



2017

Community Needs Assessment

Skyline CAP, Inc.

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An Assessment of Area Needs in Greene, Madison and Orange Counties

Board Approved 2/27/2017

Executive Summary

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References used and cited

Skyline CAP is a non –profit community action agency designated by the Governor and approved by the localities it serves to provide anti-poverty services and programs that address specific and identified needs in its community and is the local anti-poverty resource for residents in Madison, Greene and Orange counties located in Central Virginia. Skyline also provides Head Start services in Madison, Greene, Page, Shenandoah, Warren and Rappahannock counties.

As part of its commitment to its community and as a community action agency, Skyline conducts a comprehensive needs and resources assessment every three years or so and updates the data annually for changes. Skyline uses the assessment to help determine what programs and services to provide. The assessment is shared freely with local governments and others as a resource to help determine where to begin on the very complicated road to creating a healthier community in which to live and work for all residents.

A detailed analysis of statistical data from Greene, Madison and Orange captures their differences but also shows areas in common. Surveys and meeting participants in each county say that education, employment opportunities, housing and money management all continue to rank high on the list of needs that are experienced or perceived. While each of our needs as perceived in the community may be not be objective, it is no less important to the individual who says that the need exists. In our surveys and meetings we asked if the need seen has impacted someone that they know. While respondents ranked a need as low or not needed, they were able to say that they knew someone who might be impacted because of the lack of resources that the need produced.

In our rural area, families in poverty still go without adequate housing because of high housing costs, low paying jobs for unskilled workers, lack of food, as evidenced in the shortages at the food bank, and high medical costs and prescriptions.

The purpose of this report is to uncover some of the needs that seem to be top of mind for residents responding to our surveys and at meetings. The report also includes resources in each community available to residents. This report uses unscientific means to establish these results and cites its references and sources at the end of the report.

CONCLUSIONS BY THE BOARD

The Board of Directors at Skyline CAP studied the draft Community Needs Assessment and determined that the areas below are both causes and conditions of poverty and that data included in this report support the continuation of Skyline's efforts to address these needs in its service area.

The Board of Directors prioritized the top four needs as follows in Madison, Greene and Orange counties:

- **Employment** services that includes opportunities to increase job skills through apprenticeships, jobs for lower skilled workers, area economic development, and availability of public transportation.
- Safe, affordable **housing** to secure a more stable home environment for both renters and homebuyers. (Services include home repairs for accessibility and safety, counseling services to maintain a budget or prevent foreclosure, and crisis intervention for unexpected bills.)
- **Education** opportunities that focus on the most vulnerable residents, including birth through third grade and young adult learners. Areas of need include work skills training, apprenticeships, and more affordable options for daycare and pre-school.
- **Basic money management and financial literacy skills** to help increase one's capacity to earn more, enabling him or her to achieve greater self-sufficiency.

CONCLUSIONS BY THE BOARD...continued

Proposal: Skyline CAP offers the following programs and services to address the needs as identified and reported in detail later in this report. We propose the following services in FY18:

- **Employment is a priority need in Skyline's service area. Employment concerns include opportunities to increase job skills, public transportation, and affordable day care to aid residents in obtaining a job.** At this time, Skyline offers a youth job skills training opportunity annually for an area high school student. Skyline is unable to address other employment issues; however, Skyline does offer programs that help stabilize individuals and families, better preparing them to enter the workforce. Skyline also offers referral services to other social service providers in our community. (Resources are listed later in this report.)
- **Safe, affordable housing for renters and homeowners, including education about how to maintain that housing to create a stable home environment.**

Housing Choice Voucher (Rental Assistance) - Federal housing program that provides long-term assistance to eligible low income individuals or families who can't otherwise afford to pay all of their monthly rent, giving families a means to save and get ahead and requiring landlords to maintain safe and affordable housing according to strict HUD standards.

Housing Stability - Work with clients to promote stable housing and prevent homelessness for owners and renters facing eviction or foreclosure with limited financial assistance, paired with ongoing budget counseling, service referrals, and follow-up counseling.

Affordable Rental Housing - Provide affordable rental property for low income seniors and other income eligible tenants.

Home Repair - Provide basic home repair services to meet health and safety needs of home owners, including accessibility features, electric, and plumbing. Data reveals an aging population and home repair is important to seniors who want to remain in their homes.

CONCLUSIONS BY THE BOARD...Continued

Proposal : Programs offered by Skyline CAP to address the needs as identified and reported in detail later in the report:

- **Education including more affordable options for daycare and pre-school.**

Head Start - A free preschool program for 3 and 4-year olds from income-eligible families that focuses on preparing children for kindergarten and providing services to their families to improve their capacity to be self-reliant.

Project Discovery – for 9-12 grade students at MCHS who would be the first in their family to go to college. Project Discovery encourages students to continue education after high school, using workshops about financial aid, career choices, study skills, self-esteem and trips to college campuses.

- **Basic money management and financial literacy skills to help increase the capacity to set and meet goals as a means to self-sufficiency.**

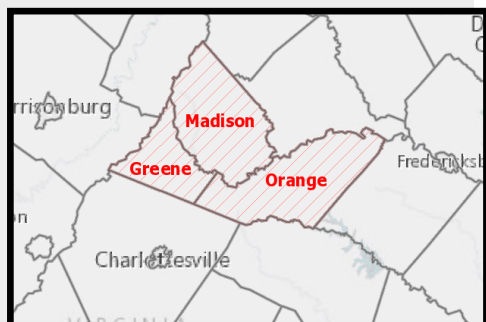
Financial Skills Education – In both group workshops and one-on-one sessions, counselors help individuals and families develop financial goals and a spending plan to help them achieve those goals.

Foreclosure Prevention Counseling – HUD certified counselors serve as mediators between homeowners and their lenders to arrange for mortgage modifications or payment changes in order to prevent foreclosure. This service requires homeowners to work with counselors to develop and maintain budgets.

Homebuyer Preparedness – Counselors educate clients about the basics of purchasing a home, help them evaluate their financial readiness, and refer them to additional resources when they are prepared to purchase a home.

Renter Skills Training – In both group workshops and one-on-one sessions, counselors provide renters with the basic skills and knowledge they need to be responsible renters.

Purpose of Report



Each year, Skyline CAP completes a Community Needs Assessment (CNA) to ensure that our programs and services are appropriate to help meet our goals and serve our clients' needs. The information is collected from many different sources: surveys of our clients, other service providers, and members of the community. Forums are held to discuss various issues. Other statistical information is gathered from federal, state and local databases. This report is a compilation of the data collected and a snapshot of the needs of the community.

This report has been reviewed by our Board of Directors and this material is used to validate Skyline's current programs. Analysis of the Assessment may also reveal programs that need expansion and programs that might be implemented to serve the community.

Our completed CNA is an available resource to the community. Skyline hopes this report is a valuable tool for other service providers and partners to gauge the effectiveness of their programs and their contribution to the community.

Report Area

For the purposes of the Community Needs Assessment, the community is defined as Greene, Madison and Orange counties. These are Skyline's primary service counties and where Skyline offers an array of services. Data will be provided on the entire area as well as each specific county.

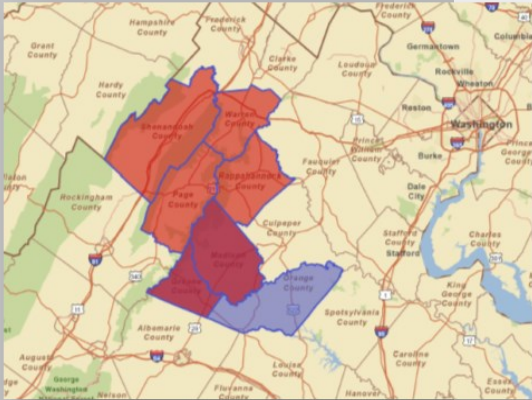
Target Population

As a community action agency, Skyline is focused on assisting low-income individuals and households in poverty as defined by federal poverty guidelines. However, as a social service provider and community builder, we are also aware that needs in the community do not stop at the federal poverty line. Many of our programs have eligibility limits based on area median income or incomes at 130% to 200% of poverty. Therefore, for this report, we will consider those in poverty and the services available to them, but we will also consider the community as a whole as everyone will rise and fall together as the area develops economically and individuals work to create change in their own lives.

2016 FEDERAL POVERTY GUIDELINES

PERSONS IN FAMILY/ HOUSEHOLD	POVERTY GUIDELINE
For families/households with more than 8 persons, add \$4,160 for each additional person.	
1	\$11,880
2	16,020
3	20,160
4	24,300
5	28,440
6	32,580
7	36,730
8	40,890

Agency and Client Overview



Our Mission: To strengthen our communities by improving the lives of those in need through actions promoting self-sufficiency. We seek to eliminate the impact of poverty by focusing on education, housing stability and economic opportunities. (Approved 8/29/2016)

Our Vision: Our vision for the future is that all low to moderate income individuals within the Skyline CAP service area will have access to education, housing and economic opportunities and services necessary to achieve self-sufficiency. (Approved 8/29/16)

**Helping People.
Changing Lives.**

Skyline CAP is the designated community action agency providing comprehensive services to low income families in Greene, Madison and Orange counties. Programs include Head Start, Project Discovery, Housing Rental Assistance, Housing and Foreclosure Counseling, and Financial Skills Training.

Skyline administers the Head Start program in Madison and Greene counties.

Orange County Head Start is operated by the Orange County school system. Skyline CAP has developed a close relationship with Orange County schools to provide housing assistance and counseling services to these families.

The agency also administers Head Start programs in the counties of Warren, Page, Rappahannock, and Shenandoah. In these outlying counties, Skyline CAP refers to other agencies to assist Head Start families in meeting their needs and working towards the goal of self-sufficiency.

The combination of Head Start and other agency programs in Greene and Madison counties allows the agency to provide more comprehensive services to Head Start families.

Skyline is not able to provide all services in all counties due to limited staffing and the varying needs of the counties we serve. The following table provides a breakdown of the clients we serve by county, including those counties where we only operate the Head Start program.

Greene County has the most clients served, primarily because Skyline administers Head Start and the Housing Choice Voucher program to Greene county residents. Although Skyline offers multiple services in Madison, Madison lacks available rental housing units. Orange County has a larger number of housing voucher clients. Page, Rappahannock, Shenandoah, and Warren are Head Start Program only.

Skyline CAP, Inc. Clients	
County	Percent of Total Clients
Greene	31.6%
Madison	20.6%
Orange	22.8%
Page	7.5%
Rappahannock	3.7%
Shenandoah	5.7%
Warren	8.1%
Source: Skyline CAP Tracker Data FY2016	

Demographic Data

Population Changes by Age & Sex

2015 Population Estimates by Age & Sex Compared to 2010

	Greene	Madison	Orange
	Total	Total	Total
Population Estimates - July 1, 2015	19,162	13,134	35,385
Population Estimates base - April 1, 2010	18,410	13,308	33,434
Persons Under 5 years - est. July 1, 2015	6.0%	4.8%	5.6%
Persons Under 5 years - April 1, 2010	7.1%	5.7%	6.0%
Persons Under 18 years - est. July 1, 2015	24.0%	20.8%	21.7%
Persons Under 18 years - April 1, 2010	24.9%	22.3%	22.9%
Persons 19 - 64 years - est. July 1, 2015	53.7%	53.4%	52.7%
Persons 19 - 64 years - April 1, 2010	55.3%	54.5%	53.0%
Persons Over 65 years - est. July 1, 2015	16.3%	21.0%	20.0%
Persons Over 65 years - April 1, 2010	12.7%	17.5%	18.1%
Female Persons - est. July 1, 2015	50.6%	51.3%	51.1%
Female Persons - April 1, 2010	50.8%	51.2%	51.0%

Source: <http://www.census.gov/quickfacts>

Above are the percentages of the population by age group for each of the three counties in Skyline's service area. In all three counties, working age adults account for more than 50% of the total population. It is noteworthy that there exists a decrease in persons under age 64 and a significant increase in persons over 65. This may correlate with the migration of individuals from rural areas to more urban locales in search of better opportunities for education, employment and housing. This trend may result in a disproportionate number of elderly persons in Skyline's service area.

The chart below represents Weldon Cooper's projections for growth in the counties Skyline serves. It also denotes that all three counties will see an increase in seniors over the next two decades. Senior services may become a major need in the near future.

The ratio of male and female residents has stayed steady at approximately half and half.

Population Growth by Age

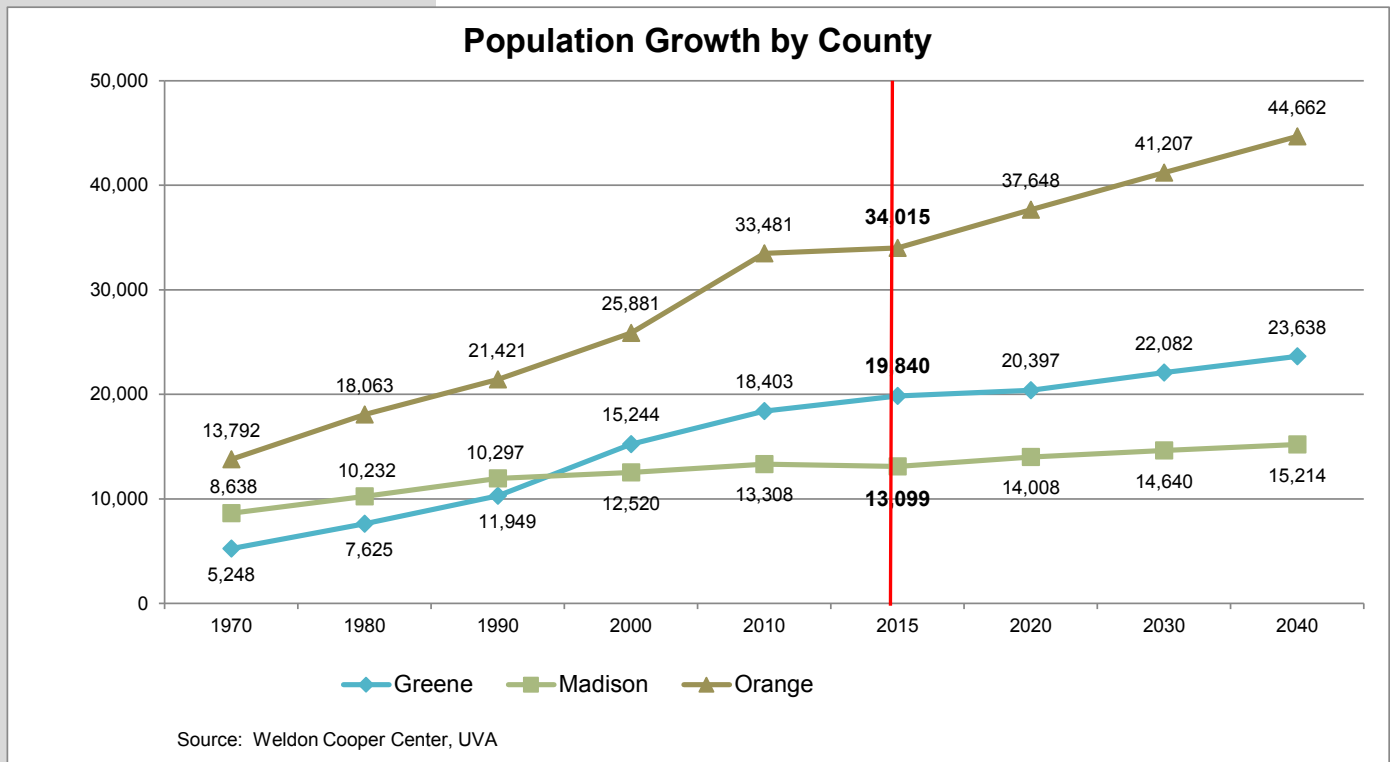
Population Projections by Age Group

	Greene			Madison			Orange		
Age Group	2020	2030	2040	2020	2030	2040	2020	2030	2040
0 - 19	5,261	5,557	6,058	3,214	3,193	3,365	8,827	9,226	10,118
20 - 64	11,740	11,953	12,725	7,663	7,443	7,754	20,993	21,687	23,349
65 and over	3,397	4,572	4,855	3,131	4,004	4,094	7,829	10,293	11,195
Total	20,397	22,082	23,638	14,008	14,640	15,214	37,649	41,207	44,662

Source: Data Published on November 13, 2012 by the Weldon Cooper Center for Public Service, Demographics & Workforce Group, www.coopercenter.org/demographics/

Demographic Data

Population Growth by County



The graph above represents the Weldon Cooper Center estimated population growth by County for 2020, 2030 and 2040 (published November 2012.) The 2015 red vertical line represents adjusted estimates published July 2015. Orange is on track with the projections, Greene has nearly surpassed the 2020 projection, and Madison's population has declined below the 2010 level. Net increases/decreases in population are based on births minus deaths and migration in and out of each area. Therefore if an area experiences more deaths than births, the population would decrease over time. In addition, rural communities rely on people moving in for population growth. With a downturn in migration to rural areas and a upswing in migration to urban areas, our areas will most likely experience more decline in population over time. Orange is on the outskirts of the Fredericksburg corridor and may gain some growth in the Locust Grove area of the county. Greene County has continued to see some growth in the Ruckersville area due to the close proximity to Charlottesville. Madison will likely continue with a slow growth in population.

