefully there will be a more common sense approach to how they determine eligibility for the different programs.
- More jobs, opportunity, and money.
- More direct care agencies.
- If federal money is provided then services will increase. However, I would prefer we meet the needs of our community with local resources.
- More available funds and additional workers to provide ongoing case management.
- More employees.
- Prayerfully we can have a state income tax or more evenly distribution of wealth

- Lately, Human Services will be servicing an extreme amount of clients and are under staffed and under paid.
- If the economy continues to worsen, social service agencies will continue to be stretched and will not have the means to serve their clients.

Housing

- The needs in Nashville will continue to grow over the next five years, especially in the area of housing if changes are not made.
- I believe that more assistance with housing is going to be needed.
- More requests for utility & housing assistance. Without help, eviction and disconnects beyond what churches can assist with.
- Hopefully there will be more mortgage assistance for middle class homes and programs for the middle class that do not qualify for the programs available for low income.
- More demand for affordable rentals
- I think there will be more housing needs, i.e.: low rent housing, housing assistance
- More people looking for Housing Financial Support
- INCREASED NEED FOR HOUSING FINANCIAL SUPPORTS
- Of course an increased need in low-income housing and emergency shelters. Economic opportunity will be less until our nation begins to rise out of a recession.
- More housing
- Have more Section 8 vouchers
- Need for more emergency income related services--help with paying bills, rent, buying food because there is not sufficient income in the household to do so. Significantly more older people needing services as well
- greater demand on housing

Health Care

- Healthcare changes at the national level will impact the way the industry does business and way individuals access the system.
- There will be more mental health needs
- Will be more uninsured residents
- if no interventions related to substance abuse in the childbearing age there will be no way to f/u on all the children born into Tennessee addicted to drugs
- improve infant mortality
- In dealing with veterans who return to their communities & are suffering PTS or Brain Injuries.
- Due to increasing rates of Obesity, individuals will need additional health related resources. That's why we should address children's nutrition now. Additional, obesity affects many other things... self-esteem, ability to secure competitive employment (reality), illness (heart disease, diabetes, etc).
- I think more help will be needed in regards to health care.

- More health care needs

Policy

- The focus needs to shift from seeing social services/programs as a safety net to ensure a cohesive society to promote the next generation of workers and gatekeepers. We can invest now in productive citizens or pay later when they victimize their own communities (i.e., prisons, homicide, etc.).
- How will they change or how do they need to change? I hope that there will be a larger scale of collaboration, but I'm afraid that services providers are in too much competition with one another financially.
- More people will come from other states with pets. Nashville is behind the times in this area. Nashville needs to help their sister counties with animal problems, because Nashville citizens are dumping animals outside Davidson county. Cheatham County, Rutherford, Wilson all need help.
- I think it depends if we make these issues a real priority and not lip service. Nashville is growing very fast and there need to be more social/ human services programs created to accommodate the currently needed populations.
- There will be a greater need for all areas of social/human services and churches will have to step up more as well as corporations and local government to help address social/human service needs.
- I think that if providing services is the only agenda for local organizations and the government, more people will be in need of assistance, because the root of the problems will not be solved.
- We will have to become proactive rather than reactive.
- The services will move in the direction of funds availability and not necessarily needs.
- keeping up with capacity/growth will break the backs of the nonprofit community
- Obstacles/barriers to an improved quality of life and self-sufficiency need to be identified, removed or ameliorated.
- I hope there will be more attention paid to the actual needs instead of what the politicians want.
- Agencies must be more proactive, clearly define their missions and avoid duplication of services. There are enough "opportunities" to make a positive change in our community.
- I am hoping that more funding will be available to provide better home and community based services, which work to encourage adults and families to take ownership of their responsibilities and assist them in becoming more self-sufficient. This would also include more job skills and vocational training opportunities with job placement assistance. Good follow-up care for families is also a move in the right direction.
- Recruitment of jobs and businesses. Partnerships - business, government, schools, health care providers, faith-based organizations.
- We are about to hit a crisis in our community regarding the lack of services available to developmentally delayed and mentally ill people. With funding and TennCare cuts, this is only going to get worse. As a result, these individuals are going to end up in our criminal justice system in even greater numbers, which is absolutely not where they need to be.
- Increase as the domino effect of the recession as it continues- also an exodus from the harder hit northern communities

- I think the needs will grow significantly because of the ever increasing gap between the "haves" and "have nots" and the erosion of the middle class; it will be a challenge for social service agencies to keep up with the demand for services
- We need to utilize the people that we have to educate and transform our society through support groups, alliances with MNPS and Career Centers
- I think changes in childcare need to be made to make it more available. Also programs for the "working poor" need to be made more available. The 18 month time frame for transitional childcare needs to be done away with because in some cases, if childcare is needed for several children, the cost of childcare may be higher than what the parent makes and the parent will not be able to remain self sufficient and will have to quit his or her job. This will probably become a larger problem now than in the past due to 60 month time frame for families first being enforced without exemptions that were recognized in the past.
- The aftermath of the current economic situation will not be cleared up in five years. If we do something now, we will be in much better shape in five years. Also returning Veterans will, in five years, be seen in great masses, by the various social services. Their immediate issues will be taken care of by the VA, but after about a three-year window, the PTSD related illnesses will overflow to the non-VA social service area.

Service Design and Delivery

- People will expect more "services" and become more dependent upon "government" for various kinds of public assistance, with lessening of personal/individual responsibilities
- Need of more options for clients... Based on the increase in population.
- Service assistance programs will be needed for individuals and families considered to be in the upper-lower to lower-middle class economic status
- There will be resources. Change the state of poverty for those who are willing to make the effort.
- Financial assistance with appropriate guidelines.
- Government and funders are going to expect higher sophistication in all areas: Intake, referral, outcomes, tracking, non-duplication of services, more wrap around services, integration of treatment, all while being more cost-effective!
- Life skills to be productive.
- Create more one-stop shops to include services throughout all communities.
- It looks like there are cuts, but no restructuring. There is a lot of government waste that also should be addressed, department to department as I don't believe it is true in all departments. Some departments still operate with executive managers/Directors with their own secretaries. Uggh.
- As the standard of living increases for middle and upper class persons, the gap between meeting needs and wants will continue to change. Those in communities of less affluence, or lower middle class, will continue to have a hard time addressing/identifying need vs. want and will earn to make choices not healthy to get out of a cycle of living in poverty and getting out of it. Our problems will shift from how to make healthy eating choices, how to burp a baby, birth control to how to control spending, plans to get out of poverty cycles--which is good, but things have to get worse before they get better. I think we are on the turn around, I hope!

- I would hope that all agencies will work to assess their current service delivery and work to maximize the number of clients they can service and actually meet needs.
- More customer friendly and educate public on available services.
- Increase funding for Metro Social Services to deliver better assistance with rental assistance, utility assistance, increase ability of Metro Social Services to deliver better in-home services, rather than outsourcing, increase ability to locate adequate housing for homeless in our community, increase awareness and debunk myths of homeless, increase opportunity for homeless to enter workforce, increase ability for ex-felons to have more of an advantage once released from prison.
- We need to move into the 21st century, in every way. Nashville is very far behind on human services issues, animal welfare, police enforcement.
- More people in need will be in the suburban ring communities, making serving those in need more challenging.
- I think the demand for services will grow and our community will have to get creative to meet those needs.
- Hoping that it will better take care of those in need, rather than those whom abuse the system.
- those needing services may have no experience in how to obtain them and what help is available
- The Nashville area is growing at a fast pace therefore all services are needed at all times.
- Social workers are needed as a supportive measure.
- Less specialized and more general.
- Within the next five years, the downtown areas of Nashville will be redeveloped pushing the lower socioeconomic status individuals further away from the downtown area due to affordable housing and various other factors. The social services will need to adjust to this change and be prepared to be more versatile with service provision and location.
- Our system will become more burdened in attempting to provide these services until we focus on "prevention" instead of "intervention". Social skills training must happen for our children beginning in Pre-K to help them have successful life outcomes and being independent on themselves instead of the state.
- Will be more community based and more focused on success as a whole
- Needs improvement
- Times are very difficult now
- It will become more centralized thus serving a broader population.
- First we need to have staff/employees who are willing to go an extra mile to reach out to other agencies, collaboration, and developing partnership that are proactive and not stationary (only working inside of the office).
- Nashville will stop thinking that just because one agency has a service, that does not adequately meet Nashville's need; that another agency having the same service is duplication. It is not duplication, if the need is not adequately met.
- Less time studying needs; more time addressing and solving needs.

- Typically in hard economic times, prevention services are discontinued despite their need. I fear we will see many agencies struggle despite their providing needed services and many people, especially the working poor will fall through the cracks.
- We need to look more at the needs of the people and make sure the agencies are in place to help
- Applications for most programs are very difficult to follow. Clearer guidelines.
- I am not sure if there will be a lot of changes. I hope that we will make it more customer service oriented.
- More help with utilities and rent for people who have been laid off and/or in poverty

Specific Populations

- Providing families with parenting classes.
- homelessness will increase putting more pressure of service organizations
- Our elderly population will definitely grow because of the baby boomers. We definitely need to be gearing up for more in home services, and more long-term care options.
- I don't know how they will change, but I would like to see our children become a priority as the changes are made.
- There will be budgeting and financial planning classes in middle school.
- More need for adult education and vocational education
- There will be an increasing need for job training, adult education and job placement services because such a large number of individuals each year drop out of school.
- Senior needs will grow significantly as incomes in Nashville will shrink.
- Increased need for after-school programs and pre-kindergarten programs, increased help for elderly
- Increased need for elder services.
- Something will have to be done to assist the elderly and disabled with home services and medical assistance.
- Increase in Homelessness
- I hope it would change to give more help to the elderly and disabled.
- more homeless and low income population
- There will be a greater need for emergency housing and shelter programs for people to get back on their feet when going through financial crisis.
- The need for more support for the elderly.
- need for elderly assistance will increase
- Services for family caregivers are going to become greater. With the economy and job market, in addition to the increasing numbers of older citizens and the lack of accessibility to facility care, families are going to choose to care for their loved ones at home. These caregivers are going to need an increase in services to support their needs such as peer support, Respite, personal and homemaker services.
- Increased need for medical care and in-home support for the elderly.
- Focus more on the growing number of elderly.

- Aging population will need help with transportation, housing and medical services.
- More need for services for the elderly will be needed
- Needy population is aging. We have very little government services for this population. Similarly, with state and federal cuts to mental health programs, we will see an enormous increase in need for all spectrums of mental illness. Similarly, the newly homeless population will increase and the complexion of that population is going to include more children, more families, and more women.
- More seniors will need home and community based care.
- Growing elderly population
- More elderly/disabled services will be required since the population is aging.
- I believe that as many of the "baby boomers" get older, there will be a greater need for that generation.
- As the number of seniors increase, the number of services that they need will increase rapidly.
- There will be more senior citizens and elderly who will need care services and financial assistance.
- Increased number of Seniors/Boomers needing Assisted Living but unable to afford "Market Rate" yet unable to qualify for Medicaid financially
- We have a big immigrant population that need improved and increased community resources. At-risk youth are not getting help with job training and employment assistance.
- Baby Boomer generation is getting older and the needs of Elderly and Disabled needs to be addressed quickly and with meaningful dollars.
- Depends on whether we provide adequate child care and education
- Due to Baby Boomers starting to turn 65 in 2011, the percentage of senior citizens is going to rapidly increase. Hopefully, ageism will not prevent the city of Nashville from facing this situation and adjusting its programs to serve the people who have been serving Nashville for decades.
- We will have more homeless families and children with unmet needs.
- Greater need for transitional housing for homeless with A&D and/or mental health issues.
- There will be a greater need for homeless and marginally employed assistance
- more homeless families
- Focus more on the growing number of elderly.
- The population will continue to age, with more needs for elderly and disabled in-home services, medical services, transportation services, etc. We will need more community based adult day cares for elderly and disabled so that they can remain in the home with family caregivers who work during the day. Respite services for family caregivers as well.
- I think the needs for affordable housing options will rise. I think the need for career transition supports will also rise.
- Increased need for job placement, financial assistance, and housing.
- There will be a Greater number of homeless Men, Women, and Children without adequately met needs.

- There will also be many more elderly needing care.
- IT SHOULD CHANGE VERY MUCH FOR OUR ELDERLIES AND YOUNGERS
- I believe that as the economy continues to unravel, that the number of homeless men and women will continue to grow. This will also increase the number of mentally ill adults in Nashville. Consequently there will be greater pressure on the community to meet the needs of this growing movement of homeless adults with complicated behavioral health issues.
- There will be more need for services for the elderly and immigrants. We need more programs in the schools to encourage technical/vocational skills for those not interested in college and have financial programs to assist with post high school education.
- More needs for food, transportation and financial assistance with utilities. Increase need for education at all levels from pre-K through some type following high school,
- There will be more need for housing and transportation to keep people independent and moving forward with other aspects of their lives.
- more homeless
- With a rising homeless population, there will be more of a need for emergency housing, especially for the elderly and disabled.
- More people will become homeless.
- More need for services for the homeless population for which a high percentage are mentally ill. There is not much in Nashville to help homeless families.
- They will be worse for persons born legally in Nashville, because too many social needs are being given to illegals.
- They will continue to grow from an immigrant perspective. We host many refugees!
- needs of our undocumented peoples
- Multicultural diverse many more languages to meet the needy. Spanish Language offices/departments.
- We will have a much larger number of immigrant populations and that could lead to a higher demand in education, public assistance, job training opportunities and mental or physical help.
- There is an ever-increasing immigrant population in Nashville, specifically Spanish-speaking "illegal" immigrants. Many organizations are beginning to really reach out and serve this community, but there is also a growing distaste with taxpayers toward this population. They are facing discrimination and intimidation from all areas, including those programs in place to assist them. Many have children who are US citizens and are eligible for benefits, but do not utilize the assistance due to fear of being reported. There is going to be a great need for education in this population and to the community as a whole.
- Refugee and immigrant populations will continue to grow.
- More services will be needed for refugee and immigrant population. More translation services are needed now. Currently, there is more demand for rent, utilities, medical, and transportation assistance. I don't see this changing until the unemployment decline reverses.
- yes - as number of immigrants increases
- With a growing immigrant population ineligible for many services, I think related problems will only increase.

- more services for immigrant populations
- Aging population have greater home-based needs. With unemployment, finishing GED and retraining for jobs important.
- Homelessness will increase. Medical costs for indigent care will increase.
- focus on aging and immigrant populations
- We need more accessible those Social services special for the women and old peoples
- I hope that there will be adequate funding for child care, for adequate housing, and for language education/translator education and service for Hispanic, Kurdish, and other communities -- for the communities themselves and for their service providers.
- increased homeless women/children; increase in homeless young adults; increased children in foster care
- There will be a greater need for basic services such as food and shelter. There will also be a greater need for vocational services as people are displaced from their current jobs.
- The elderly population is growing, so are the number of disabled people- the disabled towers for the elderly needs major renovation. Public Housing needs renovation too, education needs to be a focus of prevention to help sustain these families so they are not dependent on you. But basis needs must be met for families to succeed – HOUSING, CLOTHING, FOOD!
- With increased immigrants, social services will have to address the difference in language, cultures and needs. Also, the impact of more baby boomers becoming seniors will impact the need for home health care, mobile meals programs and other services for the elderly.
- better elderly assistance, more utility and housing assistance

Technology

- More use of technology in coordination of care for the total family
- Centralized data base to prevent duplication of services
- Updated database; MSS will have its own Family Resource Center.
- Computer system with all customers in it for all programs to see

Transportation

- With a growing population and traffic concerns, transportation will become a greater problem. We need to offer better transportation services for those in need. I believe addressing this issue and diversifying/improving transportation options would lead not only to more opportunity for Nashville's poor, but also to helping make use of the blight of empty condominiums downtown. No one wants to live downtown because there's no quick, easy way to get around. If you must use a car anyway, why not live in a house with a small yard etc.?
- bus routes and walking routes should be geared towards helping people use them...while people have fewer job opportunities currently, their access to cars may decrease, increasing the need to have alternative transportation means
- "BUS SERVICES SHOULD BE MORE FREQUENT."

- Already we are experiencing a dynamic shift in the demand for more services. We'll be in recovery for some time. Accessible and wide-ranging transportation is vital to people being able to take advantage of work and service opportunities.
- REDUCE BUS LAG-TIME

Greater Challenges

- The needs will only grow, the question is will our resources be able to keep up with the growth.
- Unfortunately, I think needs will continue to increase and services due to serious funding decline will not come close to meeting the needs.
- They will increase within all areas. The individuals that are servicing the population need more training in customer service and being knowledgeable of services that are available to the people in need.
- Less local government funding
- More employment opportunities; emergency financial help; emergency shelter; and vocational training are services that should be enhanced.
- I believe the needs for the services will greatly increase, but without having the infrastructure you will see others either turn to crime or return to crime to make ends meet if we do not get a handle on the situation today
- I believe that there will not be enough resources to meet the needs of the people.
- Probably get worse due to the help not going to the correct people. Many people abuse the system, when there are true families struggling, but yet people can pull up in their Escalades at the DHS office for their food stamps etc. To me this City is a disgrace and someone needs to do something
- I think if we do not work quick to bridge the gaps with resources; then it will have a drastic impact in relations to seeing an increase in homelessness, crime, and poverty. This will of course impact whether big businesses would be willing to relocate to Nashville. This will impact the culture of Nashville and how we are seen in the country. People need a chance to work for a "livable" wage.
- They are increasing steadily, it seems. More families are unable to maintain housing due to job loss. Once this happens, they seem to get caught in a cycle of poverty.
- Due to the recession, I think we will see more unemployment and therefore an increase in need for all other services.
- I think services dollars will be expected to stretch further and more people needing help will fall through the cracks
- more jobless, homeless
- More people will try and cheat the system.
- I frankly feel that there will be more homeless and hungry people. I think that crime will increase because of this and also the plight of the ex-offender whom cont. to struggle with difficulty obtaining work and housing. They're often forced to live with girlfriends or other relatives in project settings where they're forbidden to go yet no one will allow them to get housing in their own names even if they had a job

- More and more families will need assistance with their basic needs if the economy doesn't improve soon. This would also include mental health as life's stressors become too significant for individuals to handle.
- The need will be greater than the supply. I think for the next year or two, we will see more young to middle aged people 25 - 55 seeking assistance because of loss of jobs. Generally, as "baby boomers" age, we will see more requests for assistance for the elderly.
- More assistance will be needed due to the current financial crisis. It will take a while for individuals downsized to bounce back therefore there will be less dollars because of the increase of emergency crisis needs.
- There will continue to be a decline in services/resources for the poor and disadvantaged.
- Needs for basic services will continue to grow among those who have not previously accessed public services.
- I think as the economy continues to decline and more people lose their jobs, social service needs will be challenged with an overwhelming burden.
- Deteriorate with state's shrinking budget - more unmet need, more people doing without Rx's, more going without adequate, healthy food, more at risk due to lack of supervision (insufficient focus on the health and safety of consumers). Too many going without caregivers or families losing everything as one parent has to give up income to provide care for kids transitioning out of school. Families losing homes, families losing income and living on credit (that drying up) and losing health insurance in uncertain job market as families at risk of losing health insurance much more likely as 1 income families do not have second employer to get h/insurance through if spouse is downsized or changes jobs for better income to supplement loss of second income.
- **NEEDS WILL INCREASE AND VIOLENCE IN OUR COMMUNITIES WILL CONTINUE TO ESCALATE.**
- There will only be MORE need. As our city populations grow, there will be more and more people in need.
- I have little to no expectation that social/human service needs will improve anywhere close to the degree to which such services need improvement.
- More adults in need of assistance with housing needs, financial assistance, better job opportunities, better opportunities for changing careers
- With the state budget cuts affecting those vulnerable populations, unfortunately more issues with children and youth will come up.
- Increased demand - employment, health care, affordable housing.
- It will grow based on the demand for financial assistance, job availability, and housing.
- More people out of work means greater needs across the board of social services.
- Will need more of everything due to the rippling effect of rising unemployment.
- There will be more needs if jobs are not created in the next two years. With investment in health care and education, the future of Nashville will be brighter.
- I think the needs will change drastically, due to people being laid off from jobs. The need for services will increase.
- Considering the economic climate, it's going to get much worse before it starts to get better. I think there will be an even greater need due to population increase and lack of jobs.

- IF THE ECONOMY DOES NOT SHAPE UP, I THINK THE NEEDS WILL ONLY GO IN ONE DIRECTION. THAT CONSISTS OF THE NUMBERS OF PEOPLE FALLING INTO POVERTY TO RISE.
- I think that with the need and demand will change and ebb depending on the status of our economy.
- they will decline due to economic conditions
- If the current economic situation lasts, there will be a significant strain on social services, perhaps beyond capacity.
- if economic does not change it will greatly increase
- Programs will be tightly run due to the strains on economy
- if economy does not change it will get worse
- A FLOOD OF NEW CLIENTS DUE TO ECONOMY
- Given the economic situation along with the unemployment rate people will stop contributing to programs in low income areas that help the youth in the community get a hot meal everyday and provide a safe environment to complete school work and encourage and assist with post sec education.
- With the prospect of continuing difficult economic conditions, it is certain that more individuals and families will find themselves in need of assistance from social programs.
- If the economy doesn't get better, we will begin to see more people needing assistance because of loss of jobs, etc With a faltering economy more people will be without work and in need of social services
- More people will be looking for assistance while the economy makes adjustments. Needs of the middle class will rise.
- If we continue on this economic decline then I think the need will increase, but the funding for non-profits and others to provide affordable/free programs will decrease.
- With the increase in job loss and the economic crisis, I see service needs changing in all areas including housing, shelters, financial aid, food/nutrition, etc.
- I believe that there will be a much greater need for services - especially until the economy turns around.
- The demand for services will increase. Currently people are losing their jobs and homes. The economic crisis facing Nashville and the World can only create more joblessness and homelessness.
- Need will continue to increase, due to the economy.
- Greater demands for monetary resources due to economy
- More assistance will be needed with finance needs related to our economy, not only for the working population losing jobs, but also seniors on fixed incomes that can no longer make their money stretch.
- The growing unemployment rate and decrease in funds available for area non-profits will likely result in a marked decrease in services for those in need.

