



**Thames Valley Council  
for Community Action, Inc.**

Partnering for Prosperous Communities Since 1965

# COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT 2020

Approved by the TVCCA Board of Trustees: March 24, 2020

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# TVCCA COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT 2020

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# INTRODUCTION

## AGENCY

The mission of the Thames Valley Council for Community Action, Inc. (TVCCA) is to increase self-sufficiency and economic security for low income individual and families in Eastern Connecticut through a broad spectrum of community based collaborations, promoting community awareness, and comprehensive, quality services.

The operative word in our mission is increase: TVCCA programs and services are designed to continually encourage clients to move forward to ever higher levels of self-determination and independence.

Since its incorporation as a Community Action Agency in 1965, TVCCA has focused its efforts on addressing local social and economic disparities, and mitigating both the causes and consequences of poverty. Over these 55 years, TVCCA has provided low-income area residents with access to an array of supportive programs, all delivered/ administered with comprehensive case management oversight that tailors/calibrates services to each client's needs, and avoids duplication of efforts. In the most recent program year (10/1/18-9/30/19), TVCCA served 23,764 clients through its 30 programs, including life skills coaching (e.g., financial literacy, budgeting, tenancy best practices), childcare and early education, nutrition services (e.g., SNAP, WIC and Meals on Wheels), employment and training, heating and energy assistance, and free income tax preparation. We also provide referrals to services from other community agencies to meet clients' healthcare, mental health counseling and treatment needs.

As the region's largest provider of human services, TVCCA has increased its focus on the Social Determinants of Health, the often intangible factors that profoundly impact our constituents' quality of life. The Social Determinants of Health include socioeconomic status and financial stability, clients' neighborhood environment and local educational resources; their access to adequate/affordable housing, healthcare and nutrition; as well as public safety considerations, and caliber of community and social support networks.

## NEEDS ASSESSMENT

As the designated Community Action Agency for New London County, TVCCA conducts a major triennial needs assessment to ensure that comprehensive anti-poverty services are offered to the residents of our community. This assessment is then updated on an annual basis in each of the next two consecutive years. The data is used to inform the agency's services, program development, and partnerships, and to provide information to other service providers as a resource in addressing service gaps.

The Community Needs Assessment includes detailed analysis of the major towns and cities within New London County. It utilizes a wide variety of data sources including: statistical data from the U.S. Census, Bureau of Labor Statistics, and other similar sources; information gathered from other needs assessments done within the service area; and surveys of low-income participants, key stakeholders, and agency staff. This combination of quantitative and qualitative information allows TVCCA to fully evaluate the needs and resources of our service area.

## PROCESS

TVCCA's Community Needs Assessment includes review and analysis of qualitative and quantitative data from primary and secondary sources. TVCCA deployed a survey tool that was emailed to over 1,900 contacts and made available online through a pop-up on the TVCCA website and targeted ads on TVCCA's Facebook page. Three hundred ninety-eight residents answered the survey in full. The survey tool is included as Appendix A. Follow-up focus groups were held to gain further insights into the answers provided in the survey. A summary of those focus groups is included in Appendix C.

A key informant/community partner survey was also distributed (see distribution list Appendix B). Through these surveys, respondents shared their insights on the most important community wellbeing issues in New London County and how to address them.

This report also examines quantitative data from sources including the U.S. Census, Eastern Workforce Investment Board, U.S. Dept. of Labor, CT Department of Education, United Way of Southeastern CT, and area hospitals and health districts.

## CAUSES AND CONDITIONS OF POVERTY IN NEW LONDON COUNTY

Nearly 10% of TVCCA's service area, New London County, lives in poverty. For segments of this population, those numbers are much higher. For example, 1 in 4 Hispanic residents and 1 in 5 Black residents live below 100% FPL and 1 in 5 children under age 18 falls below 125% FPL.

Based on TVCCA's findings through the needs assessment process, the causes and conditions of poverty in New London County can be summarized as follows:

### **Causes of Poverty in New London County**

Root causes of poverty in the TVCCA's catchment area are identified as the social determinants of health.

- Income-related – lack of jobs paying enough to support a family, lack of income from any source that is sufficient to meet the basic needs, racial/ethnic and gender inequalities
- Employment-related – wage gap between women and men
- Education-related – lack of access to education; affordable early childhood education and affordable higher education
- Housing-related – lack of affordable housing

### **Conditions of Poverty in New London County**

- Most residents are employed, but many are not earning enough to be self-sufficient
- 44% of all New London County renters are cost burdened
- Reliance on benefit programs to supplement employment income

## DEMOGRAPHIC DATA

Current population demographics and changes in demographic composition over time play a determining role in the types of social services needed by communities.

### Total Population

A total of 270,772 people live in the 665.14 square mile report area defined for this assessment according to the U.S. Census Bureau American Community Survey 2013-17 5-year estimates. Overall, the county is experiencing 1.5% growth per year, compared to the state, which is only 0.1%.

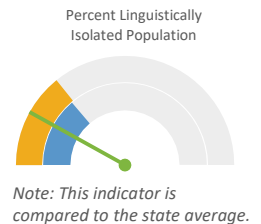
### Race and Ethnicity

The County remains predominantly White, as is most of Connecticut, however the Ethnic and Racial composition of the county and state have shifted considerably since TVCCA last completed a comprehensive assessment of the area. As a percentage of the overall population, White residents have decreased from 85.9% to 76.2% in New London County and the state has seen a decrease in this demographic from 79.9% to 68.1%. Many of the towns within the County, however continues to be mostly White with the highest percentages ranging from 96.5% in Lyme to 90.8% in Bozrah. The highest percentages of Black and Hispanic residents remain in New London (13.7% Black, 33.1% Hispanic), Norwich (10.4% Black, 14.4% Hispanic), and Groton (6.5% Black, 13.3% Hispanic).

### Population in Limited English Households

This indicator reports the percentage of the population aged 5 and older living in Limited English speaking households. A “Limited English speaking household” is one in which no member 14 years old and over (1) speaks only English at home or (2) speaks a language other than English at home and speaks English “Very well.” This indicator is significant as it identifies households and populations that may need English-language assistance.

Report Area	Total Population Age 5+	Linguistically Isolated Population	Percent Linguistically Isolated Population
New London County, CT	257,147	6,639	2.58%
Connecticut	3,408,290	154,624	4.54%
United States	301,150,892	13,323,495	4.42%



Data Source: US Census Bureau, [American Community Survey](#), 2013-17. Source geography: Tract

While the percentage of Limited English households in the County has reduced, TVCCA remains aware that many of our clients are more comfortable speaking in their first, non-English language and make concerted efforts to translate materials and have bilingual staff available to assist clients as needed.

## INCOME AND POVERTY

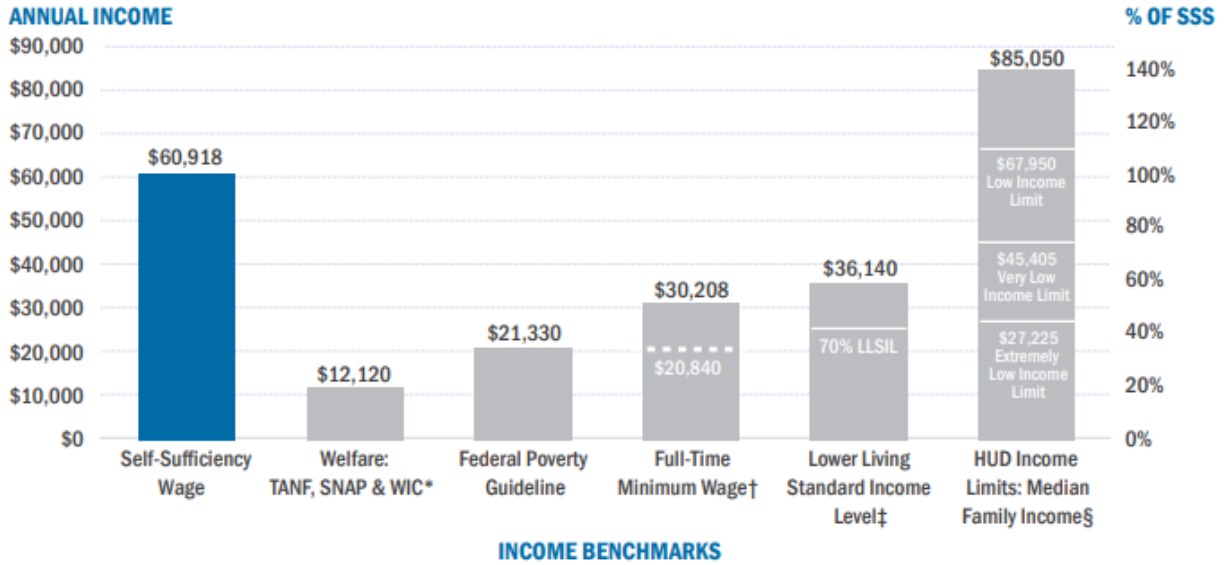
Within New London County, 9.93% or 25,689 individuals are living in households with income below the Federal Poverty Level (FPL). This is in line with the state, which is at 10.1% and has remained at this level since 2015. However, several municipalities (New London, Norwich, Sprague, and Groton) within the County exceed this percentage. New London is nearly triple the percentage of population living in poverty at 28.3%. Poverty creates barriers to access including social and health services, healthy food, and other necessities that contribute to poor health status.

There are many families not captured by these statistics because they earn above the federal poverty guidelines, but still struggle to make ends meet. The federal poverty guideline for three-person families (\$21,330 annually) is just 35% of the Self-Sufficiency Standard for one adult, one preschooler, and one school-age child in New London (\$28.84 per hour and \$60,918 annually). Even working full time at the 2019 Connecticut minimum wage (\$11.00 per hour) that single parent would be able to cover only 34% of the family’s basic needs with their take-home pay after taxes.<sup>1</sup> This is a contributing factor to the number of children in poverty and affects benefits eligibility, because families are earning just over the income

<sup>1</sup> The Self Sufficiency Standard for Connecticut 2019. Diana M. Pearce, PhD

guidelines yet are unable to afford necessities like childcare. An estimated 20% of the population in New London County is under the age of 18 according to the U.S. Census Bureau American Community Survey 2013-17 5-year estimates. Of those, 15.72% or 8,389 children aged 0-17 are living in households with income below the Federal Poverty Level (FPL).

**FIGURE G. The Self-Sufficiency Standard Compared to Other Benchmarks**  
**One Adult, One Preschooler, and One School-Age Child: New London, CT 2019**



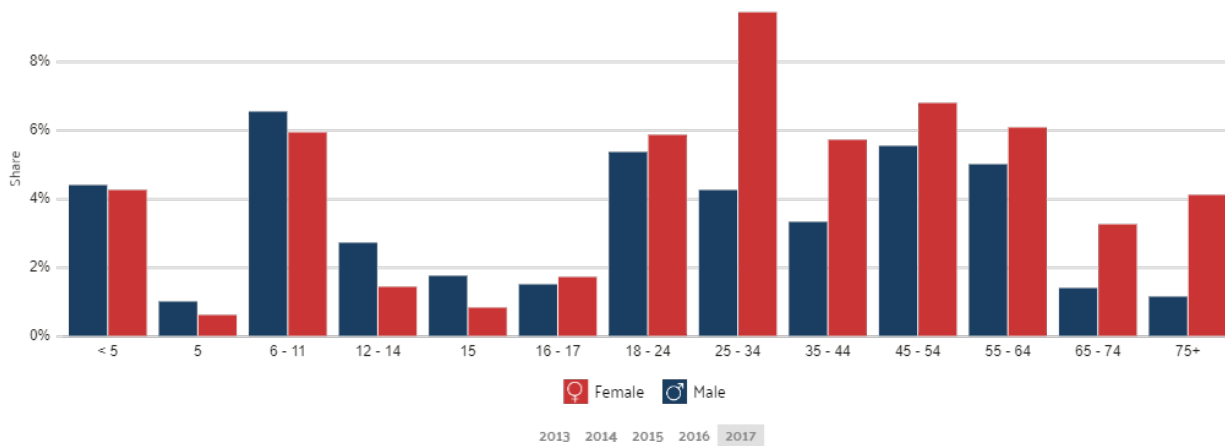
\* The maximum TANF benefit amount is \$7,164 annually, the SNAP benefit amount is \$4,475 annually, and the WIC benefit amount is \$481 annually for a family of three in Connecticut.  
 † The 2019 Connecticut minimum wage is \$11.00 per hour. This amounts to \$23,232 per year; however, assuming this family pays federal and state taxes and receives tax credits, the net yearly income would be a larger amount, \$30,208 as shown. The dashed line shows the annual income received after accounting for taxes (\$20,840) but without the addition of tax credits, which are received as a yearly lump sum after filing taxes the following year.  
 ‡ The U.S. Department of Labor, Employment and Training Administration used the Lower Living Standard Income Level (LLSIL) to define low income individuals for eligibility purposes. The LLSIL is the 2019 adjusted metropolitan Northeast region for a three-person family.  
 § The U.S. Department of Housing and Urban Development (HUD) uses median family income as a standard to assess families' needs for housing assistance. The HUD median family income limits are for FY 2019.

As part of a needs assessment survey distributed to over 1,900 people, TVCCA heard from several individuals that felt they should have qualified for benefits, but found themselves just over the income thresholds. The majority of respondents reported their incomes at \$10,000 - \$24,999 (46%), with 62% falling between \$0 and \$24,999. And more than a quarter of survey takers state that their household's income situation has decreased a little or a lot (more than \$5,000) over the last 12 months. As with previous TVCCA surveys, when asked about the greatest challenges currently facing their household, the majority of respondents select credit card debt (37.5%), getting a job with a livable wage (28.79%), and budgeting (23.11%). These responses speak to the fact that households are unable to get by on their limited incomes and find themselves taking on debt to make ends meet.

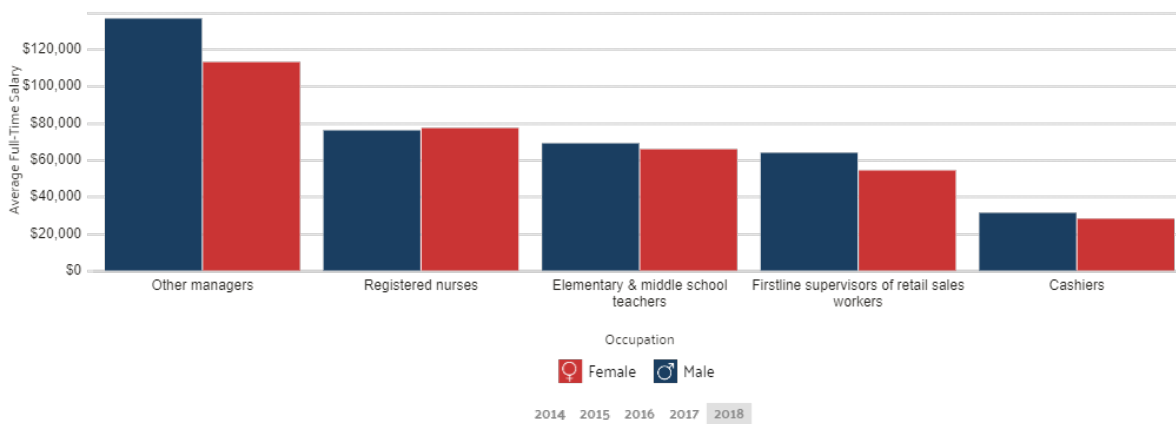
"I am a senior living on disability income and the heating assistance was a godsend for me. I would have had to put my oil bill on a credit card which is already carrying \$6,000 of debt. I am grateful and I thank you for the help." – TVCCA client

It is important to note that significant inequalities in income and poverty rates exist statewide and within TVCCA's service area by ethnicity, race, and zip code. Hispanic and Black residents experience poverty at much higher, disproportionate rates than their White neighbors. Nearly 25% of Hispanic residents in New London County are living below the poverty level, while 22% of Black/African American residents and 32% who are reported as "Other Race" live in poverty. In the City of New London, more than 44% of Hispanic residents fall below the poverty line and 50% of "Other Race" are

poor. Females, age 25-34 represent the largest demographic, by age and gender, living in poverty in New London County.<sup>2</sup>



Households in New London County, CT have a median annual income of \$67,197, which is more than the median annual income of \$61,937 across the entire United States. This is in comparison to a median income of \$71,987 in 2017, which represents a -6.65% annual growth.<sup>3</sup> In 2018, full-time male employees in Connecticut made 1.4 times more than female employees. The chart below shows the gender-based wage disparity in the 5 most common occupations in Connecticut by number of full-time employees.<sup>4</sup>



5

More residents are living paycheck-to-paycheck, as wages stagnate, private market rental costs trend upward, and the cost of living continues to climb. This growing segment of “working poor” is identified by the acronym ALICE (Asset Limited, Income Constrained, and Employed). These are households where adults work (often at multiple jobs) but don’t earn enough to afford even the basics – housing, food, healthcare, transportation, childcare. (Sources: 2018 ALICE Report) Low wage jobs, tight budgets, and negligible financial reserves make this population especially vulnerable to the inevitable crises all households face – lost jobs, reduced hours, accidents, illness, or other emergencies.

Each year, hundreds of patients in Connecticut are sued by hospitals in an attempt to collect debts owed due to medical services related to accidents and illness. This does not include the hundreds or thousands of others who may find themselves under seemingly insurmountable levels of debt due to medical care. According to the NewsTimes, “The trend of

<sup>2</sup> Census Bureau, ACS 5-year Estimate

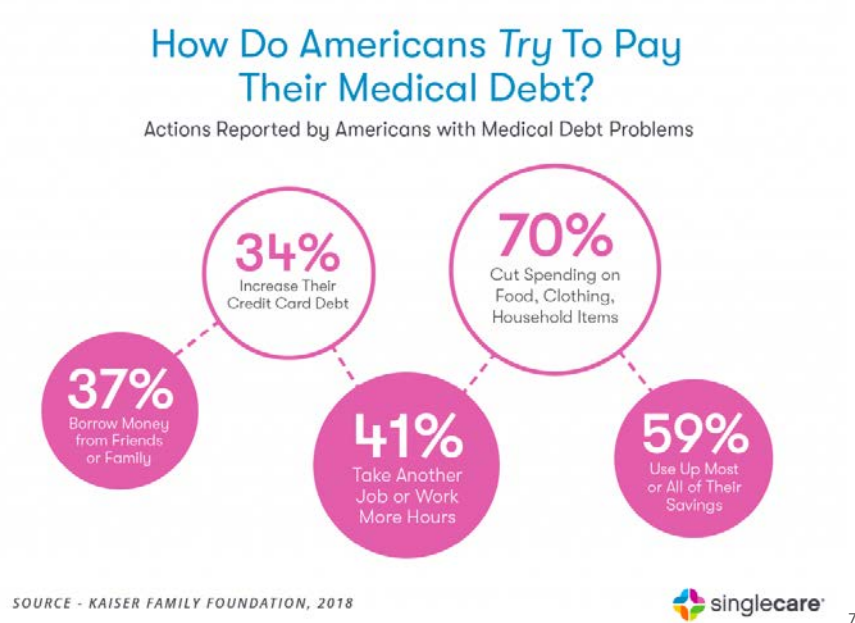
<sup>3</sup> Census Bureau ACS 5-year Estimate.

<sup>4</sup> Census Bureau, ACS PUMS 1-Year Estimate

<sup>5</sup> <https://datausa.io/profile/geo/new-london-county-ct>



higher-deductible health insurance plans is a culprit in forcing people to go into debt over necessary medical care.”<sup>6</sup> Greater than 90% of respondents to TVCCA’s survey stated that everyone in their household currently has health insurance, but 35% say they are able to pay for prescription drugs and medicines only sometimes or not at all.



## TVCCA’S APPROACH

TVCCA’s CONNECT Program is designed to demonstrate that building direct linkages between healthcare providers and the social service network will result in improved outcomes for the patient and reduced costs to the Medicare system and the patient/client. TVCCA has employed a Community Health Manager who works with individuals referred by L+M Hospital, Visiting Nurses Association of Southeastern CT, or the Northeast Medical Group. Services are based on Social Determinant of Health needs identified by hospital social worker/nursing staff or self-reported as part of the universal intake, pre and full assessments. A Service Plan drives TVCCA CONNECT Case Management Services and follow-up is provided based on the needs established in the plan.

Additionally, TVCCA has trained nearly 50 staff as community health workers. Twenty-nine of those trained have become Certified Community Health Workers through the State of Connecticut. These specially trained staff represents TVCCA’s frontline of client interaction through all programs in the agency. They serve as a liaison between the community and the health care, government and social service systems.

## EMPLOYMENT

Connecticut has recovered 86.1% of the jobs lost during the Great Recession<sup>8</sup>. Electric Boat, one of New London County’s top 5 employers and the world’s largest manufacturer of nuclear submarines, has continued with its historic hiring spree as increased submarine production has been maintained through federal legislation.

<sup>6</sup> The News-Times, a publication of Hearst Media Services Connecticut, LLC. “Editorial: Examine Connecticut hospitals’ debt collection practices”. Published December 4, 2019. Accessed at <https://www.newstimes.com/opinion/article/Editorial-Examine-Connecticut-hospitals-debt-14882418.php> on March 11, 2020.

<sup>7</sup> <https://www.singlecare.com/blog/medical-debt-statistics/>

<sup>8</sup> <https://www.courant.com/business/hc-biz-connecticut-unemployment-20200123-k56cm64l3ngl5kxu2arwflxgy-story.html>

While the region's economy has continued to improve in the past year, the fact is that the tangible benefits of the recovery from the Great Recession have largely bypassed low-income residents. Nearly a quarter of respondents to TVCCA's survey stated that they or an adult household member had problems getting or keeping a job during the last 12 months. The most commonly cited reasons were: physical or mental disability (34%), jobs were not available (31%), and did not have transportation (21%).