Demographic Data

Population Race/Ethnicity

In Madison, Greene and Orange counties 15% of the population is a minority race . Although there is a slight increase in the Hispanic population, less than 5% of individuals in all three counties identified themselves as Hispanic origin. Overall there has been very little change in the racial composition of Skyline's service area since 2010.

2015 Population Changes by Race/Ethnicity Compared to 2010

	Greene	Madison	Orange
	Total	Total	Total
Population Estimates - July 1, 2015	19,162	13,134	35,385
Population Estimates base - April 1, 2010	18,410	13,308	33,434
White alone - est. July 1, 2015 (a)	88.6%	87.3%	82.3%
White alone - April 1, 2010 (a)	87.6%	86.7%	82.4%
Black or African American alone - est. July 1, 2015 (a)	6.9%	9.4%	13.4%
Black or African American alone - April 1, 2010 (a)	6.3%	9.8%	12.7%
American Indian and Alaska Native alone - est. July 1, 2015 (a)	0.3%	0.2%	0.4%
American Indian and Alaska Native - April 1, 2010 (a)	0.2%	0.2%	0.3%
Asian alone - est. July 1, 2015 (a)	1.7%	0.6%	1.1%
Asian alone - April 1, 2010 (a)	1.4%	0.6%	0.7%
Native Hawaiian and Other Pacific Islander - est. July 1, 2015 (a)	0.1%	Z	0.1%
Native Hawaiian and Other Pacific Islander - April 1, 2010 (a)	Z	Z	0.1%
Two or More Races - est. July 1, 2015	2.5%	2.4%	2.6%
Two or More Races - April 1, 2010	2.2%	2.2%	2.4%
Hispanic or Latino - est. July 1, 2015 (b)	5.2%	2.3%	4.5%
Hispanic or Latino - April 1, 2010 (b)	4.2%	1.8%	3.4%
White alone, not Hispanic or Latino - est. July 1, 2015	84.0%	85.3%	78.6%
White alone, not Hispanic or Latino - April 1, 2010	85.8%	85.6%	80.7%

(a) Includes persons reporting only one race

(b) Hispanics may be of any race, so also are included in applicable race categories

Z: Value greater than zero but less than half unit of measure shown

Source: <http://www.census.gov/quickfacts>

Demographic Data

Housing

US Census Bureau data shows nearly 60% of Virginia households earning less than \$20K yearly are spending more than 50% of the total income on rent alone.

2016 Fair Market Rents (\$)					
	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
Greene County	722	1,010	1,171	1,453	1,678
Madison County	694	728	843	1,151	1,156
Orange County	608	612	789	1,150	1,378
2016 FMR www.huduser.gov					

Skyline is the administrator of the Housing Choice Voucher program in Greene, Madison and Orange counties. Under this program, a household may rent a unit with a rental cost that does not exceed the Fair Market Rent as established by the U.S. Department of Housing and Urban Development. These rents are detailed in the table. Households then pay no more than 30 percent of their income towards their rent, while the voucher pays the remaining balance directly to the landlord. Unfortunately, there are not enough funds or suitable housing stock available in our area; therefore Skyline CAP HCV program has a waiting list.

This is the hourly wage she needs to afford a 2 bedroom home in Greene County. \$22.52

2016 Two-Bedroom Affordability

	Housing Wage	Fair Market Rent	Annual Income Necessary
Orange County	\$15.17	\$789.00	\$31,560.00
Madison County	\$16.21	\$843.00	\$33,720.00
Greene County	\$22.52	\$1,171.00	\$46,840.00
	Est. Average Renter Wage	Affordable Rent	
Orange County	\$8.27	\$430.00	
Madison County	\$9.42	\$490.00	
Greene County	\$9.30	\$484.00	
Minimum Wage	\$7.25	\$377.00	\$15,080.00

Source: <http://nlihc.org/oar/2016/VA>

Affordable Rent is defined by the guideline that the amount paid in rent and utilities should not be more than 30% of a household's total earnings. Using this guideline, the chart details the hourly wage needed to afford a two-bedroom home at the fair market rent amount. (These figures assume an individual works 40 hours per week, for 52 weeks per year.)

Reality—This is the monthly rent she can afford earning \$9.30 / hour.

The estimated average renter wage is an average of the hourly amount earned by all renters. Using the averaged hourly earnings amount and the 30% guideline, we can determine the affordable rent per household. As an example, a single mother living in Greene County, earning the average renter wage of \$9.30 per hour,

should not pay more than \$484.00 per month for rent and utilities. Considering the fair market rental rate for a two-bedroom home is \$1,171 in Greene County, it is unlikely that she can find affordable housing. It is also of interest that a single mother earning \$9.30/hr. makes more than the poverty guidelines; therefore she is not eligible for any assistance. But it is quite easy to understand that she will struggle to make ends meet. This is a common scenario for many clients.

In addition to the average rates for the three-county service area, the affordable rent and annual income amounts for individuals earning the state minimum wage amount have been provided. (highlighted in red) .

Numerous studies have also shown that combining housing subsidies with welfare programs increases the efficacy of these programs. This is important for agencies such as Skyline who work to improve self-sufficiency and economic independence for clients. Increasing opportunities for safe, affordable housing in a variety of neighborhoods can help provide a comprehensive set of services and increased opportunities for clients to improve their financial and social circumstances.

Demographic Data

Housing

Housing Units by Occupancy Status and Tenure

	2000		2010		2014	
	Number	%	Number	%	Number	%
Greene County						
Total Housing Units	5,986	80.47%	7,439	100.00%	7,790	100.00%
Occupied	5,574	93.12%	6,802	91.44%	6,965	89.41%
Owner	4,535	75.76%	5,439	73.11%	5,353	68.72%
Renter	1,039	17.36%	1,363	18.32%	1,612	20.69%
Vacant	412	6.88%	637	8.56%	825	10.59%
Madison						
Total Housing Units	5,239	100.00%	5,915	100.00%	5,974	100.00%
Occupied	4,739	90.46%	5,185	87.66%	5,093	85.25%
Owner	3,641	69.50%	4,110	69.48%	3,982	66.66%
Renter	1,098	20.96%	1,075	18.17%	1,111	18.60%
Vacant	500	9.54%	730	12.34%	881	14.75%
Orange						
Total Housing Units	11,354	100.00%	14,520	100.00%	14,716	100.00%
Occupied	10,150	89.40%	12,614	86.87%	12,433	84.49%
Owner	7,822	68.89%	9,622	66.27%	9,543	64.85%
Renter	2,328	20.50%	2,992	20.61%	2,890	19.64%
Vacant	1,204	10.60%	1,906	13.13%	2,283	15.51%

Data Source: US Census Bureau, American Community Survey. 2007-2011. Source geography: County
Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Rural areas have historically had a higher rate of homeownership than the rest of the country. The same is true in Skyline's service area. Like the rest of the country, homeownership slipped during the foreclosure crisis. Owner occupancy has dropped – residual effect of the Great Recession. The increase in vacancies from 2010 to 2014 directly correlates to the reduction of owner-occupied homes. In addition, vacancy rates are nearly double because of foreclosures and bank-owned *REO* homes. (Real estate-owned or **REO** is a term used in the United States to describe a class of property owned by a lender – typically a bank, government agency, or government loan insurer – after an unsuccessful sale at a foreclosure auction.)

Although renter occupancy has stayed steady as a percentage of total occupied homes, the number of renter-occupied properties has increased by nearly 25% in Orange and 55% in Greene since 2000. This may be due to the foreclosure crisis, which resulted in homeowners becoming renters and foreclosed properties coming available at below market value, enticing investors to purchase for flip or rentals.

Demographic Data

Housing

Unsafe, Unsanitary Homes

	2000	2014
Greene		
Incomplete Plumbing	49	19
Lacking Kitchen	no data	60
Madison		
Incomplete Plumbing	149	97
Lacking Kitchen	no data	62
Orange		
Incomplete Plumbing	96	16
Lacking Kitchen	no data	39

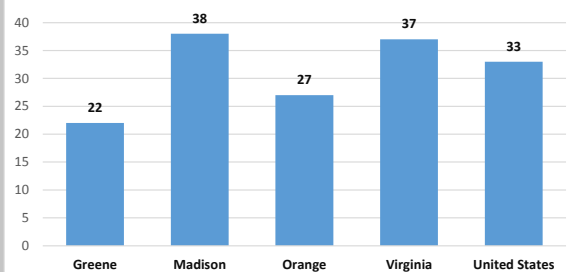
Data Source: US Census Bureau, American Community Survey, 2007-2011. Source geography: County
Data Source: US Census Bureau, American Community Survey, 2010-14. Source geography: County

As this chart shows, the number of houses without adequate plumbing is decreasing, but there is still a need to be addressed to ensure that people are living in a safe and sanitary environment. Skyline addresses this need with our emergency home repair services.

Seniors are trending toward aging in place. This requires their homes be disability accessible and in-home care ready. Statistics show that the senior population in Skyline's service area is increasing. With the growing senior population and their desire to remain in their homes instead of senior care facilities, the demand for services to ensure that their homes are safe and accessible will most likely increase as well.

Most seniors are on a fixed income and funds for emergency home repairs may not be in the budget. Homes owned by seniors who neglect property maintenance because of limited funds will decline in value due to disrepair. This decline could make the home unsafe or limit access. In addition, neglected homes will adversely affect neighboring properties aesthetically and monetarily. Therefore services such as emergency home repairs to ensure safety and accessibility are greatly needed.

**Median Age of Housing Units
2014**



Data Source: US Census Bureau, American Community Survey, 2010-14. Source geography: County

Madison County's housing stock is older than the state and national averages, as new housing starts have averaged only 30 per year for the past few years. Orange and Greene counties have experienced moderate growth over the past few years and both counties have new multi-family dwellings; the median age for homes in those counties is much lower than state and national averages. Greene County issued 56 building permits in 2015; Orange only issued 9. Orange issued more permits in 2005 than it has in the cumulative period of 2008–2015. In addition, Orange has a glut of vacancies (2,283 units in 2014), nearly three times more than Madison or Greene.

(See chart next page.)

Since 2010, Greene has seen the creation of 254 new units in multi-family dwellings and 442 single family homes.

Residential Building Permits by Year

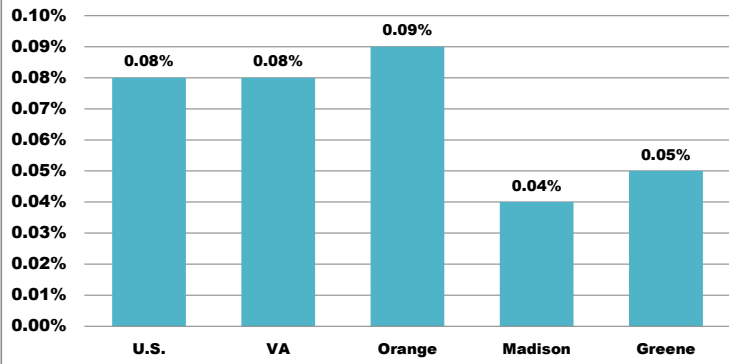
	Greene County		Madison County		Orange County	
	Single-Family	Multi-Family	Single-Family	Multi-Family	Single-Family	Multi-Family
2005	207	0	123	0	652	66
2006	196	0	96	0	412	0
2007	174	0	71	0	329	0
2008	101	0	45	0	104	0
2009	107	0	42	0	61	0
2010	99	136	27	0	54	0
2011	84	0	31	0	71	0
2012	76	0	28	0	67	100
2013	59	70	31	0	94	0
2014	68	48	31	0	86	0
2015	56	0	41	0	9	0

Source: Weldon Cooper Center at UVA & US Census Bureau

Demographic Data

Housing

Foreclosure Rates: October 2016



Data Source: Realtytrac.com

Foreclosure rates have dropped dramatically since 2010. In 2010, there were 810 families in Greene, Orange and Madison counties whose homes were lost to foreclosure. As of October, the number of foreclosures for 2016 in our service area was 204; of those, 149 were in Orange County. Orange County remains slightly higher than the state and national foreclosure rates.

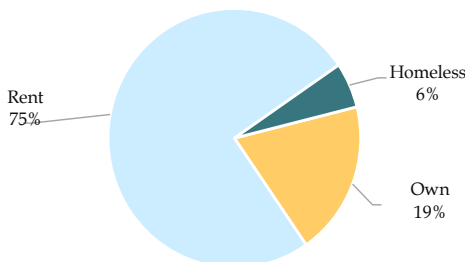
Homelessness

Per the 2010 US Census, 19% of the total population live in rural areas. The majority of Skyline's service area is rural. Rural areas have higher rates of "**unsheltered homeless**" because rural areas do not have the same networks of services and shelters as do the urban areas. Statistics show that 14% of homeless people live in rural areas. These numbers may not give an accurate account because rural homeless go unnoticed; people live in campers and other places not meant to be homes. Lack of visible homelessness contributes to lack of attention. Therefore resources are not allocated to rural areas.

According to the Department of Education (DoE), there is a 64% increase in students identified as homeless from 2007-2008 to 2013-2014. Families with children can not be on the streets, due to fear of being reported to Child Protective Services and children being separated from the families, therefore they live with other families; most are doubled up, even tripled up, with other households.