- If anything it will be harder to maintain even current service levels. Nonprofit partners are struggling to meet needs. Many are reducing services as donations decline. It is a very stressful climate right now.
- If the financial situation continues to worsen, then I expect more families to be in need of these services.
- Given recession and TN tax structure, I expect social/human service needs will increase.
- As the economic down turn continues there will continue to be a higher need for basic needs, food, shelter
- Given the state of the economy, job loss, etc., we will see an increase in crime, alcohol and other drug use, needed housing assistance, needed affordable housing or multifamily dwellings; food stamps, expansion of transportation locations/destinations, and home-community-based services, food and clothing. More assistance will be needed for relative caregivers, because most relative caregivers are grandparents on fixed incomes.
- More job support, more housing assistance, more people in the service industry due to their realization of need based on time they had to rely on services with the economic downturn.
- Lower economic status persons will remain the same while middle income level families will be in worse shape since they are not given a hand out from the government. Their homes are foreclosed upon and taken away from them during these difficult economic times and then we will just have someone else on WELFARE!!
- Decrease in funding for all programs, due to the economic crisis.
- The demands will go up as the economy worsens and existing non profits have budget cuts
- Given the economic forecast, there will likely be more people with inadequate income to meet even basic needs and a resultant increase in demand for monetary and mental health support.
- Unless there is a turnaround in the economy, the need will increase greatly as it has in the last year.
- With the state of the economy, I can see greater needs over the next few years.
- Right now I am seeing an increase in demand for basic needs; food, shelter and clothing. Because of the economic stressors families are facing there is also an increase in the demand for counseling.
- If the economy remains in a recession, more people will need housing assistance (paying rent, emergency shelter) as well as workforce development assistance.
- The economy will push more people into working-poor and homelessness.
- Increased immigrants living in the shadows not accessing needed services."
- Greater need for displaced individuals.
- As economic conditions worsen, the public will require greater assistance in meeting basic needs such as food, clothing, housing, and help with paying utilities.
- I think the needs will be much greater, because of the present economic situation, influx of new residents to our state and low graduation rates. Services will need to improve immensely to accommodate the needy.
- Will increase
- grow larger

- the need will GREATLY increase
- The needs will increase and our pocketbook won't handle it.
- don't know; probably not for the better; especially with the economic crisis that could affect us all for many years
- Will increase
- There will be an increase in need for all services.
- I think the need will increase.
- We will have an increase in people needing services.
- Increased needs and less prepared
- More demand for services
- The need will be greater than the supply.
- More people will need help.
- Problems will worsen.
- They will increase.
- An increase in poverty and crime if programs are not put in place.
- Increase and intensify.
- Budget considerations will keep them inadequate
- They will probably grow at first. Nashville is not ready for this.
- Needs will increase.
- For the worse if there's nothing done to help minimize the current problems.
- Needs will increase
- I think there will be a continuous increase in families that will need social services
- increase
- There has been a greater increase in needs and a decrease in services.
- more seniors and working families in need
- It will have to expand. There are more and more people losing jobs, losing their housing, and needing assistance it will have to get more service delivery funding to support those folks.
- The social/human needs in Nash. Will increase, and additional programs with available resources will be needed.
- needs will increase and funding will most likely not
- I believe the needs will grow as the community's attractiveness continues to draw people here.
- I feel that needs are increasing in alarming numbers
- More elderly needing assistance. More uneducated and hopeless youth getting into trouble.
- **THOSE NEEDING SERVICES WILL EXPAND IN THE AREA OF SOCIAL STRATA AND INCLUDE TEENS WHO OFTEN FALL THROUGH THE CRACKS DURING AND POST HIGH SCHOOL, WHETHER DUE TO GRADUATION OR DROPOUT RATES.**
- I think it will become worst unless something is done now to change what is happening now. There are not enough resources to help people.

- need will be greater
- Needs will increase until the economy gets better.
- The needs will increase and put a strain on Metro SS as well as private donors.
- Increase in demand, decrease in the ability of nonprofits and government to respond to the current need.
- Needs will definitely grow.
- greater need for public assistance
- More will need them
- There will be a greater need.
- More families will need assistance
- As Nashville continues to grow and change, the social/human service needs in Nashville will grow.
- more homeless, more sick people
- The population will only continue to grow
- More people more needs.
- The demands will be greater to support the community.
- Greater need for assistance re: basic living food, shelter, medical.
- As the city grows, the needs will increase.
- Increase in all aspects of need.
- It will get worse. We need to do something about our land use planning that will allow for more public transit, better food and better public health.
- Increased need for financial assistance. Increased focus on prevention services in conjunction with financial assistance to help customers maintain self-sufficiency. Increased need for assistance to military families with a focus on children's services will increase
- increasing community demand for resources
- All of the aforementioned services will increase. The state is in violation of the Olmstead Act which says "an individual has the right to live in the least restrictive environment" Tennessee home and community-based programs do not mirror of federal law.
- increase
- WILL INCREASE
- The needs will become greater.
- The need for social services will increase with the deduction for the workforce as the economy gets worse. It will be stressful for the underpaid social service worker who will undoubtedly see an increase in cases.
- they will increase
- IT WILL ONLY INCREASE.
- They will increase drastically due to the changing economy and the abundance of natural disasters
- I think the needs will increase, however the resources that will have will not.

- Current needs will expand.
- More demand for services
- I think that the needs will increase. More and more people are losing their jobs and have been displaced.
- They will increase
- There will be a greater number of clients with fewer resources.
- More persons will apply tremendously and the greater need for more programs will become available
- If more assistance programs are not available, people will suffer.
- The demand for services will increase.
- Increase in emergency (financial) assistance needed.
- More financial challenges will increase need
- With the recent budget proposal, and subsequent cuts to DCS and TDMHDD, the need for services will boom, and I am afraid, the funding will not be available.
- More people will need services for all types of venues whether it is housing, food etc.
- Will likely worsen. Even if economy improves, the public budget for HS and housing and education at all 3 levels is inadequate
- I think eventually more funding will trickle in from the federal sector, there will be a steady increase in Latino population, will be a steady increase in non-violent addiction fueled criminal activity, and a steady increase in geriatric client needs
- Bigger demand for services for those intellectually and physically challenged
- There will be greater needs for support of all kinds. Dev. Delays will be on the rise, i.e. autism.
- Better Transportation system; More Life Skills training; More Parenting training; More Financial training
- Increased number of homeless families, increased need for affordable housing, increased need for mental health and A&D services for uninsured
- More elderly; more people in "working poor" category
- dramatically increased number of older adults without transportation but still needing to work; high unemployment of older workers due to lack of job training/re-training/second career training; emergency shelter availability for older adults involved with Adult Protective Services for neglect/abuse; education for all ages about medication use/misuse/abuse (prescription and other)
- Increased need. Reduced publicly funded services.
- We will be depended on more and more in times of financial crisis.
- I believe the overall need will be greater and the resources will be fewer.
- More people will be poorer and have to go without basic needs. Advocacy on the large scale in needed. There are too many holes to patch.
- Increased homelessness and poverty
- more need

- Greater need with fewer options
- There will be an increase in the number of those needing assistance.
- I think that needs will definitely grow exponentially.
- Economic barriers will continue to be the most difficult issue in providing services.
- Economic challenges will require agencies and providers to make the difficult decision to provide a little resource for a greater number or more resources to less people. Ultimately in that process those in need will either be forced to go to greater lengths to prove worthiness for help or not get needed help.
- I think we will see individuals who have not had to seek assistance in the past come through our doors
- More working poor
- I think we will see those who we thought were out of homelessness for years (the residential poor) return
- Increased poverty, including those who were once middle class who have limited coping skills than the indigent and chronically poor
- I think the same problems will be with us, but be larger as our population grows and our economic resources shrink in proportion.
- Needs will increase as non-profits cut back on services because of low subsidies and the loss of investment income and grants.
- There will be more low-income, single, female-headed households without adequate and effective social/human services. Affordable housing may be available but the needed services to move toward independent lifestyles will be insufficient.
- I think it will not get much better due to current economic situation and educational needs are not currently being met.
- The needs will increase with an increase in population. Because of the economic situation it will make a turn for the worse, unless the stimulus package will help
- Greatly, due to the influx of residents.
- I think there will be a greater need for social and human service organizations in the next 5 yrs.
- There may be more of a need
- with more and more people relying on the programs they will show signs of weakening
- If things keep going like they are now there will be no social services in Nashville. All funds will be empty.
- **MORE SERVICES WILL BE NEEDED**
- There will be a greater need and more people to service.
- We need more jobs, more subsidizing housing and More Housing Financial supports.
- I believe there will be an increased need in employment/ job training programs, as well as home/community based services for low-income families. I believe we need more education on money management, priorities etc. - not more funds to bail people out by paying their rent or utilities every other month. More affordable housing options will not be necessary if we cannot keep folks in housing.

- greater focus on education and workforce development
- We are going to need better education for higher paying jobs. More affordable and suitable housing for lower paid wage earners.
- It is likely that problems with poverty will continue unless opportunities increase for those are willing to work but unable to make a living wage.
- During this period of recession, they will increase
- Poor economy will likely increase our Nashville homeless population and more will drop into poverty levels.
- It is dependent on how well the nation recovers from the economic recession we are currently experiencing. If some improvement is not made on a national level, I believe that Tennessee will continue in the trend we have been heading towards.
- Social/Human services will be working with middle income customers changing careers after the economic down turn.

Workforce

- More emphasis on job training and work force development.
- I think employment issues will continue to be a challenge.
- Hopefully we would have more individuals working and earning a reasonable wage that they could be more independent and depend less on the social system. This could encourage more pride and improved self-concept in our citizens and less "poverty" based problems.
- More people will need decent jobs
- More unemployment and greater need for financial assistance to meet basic needs.
- Job opportunities are very important.
- more people out of work
- I think it will be more programs to help people who are trying to become strong working people.
- More unemployment
- the number of applicants will increase if no jobs are created
- More emphasis on taking care of jobless, homeless people. Health care for those with no insurance. This will be necessary because of job loss.
- Workers and empowerment programs
- increased need for adult education and job skills training
- If people can't find adequate employment that pays a decent wage above 7.50 per hour and some of the issues pertaining to discrimination amongst minority groups aren't properly addressed, there is going to be a much greater need for social programs, which will be a burden on the taxpayer and the government.
- More health issues as people will go without routine preventive services due to loss of their insurance/job.
- It depends on the economy, and job availability
- More people will be out of work and have no housing and need assistance.
- Workforce Development

- I hope that Nashville will have a much better job placement rate than now for all people.

Other

- no, because TN is cheap
- moderately
- n/a
- no a lot
- Not very much due to the current economic situation.
- Will not change much.
- I don't know
- Hard to predict the future @ this time.
- Don't know yet.
- Not much
- REALLY CAN'T SAY.TO BE HONEST I THINK WORSER
- I HOPE IT WILL IMPROVE TO BETTER SERVE THE COMMUNITY. LOOKING FROM TODAY IT LOOKS A LITTLE ROUGH RIGHT NOW, WITHOUT THE FUNDS AND SERVICES TO HELP PEOPLE LIKE THEY SHOULD BE HELPED WITH THEIR NEEDS.
- I don't think they will
- little to none
- I have very little hope that anything significant will occur in the next 5 years. There are still enough conservative, right-wing "Christians" who believe helping others is socialism and therefore un-American.
- no crystal ball
- Very little.
- not much but effort is being placed to make changes
- I am not quite sure it will change much, if not worsen. In the previous question, it asked what was the greatest unmet need. However in efforts to improve the social/human service needs Nashville, picking one will not solve the problem, but selecting one across the developmental lifespan, may place you closer to management as opposed to a problem.
- I pray a lot will change but I cannot see the future
- I do not anticipate any change for the better. The absence of a state income tax promotes the flight of wealth from Davidson County.
- remain the same
- Do not know. Depends upon adequate taxation to meet needs stemming from this current recession.
- will not change a lot if not at all
- probably not
- I am not sure that it will change much.
- I don't have any idea...Changes come frequently...

- Don't know
- I don't think it will change
- Don't know
- Unknown
- Not sure
- I don't know.
- Not sure.
- Not much
- It won't!
- It is my hope that adequate coordination will allow these needs to reduce over the next five years.
- Better coordination.
- I think that it will all depend on the economic standpoint of the United States to answer this question.
- Will not change significantly due to current economic conditions.
- none, unless the economy changes
- Yes
- No

2009 MSS Survey Comments

Professional/Agency Survey Questions 9 – All Comments

Question 9 of the Professional/Agency Survey asked, “To meet Nashville’s future social/human service needs, what changes are needed in the system of service delivery?” The respondents’ verbatim answers are grouped below by theme.

Community Education

- Increase knowledge of 211 service
- Public education/awareness of available services, improved access to health care
- I am not sure that people who are newly in need of these services know how to access the assistance that is available.
- People need to know what Metro services are available. I think many people in the community don't have a clue where to find answers or seek help.

- More integration and education about ALL the services available by better provider communication
- Greater awareness by the general population, and more outreach on the part of faith based institutions.
- You have to understand the need and do more outreach and connection.
- There needs to be better education of the community about what services are available and how they can be accessed.
- Information needs to be available and easily accessible for those who do not have computers
- Education awareness and training
- Education is the key - and how we market our existing services
- Everyone knowing what is in Nashville System of services, and where to send the people.
- Better visibility of what is already available so people can take advantage of what is in the system
- Better communication with the public.
- There needs to be more awareness about services that still don't even exist here, such as emergency shelter for the elderly and disabled, and more training for and availability/accountability in the delivery of protective services for adults.
- Go out to do presentations and workshops.
- Inform people what assistance is available to them
- Get out into community
- More access, and more knowledge about what programs are available
- Better communication regarding the available resources.

Coordination/Collaboration

- A better way to coordinate services that will eliminate duplication and any wasteful spending.
- An agency that can broker services and be a resource for the individuals in needs. They should be able to go to one place and be directed out to agencies that can help. The case managers could help contact or vet the individual in crisis to other agencies so time is not spent collecting data that is already taken.
- Buy-in from all non-profits into a unified vision.
- Better communication between social service groups. Remembering that we are serving people and not programs.
- Agencies need to cooperate and collaborate. Their services also need to be publicized in order for people to take advantage of them.
- The social service sector in Nashville is resistant to change and will need strategic, coordinated leadership to make it happen. Metro Government, major area funders as well as nonprofit leaders will need to work together.
- Better coordinated between providers with one clearing house for services
- As far as nonprofit agencies that address these issues, we need a clearinghouse of services! We need specialization and therefore many different agencies, but we also need ONE place where

people can go to learn about ALL of their options. Many small agencies are forgotten, and people are sent too many places in search of help instead of connecting with the RIGHT place the FIRST time. A clearinghouse would result in much less lost time and money and also better service for those in need.

- Clearing house for rent and utilities.... We could receive hundreds of calls a day and other agencies are faced with the same issue.... I am not sure we are aware of the real number of individuals needing help or are the same people calling everywhere
- The system should be developed to holistically identify and address the needs of the family by effective service providers. This should be coordinated by a central agency such as MSS which will create collaboration and avoid duplication and ineffective service. Family mentoring should be included as necessary service for families. Time limits should be developed and enforced to motivate transition to self-sufficiency.
- Duplication of services must stop. How many case managers can one person have?
- Team up with more local nonprofits, work collaboratively. Offer more financial assistance/contracts so that the nonprofits providing the services can function
- Centralized resource center for ease of client referrals from all non-profits who operate in other area of human services.
- A system that has a single point of entry and increased funding...
- I would like to see more of an umbrella agency when it comes to distribution of financial assistance.
- Less number of organizations - create one-stop organizations.
- One agency as an intermediary to refer individuals to available services, and establish criteria for the provider.
- Single point of entry for human/social/health/education related services - easily accessible, detailed information on one website
- Partner with non-government agency to deliver services
- The City should work more closely with the United Way to assess needs and plan to meet them. We need only one agency in the planning and coordinated role. Nonprofits need a financial incentive to participate. Nonprofit service providers should drive the meetings.
- All providers come to a joint table (citywide social service conference) and discuss their program and tracking of persons' served, to network and establish a more professional presentation of their agency and service delivery. This will provide an effective way of establishing a tool to refer and meet needs within our city.
- Streamlined application and response processes with reduced 'wait-time' would strengthen agencies' abilities to deliver timely, real help to people in distress. There is also a great need for smooth coordinated of services among service agencies. For example, a homeless family with 5 children should not have to hear, "Come back in 3 weeks, and we'll take your application." After the application, they would need to wait more time for their case to be assessed, then an even longer time for something to be actually done for them. With multiple areas of need, they would experience discouraging delays at multiple agencies.
- Needs to be more streamlined. 1. Common intake information; 2. Centralized case management; 3. Flexible funding to be applied by a few senior providers.

- Streamline services into a more centralized delivery system
- The referral process needs to be streamlined.
- There has to be a better definition of a "client", what services they need - and are available for them (could be different!) and then a master list of approved service agencies, with updating of that list frequently, by a central agency. Thus, when someone needs services, they can refer to that central agencies on-line database for services that they can obtain/offer the client standing in front of them.
- Better coordinated of services, less duplication, more gaps coverage
- Have more community involvement and collaboration among providers
- Working together to bring services to our community...networking, COMMUNICATION. It can't be a competition to get things done; it involves all agencies and organizations pulling resources together.
- More service agencies are needed and agencies need to communicate with each other better so each one knows what services are provided by which agency.
- Better coordinated of services
- Consolidation of services; increased use of technology to create efficiencies
- Better coordinated.
- Coordinated and resources coupled with training and education.
- Better coordinated, add transportation options.
- Partnerships among agencies
- Communication between the public and private sectors must improve to connect solutions with problems.
- A excellent in depth review of all service providers in this community & what programs and services they - looking at staff utilization issues, time management in relationship to all similar service providers- focus on a method to get a best practices approach
- Coordinated of social services and information on the local level would be helpful. The 211 system attempts to do this but is not successful.
- Better prioritization, more coordinated between public and private sector.
- Integrated systems of care.
- Better coordinated
- Better coordinated of services offered
- More collaboration between the State agencies as well as between all of the social services agencies.
- A way to indentify the needs
- Websites need to work, and there need to be central locations for people call or access online for information about services
- More collaboration across agencies.
- Improved integration and coordinated. Focus on preparing people for the workforce who includes improving availability and access to supportive services such as daycare, eldercare, and public transportation.

- Planning
- It will behoove all of us where ever we work to come together more collaboratively to search for answers in a more team oriented strengths based way, sharing knowledge and resources whenever possible.
- Need to establish "one stop does it all" crises centers with help from non-profits, United Way, and faith communities
- Coordinated services - one stop location for all needs
- Coordinated efforts between all that deliver direct services
- Coordination of services throughout the Nashville Community that includes an entry agency for those individuals/families that are facing homeless or at risk of becoming homeless.
- Service providers need to better coordinate amongst themselves and become more accountable how they use their funds.
- Better coordinated - tracking, compiling and maintaining up to date resource information. Recognize gaps and look for resources to fill.
- Better cooperation between government, nonprofit agencies, congregations and others.
- Needs to be better system of coordinated throughout the city
- A streamlined point of contact (i.e.: agency) for specific needs. Our experience is that there is an overlap with frustrates consumers and related service providers.
- Better communication and coordinated of services between government and nonprofit service agencies. Eliminate the wasteful steps the public currently has to take to access services. Individual caseworkers cannot meet the demand or volume of requests.
- A coordinated system of care should be developed for all individuals encountering the system. All services should be family focused, culturally competent and community based.
- More coordinated and cooperation and collaborative efforts
- Collaboration.
- Better coordinated
- Better facilitation of programs through MDHA...open access....better coordinated with referring social service agencies
- Open communication between the services. Client, agency linkage, full on wrap around services, a clearinghouse of service agencies and database of who has received these services.
- Government (including Metro Nashville Public Schools) and non-profit agencies will need to work together to serve at risk children.
- Coordinated services within agencies.
- More collaborations
- I think having leaders of organizations who already have a history of serving the populations in need coming together with those working on the front line coordinating services as they are best in position to know what works and what is needed.
- Seamless assistance processes for people in crisis. They should not have to call lots of different places, different numbers, etc., to receive assistance. They also often have limited transportation options. These people are in crisis; we should work to alleviate their stress, not add to it.

- More basic services; seamless referral/coordinated
- Create networks or systems of care that meet the needs of the whole family at the community level. Better cooperation and coordinated of services. Determine the gaps in services and create ways to fill the gaps.
- Coordinated referral, coordinated case management and shared case-files. Less focus on shelter/emergency help and more on long-term treatment/life skills/self-sufficiency. Agencies MUST NOT duplicate each other's services. Roles between MSS, MAC, Health, Non-profits need to be clearly defined. Must have mayoral leadership on these issues.
- More collaboration with policy/ advocacy organizations

Barriers to Services

- So many different barriers and hoops people have to go through to access services, language, etc.
- Continue to remove barriers
- Obstacles/barriers to an improved quality of life and self-sufficiency need to be identified, removed or ameliorated.
- Sensitivity to those with disabilities
- Staff at DHS and other social service agencies must be compassionate and competent to assess need and find resources for consumers. The "system" needs to treat consumers with respect and promote their dignity instead of further insulting/damaging people.
- Improve access for all; not just those who have "been in the system". More outreach to those who need help through means they can understand (language barriers and otherwise).
- Accessibility is the key. What is the use of having a variety of services if they are not easily accessible to those in need?
- Qualified and caring individuals who answer the phones when people call for assistance and having resources available will be most helpful I believe.
- Friendly service should be the expectation by all providers
- Employees need more training and less of a caseload.
- Better access and incentives for your workers connected to customer service/care rather than numbers. Put the care of people back into social services.

Funding

- Efficient and being good stewards of funds.
- To have more budget to help every client that is in need
- We are hoping that the economy improves so more customers will be served
- Funding needs to be driven by choices of family members. Often when families are given choices, placed in a system of checks and balances, services end up fulfilling the need and are cheaper than standard services.

- Probably more resources
- When you call the numbers given, there is no money to disburse. Sometimes it is too small or not any at all. Sometimes you do not even get to speak to anyone.
- Better funding, more education to the general public about the needs.
- More money and employees
- Increase funding for Metro Social Services to deliver better assistance with rental assistance, utility assistance, increase ability of Metro Social Services to deliver better in-home services, rather than outsourcing, increase ability to locate adequate housing for homeless in our community, increase awareness and debunk myths of homeless, increase opportunity for homeless to enter workforce, increase ability for ex-felons to have more of an advantage once released from prison.
- More opportunities for private non-profits to provide services, using government funding.
- INCREASE FUNDING/SUBSIDIES
- We need to seek more federal funding which is available and have more of an ability to match these funds.
- Money
- Money is needed
- Hire more people
- More money and jobs.
- More money is needed to create effective service delivery systems.
- More money should be available.
- More direct care agencies.
- More employees.
- Additional funding for community based services
- Better funding system. Less paperwork.
- Ensure current and future economic needs are met via a funding process.
- FUNDING OF MORE AVAILABLE, AFFORDABLE RESOURCES
- Need more funding to increase services provided
- More funding, more coordinated.
- More human and capital resources to help to address increasing needs of Nashville's citizens.
- More home based services for children and elderly
- More money available to hire more qualified professionals who can make a better than average living to assist families/persons in need.
- Resources will be needed to meet the growing need and possibly reallocating what available resources there are.
- More resources
- \$600 million for a convention center vs. program to meet the needs of the community. The system is not the problem, it is the access to resources.
- More service delivery persons are needed to help and with better pay.