The Norwich-New London unemployment rate for December 2019 was 3.2%<sup>9</sup>. However, New London and Sprague had much higher percentages of unemployed at 4.7% and 4.4% respectively<sup>10</sup> – two municipalities with higher than average poverty rates for the region. Furthermore, the US Department of Labor's Bureau of Labor Statistics identifies an additional 4% of the region's work force as "under-employed," a category that includes discouraged job seekers, marginally attached workers, and people working part-time because they are unable to find full-time positions. It is worth noting that Connecticut has the fourth highest under-employment rate in the nation.

## TVCCA'S APPROACH

TVCCA is the contracted service provider for the Eastern Workforce Investment Board (EWIB). Through the four American Job Centers - East, TVCCA - which partners with EASTCONN - administers the Workforce Innovation & Opportunities Act (WIOA) and the Job First Employment Services Program (JFES).

WIOA's primary purpose is to prepare the workforce to meet and sustain the economic needs of the region. By promoting economic growth, this system offers opportunities for customers to access the quality services they need if they are to effectively manage job searches and careers. WIOA programs focus on activities that increase the employment, retention and earning potential of participants. The result is the development of a workforce that is more likely to experience economic self-sufficiency and reduced dependency on state assistance.

The overall goals of the JFES Case Management program are: to prepare individuals on cash assistance to obtain unsubsidized employment by the end of the 21 month time limit, to help clients become independent from cash assistance and JFES through sustained employment, to place participants into employment-related activities that will lead to unsubsidized employment and sustained self-sufficiency, and to provide for a variety of post-employment and job retention services that will assist participants to retain unsubsidized employment.

Under TVCCA's leadership, Case Managers/Advisors coordinate a broad spectrum of services including basic needs such as emergency food and shelter, energy assistance, childcare, transportation, and housing assistance including client-landlord mediation, and Section 8.

## EDUCATION

New London County residents have high levels of educational attainment overall, though rates of adults with bachelor's degrees lag slightly behind the state (32.95%). Lacking a college degree can greatly affect a person's earning potential throughout their lives. In New London County, the median income for a person with only a high school degree is \$34,298<sup>11</sup>, far below the self-sufficiency standard noted previously.

According to a report from Education Reform Now Connecticut, many of Connecticut's four-year colleges have low graduation rates, and charge low-income students higher tuition rates than national peer institutions. All four of Connecticut's state universities (Eastern, Western, Central, and Southern), which are often seen as the more affordable option for in-state families, consistently graduate less than 50% of their first-time, full-time underrepresented minority populations within six years of initial enrollment.<sup>12</sup>

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<sup>9</sup> US Department of Labor, Bureau of Labor Statistics. 2019 -December. Source geography: County

<sup>10</sup> CT Department of Labor, Office of Research. Labor Fore Data for Labor Market Areas & Towns, December 2019.

<sup>11</sup>

[https://www.opendatanetwork.com/entity/0500000US09011/New\\_London\\_County\\_CT/jobs.earnings.median\\_earnings\\_high\\_school?year=2018](https://www.opendatanetwork.com/entity/0500000US09011/New_London_County_CT/jobs.earnings.median_earnings_high_school?year=2018)

<sup>12</sup> Golos, Nicki, et.al. November 2019. Less for More: Low Rates of Completion and High Costs at Connecticut's Four-Year Colleges.

Educational attainment is closely linked with the ability to earn a living, often leading those with less education to have low wage jobs with little upward mobility – 1 in 4 adults in TVCCA’s service area without a high school diploma live in poverty. Those with the highest levels of education on average earn more than three times as much as those with the least education.

## CHILDCARE

In the fall of 2018 there were a total of 7,278 licensed childcare slots in New London County (including infant, toddler, preschool, and school age). Out of these slots, there were only 536 vacancies, 436 of which are preschool/school age<sup>13</sup>. The lack of available childcare for infants and toddlers is becoming a growing concern, not just for parents, but for local employers.

Electric Boat, one of the region’s largest and continually expanding employers, recently submitted research to the Office of Early Childhood that states over 4,000 of their employees are “childcare eligible”, with 2,400 of them having children between the ages of 0 to 5. They recognize that a “lack of dependable childcare negatively impacts employee productivity and absenteeism” and that some individuals may “sacrifice career for family and exit [the] workforce or transition to part time and may limit employee growth potential”.

*“[TVCCA] has provided me with a place for my kids to go while I work, and they have been better prepared for kindergarten and they are given nutritious foods.” – TVCCA client*

One of the greatest barriers to private childcare, besides availability, is the cost. As part of their research, Electric Boat conducted a fee

analysis/benchmarking for local daycares in the area.<sup>14</sup>

Daycare Center	Infant Price Per Month	Toddler Price Per Month	Preschool Price Per Month	NAEYC Accredited
Riverfront Children Center Groton, CT	\$900* Sliding Income Scale	\$900 Sliding Income Scale	\$740 Sliding Income Scale	
Little Learners (NOT TVCCA) Ledyard, CT	\$900	\$900	\$780	
Stepping Stones Groton, CT	\$920	\$920	\$796	
Children’s Learning Center at Mitchell Co	N/A	N/A	\$820	In Process
Kiddie Kampus Niantic, CT	\$960	\$960	\$840	
The Children’s Program Conn College	N/A	\$971	\$961	☒
Mohegan (Eagleview) Uncasville , CT *	\$1,024	\$1,024	\$896	☒
The Children’s Workshop Westerly, RI	\$1,140	\$1,100	\$956	☒
The Global Child Stonington, CT	\$1,140	\$1,140	\$1,140	☒
Carrot Patch Clinton, CT	\$1,260	\$1,160	\$900	
Precious Memories Mystic, CT	\$1,375	\$1,140	\$1,100	

It is important to note that, we believe, TVCCA’s childcare programs are not included in this list due to income restrictions for participation in Early Head Start, Head Start, and TVCCA Little Learners. Many Electric Boat employees would be making too much to enroll in our programs, though to pay the fees above is seen by their employer as a stretch for some. The average yearly cost for an Infant slot is ~ \$12,816 or 19% of the county’s median annual household income of \$67,197. The average cost for a preschool slot is approximately \$10,831 per year or 16% of the county’s annual household median

<sup>13</sup> 2-1-1 Childcare. Annual Childcare Capacity, Availability and Enrollment Survey 2018

<sup>14</sup> Information compiled by Electric Boat and presented during a meeting of TVCCA, EB, and CT OEC

income. For the nearly 10% of adult residents in New London County that fall beneath the poverty line, this is an insurmountable obstacle without a considerable subsidy to augment childcare costs. A family of four earning \$26,200 (Head Start Income Guidelines for 2020) would have to contribute 41% of their income for a private preschool experience or an astronomical 49% of their income for infant childcare.

What does this vulnerability mean to those raising families where over 1 in 10 families are living beneath the poverty line? If you combine these costs with the limited access to Care 4 Kids, it would be quite impossible for many families to benefit from these early childhood education programs. As of November 2019, there were a total of 1,076 children paid for by the Care 4 Kids program in New London County.<sup>15</sup> Their parents must be working and must make less than 50 percent of the median state income — \$56,250 for a family of four — in order to qualify.

Unaffordable and/or inaccessible childcare can lead to the following concerns:

- **Increasing Child Poverty** – Dependable, quality childcare enables parents to work. Without childcare, many parents would have to cut their hours or leave their job. This impacts a family's ability to stay out of poverty, may increase the unemployment rate, and negatively impact the state economy.
- **Safety** - When parents have no resources for childcare, they often turn to unregulated, unsafe care.

## TVCCA'S APPROACH

TVCCA provides affordable, quality, comprehensive infant/toddler, preschool & childcare programs that serve children from birth through age five. Our programs are child-focused and increase the school readiness skills of young children. We provide a range of individualized services in the areas of education, medical, dental, nutrition and social services to children and their families. Parent involvement is an important part of our programs and is strongly encouraged. All fees are based on a sliding fee scale. All sites are NAEYC accredited.

## HOUSING

As previously mentioned in this report, many local households are working, but struggle to afford and meet their basic needs, including housing. Further, just over 44% of all New London County renters are cost burdened, meaning their housing costs exceed 30% of their gross income, with an estimated 22.7% of renters spending more than 50% of their income on housing.<sup>16</sup> Additionally, low-rent units, with rents under \$800, have declined by 20.6% since 2011 to just under 31% of the market.

Each year, the National Low Income Housing Coalition calculates the "housing wage," the hourly wage needed for a household to afford a typical 2-bedroom apartment in metro areas throughout the United States. Connecticut's housing costs are typically high, ranking #9 in 2019 with a housing wage of \$25.40 (up from \$24.29 in 2015).

### **2019 Housing Wage: New London County<sup>17</sup>**

**\$23.56 (up from \$21.87 in 2015)** Colchester-Lebanon HMFA<sup>18</sup>: Colchester, Lebanon

**\$21.98 (up from \$20.33 in 2015)** Norwich-New London HMFA: Bozrah, East Lyme, Franklin, Griswold, Groton, Ledyard, Lisbon, Lyme, Montville, New London, North Stonington, Norwich, Old Lyme, Preston, Salem, Sprague, Stonington, Voluntown, Waterford

## HOMELESSNESS

During the local January 2019 Point in Time Count, 236 individuals including 61 children were identified as being homeless in the service area (an 18% reduction overall and a 27% reduction for children from 2015). This count only includes those

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<sup>15</sup> <http://datacenter.kidscount.org/data/map/538-care-4-kids--children> enrolled?loc=1&loct=2#5/any/true/869/any/1290/Orange/

<sup>16</sup> [Harvard Joint Center for Housing Studies](#) tabulations of US Census Bureau, 2006–2018 American Community Survey 1-Year Estimates using the Missouri Data Center MABLE/geocorr14.

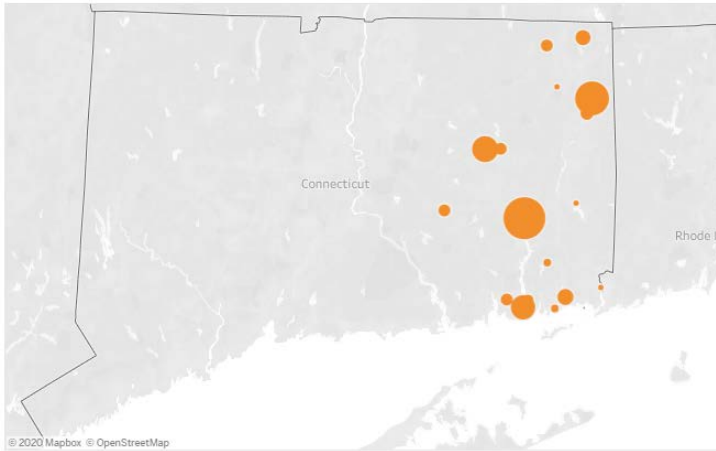
<sup>17</sup> National Low Income Housing Coalition. 2019 Out of Reach: Connecticut.

<sup>18</sup> HMFA stands for: HUD (Housing and Urban Development) Metro Fair Market Rent Area

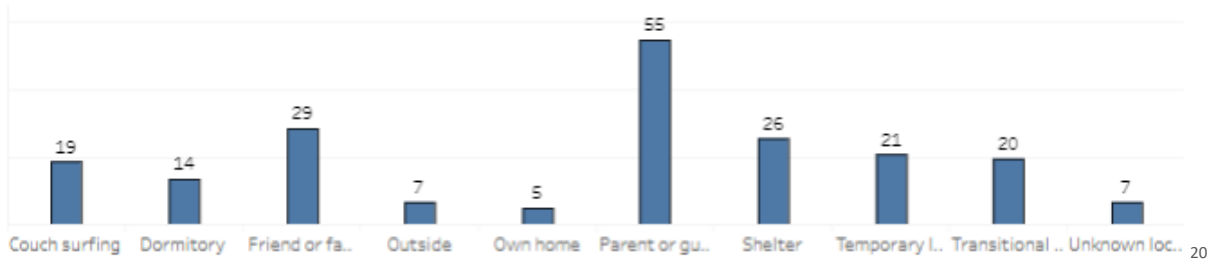
that are literally homeless, as defined by HUD, on the night of the count. The number of homeless individuals has continued to decrease since its five-year high of 329 in 2014.

In 2015 Connecticut conducted its first-ever count of homeless and housing unstable youth, which estimated there were 3,000 unaccompanied youth (age 24 and under) experiencing homelessness in our state.<sup>19</sup> During the 2019 count, the number of youth under age 25 who reported experiencing homelessness or being unstably housed was 9,303 statewide. From the map below, we can see that homeless and unstably housed youth are concentrated most heavily in Norwich with 63 and New London with 21 homeless or unstably housed youth.

City Youth Slept in on Night of Count



### Where Youth Slept



Since 2015, increased focus has been placed on the issue of youth homelessness in the state. A 100-Day Challenge was launched in Spring 2019 that resulted in 397 youth and young adults being housed statewide and a decrease of 15% in the number of youth on the state’s By-Name List.

Providers of service to people experiencing homelessness in New London County coordinate their efforts to end homelessness through the Southeastern CT Coordinated Access Network (CAN). Through the CAN, service providers work together to streamline and standardize the process for individuals and families to access assistance. Coordinated Access is required by the Federal HEARTH Act, which governs most of the federal funding communities receive to address homelessness, and supported by the State of Connecticut Department of Housing.

The primary goal is to help the community focus on rapidly ending each person’s homelessness by connecting them with appropriate housing and resources as quickly as possible.

### TVCCA’S APPROACH

TVCCA offers rental assistance through the Connecticut Rapid Rehousing Program. This program provides rapid rehousing assistance for low-income individuals and households who are experiencing homelessness (all participants must be literally homeless as defined by HUD). In FY15, this program assisted 69 households in New London County with obtaining and keeping housing. TVCCA also offers Permanent Supportive Housing that works with up to 9 chronically homeless men.

<sup>19</sup> Connecticut Coalition to End Homelessness. Connecticut Counts: 2015 Report on Homelessness in Connecticut.

<sup>20</sup> <https://cceh.org/data/interactive/youthcountdata/>

TVCCA successfully operates the Connecticut Rental Assistance Certificates Program (RAP), HUD Section 8 Housing Choice Voucher Program, HUD Permanent Supportive Housing Program, DHMAS-funded Next Steps Supportive Housing and, both Homelessness Prevention and Rapid Re-housing Programs.

While we recognize that the existence of emergency shelters will likely continue to be an important component in efforts to mitigate homelessness, we have embraced that the preeminent role that our Housing Services Department has evolved into within New London County's CAN is/will be leading the region's proactive processes of rapidly re-housing families and/or keeping families in their current housing.

Assisting clients with housing support services and financial costs directly supports and reflects TVCCA's mission statement and goals. Essentially, this is the paramount purpose of our entire Housing Services Department. The security of access to affordable housing is clearly a basic need that we all share. Providing for this basic need demonstrates another example of the quality programming that TVCCA's housing services provides and remains committed to ensuring.

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*“The programs [TVCCA] offers allow low-income people to feel like they fit in with the rest of society. Being able to provide a stable home, in a nice neighborhood, being able to afford the rent and utilities has made such a wonderful difference. I’m definitely blessed to be able to receive the assistance.” – TVCCA client*

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# COMMUNITY ASSETS

## HOUSING SERVICES

AGENCY Location	Emergency Shelter			Homeless Permanent Supportive Housing	Housing Search and Information	Low Income/Subsidized Rental Housing	Rent Payment Assistance	Transitional Housing/ Shelter
	Crisis Shelter	Homeless Drop In Center	Homeless Shelter					
ALLIANCE FOR LIVING, New London			X					
ALWAYS HOME, Mystic				X				
CARABETTA MANAGEMENT, New London						X		
COVENANT SHELTER OF NEW LONDON, New London				X				
DEMARCO MANAGEMENT, New London			X					
GROTON HOUSING AUTHORITY, Groton						X		
LEDYARD HOUSING AUTHORITY / KINGS CORNER MANOR, Gales Ferry						X		
MALTA TRANSITIONAL LIVING CENTER, Groton								X
MARTIN HOUSE, Norwich			X					
MONTVILLE HOUSING AUTHORITY, Uncasville						X		
NAVY FLEET AND FAMILY SUPPORT CENTER, Groton					X			
NEW LONDON HOMELESS HOSPITALITY CENTER, New London		X		X				X
NEW LONDON HOUSING AUTHORITY, New London						X		
SAFE FUTURES, New London	X							X
SOUND COMMUNITY SERVICES, New London			X					
STONINGTON HOUSING AUTHORITY, Pawcatuck						X		
STONINGTON, TOWN OF, Pawcatuck							X	
THAMES VALLEY COUNCIL FOR COMMUNITY ACTION, New London				X	X	X	X	

## UTILITIES ASSISTANCE

AGENCY	Location
ALLIANCE FOR LIVING	New London
CARE AND SHARE OF EAST LYME	Niantic
JEWISH FEDERATION SENIOR AND COMMUNITY SERVICES	New London
<b>OPERATION FUEL</b>	
THAMES VALLEY COUNCIL FOR COMMUNITY ACTION	New London
UNITED CEREBRAL PALSY ASSOCIATION OF EASTERN CONNECTICUT	Quaker Hill
UNITED WAY OF SOUTHEASTERN CONNECTICUT	Gales Ferry

## EMPLOYMENT AND INCOME

AGENCY Location	Adult Education	Employment Documentation/ Verification	Job Finding Assistance	Personal Financial Counseling	Retirement Benefits	Tax Preparation Assistance	Training and Employment Programs	Vocational Education	Vocational Rehabilitation
AMERICAN JOB CENTERS, Uncasville		X	X						
BUCKINGHAM COMMUNITY SERVICES, New London							X		X
CENTRO DE LA COMUNIDAD, New London	X	X	X						
CONNECTICUT INDIAN COUNCIL, North Stonington		X	X				X		
CREATIVE POTENTIAL LLC, Uncasville		X							
CW RESOURCES, Gales Ferry							X		X
DISABILITIES NETWORK OF EASTERN CONNECTICUT, Norwich			X						
EDUCATION, STATE OF CONNECTICUT DEPARTMENT OF - ELLA T. GRASSO TECHNICAL HIGH SCHOOL, Groton								X	
EDUCATION, STATE OF CONNECTICUT DEPARTMENT OF - NORWICH TECHNICAL HIGH SCHOOL, Norwich								X	
NAVY FLEET AND FAMILY SUPPORT CENTER, Groton			X	X					



AGENCY Location	Adult Education	Employment Documentation/ Verification	Job Finding Assistance	Personal Financial Counseling	Retirement Benefits	Tax Preparation Assistance	Training and Employment Programs	Vocational Education	Vocational Rehabilitation
NAVY-MARINE CORPS RELIEF SOCIETY, Groton				X					
NEW BEGINNINGS FOR LIFE LLC, Salem			X						
NEW LONDON, CITY OF - OFFICE OF YOUTH AFFAIRS, New London			X						
NEW LONDON PUBLIC SCHOOLS, ADULT AND CONTINUING EDUCATION, New London	X								
OPPORTUNITIES INDUSTRIALIZATION CENTER OF NEW LONDON COUNTY (OIC), New London		X							
PAWCATUCK NEIGHBORHOOD CENTER, Pawcatuck		X							
SEABIRD ENTERPRISES, Groton			X				X		X
SEA-LEGS, New London		X							
SOUND COMMUNITY SERVICES, New London							X		X
THAMES VALLEY COUNCIL FOR COMMUNITY ACTION , New London		X		X					
UNITED CEREBRAL PALSY ASSOCIATION OF EASTERN CONNECTICUT, Quaker Hill		X	X						
VETERANS AFFAIRS, UNITED STATES DEPARTMENT OF - Groton Submarine Base Itinerant Office									X
VIABILITY, INC., Gales Ferry							X		
VITA (VOLUNTEER INCOME TAX ASSISTANCE) SITES - 2-1-1 APPOINTMENTS, Mystic						X			
VITA (VOLUNTEER INCOME TAX ASSISTANCE) SITES - 2-1-1 APPOINTMENTS, New London						X			
VITA (VOLUNTEER INCOME TAX ASSISTANCE) SITES - 2-1-1 APPOINTMENTS, Pawcatuck						X			

## FOOD ASSISTANCE

AGENCY Location	Food Pantries	Meals- Congregate Meals/Nutriti on Sites	Meals-Home Delivered Meals	Meals-Soup Kitchens
ADVENTIST COMMUNITY SERVICES OF CONN, Waterford	X			
ALLIANCE FOR LIVING, New London	X			
CARE AND SHARE OF EAST LYME, Niantic	X			
CARECO MEDICAL / CARECO SHORELINE, Waterford				
CENTRO DE LA COMUNIDAD, New London	X			
CHURCH OF THE CITY OF NEW LONDON, New London				X
GROTON COMMUNITY MEALS, Mystic				X
JEWISH FEDERATION SENIOR AND COMMUNITY, New London	X	X		
NEW LONDON AREA FOOD PANTRY, New London	X			
NEW LONDON BREAKFAST PROGRAM, New London				X
NEW LONDON COMMUNITY MEAL CENTER, New London				X
NEW LONDON HOUSING AUTHORITY, New London				
NIANTIC COMMUNITY CHURCH FOOD PANTRY, Niantic	X			
OUTREACH FOR THE UNREACHED MINISTRY, Gales Ferry	X			
PAWCATUCK NEIGHBORHOOD CENTER, Pawcatuck	X	X	X	X
SALVATION ARMY, New London	X			
SHORELINE SOUP KITCHENS AND PANTRIES, Niantic	X			
THAMES VALLEY COUNCIL FOR COMMUNITY ACTION, New London		X	X	
UNITED WAY OF SOUTHEASTERN CONNECTICUT, New London	X			