In Skyline's service area there are few options for homeless individuals and families. As Skyline is unable to provide emergency shelter, we refer people to other organizations in our community. Among those options are Barbara's House in Madison (status is unknown at this time), shelters in Charlottesville, Culpeper, and Harrisonburg, and various church organizations that are opening their facilities overnight. There is a great need for these services. The highest growing sub-class of homeless individuals is the chronic substance abusers. This may indicate a need for rehabilitative transitional housing in our service area.

Skyline CAP Families
by Housing Status



Source: Skyline Tracker 2016

Demographic Data

Education

Preschool and Early Learning

Illiteracy and the lack of formal education or technical skills training are two of the major contributors to poverty. **Education** is one of the most effective ways to alleviate poverty.

Recent research has shown that the period from birth through third grade is the most important period of learning in a child's life. Being able to read proficiently by third grade will set a child on a comfortable path to lifelong learning. In contrast, deficiencies will cause the child to struggle through later learning as it becomes increasingly based on reading text to learn and understand. ("Up until the end of third grade, most children are *learning to read*. Beginning in fourth grade, however, they are *reading to learn*," according to a study by the Annie E. Casey Foundation.)

Skyline's Head Start program addresses some of the need in our service area for early childhood education for low-income children in Greene and Madison counties. In Orange County the Head Start program is operated by the Orange County Public Schools. In addition, all three counties have private pre-school programs.

	GREENE	MADISON	ORANGE
<i>Childcare & Pre-School</i>	<p>There are six licensed childcare centers serving Greene County</p> <p>Haney-Ripley Inc.-Stanardsville Greene County Childcare Center – Ruckersville Skyline CAP Head Start Pre-School - Stanardsville Greene County Enrichment Program First Bible Baptist Pre-School</p>	<p>There are 3 licensed childcare facilities in Madison County.</p> <p>Skyline CAP Head Start Pre-School</p> <p>Madison Learning Center</p> <p>Good Hope Baptist Church Pre-School</p>	<p>There are 14 licensed childcare facilities in Orange County. (<i>below are a few</i>)</p> <p>Jupiter Learning Academy in Locust Grove Brightside Early Care and Learning Center in Orange Gordon Barbour Childcare Orange County Public School Child Care Center Dogwood Village daycare facility St. Thomas Episcopal Church Rainbow Childcare Center</p>

Beyond a child's start into the public school system, there are not many programs to address his or her learning needs until third grade. This is one reason our area is at such a disadvantage: there are so few opportunities for additional learning. Most of the organized programs for students after school or during summer begin with third graders and few are focused on developing academic skills. Therefore, there is no opportunity to provide them with additional tutelage prior to their third grade assessments. There have been some recent developments to address these needs with the recent opening of the Madison Learning Center and efforts by the Greene Youth Development Council to promote summer learning opportunities and a reading program at the school. A report by ACT Research & Policy identifies the following reasons why early learning is important:

- Learning takes time and must be spread out over multiple years.
- Learning is cumulative and therefore must build on itself.
- Students' interests develop at an early age. Therefore, if they are having difficulty learning, they are also having difficulty developing an interest in learning and/or a path of study.
- It is difficult for students to catch up in middle or high school if they have fallen behind in elementary school.

This final reason has been well documented by multiple sources. One study found that students who don't read proficiently by third grade are four times more likely to drop out of school without a diploma.

Demographic Data

Education

Graduation And Drop-out Rates

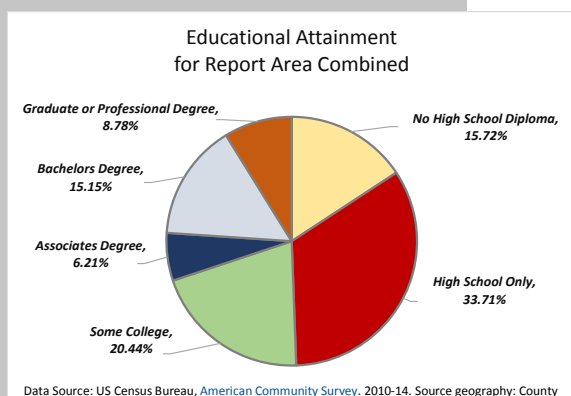
High School Graduation Rates					
		All Students		Economically Disadvantaged	
		2015	2016	2015	2016
Greene County					
Four Year On-Time Graduation Rate		95.3%	93.3%	87.7%	87.0%
Drop-Out Rate		2.8%	5.7%	8.8%	11.1%
Madison County					
Four Year On-Time Graduation Rate		95.2%	96.5%	93.5%	94.3%
Drop-Out Rate		2.7%	1.4%	2.2%	1.9%
Orange County					
Four Year On-Time Graduation Rate		90.7%	93.8%	88.6%	89.6%
Drop-Out Rate		3.1%	3.1%	3.5%	5.9%
Source: http://www.doe.virginia.gov/					

This table represents the drop-out and graduation rates for the three area high schools in Skyline's service area. The data reports the percentages for all students and economically disadvantaged students. Drop-out rates of the economically disadvantaged students are somewhat higher than for the whole student population. Addressing the drop-out rates and ensuring a complete high school education will lead to better employment opportunities and increase the likelihood that an individual will contribute to the local economy. Skyline's Project Discovery program for low-income students seeks to keep at-risk students in school and to show them options for their future. (*"Improving educational outcomes creates a wave of economic benefits that include boosting individual earnings, home and auto sales, job and economic growth, spending and investment, and tax revenue in the state."* Alliance for Excellent Education)

Demographic Data

Education

Educational Attainment



Economic changes have placed a premium on high-skilled labor. Therefore, post high school education is important to prepare young adults for high-tech professional jobs.

Post-high school education does not necessarily mean college. For those individuals not inclined for professional careers requiring college, post-secondary education opportunities, such as technical school or specific job skills training, can be advantageous in regards to becoming and remaining self-sufficient. Technical training provides solid employment opportunities after graduation and reduces the likelihood that a person will be working in a minimum wage position. Recent studies show that skilled tradesmen, such as electricians and plumbers, are in high demand and have an earning potential near \$50K annually.

Geographic Area	No High School Diploma	High School Only	Some College	Associates Degree	Bachelors Degree	Graduate or Professional Degree
Report Area	15.72%	33.71%	20.44%	6.21%	15.15%	8.78%
Greene County, VA	17.40%	32%	19.10%	7%	16.70%	7.80%
Madison County, VA	18.90%	34.80%	17.90%	5.20%	14.30%	8.80%
Orange County, VA	13.58%	34.20%	22.10%	6.10%	14.70%	9.30%
Virginia	12.11%	25%	20%	7.10%	20.70%	15%
United States	13.67%	28%	21.20%	7.90%	18.30%	11%

Data Source: US Census Bureau, [American Community Survey](#), 2010-14. Source geography: County

The chart above shows the educational attainment of Skyline's service area. The one below represents Skyline's clients. Over 80% of Skyline's clients only attained a high school education and nearly 30% did not complete high school. Lack of education and skills training impacts their ability to obtain meaningful employment. This confirms the research that lack of education impacts earnings, as 75% of our clients are earning 100% or below the poverty level and seeking services and assistance to achieve some sort of financial stability. This also means that more services to educate and train low-income individuals for better employment opportunities are needed.

Skyline CAP Clients: Education Level			
	Greene	Madison	Orange
0 to 8	5%	6%	14%
9 to 12	34%	20%	26%
High School Degree	52%	55%	47%
Some Post-Secondary Education	5%	9%	10%
2 to 4-Year College	3%	9%	3%
Unknown	0%	0%	0%

Source: Skyline CAP Tracker Data 2016

Demographic Data

The County Health Rankings is designed to help counties understand what influences the health of residents and how long they might live. The rankings are unique in their ability to measure the current overall health of nearly every county in all 50 states. They also look at a variety of measures that affect the future health of communities, such as high school graduation rates, access to healthy foods, rates of smoking, obesity, and teen births. Communities use the rankings to help identify issues and opportunities for local health improvement, as well as to garner support for initiatives among government agencies, healthcare providers, community organizations, business leaders, policy makers, and the public. These factors illustrate what we know when it comes to what is making people sick or healthy. This chart shows the 2016 comparisons of Skyline's three counties as they rank amongst Virginia's 134 counties.

In 2012 their rankings were Madison 57, Greene 24, and Orange 40. There has been only a slight change in Greene and Orange, but Madison has moved up in the rankings almost 20 spots. Two of the contributing factors of Madison's upward movement are increased access to fitness opportunities and a lower ratio in mental health providers. In 2012, there was only one mental health provider for every 13,200 persons; in 2016 there is one for every 4,390 people.

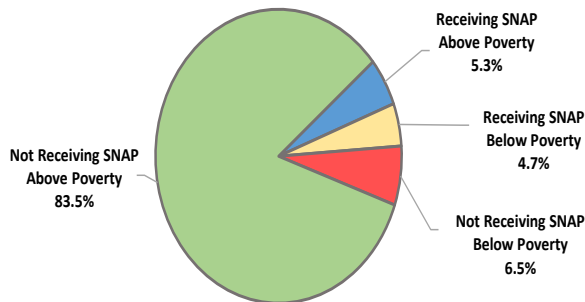
Health & Wellness

2016 County Health Rankings

	Madison	Rank	Greene	Rank	Orange	Rank
Health Outcomes		39		31		44
Length of Life		41		19		61
Premature death	6,500		5,500		7,600	
Quality of Life		43		40		30
Poor or fair health	15%		13%		14%	
Poor physical health days	3.5		3.3		3.2	
Poor mental health days	3.4		3.2		3.2	
Low birthweight	7%		8%		7%	
Health Factors		45		34		40
Health Behaviors		56		27		42
Adult smoking	18%		17%		17%	
Adult obesity	31%		27%		28%	
Food environment index	8.8		9.1		8.2	
Access to exercise opportunities	44%		73%		60%	
Excessive drinking	15		18		16%	
Alcohol-impaired driving deaths	30%		22%		30%	
Sexually transmitted infections	189		165		265	
Teen births	26		26		32	
Clinical Care		56		77		36
Uninsured	17%		17%		16%	
Primary care physicians	1,890:1		6,270:1		1,650:1	
Dentists	3,290:1		6,340:1		4,380:1	
Mental health providers	4,390:1		3,170:1		2,060:1	
Preventable hospital stays	47		38		45	
Diabetic screening	89%		87%		86%	
Mammography screening	64%		63%		63%	
Social & Economic Factors		36		24		43
High school graduation	93%		93%		89%	
Some college	51%		51%		56%	
Unemployment	4.00%		4.40%		5.20%	
Children in poverty	18%		14%		16%	
Income inequality	4.5		3.4		4	
Children in single-parent households	36%		22%		29%	
Violent crime	90		172		81	
Injury deaths	75		61		74	
Physical Environment		103		113		58
Air pollution - particulate matter	12.8		12.8		12.7	
Drinking water violations	Yes		Yes		No	
Severe housing problems	14%		11%		14%	
Driving alone to work	76%		81%		80%	
Long commute - driving alone	46%		51%		55%	
http://www.countyhealthrankings.org/app/virginia/2016/						

Demographic Data

Households Receiving SNAP
% by Poverty Level



Data Source: US Census Bureau, [American Community Survey](#), 2010-14. Source geography: County

Nutrition

In Skyline's service area 10% of the households received benefits under the Supplemental Nutrition Assistance Program (SNAP). This program assists income eligible households with purchasing nutritious food. A student from a family that is SNAP eligible is automatically eligible for free or reduced-price lunches. An additional 6.5% of the area's households were income eligible but did not participate.

Students at participating schools may purchase a meal through the National School Lunch Program. Students from families with incomes at or below 130% of the federal poverty level are eligible for free meals. Families with incomes between 130% and 185% of the federal poverty level are eligible for reduced-price meals. Participating schools may not charge more than 40 cents for reduced-price lunches.

Only 40% of school-aged children in Skyline's service area received free or reduced lunches even though 42% of school-age children were eligible to receive free and reduced-price lunches during the 2015-2016 school year.

Understanding the impact of poverty and hunger on a student's capacity to learn needs to be addressed. As teachers interact with the child daily and are in a position to be catalysts for assistance, teachers should be trained to recognize the warning signs and equipped to help the student and his or her family reach out for assistance.

Below is the percentage of high school students in each of the three counties that are eligible to receive reduced or free lunches. Although these students are eligible, many do not participate due to stigma and fear of embarrassment from peer pressure. This is unfortunate because those students needing assistance are probably already suffering from food insecurity at home.

High School Students

Eligible to Receive Free or Reduced Price Lunches

Orange	35.2%
Madison	30.7%
Greene	29.9%

Data Source: Virginia Department of Education

Demographic Data

Nutrition

According to Feeding America, an average of 10% of Virginia residents are “*food insecure*,” meaning they are without reliable access to a sufficient quantity of affordable, nutritious food. In a 2014 report from the Blue Ridge Area Food Bank, the following percentages represent food insecurity in our service area:

Greene	9.1%
Madison	10.3%
Orange	11.1%

Food banks help to reduce hunger. The Thomas Jefferson Area Branch of the Blue Ridge Food Bank, located in Charlottesville, serves our three-county area. There are several other organizations in the three counties that provide food pantries. Below are some of those providers:

	GREENE	MADISON	ORANGE
Area Food Pantries	<ul style="list-style-type: none"> GRACE (Greene Alliance of Church and Community Efforts) – emergency financial assistance and counseling and food pantry Blue Ridge Area Food Bank Feeding Greene – food pantry Thomas Jefferson Area Coalition for the Homeless (Charlottesville homeless support services) Blue Ridge Presbyterian Church – crisis assistance food pantry 	<ul style="list-style-type: none"> MESA (Madison Emergency Services Association) – financial assistance, food pantry, transitional housing units (Barbara’s House) Blue Ridge Area Food Bank Caring Friends Food pantry 	<ul style="list-style-type: none"> Food Pantry – food assistance Food Nutrition Program, Virginia Extension Office – dietary/ nutrition education and assistance Blue Ridge Area Food Bank Feed my Sheep – food pantry The Good Samaritan – food pantry Love Outreach – food pantry Shining Hands – mobile food pantry

According to The Blue Ridge Area Food Bank, their clients have to make tough choices, citing 64% choose between paying for housing or food, 72% choose between paying utilities or food, 68% choose between purchasing needed medication and food, and 67% choose between paying for transportation and food. Families are relying more heavily on food banks and food pantries to subsidize their meals. Food pantries are reporting a shortage of food to be distributed to needy families.

Demographic Data

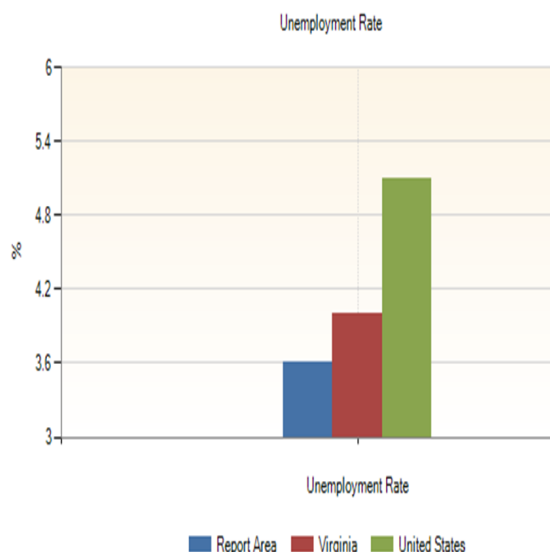
Economic Data

Employment

Below is a list of the top ten employers in each of the three counties of Skyline's service area. (The County School Board is one of the largest employers in all three.)