- More funding
- The State of Tennessee needs to tax its citizens at a responsible rate to upgrade its current horrible social service/education responsibilities
- More funding for food, rent, and utility assistance. Better transportation services for the elderly/disabled. More life skills classes and work readiness classes and better economic development.
- Increased funding; streamlining of processes to access funding; incentives for agencies consistently demonstrating best practices.
- More funding directed to health service programs that provide education and an opportunity for changed behavior patterns. More low cost services that require people to work, fewer handouts.

Enhance Organizational Capacity

- Give access, training, resources, funding to new organization to provide services.
- Establish the hours/days assistance is available; for funds for utilities/rent/mortgage make information public. Provide more funds for such. Need to provide better public transportation schedule for those seeking work and out of gas.
- More advocacy for all social services. There has got to be a larger social conscience that we are all in this together and when someone hurts we all hurt
- More personnel
- More employment opportunities; emergency financial help; emergency shelter; and vocational training are services that should be enhanced.
- More available funds and additional workers to provide ongoing case management.
- Many more qualified social workers at DCS. Smaller case loads to meet the needs of a bigger population needing assistance.
- Compassionate dedicated Employees
- More education for community members about the needs of the community. Push to get more involved in volunteering. Also, basic money management and life skills classes for high schools and for community members.
- You need to hire people who are highly efficient in what they do and utilize staffing services to meet interim needs.
- More specialized training is needed & should be required of those who are provided these social services. These people should have credentials & specialized knowledge in that area. I am a Master's level Social Worker, so I would know very little about nursing. With that being said, people without education in the social sciences know very little about social/human services & how to deliver those services. These leads to our clients receiving low-rate customer service & feeling demeaned at very sensitive points in their lives. Also, those in power need to be made aware of the needs of the little guys (our clients) because they are making decisions that directly affect our clients sometimes more than it affects themselves.
- More personnel, more training in diverse populations to better handle different populations

Needs

- Identify exactly the need for those people at risk on the community
- Nashville will stop thinking that just because one agency has a service, that does not adequately meet Nashville's need; that another agency having the same service is duplication. It is not duplication, if the need is not adequately met.
- After these surveys are reviewed, more focus need to go on the problems in which the surveyors see there a great need for improvement, without eliminating those that are beneficial.
- A different way of determining need because a lot of people expecting services may not need them.
- I think an assessment, like this one, is needed to see where the gaps in service are and address the needs.
- Nashville and state government need to conduct a thorough needs assessment prior to service delivery.
- Less time studying needs; more time addressing and solving needs.

Policy

- More efficient and effective public policy along with a case management that would begin move persons toward self-sustainability specifically those that are low income.
- More hand up assistance than hand out assistance. Current handouts are only creating greater dependence and expectations for more and more assistance with less and less personal responsibility for personal choices that impact personal needs.
- The delivery of services need to be fact based and innovative instead of running on outdated models of service. The research need to be completed and programs developed accordingly.
- People should not fear seeking assistance. Immigrants are being threatened that they will be deported if they seek the assistance their children may be eligible for. There also needs to be a massive shift toward getting the people we serve out of this cycle. We need to be more proactive about the loss of benefits if, for example- you receive food stamps and test positive for cocaine again. We focus so much on assisting these people in signing up for the benefits/assistance they need to get on their feet, but we don't focus enough on truly getting them on their own two feet.
- Less government; more private actions
- To move from a post-civil rights era to an international model.
- Not so much red tape; government spending should be changed to have money where it's most needed (not for hockey, etc.)
- We need to do a better job of including those served in the decision making process in planning and program development.
- Waiting lists eliminated or families who are on waiting lists should have access to TennCare since in essence the stay at home parent (when kids transition out of high school) are doing the care giving roles that should be provided through the waiver at zero compensation - so this would at least provide a subsidy or a little breathing room to those who have had to give up

employment. Obviously this would only be for families without access to affordable healthcare based on and percentage of income to cost of employer h/insurance when available. This would be preventative in insuring that families in the stay at home caregiver role (while on waiting lists) stayed healthy and capable of providing those care giving services and may help the reduced income of the family stretch a little farther, thus not pushing them into a crisis situation that would put pressure on the state to provide higher cost services through the waiver.

- There needs to be a walk-in center for individuals with mental health needs that are not emergencies, but are impacting an individual's life and ability to work. The lack of timely assessment and early treatment services set the individual up to have to go into a mental health crisis before services can be obtained. This is more costly and puts the individual at greater risk. We know that early treatment can prevent further decline in mental status. An individual should not have to decompensate to the point of crisis to receive treatment. There needs to be an emphasis on keeping individuals out of jail that have MH issues. The jails have become the default mental health system, which is detrimental to the individual and costly to the system.
- Better need and benefits for the disabled
- We need to start at the front end of need. In addition, by that I mean with children through the age of 18. Education in skills that will empower them to live and work more productive lives.
- I think the service delivery system needs to be creative and flow through some smaller nonprofit agencies and community organizations who work with families on a daily basis.
- More emphasis needs to be placed on early intervention services for at risk youth and struggling families. There is a great need for vocational skills training for those high school students who are not college-bound.
- Focus more \$ and attention on PREVENTION - maintain direct services while increasing prevention sharply.
- People need better access to health care and housing.
- Centralized accessibility. How about a one-stop shop instead of a convention center!
- Better policing of fraud and abuse for TennCare members who abuse their TennCare benefits
- We need a centralized agency to ensure that governmental and federal grants are doing the work that they say. We need social workers to provide direct services to families and children that are impacted by the issues above. These social workers would not be affiliated with the schools, police department, etc. These social workers would be non-bias because they work for Metro Social Services and has received the support from Metro Government. These social worker would need material goods, emergency financial assistance, to help a family in crisis and give leverage to allow life management counseling.
- Shift focus to addressing root causes of needs, to lessen the burden of acute or emergency needs
- Nashville needs to provide services that are need driven and not class driven.
- There are currently not enough services geared toward prevention with regards to youth delinquency, truancy, incarceration, alcohol/drug abuse, etc. It is time that we start focusing on measures that are preventative and stop the flow into the system.
- Small, community based settings that can provide the hospitality and respect everyone deserves.
- Less territorialism and much more cooperation among existing agencies, public and private; true commitment to service rather than lip service (Metro Public Schools.....they say the right things but actions speak louder than words)

- We cannot be so dependent in the not for profit agencies anymore. We are at a point where it is no longer working. When the economy is bad, the non-profits cannot help people. Where do they go then? We need more direct services.
- Work on policy. Support the urban farming legislation at metro.
- Focus more \$ and attention on PREVENTION - maintain direct services while increasing prevention sharply.
- Integration expand to Middle Income
- We need to look more at the needs of the people and make sure the agencies are in place to help
- Recruitment of jobs and businesses. Partnerships - business, government, schools, health care providers, faith-based organizations.
- A broad program focus to reduce poverty, step up investments in education including career and technical education, health, and public transportation, and raise more public revenues to support these programs. Tax reform is needed. A living wage is needed to reduce inequality which will aid all of the above.
- Establish agricultural zoning. Establish Food Policy Council. Connect City planning to Food System issues.
- Everything needs to work together to better society not punish one because they are getting ahead a little but still need help... they still need help to be able to get to the next level.
- A simpler way to report information to funders. Those of us who provide direct service also have piles of paperwork that must be completed and to provide services efficiently and effectively. Alleviating some of the "busy work" would provide better service delivery.
- Public and private providers need to talk to each other and work on funding such services.
- More job training at a young age. I was part of Johnson's war on Poverty and had an after school job that was greatly helpful in improving my self esteem and provided mentors I have never forgotten. This housing off of Shelby Ave for the poor is unacceptable. It sorely needs to be torn down. Elderly need social programs. Better transportation to worthwhile activities. Provide a bus to baseball game, symphony in the park; provide movies in all the community parks at night. The elderly are isolated and need connection to people.
- ONGOING INPUT FROM PROFESSIONAL SOCIAL WORKERS WHO WORK WITHIN THE SCHOOL SETTING, AS WELL AS WITH OTHER INTER-AGENCY EMPLOYEES WHO WORK IN THE TRENCHES, SEE AND FEEL AND TREAT THE SOCIAL, EMOTIONAL, AND PSYCHOLOGICAL ADVERSE IMPACTS OF POVERTY, CRISES, AND OTHER LIFE TRANSITIONS.
- ACCOUNTABILITY BY THOSE USING THE SERVICES OR SERVICES DISCONTINUED
- A review of those folks caught in the middle. We have a large population who do not meet 'poverty' requirements but do not have the money to privately pay for home and community based services.
- We need a system that focuses on tangible products and outcomes for vulnerable Nashvillians. The Mayor has a Poverty Reduction Initiative, and numerous other groups are meeting. Will all of this time and effort culminate in resources for low income people or will they only generate reports and busy work for high salaried people?
- Our children, our teachers...the schools, and the politicians must get on the same page!

- Stop rewarding poor choices - disability payments to addicts, subsidizing the grandparents who raised the inadequate absentee parents, making it more lucrative to get aid than have an entry-level job.
- Streamline system for reimbursement
- More focus on who actually needs & qualifies (continually) for the service. Young, able-bodied adults should be offered more assistance and incentive for an education than for staying on govt. services, thereby freeing those services up for more needy families.
- Recipients need to be more accountable and really be in need
- More attention for the elderly population
- Give jobs to LEGAL Americans; 2) Require people on government assistance to work to a goal of getting OFF that assistance; 3) If cigarettes can be taxed in order to send every child to school, cannot Alcohol be done the same way? You might as well tax everyone's addiction the same!!
- Listen to the people affected by poverty and lack of services.
- Workers and empowerment programs
- Increase HCBS [Home & Community Based Services] for elderly, because it'll be harder to get them into nursing homes and it's more affordable to keep them independent at home.
- Encouraging self-sufficiency via education, financial, housing and medical.
- More fair and just access to health insurance/health care. More self-directed money for families who have members with disability. Allow benefits to pay family members who are caregivers.
- Subsidized/affordable housing, health insurance for "working poor" and those with chronic medical conditions.
- Move animal care from Health Dept. to a new department: Parks, Wildlife and Domestic Animal care.
- There needs to be more in place to incentivize people to not live forever on these services provided. They should be a safety net rather than a lifestyle.
- Integration expand to middle income
- Better researchers in the community. We must hear the voices of the people in our city.

Service Design and Delivery

- A central hub with satellite offices
- We must make efforts to come to the people and have the services available that are needed. Cut the bureaucracy and the red tape to prevent people from obtaining the services that they have paid for, for many years.
- Better trained staff; more programs to address the Basic needs of families; eliminate barriers.
- During economical hard times the agency should be providing more direct services.
- Streamlining system
- Better options
- Future systems need to be creative and flexible.

- There will need to be more teaching about the services delivered instead of just throwing services at people.
- More means for individuals to earn a living (vocational jobs as well as college orientated programs for the underprivileged). Individuals who are experiencing poverty could have ways to earn a living and not be stuck with no options except crime and despair. Social services could encourage independence instead of dependence. Reduce the # of individuals who have to get services by paying them to help provide services to others or work at places that produce things for others in need. **BE MORE CREATIVE IN THE PROGRAMS OFFERED. FOSTER CHANGE.**
- First, we have to admit that there are limited systems of delivery. If we are willing to do that, we can meet the needs in a more expeditious manner.
- Need more/better utility/rent/mortgage assistance.
- First we need to have staff/employees who are willing to go an extra mile to reach out to other agencies, collaboration, and developing partnership that are proactive and not stationary (only working inside of the office).
- We need to be more customer friendly and more community based. Delivering services in neighborhoods is critical not just from a single location.
- Better accountability on everyone's part, better networking especially among social service agencies, and better educational resources on social/human services.
- Local metro social services should consider embracing a systems of care approach to meeting the social and human service needs of the community.
- Better response time.
- Expedited service programs for those in crisis situations.
- More jobs, opportunity, and money.
- Outbased service provision rather than one location where individuals are expected to come to the office of the service
- One-stop assistance, ideally community-based, with access to all government services; possible partnerships with faith-based or non-profit organizations
- More organizations to address the needs of the economically disadvantaged
- **LOOK AT THE NEED OF THE PERSON IN THE MOMENT THEY REQUEST IT.**
- Wrap-around services, which include access to medical and mental health services, case management, advocacy, job skills, etc. are vital.
- More comprehensive supports for individuals attempting to transition to better paying jobs--more supports while people are getting better education so they can get better employment
- More life skills counseling/case management like what is offered by Life University at Urban Housing Solutions/Mercury Court
- We need more accountability - especially in the realm of rental & utility assistance.
- More transitional programs are needed. There should be a higher funding for all lower socio economic people and all their needs.
- More programs and opportunities for apprenticeships and paid internship programs.

- Service delivery structure needs to be changed and streamlined to meet the actual gaps in service and support the services that are working well and serving the needs of people in need.
- Need based. Outcome driven.
- Financial assistance with appropriate guidelines.
- Life skills to be productive.
- Social workers are needed as a supportive measure.
- We need to meet people where they are and help provide them services that actually helps them help themselves.

Specific Populations

- More funding to schools, after care available to low income families, adult and GED education available across Nashville, ELL services of all kinds
- There is a dearth of resources devoted to helping people who do not have a high school diploma or GED upgrade their qualifications and get a good job.
- More school social workers are needed. Social workers in the schools are in a unique place where the home school and community can come together to help children succeed and families thrive!
- Do away with all magnet schools and all busing. Build and staff more local neighborhood schools. Force communities to care for their own children. Fiercely crack down on crime and allocate resources to clean up and protect poorer neighborhoods. Be ruthless to tell wealthy zip codes they will not receive government services until the poorer neighborhoods are safer. Be ruthless to tell poorer neighborhoods the law will come down hard on crime. No broken windows!
- Education, education at every level!
- Education regarding offender needs to succeed in the community. Much support needed!
- Need more resources for young parents and school age children. Need more resources young people can access without parental involvement.
- More educational programs: sex education for the youth. Empowerment classes/ how to be independent etc...
- More pre-kindergarten and after-school programs for all school children; frozen property taxes for the elderly poor; person/office in school district or mayor's office to work with high school counselors on getting more Title I kids to be able to apply for HOPE scholarships to college
- Improved access to quality mental health and substance abuse services
- There needs to be a broader range of assistance to meet the needs of all Davidson County residents. There needs to be several human service offices countywide. More sites for food distribution for needy families.
- Increased case management and networking services for high-risk populations, increased transportation and in-home supports.
- DHS child placement in foster homes
- Seniors will need more food delivery and ability to get services at their disposal.

- More mental health services
- Too many to discuss here. Perhaps there could be a conference to address health care.
- Universal health care, so every person is entitled to health coverage / insurance.
- There needs to be more low cost housing available (more Section 8 vouchers, etc).
- Reduce stigma associated with accessing care through public programs including public health centers.
- We have a huge potential to produce good quality food locally. We need to bring better quality nutrition into our marginal areas and particularly work to feed our seniors better. We'll probably need a 20-35 % increase in Section 8 vouchers
- Support for grandparents that have taken care of their grandchildren
- Programs in native languages.
- More translators of foreign languages needed in all parts of city government to effectively deliver services to all residents.
- More bilingual service providers, more direct care providers, and guarantee of a living wage to the underemployed/unemployed.
- Easier access for families, especially those that do not speak English
- Make sure that they are linguistically and culturally sensitive to the needs of the individuals seeking assistance.
- Better access to nearly all services for undocumented residents (simply from a public health standpoint, it is dangerous to have a large population with little or no access to health and wellness programs); 2. Better funding and a more effective system for serious but non-emergent medical care for the uninsured (i.e. cancer surgeries, dialysis). Bridges to Care + is too reliant on volunteering by physicians. A system that remunerated them would be more effective.
- We need to help families with childcare so that the adults can try to recover from unemployment, foreclosures and trying to maintain their families.
- Concentrate services to elderly at home. This will save money, because nursing home care is too expensive. We can't continue to pay for it. Provide elder care at home. Seniors should be surveyed to ask which services would allow them to stay at home.
- Affordable healthcare and housing, more programs for elderly
- We need emergency housing other than shelters that can better track and case manage clients with difficult cases.
- Systems to support home-based services support for jobs, internships, apprenticeships, etc.
- Providing more job training, to help those in the system to get out of the system and become more self-sufficient.
- Improving people's access to jobs, job training, etc. b/c if a person is able to keep a job & have adequate transportation and child care, they should have an easier time with bills, food, etc.
- Take a look around, what do YOU see out of place or what needs not being met???
- More adequate services for people with special needs to stay in their home as long as possible.
- Focus more on the growing number of elderly.

- There need to be more abuse shelters (safe havens) for battered women, runaways or youth trying to escape unhealthy home life (including unhealthy foster care). There need to be more gang rehabilitating programs. Telling people to exit a life style yet not provide a place for them to go is not a good solution. More programs created to help people make a transition back into society (homeless, ex drug user, ex dealer, etc.)
- Development of support systems for young adults.
- You must have better services for the ex-offender so that he doesn't continue the vicious cycle of reoffending and getting locked back up again. This happens more often due to lack of opportunities and provisions when they come out. No jobs, No opportunity to get food stamps in their names. No housing for them unless they have some type of substance addition. We need to provide real opportunities for these people which include continuing education
- Forms and advertisement that are multi-lingual. More community outreach to at-risk youth and impoverished families.

Technology

- The use of technology in sharing of information among agencies in order to track clients, provide services and prevention.
- Centralized data base to prevent duplication of services. We need to have a database where all Social Services are listed. Easy to navigate by category and open communication extremely necessary.
- Computer system with all customers in it for all programs to see
- Updated database; MSS will have its own Family Resource Center.
- Improved public data of related needs; improved flow of information between parts of the overall govt system
- Coordinated effort through system's like HMIS. Services that individuals who are "middle class" can access so they might avoid falling into poverty.
- We need a better city-wide data/research collection of existing social/human service needs and distribution methods to determine a more effective collaboration of all for-profit and non-profit organizations. Currently, there is too much redundancy with various organizations --- our energies could be better utilized through awareness, consolidation, and collaboration.

Transportation

- Transportation is a key. I believe that services exist that people cannot access. We are constantly trying to raise money to help people with the cost of getting around.
- One-stop shopping for people in need of these services. Transportation and time can be issues and running all over town to go to the various agencies that they need to see can be difficult.
- More access to transportation options. Access Ride takes too long to get approved. Oh my gosh, I could write a book about Access Ride - what a joke of a service. They are late, scheduling is ridiculous, and to have to pay \$3.00 for a roundtrip - unbelievable if your income is poverty level.

- We need to offer better transportation services for those in need.
- Special transportation services for persons that are not eligible or that do have ten care even if they don't have the income to afford insurance and or the means to pay for transportation.
- An accessible transportation system that span a larger area of the community.

Multiple/Other Issues

- Smaller caseloads for case managers; better education about services to the recipients, better transportation, now that so many subsidized housing units are in the suburbs. Also, the programs that exist for refugee resettlement need to be augmented--participants are often not "ready" to be on their own after 6 months.
- a community gardens that the needy utilize for their benefit to help with food storage and preparation, parenting classes to help single parents learn how to be parents in a non-abusive way, not just court ordered classes, parenting classes in high schools, prenatal classes in high schools, these type of classes help these young girls have a social system for support of their peers, teach our children how to have positive inactive social skills, teach basic living skills such as balancing a check book
- More available low income housing is needed. Additional Metro bus transportation is needed in low-income areas and round the clock for those working 3rd and night-time shifts.
- Better paying jobs and more affordable financial education in High schools and for adults young and old
- We need to take care of our elderly population as well as the infant population to sustain a healthy life.
- Health care; improved vocational training and assistance in the areas of economic opportunities
- More opportunity for support for the working poor and women job skill development with education and meeting needs of elderly.
- more education in medication use/abuse/misuse, alcohol and drug abuse screening, and mental health screening for all types of case managers and direct service providers; incentives for using public transportation; accompaniment for older adults going to doctor visits
- Expansion of transportation system, more funding for social services
- Efficiency, collaboration, public education, funding
- More services like respite care and after school activities for children with special needs are a must. We have to drive to Murfreesboro for sports and classes geared toward kids with needs.
- Better Transportation system, More Life Skills training, More Parenting training, More Financial training
- More respect, attention and resources need to be allocated to seniors and the disabled.
- Data, (don't ignore the details), treat recipients with respect - always! Avoid the unintended consequences that occur when well intentioned "advocates" overreact and forget to PLAN and look at all the details.

2009 MSS Survey Comments

Professional/Agency Survey Questions 10 – All Comments

Question 10 of the Professional/Agency Survey asked, “Please share your ideas about how organizations (both public and private) can work effectively together to meet Nashville’s social/human service needs.” The respondents’ verbatim answers are grouped below by theme.

Community Education

- Access to public of what programs already exist and how to apply for them.
- More communication with the people in need.
- I believe that better education of services available will need to be more readily available
- BETTER METHOD OF PUBLICITY. SEND INFORMATION TO THE SEGMENTS OF THE POPULATION THAT ARE MOST IN NEED OF THE SVC
- Education of public on what assistance is available thru forums, seminars etc. - making it easier for people to get answers and assistance when they do have questions or need help
- More knowledge of what is already happening and how organizations can connect.
- SERVICES NEED TO BE EXPOSED MORE TO GENERAL PUBLIC

Communication

- Communicate better about services provided to facilitate collaboration and referral
- Nobody knows what the next neighbor does; even if they are in the same field. It is ridiculous. There is little interest in joining forces and work together.
- communication - communication - communication
- Communication between agencies
- Communication within similar agencies.
- Communication, collaboration
- Do better communication with 211 as far as what service is where. Should have better access to family resource centers and public housing. Also, should have some on line access to services.
- Communication, Networking, Team Effort!!!!!!
- Communication. More client based action; less ideas and theory.
- Community fairs, email updates, group meetings, asking for our feedback since we send so many people your way it is nice to be able to let you know the needs we see in our clinic every week!