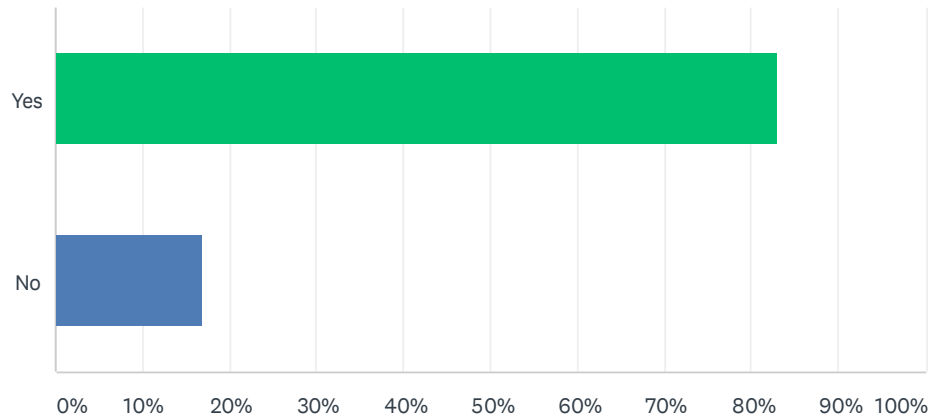
## TRANSPORTATION

AGENCY Location	Emergency Road Service	Local Bus Services	Non-Emergency Medical Transportation	Paratransit Programs
AAA - HARTFORD, MIDDLESEX, NEW LONDON, TOLLAND AND WINDHAM COUNTIES, Waterford	X			
CURTIN TRANSPORTATION GROUP, Waterford			X	X
EASTERN CONNECTICUT TRANSPORTATION CONSORTIUM, Uncasville		X	X	X
GROTON, TOWN OF - SENIOR CENTER, Groton			X	
NEW LONDON, CITY OF - SENIOR CENTER, New London			X	
PAWCATUCK NEIGHBORHOOD CENTER, Pawcatuck			X	X
SOUTHEAST AREA TRANSIT DISTRICT, Preston		X		
SOUTHEAST CONNECTICUT COMMUNITY CENTER OF THE BLIND, New London				X

## APPENDIX A SURVEY RESPONSES

### Q1 Have you participated in any TVCCA programs in the last 5 years?

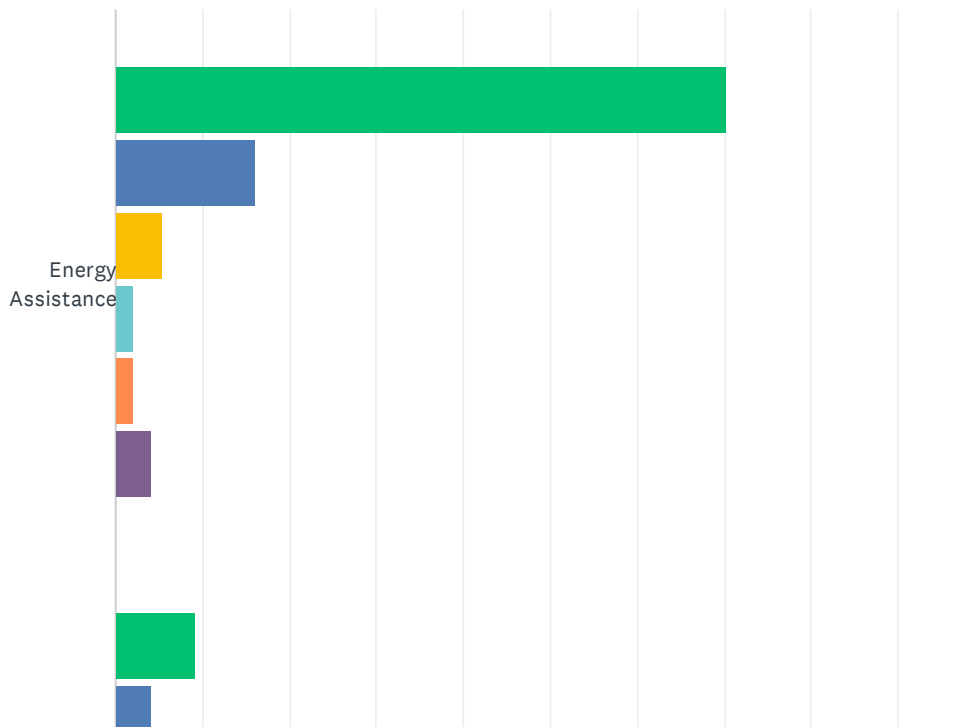
Answered: 391 Skipped: 0



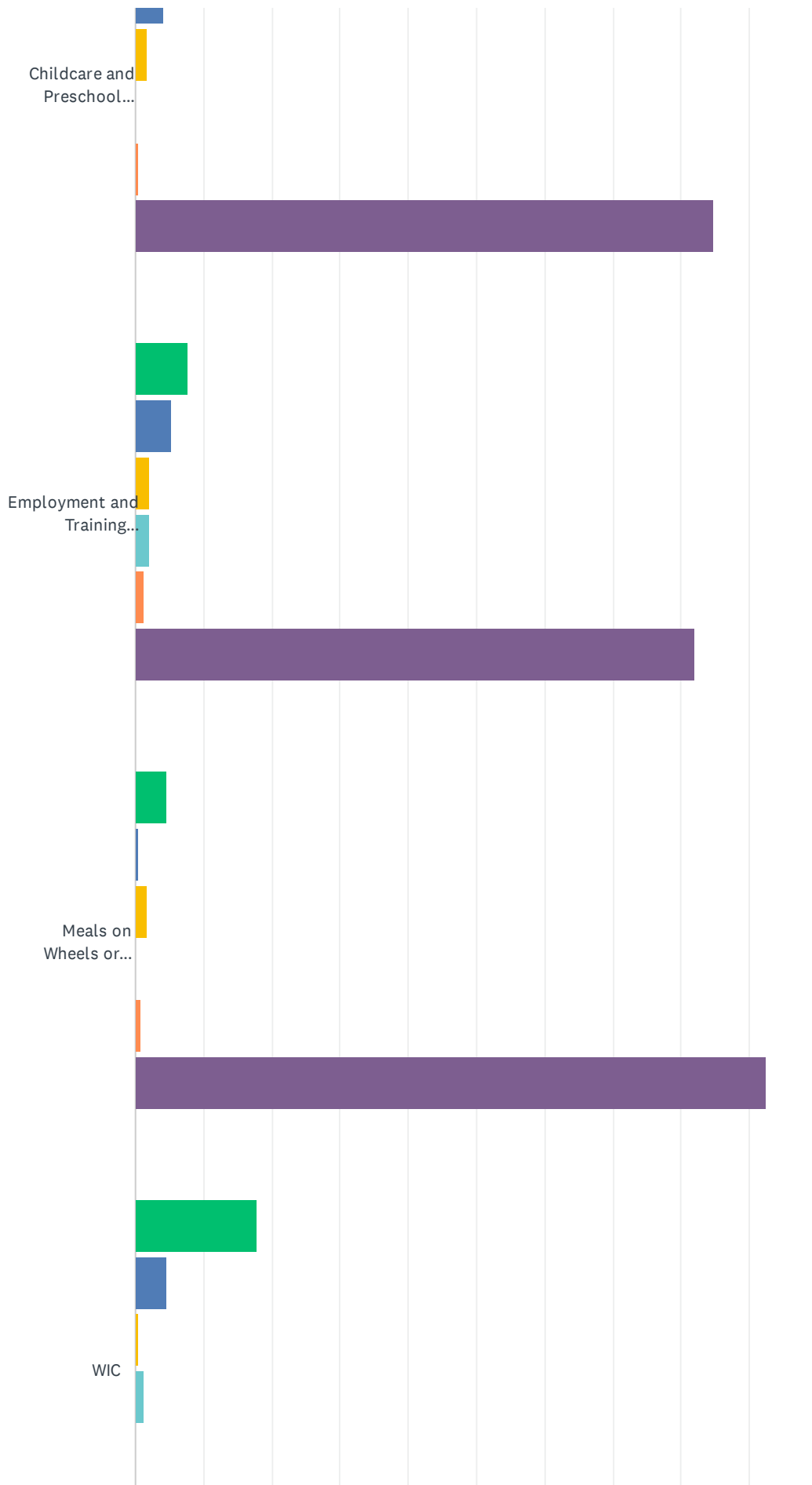
ANSWER CHOICES	RESPONSES	
Yes	83.12%	325
No	16.88%	66
TOTAL		391

### Q2 In what TVCCA programs has your household participated during the past five years? Please check the service and indicate the quality of service with 5 being excellent and 1 being poor.

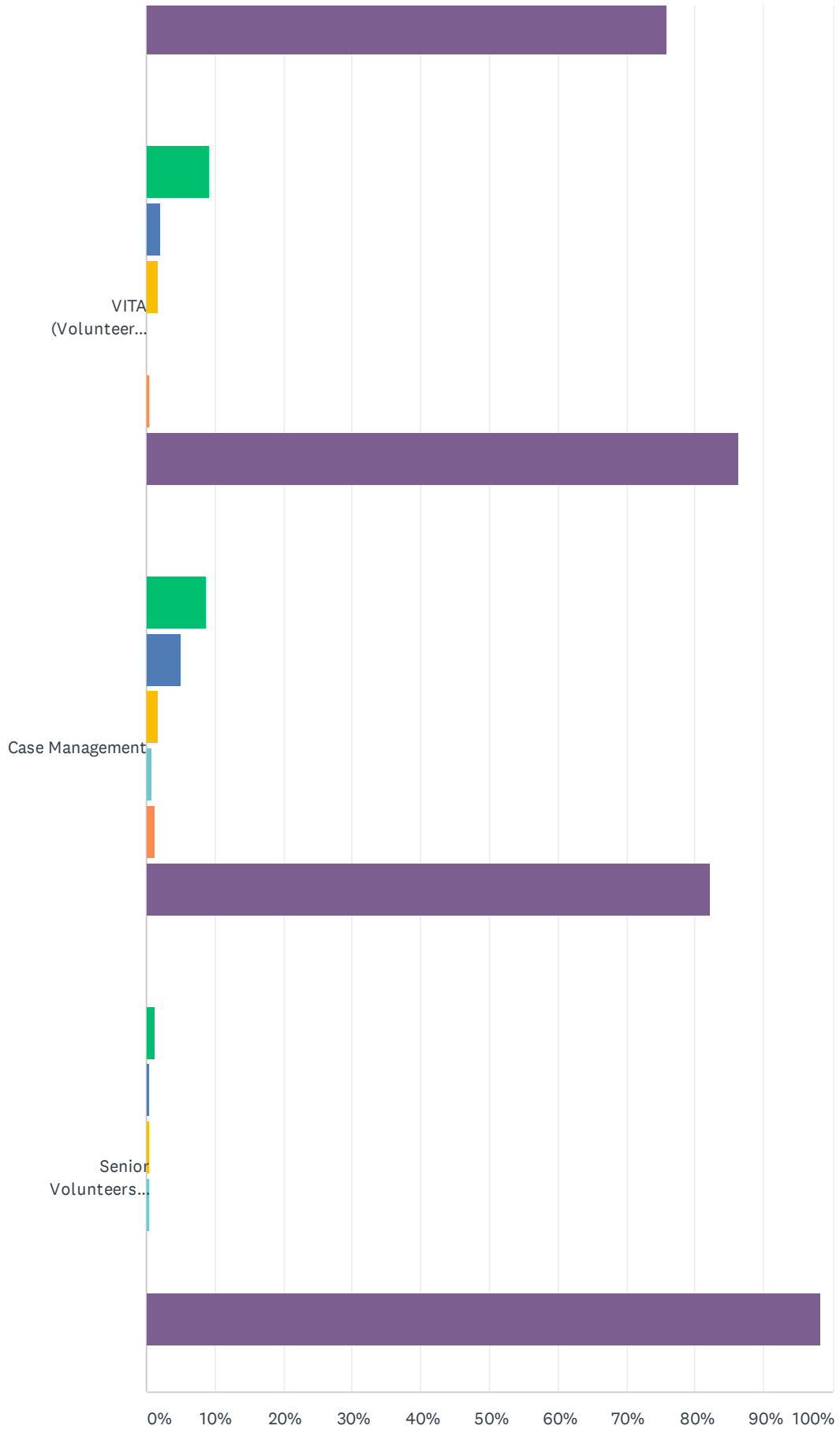
Answered: 295 Skipped: 96



# TVCCA Community Needs Assessment 2020



# TVCCA Community Needs Assessment 2020



## TVCCA Community Needs Assessment 2020

■ 5. Excellent   
 ■ 4. Good   
 ■ 3. Alright   
 ■ 2. Just Okay   
 ■ 1. Poor  
■ Didn't use this service

	5. EXCELLENT	4. GOOD	3. ALRIGHT	2. JUST OKAY	1. POOR	DIDN'T USE THIS SERVICE	TOTAL RESPONDENTS
Energy Assistance	70.34% 204	16.21% 47	5.52% 16	2.07% 6	2.07% 6	4.14% 12	290
Childcare and Preschool Programs (Little Learners and Head Start)	9.28% 22	4.22% 10	1.69% 4	0.00% 0	0.42% 1	84.81% 201	237
Employment and Training (American Job Center)	7.73% 18	5.15% 12	2.15% 5	2.15% 5	1.29% 3	81.97% 191	233
Meals on Wheels or Senior Nutrition	4.66% 11	0.42% 1	1.69% 4	0.00% 0	0.85% 2	92.37% 218	236
WIC	17.77% 43	4.55% 11	0.41% 1	1.24% 3	0.00% 0	76.03% 184	242
VITA (Volunteer Income Tax)	9.28% 22	2.11% 5	1.69% 4	0.00% 0	0.42% 1	86.50% 205	237
Case Management	8.86% 21	5.06% 12	1.69% 4	0.84% 2	1.27% 3	82.28% 195	237
Senior Volunteers (including Veterans' Coffeeshouses)	1.29% 3	0.43% 1	0.43% 1	0.43% 1	0.00% 0	98.28% 228	232



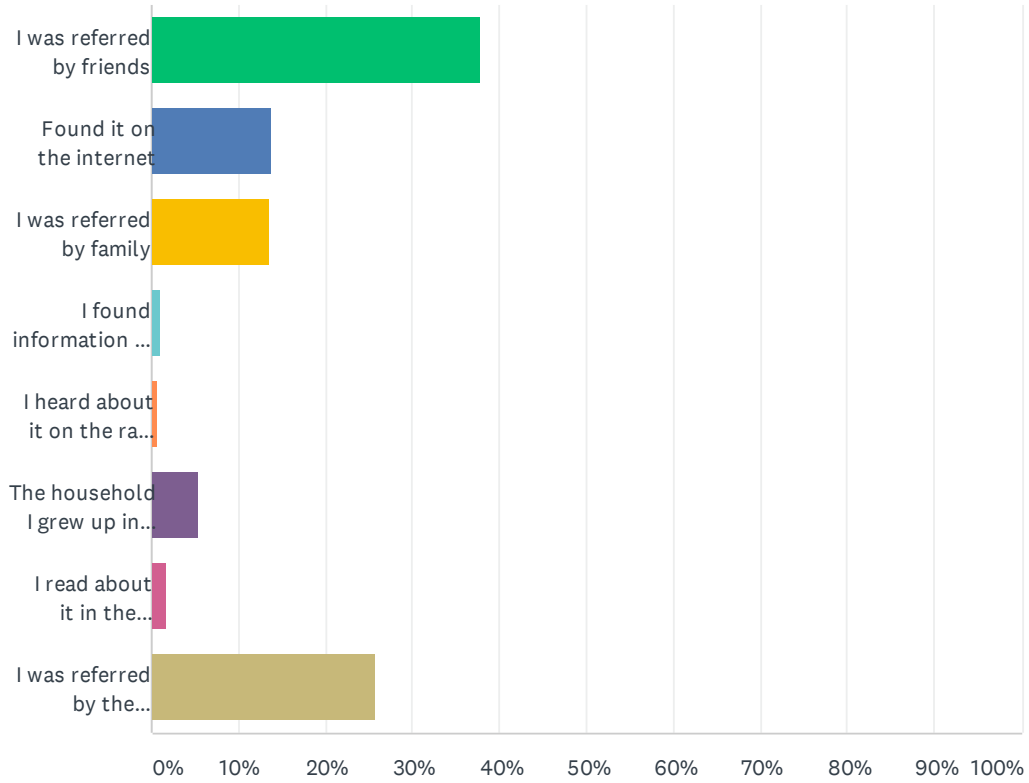
TVCCA Community Needs Assessment 2020

#	OTHER SERVICE (PLEASE SPECIFY) AND COMMENT ABOUT THE QUALITY OF SERVICE.	DATE
1	Section 8 excellent	2/14/2020 5:06 PM
2	I wish reminder emails were sent out.	2/13/2020 2:16 PM
3	n/a	2/13/2020 12:50 PM
4	Financial Education Excellent	2/11/2020 5:30 PM
5	Energy assistance	2/9/2020 11:03 PM
6	SNAP #4	2/9/2020 7:09 PM
7	Heating assistance	2/9/2020 1:48 AM
8	Service was satisfactory	2/9/2020 12:06 AM
9	IDA and savings program, and rent assistance, were excellent services	2/8/2020 7:05 PM
10	None	2/8/2020 6:23 PM
11	Love the workers great job everybody	2/8/2020 1:16 PM
12	Energy Assistance	2/8/2020 11:46 AM
13	I wish it covered both energy bills. Electric and Propane.	2/8/2020 11:35 AM
14	renters rebate	2/8/2020 10:46 AM
15	Food stamps the service was real poor	2/7/2020 8:25 PM
16	Energy program said I was over income	2/5/2020 9:59 PM
17	very good	2/5/2020 5:45 PM
18	Na	2/5/2020 11:30 AM
19	Energy assistance, outstanding service.	2/5/2020 8:20 AM
20	You only take care of your family. Every time I call for help we got no funds let's there family be in need they got funds.	2/5/2020 7:40 AM
21	Sec. 8	2/5/2020 2:39 AM
22	Housing	2/4/2020 9:05 PM
23	None	2/4/2020 5:42 PM
24	Energy assistance	2/4/2020 4:50 PM
25	N/a	2/4/2020 3:55 PM
26	ctv exc	2/4/2020 2:16 PM
27	section 8	2/4/2020 2:00 PM
28	Heat assistance wonderful people always	2/4/2020 11:56 AM

### Q3 How did you know to come to TVCCA for assistance?

Answered: 295 Skipped: 96

## TVCCA Community Needs Assessment 2020



ANSWER CHOICES	RESPONSES	
I was referred by friends	37.97%	112
Found it on the internet	13.90%	41
I was referred by family	13.56%	40
I found information in the phone book	1.02%	3
I heard about it on the radio (including Pandora)	0.68%	2
The household I grew up in received services	5.42%	16
I read about it in the newspaper	1.69%	5
I was referred by the following agency:	25.76%	76
TOTAL		295

TVCCA Community Needs Assessment 2020

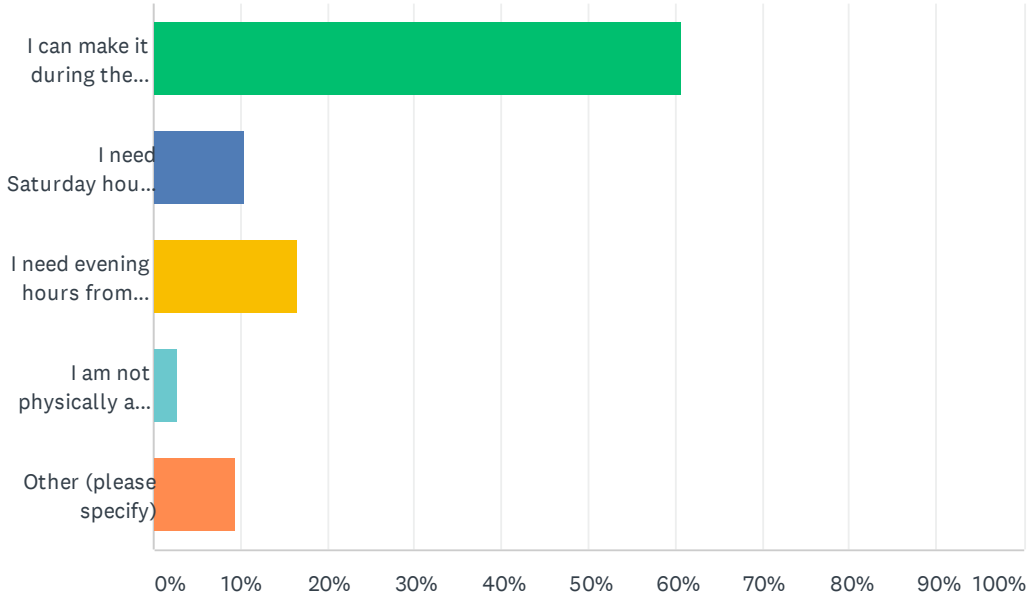
#	I WAS REFERRED BY THE FOLLOWING AGENCY:	DATE
1	Worked in the SS field	2/24/2020 8:33 PM
2	tvcca	2/21/2020 12:11 PM
3	Dept of social services	2/14/2020 6:14 PM
4	Section 8 attorney's	2/14/2020 5:06 PM
5	State of Connecticut	2/14/2020 9:45 AM
6	Care and Share East Lyme	2/13/2020 2:16 PM
7	Senior Citizen Center in Griswold	2/11/2020 7:09 PM
8	DDS& DCF	2/11/2020 10:59 AM
9	Work near by	2/11/2020 7:34 AM
10	Snap	2/10/2020 4:30 PM
11	Wicc	2/10/2020 2:40 PM
12	I work at tvcca	2/10/2020 8:27 AM
13	When a young teen my very first job was working for tvcca to assist in cleaning schools during the summer	2/10/2020 5:44 AM
14	DSS	2/10/2020 3:09 AM
15	DSS	2/9/2020 11:03 PM
16	Dss	2/9/2020 6:18 PM
17	Town of Colchester	2/9/2020 2:48 PM
18	My mom	2/9/2020 11:52 AM
19	DSS	2/9/2020 11:08 AM
20	Pawcatuck Neighborhood Center	2/9/2020 7:42 AM
21	money follows the person	2/9/2020 6:48 AM
22	Head Start	2/9/2020 12:06 AM
23	My mom	2/8/2020 8:39 PM
24	In the other town is called crt.	2/8/2020 6:23 PM
25	Town office	2/8/2020 4:50 PM
26	Norma Glover UCFS	2/8/2020 2:33 PM
27	Thames river supportive housing	2/8/2020 1:06 PM
28	Norwich Light and Power	2/8/2020 1:01 PM
29	Uncas health district. Connie Capaccione.	2/8/2020 11:02 AM
30	Stonington Human Services	2/8/2020 10:32 AM
31	Care and share	2/8/2020 10:19 AM
32	Colchester Social Services	2/8/2020 10:12 AM
33	Senior center	2/7/2020 8:25 PM
34	SSDI	2/7/2020 7:51 AM
35	DSS	2/6/2020 9:43 AM
36	Eversource	2/5/2020 7:15 PM
37	Social Services City of Norwich	2/5/2020 6:07 PM