Top 10 Employers		
Greene County	Madison County	Orange County
Greene County School Board	Plow & Hearth, LLC	Orange County School Board
Wal-Mart	Madison County School Board	American Woodmark Corporation
County of Greene	Woodberry Forest School	Germanna Community College
Sunland Employee Leasing, LLC	County of Madison	Von Holtzbrinck Publishing
Lowe's Home Centers, Inc.	Autumn Corporation	County of Orange
Blue Ridge School	Madison Wood Preservers, Inc.	Battlefield Farms
Osen Hunter Group, LLC	Mountainview Nursing Home	Wal-Mart
Food Lion	Food Lion	Orange County Nursing Home
McDonald's	Skyline CAP	Zamma Corporation
Insurance Institute for Highway Safety	Madison County Wines	Food Lion

Source: Virginia Employment Commission



Data Source: US Department of Labor, [Bureau of Labor Statistics](#). 2016

Unemployment rates in our services area are below state and national levels, but unemployment statistics do not reflect the under-employed.

Labor that falls under the *underemployment* classification includes those workers who are highly skilled but working in low-paying jobs, workers who are highly skilled but working in low-skill jobs and part-time workers who would prefer to be full-time. Furthermore, unemployment rates do not consider those who have exhausted their benefits, given up and no longer seek employment. The unemployment rate for each county is as follows:

Madison: 3.2%

Greene : 3.3%

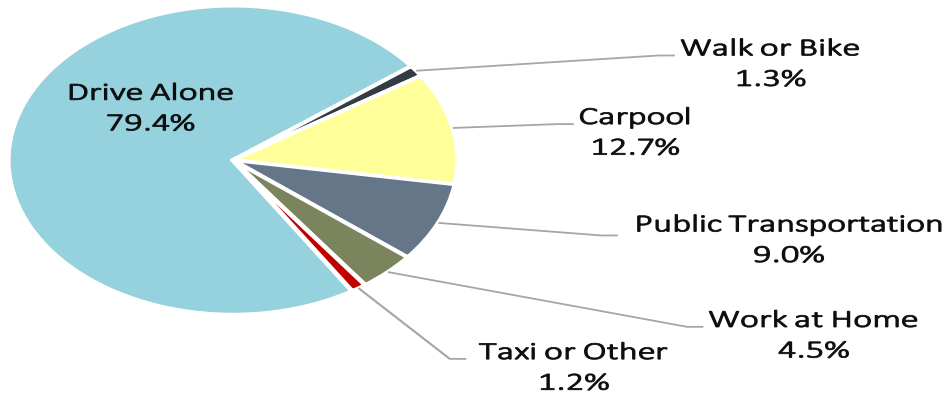
Orange: 4.2%

Stable, gainful, full-time employment is the most positive component for alleviating poverty. This is stating the obvious, but unemployment is not an easy problem to solve. The lack of opportunities, skills, qualifications and education is a huge hurdle to be overcome.

Demographic Data

Economic Data

Commuter Travel Patterns Skyline's Service Area



Data Source: US Census Bureau, American Community Survey, 2010-14. Source geography

Transportation options are a significant hurdle for residents in rural areas such as ours and client surveys conducted indicate it is still a concern. Public transportation options are severely limited and better suited for trips to the doctor than reliably traveling to and from work on a daily basis. Nearly 80% of the area's workforce commutes alone; and of the 80%, nearly 35% travel over 30 minutes to work. The median commute time for the report area is 34 minutes. Travel time is important because it impacts a person's free time. The more time spent traveling to and from work the less time an individual has for parenting, religious activities, educational pursuits, and community involvement. When these areas are limited, children suffer and the person's ability to develop social capital is impeded. Social capital is the network of relationships that one develops, trusts and relies on for assistance.

Although many companies are allowing employees to telecommute, this is not an option for many of the Skyline's area residents, due to the lack of internet access because of rural topography. This is a noted problem in Madison County. (Rural Madison, Inc., a local non-profit organization, has a committee addressing this issue.)

Demographic Data

Economic Data

Income

Average

Each
Individual

Median Income (\$)

	Per Household	Per Capita
Greene	63,739	28,727
Madison	51,641	26,096
Orange	63,538	28,856

Data Source: US Census Bureau, American Community Survey, 2010-14. Source geography: County

Sources of Income of Skyline Clients

Sources of Income	
Employment Only	37%
Employment Plus	12%
Unemployment	1%
No Source of Income	2%
TANF	2%
SSI	23%
Social Security	20%
Pension	3%
Other	8%
Source: Skyline CAP Tracker Data	
Note: Total will not equal 100% due to clients having multiple sources of income.	

Skyline served 602 unduplicated families in FY16. This chart indicates sources of income for those families.

Demographic Data

Financial Health

As defined by *investopedia.com* **financial health** is a term used to describe the state of one's personal *financial* situation. There are many dimensions to *financial health*, including the amount of savings you have, how much you are setting away for retirement and how much of your income you are spending on fixed or non-discretionary expenses.

Financial health is a reflection of both economic conditions and consumer literacy. There is an assumption that financial literacy increases with income, but consumers with high incomes can be just as unaware about financial issues as lower income consumers. In addition, families at all income levels are feeling the burden of debt and tight budgets. A report from the Center for American Progress states that 61 percent of Americans feel that their incomes is "falling behind the cost of living" while only 8 percent consider themselves to be "getting ahead" and 29 percent are "staying even." For those that are falling behind, their concerns are about basic needs such as housing, utilities, food and medical care, as well as being able to keep up with credit card payments.

One step in increasing financial health is savings and banking. Some people may take these two for granted, but lower income individuals are especially vulnerable to these concerns. The table below provides some basic data in this area.

Estimates of Household Wealth and Financial Access: 2016			
	Greene County	Madison County	Orange County
Asset Poverty	17.7%	17.6%	17.6%
Liquid Asset Poverty	30.4%	37.0%	34.5%
Unbanked	4.7%	4.6	4.6%
Underbanked	16.3	18.7	19.1

Source: 2016 Assets and Opportunity Local Data Center

One fifth of the population in each county is either unbanked or underbanked. The underbanked are those who have a checking or savings account but have also relied on non-bank money orders, check-cashing services, payday loans, rent-to-own agreements, pawn shops at least once or twice a year, or refund-anticipation loans at least once in the past five years.

This leaves them vulnerable to extensive fees for check cashing or money orders to pay bills, as well as finance charges for major purchases. The lack of assets, particularly liquid assets, means there is no savings to serve as a cushion in times of economic need. This applies to approximately half the households in all three counties, ranging from 48% in Greene County to 54% in Madison County.

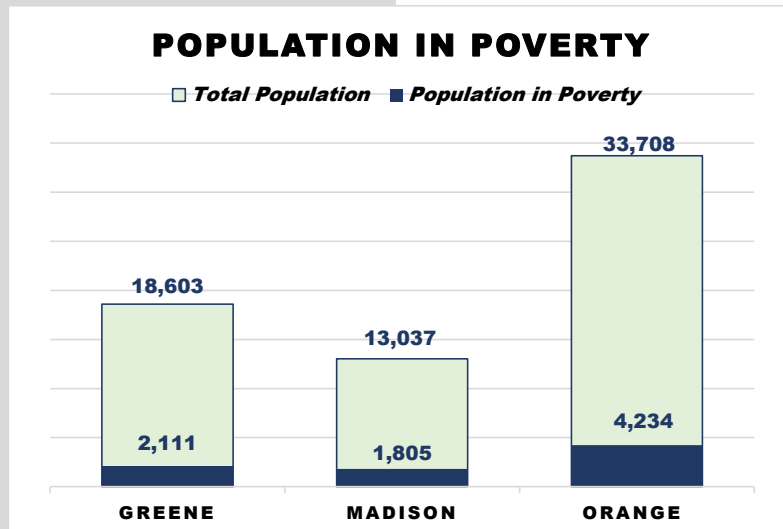
Those living in *poverty* are unable to meet their needs and therefore have nothing left to save. All money earned is used to just merely exist on a daily, weekly, monthly basis. Compounding the problem, if they are able to save and accumulate a cushion, they are then in danger of losing any assistance they are receiving. The incentive to save and plan ahead is lost.

Organization for Economic Co-Operation and Development. *Policy Brief*. "The Importance of Financial Education." July 2006. p. 4.

Center for American Progress. "50 Years After LBJ's War on Poverty." January 2014. P. 2

Demographic Data

Population in Poverty



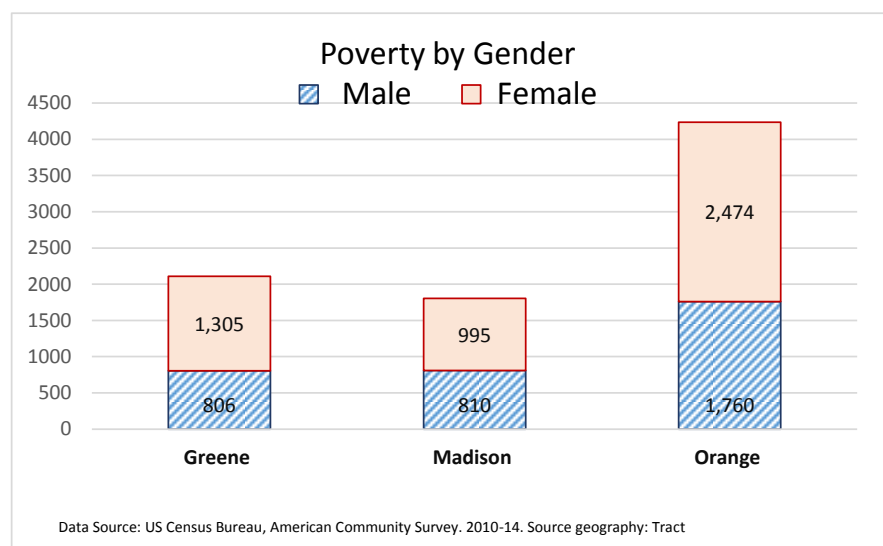
Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: Tract

The chart on the left provides the numbers of individuals in our service area living at or below poverty. This shows 10% of the people in Skyline's service area live in poverty.

Per the 2016 Poverty Guidelines, the poverty level for a household of two is \$16,020. As an example: a single mother with one child, earning minimum wage of \$7.25/hr., working 40 hours per week, 52 weeks per year, would earn \$15,080 annually. Her household lives in poverty. (See poverty guidelines, page 3.)

In our service area, poverty is more prevalent in the female population. Some of the causes are single un-wed mothers, lack of affordable childcare, cost of pregnancy, and even domestic abuse. The gender gap in wages earned may also contribute, as women have careers in lower paying sectors of business, like retail or domestic duties.

Poverty by Gender

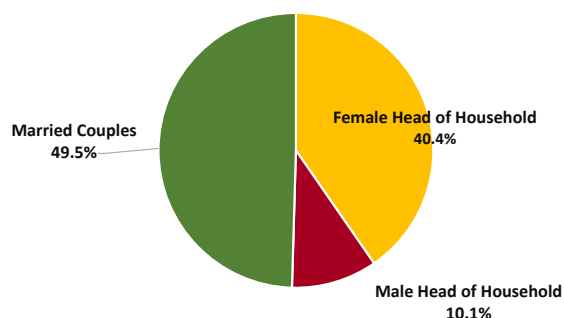


Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: Tract

Demographic Data

Skyline's Service Area—Poverty by Family Type

Skyline's Service Area Families in Poverty
by Family Type



Contrary to state and national figures of family types in poverty, where, typically, female heads of households are the highest family type in poverty, in our combined service area married couples account for nearly 50%.

Many studies suggest that marriage is a step out of poverty. According to the Center for American Progress, “26% of people in families with children and married parents fall below the 150 percent of Supplemental Poverty Measure (\$38,000 for a family of four), while 60% of people in families with children and a single parent do so.” This implies that marriage is the key, but it stands to

reason that two working adults are obviously going to earn more than one and likely more than the \$38,000 poverty threshold. Although dual incomes do provide more money, if the income level is not sufficient, couples still experience the hardship of making ends meet. In addition, families with children have added expenses, such as childcare.

There are statistics and research supporting marriage as a way out of poverty, but there also exists comparable data and arguments that marriage is not the “miracle cure.” As Jared Bernstein writes in his article, *The Limits of Marriage as a Path Out of Poverty*, “...One thing we do know is that mother-only families are more likely to be poor and that increased income, nutrition and quality learning have lasting, positive impacts on their children, especially when they’re very young. Investing in poor children, regardless of the marital status of their parents, is thus a more promising investment, both for their own families and for the broader society.”

Households	Poverty Rate All Types	Percent of Poverty Married Couples	Percent of Poverty Male Head of Household	Percent of Poverty Female Head of Household
Skyline's Service Area	8%	49.5%	10.1%	40.4%
Greene County, VA	5.7%	56.7%	16.6%	26.6%
Madison County, VA	10%	65.3%	7.1%	27.6%
Orange County, VA	8.5%	40.1%	9%	50.9%
Virginia	8.2%	33.2%	9.9%	56.9%

Data Source: US Census Bureau, [American Community Survey](#), 2011-15. Source geography: County

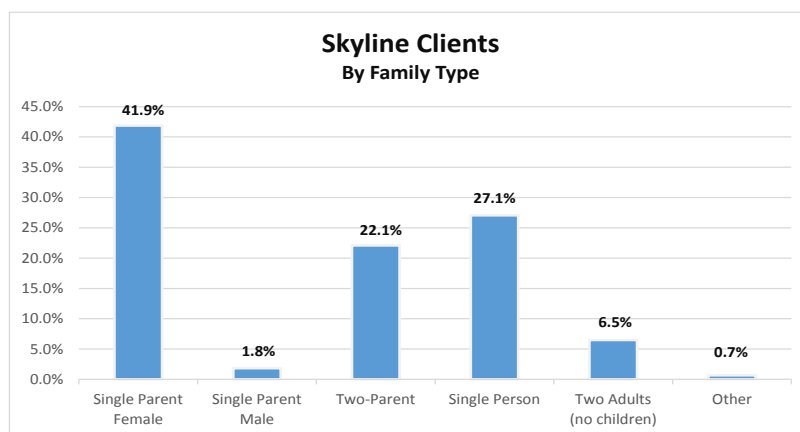
This chart represents households living in poverty in Skyline's service area. Individual county data has also been provided. Note that head of household is a filing status used by the IRS for tax purposes. To file as head of household, an individual must pay for more than half of the household expenses, be considered unmarried for the tax year, and have a qualifying child or dependent.

Orange County statistics are a closer reflection of state and national poverty data, which has more head of household female living in poverty. Both Greene and Madison counties have a higher concentration of married couples living at poverty levels. Marriage is not the “miracle cure” here.

Demographic Data

Skyline's higher percentage of female single parent households is directly related to our Head Start and Housing Choice Voucher programs. As mentioned previously, females make up a large percentage of the residents in poverty in our service area and the same follows with our client base, as 42% are single moms.

Skyline's Clients—Poverty by Family Type



Data Source: Skyline's Tracker, 2016

Poverty by Age

Seeing the percentages of married couples living in poverty and knowing that the senior population in our rural area is growing might lead one to assume that the largest age group in poverty would be those age 65 and older. This is not so. Working-age adults (the group between 18-64) are the largest percentage by age of persons living in poverty. Some of the reasons might be that young adults are graduating without marketable skills, there is a lack of employment opportunities due to the rural location, and there is a lack of public transportation to commute to urban areas for work.