- Continued seminars, job fairs, education and awareness of the different programs available and ways to care for and help themselves.
- Expand United Way's 211 helpline to private organizations as well as public to help people access resources.
- Have community forums that are focused to problem solving first and money second. Make the agenda the betterment of people and the society and not the bottom line.
- I believe the entire community would benefit from more frequent community fairs. This way, public & private alike can meet and discuss the services they may be providing.
- Improved communication and collaboration.
- Monthly staffing/briefings/luncheons/conferences to update each other, compare notes, and collaborate on huge projects at least once maybe twice a year.
- THDA [Tennessee Housing Development Agency] has a good up and coming model with their 211 system. That needs to be connected so that everybody delivering services can be on the 211 and that site would be in essence be a focal point where everyone needing assistance can log on and get help.
- There definitely needs to be better communication between city service organizations. Perhaps a committee could be established with reps. from multiple agencies on it. The committee could meet perhaps quarterly and information shared and dispensed throughout the city regarding projects, goals and collaborative efforts designed to best serve families.
- There need to be a public directory (addresses not shown for security reasons) but phone numbers and contact persons to organizations that provide social/ human services. Have a networking event for these organizations/ services so that they can make referrals for services that they may not provide that another may.
- we need to educate our citizens and legislatures on basic needs and bring Tennessee into the 21st century

Coordination/Collaboration

- Come togetheravoid duplication of effortsand clearly select doable and clear cut goals ...and grow together from there.
- By everyone being aware of what each organization has. And a system in place that allows ways to easily access needed resources
- agree on baseline data, prioritize investments in community
- All come together to a table and share services.
- Agencies should meet quarterly to coordinate and eliminate duplicate services. Collate roster of similar agencies and see what can be eliminated, what can be enhanced, etc. Also, need to see a more comprehensive approach to providing access to services for all neighborhoods.
- agencies working together to meet all of their clients' needs, one stop shopping
- **ALL GOVERNMENT AGENCIES SHOULD BE EDUCATED ABOUT ONE ANOTHER, SO THAT THE WORKERS CAN HELP PROVIDE A BETTER UNDERSTAND TO THE COMMUNITY ABOUT THE PROGRAMS AND BENEFITS THEY MAY BE ELIGIBLE FOR.**

- All services need to be at one table and discussing plans for each individual.
- All should be working together to meet the unmet needs of our citizens
- Avoid Overlap in programs. Also determine effectiveness of Organizations that are providing services.
- Better across the board sharing of available services. Better communication in metro and with surrounding counties.
- Better communication and networking. More funding.
- Better communication; sharing information and resources
- Better coordination amongst the social services providers. The services are out there for the most part, but those in need struggle to access those service to some degree because they may be working with one provider that is unfamiliar with the services of another provider. The clients are then limited.
- better coordination and communication to identify the needy who may require these services
- Active role in needs assessments and identification of resources to meet the needs.
- After care and intake, there needs to be system set up to coordinate services and for follow-up.
- Better organization is needed; possibly assign cases by zip codes. Hire more people.
- By being open, work with each other, sharing information, and working to better the people of Nashville.
- Coalitions are the way to go. There are many organizations in Nashville which should work together towards creating change within the community, not just providing services, but providing the tools to the community to make things better
- collaborate with religious organizations that own vans to provide transportation, that can offer/sponsor/support job training for older workers; that can provide and train volunteers for respite services to family caregivers (collaborate with TN Respite Coalition); increase role/applications for Senior Companion program (through Corporation for National and Community Service) to increase social support for homebound elderly; encourage community gardening/neighborhood or church-based coupon clipper-food pantry organizations; create opportunities for older adults who have limited mobility but are still cognitively intact to mentor youth, young parents, etc. by phone/internet
- Collaborate with sister counties on animal dumping, backyard breeding, animal cruelty. Establish an Animal Cruelty Police Force. First in Davidson county and then sister County, Cheatham, Wilson Rutherford. They need Davidson to be an example.
- collaboration, look at reducing duplication for more effective service provision
- collaborations
- collaborative projects
- combine our resources and do more
- Work together, not duplicate service, let it NOT be who you know but what your really need that drives your ability to work the system
- combine services where they can
- Communication is a large part of collaboration; MSS must be in the room to communicate with the other agencies and faith base organization.

- Communications and coordination will create a more effective social/human service. Working together will not only reduce cost but it will also improve the quality of service being rendered.
- Continued collaboration with religious and private groups
- coordination of services or at the very least communication about services available
- Create a seamless network to share information-single point of entry on bus line and major thoroughfares...
- Cross training among organizations.
- Develop a quarterly forum for agencies to receive latest research, best practices and updates.
- Develop work teams to address problem areas.
- Development of more task force for specific issues, with a large portion of community involvement, especially that of nonprofits who work in the particular field daily.
- Doing together
- Each region should have "service coalitions" which report to a central advisory board.
- First by learning the functions of one another; and moving towards collaboration or augmentation.
- First, we must put aside agendas/egos. Second, we must work in a coordinated and collaborative matter to build communities.
- Form functioning/structured coalition of service organizations that operates autonomously from state government with the purpose of benefiting the public service of all its members. Creates awareness and partnership instead of competition and inadequate care.
- Have representatives from the various "people groups" on the board to voice their needs and concerns.
- Having a more effective central, coordinated and knowledgeable information delivery system for available services, much more so than the current 211, for efficient and prompt assistance in time of need.
- I believe we need more organizations, we should combine forces to help more people, to take their time with people, all of our offices of assistance are overloaded understaffed overworked and over look the people's needs.
- Need better coordination of services provided
- I feel the different organizations can network together on one project at a time. If the need is clothes, each organization can select a different day for a certain month to receive donations, after the end of each organizations month gather the clothes or any item together and have a huge public yard sale. The proceeds receive can then go to another need such as rental assistance, utility bills, and so on. If a huge yard sale is offered twice a year, you can imagine the impact the many needy families can receive from this type of event.
- Meet together often, (monthly or no less than quarterly). Have people at the meetings to share their testimonials to 'keep it real'. That way you can better identify with the suffering and difficulties of the people whom are actually going through. Hopefully the private sector can see them more as human, and not just a statistic.

- I think again, using the knowledge that is already there to educate us all to what role we each can play in meeting the needs and how to help those most vulnerable as well as those who tend to be forgotten. There needs to be conversation and collaboration.
- If there were a way for all service organizations to get their basic information (services offered and eligibility) to a central point that could disseminate it to all the organizations and faith communities, Nashville could begin to have a true connection to meet needs. I'm aware of the on-line information service sponsored by Vanderbilt, however, not all organizations are listed and fewer people can access the system.
- Improved collaboration on how to provide services effectively in a timely manner.
- Increased partnership opportunities and community resource information about the partners shared with the community.
- Just make sure that all organizations are communicating what services are being provided so funds can be spent more effectively (i.e. if too many organizations are providing one service, maybe some organizations could look at providing another service that is not available)
- More collaboration. Listen to the consumers. Weed out employees who are not performing, aren't respectful, etc.
- More collaboration. We must address the causes of poverty on the front end (preventive). We must put more dollars into education, nutrition education, job skills, training, financial training so that persons can become self-sufficient.
- More collaborative efforts be put in place
- I think all non-profits are interested in collaboration across the board for services and addressing the needs of people with all sorts of disabilities, not just mental health issues.
- More communication between agencies serving the same person meeting different needs.
- I think all organizations need to work together to meet the community's social/human service needs - social service agencies, community organizations, arts organizations, houses of worship, schools, etc.
- more interagency cooperation to reduce duplication of services, reduce abuse of services and resources from multiple agencies for a few savvy individuals by creating a interagency data base that will allow a reduction in duplication of services.
- **MORE MACRO NETWORKING THAT INCLUDES REPRESENTATIVES FROM RELIGIOUS INSTITUTIONS, SCHOOLS, CITIZENS, ETC.**
- Need better outreach and coordination of services, esp. beyond the few large nonprofits that are already networked. Outreach is particularly needed for immigrant organizations and services and faith-based orgs.
- Networking to explore funding opportunities and communicating better to the people we serve about what aid and programs are available.
- I think more partnerships between agencies that serve the same types of populations need to be formed in order to deliver more effective & more well-rounded service without the client having to go to a million places & complete the same paperwork over & over to get most of their needs met. For example, many pregnant women who get WIC qualify for Food Stamps, but they have to go to 2 different places & fill out 2 different forms & provided all the same documentation to these agencies. There has to be a more efficient way.

- Networking, and having a quorum that would be willing to meet to see how many organizations could work together.
- open cooperation and sufficient meetings
- Organizations can work closely together assisting in the critical needs of the poverty stricken areas.
- I think that one of the biggest things we can do is to make sure we stay aware of services available so services are not duplicated.
- Organizations must be willing to step outside of the box and not work with a "silo" mindset.
- share the load and not have too many programs doing the same thing
- Partnerships and collaborative approaches.
- Partnerships, coordination, and collaboration
- Planning and coordination are needed before throwing money at any issue. Metro agencies are often perceived as just serving low-income folks. Especially with seniors, low/middle-income citizens have needs that MSS can help identify and work with others to provide.
- Pooling of all types of resources could lead to less duplication of effort and better coordination of services. Look at the success of programs like Rooftop.
- Public, government offices should be clearing houses for solutions that do exist as well as providing information to the private sector regarding what needs exist.
- Services must be much more integrated.
- Shared resources - information and financial
- Sharing of resources. More financial resources in Metro Government.
- specific coalitions help somewhat...but need practical resources rather than just planning groups
- Stop competing for the same dollars and realize that a coordinated effort will garner more funds and better outcomes.
- streamlined; more case workers to handle the increased needs
- Streamlining processes that are now repetitive
- Team up with more local nonprofits, work collaboratively. Offer more financial assistance/contracts so that the nonprofits providing the services can function
- The Central Referral System in the MPHD [Metro Health Department] is wonderful at preventing duplication of services. Organize meetings/conferences where we at least learn what each organization does. This way we can more effectively refer and work together.
- The community-at-large needs to be educated as to what services are currently available and working well, and what services need to be improved of newly established. Strong coordination/collaboration/information-sharing among agencies, schools, and volunteer organizations would significantly improve our ability to respond to needs in the community.
- The Poverty Initiative sponsored by the Chamber and MAC [Metropolitan Action Commission] looked at every aspect of poverty with the goal of determining how the community can most effectively address the most critical issues. There are dozens, even hundreds of organizations involved. Coordination of the work of these organizations is critical. Perhaps a community task group could continue to review needs and resources to meet the needs.

- There needs to be more networking where all social and human service need providers are aware of other services available to the public
- There should be more coordination and working together of the organizations to make sure all needs are being met. Lately it seems that a lot more people who used to be considered middle class who are now out of jobs and so they really need to be educated on how and where to get help. They may have never had to seek help in their lives before and so, they might be embarrassed or totally lost in terms of where to go or what to do.
- They can work effectively together if they truly know what the other agencies offer. Many times, we believe that another agency is offering a service, but when we send people to those agencies the people are told that they don't meet the specific criteria, or that they really don't offer that type of service. We should never just make blanket assumptions.
- Through coalitions pulled together by a planning organization that is neutral and does not deliver the services.
- To be unified and talk, so we don't duplicate services for our clients
- Work together to meet the needs of families.
- We really have to listen to each other about the needs in the community. Those of us that work in the community see the needs first hand and those who are making policy
- To more effectively work together, we need to communicate more effectively.
- Try not to duplicate services - find ways to collaborate and provide an extensive array of services rather too much of just a few.
- We need to collaborate with colleges, schools , nonprofit organizations, faith based to get the word out about meeting the needs of the public
- Decisions don't see the needs or understand them.
- Work closer together. Often find that several groups are trying to work on one problem, but spinning their wheels because they don't have enough clout to get the job done.
- work together to prevent overlapping
- Coalition of various groups, networking with each other

Funding

- Consolidate fundraising coupled with strong collaboration between agencies providing identical or similar services.
- Funding should be outcome based with measureable results. Consulting services should receive a tax incentive for assisting funded agencies. Agency partnerships should be rewarded.
- There should be more agencies that provide services and more funds to assist those in need.
- Donate more money and more employees
- Grants for organization wanting to work with ethnic groups, to cover salaries and participants needs.
- More money to help with rent and utilities

- I feel that community non profits work very well together, but there is a lack of government funding to help them do the job that we relieve our government of doing. What a mess this community would be in if we all lost our financial support.
- In order to provide a better system of service delivery, service providers will need to aggressively seek new sources of funding to improve the services that are already being offered. There will also be a need for new/more providers; more people, with more funding to offer need to become part of the solution
- more facilities and more money
- More funds need to be allocated for these needs
- More money
- provide adequate funding for programs and people
- We will most likely need additional caseworkers.

Needs

- First, by surveying potential recipient regarding needs they identify.
- Ask the people what is needed in their communities and keep your word to perform it.
- Bridging the gaps when service are needed.
- Establish community groups - address all complex needs

Policy

- It takes a "community" to help raise our future leaders and employees. More business owners must step up to the place, adopt schools and assist them in getting the training they need to join the workforce. My ideas about this would take meetings to share.
- Clear direction and priorities from Mayor's office
- Let social profit organizations do what they do best. Government should support orgs that do this work every day - instead of trying to do it themselves.
- Clearly identify the need and develop a shared strategic plan. This plan needs to be evaluated regularly for progress
- Organizations need to focus on making sure their programs are evidenced-based and are effectively making the positive changes they promise. The longer resources continue to be put into organizations whose programs do not produce the desired results, the more difficult it will be to provide adequate social/human services.
- First of all they need to put their tendency to be strictly "out for themselves" and/or just plain greedy to rest or things will continue as usual.
- Cooperative efforts to meet a common goal--no matter what the cause or party lines. Democratic/Republican, it doesn't matter. Focus on the issue and not the "side" each is on.
- Expand the Poverty Symposium and select 5 agencies within the city to serve as the lead agencies with the goal to decrease the barriers continuing poverty in Davidson County.

- First public and private organizations must share a common vision or goal to ensure that all people of Davison County will live a productive life. There must be a common interest in human kind not just for the paycheck but also for the welfare of the human needs. For an example, going beyond this survey and developing strategic plans of who this information will be disseminated. And to make sure the responses does not lie idle on some one laptop or PC. Put the plan into action to make sure the needs are addressed and met.
- I think this is already happening throughout Nashville/Davidson County with nonprofits providing social services assistance. Nonprofits will need more funding to continue providing their services in this economy with funding becoming harder to secure.
- Accountability of participants
- All MNPS schools should be open in the evenings, summers, weekends, and be beacons for integrated quality services for low-income families.
- First, to fully realize that "the elderly are coming!" Second, to figure out what will be necessary to adequately meet their needs. Third, to adjust strategic plans and budgets accordingly.
- I believe in order to have quality civil servants there will need to be greater incentives to stay in civil services; such as, educational incentives etc.
- More participation on community boards with representatives from all areas
- I work in the area of criminal justice, and watch too many people get caught up in a cycle they can't get out of without long-term programs that offer remedies to a wide range of troubles, not just chemical dependency, though that's usually the most apparent.
- impetus from the mayor, supported by the business and volunteer community
- incentives to collaborate
- Merge. There are tons of organizations doing the same things in their own way often believing they trump the other. Offer incentives to merge organizations and have city officials provide space and housing for these organizations at a cheaper price than standard businesses moving in the city. Offer more grass roots/professional opportunities for young educated professionals who really want to make their community better, but cannot afford to do so for a living.
- More agencies can come together and collaborate in offering services and write grants to fund the combined effort.
- Instill a state income tax. Education the population on how an equalization of sales tax (lowering it or taking the essential items off of sales tax) and adding a state income tax will help Tennessee become self sufficient and allow children to grow up in neighborhoods learning to be productive members of society rather than watching their caregivers and adults scrape by without much hope.
- It will not get much better until the public recognizes that the skills needed to be creative and aggressive enough to make the connections with the public requires people with special talents and skills. Social workers are grossly underpaid and until that is remedied, no matter what you do or what amount of resources that you have, if you don't have people that can implement the programs and use the resources in a practical and efficient way, things will continue to get worse. You need to get the resources first. Then, you need to pay experienced social workers what they are worth, so that they can use the resources wisely; and, be able to retain their experience. Our social services are some of the worst in the country. Our state should be embarrassed.

- MAKE PEOPLE WORK FOR THE BENEFITS, CLEANING ROADS, CUTTING YARDS, ETC.
- More efficient communication; articulation of common goals; strategic planning that actually works and holds agencies accountable for outcomes or lack of.
- More evenly distributed wealth, state income tax, and opening up TennCare for families
- Need better partnerships and cooperative ventures with better management and oversight of all services, both public and private
- Neighborhood groups can survey their area to find out how many elderly would be willing to get on a bus once a week. They could have neighborhood meetings that include as many people as possible to find out what they need and want. Churches could be asked to have meetings of their neighborhood to assess needs of their members and what they would like to see provided. Housing groups for sec.8, the high-rises (Edgefield Manor) could organize meetings to see what their members need and want. They need to listen to what is said and not decide for these people. I have tried to organize a group through the Nancy Webb Kelly United Methodist Church, and found, though busy with child rearing, jobs and the many difficulties of the poor, these people are willing to meet and talk and help to make a better life for themselves and the elderly all about them.
- Organizations like the Boys & Girls Clubs in low-income areas should receive state funds to continue their services. These organizations in low-income areas will suffer due to a decrease in private donations. However, they are instrumental in reducing teen crime and dropout rates and increasing HS graduation and post sec graduates.
- Parks and recreation needs to get involved. There should be some federal funding through the schools as a sort of Extended School Year, but with some typical peer interaction.
- REQUIRE all adult recipients of TennCare, food stamps, WIC, public housing, or any other government-assisted program to PASS A DRUG TEST. IF THE MEMBER DOES NOT PASS THE DRUG TEST, THEY LOSE THEIR BENEFITS!!!
- Reward faith-based organizations for basic community improvement: clean roads, trash pick-up, gutter sweeps, resources to do basic house repair and upkeep - lawn mowing, tree trimming, vacant lot clean up.
- Some way to get these sectors in conversation on equal footing.
- Start with CEO and Executive Director leadership in addressing this question. They are the ones that must commit to working together. Line staff can follow their lead and direction. To work effectively together and meet the needs of this community, you must have the same dedication from the top of the organization chart. You must get the "big dogs to the table"!
- The competition for grant monies results in a nonproductive dynamic between agencies. Nashville could be a model city if we decided to put the time in to addressing the root problems of our city and the real solutions to them. Planning a large-scale meeting and organizational project, we could get a snapshot of "Who is out there? What are they doing? 'Who do they serve? If they don't serve this person, then who does?"
- The social/human service providers are out-dated as well as the funding source.
- There are too many small meetings taking place within these organizations and nothing happens on a larger scale because of the mindset of the decision-makers in the higher up positions who lack the creativity to establish a conference that would set a higher level of accountability and

platform to bring everyone to the table and prevent agencies from competing and reinventing the wheel. There are plenty of people to service in this city. We could work more effectively if it begins with the 211 system and it was used effectively like a 12 steps program. Example: If a person needs financial assistance, all agencies would require them to receive effective financial counseling of a minimum of 3 sessions before receiving the funds. This would more than likely cause people to think more about their personal responsibility to the debt as opposed to the resources coming freely and easily and they make unnecessary mistakes.

- There is too much spinning the wheels trying to patch together social services. We need more revenue and taxes so that we can provide the services that a first class city deserves. We are not doing this. Please tax me.
- There needs to be a focus on "quality" of services delivered
- There should never be any bias among organizations. However, we know that it exist which causes a breakdown between both public and private organizations.
- They can try to identify, and strategized to meet basic needs. Use funding to directly impact families, not in studies that leave people hungry and without a place to stay. If I am homeless, I don't want to conference about it. I want a roof over my head.
- They can work together by utilizing the central unit of Metro Government that has been instructed to arrange a meeting of the minds.
- This will take some very complex strategies to accomplish this.... Need some excellent systems folks and management folks assigned to gather data, observe agencies as they work and prepare the observation document
- TO HAVE A GREATER CUT OFF PERIOD FOR EVERYONE, CITIZENS OR NOT.
- Top-level coordination of grants/federal/state funds. Nashville should have a coordinated plan of services for (at least) the governmental agencies that provide services to our needy population. Once this is in place, we should strive toward a citywide plan that includes NGOs [nongovernmental organizations] and religious organizations. WE HAVE THIS FOR DISASTER SITUATIONS, WHY NOT FOR DAY TO DAY OPERATIONS? We must focus on outcomes, on improved lives, on moving toward self-sufficiency and quality of life.
- transparency rather than Partisanship
- Unfortunately it would take federal legislation to make it work
- Utilize existing systems or infrastructures currently in place. Increase communication among public and private sectors, bringing all disciplines or service providers together to discuss the impact of the current crises and develop a plan of actions to address the current and anticipated problems.
- We change and work together when required. To get the social service sector to work consistently with a consolidated plan it will required the involvement of major area funders
- We need a strategic plan of what issues exist and how to meet those unmet needs -- and in what priority.
- We need to have all providers be aware of some umbrella organization which will give up-to-date, overall information about services available to all disadvantaged people. When the services CHANGE, every provider could/should be notified. This makes us, as providers responsible— because we would have to PUT IT IN WRITING when we cut off or change a certain type of service or requirement to the public. The services provided via websites like the Tenn. Alliance

for Legal Services' TennHelp and the 211 phone service do a good job, but sometimes the information may be outdated or complicated to access. Every agency should be obligated to UPDATE their information with these services. The only way I could see to do that would be for the agencies listed to have to respond to a quarterly (maybe even monthly-?) survey about ANY changes in their service. Since we all have computers—but our clients/customers don't!—we should be able to accomplish this. Knowing exactly what another agency provides keeps one from bouncing a poor person around and getting them frustrated in addition to all their other stresses!

- We need to take some of the profits from the lottery and use it to help the people of Nashville. Also there are people needing assistance today that never thought they would. Opening up the Section 8 vouchers would help more people and the government wouldn't have to give as much as for subsidized housing.
- Force more nonprofits to collaborate and merge.
- funders (local and government) can have a great impact on how organizations work by requiring true collaboration and providing support to do so

Public-Private Partnerships

- City and County officials need to lead the effort to coordinate services and address the needs of both the chronically and the acutely indigent.
- Commitment of all non-for profits and government agencies that the goal is improved health and welfare of ALL persons in our area.
- Create a master task force, appointed by the Mayor, with both public and private representation, to set priorities.
- A program where for-profit companies allow their employees to volunteer on behalf of the organization. Then the volunteer could educate their company about community needs.
- Alignment Nashville is a good start and needs to do more to foster relationships between non-profits and government.
- Government needs to access available funding and convene community organizations to develop effective partnerships that can provide services. Eliminate the competition for limited funding and try to bring together people to solve problems.
- I think the government and all non-profits should have a summit to see what services are provided by all.
- Better organization between public and private.
- Public and Private organizations work completely different. I think that if organizations were able to share their resources better, including finances, then we could work together better. A good example of agencies working together is the Community-based Family Resource Center model, which is a one-stop-shop for social services.
- Public and Private should be required to work together to alleviate duplication of services and more inclusive services to meet a wider range of needs.
- Rather than having more and more nonprofits spring up, who cater to similar populations, there should be more of a push by the Chamber of Commerce or the Center for Nonprofit Management

to encourage partnerships or having smaller organizations join together for the larger cause. There are too many nonprofits competing for the same dollars and attempting to serve similar populations in the Nashville area.