TVCCA Community Needs Assessment 2020

38	Groton town people	2/5/2020 3:43 PM
39	Social Services	2/5/2020 2:41 PM
40	Pawcatuck Neighborhood centr	2/5/2020 12:51 PM
41	A	2/5/2020 12:35 PM
42	Visiting nurse	2/5/2020 11:09 AM
43	Nothing	2/5/2020 7:40 AM
44	Norwich Senior Center	2/5/2020 7:19 AM
45	Pnc	2/5/2020 7:13 AM
46	Reliance Health	2/5/2020 6:08 AM
47	The Norwich Vet Center	2/5/2020 2:21 AM
48	CHR	2/5/2020 12:54 AM
49	State of Connecticut	2/4/2020 9:45 PM
50	Housing authority	2/4/2020 6:58 PM
51	Social services	2/4/2020 4:53 PM
52	Known about TVCCA since I was a kid.	2/4/2020 2:34 PM
53	TVCCA	2/4/2020 2:28 PM
54	Groton human services	2/4/2020 2:28 PM
55	Court	2/4/2020 2:27 PM
56	Pawcatuck Neighborhood Center	2/4/2020 2:18 PM
57	i heard someone talking about it	2/4/2020 2:16 PM
58	boston housing authority	2/4/2020 2:00 PM
59	Groton annual festival in October	2/4/2020 1:58 PM
60	North Stonington Senior Center	2/4/2020 1:54 PM
61	Stonington social services	2/4/2020 1:03 PM
62	Doctor	2/4/2020 1:03 PM
63	I believe Social Services!	2/4/2020 12:58 PM
64	Former Employee	2/4/2020 12:40 PM
65	211	2/4/2020 12:35 PM
66	I knew about it by receiving heating assistance through Access in plainfield	2/4/2020 12:35 PM
67	Hospital	2/4/2020 12:29 PM
68	Waterford Senior Services	2/4/2020 12:18 PM
69	Care & Share East Lyme	2/4/2020 12:12 PM
70	Colchester social services	2/4/2020 12:05 PM
71	WORD OF MOUTH/INTERNET	2/4/2020 11:46 AM
72	Groton Social Services	2/4/2020 11:25 AM
73	Npu	2/4/2020 11:02 AM
74	Sound Communty services	2/4/2020 10:35 AM
75	human resources	2/4/2020 10:23 AM

## Q4 What is the best time of day for you to come to one of our locations for assistance?

Answered: 295 Skipped: 96



ANSWER CHOICES	RESPONSES	
I can make it during the hours of 8:30am - 4:00pm	60.68%	179
I need Saturday hours from 9:00am - 12:00pm	10.51%	31
I need evening hours from 5:00pm - 7:00pm	16.61%	49
I am not physically able to come to a location	2.71%	8
Other (please specify)	9.49%	28
<b>TOTAL</b>		<b>295</b>

TVCCA Community Needs Assessment 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	11 am to 3 pm	2/24/2020 8:33 PM
2	10am-1pm	2/17/2020 5:10 PM
3	Already have a scheduled appointment	2/13/2020 2:30 PM
4	I am disabled and do not know from day to day how I will feel. While I am physically able to come in it is hard to keep appointments. This delays receiving needed benefits. Phone appts would be great.	2/13/2020 2:16 PM
5	I can walk very limited amount. No stairs So I go to the Griswold Senior Center and The woman there helps me. She is very kind and considerate and very very helpful.	2/11/2020 7:09 PM
6	A TVCCA representative comes to our apartment complex.	2/11/2020 12:26 PM
7	Mornings before you 10am	2/11/2020 10:59 AM
8	No need atm for tvcca can not help me for what I need help in	2/10/2020 5:44 AM
9	I can make it but need to miss work. Earlier or later or weekend would be helpful	2/9/2020 9:16 AM
10	When ever I have a day off	2/8/2020 6:23 PM
11	Depending on school, work, Drs appointments	2/8/2020 5:48 PM
12	2 pm until 4 pm- i am too ill in mornings and early afternoons	2/8/2020 1:27 PM
13	I do not have to go, at the moment I have filed already	2/8/2020 1:01 PM
14	2:00 pm to whenever, weekdays. Any time Saturday.	2/8/2020 12:25 PM
15	12pm to 130pm	2/8/2020 12:16 PM
16	anytime after 2pm	2/8/2020 11:18 AM
17	Do not need to come	2/8/2020 10:22 AM
18	1 o'clock- 4 o'clock Week days	2/5/2020 2:41 PM
19	10:00am -- 4:00pm	2/5/2020 2:08 PM
20	No help for me I got 0	2/5/2020 7:40 AM
21	Early morning	2/5/2020 7:13 AM
22	Weekends of evenings.	2/4/2020 2:28 PM
23	Did ty very nice people there!	2/4/2020 12:58 PM
24	Between 4 and 5 pm	2/4/2020 12:12 PM
25	8:00 a 11:00 am	2/4/2020 11:50 AM
26	M	2/4/2020 11:46 AM
27	Monday's	2/4/2020 11:29 AM
28	I am available whenever. However it takes weeks for a return phone call, if anyone even bothers to call back	2/4/2020 11:11 AM

## Q5 How has TVCCA made a difference in your life?

Answered: 237 Skipped: 154

TVCCA Community Needs Assessment 2020

#	RESPONSES	DATE
1	It's a wonderful program we are disabled and need help with heating and if it wasn't for tvcca we be in trouble thank you	4/30/2020 9:24 AM
2	helped me with oil in the winter when i wasn't making enough money at my job.	4/3/2020 11:35 AM
3	I am a senior living on disability income the heating assistance was a godsend for me. I would have had to put my oil bill on a credit card which is already carrying six thousand dollars of debt. I am grateful and I thank you for the help.	3/2/2020 11:40 AM
4	It has made my life less stressful.	2/24/2020 8:33 PM
5	Has provided me with a place for my kids to go while I work, and they have been better prepared for kindergarten and they are given nutritious foods.	2/21/2020 10:06 PM
6	help with my heating (oil)	2/21/2020 12:11 PM
7	Helping with some. Need more funding for more benefit for clients. Eversoure's delivery charges are more than our monthly bills? Which makes harder for lower income or 1 income families.	2/20/2020 10:22 PM
8	In years past, when my kids were young, TVCCA made it possible for us to have a warm home and hot water. I am a working low income household. TVCCA also gave us food baskets at holidays! We were so Very grateful!	2/17/2020 5:10 PM
9	They helped me with energy assistance, that is great because I would not be able to afford that.	2/16/2020 11:39 AM
10	It has made a tremendous difference in my life and I am mot grateful.	2/15/2020 6:15 PM
11	helps with my finanical status by paying for my oil	2/15/2020 9:57 AM
12	Helpful with getting me heat assistance that I need for my family.	2/15/2020 9:42 AM
13	helps with heating our home .	2/15/2020 9:22 AM
14	It helps me to financially be able to stay in my home	2/14/2020 6:14 PM
15	The programs they offer allows low-income people to feel like they fit in with the rest of society. Being able to provide a stable home, in a nice neighborhood, being able to afford the rent and utilities has made such a wonderful difference. I'm definitely blessed to be able to receive the assistance.	2/14/2020 5:06 PM
16	TVCCA helped our family with assistance through WIC and Energy assistance when we needed it! We are currently have a child enrolled in one of the child care centers and are appreciative of the oppportunity to receive quality child care that our family can afford.	2/14/2020 9:45 AM
17	I would not have had much needed medical insurance nor could I afford to pay my energy bill. I am sincerely thankful.	2/13/2020 2:16 PM
18	Kept me warm during the winter and allowed me to cook as well thank you	2/13/2020 1:23 PM
19	it helped alot with fuel assistance.	2/13/2020 12:50 PM
20	Yes they help with the cost of heating my apt.	2/13/2020 11:06 AM
21	It helped put oil in our home and greatly appreciated!	2/13/2020 6:23 AM
22	TVCCA has made a difference in my life by helping me to heat my home and being kind and compassionate.	2/12/2020 4:16 PM
23	Yes...they have been so helpful and have improved the quality of my life.	2/12/2020 2:10 PM
24	Save my life being able to heat my house during the winter.	2/12/2020 1:50 PM
25	Help with a big tax problem	2/11/2020 10:51 PM
26	I'm a single mother with no child support or help from my daughter's father so it has helped a huge deal	2/11/2020 8:02 PM
27	It has helped me immensely. I would not have heat or Thanksgiving or Christmas dinners. Living on a very fixed income is very difficult. And tvcca was always happy to help.	2/11/2020 7:09 PM

## TVCCA Community Needs Assessment 2020

28	It's has given me the help, tools and assets to better my life and for my children.	2/11/2020 5:30 PM
29	I was given a little help with my electric bill.	2/11/2020 5:00 PM
30	Helping with oil for our furnace has helped so much. Our furnace is 35 years old so homeowners insurance is high because of that. Our insurance agent said they only had one company that would insure us with a furnace that old. A new furnace would empty our savings and with owning a home there's always something that needs fixing or replacing. In this past year and a half we've had to replace a well pump, washer and dryer, which were over 28 years old, a well water tank, a microwave and our refrigerator is on it's last legs being over 25 years old and a stove that is 15 years old. What can I say, the oil help really does help. We also still have 14 plus years to go on our mortgage. Thanks for listening	2/11/2020 2:54 PM
31	I would've had no heat for this winter without this service	2/11/2020 1:34 PM
32	Instead of choosing between healthy food or electric, I can now have both.	2/11/2020 12:26 PM
33	Made it possible to be in my own place, start to save, stand on my own.....depend on myself.	2/11/2020 10:59 AM
34	Excellent care for my child in a safe environment.	2/11/2020 7:34 AM
35	TVCCA has helped me when I needed them most. Making minimum wage in the state of Connecticut is not enough. The staff was friendly and helpful.	2/10/2020 8:08 PM
36	All financial help helps me get by.	2/10/2020 7:15 PM
37	It has helped me when I wasn't able to work due to having a baby in the cold months. I live in an old, drafty house and oil is super expensive. If I did have energy assistance I would have had to go live with a family member (if I could) until the cold months passed or I was able to go back to work but because energy assistance provided me with the help I was able to keep my baby warm.	2/10/2020 4:30 PM
38	As I've run into financial problems both losing my job at one point and being disabled temporarily they have kept our utilities on and treated me with respect and concern.	2/10/2020 3:54 PM
39	Has helped me in assisting with needs I wasn't able to do for myself.	2/10/2020 3:49 PM
40	Good care for my daughter	2/10/2020 2:40 PM
41	TVCCA has made a positive impact in my life. They have provided a safe and fun learning environment for my child. They have helped keep a roof over our heads and helped with keeping our heat and lights on	2/10/2020 2:04 PM
42	Providing a great head start program for my daughter.	2/10/2020 1:52 PM
43	Makes and has Made a BIG difference in my life and children's life. The help and assistance receive is priceless . Words cant explain the great difference TVCCA has made. I can not Thank you enough.	2/10/2020 1:48 PM
44	It has allowed me to keep my house warm in the winter!	2/10/2020 12:33 PM
45	It has helped me with child care services and Wicc assistant it's given me a better life balance and aid	2/10/2020 12:09 PM
46	They helped me keep the house warm this winter.	2/10/2020 10:27 AM
47	TVCCA is a kind, caring and very informational community agency!	2/10/2020 10:26 AM
48	Saving some money specially during the Winter time	2/10/2020 8:27 AM
49	Help our family , specially with Energy assistances	2/10/2020 8:18 AM
50	has help me through difficult time at the same time has given me an opportunity to get a job and grown on it	2/10/2020 7:09 AM
51	Prior to my disability I used to donate to fuel assistance . Then came the time I had to apply for help myself . If not for this We would have froze .	2/10/2020 5:44 AM
52	It is the difference between my having heat in the winter or not having heat in the winter.	2/10/2020 3:09 AM
53	Help me in many ways in bad times	2/9/2020 9:28 PM



## TVCCA Community Needs Assessment 2020

54	It has been a great help financial..	2/9/2020 7:09 PM
55	Very disappointing.	2/9/2020 6:18 PM
56	Helped me get Oil Delivery right after I lost my job just before winter was coming.	2/9/2020 2:48 PM
57	A single mother of 3 it's hard to work and support all of us. The assistance is greatly appreciated	2/9/2020 1:56 PM
58	I am surviving. After completing my bachelor's degree I was severely beaten and left with horrible ptsd. All I can do is make art and work part time. And making ends meet just wouldn't happen . I'm very grateful and hopefully soon I can get back on my feet and give back to someone in need like me. Thank you all for the compassion.	2/9/2020 11:52 AM
59	Great	2/9/2020 11:41 AM
60	They made it able for my family to have heat in our house over the past few winters.	2/9/2020 11:08 AM
61	It has helped my family get through the winter.	2/9/2020 10:48 AM
62	When my children were young we received wic, they attended the childcare program and we received energy assistance. As a struggling single mother, the help was a gift. I wouldn't have made it.	2/9/2020 9:16 AM
63	The income guidelines should fit average people bills and life	2/9/2020 9:15 AM
64	I was able to get a discount on energy bills during a financially devastating time in my life.	2/9/2020 7:42 AM
65	fuel assistance has help greatly as I have a fixed income and would not be able to stay in my home	2/9/2020 6:54 AM
66	yes i have a apartment	2/9/2020 6:48 AM
67	Helped me to afford heat in winter. Thank you	2/9/2020 5:54 AM
68	Helped greatly with the winter heating costs	2/9/2020 1:48 AM
69	It has made it possible for us to survive	2/9/2020 12:35 AM
70	Energy Assistance helped a lot with helping to pay heating bill	2/9/2020 12:06 AM
71	Energy assistance	2/8/2020 8:40 PM
72	Yes they help me with my gas service now my babies have heat in winter time	2/8/2020 8:39 PM
73	absolutely incredible,i am so thankful for their help.dont know what i would have done without them.extremely grateful.	2/8/2020 8:28 PM
74	Helped me alot with energy assistance when i really needed it	2/8/2020 7:51 PM
75	The friendliness of the workers helping us with our needs is wonderful. The work shops at the job center in Montville, CT are great as well	2/8/2020 7:17 PM
76	They have helped me get back on my feet and help me plan for my future. They also help with my current energy.	2/8/2020 7:05 PM
77	Helped heat our home through winters, provided education for 2 of my kids, helped us get a couch when ours was falling apart, and helped provide first months rent on an apt for me and kids when I needed a home	2/8/2020 6:45 PM
78	Help with the oil bill, making easier for me to pay other bills.	2/8/2020 6:23 PM
79	Its giving much needed assistance as I try to finish out a college degree and be able to pay it forward.	2/8/2020 5:48 PM
80	One big happy family	2/8/2020 5:48 PM
81	Helped with energy assistance and snap--kept m ed warm and fed	2/8/2020 5:16 PM
82	Help's with the cost of heating.	2/8/2020 5:14 PM
83	Financially helped significantly	2/8/2020 4:50 PM
84	Has aided with Oil Assistance making a huge difference. Makes things a lot easier.	2/8/2020 4:04 PM

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85	Helped pay for heating oil to keep our home warm	2/8/2020 3:55 PM
86	It has helped me with needs for my children and my electric bill. I am currently back in school full time and appreciate the help while I better my future.	2/8/2020 3:41 PM
87	My children and I never would have survived my job lay-off and everyone I worked with from energy assistance to food stamps were wonderful and incredibly helpful. So thankful!	2/8/2020 3:36 PM
88	it has helped me to keep my house warmer than it would be without fuel assistance. I have also volunteered as a shopper, and found it very fulfilling.	2/8/2020 2:41 PM
89	It has helped me immensely, thank God for all your wonderful help.	2/8/2020 2:33 PM
90	Saving my hard life,no where else to go for needy help.	2/8/2020 2:29 PM
91	I got heat	2/8/2020 2:27 PM
92	When I needed them they're always there for me with courteous attitudes	2/8/2020 2:22 PM
93	Energy assistance has helped in such a great way. As a single parent with 1 income things can get difficult and financially any little assistance helps. I am very grateful.	2/8/2020 1:33 PM
94	oil and utilities	2/8/2020 1:27 PM
95	Free assistance	2/8/2020 1:16 PM
96	Made a great difference because I no longer need services and I am no longer depressed and I have more confidence in being able to survive!	2/8/2020 1:06 PM
97	It has helped me not feel so overwhelmed in the winter months when the bill is higher.	2/8/2020 1:01 PM
98	They listen and care	2/8/2020 12:51 PM
99	Very helpfull	2/8/2020 12:46 PM
100	This is a great help with energy assistance programs	2/8/2020 12:31 PM
101	Without it, I wouldn't have heating oil to begin the year. I wish I had access to more.	2/8/2020 12:27 PM
102	It has made the winters bearable financially. It gave me directions when I was unemployed	2/8/2020 12:25 PM
103	Help	2/8/2020 11:53 AM
104	Its helped us keep warm during the winter and helps us to be able to provide for our family in the best way we can during the winter months. As one job to pay for everything isnt much.	2/8/2020 11:49 AM
105	I wouldn't have heat if it wasn't for them.	2/8/2020 11:48 AM
106	The program has help me with my electric bill. Without this program we would not be able to afford to keep warm and keep our lights on. I appreciate TVCCA for helping so many people especially me.	2/8/2020 11:46 AM
107	Energy assistance really helps	2/8/2020 11:38 AM
108	I am no longer allowed to apply because I do not have an electric bill in my name.	2/8/2020 11:38 AM
109	It helps me live on my own. I am disabled.	2/8/2020 11:35 AM
110	TVCCA has a great and tremendous help with Energy Assistant. I would been able to stay warm without their Help. So Thank You Everyone!!!!	2/8/2020 11:27 AM
111	saved me from freezing and I thank you for that	2/8/2020 11:26 AM
112	Its eased the burden of heating bills for the household	2/8/2020 11:20 AM
113	they have helped me keep my heat and lights on during the winter season it has been a huge help	2/8/2020 11:18 AM
114	A lot of help when I need it most	2/8/2020 11:02 AM
115	TVCCA has been a tremendous help. It has taken the stress away. My children have had food from the pantry. My children are teenagers and eat huge amount of food. This service has	2/8/2020 11:02 AM

## TVCCA Community Needs Assessment 2020

helped us tremendously. We have received energy assistance and it has helped us to keep a warm house during winter months. THANK YOU!