One of the ways to address poverty in this age group might be better work force preparedness. This could be through vocational training in high schools or after graduation work study programs and apprenticeships. CATEC and Greene Votech are excellent examples, but young adults need to be guided to these resources. Carver Piedmont Agricultural Institute is a adult learning project underway by the Rappahannock-Rapidan Regional Commission, which serves the counties of Culpeper, Madison, Orange and others. There are other organizations trying to create opportunities for job preparation and work force skills, but funding and participation are still obstacles.

Persons Living in Poverty by Age Group			
	Ages 0-17	Ages 18 - 64	Ages 65 and Up
Report Area	39.7%	50.7%	9.6%
Greene County, VA	37.9%	55.7%	6.4%
Madison County, VA	35.3%	50.8%	13.9%
Orange County, VA	42.5%	48.2%	9.2%

Note: Report Area is the combined total of Greene, Madison and Orange; Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: Tract

Demographic Data

This visual aid represents the average monthly expenses for a family with children. Note that the median monthly income of \$2,636 is gross, before taxes.

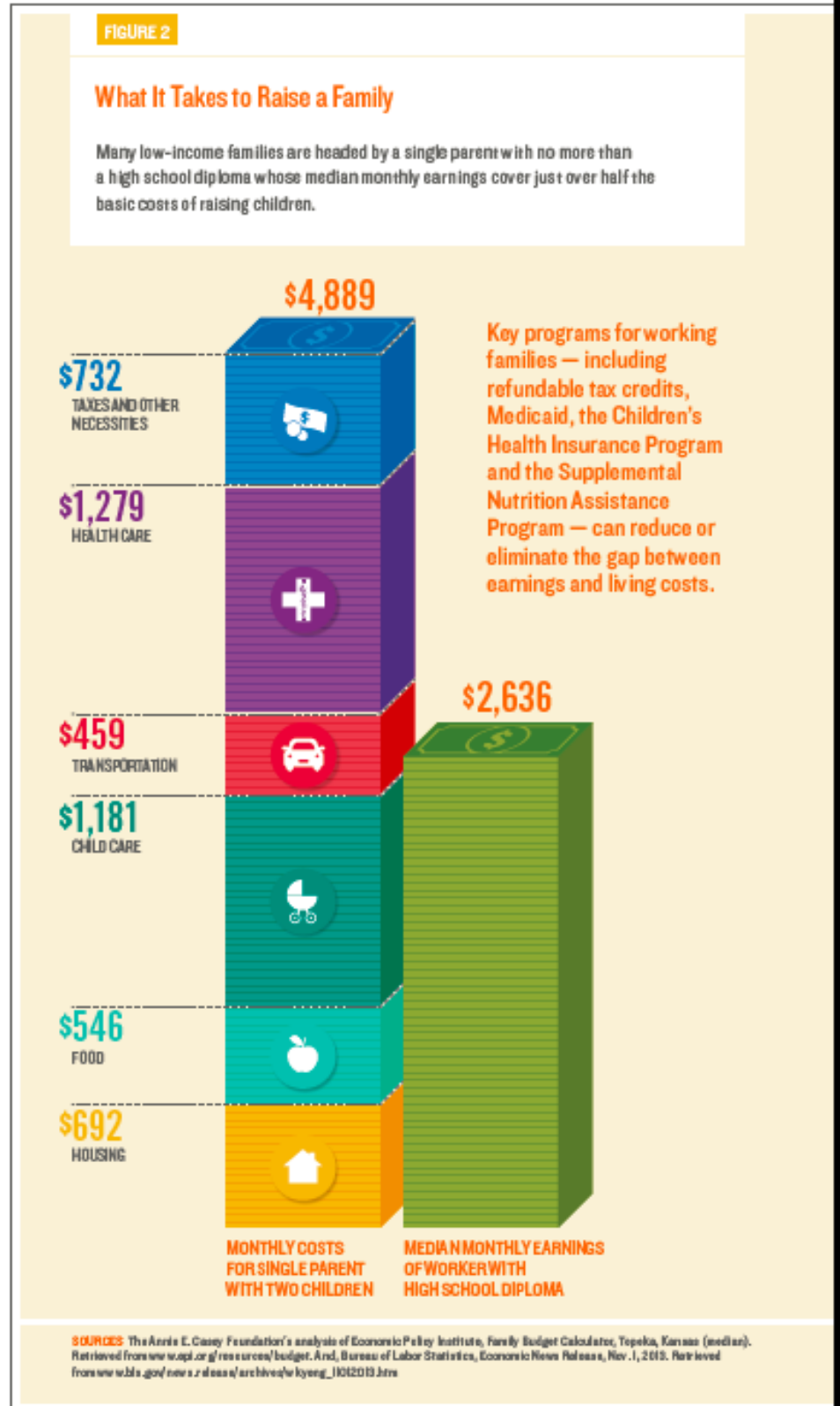
Viewing monthly expenses beside the monthly income, it is easy to see why so many households struggle to make ends meet.

Compounding the issue, low-income individuals are targeted by predatory loan makers (i.e. Payday loans, title loans, etc.) In an effort to avoid eviction, or even just meet basic needs, victims of predatory loans lose their only possessions.

Skyline's **Financial Skills Counseling and workshops** aim to make our clients knowledgeable about their finances and give them the tools to enable them to budget their money to avoid such pitfalls.

Economic Data

Graph from Annie E Casey foundation, 2014 publication.



Community Resources

Public Infrastructure

Lists not all Inclusive

	GREENE	MADISON	ORANGE
TRANSPORTATION	<p>Greene County Transit is operated by the local government and funded by the Virginia Department of Rail and Public Transportation. It has been in operation since 1976. It provides on-demand, door-to-door service for anyone in the county with a need for transportation. It provides access within all of Greene County and the City of Charlottesville. Rates are \$2.50 each way in-county and \$3.00 per stop to Charlottesville. It operates every day but Sunday. The Charlottesville Albemarle Airport (CHO) is located nearby in Albemarle County. It offers commercial passenger service with non-stop flights. (434) 985-5205 TRANSIT</p>	<p>Public transportation in Madison County is provided by the Rappahannock Rapidan Regional Commission through the Foothills Area Mobility System. It provides transportation between Culpeper, Madison, and Charlottesville on a scheduled route, stopping at the Food Lion and McDonalds in Madison. Fares are \$3 one way or \$5 round trip. The shuttle service operates on Tuesdays and Thursdays. www.famis.org (540) 829-5300</p>	<p>Local public transportation is provided by the Town of Orange Transit System (TOOT). The fare is only \$0.25 each way within the town or \$0.50 between Orange and Gordonsville. General aviation services are provided from both the Orange and Gordonsville airports. The Orange County Airport has a runway length of 3,400 feet with a parallel taxiway. It has an Automated Weather Observation System and a new terminal with 24-hour pilot access. The Gordonsville Municipal Airport is a fixed-base operator with full services. Rental and charter planes are available at each. (540) 672- TOOT</p>
EMERGENCY SERVICES & PUBLIC SAFETY	<p>The Greene County Rescue Squad is an all-volunteer organization; their Emergency Medical Technicians and Paramedics response to 911 calls throughout the county. The county is served by three volunteer fire departments located in Stanardsville, Ruckersville and Dyke. The Greene County Sheriff, Steven S. Smith, serves all of Greene County.</p> <p><i>All three counties have 24/7 E911</i></p>	<p>Madison County Emergency Medical Services is the career department providing emergency medical care seven days a week from 5:00 am to 6:00 pm by dialing 911. Madison County Rescue Squad is a volunteer service in the county. The 911 center consists of 10 full-time dispatchers. The Madison County Fire Company was established in 1937. The company has over 50 members and responds to over 350 calls a year. The Rapidan Volunteer Fire Department also serves the county. Madison County Sheriff Erik J. Weaver serves the entire county.</p> <p><i>Communication Centers, which dispatch all emergency responders.</i></p>	<p>Volunteer fire fighters work from five stations to provide protection in the county. Their stations include the towns of Orange and Gordonsville. Emergency service is provided by two volunteer rescue squads, as well as paid county staff. They have four locations in the county. Sheriff Mark A. Amos and the sheriff's department are also supported by local police in the towns of Orange and Gordonsville.</p>

Community Resources

Public Infrastructure — continued

	GREENE	MADISON	ORANGE
PARKS & RECREATION	<p>Greene County Community Parks and Recreation oversees operation of the county's one district park, Greene County Community Park. It includes 64 acres of county-owned land, which was purchased in 1996. It is located on Route 33 between Stanardsville and Ruckersville. It includes soccer fields, a playground, a disc golf course, nature trails, and a picnic shelter. The park is open from dawn to dusk.</p> <p>Greene and Madison Counties both enjoy property abutting the Shenandoah National Park and Rapidan Wildlife Management Area (10,327 acres with public accessibility.)</p>	<p>Hoover Ridge Park was purchased in 2002. The 182-acre facility includes fields for baseball, football, and soccer. There are walking/running trails, an outdoor amphitheater, a pond, and a site for the Madison County Farmer's Market. White Oak Canyon hiking trails are another valued asset for outdoor enthusiasts.</p>	<p>Orange County Parks and Recreation operates five facilities in the county and provides numerous organized activities. Barboursville Community Park in Barboursville offers a playground, picnic shelter, and other amenities. Booster Park, near Orange County Airport, is operated by the Orange Youth Sports Foundation for recreational league sports such as baseball, softball, football, and soccer.</p> <p>Dix Memorial Pool is the only swimming pool in the county. It is in Gordonsville.</p> <p>Locust Grove sand volleyball courts are located at Locust Grove Middle School. They are open for public use when school is not in session.</p> <p>Locust Grove Middle School tennis courts are open for public use when school is not in session. Within the Town of Orange, there are three parks: Taylor Park, Belleview Avenue Park, and Hazel Sedwick Park. They are all open to the public. Taylor Park may be reserved for private rental. The other two offer playground equipment and picnic tables.</p>
UTILITIES	<p>The water supply for the county is supplied by Rapidan Service Authority (RSA). It draws water from the Rapidan River. RSA also manages wastewater for the county. Electricity in the county is primarily provided by Rappahannock Electric Cooperative.</p>	<p>Electricity in the county is primarily provided by Rappahannock Electric Cooperative and Dominion Power. Madison County residents also use the services of RSA for water and sewer.</p>	<p>Electricity in the county is primarily provided by Rappahannock Electric Cooperative and Dominion Power. Orange County is one of three counties in the state that own and operate their own public works facility; they provide their own water and sewage treatment.</p>

Community Resources

Key Local Institutions

	GREENE	MADISON	ORANGE
LOCAL GOVERNMENT	<p>Greene County is governed by a five-member Board of Supervisors. They are elected to four-year terms by citizens from each of the county's electoral districts. County operations are overseen by the County Administrator and staff carrying out the plans of the Board of Supervisors. The Finance Director maintains the county's accounting system and financial records.</p> <p>The Town of Stanardsville is governed by a five-member Town Council, which works with the Board of Supervisors and Planning and Zoning Commissions to set policies.</p>	<p>Madison County is governed by a five-member Board of Supervisors. They are elected from the county at large and serve staggered four year terms. The county is managed by a county administrator.</p> <p>The Town of Madison has a separate government. It has a five member Town Council, which operates much the same as Stanardsville's Town Council.</p>	<p>Orange County is governed by three local governments. Orange County government is overseen by five members of the Board of Supervisors, who serve staggered four-year terms. They represent specific districts within the county. The county also has an administrator to implement the operations goals of the supervisors.</p> <p>The Town of Orange also has a Town Council. The Town Manager oversees the town operations.</p> <p>The Town of Gordonsville operates in a similar fashion with a five-member Town Council.</p>
PUBLIC SCHOOLS	<p>Greene County Public Schools include:</p> <ul style="list-style-type: none"> *Ruckersville Elementary School (K through 5th grades) *Nathanael Greene Elementary School (Pre K through 5th grades) *William Monroe Middle School (6th through 8th) *William Monroe High School (9th through 12th grades) <p>The school system also has a technical education program (Greene County Technical Center), which provides alternative technical training in areas such as automotive technology, building trades, child care, cosmetology, family and consumer services, food services, health and medical sciences, and horticulture.</p> <p>Skyline partners with the school system to provide Head Start services at Greene County Primary School.</p>	<p>Madison has four public schools.</p> <ul style="list-style-type: none"> *Madison County Primary School (Pre-K through 2nd grades) *Waverly Yowell Elementary School (3rd through 5th grades) *William H. Wetsel Middle School (6th through 8th grades) *Madison County High School (9th through 12th grades) <p>Skyline partners with MPS to offer two Head Start classrooms and with MCHS to offer Project Discovery.</p>	<p>Orange County Public Schools operates nine schools within the county:</p> <ul style="list-style-type: none"> *Gordon-Barbour Elementary School, Gordonsville: Grades K-5 *Lightfoot Elementary School, Unionville: Grades 3-5 *Locust Grove Primary School, Locust Grove: Grades K-2 *Locust Grove Elementary School, Locust Grove: Grades 3-5 *Orange Elementary School, Orange: Grades K-5 *Unionville Elementary School, Unionville: Grades K-2 *Locust Grove Middle School, Locust Grove: Grades 6-8 *Prospect Heights Middle School, Orange: Grades 6-8 *Orange County High School, Orange: Grades 9-12 <p>The public school system also operates the Head Start and Early Head Start programs. These classrooms are located in Unionville, Orange, Gordonsville, and Locust Grove.</p>

Community Resources

Key Local Institutions — continued

	GREENE	MADISON	ORANGE
HIGHER EDUCATION	<p>Greene County is part of the Piedmont Virginia Community College system and is fortunate to have a branch campus in Stanardsville. According to the PVCC Annual Report for 2013-2014, more than 300 students took classes at the Eugene Giuseppe Center in Stanardsville during the academic year, an increase of 118% over the previous year. The college is working to increase its offerings at the center.</p> <p>Residents of Greene County have convenient access to University of Virginia in Charlottesville via U.S. 29. Many students from the school reside in Greene County, where rents are more affordable. Piedmont Virginia Community College is also located in Charlottesville.</p>	<p>Madison County is part of the Germanna Community College system. The closest campuses are located in Culpeper and Locust Grove. During the 2012-2013 school year, 254 of the college's students were from Madison.</p> <p>Residents of Madison County also have convenient access to University of Virginia in Charlottesville via U.S. 29. Piedmont Virginia Community College in Charlottesville is also options for Madison County students.</p>	<p>Orange County is part of the Germanna Community College system. The closest campuses are located in Culpeper and Locust Grove. During the 2012-2013 school year, 616 of the college's students were from Orange.</p> <p>Orange County residents also have access to University of Virginia, and PVCC in Charlottesville. In eastern Orange County, there is convenient access to schools in Fredericksburg, such as University of Mary Washington, Strayer University, and Virginia Baptist College.</p>
SENIOR LIVING	<p>Grace Retirement Village is located on a 20-acre campus in Stanardsville. It offers skilled nursing, rehabilitation services, assisted living, and memory care services and is an independent senior retirement community.</p>	<p>There are two senior living facilities in Madison County. Autumn Care of Madison provides nursing and rehabilitation services. Mountain View Nursing Home is a 40-bed nursing care facility in Aroda. It has been in operation since 1962. Countryside II in Pratts and Meadowbrook in Reva are smaller nursing care facilities in Madison County.</p>	<p>There are three properties in Orange that provide elderly care and assisted living services. Dogwood Village in Orange provides the full spectrum of care from independent living to nursing facilities. Amerisist in Orange is an assisted living facility. The Village at Gordon House in Gordonsville is also an assisted living facility.</p>
PUBLIC HOUSING	No Public Housing is available in any of the three counties.		