- City and government institutions/organizations should communicate/consult to a much greater degree with all universities located in Nashville. For example, there is not enough communication/collaboration between Vanderbilt University (where much important educational research takes place) and MNPS (where our public educational services are delivered). Unfortunately, MNPS and State of TN educational authorities choose to spend public education dollars on consultants and programs from other areas of the country when universities such as Vanderbilt and Fisk could do much to solve our public education problems using proven research-based methods.
- Collaboration; define services to avoid duplication. Develop official partnerships.
- Create more forums like the Poverty Summit. Provide opportunities of university collaboration and sharing of resources.
- First of all, they need to know about each other. The city needs a constantly updated nonprofit directory. Secondly, the city needs to figure out exactly how much it costs to provide certain services and nonprofits and churches need to adhere to these standards and/or collaborate with others to meet those costs. Third, the public needs to be given an option to donate into a funding pool. They should be able to allocate their funds towards "children, seniors, employment, etc." but the funds should be distributed based on most efficient and effective way (again, this would create more collaboration).
- I would like big businesses to partner with soc. services to aid the public, and have a complete directory of all services available.
- The public and private need to forge partnerships and operate under the mindset that we share a common client--the people of Nashville.
- Increase volunteerism to help with some of the programs needed to benefit children and youth. Make grants available through foundations for non-profit agencies to provide programming/services. Have better collaboration between public and private entities i.e. having computers in the public school, the books for children program.
- It is very difficult for public and private organizations to work together. Old organizations sometimes refused to collaborate or give information to new organization. They try to do competition instead to work together. The system needs to consider each organization's performance separately in order to have more providers to delivery services.
- It would start by the public sector looking to the unmet needs and what is working. There has been a lot of reactionary government as best as I can tell. There is a lot of duplication and then cuts are passed to the private sector instead of streamlining.
- More blended funding collaborative systems.
- **BOTH PRIVATE AND PUBLIC ORGANIZATIONS CAN BETTER COORDINATE SERVICES TO INCREASE SERVICE DELIVERY THROUGHOUT THE COMMUNITY. AT THIS TIME, RESOURCES ARE STRETCHED SO THIN THAT MANY NEEDS FOR THE DISADVANTAGED REMAIN UNMET. SOCIAL SERVICES AGENCIES CAN NARROW FOCUS TO PROVIDING SPECIFIC POPULATIONS INSTEAD OF TRYING TO TARGET THE CHILDREN AND FAMILIES INVOLVED IN THE SCHOOLS. UNFORTUNATEDLY, OTHER AREAS, I.E. YOUNG AND MIDDLE AGED, ADULTS**

NEEDS GO UNMET. PUBLIC FUNDS ARE NEEDED TO PROVIDE ADEQUATE SERVICES TO EXISTING DEPARTMENTS ALREADY INVOLVED IN THE SCHOOLS. IE. SCHOOL SOCIAL WORK, TO APPROPRIATELY ADDRESS THE SOCIAL SERVICES NEEDS SO BLANTANTLY SPREAD SO THINLY THAT EFFECTIVE CHANGE IS DISMAL.

- More collaborative efforts between government and non-profits would seem to increase available services.
- More dialogue amongst agencies in the public and private sector
- Partnering between government agencies and public agencies and faith based organizations need to increase. Both public and private need to have a forum to allow both organizations know the needs and how both can work together to alleviate these needs.
- Public and nonprofit must partner to survive.
- The public side must acknowledge that they are working with people and act accordingly, considering that the tables could be turned so that they are the ones in need. Public and private groups should work together to provide complementary services/assistance. Staff of both groups should be trained in the use of empowerment techniques so that each encounter between consumer and agency staff is positive and respectful.
- Public and private agencies need to communicate and design ways of matching training to career opportunities.
- TDOC has an organization called TREC... government and private agencies assisting offenders with serious issues and deterrents to obtaining services in the community.
- The city needs to have a board with representation from business, non-profit, education, social services, etc. that meets monthly to discuss needs and communicate with one another.
- The needs of the people has not changed it is only more urgent and the number has swollen. There are programs and services that are not contributing to the solutions. If cuts are a must, then look at the wasteful spending and do away with those entities. Public and private organizations CAN pool resources and act as a clearinghouse to distribute needed services.
- The non-for profit sector is coming unglued due to lack of funding. One private Health Services provider is on the right track in procuring federal, state and private funds to provide services to the underserved. Non-for Profits and government should do the same. What is the plan for accessing Stimulus Package funds to help the most vulnerable?

Service Design and Delivery

- Aid that helps clients get on their feet and stay on their feet: become self-sufficient. Not live on the system.
- The individuals delivering these much needed services should have better training to ensure that delivery is done in a timely manner.
- The use of more friendly/compassionate personnel.
- I'm repeating myself; one-stop access to services; the system is too complex and too time-consuming
- **HAVING THE TOOLS AND INFORMATION TO HELP; ASSIST CLIENTS WHEN NEEDED HELP.**

- I'm not sure. The system could be more users friendly.
- More workers and publicity of benefits
- A good relationship with clients if possible and explanation of program even if there is a denial.
- clients need more help, not always money
- As our agency expands its facility and services - I would love for other agencies to "set up shop" and other meal programs scattered throughout our city do the same so that those who are homeless don't have to navigate a social service system and deal with transportation, etc
- More positive, informational, and educated workers are needed. We need people who really care about the community and its people.
- Focus on three goals: A long and healthy life, access to knowledge, and a decent standard of living, and convene public-private working groups to focus public and private spending to meet these goals.
- better communications through technology; offering more holistic approaches; reduce bureaucracy; maybe we should all consider moving in together like one big shopping mall and then have fairs that provide help/services that go into neighborhoods
- centralized accessibility
- Cut red tape. Go to the people. Organize/cut down on fraud.
- Educated personnel for the varying departments.
- Establish and develop programs that have common goals and criteria for service.
- I feel that the people sitting high and looking low need to put themselves in my shoes to see the day to day worries that many people have with trying to support their families on limited or no income.
- help the working people and get people off the system that abuse the system and have been on programs all their lives
- Hire people with social service educations and backgrounds and teach them real customer service skills. People in need do not need to be treated as lower class citizens by the agency staff with whom they must interact to acquire services.
- Improve public transportation.
- Focus on what the organization does. Do not try to chase dollars to become more than what your focus is.
- better case management
- More services that educate people on how to do things for themselves
- Funding and services for collaborative programs and services that look at the family as a whole.
- I believe their needs to be some type of timeline in which services are received in order for recipients to know that it is not a lifestyle to receive benefits and provide a way to get off assistance that an individual is actually able to succeed on a case by case basis.
- INCREASE \$ LEVEL OF ASSISTANCE AND/OR FREQUENCY OF ASSISTANCE.
- Increased number of persons and organizations providing services.
- Instead of creating one large center for aid, generate a town square type area where people know where they need to go to get what they need and have the ability to get to physically get there.

- Keeping our focus on the person, not the program.
- Listening closely to the needs of the clients, and then meeting their needs.
- Make a common ground for rules and regulations.
- Make more one-stop-shops where clients can get multiple services from one agency. Partner with other social service agencies to provide better service.
- Making sure that all areas are reached and served. Expand the scope of service.
- More employees in the department that will be effected by the increase will be needed. They must have adequate training.
- I have not had a good experience with government agencies and no assistance has been provided to my clients. I made a report to DCS on behalf of a family that needed to be linked with resources and no help was provided. I helped a poor family fill out application for electricity help with the Metro Commission Agency and no help was received. On the other hand, food stamps and TennCare have been easily accessible and staff very helpful.
- MORE JOB OPPORTUNTIES AND OPENINGS FOR JOBS. I FEEL IF A PERSON COMES IN FOR A JOB HIRE THEM, TRAIN THEM BECAUSE THEY NEED A JOB AND THEY TOOK THE STEP TO COME IN AN APPLY. OFFER A WAY FOR THE ELDERLY TO GET MORE FOODSTAMPS A MONTH, SINCE THAT'S THE ONLY INCOME THEY HAVE EACH MONTH, THEY NEED SPECIAL FOODS LIKE ENSURE. STAMPS OF 10 TO 20 DOLLARS A MONTH DOESN'T HELP THEM WITH THE SUPPLEMENTS THEY NEED AS OLDER PEOPLE.
- More jobs.
- MORE LOCATONS; BETTER ADVERTISING AND EDUCATION
- more outstations
- More people and sites of service
- More promotional opportunities for workers, better pay for workers and keeping the caseloads workable.
- One-stop shopping. Coordinate between agencies.
- Organizations need to identify their strengths. Once identified, organizations can determine how their strengths can be used for the good of the community in both short-term and long-term goal planning. If everyone does a little bit of something to grow our community (as opposed to a few trying to do it all), we can only succeed in our efforts.
- Pay your employees like you want them to work efficiently & good.
- Quarterly In-Services
- restructuring of home based or community based services that truly represent the highest needs of the communities that they are located within; The private organizations can up the bar with performance related to service provision while the public organizations will be able to focus on standard and quality of care;
- More services and more people to handle them.
- Revamp the systems that provide financial outlets for people to be more effective in the services that need to be provided.
- See above comments. Be creative. Look at ways to make our programs work better.

- We have several good things in place--we need to continue to see Nashville as an increasingly diverse community that can still be united by common goals.
- Share both financial and in-kind resources, Provide opportunities for clients and volunteers to interact, Job shadowing for youth; Youth internship at business & corporations
- Stop worrying about duplication of service and spend time on developing enough service to meet the need.
- The clients need to be better educated, to obtain better jobs to get off public assistance
- We need to get out of the office and go into the community to identify and meet the needs of the people.
- There need to be more specific guidelines per person. The black and white of the policy leaves critical areas unmet by most of those needing assistance.
- We are always pleased to be "Part of the solution", in helping to educate those who may not be aware of the challenges.
- What difference would it make to give ideas when people like you does not want to move your butt and do something??
- We need to set aside our personal agendas and seek to serve the people of the city of Nashville. I think that the cooperation of the youth agencies in town, as evidenced by the Youth Mall on Charlotte Ave., is a great model for how agencies can pool resources and work together effectively.
- Well to begin with, they could start working together. And a central hub might be a good start.

Specific Populations

- allow homeless to live in makeshift areas, stop harassment of homeless
- Build on the strengths of agencies and businesses using their creativity and success to design holistic strategies, which target neighborhoods (the whole) vs. populations (the parts).
- Children's social and emotional needs are being overlooked in the public schools by teachers who are not adequately trained to recognize covert indicators of distress. Teachers have an enormous amount of time with children and can be better utilized to help identify children in need, beyond the obvious.
- Customer Service, extensive background checks for educating children, raise in benefits, give food stamps to the employed and not the people that sit at home having babies to get more benefits, drug test the people that are receiving benefits.
- DEVELOP MORE JOB TRAINING, MORE SCHOOLS AND MORE COMMUNITY INTERVENTION.
- engage our youth in employment for the summer, provide a in school suspension program for youth
- Get better education on diversity and cultural issues
- Get more people off welfare, limit Section 8 & MDHA [Metropolitan Development & Housing Agency] programs to disable/elderly population
- healthcare assistance; more support for the school systems to assist with more vocational and educational assistance/training

- I have special interest for those people that look jobs in the street. Is it possible that the city to have a safe place for them, and a way to resolve complaints with some business in the Murfreesboro Pike area, in the same area because if they are posted in the corner is for that need
- A good transportation network for the poor - especially those who are homeless and have NO income or access to bus passes is vital.
- increase affordable housing; increase availability of food source for disable and elderly
- Job readiness training, financial assistance for those who are really trying, but run into difficulty and need help.
- Meals on Wheels, Home Health Care agencies, churches, and the Tennessee Legislature need to get together. The legislature could do something selfless by making a law that states that insurance companies cannot refuse to provide services to individuals at home that they are providing in nursing homes. One example of this nonsense is that Medicare will pay for hearing aids only if the client is residing in a nursing home. In fact, for nursing home clients they pay 100% of whatever the hearing aid dealer charges. This has led to inflated prices for hearing aids provided to nursing home residents. Unfortunately, elderly people who choose to stay at home get nothing for hearing aids from Medicare.
- more affordable transportation, more support for the elderly
- more low income housing and assistance
- More opportunities for adult education.
- Outreach programs, Shelters that have life and work skill programs that become mandatory for assistance.
- Partner with area resources for distribution sites, availability of bus passes, emergency housing for women with children.
- Public Housing should work with public and private attorneys who do evictions to determine greatest needs for housing. When a mother of 4 is evicted, she must have somewhere she/they can go long-term.
- Rehab Centers Public/Private need to address more specific dual needs of clients (Pain Management and Alcohol Rehab)
- restore spiritual values
- *[name of agency removed]* is willing to work with the Mental Health Court to help with housing individuals that are dual diagnosed with the primary diagnosis of mental retardation to keep individuals from being jailed. *[Name of judge removed]* has worked with us to try to establish the project and have it funded through state funds for the Developmentally Disabled. We need additional funds to help staff the home with a person who would be there to help with the needs of the individuals. We currently have a home that can keep eight individuals ages 22 and older from being incarcerated. It would also be less costly and keep the individuals from being exploited.
- Something needs to be done to increase the food stamp allotment for the elderly who have high medicine costs & cannot afford to eat healthy meals.
- Stop cutting libraries and schools and transportation, etc that provide the means to improve one's status.

- Stop handout and give a hand up. Reward persons who maintain their rent 3 years and 6 years, then homeowner class options.
- The Food Security Partners of Middle TN are an expert resource on local and national food system assessment and intervention strategies. Partnering with the organization in a key role will enable us to ensure TN has a secure, self-sufficient and healthful food system, with all the social, health and economic benefits that this would provide
- There are many families that need life skills, the basic for children.
- There are several community programs that help provide community services that people do not realize are there. For instance Angel Food Ministries to help provide basic foods at a reduced rate to help anyone stretch food dollars. Project Return to help people with felony records find decent jobs to help support themselves and their families. Hope Clinic and Meharry Women's Center providing free pregnancy tests are just a few examples. ACCESS TN should not disconnect the caller when inquiring about medical coverage - all options as you make a choice and when you do, then you are disconnected.
- "There is a need to coordinate medication needs for individuals transitioning from MTMHI to Jail to insure that the individual gets the appropriate medications and is not caught in a formulary dilemma.
- There needs to be a concerted suicide prevention collaboration effort between the public and private sectors. Suicide is one of the most preventable causes of death and there are effective methods to prevent suicide, much like there are methods to recognize warning signs of heart attacks, cancer etc.
- To do a presentation of Awareness of our services for Deaf and Hard of Hearing to various professional jobs that requires having interpreter. Educate others to understand Deaf & HOH and its culture.
- Too many to discuss here. Perhaps there could be a conference to address health care.
- volunteer, mentoring, internships for high school students
- We need to improve the job market
- Working with local hospitals and providers groups to develop a working system for urgent care for the uninsured is integral.

Technology

- A better (more technologically current) computer system that can access (or at least request) information from other states.
- Better and more collaborative services. A computer network system that will allow service centers to see each place a client has been for services.
- better computer system
- Create a common database for sharing of medical and social services records.
- Develop a web-based, geo-spatial directory of health and human services. For an example, see: <http://www.healthycity.org/>
- Development of a Davidson County/Metro area database website where all services available can be accessed from a central location (i.e., go to the website and type in basic information, zip code and the need, and access all available services in the area.

- Even though I have been in the social service field in Nashville for over 12 years, there are organizations that I have never heard of and services that I don't know exist. Keeping a database of services and updating the database is imperative. We live in a computer/internet based world and we need to make sure that information is available when we need it.
- Huge human service message board and information center online
- Organizations need to create a user friendly data based system for communicating about available resources for the Nashville community. This system must be easily updated and made available to all public and private entities.
- Partnership and data sharing.
- People need easier access to online services.
- Take advantage of a database like Charity Tracker to coordinate between churches & organizations to more effectively help overall without waste. I find those in most need are overrun with those who "work the system". An organized database on a website made available to any and all who choose to access will help everyone on all sides of town and CHD.
- the use of technology to reach more people in need
- Web-based clearinghouse that also allows for discussion and planning.
- A database or system that will all agencies and organization to interface with each other.
- An interactive website where each organization can list what they do, who they assisted and what they have done to help. So if one church gives someone \$50 on a \$200 bill for NES, another gives \$30, the next organization can see how much is left to collect.
- More automated services (by phone and computer) so client needs can be addressed in a quicker time frame.

Metropolitan Social Services
Community Needs Evaluation – Focus Group Process
May 2009

Focus Group Facilitation Process

Focus Group members will be advised that they can help the community by participating in a discussion to identify the needs in community.

Purpose of facilitated discussions:

1. Get a general sense of community priorities for social services in specific areas
2. Obtain good feedback about community social service needs in specific issues
3. Identify which services are most needed within each issue, as well as other needs not listed
4. Identify how the quality of life can be improved by social services in Nashville
5. Generate specific “quotable” comments which can be used anonymously to demonstrate participant input

Introductory Remarks to Focus Group by Facilitator:

- Thank you for participating in this focus group.
- This is an opportunity for you to tell social services providers about the services which are most needed in the community.
- This focus group is being conducted as part of a Community Needs Evaluation by Metro Social Services.
- The purpose of the focus group is so you can provide us with information about the social service needs in Nashville, particularly for those who have low incomes.
- Please be aware that funding for social service programs is usually limited.
- The discussion will be around five different issues: 1) Food & Nutrition, 2) Workforce & Economic Opportunity, 3) Home and Community Based Services (for senior citizens and children), 4) Housing (and the type of assistance needed to help people stay in their homes), and 5) Transportation.
- You will also have an opportunity later to identify needs which are not in these categories.
- The information you share is confidential, so please be comfortable in speaking freely about the community’s needs.
- The meeting is being tape recorded to help prepare notes for the meeting. Information discussed in the meeting is confidential, so that Metro Social Services will not identify the individuals who attended the focus groups or who made any specific comments.
- Information from this meeting will be combined with survey results from a community survey taken by hundreds of Nashville residents to develop the needs evaluation, which will be available to everyone later this summer.
- After the Needs Evaluation is completed, a long-term social services plan will be developed to address the unmet needs in Nashville.

- By sharing your ideas, you are helping Nashville identify which services can most benefit those in the community.
 - We appreciate your taking the time to help us find out what social services are most needed to improve the quality of life in Nashville.
-

STEPS for Facilitators

Facilitators will ask for input from the five targeted issues (which were also on the survey) to create a discussion in which participants can comment on which types of services are needed within each issue.

The five issue areas should be discussed separately rather than discussing multiple issues at the same time.

Every participant does not have to respond to each question or issue. The discussion should be informal and can move to the next issue if the responses or discussion slows down. The facilitator should also be conscious of the overall time frame so that all issues can be discussed.

For each issue area and subcategory, discussions should include the questions below and list responses on a flip chart.

As each issue is completed, lead the participants through a brief discussion of why they recommended what they did and ask members if they have questions about anything that was said.

Questions to Participants – FOOD & NUTRITION

1. For Food & Nutrition services, what are your thoughts about services which are currently available (including those for Food Stamps, Food Boxes/Food Pantries, Food for School Children, Food for Elderly or Disabled Persons, and Food for Infants and Young Children)? Which needs are being met well and which needs are not being met?
2. What are difficulties or barriers to obtaining services which are available?
3. As a resident of Nashville, what new or additional services do you or your neighbors need to improve the community in terms of Food & Nutrition? (*Encourage them to use their imagination and to think of the things that would have the greatest impact on their community.*)

Questions to Participants – WORKFORCE & ECONOMIC OPPORTUNITY

1. For Workforce & Economic Opportunity services, what are your thoughts about services which are currently available (including those for GED Assistance Job Training, Vocational Training, Training About Money and Finances, Youth Job Opportunities, Help Finding a Job/Job Placement, College or Junior College, Public Benefits-SSI/SSA/TANF, Life Skills Counseling-Case Management)? Which needs are being met well and which needs are not being met?
2. What are difficulties or barriers to obtaining services which are available?
3. As a resident of Nashville, what new or additional services do you or your neighbors need to improve the community in terms of Workforce & Economic Opportunity? (*Encourage them to use their imagination and to think of the things that would have the greatest impact on their community.*)

Questions to Participants – HOUSING & RELATED ASSISTANCE

1. For Housing and the types of assistance needed to help people remain in their homes, what are your thoughts about services which are currently available (including Help Paying Utility Bills, Help Paying Mortgage Payments, Section 8 Vouchers, Public Housing Units, Homeowner Education and Training, Emergency Shelter, and Help with Rent Payments)? Which needs are being met well and which needs are not being met?
2. What are difficulties or barriers to obtaining services which are available?
3. As a resident of Nashville, what new or additional services do you or your neighbors need to improve the community in terms of Housing & Related Assistance? (*Encourage them to use their imagination and to think of the things that would have the greatest impact on their community.*)

Questions to Participants

HOME & COMMUNITY BASED SERVICES (for Children and for Senior Citizens)

1. For Home & Community Based Care (including Child Care Closer to Your Home, Help Paying for Child Care, More Infant Child Care, Homemaker Services for Relative Caregivers-such as grandparents raising grandchildren, and Homemaker Services for Elderly or Disabled People), what are your thoughts about services which are currently available? Which needs are being met well and which needs are not being met?
2. What are difficulties or barriers to obtaining services which are available?
3. As a resident of Nashville, what new or additional services do you or your neighbors need to improve the community in terms of Home & Community Based Services? (*Encourage them to use their imagination and to think of the things that would have the greatest impact on their community.*)

Questions to Participants – TRANSPORTATION

1. For public transportation (including the need for Low Cost/Affordable Bus Tickets, Sufficient Bus Route Locations, and Special Transportation for Disabled People), what are your thoughts about services which are currently available? Which needs are being met well and which needs are not being met?
2. What are difficulties or barriers to obtaining services which are available?
3. As a resident of Nashville, what new or additional services do you or your neighbors need to improve the community in terms of Transportation? (*Encourage them to use their imagination and to think of the things that would have the greatest impact on their community.*)

ADDITIONAL QUESTIONS TO PARTICIPANTS

1. Other than the needs already discussed, what other social services needs in the community need to be met?
2. What are your suggestions on how to meet those needs?

Make a brief closing statement thanking the group for their input and helping MSS and the city to think through these issues. (Gift cards will be distributed to participants by Coordinators.)

ADDITIONAL INFORMATION

For note takers/reporters:

- Tape record meeting and in notes and intermittently record timeline in notes.
- Listen for any strong or emotional comments (either positive or negative) which can be used for quotes and take note of where they are located in the recorded timeline so they can be transcribed verbatim for anonymous use in the report.
- Try to identify at least a few quotes in each of the five issue areas, as well as additional quotes about what Nashville is lacking in other social services.

For Coordinators:

- Let the facilitator know that you are there to help. Offer to assist with writing on flip charts if needed.
- Tape record the meeting. (Bring the tape recorder to the office the next day to have the recording saved to computer and backed up and an electronic copy will be furnished to note takers.)
- Listen for any strong or emotional comments (either positive or negative) which can be used for quotes and take note of the time so the tape can be reviewed to get accurate quotes.
- After the focus group has finished, distribute a gift card to each participant and get them to sign their name and address on a list.

Focus Group Summaries

African-American Female Focus Group Summary

May 13, 2009, 4:00 p.m. to 5:30 p.m.
Bordeaux Library
20 Participants

Food and Nutrition

- Increase Food Stamps for the elderly.
- Availability of transportation to the elderly is needed so that they can pick up commodities and medications.
- Quality of food boxes is not always good—dented can goods, no labels on cans or outdated.
- Some young people abuse Food Stamps.
- Special diets not considered when picking up food boxes.
- Calculations for Food Stamps need to include other expenses besides just income.