116	TVCCA provided home heating oil for my family at a time when I would not have been able to afford to heat the house	2/8/2020 10:57 AM
117	Support financial	2/8/2020 10:52 AM
118	heating assist has made a huge diff in helping me budget my money in the winter months. I would be short on cash & would have to forfeit some of my meds to stay warm.	2/8/2020 10:46 AM
119	Me ah dado una gran ayuda especialmente con la energía y con la ayuda de mis niños..	2/8/2020 10:42 AM
120	The school did wonders for me to be able to work and my son learned so much!	2/8/2020 10:39 AM
121	Allows me to live on my own. Between section 8, and energy assistance, I am able to live independently, as I live on SS disability.	2/8/2020 10:35 AM
122	Helping us get through the Winter	2/8/2020 10:32 AM
123	Good with energy assistant	2/8/2020 10:22 AM
124	Less stressful	2/8/2020 10:19 AM
125	The service was there for me to use at a very difficult time for me.	2/8/2020 10:19 AM
126	I would not be able to pay my utilities without energy assistance. I'm disabled and on a fixed income with my rent taking up almost 2/3's of my monthly check.	2/8/2020 10:18 AM
127	tvcca has help me out with energy assistance with my heating Bill's	2/8/2020 10:17 AM
128	Yes	2/8/2020 10:12 AM
129	Help me to raced my granddaughter	2/8/2020 8:49 AM
130	They helped me become independent and successfull	2/8/2020 1:32 AM
131	It really helped with my energy assistance every little bit helps	2/7/2020 8:25 PM
132	Takes the worry out getting fuel assistance each year.	2/7/2020 7:51 AM
133	Help me with my oil	2/6/2020 8:18 PM
134	It has enabled me to know that I can keep my family warm, and budget my electric bills properly.	2/6/2020 9:57 AM
135	Heating thru the winter	2/6/2020 9:43 AM
136	Yes it help us get the right help we need to get through the winter	2/6/2020 8:20 AM
137	Yes!	2/5/2020 11:17 PM
138	When I could no longer able to work, I started getting SSD. So the housing assistance helps me capable of having my own apartment.	2/5/2020 9:59 PM
139	Allowed me to be able to heat my home and run my air conditioner which is necessary for my Asthma. Saving money on propane allowed me more money for food and medicine.	2/5/2020 6:07 PM
140	kept me warm	2/5/2020 5:45 PM
141	A big difference	2/5/2020 5:10 PM
142	has helped me thru the winter getting propane for energy asst thank god they save me	2/5/2020 3:43 PM
143	Since my son and myself are on social security it is a blessing to our pocketbook for heat assistance otherwise we would not be able to make our payments in the winter and would be without heat.	2/5/2020 2:41 PM
144	They have helped me stay warm all winter.	2/5/2020 2:08 PM
145	In the past with headstart. Heating assistance.	2/5/2020 12:51 PM
146	Yes	2/5/2020 12:26 PM

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147	Very helpful	2/5/2020 11:30 AM
148	Being on the meals for Wheels program has totally changed my life for the better! Because now I can eat twice a day where before I would only eat once a day	2/5/2020 11:09 AM
149	Assist in helping me with my electric bills and payment.	2/5/2020 9:13 AM
150	Fixed budget, energy assistance is life saver. Retired with 2 special needs dependents.	2/5/2020 8:20 AM
151	Tvcca was able to assist me in recieving home fuel oil for the winter. As I was laid off and had only part time employment.	2/5/2020 7:52 AM
152	None they stress me more no help for me	2/5/2020 7:40 AM
153	relieved some financial stress.	2/5/2020 7:19 AM
154	They are angels they help me thru my hardship	2/5/2020 7:13 AM
155	Not this winter. We had to go without because my daughter wouldn't save her paystubs. Usually it makes the winter easier but this year we've had to keep it cold.	2/5/2020 6:08 AM
156	My entire family has benefited immensely, with out our energy assistance many other bills would suffer. You cant go without heat especially with a wife and kids. Thank you so very much for all the help over the years.	2/5/2020 2:21 AM
157	they have help by help with my electric bill,im a senior on SSI and its hard to keep up with this bill. I have no other income but my \$743.a month so good to know some one is there to help.	2/5/2020 1:47 AM
158	I am a disabled mother of 4 children, unable to work like I used to. Having assistance with my electric and heating bills has been a great help to my family and has helped relieve some of my stress.	2/4/2020 10:07 PM
159	Providing quality assistance to families who need help.	2/4/2020 9:45 PM
160	- toilet not working in apt for 3 months, TVCCA Housing employee demanded landlord repair immediately - Energy Assistance benefit, especially for A/C, helps reduce medical complications in warm humid weather - TVCCA Housing HAP payment prevents homelessness	2/4/2020 9:05 PM
161	It allows me to be able to financially heat my home in the cold winter months.	2/4/2020 7:37 PM
162	Beneficial in many ways	2/4/2020 7:28 PM
163	Helps me and my daughter a lot by being apart of the program with keeping a roof over our heads to stay safe and warm	2/4/2020 7:04 PM
164	Helped me oil assistance and it was greatly appreciated	2/4/2020 6:58 PM
165	Made it so that I could send my daughter to preschool, and I could go to work. Also, heating assistance helped when I was getting back on my feet after a divorce.	2/4/2020 6:48 PM
166	I did not have to worry how I was to pay for heat. Thank you from the bottom of my heart.	2/4/2020 6:40 PM
167	Oil assistance has saved our lives thru the winters	2/4/2020 6:09 PM
168	Been so helpful to me financially.	2/4/2020 5:57 PM
169	Helped free up some money for food. Spent less on heating	2/4/2020 5:55 PM
170	As a working single parent the services provided has helped fill in the financial gap.	2/4/2020 5:42 PM
171	When I was in need Tvcca help me a lot.	2/4/2020 5:42 PM
172	Help with my fuel oil was sooooo helpful. Can` t thank-you enough.....	2/4/2020 5:40 PM
173	Energy assistance has provided me with help with heating my home in the winter. Without this service it would be extremely difficult to pay all of my monthly bills.	2/4/2020 5:01 PM
174	My husband is unemployed and i work full time, but i would not be able to afford heat if it wasn't for energy assistance.	2/4/2020 4:50 PM
175	Very helpful . Finances are tight.	2/4/2020 4:40 PM
176	Plenty, gave me more money to buy food and things essentially to live through the whole year.	2/4/2020 4:34 PM

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	Work shoes etc	
177	It allowed me to survive winter.	2/4/2020 4:28 PM
178	The nutritional assistance has been invaluable to help ensure my kids have access to healthy food. The energy assistance helped me transition into my home after leaving active duty. I personally felt pretty well taken care of as far as the range of available services for those in need.	2/4/2020 3:55 PM
179	It has saved me & children from having to be without & make it through the winter months	2/4/2020 3:27 PM
180	It helped me feed my child when I didn't have much money	2/4/2020 3:23 PM
181	It helped my family in so many ways we are so blessed to have them.	2/4/2020 3:15 PM
182	learned about things that are available to me	2/4/2020 2:47 PM
183	It has keep me warm though the cold weather	2/4/2020 2:39 PM
184	The energy assistance program has helped me out so much! Everyone is so nice.	2/4/2020 2:38 PM
185	the energy assistance has made it possible to heat my house and use my other resources to keep current on rent and utilities.	2/4/2020 2:29 PM
186	Helped me with affordable heating coast..free taxes..and affordable housing	2/4/2020 2:28 PM
187	It has gotten me through a very hard time in my life, it has provided me security about not being left behind in the cold.	2/4/2020 2:28 PM
188	I am so very grateful for the energy assistance program!	2/4/2020 2:27 PM
189	Energy assistance takes a tremendous pressure off in the winter. Paying for home heating fuel is a huge burden for those of us living at/below poverty level.	2/4/2020 2:18 PM
190	Its made a big difference	2/4/2020 2:16 PM
191	I am now warm	2/4/2020 2:16 PM
192	I am not homeless. That said, the initial inspection to get k to section eight apartment was very tough a few years ago	2/4/2020 2:00 PM
193	Helped me keep warm in the winter	2/4/2020 2:00 PM
194	It has really brought a lot of support in parenting skills, professionals and financial.	2/4/2020 1:58 PM
195	Prior to the assistance I was always cold in the house and suffered repeated colds and bouts of pneumonia.	2/4/2020 1:54 PM
196	Yes	2/4/2020 1:21 PM
197	They have saved me and my family from facing hardships that we would have faced otherwise. I am beyond grateful for everything stonington social services and TVCCA has done for us. Thank you!	2/4/2020 1:03 PM
198	It hasn't helped me at all.	2/4/2020 1:03 PM
199	Tvcca has been essential for my family with the energy assistance program. We couldn't afford to heat our home without it.	2/4/2020 1:01 PM
200	Fuel assistance while unemployed	2/4/2020 12:59 PM
201	very much with heating help, can actually hav3 bills pd with assciance	2/4/2020 12:58 PM
202	Very helpful.	2/4/2020 12:35 PM
203	Major great impact	2/4/2020 12:29 PM
204	It has kept me alive by keeping my home warm in the winter.	2/4/2020 12:18 PM
205	Without it I probably would have suffered in the winter cold without oil for heat	2/4/2020 12:16 PM
206	They helped when I really needed it	2/4/2020 12:16 PM
207	TVCCA has been a great resource for me and my family in the winter. I am a single parent,	2/4/2020 12:14 PM

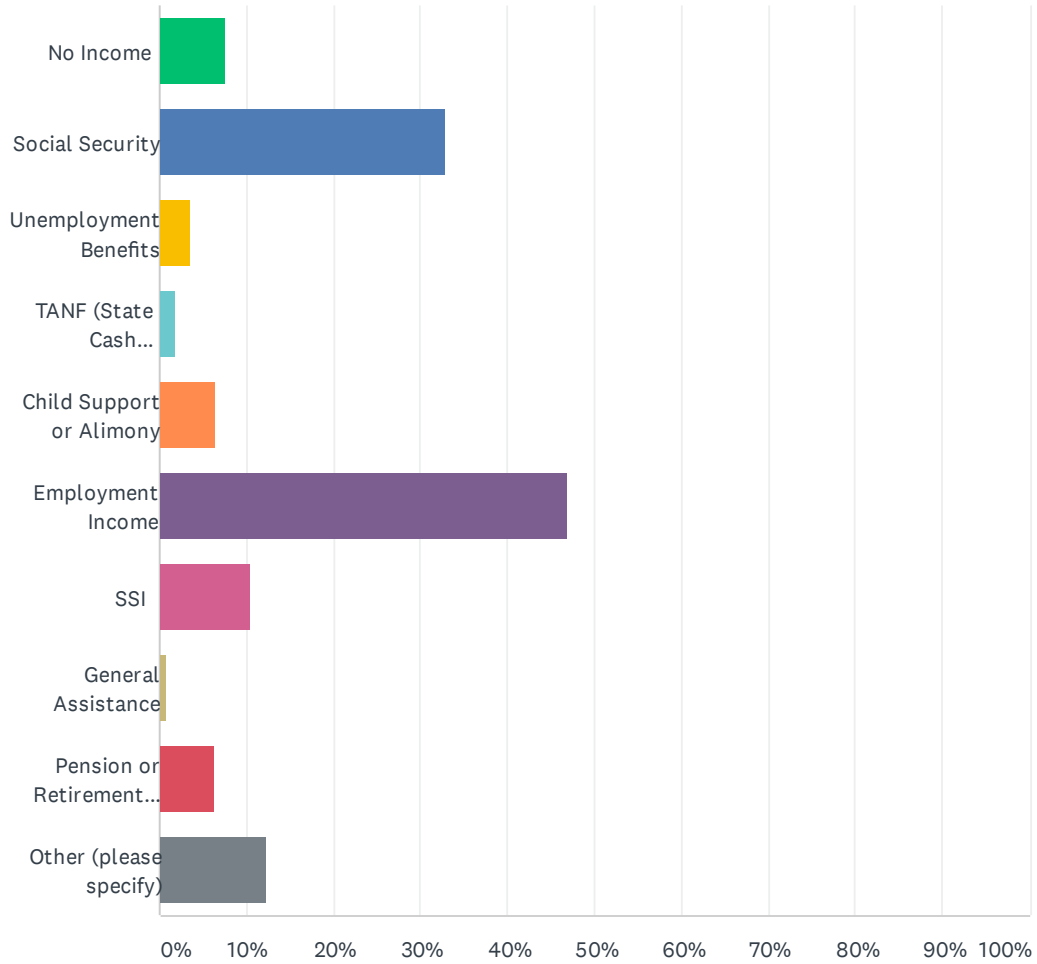
## TVCCA Community Needs Assessment 2020

	having the extra security of knowing my electricity will be on in the cold months is a big relief.	
208	Heated out home and filled our bellies	2/4/2020 12:13 PM
209	When I received energy assistance, it allowed me to buy more food and not stress out & keep house thermostat at 55 F. Last year I was turned down even though my income was clearly below the threshold for my household size. I felt discriminated against.	2/4/2020 12:12 PM
210	I am able to get heating fuel when otherwise I could not afford it :(	2/4/2020 12:08 PM
211	Fuel assistance has given me huge peace of mind to know that my family will never have to worry about freezing.	2/4/2020 12:05 PM
212	It has helped with oil for heating my house	2/4/2020 12:02 PM
213	They helped keep our house warm or we would have been left in the cold, as we can not afford oil. I appreciate everything they do...thank you tvcca!!!	2/4/2020 11:56 AM
214	Big Different In My Family, Help Me I'm My Family with Calefacion That Help Us A lot.	2/4/2020 11:55 AM
215	They provided help with paying for the electricity bills that skyrocket in the winter months. Years ago I was involved with TVCCA for my children for WIC and my children were fortunate enough to be able to attend the Headstart programs! I have always liked everyone I have dealt with there.	2/4/2020 11:49 AM
216	HEATING ASSISTANCE KEPT MY FAMILY WARM IN THE WINTER, IT IS MUCH APPRECIATED AND NEEDED	2/4/2020 11:46 AM
217	Saved me from having my electric shut off	2/4/2020 11:46 AM
218	Getting fuel assistance has helped me greatly	2/4/2020 11:39 AM
219	Their very helpful	2/4/2020 11:33 AM
220	Any help is better than none. Wic has been a blessing but sometimes with my schedule and the people that i care for it's very hard to keep up with the appoinment s	2/4/2020 11:31 AM
221	Yes. It has made a financial difference with the help.	2/4/2020 11:29 AM
222	My fist job	2/4/2020 11:27 AM
223	Huge. Helped me get groceries when I needed help	2/4/2020 11:25 AM
224	It has helped keep our home warm during winter months.	2/4/2020 11:25 AM
225	We would be homeless or living in a real bad neighborhood in a studio apartment based on our income without section 8.. because of section 8, I have a house I feel safe in, and a good school district to send my daughter too.. Also kept warm in the winter because of it..	2/4/2020 11:22 AM
226	It's helped my family through some very tough times when I had no idea what I was going to do.	2/4/2020 11:22 AM
227	It has reduced some of my stress paying bills and rent while between jobs.	2/4/2020 11:19 AM
228	I can heat my home	2/4/2020 11:18 AM
229	They've kept me and my family from being without heat or food when we really needed it.	2/4/2020 11:10 AM
230	Pays some of my electric bill	2/4/2020 11:02 AM
231	YES	2/4/2020 10:47 AM
232	TVCCA was and is still is very helpful with energy assistance when our household income was limited. WIC program helped with supplementing our food budget as well as providing guidance for proper nutrition,	2/4/2020 10:37 AM
233	I wouldn't be able to heat my trailer without this help as I am disabled I can no longer work to earn an income	2/4/2020 10:23 AM
234	I was in the TVCCA shelter twice many years ago. They also helped me for many years with energy assistance. The WIC program was a huge help with my twins that I adopted. I always recommend TVCCA to people.	2/4/2020 10:23 AM
235	Helps with getting through on social security only income	2/4/2020 10:17 AM

236	oil assistance kept us from freezing	2/4/2020 10:15 AM
237	Not to much	2/4/2020 10:07 AM

### Q6 What are your sources of household income? (check all that apply)

Answered: 335 Skipped: 56



TVCCA Community Needs Assessment 2020

ANSWER CHOICES	RESPONSES	
No Income	7.46%	25
Social Security	32.84%	110
Unemployment Benefits	3.58%	12
TANF (State Cash Assistance)	1.79%	6
Child Support or Alimony	6.57%	22
Employment Income	46.87%	157
SSI	10.45%	35
General Assistance	0.90%	3
Pension or Retirement Income	6.27%	21
Other (please specify)	12.24%	41
Total Respondents: 335		



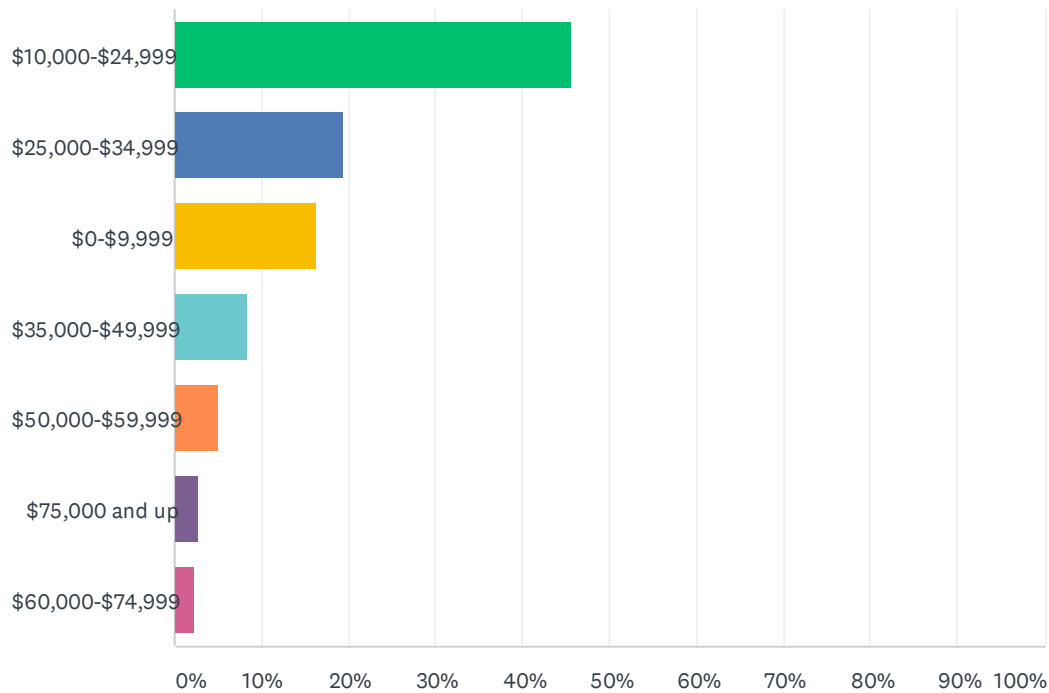
## TVCCA Community Needs Assessment 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	my 30 yr old disabled daughter lives with me and pays me rent.	3/2/2020 11:43 AM
2	Self-employed artist	2/26/2020 9:07 PM
3	Snap	2/21/2020 10:07 PM
4	Self employed	2/13/2020 2:31 PM
5	small part time bookkeeping job from home.	2/13/2020 2:19 PM
6	Job	2/13/2020 1:24 PM
7	116.00 \$ a month	2/13/2020 12:52 PM
8	Disability	2/13/2020 6:27 AM
9	Employment	2/12/2020 4:17 PM
10	Minimum wage	2/10/2020 8:09 PM
11	Currently live with my daughter	2/10/2020 3:55 PM
12	Job	2/10/2020 11:42 AM
13	Work at a full time job	2/10/2020 10:27 AM
14	I work fulltime	2/10/2020 8:28 AM
15	Disability	2/9/2020 6:19 PM
16	Alimony/ rental	2/9/2020 3:04 PM
17	Selling art and help from mother.	2/9/2020 11:54 AM
18	Mother is helping me while I am in college	2/8/2020 3:42 PM
19	short term medical leave	2/8/2020 11:22 AM
20	Part time employment income as a dislocated worker	2/8/2020 11:01 AM
21	I work	2/8/2020 10:17 AM
22	SSDI	2/7/2020 7:57 AM
23	Veterans Benefit	2/6/2020 9:54 PM
24	SSD	2/5/2020 10:06 PM
25	Widows pension from social security	2/5/2020 2:43 PM
26	DCF STIPEND	2/5/2020 12:53 PM
27	SSDI	2/5/2020 6:09 AM
28	Working famil	2/4/2020 3:16 PM
29	Self employed	2/4/2020 1:04 PM
30	VA Benefits	2/4/2020 1:00 PM
31	Work	2/4/2020 12:36 PM
32	job working 35 hours per week	2/4/2020 12:13 PM
33	State	2/4/2020 12:03 PM
34	I WORK	2/4/2020 11:47 AM
35	Part time	2/4/2020 11:34 AM
36	wages work	2/4/2020 11:28 AM
37	I am only currently receiving some money from my late mother's estate	2/4/2020 11:21 AM

38	self employee	2/4/2020 11:04 AM
39	Work	2/4/2020 11:03 AM
40	SSD	2/4/2020 10:17 AM
41	SSD	2/4/2020 10:08 AM

### Q7 What is your approximate annual household income?

Answered: 335 Skipped: 56

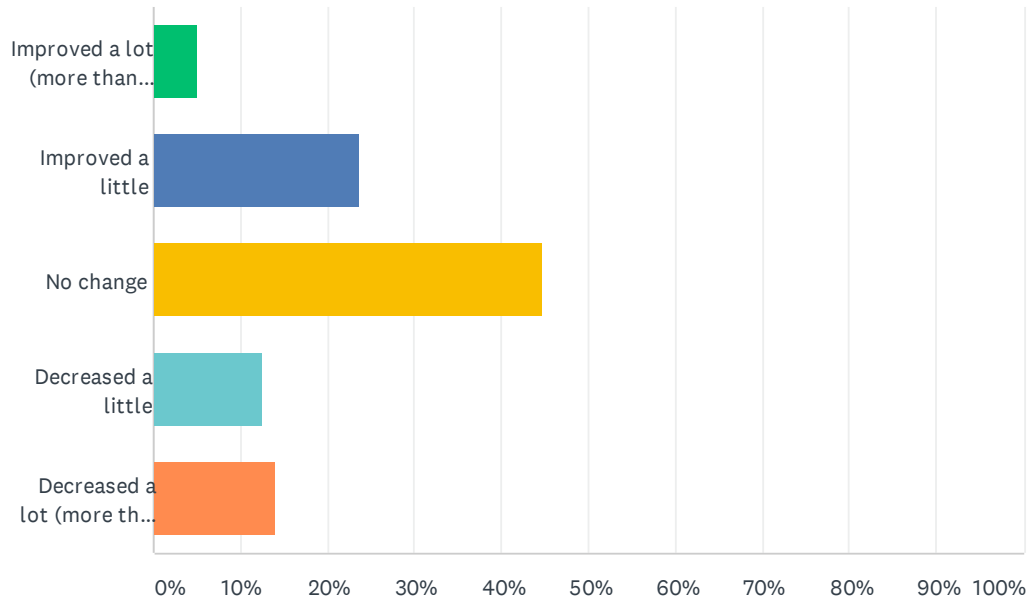


ANSWER CHOICES	RESPONSES	
\$10,000-\$24,999	45.67%	153
\$25,000-\$34,999	19.40%	65
\$0-\$9,999	16.42%	55
\$35,000-\$49,999	8.36%	28
\$50,000-\$59,999	5.07%	17
\$75,000 and up	2.69%	9
\$60,000-\$74,999	2.39%	8
<b>TOTAL</b>		<b>335</b>

### Q8 In the last 12 months, how has your household's income situation changed?

Answered: 335 Skipped: 56

## TVCCA Community Needs Assessment 2020

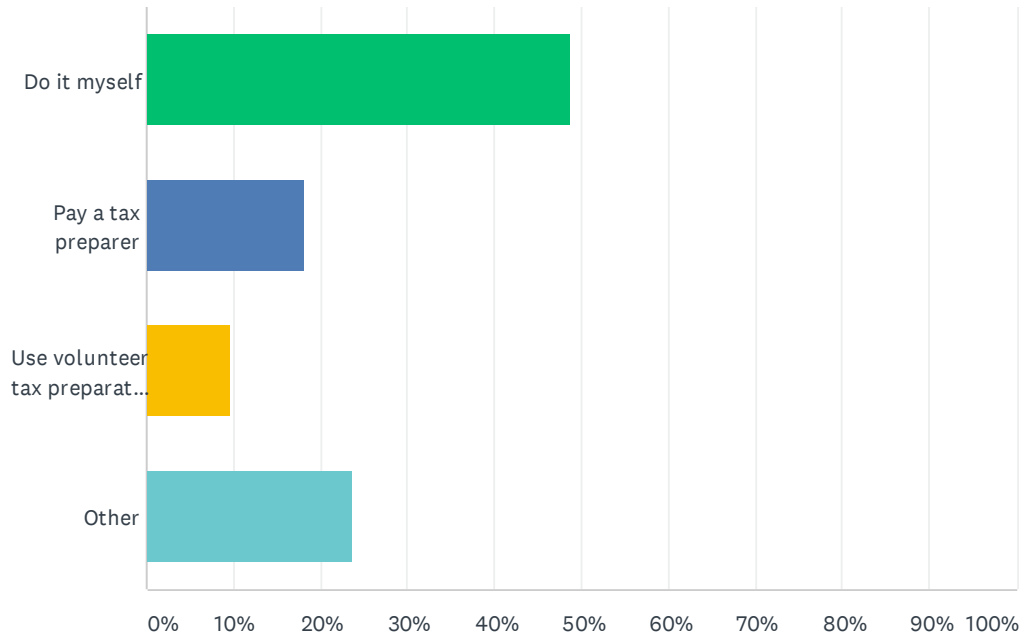


ANSWER CHOICES	RESPONSES	
Improved a lot (more than \$5,000)	5.07%	17
Improved a little	23.58%	79
No change	44.78%	150
Decreased a little	12.54%	42
Decreased a lot (more than \$5,000)	14.03%	47
<b>TOTAL</b>		<b>335</b>

### Q9 How does your household file its tax returns?

Answered: 335 Skipped: 56

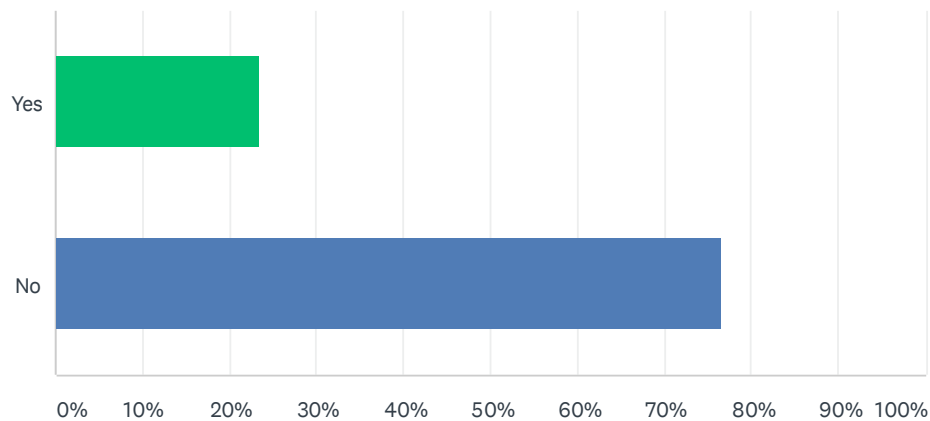
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ANSWER CHOICES	RESPONSES	
Do it myself	48.66%	163
Pay a tax preparer	18.21%	61
Use volunteer tax preparation service (VITA)	9.55%	32
Other	23.58%	79
<b>TOTAL</b>		<b>335</b>

Q10 In the last 12 months, have you or any adult household members (ages 18 and over) had problems getting or keeping a job?