Community Resources

Key Local Institutions — continued

	GREENE	MADISON	ORANGE
PRIVATE SCHOOLS	<p>There are two private schools in the county. Blue Ridge School is an all boy's school for grades nine through 12. It is on a campus of nearly 800 acres.</p> <p>United Christian Academy is a faith-based learning institution open to pre-K through 12th grade students.</p>	<p>There are two private religious schools in Madison County. The Oak Grove Mennonite School serves students in grades one through 11 with religious and academic instruction. Cornerstone Christian School of the Piedmont also offers religious and academic instruction serving preschool through fifth grade.</p> <p>The county is also home to Woodberry Forest School. It is a boarding school for boys in grade nine through 12. It was founded in 1889.</p>	<p>Grymes Memorial School is located in Orange. The school serves students in pre-kindergarten through eighth grade. It was founded in 1947.</p>
PRE-SCHOOL & DAYCARE FACILITIES	<p>Greene County Child Care Center is a non-profit child care facility that accepts children and infants. Haney-Ripley Inc. is a private care facility which accepts ages 2 and up. First Bible Baptist is a religious center and accepts children 2–5 years of age.</p> <p>Skyline CAP Head Start is a pre-school program offered to low-income eligible children ages 3 to 5. Head Start helps prepare children for kindergarten by helping them develop cognitively, socially, emotionally, and physically.</p> <p>Greene County and Ruckersville enrichment programs are offered to children ages 5–12.</p>	<p>Skyline CAP Head Start is a preschool program for income-eligible children in Madison. Head Start helps prepare children for kindergarten by helping them develop cognitively, socially, emotionally, and physically. Head Start accepts children ages 3–5.</p> <p>Good Hope Baptist Church Preschool is a religious exempt child day center in Radiant VA; accepting children age 2–5.</p> <p>Madison Learning Center is a licensed child day center. The center accepts children ages infant to 12.</p>	<p>Bright Side Early Care and Learning Center is open to infants, toddlers and preschoolers in the town of Orange. Jupiter Learning Academy, located in Locust Grove, provides high quality childcare and education; ages 1–12. Blessed Assurance Christian School is a preschool in rural Orange County which currently serves three, four and five year old children.</p> <p>Rainbow Child Care Center in Locust Grove accepts ages 0 to 12. Lake of the Woods Church Child Care Center in Locust Grove accepts children ages 2–12.</p> <p>Orange Presbyterian Church is a religious exempt child day center for ages 3–5. St. Thomas Episcopal Church is a religious exempt child day center for ages 2–5.</p> <p>Gordon Barbour Child Care Program, located in Gordonsville, accepts ages 4–12.</p> <p>Orange County Public Schools Child Care Center in Orange provides care for ages 0 to 6. The Dogwood Village of Orange County Child Care Center, a licensed child day center, accepts ages 0–12.</p>

Community Resources

Key Local Institutions — continued

	GREENE	MADISON	ORANGE
MEDICAL SERVICES	<p>The Greene Care Clinic of Greene County provides free and/or reduced cost services to low-income individuals in the county. There are also numerous doctors and dentists within the county, including those associated with Martha Jefferson Hospital and the University of Virginia. For higher levels of care, the University of Virginia is nearby in Charlottesville.</p>	<p>There are three medical offices in Madison County offering primary care services. Madison Primary Care is part of the University of Virginia medical system since the Culpeper hospital was recently purchased by UVA. More extensive medical services can be found at the hospital in Culpeper or Charlottesville. Madison Free Clinic also offers free or low-cost services to low-income individuals.</p>	<p>Orange County is fortunate to be served by numerous physicians and dentists. The Orange County Free Clinic and Piedmont Dental Clinic serve those with low incomes. There are also several nearby hospitals, including Culpeper Hospital, University of Virginia (Charlottesville), and Mary Washington Hospital (Fredericksburg).</p>
PUBLIC LIBRARY	<p>The Greene County Library is part of the Jefferson-Madison Regional Library system. It is located in Stanardsville. The library is open six days a week, closed only on Sunday. The library offers programs for kids, teens, and adults.</p>	<p>The Madison County Library is located in the town Madison. It offers computer access as well as books, videos, magazines, and books on tape. The library is open six days a week.</p>	<p>Orange County offers an extensive library system. The main branch is in the town of Orange. It offers a full range of materials as well as computer/internet access and programs for children and adults. There are also branches in Gordonsville and Locust Grove.</p>

Community Resources

Community Assets

	GREENE	MADISON	ORANGE
SOCIAL SERVICE PROVIDERS	<ul style="list-style-type: none"> Greene County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, Head Start and home repair GRACE—Greene Alliance of Church and Community Efforts – emergency financial assistance and counseling and food pantry Blue Ridge Area Food Bank Piedmont Housing Alliance (Charlottesville) – housing counseling and assistance AHIP – Albemarle Housing Improvement Program – home repair and assistance Habitat for Humanity – self-help homeownership program Greene Care Clinic – healthcare LEAP – energy-efficiency home repair programs Pregnancy Center of Central Virginia (Charlottesville or Orange) Feeding Greene – food pantry Thomas Jefferson Area Coalition for the Homeless (Charlottesville) homeless support services The Haven—housing shelter and assistance The Salvation Army – housing shelter and assistance VirginiaHousingSearch.com – housing locator service SHE – Shelter for Help in Emergency – domestic violence emergency shelter Love, Inc. – crisis assistance—rent/ utilities Central Virginia Legal Aid Society – legal aid Blue Ridge Presbyterian Church – crisis assistance food pantry 	<ul style="list-style-type: none"> Madison County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, pre-school and home repair Piedmont United Way – utility/rent assistance MESA (Madison Emergency Services Association) – financial assistance, food pantry, transitional housing units (Barbara’s House) CHASS—Culpeper Housing and Shelter Services – homeless shelter and rapid-rehousing services Madison County Free Clinic – healthcare services Piedmont Dental Clinic – dental services Madison County Literacy Council – adult GED programs and employment skills Aging Together – referrals and resources for seniors Blue Ridge Area Food Bank Boys & Girls Club – programs for children and youth Hospice of the Rapidan Rapidan Better Housing – home repair services SAFE (Services to Abused Families) – domestic violence prevention and shelter Foothills Housing Network – housing assistance VirginiaHousingSearch.com – housing locator service Caring Friends Food pantry LAWS—Legal Aid Works VEC – Virginia Employment Commission—Workforce Center Virginia Dept. of Rehabilitative Services—employment assistance for disabled 	<ul style="list-style-type: none"> Orange County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, pre-school and home repair Piedmont United Way – utility/rent assistance CHASS—Culpeper Housing and Shelter Services – homeless shelter, prevention and rapid-rehousing services Orange County Free Clinic – healthcare services Piedmont Dental Clinic – dental services Orange County Literacy Council – adult GED programs and employment skills Aging Together – referrals and resources for seniors Blue Ridge Area Food Bank – food bank Boys & Girls Club – programs for children and youth Hospice of the Rapidan Orange County Habitat for Humanity – self-help homeownership program Rapidan Better Housing – home repair services SAFE (Services to Abused Families) – domestic violence prevention and shelter Feed My Sheep—food pantry The Good Samaritan – food pantry Love Outreach—food pantry Shining Hands—mobile food pantry RRCSB – Rappahannock Rapidan Community Services Board – mental health services Head Start – preschool education Health Department – medical services

Community Resources

Community Assets — continued

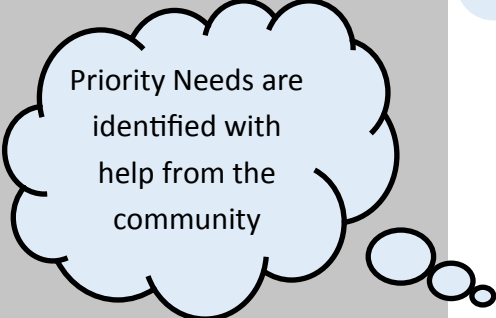
	GREENE	MADISON	ORANGE
SOCIAL SERVICE PROVIDERS Continued	<ul style="list-style-type: none"> Greene County Technical Education Center – adult education VEC – Virginia Employment Commission – workforce center Virginia Dept. of Rehabilitative Services – employment assistance for disabled 211 Virginia – state service directory Region Ten – mental health medical 	<ul style="list-style-type: none"> Pregnancy Center of Central Virginia (Orange or Culpeper) – pregnancy services 211 Virginia – state service directory RRCBSB – Rappahannock Rapidan Community Services Board – mental health services 	<ul style="list-style-type: none"> Pregnancy Center of Central Virginia – pregnancy services Healthy Families – family support services Food Pantry – food assistance Food Nutrition Program, Virginia Extension Office – dietary/nutrition education and assistance Paul Stefan Home for Expectant Mothers – pregnancy support LAWS – Legal Aid Works VEC – Virginia Employment Commission – workforce center Virginia Dept. of Rehabilitative Services – employment assistance for disabled 211 Virginia – state service directory
SENIOR CENTERS	<p>The Jefferson Area Board on Aging, which serves the Charlottesville region, provides senior services to Greene County, including operating the local senior center. The center is located next to the county library. Through the center, seniors can receive free health screenings. They also provide lunch once a week, as well as other activities.</p>	<p>The senior center in Madison County is operated by the Rappahannock Rapidan Community Services Board's Aging Services program. It is for individuals 60 and over. It is located in the town of Madison. There is no fee to attend, although a contribution towards the cost of lunch is requested. The senior center provides activities, crafts, exercise, and informational programs. Transportation is provided.</p>	<p>The senior center in Orange County is operated by the Rappahannock Rapidan Community Services Board's Aging Services program. It is for individuals 60 and over. It is located at 13010 Old Gordonsville Road in Orange. There is no fee to attend, although a contribution towards the cost of lunch is requested. The senior center provides activities, crafts, exercise, and informational programs. Transportation is provided.</p>

Community Resources

Community Assets — continued

	GREENE	MADISON	ORANGE
CIVIC ORGANIZATIONS	<ul style="list-style-type: none"> • Greene County Chamber of Commerce • American Legion Post 128 • Greene County Ruritan Club • Greene County Lions Club • Greene Education Foundation • Greene County Historical Society • Public Safety Foundation of Greene County • Youth Development Council of Greene County – youth programs • Greene County 4-H - youth programs • Madison-Greene Humane Society • Greene Cloverleafs Clogging • Rippin Run Garden Club • Tuesday's Table • Girl Scouts • Boy Scouts • Four County Players • Civil War Reenactors • Greene County Triad • Women's Club of Greene • Stanardsville Area Revitalization 	<ul style="list-style-type: none"> • Madison County Chamber of Commerce • Madison County Education Foundation • Madison County Lions Club • Rochelle Ruritan Club • American Legion Post 157 • Woman's Club of Madison County • Madison County Scholarship Pageant • Madison County 4-H - youth programs • Blue Ridge Cruisers – Car and Truck Club • Burnt Tree Grange • Madison Garden Club • George James Masonic Lodge • Linn Banks Masonic Lodge • Retired Teachers Assoc. • Woman's Club of Madison • Brightwood Ruritan • Wolftown Ruritan 	<ul style="list-style-type: none"> • American Legion Post 156 • Friends of Wilderness Battlefield • Lake of the Woods Association • Lioness Club, Lake of the Woods • Lions Club, Gordonsville • Lions Club, Lake of the Woods • Lions Club, Orange • Masonic Lodge #112, Barboursville • Masonic Lodge #228, Gordonsville • Masonic Lodge #138, Orange • Orange County Chamber of Commerce • Orange County Historical Society • Orange Youth Sports Foundation • Orange County Rotary Club • Orange Downtown Alliance • Ruritan Club, Barboursville • Ruritan Club, East Orange • Veterans of Foreign Wars Post 2217 • Veterans of Foreign Wars Post 7638 • Orange County 4-H - youth programs • Boy Scouts • Girl Scouts • The Art Center of Orange

Identifying Community Needs and Results



Priority Needs are
identified with
help from the
community

Next:

Process

Surveys and Results

Top Community Needs Identified

Addressing Community Needs

Process

In order to produce a report that is relevant to our community, its Board, funders and other stakeholders, Skyline determined that the needs assessment should provide a good snapshot of where we live, who we are and what is important to us. We believe we have done this using a wide variety of data sources, up-to-date statistical data from the U.S. Census, Bureau of Labor Statistics, and other similar sources; we used information gathered from other needs assessments done within our service area and a year's worth of surveys with responses from the community, meetings with other non-profits, and client customer satisfaction responses. The result is an unscientific, qualitative and quantitative analysis of the needs in our community.

Following are the tools we used and the results of the surveys and other information gathered .

Identifying Community Needs and Results

Community Survey



Community Needs Assessment

2017

Purpose

Skyline CAP, Inc. is a Community Action Agency established in 1990 to serve Madison, Orange, and Greene counties. Our mission is to give a hand up to those in need through actions promoting self-sufficiency. We focus on Family and Community services through education and housing stability. The Community Needs Assessment is conducted annually to guide the agency in its mission by determining where there are unmet needs in the community that could be blocking the path to self-sufficiency for those living in poverty. We've seen over the years that our assessments, while not scientific, helps to present a good overview of what communities need to create a healthier and more productive place to reside for all of its citizens.

Community Needs Information: Please provide your response on the following needs and services within your community.

1= Statement is true and services are sufficient / 2=moderate need / 3=needed most in the community. If the issue is impacting you or someone you know, check that box also. Thanks!

	1- looks good/ services are sufficient	2-Moderate need	3-Needed most	Impacts you or someone you know
EDUCATION				
Supportive/college prep or other career development programs for youth (High School)				
Opportunities for adult education/work skills development				
More affordable options for daycare and preschool				

	1- Needs are low/ services are sufficient	2-Moderate need	3-Needed most	Impacts you or someone you know
HOUSING				
Quality, affordable housing to rent				
Quality affordable homes to buy for all residents				
Crisis intervention for unexpected bills (Emergency Assistance)				
Basic home repairs to improve accessibility and safety				
Handicap and accessible housing repairs to help individuals remain in their home, especially seniors				
Temporary emergency housing/homeless shelter				
Education about purchasing a home				
Budgeting for household				
Foreclosure prevention counseling- working with a Mortgage Company to remain in the home, etc.				

	1-Needs are low/not much need for this	2-Moderate need	3-Needed most	Impacts you or someone you know
Basic Money Management and Education				
More knowledge of how to address credit issues				
Resources for help with budgeting, managing checking/savings accounts etc.,				
Free Tax preparation and earned income tax credit information				

	1-Needs are met/ services are sufficient	2-Moderate need	3-Needed most	Impacts you or someone you know
EMPLOYMENT				
Employer Apprenticeship programs or other on-the-job learning opportunities to increase wages				
Resources to help with resume writing/applications/interviewing basics				
Economic Development to create jobs				
Employment opportunities for lower skilled workers				
Options for reliable transportation to work				

Identifying Community Needs and Results

Community Survey



Community Needs Assessment

2017

Evaluation of Skyline CAP's Existing Programs: Skyline CAP offers the following programs and services to local residents. Please rate how important these programs are to our community.