Quotes:

“Some of the food is expired. On some cans you can’t read the expiration dates.”

“Most (seniors) are on certain diets. They can’t eat the food in the food boxes.”

Workforce & Economic Opportunity

- Felons have problems re-entering society.
- If married, sometimes you don’t have access to education/job assistance.
- Employment barriers are medical issues, transportation, child care.

Quotes:

“Employers tell you to be honest about your record, and when you’re lucky that they even finish the job interview with you, you never get called back. You have to lie to get a job, but when they do a background check, you’re fired again.”

“It’s kind of frustrating because I have one degree and I’m working on another one. I’m educated. I have five kids and I’m married...Once you’re married there is no assistance.”

Housing & Related Assistance

- There’s not much help for mortgage payments and utilities support.
- Income is a barrier - either it’s too much or too little to be eligible for support.
- There’s not enough affordable housing.
- There’s a lack of knowledge as to where you go for resources/support.

Quotes:

“Utilities help is not working. They said I made \$1 too much to help me.”

“You have to have income to get help and then when you have income, you’re still not getting help.”

“Not enough affordable housing.”

Home & Community Based Services

- Grandparents need help raising their grandchildren.
- Communities need to step up and find ways to assist in their communities.
- There are not enough homemakers for the elderly.
- Kids don't like to attend the community centers because of the bullying that takes place.

Quotes:

“There need to be more community events. Many kids have just nothing to do. That's how they get involved with gangs.”

A story was told of a grandmother caring for four grandchildren and a disabled husband. “She didn't get any help. She couldn't get Food Stamps. They couldn't get the substantial help.”

“Everything is quantity versus quality right now.”

Transportation

- Lack of transportation keeps parents from becoming involved in their kids' schools.
- Buses don't run frequently enough in some areas, which is a major barrier to jobs.
- Bus schedules need to be extended.

Quotes:

One woman said that she used to volunteer at her kids' school. “When I could walk to where my little boys were, I could volunteer and get involved. Now I can't.”

“My uncle lives in North Nashville, he doesn't have transportation.” The uncle rides as far as he can on the bus, then “I have to pick him up from there and bring him home.”

Other Issues

- Gangs in schools and in the community are huge problems.
- School regulations and guidelines vary from one school to another causing lots of school problems overall.
- Parents need to be more responsible regarding their children.
- Should have Sex Education, STD prevention and other programs for school children.

In summary, transportation was viewed as an essential part of everyday life, ranging from medical appointments, to other matters such as picking up food boxes, employment/training, and parental school involvement. There seemed to be a lot of focus on the elderly as being a very vulnerable group, and children needing places to go to after school that were enriched in positive experiences. Some participants knew of resources but faced eligibility barriers, and as one participant stated, being married could be a barrier to receiving assistance for child care and other assistance programs.

Summary of African-American Male Focus Group

May 5, 2009, 4:00 p.m. to 5:30 p.m.

Bordeaux Library

13 Participants

Food & Nutrition

- A priority should be given to the elderly and disabled.
- Lack of transportation to get to the food programs.
- Amount for Food Stamps needs to be updated.

Quotes:

“We should set up and target the elderly more with Food Stamps.”

“I’m on disability and have diabetes. People who receive disability and do not have work receive probably \$600 + per month. The Food Stamps they can receive is \$125 or less; \$125 in Food Stamps is just not enough. If you’re on disability you still have to pay the rent, the light bill, etc.”

Workforce & Economic Opportunity

- Transportation is a huge barrier. Most providers will issue a one or two day bus pass which is not sufficient when trying to locate work.
- More education is needed to secure a job.
- “One stop shop” idea would be ideal for service delivery.
- There needs to be more programs within prisons that help felons with job readiness.

Quotes:

“Since I’ve been here, I’ve been through quite a bit of services...They have their own job training. But we got to wait for class to start...It’s supposed to start in a couple of months, but that couple of months never comes.”

“Employers may say that they are felony friendly, but what happens is the potential employee just never hears back from the employer.”

One man stated that he’d like to see a job provider service that resembles a library. “You have different sections to go to...The most important thing is to develop a trust relationship with the provider service. A roundtable like this would help where people can exchange ideas and learn from each other’s experiences.”

Housing & Related Assistance

- There is a need for a rainy day fund.
- Nonprofits and churches regularly run out of money. There are not enough financial resources to assist individuals and families in need.
- Living in subsidized housing can have its benefits. However, if your income increases (such as under Section 8) your rent also increases and there’s a feeling of never being able to get ahead.

Quotes:

“Now we have five kids. I was making \$10. Our rent was \$785. In making \$10, Section 8 was cutting us way back. I have to pay water, electricity, and so on. When I get paid, there is nothing there. The kids need shoes and clothes. I have to borrow from Peter to pay Paul.”

“Most of the time, money for programs and churches runs out. There are just not enough resources available for all the need that is out there.” One man suggested having a rainy day fund available that you could use that would tie you over so that you could keep your housing.

Home & Community Based Services

There was not much discussion in this area although there were men in the group who stated that they had children, but were not living with them. The one man vocal in this area was a married man with several children. He therefore stated:

- If you have a certain income, then you'll need to pay for child care.
- Services do help, but it's like a Catch 22—they don't help overcome poverty.

Quotes:

“We dealt with day care. Once again, you run into the same problem: Once you make a certain amount, they up the cost of day care.” He stated that he could not afford the cost, and he and his wife made the decision to remove their three children from care and have older siblings care for the younger ones.

“Basically, if they see you with a dollar trying to make things work, they take 95 cents of it.”

Transportation

- Bus services are insufficient.
- There is a need for more frequent bus services, more routes and expanded hours.

Quotes:

“Bus services are a problem” and used this group as an example. We had to end the group earlier than originally planned so that participants riding the bus could catch the last one leaving the Bordeaux area by 5:30 p.m.

Other Issues:

- There are not enough services for women who face homelessness.
- There needs to be more accountability and outreach programs for youth.
- Payment plans need to be worked out with such companies like NES, Water Services, and others instead of turning off the service.

In summary, the men saw transportation as a major barrier when seeking employment and once being hired, maintaining it. Community financial resources were seen as barriers to housing, and housing related support. It was a general consensus among the group that while government assistance can be helpful, it can also prevent an individual and family from “getting ahead” and making improvements in their lives.

Hispanic Female Focus Group Summary

May 14, 2009, 6:00 pm-7:30 pm
Church of Guadalupe
22 Participants (Hispanic women of different nationalities)

Topic Area 1: Food & Nutrition

Questions: What are your thoughts about food services that are currently available? What problems and barriers do you have to access the services? What new or additional services are needed?

Issues raised:

- Long waits to get appointments for WIC, and long waits during the appointments.
- Poor service, long waits and complicated requirements for Food Stamps.
- Food banks offer unhealthy selection of foods.
- Food banks frequently only provide services to people with legal status.
- Unhealthy food of low quality served in schools.
- Impression that Hispanics are discriminated against by social workers.

Discussion:

WIC: Regarding WIC, several participants complained about the long waits to get appointments and during those appointments.

- “The wait at the appointment is of up to three hours.”
- “Appointments dates are up to a month out.”

Food Stamps: The wait times are very high and the quality of service for Food Stamps applicants is poor. Several people complained about changes in the system, which have people waiting for hours for their appointments, and which require applicants to speak with several people to see if they qualify. Also, participants in general believe that social workers have discretionary ability to decide who qualifies for Food Stamps and other services. But, in general, people praised the Food Stamps system as a welcome aid.

- “They ask for too many requirements, and if any document is missing, they suspend the service and cancel the appointment. Returning for a follow-up appointment means more time spent.”
- “People are asked to come at a certain hour and then they have to wait an hour and a half.”
- “Now you have to speak to several people to see if you qualify.”
- “The social workers have a bad attitude. They don't treat the public right.”
- “They mistreat people who don't speak English well.”
- “They question our income and sometimes they don't believe us. It feels like they want to discourage the applicants.”

- “Does the government tell its workers to reject Hispanics? By the way they treat us, it appears so. Sometimes they shout at the applicants.”
- “Food Stamps are good. There are people losing their job, and in these cases, Food Stamps are of great help.”

Food banks: Food banks only offer canned food, to which the Hispanic population is not used to. Also, the type of food they offer frequently is not nutritious. In this sense, Food Stamps are better, because they allow people the choice to buy fresh food. The participants also praised the help they provide to needy people. On the down side, several participants mentioned that many people don't go to food banks and other places that provide food because they are sometimes required to provide a Social Security number.

- “Many people don't go to food banks and churches to get food because they ask for the Social Security number, and although the children may have it, the parents may not. That discourages people.”
- “Food banks only have canned food. We are not used to canned food and would rather get fresh food.”
- “Many times they give out junk food, so the nutritional needs are not being met.”

Food in schools: The food provided in Metro schools is not healthy, and the quality is poor.

- “Schools are not providing healthy food to our children. They offer too much spaghetti, pizza and junk food, and they are cutting down on the food.”
- “Too much fat and carbs. There should be a focus on healthy and nutritious food.”

Additional services needed: None were mentioned.

Topic Area 2: Workforce Development & Economic Opportunities

Questions: What are your thoughts about training and education services that are currently available? What problems and barriers do you have to access the services? What new or additional services are needed?

Issues raised:

- Access to GED is open to everybody.
- It is difficult and expensive to get a college education.
- Access to ELL (English Language Learner) classes is limited, but necessary.
- Undocumented students have very limited opportunities for education after high school.

GED: “Access to GED is open to everybody, regardless of legal status. The problem is going on to college, especially if you don't have legal status.”

Universities and community colleges: Community colleges are a good starting point to later move on to higher education. Cost is too high in general, but especially for those without legal status. Access at some universities and community colleges is limited to citizens and people with legal status. Most

participants expressed frustration with the barriers faced by undocumented students who want to continue their education after high school.

- “The cost of tuition is too high, even in community colleges, and especially if you don't have legal status.”
- “Many universities and community colleges only accept people with a Social Security number.”
- “The educational services provided are not sufficient, because there are huge barriers for high school graduates that are undocumented to go to college.”
- “Metro schools offer training without requiring a Social Security number.”

ELL (English Language Learner) classes: People want to learn English, but there are many difficulties achieving this goal. Several participants mentioned their frustration with people who don't want to learn English even when they have classes available. Although basic English classes are widely available at low or no cost through churches and non-profits, more advanced courses are very expensive.

- “Everybody needs to learn English to prosper in this country.”
- “Many times it is difficult to go to classes. You may lack the time, because you work two or three jobs. Or maybe the schedules don't work for you. Or maybe you don't have transportation.”
- “The cost to take advanced English classes is very high. This is a problem for those looking for a job, because knowing good English is a requirement to advance in your job.”

Topic Area 3: Housing & Related Assistance

Questions: What are your thoughts about services that are currently in place, including mortgage payment assistance, public housing, Section 8 Housing, etc.? What type of assistance is needed to help people remain in their homes? What are the difficulties and barriers to access these services? What new or additional services are needed?

Issues raised:

- General lack of knowledge about housing services.
- There are emergency housing services for women and families, but they lack Spanish-speaking personnel.
- There are shelter services for domestic violence victims, but they lack Spanish-speaking personnel.
- DHS and Families First offer certain aid for needy families, but require people to have a legal status.
- People are misinformed about the need to have a SSN to access emergency housing services.
- There is a need for brochures and other literature in Spanish and other languages containing information about who provides these services.

Discussion:

Public housing and Section 8: Several people stated they had no idea about these services. Because they require a certain legal status, not all of the attendees would be able to qualify. There is a lack of information on these services.

Emergency housing services and emergency assistance: Many attendees ignored that services of this kind existed. Others thought that their particular legal status (undocumented or not long enough residency time) prevented them from qualifying.

- “The mayor's office offers aid to pay past-due bills.” Another attendee asked, “Does anybody qualify?”, and nobody could give a definitive answer.
- “DHS and Families First offer certain help for needy families, but you already have to be in the system. They only provide these services to people with legal status.”
- “Sometimes they limit access to these services, although the family has a child who is a citizen.”
- “Social workers give bad information about the need to have a Social Security Number to have access to emergency housing services. I think that access to this is decided by the social worker.”

Shelters: Attendees were aware that there are shelters for abused women and their children, but don't know how to access them.

- “There are emergency shelters for women and families. The problem is that they don't have any people who can speak Spanish. These centers are open to anybody, regardless of legal status.”

New or additional services: There is a need for information in Spanish on the housing and shelter services provided and who qualifies for them.

- “We need brochures in Spanish and other languages describing the different offices and agencies that provide these services, and providing their phones.”
- “There is a need for support on how to finance the purchase of a home, and on how to refinance.”
- “When one doesn't have a Social Security number, the different utility companies require a big deposit, which sometimes is difficult to get.”

Topic Area 4: Home & Community Based Services

Questions: What is your opinion about home and community based services such as child care, clustered homes, infant care, etc? What do you think is needed? What additional services are needed?

Issues raised:

- People know very little about these services.
- Government child care support is limited, and only available to people with certain legal status.
- There are long waiting lists for child care services and Head Start.
- There are plenty of private child care facilities, but cost is an issue.

- There is an important need for government-subsidized child care and home care services at a reasonable cost.
- The lack of low-cost child care facilities causes concern; this has a direct impact on the child's early development.

Discussion:

Because of the difficulty of obtaining child care and home care services, for most the option is private child care and home care. But these services are very expensive, eating up a good part of the family's income. Several people mentioned the lack of government supported services for undocumented children, new mothers and seniors. Also mentioned was the lack of support for undocumented handicapped children.

- “Many people haven't heard about the child care services.”
- “Waiting lists for child care services are very long.”
- “There are many private child care centers, but they are very expensive.”
- “Many times it is cheaper to not work than to pay a babysitter.”
- “Head Start has a program for children, but there are too many children on waiting list. My child has been on the waiting list for a year and a half, and hasn't been accepted.”
- “The scarcity of affordable child care centers has a direct impact on the child's development. Babysitters don't cover the early stimulation needs of a child.”
- “Undocumented people don't have access to public child care services.”
- “There is very little aid for handicapped children that are undocumented.”
- “It's important that we help the children of undocumented people. Like it or not, they are the new citizens.”
- “Medical care for seniors that are brought here by their children, but haven't adjusted their status, is very expensive. It is really hard to get services for them.”

Topic Area 5: Transportation

Questions: What is your opinion about transportation services? What barriers are there to transportation? What do you think is needed?

Issues raised:

- Large lack of public transportation routes. Routes are too far away for most people, and frequency is too low.
- Taxi is unreliable and expensive.
- Lack of information on routes and schedules. This lack of information contributes to the isolation of people.
- There are problems with AccessRide for the handicapped and seniors; transportation often arrives late, or does not arrive.

Discussion:

Public transportation: Opinions regarding public transportation were unanimous. Public transportation does not have enough coverage or frequency to be viable in most cases. Many of the attendees did not have a license, or come from households with only one car. For many, the closest bus route was too far from their home to be practical.

- “We need more information on the routes and schedules.”
- “Many women don't know how to drive or don't have access to a license. The lack of information on public transportation contributes to our isolation.”
- “It is very important that public transportation services be expanded.”

AccessRide: Some people thought there are problems with the service provided by AccessRide. Complaints were that the drivers take too long to come, or don't come at all. One person also mentioned that AccessRide is denied to people without a Social Security number.

Taxi: Taxi service was considered to be costly and unreliable.

- “Taxis are lousy. They frequently take a long time to come and are expensive. Sometimes they simply don't come.”

Access to license: Several people mentioned that the limited public transportation service puts people in a bind. Many don't have access to a license, but because public transportation frequently is not practical for them to get to work, they have to risk driving. A traffic stop without a license can have a long stream of consequences, including arrest and deportation.

- “People are afraid to drive, because of the risk of being pulled over and not having a license or insurance.”
- “A traffic stop can affect a whole family. Children end up without their father or mother. There is also an economic impact. If people were allowed to drive, they'd buy insurance. They'd generate more income. They'd spend more money.”
- “There is less economic activity, because people don't want to risk going out.”
- “More money is being spent trying to expel people.”

Topic Area 6: Other comments and concerns

Questions: Do you have any other comments or concerns?

Issues raised:

- Medical services are extremely expensive.
- Costs for medical services are not disclosed.
- Limited assistance services have to be renewed every few months.
- There are limited medical services for senior citizens.

- Why this meeting, if many of the people present don't have access to government services and benefits because of their immigration status?

Cost of medical services: Several people expressed concern that, given the very high cost of medical services and the limited access to public health programs, many people are not getting preventive or necessary medical care. A complaint made by several attendees was that medical costs are not disclosed.

- “I am diabetic, but don't have medical insurance, so I'm not taking proper care of my illness.”
- “The cost of medical services is too high, especially for undocumented people.”
- “Medical costs are hidden; they are not disclosed from the beginning.”
- “Limited assistance programs have to be renewed every few months, and this costs a lot of time and money.”
- “There are very few medical services for seniors. TennCare almost doesn't cover anything or anybody.”

Why this meeting: A person asked, “Why are we having this meeting? Many of us here are illegal and we don't have access to any of the government's benefits.” Mr. Domínguez responded that the objective is to see what the basic needs of the city are and, within the law, provide these services. He said, “We are trying to hear from the citizens what the needs are, and then focus the resources toward those needs.”

Another attendee added: “It is important that we all speak about what is happening to us and our families, so that the leaders become aware and listen to us. It is important for all of us to participate and work, little by little, for changes in the future.”

Hispanic Males Focus Group Summary

May 12, 2009, 6:00 p.m.-7:30 p.m.

Church of Guadalupe

14 Participants (Hispanic men of different nationalities)

Topic Area 1: Food & Nutrition

Questions: What are your thoughts about food services that are currently available? What problems and barriers do you have to access the services? What new or additional services are needed?

Issues raised:

- There is an important need for education on nutrition and healthy eating among Hispanics.
- There is a lack of information about food banks.
- Some food banks have little food, others too much, but they do not give to everybody.
- Food banks lack fresh food; everything is canned.
- The food provided by food banks needs to be more nutritive.
- These services are very useful, they provide support in times of need. There is concern that they may be reduced or eliminated.
- The food service provided in schools is adequate

Discussion:

Education on nutrition and healthy eating: Hispanics have a high rate of health problems, especially diabetes.

- “There is an important need for a campaign on nutrition and healthy eating habits for Hispanics.”
- “Diabetes is an important problem among the Hispanic population.”

Food banks: They are very important for the community, especially in these times of high unemployment. Food banks provide canned and processed food. Hispanics culturally are not accustomed to canned foods. The food is not always nutritious, and should follow the food pyramid guidelines. It is thought that some food banks only serve people with a Social Security number. More information is needed on the location of food banks and other food services.

- “These services are very good, because they help when there is a need. I hope they don't get rid of them.”
- “Some food banks have too little food, others, too much, but don't give it out to people who don't live in the area, or to people who can't prove their identity.”
- “Food banks need to offer fresh food. Everything is canned, and culturally we don't have the habit of ‘the can’.”
- “Food banks need to provide more nutritious food. They should use the ‘food pyramid.’”
- “Sometimes they give out food that is not nutritious, like cake.”

- “I think some food banks require people to have a Social Security number, but I'm not sure. Maybe some do, and others don't.”
- “Because food banks receive donations, they usually can't have fresh food.”

Other comments: “In our countries, we donate for the good of all. We don't have charity through government organizations or non-profits.”

Additional services needed: Greater emphasis on nutrition.

Topic Area 2: Workforce Development & Economic Opportunities

Questions: What are your thoughts about training and education services that are currently available? What problems and barriers do you have to access the services? What new or additional services are needed?

Issues raised:

- Community colleges are too expensive. Some require a Social Security number.
- Public schools offer training, but not a certificate.
- Conexión Américas provides very good training services.
- There is a lack of training opportunities for people without a Social Security number.
- Many children cannot continue their education past high school because they lack a Social Security number.
- Undocumented people face many barriers to education.
- Training services for seniors are needed.
- Learning English is very important.

Discussion:

Adult education: Several participants stated the importance of continuing getting an education. But for many Hispanics this is not possible. GED is available, but the courses are only given downtown. Community colleges offer financial aid, but usually don't accept people without a Social Security number. In general, undocumented adults don't have access to education opportunities. Conexión Américas is the only organization known to provide training focused on Hispanics.

- “Nashville Tech offers financial aid, if you qualify. But they require that you have a Social Security number. The aid is based on your income.”
- “There are few opportunities for people without a Social Security number to improve their education. If they do accept you, the cost is very high.”
- “Undocumented people have many barriers to education. They want to participate and advance, but the government puts up a barrier, even to good students.”
- “Besides Conexión Américas, I don't think we know any other organization that supports the training of immigrants.”
- “It is somewhat difficult to get a GED, because they only give the courses downtown.”
- “Four years ago, a school near where I live provided GED service. But I left town and, when I came back, they no longer had this service.”

- “We need low cost training to be able to get better employment.”
- “We lack information on where to find services. Maybe the information is there, but we don't know where. That is why we need to know the language [English], to be able to understand the English channels.”

Post-high school education for youngsters: A parent mentioned that his children could not continue their education after high school. Other parents expressed similar concerns.

- “My children could not continue their education and go to college, because they don't have a Social Security number.”

Education for seniors: Seniors want to feel like productive members of society.

- “We need training for seniors. Training courses and employment opportunities for seniors are a motivation for them.”
- “Hispanics of ripe age become restless; it would be helpful to channel this motivation. Art, handicrafts, etc.”

Topic Area 3: Housing & Related Assistance

Questions: What are your thoughts about services that are currently in place, including mortgage payment assistance, public housing, Section 8 Housing, etc.? What type of assistance is needed to help people remain in their homes? What are the difficulties and barriers to access these services? What new or additional services are needed?

Issues raised:

- Lack of information on housing services available.
- Many people need assistance to pay rent or mortgage, but do not know where to go.
- Information is needed on how to buy a house.
- Lack of legal status impedes many from being eligible for these services.

Discussion:

Mortgage and rent assistance: Most people were unaware of what housing services are available. Sometimes support is needed for mortgage or rent payment, but there is little information on where to go. Perhaps this information could be made public through the Spanish stations.

- “A lot of people need help to pay the rent or the mortgage, but they don't seek it, because they think they're going to be rejected or because this help is not available for undocumented people.”
- “We need information on how to be able to buy a house.”
- “Maybe the information is out there, but we don't know where to find it. It would be good to provide this information on television. The women see these ads and take note of them.”
- “We need an information campaign about the services Latinos can have access to.”
- “Conexión Américas offers training courses to prepare people to buy a home, and they offer assistance to help inspect the home.”

Topic Area 4: Home & Community Based Services

Questions: What is your opinion about home- and community-based services such as child care, clustered homes, infant care, etc? What do you think is needed? What additional services are needed?

Issues raised:

- It is known that there are services for seniors and handicapped people, but few have used them. More information is needed.
- Large need for low-cost child care.
- Handicapped people receive good support from the government.

Discussion:

Senior services: Some community centers, like Coleman Park, offer services for seniors. More information about them is needed. Seniors also need to know about support networks.