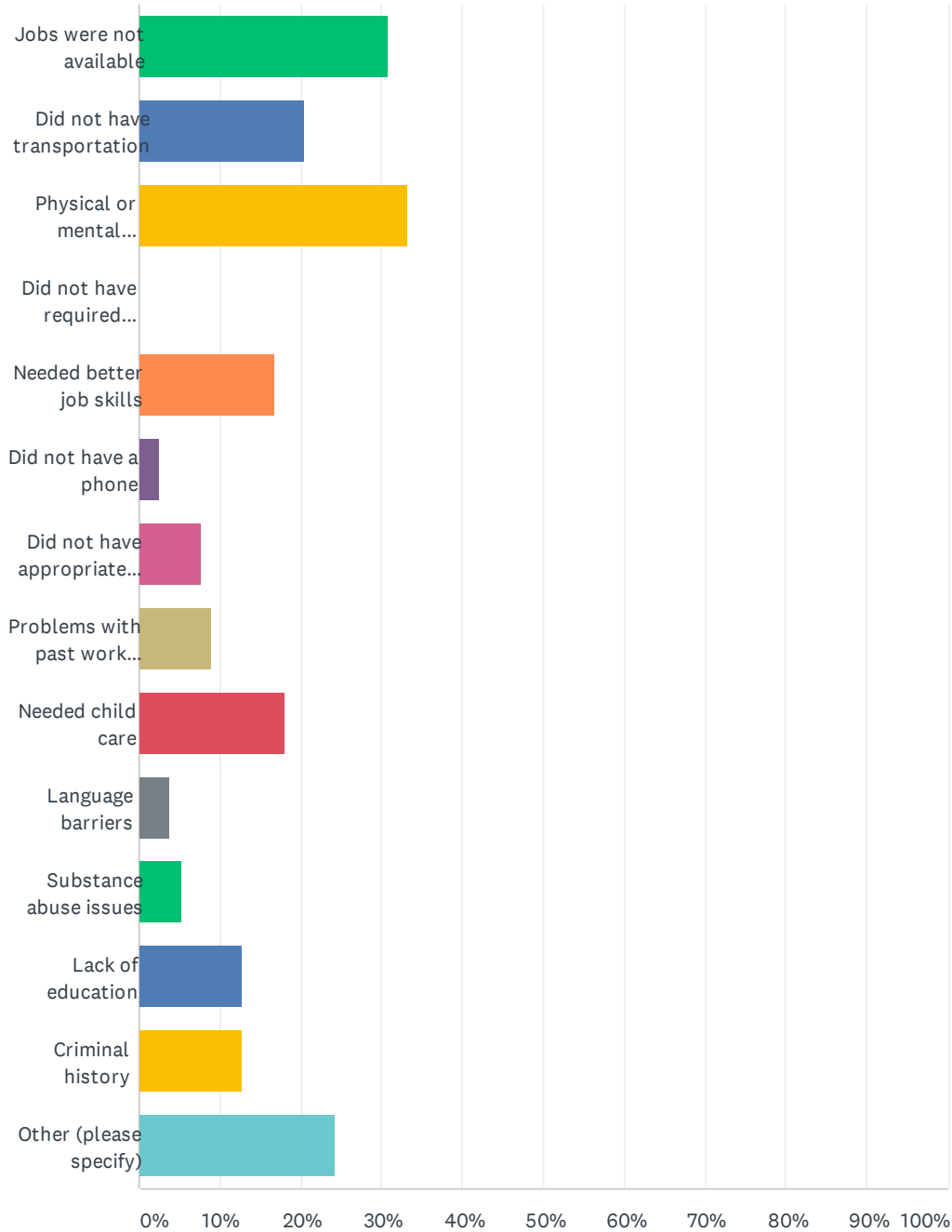
Answered: 333 Skipped: 58



ANSWER CHOICES	RESPONSES	
Yes	23.42%	78
No	76.58%	255
TOTAL		333

### Q11 What were the problems getting or keeping a job? (Check all that apply)

Answered: 78 Skipped: 313



TVCCA Community Needs Assessment 2020

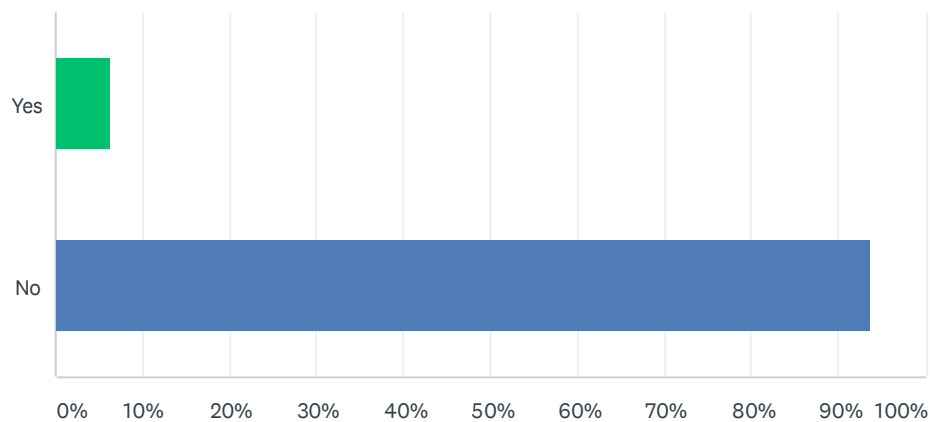
ANSWER CHOICES	RESPONSES	
Jobs were not available	30.77%	24
Did not have transportation	20.51%	16
Physical or mental disability	33.33%	26
Did not have required equipment	0.00%	0
Needed better job skills	16.67%	13
Did not have a phone	2.56%	2
Did not have appropriate clothing	7.69%	6
Problems with past work history	8.97%	7
Needed child care	17.95%	14
Language barriers	3.85%	3
Substance abuse issues	5.13%	4
Lack of education	12.82%	10
Criminal history	12.82%	10
Other (please specify)	24.36%	19
Total Respondents: 78		

TVCCA Community Needs Assessment 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	Our son still in high school so it's hard to get school work done and regular work he's focusing in school right now	4/30/2020 9:27 AM
2	Wife is overqualified had no return calls	2/26/2020 9:08 PM
3	Liability of 2 canes	2/13/2020 10:12 PM
4	My age seemed to be factor	2/11/2020 1:35 PM
5	Aged worker with advanced degree	2/10/2020 12:35 PM
6	Medical issues and surgeries	2/9/2020 11:04 PM
7	Working toward a higher education and working out PTSD	2/9/2020 11:55 AM
8	Limited physically n employers think I'm overqualified first what I'm applying to	2/9/2020 11:12 AM
9	Permanent Back Injury	2/8/2020 4:05 PM
10	Singular work mistake	2/8/2020 11:21 AM
11	I believe age discrimination	2/4/2020 4:52 PM
12	too many other applicants	2/4/2020 2:59 PM
13	Hadn't worked in 12 years and was a single parent of 6 kids very suddenly.	2/4/2020 2:35 PM
14	Lack of back up child care in case of snow day or child is sick and can't attend classe	2/4/2020 2:01 PM
15	have much experience to offer but nobody wants to hire me within my qualifying quidelines that seems to match there requirement	2/4/2020 1:55 PM
16	No job offers after submitting application and other documents	2/4/2020 1:02 PM
17	My husband keeps getting denied disability	2/4/2020 11:33 AM
18	Disabled	2/4/2020 10:25 AM
19	NO HELP FOR THE BLIND IN CT	2/4/2020 10:18 AM

### Q12 In the last 12 months, has your household had problems getting or keeping child care?

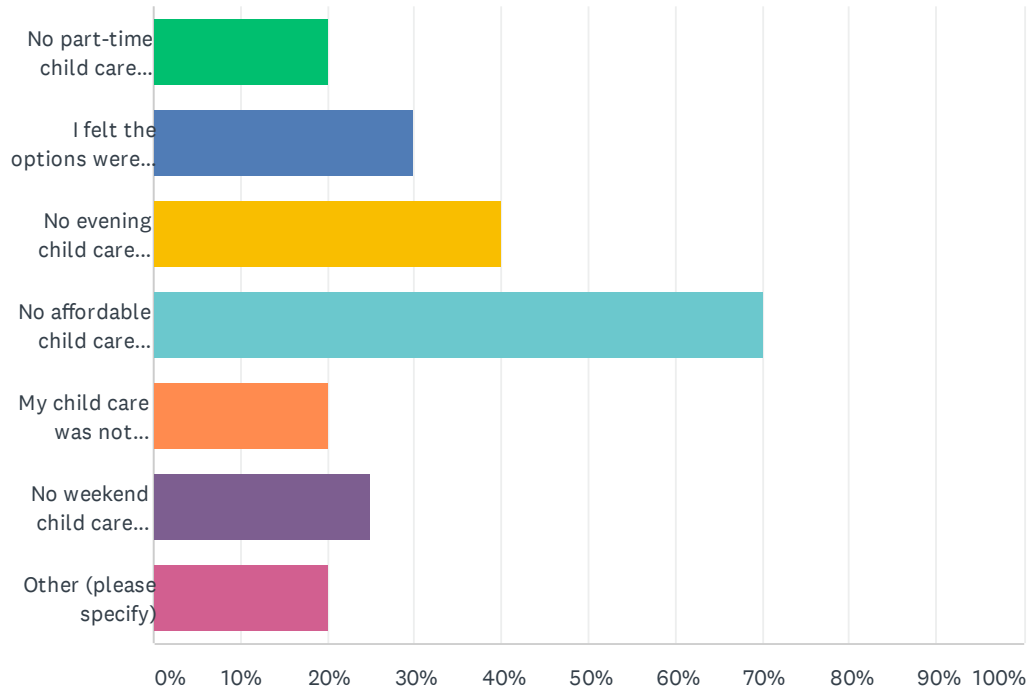
Answered: 332 Skipped: 59



ANSWER CHOICES	RESPONSES	
Yes	6.33%	21
No	93.67%	311
<b>TOTAL</b>		<b>332</b>

### Q13 What were the reasons you had trouble getting or keeping childcare? (Check all that apply)

Answered: 20 Skipped: 371



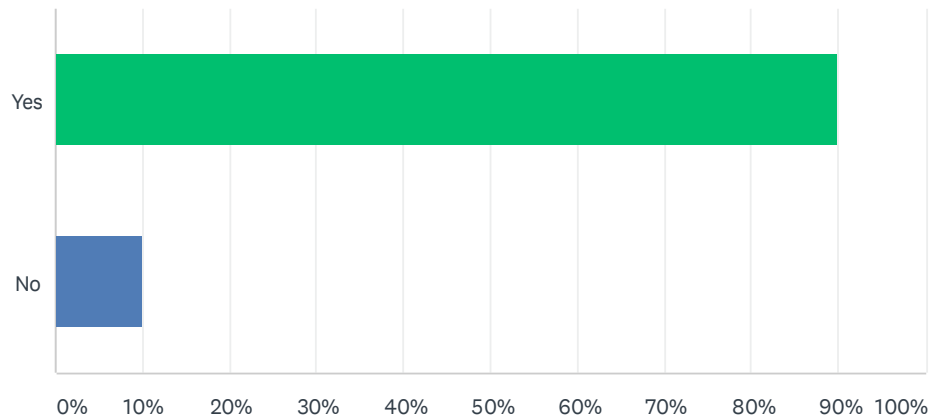
ANSWER CHOICES	RESPONSES	
No part-time child care available	20.00%	4
I felt the options were not quality care	30.00%	6
No evening child care available	40.00%	8
No affordable child care available	70.00%	14
My child care was not reliable	20.00%	4
No weekend child care available	25.00%	5
Other (please specify)	20.00%	4
<b>Total Respondents: 20</b>		



#	OTHER (PLEASE SPECIFY)	DATE
1	no room (availability) for toddlers	2/21/2020 12:13 PM
2	I have to paid out my packet for child care to my neighbor. Not before school program available.	2/10/2020 8:31 AM
3	Need very early child care	2/8/2020 2:43 PM
4	I lost my spot in daycare after waiting over a year on the list because my daughter was hospitalized and they put someone else in. I was supposed to be offered the next opening but its been over a year	2/4/2020 11:35 AM

### Q14 Do ALL the adults (ages 18 and over) in your household have a high school diploma or GED?

Answered: 327 Skipped: 64

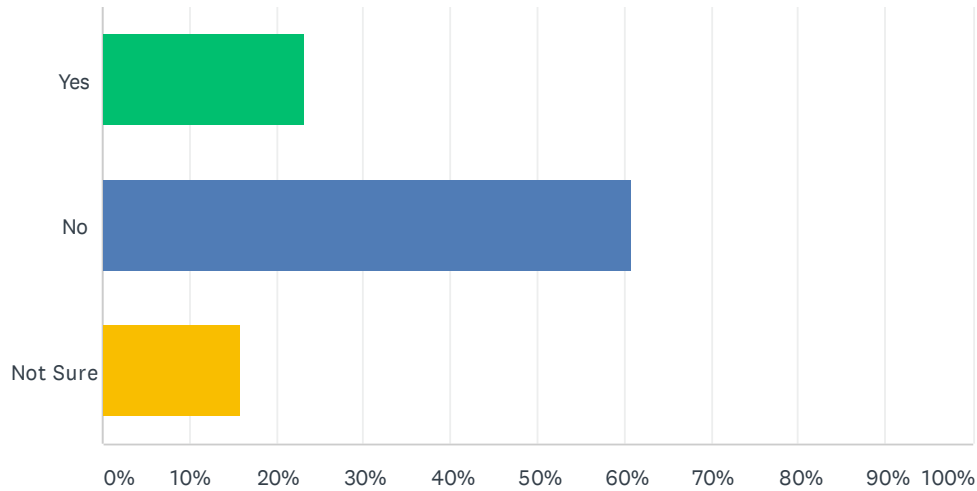


ANSWER CHOICES	RESPONSES
Yes	89.91% 294
No	10.09% 33
TOTAL	327

### Q15 Are any of the adults (ages 18 and over) in your household interested in obtaining an education beyond a high school diploma or GED?

Answered: 327 Skipped: 64

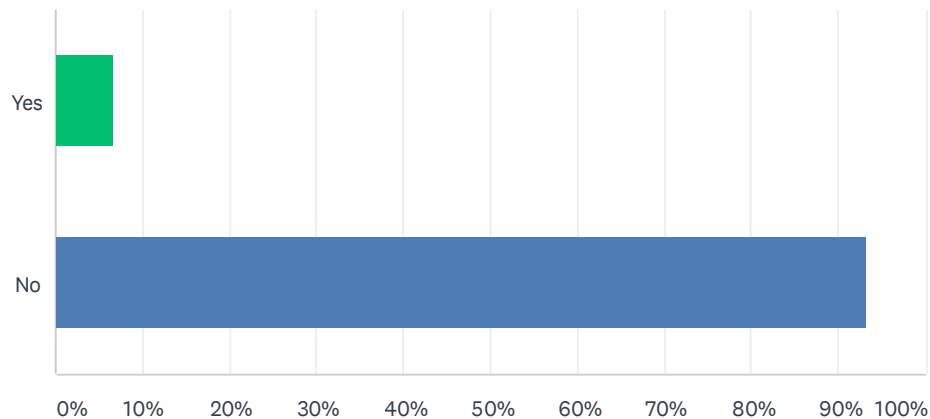
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ANSWER CHOICES	RESPONSES	
Yes	23.24%	76
No	60.86%	199
Not Sure	15.90%	52
TOTAL		327

**Q16** In the last 12 months, has your household received emergency help to pay your RENT (this does not include subsidized housing)?

Answered: 325 Skipped: 66

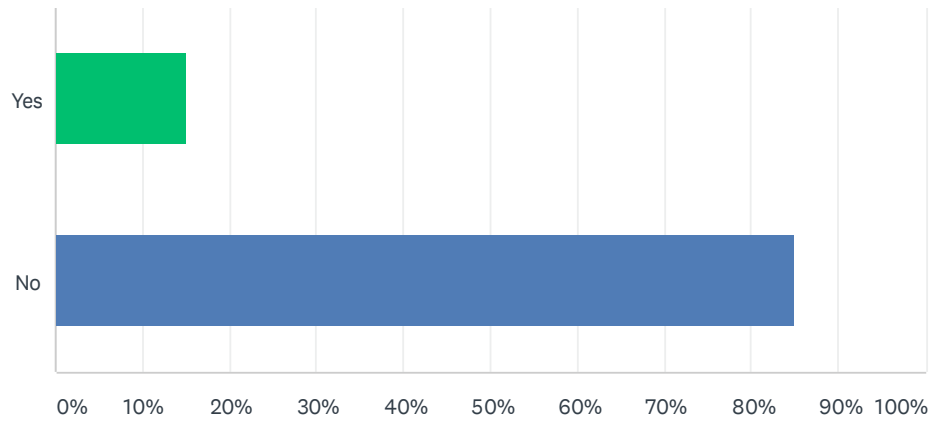


ANSWER CHOICES	RESPONSES	
Yes	6.77%	22
No	93.23%	303
TOTAL		325

**Q17** In the last 12 months, has your household received EMERGENCY UTILITY assistance (this does not include a payment from the Low