Program	Unnecessary	Important	Extremely Important
<u>Housing Choice Voucher (Rental Assistance)</u> - Federal housing program that provides long-term assistance to eligible low income individuals or families who can't otherwise afford to pay all of their monthly rent. Giving families a means to save and get ahead and requires landlords to maintain safe and affordable housing according to strict HUD standards.			
<u>Housing Stability</u> - Works with clients to promote stable housing and prevent homelessness for owners and renters facing eviction or foreclosure with limited financial assistance paired with ongoing budget counseling, service referrals, and follow-up counseling.			
<u>Foreclosure Prevention Counseling</u> - Counselors serve as mediator between homeowners and their lenders to arrange for mortgage modifications or payment changes in order to prevent foreclosure.			
<u>Homebuyer Preparedness</u> - Counselors educate clients about the basics of purchasing a home, help them evaluate their financial readiness, and refer them to additional resources when they are prepared to purchase a home.			
<u>Financial Skills Education</u> - In both group workshops and one-on-one sessions, counselors help individuals and families develop financial goals and a spending plan to help them achieve those goals.			
<u>Renter Skills Training</u> - In both group workshops and one-on-one sessions, counselors provide renters with the basic skills and knowledge they need to be responsible renters.			
<u>Home Repair</u> - Provides basic home repair services to meet health and safety needs of owners including accessibility features, electric, and plumbing.			
<u>Affordable Rental Housing</u> - Provides affordable rental property for seniors and other income eligible tenants.			
<u>Head Start</u> - A free preschool program for 3 and 4-year old's from income-eligible families that focuses on preparing children for kindergarten and providing services to their families to improve their capacity to be self-reliant.			
<u>Project Discovery</u> - for 9-12 graders at MCHS who would be the first in their family to go to college. Program encourages students to continue education after high school with workshops about financial aid, career choices, study skills, self- esteem and trips to college campuses.			

Other Comments or Suggestions:

On this page survey respondents were asked to evaluate the need for programs that Skyline offers now; and also give any comments or suggestions they may like to share. Results showed that respondents felt that all of Skyline's current programs were important or extremely important. All programs rated 85% or more. Head Start was the highest scoring program, with Affordable Rental Housing the second most important. Renter Skills and Foreclosure Prevention rated the least with 87%; this makes sense when considering a home owner probably does not need renter skills training nor does a renter need foreclosure prevention assistance.

Identifying Community Needs and Results

Community Survey



Community Needs Assessment

2017

Help us know more about you. Please complete the survey below.

Demographic Information

1. Please indicate the county which you live and/or work:

Greene	<input type="checkbox"/>	<input type="checkbox"/>
Madison	<input type="checkbox"/>	<input type="checkbox"/>
Orange	<input type="checkbox"/>	<input type="checkbox"/>

Another County: _____

2. What is your approximate household income (all sources)?

Below \$25,000	<input type="checkbox"/>
\$25,000 - \$59,999	<input type="checkbox"/>
\$60,000 - \$99,999	<input type="checkbox"/>
\$100,000+	<input type="checkbox"/>

3. What is your total household size?

1	<input type="checkbox"/>
2-4	<input type="checkbox"/>
5-6	<input type="checkbox"/>
7+	<input type="checkbox"/>

4. Are you a:

homeowner	<input type="checkbox"/>
renter	<input type="checkbox"/>
live with someone else	<input type="checkbox"/>

5. Are you:

Employed full-time	<input type="checkbox"/>
Employed part-time	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>
Stay at home parent	<input type="checkbox"/>
Disabled	<input type="checkbox"/>
Retired	<input type="checkbox"/>
Self-Employed	<input type="checkbox"/>
Employed-two or more jobs	<input type="checkbox"/>

Occupation: _____

This page allowed us to delve deeper into the compiled demographic data about the survey respondents and value input as it is pertinent to them.

Someone who rents their home probably is not interested in foreclosure prevention counseling but would benefit from renter skills workshops.

As with household income, those earning over \$100,000 feel that job skills are the most important need. Someone earning less than \$25,000 is more concerned with basic needs, shelter and food, as he or she is just barely getting by.

Thanks for your feedback! www.skylinecap.org Cassie Carter 540-948-2237 X130



Identifying Community Needs and Results

RESULTS: Community SurveyNeeds in the Community

In the agency's annual community survey, we asked respondents about 20 specific areas of concern related to **education, housing, money management, and employment**. These surveys were made available online and in paper form. The majority of the surveys were completed on paper and then entered into the database for analysis.

Individuals were asked to identify both their residence and place of employment and we sought responses from people who either live or work in our community. The responses also include a small portion of people who live or work outside of our three-county service area because of the amount of time people spend in the community where they are employed and the fact that many of these responses came from individuals employed in the social services field, we believe they offer valuable insight into the area.

There was also a separate category for income. Our analysis will also consider those households who identified themselves as earning \$25,000 per year or less. Understanding the needs and wants of our clients allows us to meet them where they are at this point.

In the survey, respondents were asked to rank each of the 20 categories on a scale of 1 to 3, with 1 indicating services are sufficient and needs are met and categories 2 and 3 needed most. Also survey participants were given the opportunity to indicate whether a need impacted them or someone they knew. (See Community Needs Assessment Survey, previous three pages.)

Within each income bracket the priority need was different. Those earning \$25,000 or less ranked affordable childcare as the highest priority. Housing was most needed in the \$25,001 – \$59,999 bracket; and those earning \$60,000 and above felt that opportunities for better jobs was most important. At each level of income, an individual's needs change.

Based on surveys, all income levels see the need for **education , affordable housing , sustainable employment** and **basic money management** as means towards self-sufficiency.

This chart represents a combined ranking from all survey respondents and a **priority** ranking in each category. These are the immediate concerns – *the needs of our community*.

1	Employment	77.00%
	1 Employment opportunities for lower skilled workers	
	2 Economic Development to create jobs	
	3 Employer Apprenticeship programs or other on-the-job learning opportunities to increase wages	
	Resources to help with resume writing/applications/interviewing basics	
	Options for reliable transportation to work	
2	Housing	73.40%
	1 Quality, affordable housing to rent	
	2 Quality affordable homes to buy for all residents	
	3 Crisis intervention for unexpected bills (Emergency Assistance)	
	Basic home repairs to improve accessibility and safety	
	Handicap and accessible housing repairs to help individuals remain in their home, especially seniors	
	Temporary emergency housing/homeless shelter	
	Education about purchasing a home	
	Budgeting for household	
	Foreclosure prevention counseling- working with a Mortgage Company to remain in the home, etc.	
3	Education	70.40%
	1 More affordable options for daycare and preschool	
	2 Opportunities for adult education/work skills development	
	3 Supportive/college prep or other career development programs for youth (High School)	
4	Basic Money Management and Education	68.80%
	1 More knowledge of how to address credit issues	
	2 Resources for help with budgeting, managing checking/savings accounts etc.,	
	3 Free Tax preparation and earned income tax credit information	

Top Community Needs Identified

Surveys Say: Employment #1

As in previous years, employment concerns ranked as a highest need. All respondents expressed that opportunities for employment or better employment is extremely important to them. Survey results were consistent: more employment opportunities for lower skilled workers are needed. In addition, apprenticeships or on-the-job training opportunities are needed so that workers will be more educated and skilled and have a better chance of landing meaningful employment. Coordinated vocational training in high school could prepare students for futures in skilled trades. Studies show that the numbers of skilled tradesmen are in decline, but the field is in demand.

Economic development in communities is needed to create more jobs for individuals, both novice and skilled workers. Given that most of Skyline's service area is rural, there are few opportunities for employment and most individuals are commuting to Charlottesville, Culpeper, Fredericksburg and even Northern Virginia in order to earn a living wage. This brings us to our next need: over 35% in each earnings category expressed need for reliable transportation. This is a barrier to achieving meaningful employment. There are some forms of public transportation options, but they are not a reliable option to support a daily commute to and from work.

Another barrier to employment is affordable childcare options. All three counties boast day care facilities; however, respondents believe the costs are prohibitive, especially when there are two or three children in the household.

Skyline cannot address employment issues directly, but there are resources available to assist job seekers. We are able to refer clients to other providers for assistance. The Literacy Council in all three counties offers GED programs. Virginia Employment Commission Work Force Development also has programs aimed at assisting individuals find meaningful careers. In addition, The Department of Social Services VIEW program is another available resource for job seekers. There are no clear cut methods, but assistance is available. It is a matter of pairing individuals with the right resource to move them onto the path of employment and self-sufficiency.

Individuals who have full-time, stable employment with meaningful wages will require less assistance stabilizing their life.

Top Community Needs Identified

Surveys Say: Safe, Affordable Housing #2

Safe and affordable housing continues to rank as most needed in our service area, for both low income respondents and moderate to higher income earners. Over 50% of all the survey respondents rated quality, affordable rental housing as a highest need. Not only are respondents concerned with renting, there is also a need for affordable homes to purchase. Low-income and moderate income earners rated affordable homes to buy as a most important need in our survey. Higher wage earners rated it as important.

Whether it be to purchase or rent, all respondents agree that **more safe, affordable** housing is extremely important.

A 1996 study by the University of Wisconsin attempted to evaluate the impact of **homeownership** on high school completion. The study found that homeownership led to students being more likely to finish high school. The effects of homeownership were most profound for low-income households. Reasons behind this effect included stability and neighborhood quality.

As noted by the Fair Market Rents in Skyline's service area, **affordability** is a major concern for families of all income levels. According to the US Census data, 60% of Virginia households with incomes below \$20,000 per year spend more than half their income on rent alone. Skyline administers the Housing Choice Voucher program for this area. Housing Choice Voucher, formerly Section 8, is a program to subsidize rents for income-qualified individuals. The Housing Choice Voucher (HCV) program provides decent, affordable housing to very low to low income individuals and families, including people with disabilities and senior citizens. Vouchers are distributed through VHDA in partnership with Skyline CAP, this area's local housing agency partner. Vouchers allow qualifying prospective tenants to select from a wider range of housing options, as opposed to being limited to designated housing projects. Tenants pay the landlord a percentage of their monthly income towards the rent, with the voucher subsidizing the remainder. Unfortunately, there is a lack of rental units available to fill the need of affordable housing for our clients. In addition, HCV funds are limited, and there is a waiting list of clients in need of subsidized housing.

Emergency Assistance was also deemed a concern in Skyline's Service area. Many charitable organizations, area churches and emergency programs are addressing issues of unexpected and emergency expenses. Although we recognize that there is legitimate need for emergency financial assistance, Skyline no longer offers an emergency assistance program. Skyline's focus has changed to emergency home repair for low-income families and seniors and individuals with disabilities.

Although basic **home repairs** to improve accessibility and safety for persons with disabilities and seniors were less of a priority to respondents, survey results still showed a high need for these services, especially with the trend toward seniors aging in place. Home repairs and preventive maintenance should be addressed. Since there is limited housing stock, what is available needs to be preserved. Emergency repairs and accessibility programs provide wheel chair ramps, roof repairs, shower installations and other necessary home improvements that allow seniors and individuals with disabilities to remain in their homes safely and self reliant. Skyline provides home repair services and also partners with other non-profit agencies to address this need.

In an effort to stabilize individuals and families, all areas of housing should be a focus. Once in a safe affordable home, an individual can turn his or her efforts to gaining more education and then better job. Housing Counseling services work with clients to promote stable housing and prevent homelessness for owners facing foreclosure or renters facing eviction.

Top Community Needs Identified

Surveys Say: Education #3

Through **education**, individuals have the opportunity to better their income. Respondents recognize this as indicated in community meetings and surveys.

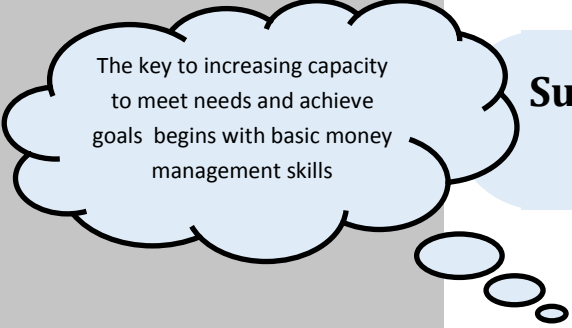
Affordable daycare, after school care and preschool options ranked high in need within all income levels that completed the survey. The lack of quality providers, compounded by the expense, often makes holding onto full-time employment a non-option for many low-income parents. To further understand the need for affordable child care, we contacted area daycare providers. The average rate charged for a child 16 to 24 months old was \$185/week. Given that an individual earning minimum wage likely only nets just over \$200 per week, this is not affordable to a low-income individual. 48% of all survey respondents identified “affordable” childcare and preschool options as an extreme need. The cost for daycare for a two-year old is \$165 per week. Infants and toddlers range \$190–\$225 per week. An individual earning minimum wage (\$7.25 per hour) would likely have net pay around \$217.50 per week. If he or she pays childcare for an infant at \$225, it would cost him or her money to work. It is easy to see why many low-income parents chose not to work. Not working is a more feasible option when one starts out defeated. There are limited subsidies and scholarships offered by Social Services (reporting 4-5 in most cases) and a few other organizations, but there is only a limited number available and they are income based.

Compounding the problem, low-income individuals are more likely to have jobs with changing schedules that make daycare impossible. In addition, those jobs typically do not have sick or personal leave benefits, creating a loss of income when the individual is away from work and a strain on financial security. Skyline administers the Head Start program in our area, and services are free to families that qualify. Head Start programs are open to children ages 3 to 5 years. Curriculum is aimed at preparing children to enter kindergarten both educationally and socially ready.

All respondents felt strongly that more adult education/skills training services were needed. Apprenticeship programs from local employers was noted on surveys. More median income levels respondents felt most strongly about college prep programs. Skyline CAP’s Project Discovery seeks to educate low-income students about their options for college or the workforce. Project Discovery participants are given alternatives and learn that there are ways to afford college. College is an option if they want it.

Studies have shown that **dual efforts (bundling)** have a more lasting long-term impact on the lives of low-income clients and families. Therefore the need for dual, coordinated efforts (Head Start for child; college/advanced, vocational skills for parents) are needed. The bundling of programs enables and empowers the family. A single parent gains valuable skills, increasing earning potential, and the child gains learning skills preparing them for successful K-12 education and possibly college.

Top Community Needs Identified



The key to increasing capacity to meet needs and achieve goals begins with basic money management skills

Surveys Say: Money Management & Financial Skills Education #4

Money Management & Financial Skills Education ranked as 4th most needed in our survey. Experience shows us that basic budgeting, credit issues, and money skills are invaluable to someone trying to get ahead. Basic Money skills was a priority program for all respondents, but higher wage earners ranked money management nearly 15% higher than the under \$25K income bracket. Learning to address credit and budgeting, managing checking/saving accounts was the most needed in this category. So there is definitely a need for the skills within our service area. As part of our housing counseling efforts, basic money management workshops are offered to our clients. Bundling these services helps our clients to understand their financial situation and plan to better their future. Self-improvement programs are helpful and increase the awareness of the pitfalls of poor credit. Our programs also inform clients about predatory loan practices (i.e. Payday loans, car title loans, etc.) and help them avoid making a bad situation worse.