- “We know there are services for seniors and handicapped people, but we don't have access to that information.”

Handicapped services: Few people knew about existing services for handicapped people. One participant has a relative with handicapped children and they are receiving all kinds of services.

- “I have a relative who has handicapped children and they are getting housing, transportation and therapy assistance. The government offers a lot of support for handicapped people.”

Child care: Many participants mentioned the need for low cost child care. The cost is very high and many times they are unable to pay. Because of the high cost, many people use the services of non-professionals. There is a lack of knowledge and information about public assistance for child care. A good idea would be to employ senior citizens to staff child care centers; this would help reduce costs.

- “We pay more than \$100 per week, per child, for child care. Plus meals. The cost is too high, especially now that work is scarce.”
- “The cost of child care centers is too high. Because of this, people use the services of non-licensed people.”
- “There are child care centers that don't take children older than 3 years.”
- “It would be a good idea to have child care centers staffed by senior citizens, because this would reduce the cost.”
- “Maybe there could be an association of senior citizens that could work in a special child care institution, with government support and food assistance. It would cover the child care needs of children older than 3. It would be a double benefit.”

Topic Area 5: Transportation

Questions: What is your opinion about transportation services? What barriers are there to transportation? What do you think is needed?

Issues raised:

- Public transportation is good, but more routes and frequency are needed.

- A lot of time is wasted when using public transport.
- There is no public transportation within neighborhoods.
- Routes that go to important public places should be improved.
- Better bus stops, signs and route information are needed.
- Access to driver's license is an issue for many Hispanics, so public transportation is very important.

Discussion:

Public transportation is a very important issue for Hispanics. Because many of them do not have the possibility of getting a drivers license, they have to rely heavily on public transportation. Unfortunately, the routes do not cover enough of the city. One issue repeated by several is that public transportation does not operate within neighborhoods, and frequently people live too far away from a bus stop for it to be practical. The comfort of the buses was praised, but it was mentioned that, due to the route structure and the bus frequency, a lot of time is wasted when using public transport. In particular, routes and frequency to hospitals, schools, shopping centers and other important places should be improved. Bus stops frequently are not well marked and are placed in dangerous places. There should be better information on the routes.

- “The services are good, but we need more routes and better frequency.”
- “We waste a lot of time when using public transportation. Buses don't go by frequently and the routes are limited.”
- “We don't have bus routes within the neighborhoods.”
- “Because many of us can't get a license, public transportation is very important to us.”
- “Public transportation reduces traffic and helps our spouses be less worried.”
- “The cost of the service is low.”
- “It's important that there be more public transportation to schools, hospitals, and other important centers.”
- “Bus stops need to be improved. Frequently they are just a sign at the side of the road, and the bus just stops in the middle of the road.”
- “The lack of sidewalks and of bays for the buses to pull in at the bus stops is dangerous.”
- “We need more information on bus routes and schedules, especially at the bus stops.”

Improvements to the system: Several improvements and suggestions were mentioned.

- “Perhaps we could have smaller buses covering local routes within neighborhoods, to go to the main routes.”
- “It would be good if we could find out how we can propose improvements to the system. Maybe we could get together as a group.”
- “There should be a paved sidewalk and benches at all bus stops.”
- “The bus stops on busy roads should have bays for the buses to pull in, off the traffic lanes.”
- “Bus stops should have more information on routes and schedules, not only for the specific route, but for the whole system.”

Topic Area 6: Other comments and concerns

Questions: Do you have any other comments or concerns?

Issues raised:

- Access to ID and license.
- People don't get car insurance because they can't get a driver's license.
- Undocumented people need information on what government services they may have access to.
- Police are profiling immigrants. People are afraid of the police.
- When the father or mother goes out, the family worries.
- In jail, people are mistreated, insulted, and denied access to support by the authorities.
- Discourse about immigrants on television is very negative and should be changed.
- Medical services are very expensive. Low-cost clinics have long lines.

Driver license and ID: Because some people are not allowed to get a driver's license, they can't get car insurance. For some, insurance is also seen as a waste of money in these cases, because of the fear of deportation if the person is involved in an accident.

- “If we could get a driver's license, we could get insurance and everybody would be protected. The government would also know who we are.”
- “People don't see the need to get insurance because they think, ‘What's the point, if they are going to deport me anyway.’”

Police treatment and profiling: Several people expressed mistrust and fear of police and other authorities. There is a feeling that Hispanics are being profiled and treated differently than other groups.

- “Police are pulling people over because they look Hispanic.”
- “Our wives get very worried when we go out to work. They don't know if we will come back.”
- “When a person is arrested, they are insulted and discriminated against in the jail. There are no support services for Hispanics, or they are denied.”

Services in general: “People need information on what services the government may provide them, even if they are undocumented.”

Rhetoric on immigrants: Several participant expressed worries about how Hispanics are being portrayed on television and in the media.

- “We need to change the way television talks about Hispanics. They say very negative things about us.”

Cost of medical services: Several people mentioned that, because of the high cost of medical services, many people are foregoing necessary medical care. Low cost medical clinics often have long lines.

- “Medical care and medicine are very expensive. We don't know if there is government aid for medical services.”
- “When we go to low-cost clinics, lines are very long and we wait a long time.”

White Female Focus Group Summary

May 20, 2009, 2:00 p.m.-4:00 p.m.

Salvation Army Offices

26 participants (21 white, 5 African-American)

Overall themes that emerged in all issue areas:

- Need for better publicity and information-sharing about existing programs
- More and better transportation
- Safer emergency shelter for women and children

Food & Nutrition

- Need for better information about existing resources – more publicity, consolidated list of services (who helps and when), and better help from agencies like 211, Food Stamp office
- Amount of Food Stamps is not sufficient
- Difficult using public transportation with food boxes, groceries, emergency supplies
- Need more fresh vegetables, fruit - suggestion about community gardens on unused land

Workforce & Economic Development

- Need better and more transportation, e.g. week-long bus passes
- Need publicity about existing resources, e.g. list of available jobs, housing, etc., and coordination and information-sharing among providers
- Need free, licensed day care for working moms, including nights and weekends
- Need more SAT classes, tutoring, budgeting, job training, e.g. like Salvation Army programs
- Felonies are barriers to jobs

Housing & Related Assistance

- Need more affordable housing for ex-felons, people with credit problems,
- Need more clean, safe shelter space for women, children, domestic violence victims & be allowed to stay longer
- More police activity in public housing areas – safer low-income housing
- Agreement about many problems with the Mission for women and children (safety, food quality, can't receive government checks while there, staff stealing, etc.)

Home & Community Based Services

- More publicity about existing resources, e.g. elderly homemaker services, home health care
- Help with cost of child care (subsidies, waive fees for DHS certified child care)
- More quality, affordable child care with educational programs, including evening and weekend, and for older children

Transportation (also mentioned in Food & Nutrition and Workforce & Economic Development)

- Need week-long bus passes
- More public transportation – more routes, more frequent, especially for jobs
- Need transportation for emergencies, e.g. to pick up prescription drugs for sick child

Other

- Free medical, dental services, and free medicine
 - Helping people with homelessness.
-

White Male Focus Group Summary

May 20, 2009, 4:00 p.m.-5:30 p.m.

Salvation Army Offices

13 Participants (10 white, 3 African American)

Overall themes that emerged in all issue areas:

- Need more and better publicity (public education and information) about existing resources
- Need more transportation - Lower cost, more frequent, and go to more places
- The participants wanted information about assistance which would help them get to be independent

Food & Nutrition

- Need better outreach & publicity about existing programs - brochures are outdated or wrong
- Need more food programs – more emergency food, more food for elderly

They agreed that there are some good programs, but said that they learned about them, or program changes, by word-of-mouth.

Workforce & Economic Development

- Agreement on need for affordable transportation to get to good job opportunities
- Need more & better transportation help to get to better-paying jobs (not day labor), interviews. Buses don't run early enough or late enough, and it takes too long to get places
- Lack of jobs right now, which makes it harder for homeless, ex-felons
- Career training is good, and there are good programs like Salvation Army life skills program, NCAC, Project Return, Goodwill, Campus for Human Dev., but lots of people don't know about them, and they're more full than they used to be (less 1-on-1 help)

Housing & Related Assistance

- Need for updated lists of affordable places – outreach and publicity
- Shortage of affordable housing, long waiting lists - boarding houses could be a solution, but not existing halfway houses which nobody liked (they are only interested in rent money and don't provide any services – one man called them “legalized slavery”)
- Felonies are a big barrier to housing, e.g. Section 8

Home & Community Based Services

The men quickly decided that none of them had anything to contribute, or any interest in this topic

Transportation

- Many men did not know of existing resources
- Need more bus service very early and late, e.g. for day labor sign-ups at 7 am, and end of second shift at 11 pm
- Need lower bus fares or more help with cost - people don't know about current bus pass discounts.
- Must buy 4 tickets for round trips, since all buses go downtown first
- Need help with cost of gas
- Need to help with driver's license reinstatement fees

Transportation issues also came up in previous discussions of Workforce & Nutrition

Other

- Too many automated systems and computers, not enough real people to help find services
- Need more sources of help (case management)
- Need more access to phones

Congressional District Maps At-A-Glance

AMERICAN HUMAN DEVELOPMENT INDEX

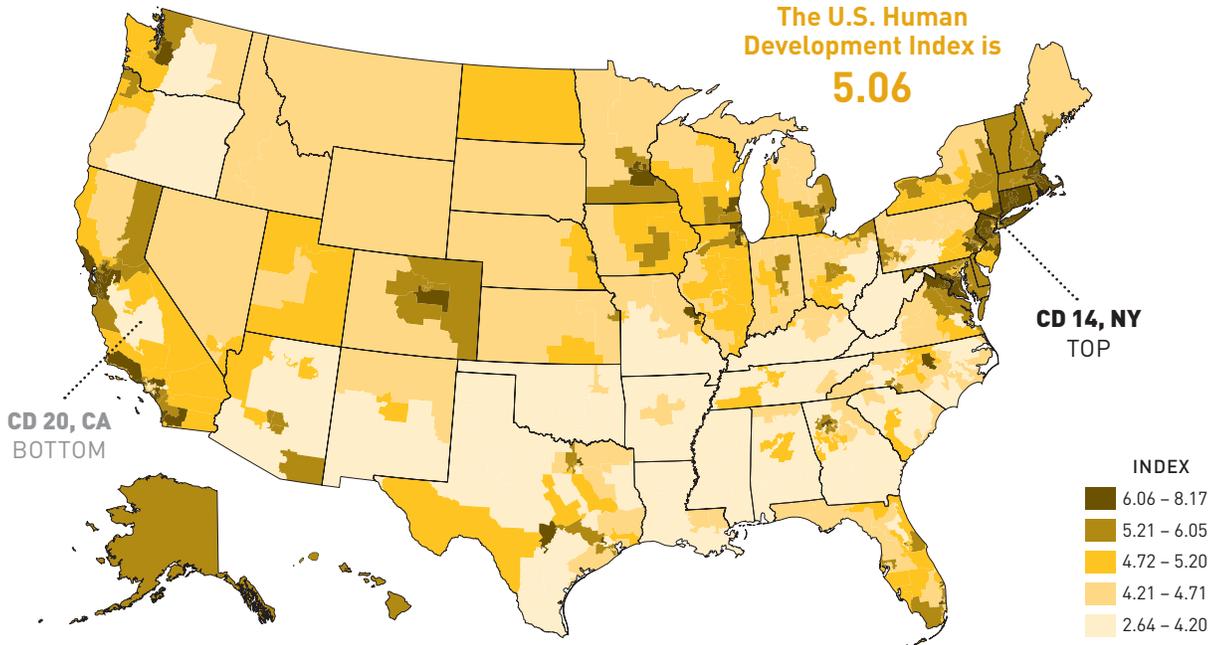
Each of the country's 436 Congressional districts has approximately 650,000 inhabitants, except for a few districts located in states with small populations. If you divide the congressional districts into 5 groups according to rank, 40% of the congressional districts in the top group are in the Northeast; 73% of the districts in the bottom group are in the South.

Top 5

1. CD 14, NY
2. CD 8, VA
3. CD 14, CA
4. CD 48, CA
5. CD 30, CA

Bottom 5

432. CD 4, AL
433. CD 8, MO
434. CD 29, TX
435. CD 5, KY
436. CD 20, CA



HEALTH INDEX: Life Expectancy at Birth

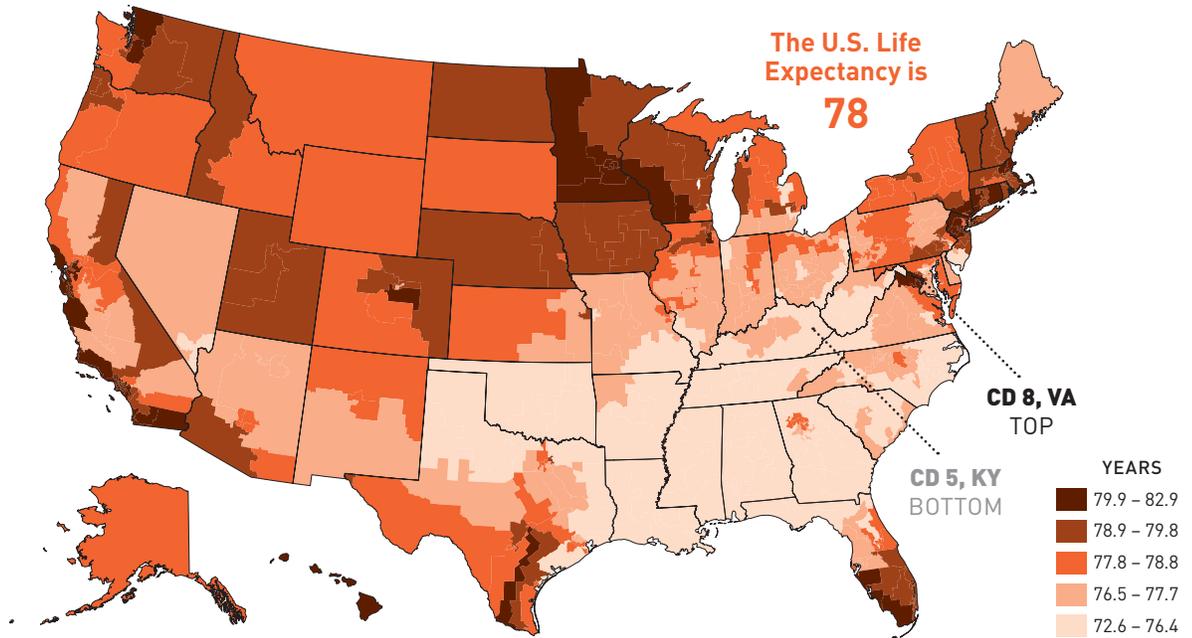
Great variations in lifespan exist depending on where you live.

Top 5

1. CD 8, VA
2. CD 8, MD
3. CD 15, CA
3. CD 16, CA
5. CD 1, HI

Bottom 5

432. CD 4, MS
433. CD 5, LA
434. CD 2, MS
435. CD 2, LA
436. CD 5, KY



Congressional District Maps At-A-Glance

EDUCATION INDEX: Educational Attainment and School Enrollment

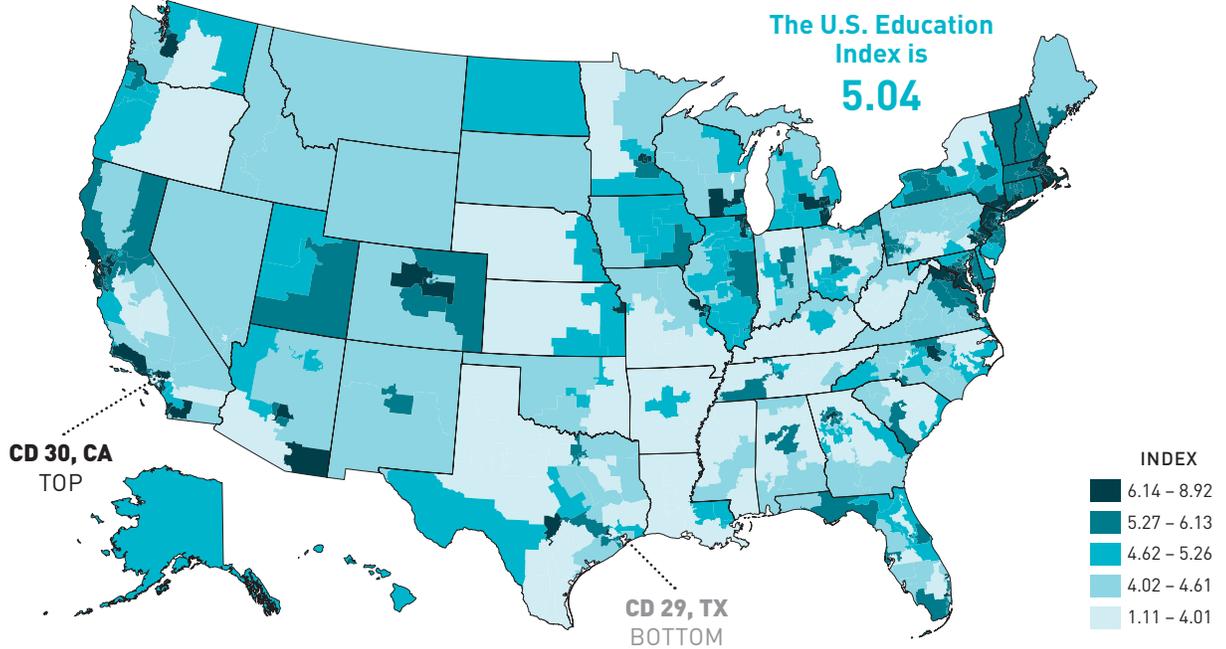
Greater variation in rankings exists within a state than among states. The Northeast and West have the greatest number of people with at least a college degree.

Top 5

1. CD 30, CA
2. CD 14, CA
3. CD 8, VA
4. CD 14, NY
5. CD 48, CA

Bottom 5

432. CD 47, CA
433. CD 34, CA
434. CD 20, CA
435. CD 4, AZ
436. CD 29, TX



INCOME INDEX: Median Earnings for the Population 16 and Older

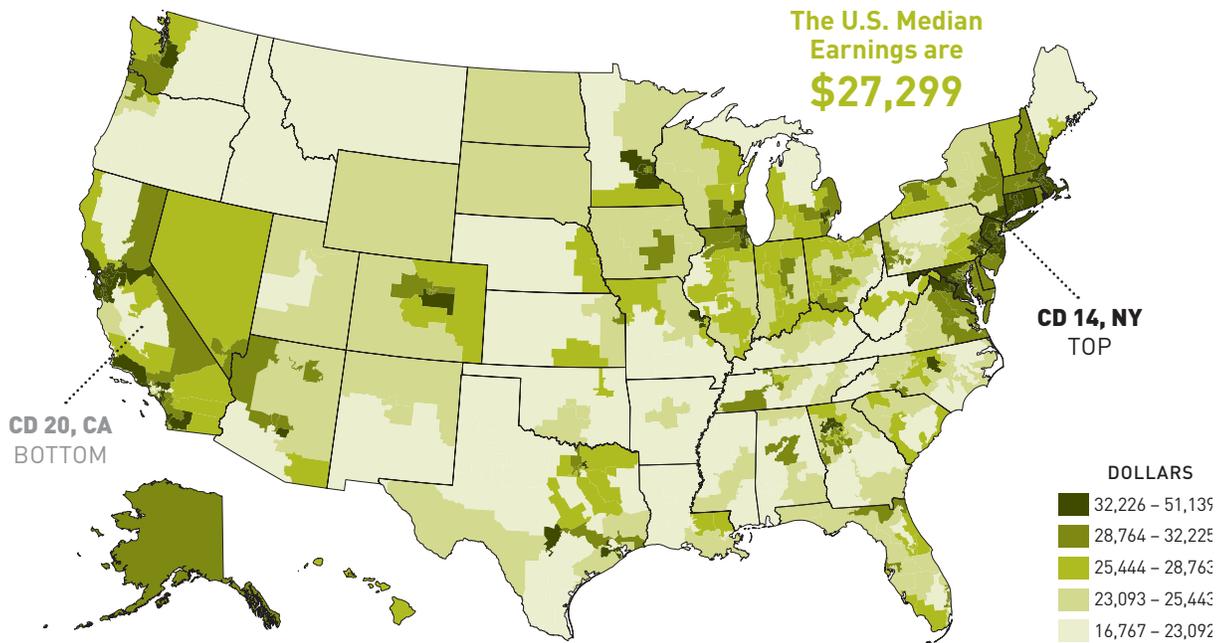
The ten wealthiest congressional districts are in the metropolitan areas of Washington, DC, New York, San Francisco, and Los Angeles.