## Income Home Energy Assistance Program)?

Answered: 325 Skipped: 66

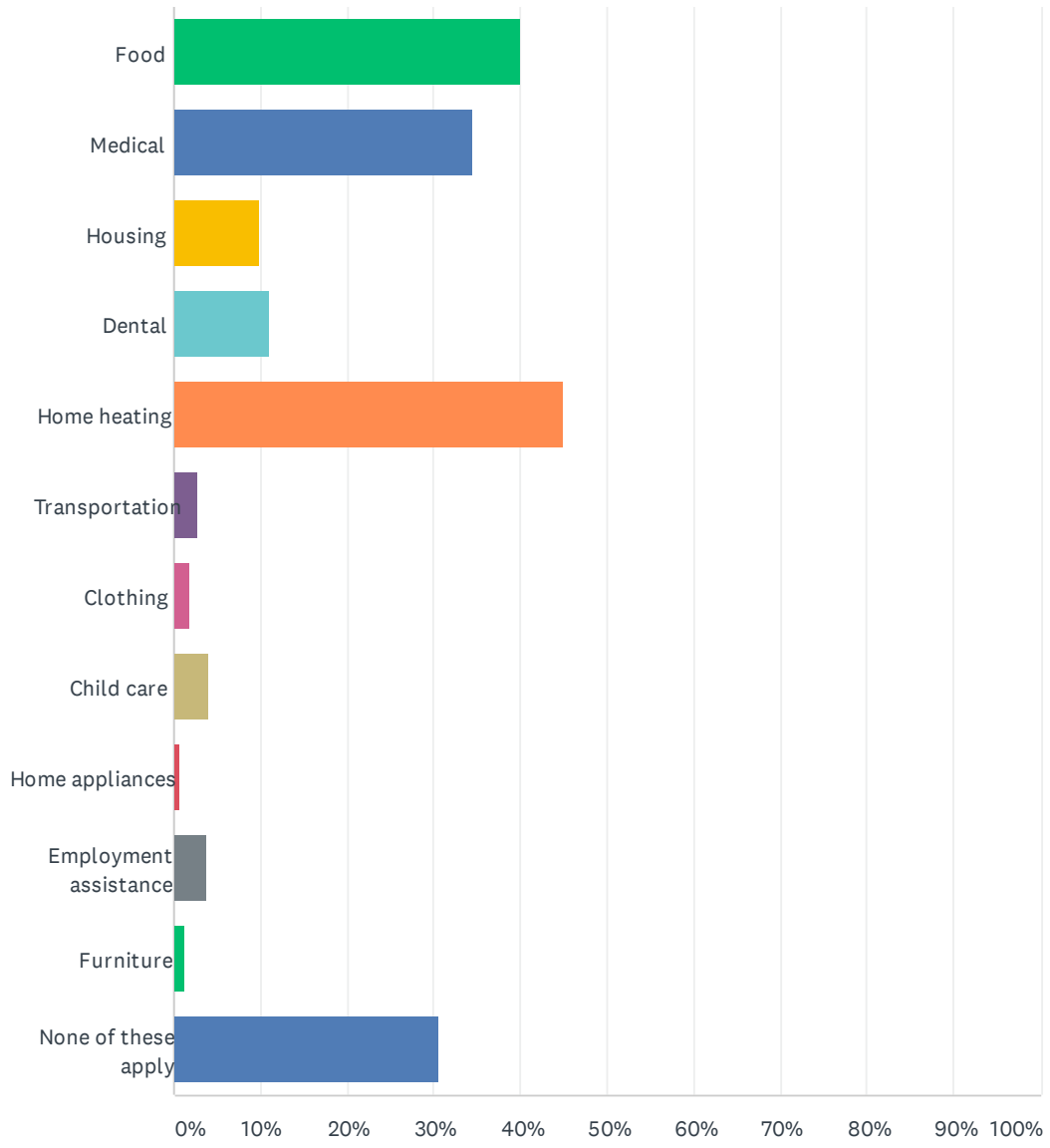


ANSWER CHOICES	RESPONSES	
Yes	15.08%	49
No	84.92%	276
TOTAL		325

## Q18 In the last 12 months, my household received assistance with the following basic needs (check all that apply):

Answered: 325 Skipped: 66

# TVCCA Community Needs Assessment 2020



TVCCA Community Needs Assessment 2020

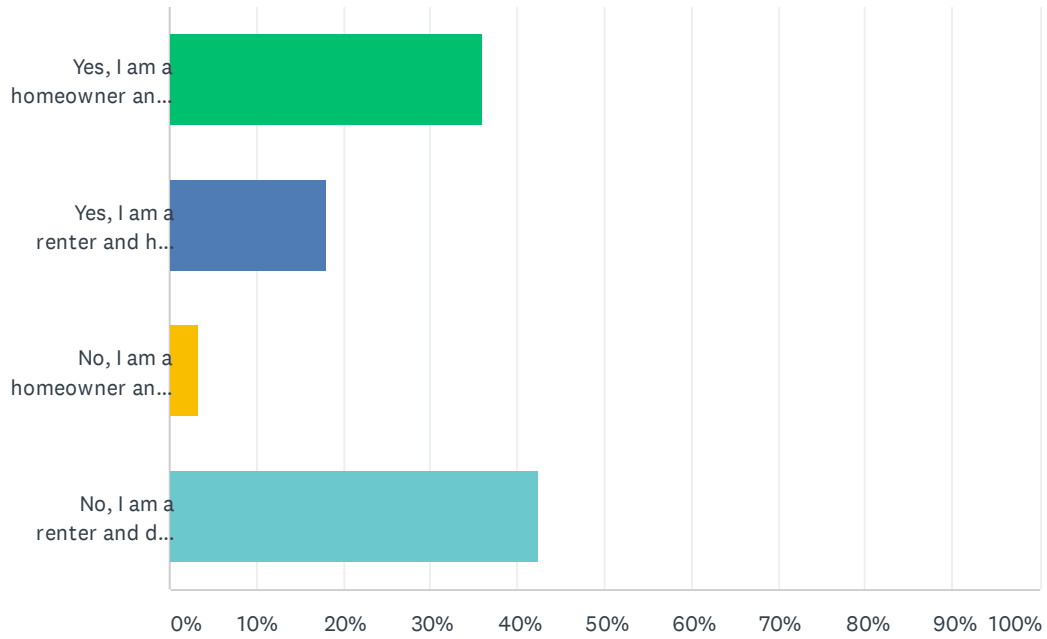
ANSWER CHOICES	RESPONSES	
Food	40.00%	130
Medical	34.46%	112
Housing	9.85%	32
Dental	11.08%	36
Home heating	44.92%	146
Transportation	2.77%	9
Clothing	1.85%	6
Child care	4.00%	13
Home appliances	0.62%	2
Employment assistance	3.69%	12
Furniture	1.23%	4
None of these apply	30.46%	99
Total Respondents: 325		

#	OTHER (PLEASE SPECIFY)	DATE
1	Catholic charities and social services	2/10/2020 3:57 PM
2	Nothing	2/10/2020 10:12 AM
3	Rides to Dr appointments	2/9/2020 11:05 PM
4	Sadly a measly \$38.	2/9/2020 6:21 PM
5	fuel	2/9/2020 6:59 AM
6	I used vehicle repair assistance	2/8/2020 7:20 PM
7	Food pantry	2/8/2020 4:53 PM
8	Oil	2/8/2020 1:18 PM
9	Gas	2/8/2020 12:49 PM
10	I have section 8.	2/8/2020 10:37 AM
11	Tvcca dont help whit nothing they say no funds	2/5/2020 7:42 AM

## Q19 Do you have your home and belongings insured?

Answered: 322 Skipped: 69

## TVCCA Community Needs Assessment 2020

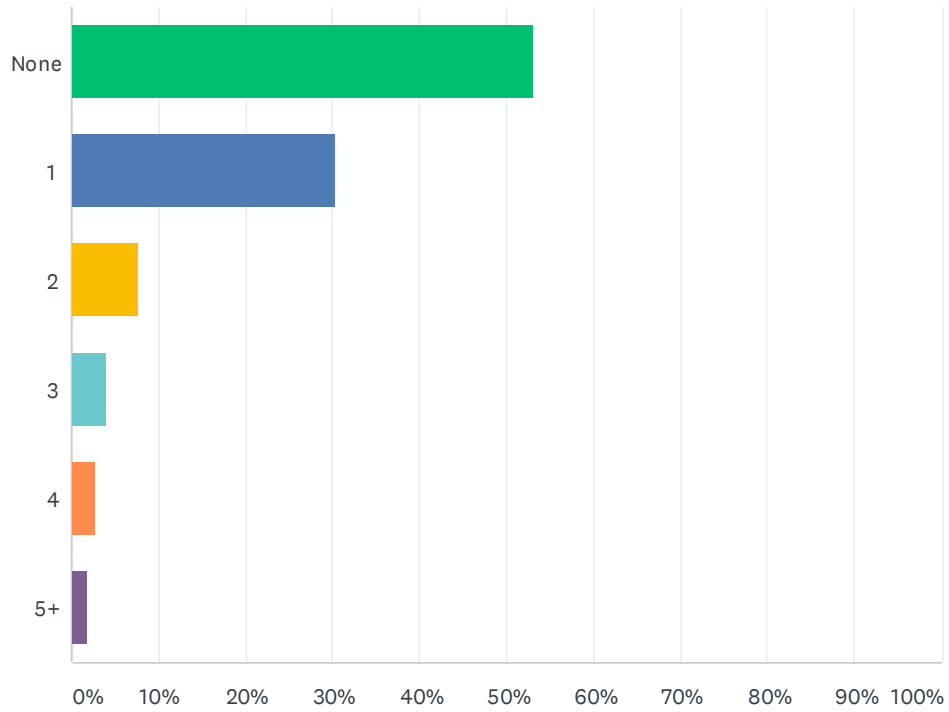


ANSWER CHOICES	RESPONSES	
Yes, I am a homeowner and have my home insured.	36.02%	116
Yes, I am a renter and have renters insurance.	18.01%	58
No, I am a homeowner and do not have homeowners insurance.	3.42%	11
No, I am a renter and do not have renters insurance.	42.55%	137
<b>TOTAL</b>		<b>322</b>

### Q20 How many times has your household moved in the last 5 years?

Answered: 322 Skipped: 69

TVCCA Community Needs Assessment 2020

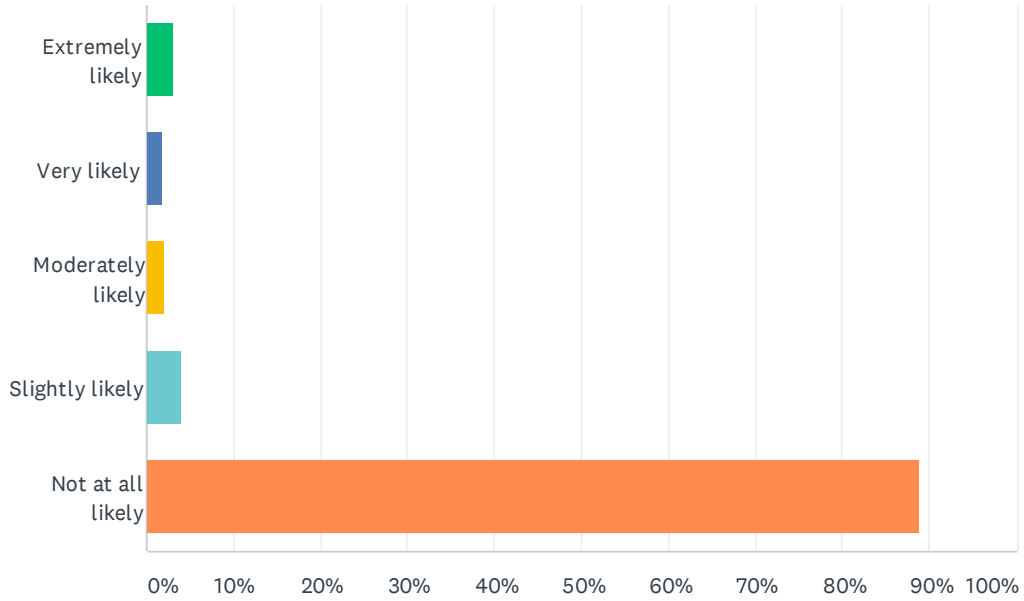


ANSWER CHOICES	RESPONSES	
None	53.11%	171
1	30.43%	98
2	7.76%	25
3	4.04%	13
4	2.80%	9
5+	1.86%	6
<b>TOTAL</b>		<b>322</b>

Q21 How likely are you to move in the next 30 days?

Answered: 322 Skipped: 69

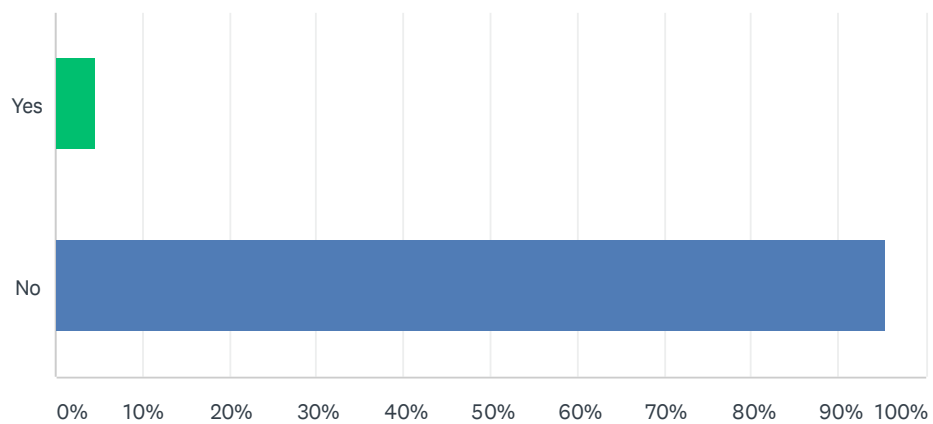
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ANSWER CHOICES	RESPONSES	
Extremely likely	3.11%	10
Very likely	1.86%	6
Moderately likely	2.17%	7
Slightly likely	4.04%	13
Not at all likely	88.82%	286
<b>TOTAL</b>		<b>322</b>

Q22 In the last 12 months, has anyone in your household been homeless?

Answered: 322 Skipped: 69

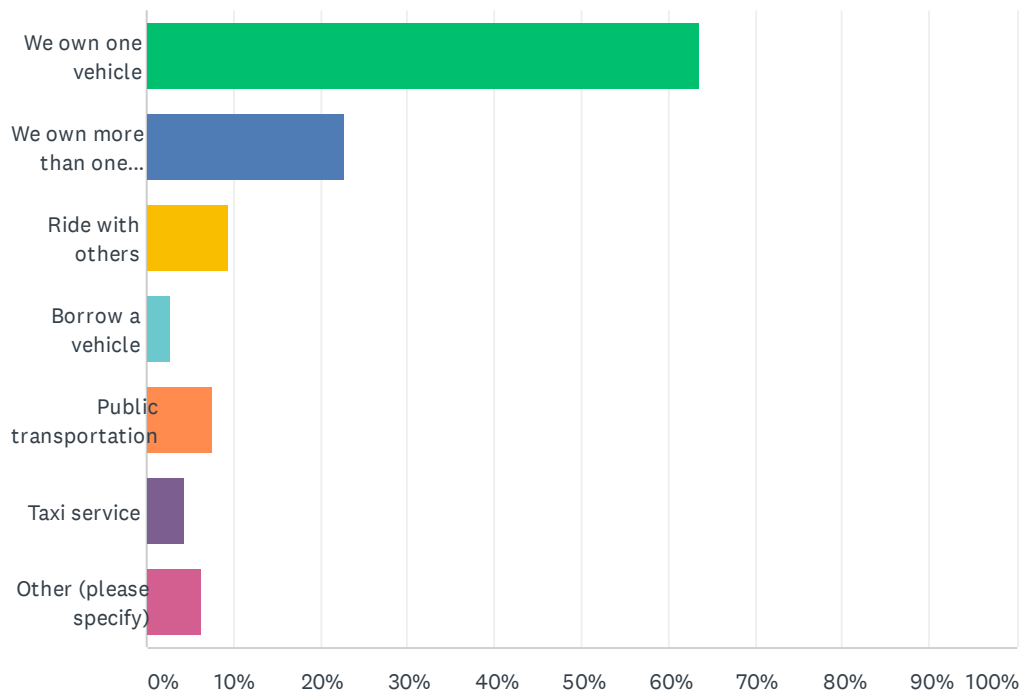




ANSWER CHOICES	RESPONSES	
Yes	4.66%	15
No	95.34%	307
<b>TOTAL</b>		<b>322</b>

### Q23 In a typical day, which of the following forms of transportation do your household use? (Check all that apply)

Answered: 321 Skipped: 70



ANSWER CHOICES	RESPONSES	
We own one vehicle	63.55%	204
We own more than one vehicle	22.74%	73
Ride with others	9.35%	30
Borrow a vehicle	2.80%	9
Public transportation	7.48%	24
Taxi service	4.36%	14
Other (please specify)	6.23%	20
<b>Total Respondents: 321</b>		

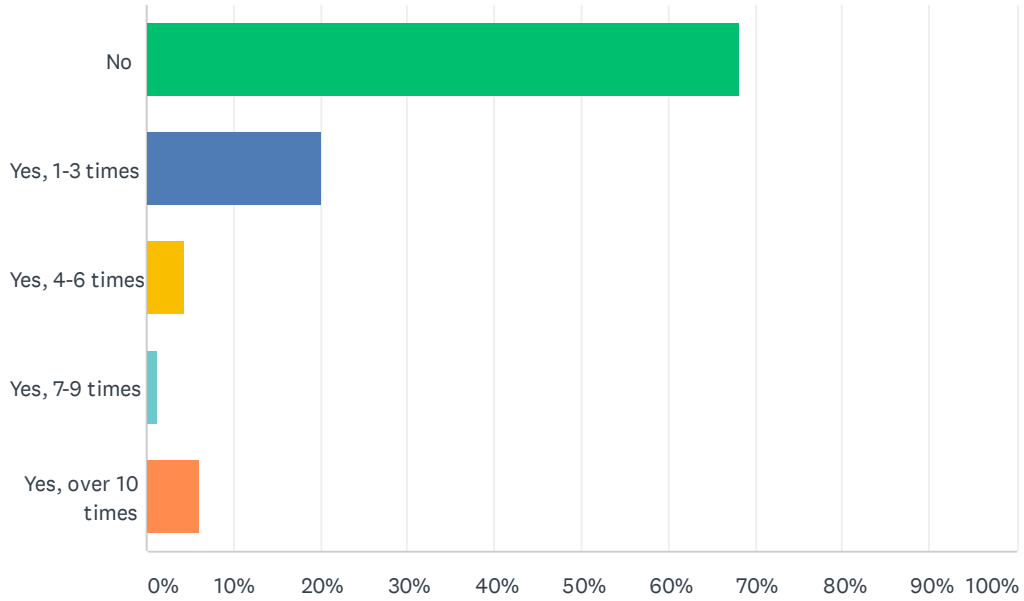
TVCCA Community Needs Assessment 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	Car payment	2/20/2020 10:24 PM
2	i have a vehicle and I drive	2/15/2020 10:01 AM
3	Walk	2/13/2020 11:09 AM
4	Uber when family member comes to do weekly visits	2/12/2020 3:00 PM
5	I only go to doctor's appointments and I get a ride from one of my children for that.	2/11/2020 7:12 PM
6	I left my house six times in 2019, always riding with another.	2/11/2020 5:03 PM
7	Own with car payment	2/9/2020 3:07 PM
8	i don't travel . i stay home	2/9/2020 6:52 AM
9	I only use my vehicle	2/8/2020 7:21 PM
10	Medical	2/8/2020 1:55 PM
11	Lyft	2/6/2020 9:56 PM
12	Walk, Uber	2/6/2020 10:00 AM
13	ADA paratransit \$4.00 each way or free medical rides through Rose City Senior Services	2/5/2020 10:14 PM
14	Pay for Lyft	2/5/2020 7:21 PM
15	paying for a vech don't own it have car payment	2/5/2020 3:45 PM
16	Public bus transportation	2/5/2020 11:12 AM
17	Walk	2/5/2020 11:06 AM
18	Walk	2/4/2020 9:11 PM
19	have my own transportation	2/4/2020 1:57 PM
20	walk	2/4/2020 10:07 AM

**Q24 In the last 12 months, did your household get food from a food pantry?**

Answered: 318 Skipped: 73

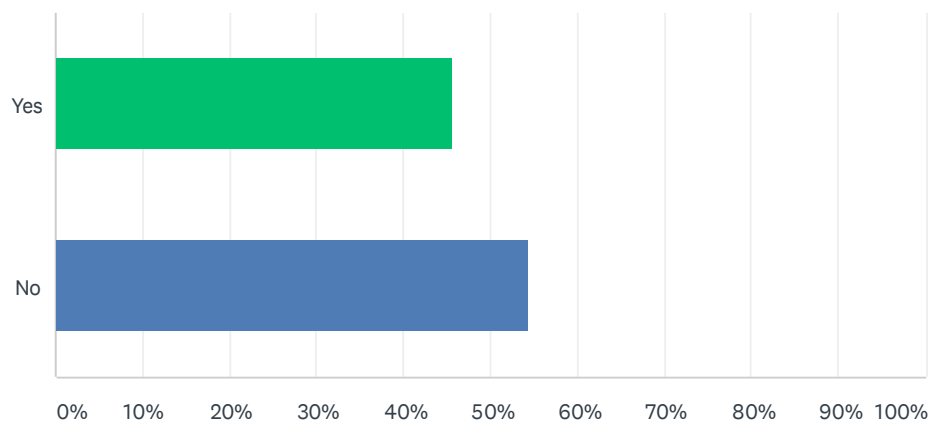
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ANSWER CHOICES	RESPONSES	
No	68.24%	217
Yes, 1-3 times	20.13%	64
Yes, 4-6 times	4.40%	14
Yes, 7-9 times	1.26%	4
Yes, over 10 times	5.97%	19
<b>TOTAL</b>		<b>318</b>

Q25 Is your household enrolled in the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program?

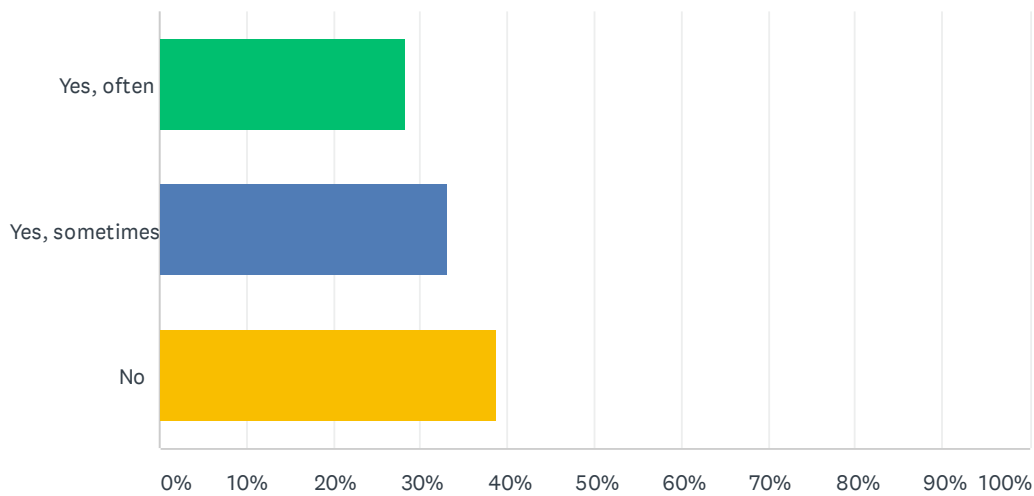
Answered: 318 Skipped: 73



ANSWER CHOICES	RESPONSES	
Yes	45.60%	145
No	54.40%	173
TOTAL		318

### Q26 Does your household run out of food before the end of the month?

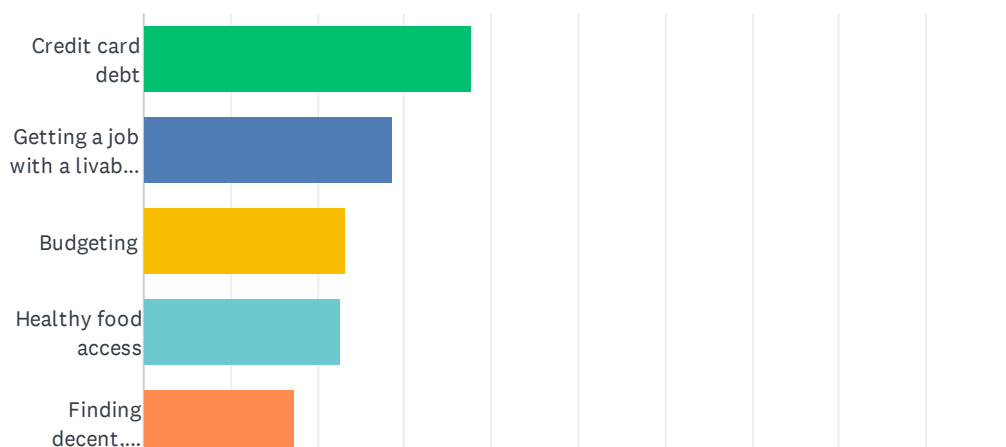
Answered: 318 Skipped: 73



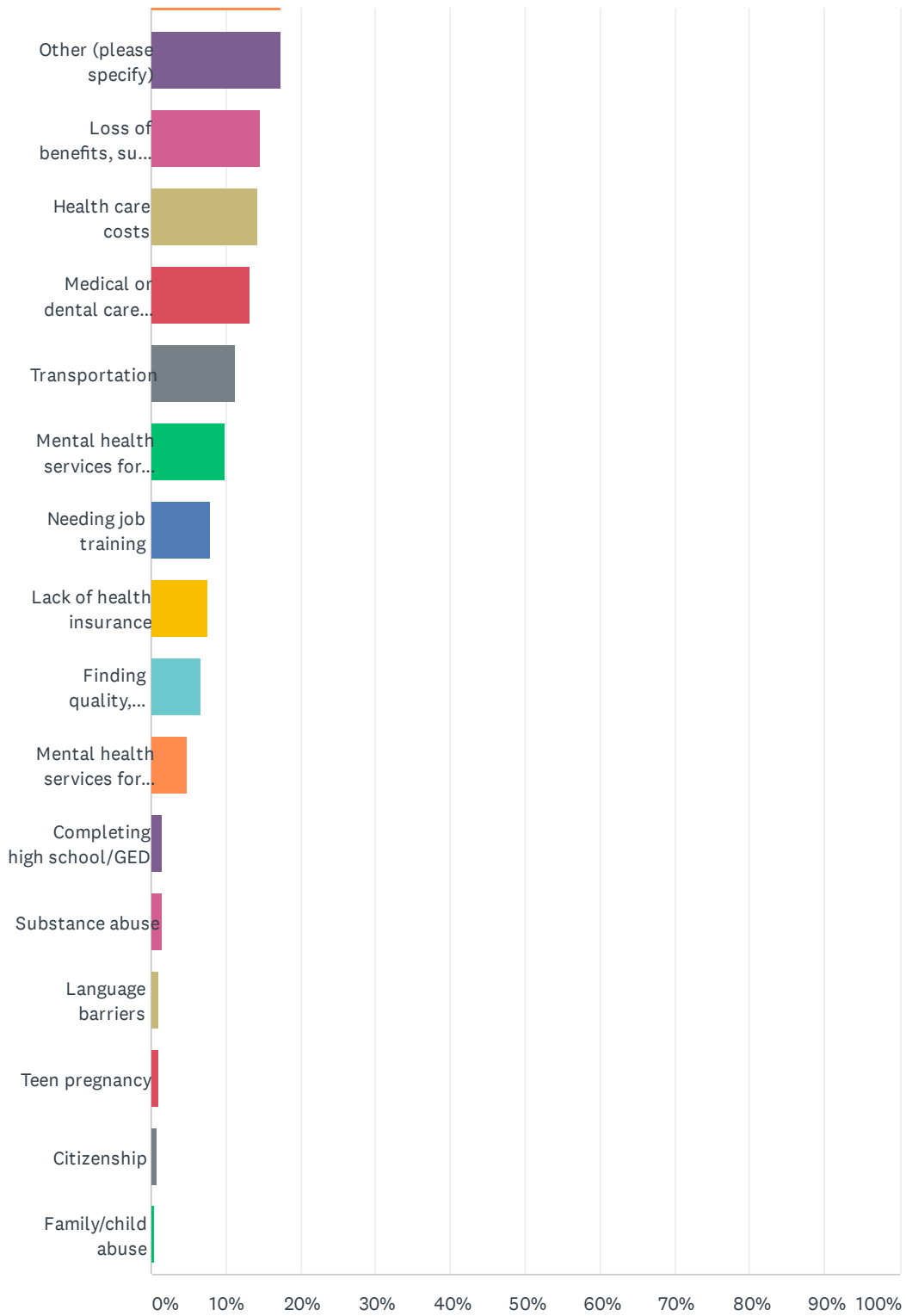
ANSWER CHOICES	RESPONSES	
Yes, often	28.30%	90
Yes, sometimes	33.02%	105
No	38.68%	123
TOTAL		318

### Q27 What are the greatest challenges your household is currently facing? (Check all that apply)

Answered: 266 Skipped: 125



# TVCCA Community Needs Assessment 2020



TVCCA Community Needs Assessment 2020

ANSWER CHOICES	RESPONSES	
Credit card debt	37.59%	100
Getting a job with a livable wage	28.57%	76
Budgeting	23.31%	62
Healthy food access	22.56%	60
Finding decent, affordable housing	17.29%	46
Other (please specify)	17.29%	46
Loss of benefits, such as food stamps or cash assistance	14.66%	39
Health care costs	14.29%	38
Medical or dental care access	13.16%	35
Transportation	11.28%	30
Mental health services for adults	9.77%	26
Needing job training	7.89%	21
Lack of health insurance	7.52%	20
Finding quality, affordable child care	6.77%	18
Mental health services for children	4.89%	13
Completing high school/GED	1.50%	4
Substance abuse	1.50%	4
Language barriers	1.13%	3
Teen pregnancy	1.13%	3
Citizenship	0.75%	2
Family/child abuse	0.38%	1
Total Respondents: 266		

TVCCA Community Needs Assessment 2020

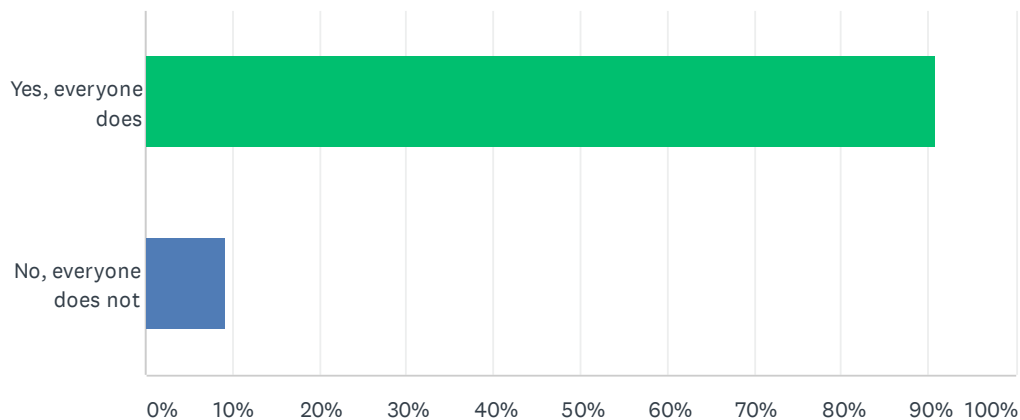
#	OTHER (PLEASE SPECIFY)	DATE
1	None	2/26/2020 9:10 PM
2	Housing for people with criminal history	2/20/2020 10:25 PM
3	I am 81 years old I have medicare and medicaid	2/15/2020 10:02 AM
4	Getting my disability approved	2/14/2020 6:36 PM
5	Can't afford insulin	2/13/2020 10:19 PM
6	n/a	2/13/2020 12:56 PM
7	physical/occupational therapy after a stroke	2/12/2020 3:04 PM
8	Eye care and dental care	2/11/2020 2:57 PM
9	Disability approval	2/10/2020 4:01 PM
10	none	2/10/2020 11:45 AM
11	This State lowered the salary cap to qualify to receive help like snap and husky which now we can not make ends meet being on a fixed income and unable to work	2/10/2020 5:53 AM
12	Recovery from surgery	2/9/2020 11:07 PM
13	Health, Enough money for bills and home upkeep.	2/9/2020 6:24 PM
14	not sure	2/8/2020 7:23 PM
15	Dental and vision have none	2/8/2020 4:55 PM
16	Heating the home.	2/8/2020 4:11 PM
17	disability	2/8/2020 1:33 PM
18	SNAP doesn't offer much assistance if not working due to illness if you still technically have the job. We still don't have the income though.	2/8/2020 12:33 PM
19	Fighting for disability	2/8/2020 12:05 PM
20	heat	2/8/2020 11:43 AM
21	It would help if both electric and Propane were covered.	2/8/2020 11:38 AM
22	Furniture and clothing	2/8/2020 11:09 AM
23	have celiac disease & gluten free food is expensive	2/8/2020 10:52 AM
24	Eviction	2/8/2020 10:19 AM
25	None	2/7/2020 8:07 AM
26	Car repairs	2/5/2020 11:22 PM
27	I receive \$16.00 a month. Could use more	2/5/2020 10:16 PM
28	\$16 a month SNAP doesnt go far	2/5/2020 6:10 PM
29	just paying for heat	2/5/2020 2:14 PM
30	Finding handicap housing	2/5/2020 1:17 PM
31	None	2/5/2020 12:29 PM
32	Selling our farm so we can pay our property taxes	2/5/2020 11:21 AM
33	Affordable housing	2/5/2020 11:13 AM
34	Money to pay rent	2/5/2020 7:44 AM
35	Dental	2/5/2020 2:43 AM
36	Receiving regular court ordered support payments	2/4/2020 10:12 PM

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37	getting same services in apt as non assisted tenants	2/4/2020 9:14 PM
38	Saving / building a savings account	2/4/2020 5:47 PM
39	home repairs	2/4/2020 3:01 PM
40	Making more than just enough to get by.	2/4/2020 2:31 PM
41	Mom lost job and is currently pregnant	2/4/2020 2:08 PM
42	Affordable utilities	2/4/2020 1:18 PM
43	Home repairs, utility expenses, dental & vision expenses, refrigerator & freezer replacement	2/4/2020 12:26 PM
44	Loss of wic due to missed appt. I take care of 2 children a sick husband out of work 2 yrs in May 2020, house chores, i work 15 to 35 hrs when i can, , limited childcare and problems with childcare. I am overwhelmed trying to manage it all. I never get rest. Or a break just for me.	2/4/2020 11:54 AM
45	Size of house is to small.	2/4/2020 11:33 AM
46	lack of services and affordable housing to transition adults with autism in to.	2/4/2020 10:11 AM

### Q28 Does everyone in your household currently have health insurance, or not?

Answered: 312 Skipped: 79



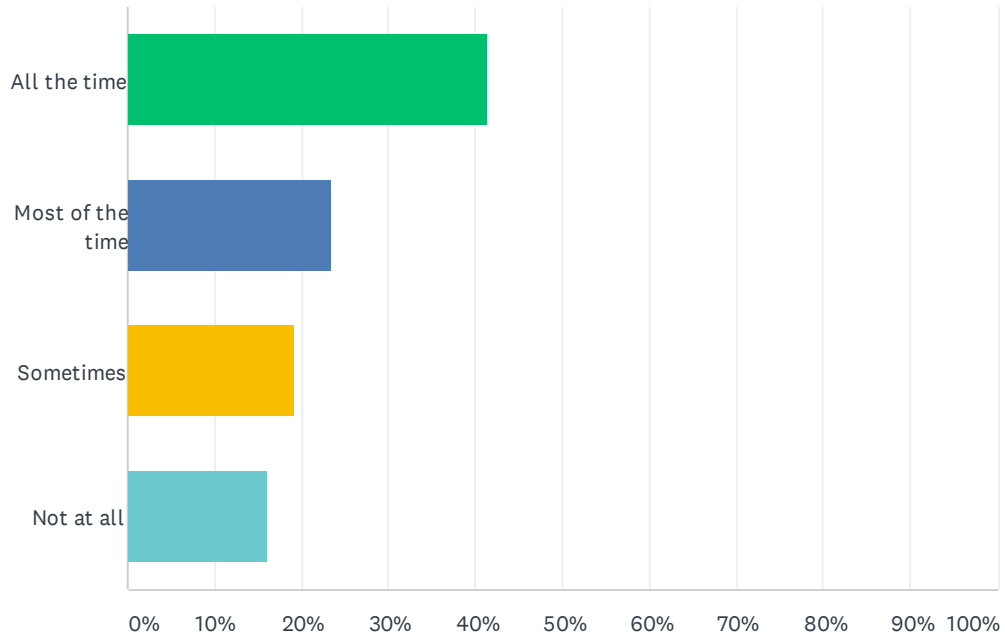
ANSWER CHOICES	RESPONSES
Yes, everyone does	90.71% 283
No, everyone does not	9.29% 29
TOTAL	312

### Q29 How often is your household able to pay for prescription drugs and medicines?

Answered: 312 Skipped: 79



## TVCCA Community Needs Assessment 2020



ANSWER CHOICES	RESPONSES	
All the time	41.35%	129
Most of the time	23.40%	73
Sometimes	19.23%	60
Not at all	16.03%	50
<b>TOTAL</b>		<b>312</b>

**Q30** In the next two weeks, TVCCA will be putting together a focus group to discuss our community needs in more detail. Please provide your information below if you would like to receive information about this event.

Answered: 126   Skipped: 265

## APPENDIX B      KEY INFORMANT SURVEYS & INTERVIEWS

Categories	Company
Faith Based	Greater NL Clergy Assn
Faith Based	Congregation Beth El
Private Sector	Fiddleheads Food Co-op
Faith Based	St. Mark's Episcopal Church
Education Sector	Health education center
Faith Based	United Action CT
Private Sector	Child and Family Agency
Faith Based	Temple Emanu-El
Faith Based	St. James Episopal Church
Faith Based	St. Mary Star of the Sea
Private Sector	L+M Healthcare
Community-based	UCFS Healthcare
Private Sector	Lord Foundation
Community-based	CT Association for Community Action
Public Sector	CT Department of Social Services
Private Sector	Visiting Nurses Association
Public Sector	EWIB
Public Sector	Waterford Senior Center
Community-based	United Way of Southeastern CT
Private Sector	Hall Communications
Private Sector	Hartford Healthcare
Public Sector	Southeastern CT Council of Governments
Public Sector	Senior Resources AAA

## APPENDIX C TVCCA FOCUS GROUP SUMMARY REPORT

Two focus groups were convened with TVCCA clients in the winter of 2020 to get their perspectives on the organization and their experiences. One group included representatives of the Head Start Policy Council; the other was an assortment of other clients. The focus group questions, and their responses follow below:

### 1. What do you know about TVCCA?

Participants know about the agency largely through their connections to specific programs, including: Head Start, Early Head Start, Heating Assistance/Weatherization, WIC, former Shelter, VITA. In addition, DSS is seen as helpful in packaging information regarding resources for individuals needing services. At the same time, there is an opportunity for others (e.g., UNCAS Health District) to know more about TVCCA.

### 2.0. What do you like best about TVCCA?

Participants identified several positive aspects of TVCCA. Comments included the following:

- Excellent resource
- Helpful staff
- Dedicated teachers
- Quality education: security of knowing her kids are getting best educational foundation
- “My family away from home; shows me the way...”
- Helped me meet my budget better
- Job coaches
- A volunteer group helped with upgrading my home
- Vision, dental screening of children, referrals to outside sources if needed
- Collaboration among TVCCA departments & with other community agencies
- Leadership is dedicated, accountable; tripartite Board represents diversity of community

### 2.1. What do you like least about TVCCA?

Communication:

- Unresponsiveness of phone calls re Heating Assistance, WIC. Hard to get through to a human being; when messages are left, call-backs take too long.
- Need less telephone tag and more access to a live person when TVCCA is called.

Programs

- Misses Family Shelter program
- Tried Energy Assistance but it did not work out (3 individuals)
- Day care (years ago)

Access:

- Would like more locations – additional childcare centers as well as more TVCCA offices where clients can get access other services.
- Comments re services focused on lower income people; would like more programs to help moderate-income residents.

- Comments re son with December birthdate, who will age out of HS before his mom thinks he’s ready for kindergarten – unhappy with lack of flexibility.
- Lots of discussion re payments for childcare: staff responsible for keeping track of/accepting payments are often not on site when parents pick-up/drop-off kids; teachers don’t know who owes what (nor do parents expect them to...) Could TVCCA have online payment option &/or make it possible for parents to set up automatic monthly payments?

Other

- Keeping staff/staff turnover
- Several participants noted the challenges of age discrimination and resources for adults over the age of 50.

**3. What services have you used at TVCCA?**

EHS	HS	LL	WIC	Housing	Heating Assistance Weatherization
3	8	1	12	1	6

**4. If you have used multiple services, how well have these services been interconnected? Have you had to tell your story more than once?**

- Responses here included lots of WIC-to-childcare referrals, Head Start-to-Heating Assistance referrals. Also finding WIC via Google search, and referred to TVCCA through Bishop FRC in Norwich. Lot of positive comments re Early Head Start transition to center-based program. Also Birth to Three referring kids to TVCCA for Head Start & other services. Not a lot of feedback about having to “requalify” when accessing a new service.
- This question also triggered much discussion about limited transportation options, especially in Colchester area where there is no bus service. Families have difficulty getting to WIC appointments; unreliability of Medicabs was mentioned. (Opportunity for Lyft grant?)
- Some participants see the services as interconnected, but they do not always know where to call.

**5. How would you describe TVCCA:**

*a. Quality of service rec’d/ b. Timeliness & amt of service rec’d/ c. Overall customer service rec’d*

Re Head Start:

- “Excellent....Teachers love their jobs & it shows”
- “Far superior to the Head Start program in Iowa that my kids attended”
- Several glowing testimonials re progress kids w/speech delays have made in EHS

Positive WIC comments:

- Loves WIC app, delighted that it shows use of benefit, happy with more choices now vs when she used WIC in past (e.g., doesn’t need waver to get soy milk)

### General Positive Comments

- Timeliness of access is seen as reasonable
- Agency flexibility in terms of finding services within and outside of TVCCA
- Move to the first floor is seen as making things smoother

### Negative WIC comments:

- Dislikes seeing a different WIC person at every appointment
- Reps don't prep clients for next visit – e.g., client would like specific info about what paperwork to bring to next appointment.
- WIC office is too hot, complained about needing her kid's hemoglobin continually tested.
- One mother said she has to constantly remind WIC rep that her kid has nut allergies.

### Comments on Heating Assistance:

- Comments re Norwich Public Utilities' interface with TVCCA - was able to walk in & see someone re an outstanding piece of documentation w/out appointment.

### Other Comments

- When you call the main number, you cannot get a live person.

## **6. What is one service that you wish TVCCA offered that it doesn't currently provide?**

- Shelter
- Childcare over children older than age 5
- Food Pantry
- Stronger case management oversight for families temporarily housed in hotels
- Transportation (raised by multiple participants)
- Follow up and reminder calls

## **7. What has been the impact of your experience w/ TVVC on your life? I what ways has the agency helped you?**

- From a grandmother who became granddaughter's guardian when child was in infant: was able to access WIC, then Head Start; girl is now 8 yrs. old – active, engaged, thriving and “on a path to success,” thanks to TVCCA services during her formative years, particularly “HS Connection,” per her grandmother.
- Testimonial from another mother: Early Head Start visitor/teacher has gone above and beyond for both child and parent. Aside from the developmental/educational services provided to the child, she has connected the family to mental health resources, helped the mom establish a network of friendships with other mothers, and been a steadfast source of support. “She is like another mother to me, I can't imagine what our lives would be like without her,” the mother says.
- Yet another mother spoke of the many ways the EHS visitor has helped the family in addition to the early childhood education she delivers to their child: By referring the father to a program that helped

him find a job, and by connecting the family to services that support their other needs. “But she made a really positive contribution to our family dynamics,” the mom said. “Before she came on the scene, my husband was not an active participant in our son’s life. She gently drew out this big strong man, and helped him see how much his son needed him. I’m so proud of my husband’s accomplishments as a father, and I must credit our EHS visitor for her part in that transformation.” The mom added, “Every time I talk to her, it brings down my stress level.”

- Another mom: “By coming into Head Start, my three and four-year olds were able to leave a daycare situation that was basically a smoke-filled environment where the only activity was watching TV. In addition to offering them a far healthier place to spend their days, Head Start has provided the structure, education and socialization they need to get ready for kindergarten.”
- Mom whose third child was a difficult nurser was overjoyed when she learned WIC could provide her with formula.
- Aside from positive comparison to Iowa HS (see 5.a), another parent said ESH here was far superior to PA program her child had been in. He’s now moved to center-based program and has made great strides in potty-training.
- Participants also identified that TVCCA is community minded, is trustworthy, nonjudgmental, personal and inviting,

**8. If you could change one thing about TVCCA to better serve the community, what would it be?**

- A Navy wife who only recently learned her family qualified for Head Start spoke of the need for outreach into military communities re eligibility requirements for TVCCA early education programs. Another mom said occupations like long-distance trucking have reputation of being high paying, but net income is insufficient to support family.
- Transportation
- The ability to fill out TVCCA applications on-line
- More visibility of TVCCA (vehicles, brochures, magnets)
- Identifiable clothing of TVCCA staff
- More services for those living in trailer parks
- Assistance around landlord and property manager issues