Top 5

1. CD 14, NY
2. CD 14, CA
3. CD 8, VA
4. CD 48, CA
5. CD 11, NJ

Bottom 5

432. CD 15, TX
433. CD 16, TX
434. CD 31, CA
435. CD 25, TX
436. CD 20, CA



Davidson County Food Distribution Programs

Second Harvest Food Bank – Agency Food Distribution Sites

Christian Cooperative Ministry: 201 Madison Street 37215
Donelson Christian Church: 2319 Lebanon Road 37214
East Nashville Cooperative Ministry: 807 Main Street 37206
Edgehill Center: 935 Edgehill Avenue 37203
Goodlettsville Help Center: 108 Depot Street 37072
Hamilton Church United Methodist Church: 3105 Hamilton Church Road 37213
Martha O'Bryan Center: 711 S 7th Street 37206
Napier Community Center: 73 Fairfield Avenue 37210
New Life Seventh Day Adventist Church: 208 Gatewood Avenue 37207
New Song Christian Fellowship: 2949 Nolensville Road 37210
Salvation Army Magness Potter: 225 Berry Street 37207
St. Luke's Community House: 5601 New York Avenue 37209
St. Paul's Lutheran Church: 1628 Rosa L. Parks Boulevard 37228
Temple Baptist Church: 3720 Kings Lane 37218
Una Church of Christ: 1917 Old Murfreesboro Pike 37217
Watkins Park Community Center: 616 17th Avenue North 37203

Community Gardens

Bellevue Community Center: 656 Colice Jeanne Road 37221
Bell's Bend Neighborhood Farm: 5188 Old Hickory Boulevard 37218
CE McGruder Community Garden: 2013 25th Avenue North 37208
Chestnut Hill Community Garden: 1st Avenue & Chestnut Street 37210
Community Services of Madison: 201 East Webster Street 37115
George West Carver Food Park: 1001 Gale Lane 37204
Edgehill Community Garden: 14th Avenue S & Horton Avenue 37203
East Children's Community Garden: 600 Russell Street 37206
Flatrock Heritage Community Garden: 384 Thompson Lane 37211
Farmers' Market Community Garden: 900 Rosa L. Parks Boulevard 37208
Hope Community Garden: 933 10th Avenue North 37208
Lifelines Outreach Ministry: 719 Gallatin Pike North 372069
McCoy Memorial Garden: 807 Main Street 37206
McFerrin Park Community Garden: 225 Berry Street 37207
Napier School Garden: 60 Fairfield Avenue 37206
Nashville Urban Harvest: 1121 57th Avenue North 37209
Old Hickory Village Community Garden: 1105 Hadley Avenue 37138
Park Avenue School Community Garden: 3703 Park Avenue 37209
Richland Gardens: 303 54th Avenue North, 37209
Shelby Park Discovery Garden: 401 South 20th Street 37206
Watkins Park Community Garden: 616 17th Avenue North 37203
Wedgewood Urban Gardens: 613 Wedgewood Avenue 37203

Other Emergency Food Sites

Bellevue Community Food Bank at Bellevue: 7501 Old Harding Road 37221
Berean Baptist Church: 4825 Fair Meade Drive 37218
Catholic Charities North Nashville Outreach: 2209 Buchanan Street 37208
Community Care Fellowship: 511 South 8th Street 37206
Daniel Payne AME: 212 Neil Avenue 37203
First Church of the Nazarene: 510 Woodland Street 37206
Hermitage Hills Baptist Church: Heartbeat Ministries: 3670 Central Pike 37076
Joelton Church of Christ: 3541 Old Clarksville Highway 37080
Ladies of Charity: 2212 State Street 37203
Loaves and Fishes: 508 Main Street 37206
Madison Church of Nazarene: 503 Lanier Drive 37115
Music City Mission: 413 Veritas Street 37211
Rains Avenue Christian Care Center: 136 Rains Avenue 37203
Samaritan Soup Kitchen: 1041 28th Avenue North 37208
Star Ministries: 1307 Lewis Street 37210
The Anchor Fellowship: 629 3rd Avenue South 37210
Trinity Lane Church of Christ: 501 East Trinity Lane 37207
West Nashville United Methodist Church: 4710 Charlotte Avenue 37209
Woodmont Baptist Church: 2100 Woodmont Boulevard 37215

WIC Sites

East Nashville Public Health Center: 1015 East Trinity Lane 37216
Matthew Walker Health Center: 1035 14th Avenue North 37208
Lentz Health Center: 311 23rd Avenue North 37203
South Nutrition Center: 222 Oriel Avenue 37210
Woodbine Health Center: 224 Oriel Avenue 37210

Community Senior Meal Sites

Chippington Towers II: 96 Coreland Drive 37115
Cohn Adult Learning Center: 4800 Park Avenue 37209
Cumberland View Towers: 101 Cheyenne Boulevard 37217
Dandridge Towers: 431 Ocala Drive 37211
Donelson Senior Center: 108 Donelson Pike 37214
East Park Community Center: 601 Russell Street 37206
Elizabeth Community Center: 1701 Arthur Avenue & 11th Avenue North 37208
Hadley Park: 1029 28th Avenue North 37208
Hickory Hollow Towers: Curtis Hollow Road 37013
Madison Station Senior Center: 301 Madison Street 37115
Nashville Christian Towers: 101 Foothill Court 37217
Old Hickory Towers: 930 Industrial Road 37138
Trevecca Towers I: 60 Lester Avenue 37210

Farmers' Markets

Nashville Farmers' Market: 900 Rosa L. Parks Boulevard 37208
East Nashville Farmers' Market: 970 Woodland Street 37206
Old Hickory Farmers' Market: 4319 Saundersville Road 37138
Lenox Village Farmers' Market: 7009 Lenox Village Drive 37211
Vanderbilt Children's Hospital Farmers' Market: Medical Center Plaza 37203
F.A.R.M Nashville: 643 Harding Place 37208
F.A.R.M. Nashville: 2100 Woodmont Boulevard 37215
F.A.R.M Nashville: 4101 Harding Road 37201
F.A.R.M. Nashville: 6401 Harding Road 37205

Angel Food Ministry Sites:

Antioch St. John Missionary Baptist Church: Ottenville Avenue 37013
Born Again Church: West Trinity Lane 37207
Calvary Chapel at Rivergate-Loaves and Fishes Ministry: Willis Branch Road 37072
Cane Ridge Freewill Baptist: Foster Avenue 37210
Community Christian Church: Lischey Avenue 37207
Dalewood Baptist Church: McGavock Pike 37216
Fifteenth Avenue Baptist Church: 9th Avenue North 37208
Goodlettsville Living Word Church: Two Mile Pike 37072
Hermitage Evans Hill Missionary Baptist Church: Tulip Grove Road 37076
Hillhurst Baptist Church/Faith Baptist Church: Ewing Drive 37207
Lake Providence Missionary Baptist Church, Inc.: Nolensville Pike 37211
Lakewood Baptist Church: Donelson Pike Nashville, Tennessee 37214
Madison First Baptist Church, Madison: Gallatin Pike South 37115
McNairy Hill United Primitive Baptist Church: Hermosa Street 37208
Nashville Hillcrest Baptist Church: Martin Street 37203
Northside Church of Christ: Old Hickory Boulevard 37207
South Gate Baptist Church: Murfreesboro Road 37013
The Donelson Fellowship: McGavock Pike 37214
Tulip Street Methodist Church: Russell Street 37206
Victory Fellowship Church: Lebanon Road 37210
Western Hills Church: Charlotte Pike 37209

2009 Metropolitan Action Commission Summer Food Service Program Site Locations

AAOC Girls Charm School: 1702 Rosa Parks Boulevard 37208
Abundance Academy: 401 South 11th Street 37206
Andrew Jackson Elementary School: 110 Shute Lane 37138
Antioch Community Center: 5023 Blue Hole Road 37013
Antioch United Methodist Church: 41 Tusculum Road 37013
Assumption Catholic Church: 120 7th Avenue North 37208
Bellshire Elementary School: 1128 Bell Grimes Lane 37207
Bethlehem Centers of Nashville: 1417 Charlotte Avenue 37203
Bridge Program: 700 Broadway 37207

Brighter Days: 1502 Edgehill Avenue 37212
Charles Davis Foundation: 2400 Rosa Parks Boulevard 37228
Charles Davis Foundation: 2000 Edgehill Avenue 37212
Charles Davis Foundation: 648 Claiborne Street 37210
Charlotte Park Elementary School: 480 Annex Road 37209
Charter Village Apartments: 333 Rio Vista Drive 37115
Child Care Alliance: 1008 East Trinity Lane 37218
Cleveland Park Community Center: 410 Vernon Winfrey Street
Coleman Park Community Center: 384 Thompson Lane 37211
Cumberland Elementary School: 4247 Cato Road 37218
Cumberland View Apartments: 2316 25th Avenue North 37208
Dellway Villa Apartments: 345 Dellway Villa Road 37206
Easley Community Center 100 Edgehill Avenue 37203
East Regional Community Center 600 Woodland Street 37206
Eighteenth Avenue Family Enrichment Center: 1811 Osage Street 37208
F. H. Jenkins School: 814 Young's Lane 37218
First Baptist Church: South Inglewood 1515 Ann Street 37206
Fourteenth Avenue Baptist Church: 2501 Buchanan Street 37208
Free Spirit Ministries: 5973 Mt. View Road 37013
Glenclyff High School: 160 Antioch Pike 37211
GUSTO: 504 20th Avenue North 37203
Hadley Park Community Center: 1037 28th Avenue North 37218
Hannah 3, Inc. - South Side Community Church: 2080 12th Avenue South 37204
Hartman Park Community Center: 2801 Tucker Road 37218
Hermitage Community Center: 3720 James Kay Lane, Hermitage 37046
Hickman Elementary School: 112 Stewart's Ferry Pike 37214
Hull Jackson Montessori School: 1015 Kellow Street 37208
Juvenile Court Truancy Reduction Program: 81 University Court 37210
Juvenile Court Truancy Reduction Program: 941 16th Avenue North
Kayne Avenue Baptist Church: 1025 12th Avenue South 37203
Kirkpatrick Community Center: 620 South 9th Street 37206
Lee Chapel Learning Center: 1722 Scovel Street 37208
Little Hearts Learning Center: 2805 Albion Street 37209
Little Saints Learning Center: 858 West Trinity Lane 37207
Madison Community Center: 510 Cumberland Lane 37115
Magness Potter Community Center: 611 Stockell Street 37206
Maplewood Freshman Academy: 1460 McGavock Pike 37206
Margaret Maddox YMCA: 2624 Gallatin Road 37206
Maxwell Elementary School: 5535 Blue Hole Road 37013
McFerrin Community Center: 310 Grace Street 37207
McNeilly Center at Caldwell School: 401 Meridan Street 37207
McNeilly Center at Glenn Enhanced School: 322 Cleveland Street 37207
McNeilly Center at Hattie Cotton School: 103 Greenwood Avenue 37206
McNeilly Center – Warner: 626 Russell Street 37206
MDHA: 632 South 8th Street 37206
Men of Honor: 1702 Rosa Parks Boulevard 37208

Morgan Park Community Center: 411 Hume Street 37206
Mt. Hopewell Community Development Corp.: 2911 Stokers Lane 37218
Mt. Bethel Baptist Church: 1026 Cheatham Place 37208
Mt. View Elementary School: 3820 Murfreesboro Road 37013
Mt. Zion Baptist Church: 7594 Old Hickory Boulevard. 37189
Napier Park Community Center: 73 Fairfield Avenue 37210
Nashville Global Academy: 4479 Jackson Road 37189 - Whites Creek
New Hope Enrichment Summer Camp 37203
New Life Learning Academy: 108 Margaret Street 37115
Parkwood Community Center: 3220 Vailview Drive 37207
Preston Taylor Ministries: 4014 Indiana Avenue 37209
Read to Achieve - Church of Christ - Jackson Street: 1408 Jackson Street 37208
Ross Elementary School: 601 McFerrin Avenue 37206
Salama Urban Ministries, Inc.: 1205 8th Avenue South 37203
Sevier Community Center: 3021 Lealand Lane 37204
Shelby Park Community Center: 401 South 20th Street 37206
South Inglewood Community Center: 1624 Rebecca Avenue 37216
St. Ann's Episcopal Church: 419 Woodland Street 37206
St. John Summer Enrichment Camp: 4926 Ottenville Avenue
Stars with Grace: 3930 Gallatin Pike 37216
Taylor Stratton Elementary School: 310 Old Hickory Boulevard 37115
Temple Church: 3810 Kings Lane 37218
THRUST Math & Science: 929 DB Todd Boulevard 37208
Tusculum Elementary School: 4916 Nolensville Pike 37211
Unity Missionary Christian Church: 2305 Buchanan Street 37208
Valley Brook Townhomes: 520 Zermatt Avenue 37211
Village Learning Center: 1403 Robinson Road 37138
Village Learning Center @ Stewart's Ferry: 312 Stewart's Ferry Pike 37214
West Park Community Center: 6105 Morrow Road 37209
Westmeade Elementary School: 6641 Clearbrook Drive 37205
Westwood Baptist Church: 2510 Albion Street 37208
Whitsett Elementary School: 110 Whitsett Road 37210
World of Wonder: 3700 Fairview Drive 37210
YCAP YMCA: 1021 Russell Street 37206
Z. Alexander Looby Community Center: 2301 Rosa Parks Boulevard 37207

Employment Support Service Providers

Fifteenth Avenue Baptist CDC
American Indian Center
Be A Helping Hand Foundation
Catholic Charities
Center for Independent Living
Christian Women's Job Corps
Community Options, Incorporated
Conexion Americas
Department of Human Services
Ed Lindsey Industries for the Blind, Inc.
Family Affair Ministries, Inc.
Goodwill Industries
Interdenominational Services Organization of America
League for the Deaf and Hard of Hearing
Martha O'Bryan Center
Matthew 25
Metro Action Commission
Mid-Cumberland Human Resource Agency
MNPS
Nashville Area Chamber of Commerce
Nashville Career Advancement Center
Nashville Opportunities Industrialization Cener (OIC)
Nashville Rescue Mission
Nashville State Community College
National Council on Aging
New Horizons
Open Arms Care Corporation
Operation Stand Down
Park Center
Progress, Inc

Davidson County Employment Support Service Providers

Progresso Community Center

Project Return

Rochelle Center

Room in the Inn

Campus for Human Development

Somali Community Center of Nashville

Sudnaese Communtiy and Women's Services Center

Tennessee Career Centers

Tennessee Higher Education Commission

Tennessee Technology Center

The Next Door

United States Office of Apprenticeships

Urban League

Volunteer State Community College

Welcome Home Ministries

World Relief

Youth Connections

YWCA of Middle Tennessee

GLOSSARY

2009 MSS Community Needs Assessment GLOSSARY

ADL: Activities of Daily Living are personal care activities necessary for everyday living, such as eating, bathing, grooming, dressing, toileting, and transferring (getting in and out of a bed or chair). In cases of cognitive impairment, these maintenance activities may involve supervision of the individual. This term is often used by healthcare professionals to assess the need and/or type of care a person may require.

Aging in Place: Living in one's own home (wherever that may be) in the community, safely, independently, confidently and comfortably, for as long as possible, regardless of age, income, or ability level.

Alternative Child Care: Licensed child care that accepts children mildly ill and provides backup care. A parent must be an employee from one of the partner organizations.

Area Agency on Aging and Disability: Agencies established under the Older Americans Act to address the needs of Americans aged 60 with the goal of keeping seniors living independently in their own homes. Responsible for planning and providing or procuring social services and nutrition services for elders, and support for caregivers, under the auspices of a State Unit on Aging. Nashville's Area Agency on Aging and Disability is part of the Greater Nashville Regional Council.

ARRA: The American Recovery and Reinvestment Act is the economic stimulus legislation which became law on February 17, 2009. It is intended to provide a stimulus to the U.S. economy in the wake of the economic downturn. The measures are nominally worth \$787 billion. The Act includes federal tax cuts, expansion of unemployment benefits and other social welfare provisions, and domestic spending in education, health care, and infrastructure including the energy sector.

Back-up Care: A child care arrangement that can be used during times when school is out or when other holidays conflict with a parent's work schedule.

Below Poverty: Families and persons whose total family income or unrelated individual income was less than the poverty threshold specified for the applicable family size, age of householder, and number of related children under 18 present.

Child Care Assistance: A child care program for low income families and children at risk. It is most commonly referred to as the Certificate Program, or Subsidized Child Care Program, or Families First. This program is available to providers caring for children whose parents fall within federal guidelines administered by the State of Tennessee.

Child Care Capacity: Maximum number of slots/children that a provider is licensed for in a center or home-style setting.

Contemporary Housing (formerly known as Hope IV): Federal project that funded the demolition of public housing and replaced it with updated "neighborhood-style" living.

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DOL: The Department of Labor fosters and promotes the welfare of the job seekers, wage earners, and retirees of the United States by improving their working conditions, advancing their opportunities for profitable employment, protecting their retirement and health care benefits, helping employers find workers, strengthening free collective bargaining, and tracking changes in employment, prices, and other national economic measurements. It also administers a variety of Federal labor laws. DOL's Employment & Training Administration funds Workforce Investment Act and related initiatives.

ELL: English Language Learner is the program of Metro Nashville Public Schools that enrolls and educates students from households that primarily speak a language other than English at home.

Ex-Offenders: Generally refers to a person with a criminal record. The term does not clarify the circumstances such as whether a person was incarcerated, the type of crime committed, whether the person was falsely convicted, or the final result or disposition of their criminal charges.

Fair Market Rate (FMR): Used to determine payment standard amounts for the Housing Choice Voucher Program. Using gross rental estimates which include shelter plus all tenant paid utilities, HUD sets FMRs to assure that an ample supply of rental housing is available to program participants.

Food Bank: A large, centralized site of food collection and distribution, usually a non-profit agency. Food collected by food banks for public donations, manufacturers and distributors is distributed to places where the food is given or served to people in need, such as food pantries, soup kitchens, food pantries, social service agencies and the like.

Food Security: People always have access to sufficient, safe and nutritious food to meet their dietary needs and food preferences for an active and healthy life. Community food security exists when all community residents obtain a safe, culturally acceptable, nutritionally adequate diet through a sustainable food system that maximizes community self-reliance and social justice.

HHS: United States Department of Health & Human Services is the federal government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves. Their funding includes Food & Nutrition, Home & Community Based Services, and disburses funds to states for various block grants.

Household: All the persons who occupy a housing unit. A housing unit is a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied (or if vacant, is intended for occupancy) as separate living quarters. Separate living quarters are those in which the occupants live and eat separately from any other persons in the building and which have direct access from the outside of the building or through a common hall. Occupants may be a single family, one person living alone, two or more families living together, or others who share living arrangements.

Housing Cost Burden: When a homeowner or renter pays more than 30% of income on housing that includes necessary utility bills, and excludes non essential needs such as a phone, television, etc.

HUD: The U. S. Department of Housing & Urban Development, with a mission to increase homeownership, support community development and increase access to affordable housing free from discrimination.

GLOSSARY

Human Development Index: Measured and reported in *The Measure of America: American Human Development Report 2008-2009*. The report measured and ranked human development in the United States. In addition to economic indicators, they included many other factors which affect the quality of life.

Infant Age: Children who are not yet walking between 6 weeks-15 months of age.

IADL: Instrumental Activities of Daily Living are daily tasks that enable a person to live independently in the community (light housework, preparing meals, taking medications, shopping for groceries or clothes, using the telephone, and managing money).

Licensed Child Care---standard rules and guidelines followed by providers agreeing to the same high quality regulations established by the State. The Tennessee Department of Human Services regulates child care in Tennessee.

Medicaid: Medicaid is the United States health program for eligible individuals and families with low incomes and few resources. It is a means-tested program that is jointly funded by the states and federal government, and is managed by the states.

OAA: Older Americans Act is designed to serve those elderly in the greatest social and economic need, giving particular attention to low-income minority individuals and providing services and programs that assist them in maintaining their independence as well as their dignity. It establishes certain programs that must be implemented by the states and the federal government and provide funding for these programs. OAA funding flows through State Units on Aging to Area Agencies on Aging which contract with local non-profit and other entities. OAA funds are administered through the Administration on Aging (AoA), and both the OAA and AoA are part of HHS.

Paratransit: Transportation service that supplements larger public transit systems by providing individualized rides without fixed routes or timetables; A comparable transportation service required by the American Disabilities Act (ADA) for individuals with disabilities who are unable to use fixed route transportation systems.

Per capita income is the mean income computed for every man, woman, and child in a geographic area. It is derived by dividing the total income of all people 15 years old and over in a geographic area by the total population in that area. Note -- income is not collected for people under 15 years old even though those people are included in the denominator of per capita income. This measure is rounded to the nearest whole dollar.

Poverty: The U. S. Census Bureau annually establishes the official measure of poverty, using a set of money income thresholds that vary by family size and composition to determine who is in poverty. If a family's total income is less than the family's threshold, then that family and every individual in it is considered in poverty. The official poverty thresholds do not vary geographically, but they are updated for inflation using Consumer Price Index (CPI-U). The official poverty definition uses money income before taxes and does not include capital gains or noncash benefits (such as public housing, Medicaid, and food stamps). <http://www.census.gov/hhes/www/poverty/povdef.html>

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Poverty Guidelines: The U. S. Department of Health & Human Services bases its poverty guidelines on the official poverty thresholds determined by the U. S. Census Bureau. The poverty thresholds are statistical in nature, while poverty guidelines are administrative guidelines to determine eligibility for programs. Poverty guidelines are based on family size and there are separate guidelines for the continental U. S., Alaska and Hawaii. Below are the 2009 Poverty Guidelines established by HHS.

The 2009 Poverty Guidelines for the 48 Contiguous States and the District of Columbia	
Persons in family	Poverty guideline
1	\$10,830
2	14,570
3	18,310
4	22,050
5	25,790
6	29,530
7	33,270
8	37,010
For families with more than 8 persons, add \$3,740 for each additional person.	

Poverty Thresholds: The Census Bureau determines the poverty threshold based on the number of people in a family unit, number of children under age 18 and whether household members are over age 65. The poverty thresholds are updated every year to reflect changes in the Consumer Price Index.

Reimbursement Rate: The amount of money paid by the Department of Human Services (DHS) to a provider for the care of children when the parent is separated from the child for a portion of a day. The rate is based on the outcome of a market rate study of child care that is performed annually.

Report Card: Mandatory system that all licensed child care agencies must participate in annually, prior to the expiration of its license.

Self-Sufficiency Plan: Mandatory plan required to live in Contemporary Housing to assist “able-bodied” residents to move from government housing to owning their own homes.

Supplemental Security Income (SSI): Federal program administered by the Social Security Administration that provides additional income for older and disabled people based on need. Participants are helped by providing them with monthly cash stipends to assist them in meeting their basic needs.

SSI: Supplemental Social Income administered by Social Security Administration and is a monthly stipend provided to the aged (65 and older), blind, or disabled persons based on need

State Unit on Aging: A general term for the agency of a state or territorial government designated by governors and state legislatures to administer, manage, design and advocate for benefits, programs and

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services for the elderly and their families and, in many states, for adults with physical disabilities (Tennessee Commission on Aging and Disabilities).

TennCare: TennCare is the State of Tennessee's health care insurance program started in 1994, designed to expand health insurance to the uninsured through the state's Medicaid program by using managed care.

Star-Quality Child Care Program: Designed to promote high standards in programs and offers guidelines for early learning for infants and toddlers. All licensed child care center and homes must participate in an annual quality assessment conducted by the Tennessee Department of Human Services.

TANF: Temporary Assistance for Needy Families is the federal assistance program that provides temporary financial assistance to families children while participating in activities that would lead to employment. TANF is administered by the Tennessee Department of Human Services. It was called families First from 1994 to 2007 when it was operated through a waiver from HHS.

Toddler Age: Refers to a child who is walking between 12 months-30 months of age (12-15 months must be walking).

Unregulated Child Care: An unlicensed provider selected by the parent for the care of a child, in circumstances in which no license is required. In Tennessee, this is generally four or fewer children being cared for by the child care providers. The standards can vary from one provider to another. These unregulated (also called informal) child care providers are often family members, friends, or neighbors who takes care of the children.

Undocumented Immigrants: Persons who do not have proper authorization to be present in the United States of America. The term includes those who entered the country without document as well as those who entered with authorization which has expired.

Unemployment Rate: Computed by dividing the level of unemployment by the labor force. The labor force is defined as the number of people employed plus the number unemployed seeking work. The U. S. Bureau of Labor Statistics issues monthly listings by county.

Walkability: Walkability is a measure of how friendly an area, such as a neighborhood, is to walking, for pleasure or to get to amenities such as shopping and restaurants. Factors influencing walkability include the presence or absence and quality of sidewalks, traffic and road conditions, land use patterns, building accessibility, and pedestrian safety.

WIC: The Women, Infants & Children Program (designated the Special Supplemental Nutrition Program for Women, Infants and Children program), WIC is a Federal assistance program of the Food and Nutrition Service (FNS) of the United States Department of Agriculture (USDA) for healthcare and nutrition of low-income pregnant women, breastfeeding women, and infants and children under the age of five, where the family income is below 185% of the U.S. Poverty Income Guidelines.