Other social service providers understand the importance of financial skills, as do wage earners making more than \$25K per year. Financial skills training is a great benefit. It can also be one of the first steps to leading low-income earners out of poverty. Since low-income individuals are more concerned with surviving day to day, they view this as less of a necessity.

Addressing Top Community Needs

Employment, Housing, Education, Money Management

All of the information gathered during the course of this community assessment process and presented in this report has led to the conclusion that poverty prevention and alleviation requires accessibility to education, personal empowerment and stabilization. This requires the full scope of resources available within the community. Based on the information collected, Skyline CAP has identified the following areas of need:

Employment

Sustainable employment is at the heart of any pathway out of poverty. The lack of **employment opportunities** that provide a living wage is an issue that respondents thought should be addressed by the community rather than the individual. Low-skilled workers have the most difficult time finding sustainable employment opportunities. “Community economic development,” as indicated in research from the Annie E. Casey Foundation, “is the key to future growth and security.” In addition, surveys suggest the lack of technical education, apprenticeships and specialized training is one of the greatest needs; the lack of services providing this is a challenge to sustainable employment for residents. Lack of reliable transportation once again was indicated as a hindrance to employment and ranked high on the list of needs.

Housing

The availability of **safe, affordable and accessible housing** is insufficient to meet the growing and changing demand from various demographics, including the poor and seniors. An imbalanced housing supply stresses the market, leading to affordability problems. It also hampers economic growth if the housing stock is insufficient to meet the needs of the current or potential future population.

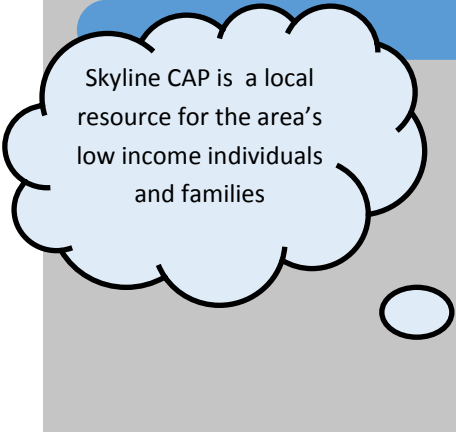
Education

More **affordable daycare and preschool options** are needed. Skyline CAP’s Head Start addresses the need for pre-school for ages 3–5, but more options are needed for children under age 3. Quality and affordable childcare options are in short supply. This is the time when poverty prevention efforts are most effective and have the biggest long-term economic impact. However, beyond Skyline CAP’s Head Start services, there are few services to address education opportunities specifically focusing on economically disadvantaged residents until students reach high school, at which point there is more of a “catch up” mentality. Pre-school education and technical education and training for specific careers ranked high on assessment surveys as needed in our community.

Basic Money Management

Direct investment in individuals to increase their capacity to meet their needs and achieve their goals is also included in the list of needs most needed by survey responses. Financial skills education, such as more knowledge of how to address credit issues and resources for help with budgeting, managing checking/savings accounts, etc. are the skills necessary to alleviate the impact of poverty for those who are participating, so they can set themselves on a sustainable path for their future.

Addressing Community Needs



Skyline CAP is a local resource for the area's low income individuals and families

Impacting our Community

In reviewing the needs and resources available that can be used to address the most critical concerns in our community, we propose that the services provided by Skyline CAP are only impactful when we see ourselves as a local resource, joining with others (leveraging) to meet the needs of residents. Our impact is greatest when we are able to either provide help or move a client toward the resources he or she needs to create a solution to his or her situation.

The charts on the next few pages show **resources and partners** in the area of education, employment , housing and money management that are available in the communities we serve.

Leveraging all
resources for better
outcomes

Addressing Community Needs

Community Resources and Partners

	GREENE	MADISON	ORANGE
EMPLOYMENT	<ul style="list-style-type: none"> Greene County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies VEC – Virginia Employment Commission – workforce center Virginia Dept. of Rehabilitative Services – employment assistance for disabled Greene Literacy Council 	<ul style="list-style-type: none"> Madison County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Madison County Literacy Council – adult GED programs and employment skills VEC – Virginia Employment Commission – workforce center Virginia Dept. of Rehabilitative Services – employment assistance for disabled Skyline CAP Youth Development Skills Training 	<ul style="list-style-type: none"> Orange County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Orange County Literacy Council – adult GED programs and employment skills VEC – Virginia Employment Commission – workforce center Virginia Dept. of Rehabilitative Services – employment assistance for disabled
HOUSING	<ul style="list-style-type: none"> Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, housing rental assistance vouchers, financial literacy workshops, Head Start and home repair Piedmont Housing Alliance (Charlottesville) – housing counseling and assistance AHIP – Albemarle Housing Improvement Program – home repair and assistance Habitat for Humanity – self-help homeownership program Thomas Jefferson Area Coalition for the Homeless (Charlottesville) homeless support services The Haven – housing shelter and assistance The Salvation Army – housing shelter and assistance VirginiaHousingSearch.com – housing locator service SHE – Shelter for Help in Emergency – domestic violence emergency shelter Love, Inc. – crisis assistance – rent/utilities 	<ul style="list-style-type: none"> Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, housing rental assistance vouchers, financial literacy workshops, pre-school and home repair Piedmont United Way – utility/ rent assistance MESA (Madison Emergency Services Association) – financial assistance, food pantry, transitional housing units (Barbara’s House) CHASS – Culpeper Housing and Shelter Services – homeless shelter and rapid-rehousing services Foothills Housing Inc. – home repair services SAFE (Services to Abused Families) – domestic violence prevention and shelter Culpeper Community Development Corporation VirginiaHousingSearch.com – housing locator service 	<ul style="list-style-type: none"> Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance vouchers, financial literacy workshops, pre-school and home repair Piedmont United Way – utility/ rent assistance CHASS – Culpeper Housing and Shelter Services – homeless shelter, prevention and rapid-rehousing services Orange County Habitat for Humanity – self-help homeownership program Foothills Housing Inc. – home repair services SAFE (Services to Abused Families) – domestic violence prevention and shelter Culpeper Community Development Corporation

Addressing Community Needs

Community Resources and Partners

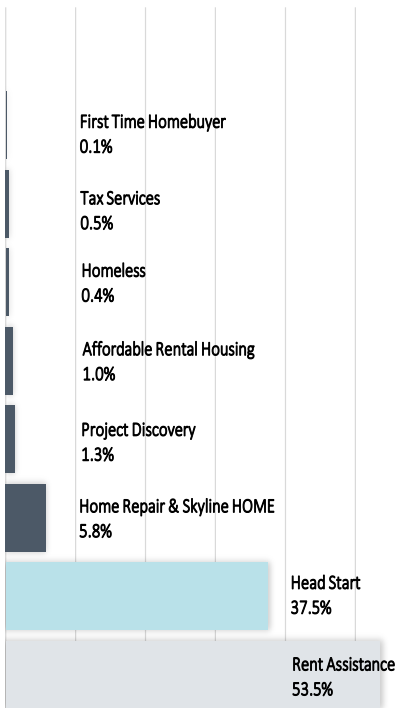
	GREENE	MADISON	ORANGE
EDUCATION	<ul style="list-style-type: none"> Greene County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, Head Start and home repair Greene County Technical Education Center – adult education 	<ul style="list-style-type: none"> Madison County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, pre-school and home repair Madison County Literacy Council – adult GED programs and employment skills 	<ul style="list-style-type: none"> Orange County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, pre-school and home repair Orange County Literacy Council – adult GED programs and employment skills
MONEY MANAGEMENT	<ul style="list-style-type: none"> Greene County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, Head Start and home repair GRACE – Greene Alliance of Church and Community Efforts – emergency financial assistance and counseling and food pantry Piedmont Housing Alliance (Charlottesville) – housing counseling and assistance Habitat for Humanity – self-help homeownership program Love, Inc. – crisis assistance – rent/utilities Central Virginia Legal Aid Society – legal aid 	<ul style="list-style-type: none"> Madison County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, pre-school and home repair Piedmont United Way – utility/rent assistance MESA (Madison Emergency Services Association) – financial assistance, food pantry, transitional housing units (Barbara’s House) LAWS – Legal Aid Works 	<ul style="list-style-type: none"> Orange County Department of Social Services – federal and state social service programs, including TANF, VIEW, and childcare subsidies Skyline Community Action Partnership (CAP)- affordable housing, foreclosure prevention, rental assistance, financial literacy workshops, pre-school and home repair Piedmont United Way – utility/rent assistance Orange County Habitat for Humanity – self-help homeownership program Rapidan Better Housing – home repair services RRCSB – Rappahannock Rapidan Community Services Board – mental health services

Addressing Top Community Needs

Focus Areas of Need- Prioritized

- Employment
- Housing: Safe, affordable housing
- Education
- Basic money management and financial literacy skills .

Skyline CAP Clients
by Program Area



Skyline Services

The agency's community survey confirmed that the programs and services Skyline CAP provides have a positive impact on the community. All of our service areas received a score of important or extremely important. The next step for the agency is to consider whether the mix of available resources in the community is sufficient to adequately address poverty prevention. If not, it is then necessary to address gaps in services and identify potential methods of solving those gaps .

Skyline currently provides the following services to address the needs that are most important to the community:

- **Full-time employment opportunities and services, such as transportation and childcare, to aid residents in accessing employment.**

At this time, Skyline does not directly nor fully address employment issues. Skyline does offer programs that stabilize individuals and families, better preparing them to enter the workforce. This past year, Skyline began a youth job skills training program. Skyline also offers referral services to other social service providers in our community.

- **Safe, affordable housing for renters and homeowners, including education about how to maintain that housing to create a stable home environment.**

Housing Choice Voucher (Rental Assistance) - Federal housing program that provides long-term assistance to eligible low income individuals or families who can't otherwise afford to pay all of their monthly rent. Giving families a means to save and get ahead and requiring landlords to maintain safe and affordable housing according to strict HUD standards.

Housing Stability - Works with clients to promote stable housing and prevent homelessness for owners and renters facing eviction or foreclosure with limited financial assistance, paired with ongoing budget counseling, service referrals, and follow-up counseling.

Affordable Rental Housing - Provides affordable rental property for seniors and other income eligible tenants.

Home Repair - Provides basic home repair services to meet health and safety needs of owners, including accessibility features, electric, and plumbing.

- **Education, including more affordable options for daycare and pre-school.**

Head Start - A free preschool program for 3 and 4-year olds from income-eligible families that focuses on preparing children for kindergarten and providing services to their families to improve their capacity to be self-reliant.

Project Discovery - for 9-12 graders at MCHS who would be the first in their family to go to college. Program encourages students to continue education after high school with workshops about financial aid, career choices, study skills, self-esteem and trips to college campuses.

- **Basic money management and financial literacy skills to help increase the capacity to set and meet goals as a means to self-sufficiency**

Financial Skills Education - In both group workshops and one-on-one sessions, counselors help individuals and families develop financial goals and a spending plan to help them achieve those goals.

Foreclosure Prevention Counseling - Counselors serve as mediator between homeowners and their lenders to arrange for mortgage modifications or payment changes in order to prevent foreclosure.

Homebuyer Preparedness - Counselors educate clients about the basics of purchasing a home, help them evaluate their financial readiness, and refer them to additional resources when they are prepared to purchase a home.

Renter Skills Training - In both group workshops and one-on-one sessions, counselors provide renters with the basic skills and knowledge they need to be responsible renters.

Addressing Top Community Needs

Surveys Say: Skyline's Existing Programs Are Important



Community Needs Assessment

2017

Evaluation of Skyline CAP's Existing Programs: Skyline CAP offers the following programs and services to local residents. Please rate how important these programs are to our community.

Program	Unnecessary	Important	Extremely Important
Housing Choice Voucher (Rental Assistance) - Federal housing program that provides long-term assistance to eligible low income individuals or families who can't otherwise afford to pay all of their monthly rent. Giving families a means to save and get ahead and requires landlords to maintain safe and affordable housing according to strict HUD standards.	4.6%	34.3%	55.6%
Housing Stability - Works with clients to promote stable housing and prevent homelessness for owners and renters facing eviction or foreclosure with limited financial assistance paired with ongoing budget counseling, service referrals, and follow-up counseling.	5.6%	31.5%	57.4%
Foreclosure Prevention Counseling - Counselors serve as mediator between homeowners and their lenders to arrange for mortgage modifications or payment changes in order to prevent foreclosure.	13.0%	51.9%	28.7%
Homebuyer Preparedness - Counselors educate clients about the basics of purchasing a home, help them evaluate their financial readiness, and refer them to additional resources when they are prepared to purchase a home.	10.2%	49.1%	34.3%
Financial Skills Education - In both group workshops and one-on-one sessions, counselors help individuals and families develop financial goals and a spending plan to help them achieve those goals.	8.3%	40.7%	43.5%
Renter Skills Training - In both group workshops and one-on-one sessions, counselors provide renters with the basic skills and knowledge they need to be responsible renters.	13.0%	46.3%	35.2%
Home Repair - Provides basic home repair services to meet health and safety needs of owners including accessibility features, electric, and plumbing.	9.3%	43.5%	40.7%
Affordable Rental Housing - Provides affordable rental property for seniors and other income eligible tenants.	4.6%	27.8%	61.1%
Head Start - A free preschool program for 3 and 4-year old's from income-eligible families that focuses on preparing children for kindergarten and providing services to their families to improve their capacity to be self-reliant.	0.9%	23.1%	73.1%
Project Discovery - for 9-12 graders at MCHS who would be the first in their family to go to college. Program encourages students to continue education after high school with workshops about financial aid, career choices, study skills, self-esteem and trips to college campuses.	3.7%	29.6%	60.2%

Other Comments or Suggestions:

Addressing Community Needs –Skyline CAP

Skyline uses customer satisfaction surveys like this one to gain valuable input from our clients about their overall experience. We need and want to know *How we can improve*. Responses from our customers help to determine if our programs and staff are helpful to our clients.

These surveys also aid in identifying areas of deficiency. We want our staff to be knowledgeable and efficient and give their clients the best service possible. Therefore, if a short-coming is noted, we work with staff to insure that they have the needed tools and training necessary to provide excellent customer service.

Some situations, such as exists in our Housing Choice Voucher Program, where there is a two year waiting list, there is no immediate easy fix. Lack of funding and existing housing stock is an issue which requires *long term plans for correction*.

Customer Satisfaction Survey

SKYLINE community Action PARTNERSHIP
Helping People. Changing Lives.

Administrative Office:
532 South Main Street
Madison, VA 22727
(540) 948- 2237

Programs located in
Greene, Madison,
Orange, Page,
Rappahannock,
Shenandoah and Warren

Help Us... Help Us... Help Us... Help Us...
...Help Our Community ...Help Our Community ...Help Our Community ...Help Our Community

...Help Our Community

(Optional)
Name: _____
E-mail Address: _____
Phone Number: _____

Help Us ...Help Our Community

When you called Skyline CAP Inc. for information or received services:

- Was our staff helpful? ☐ Yes ☐ No
- Were your questions answered promptly? ☐ Yes ☐ No
- Were you satisfied with the service? ☐ Yes ☐ No
- How can we improve? _____

Help Us Help Our Community Survey Preliminary Results March / April Summary

Questions Asked	Was our staff helpful?	Were your questions answered promptly?	Were you satisfied with the service?
Survey Response	72 Yes 04 No *	74 Yes 02 No **	72 Yes 04 No ***

Comments	
Customer	Wait list for housing two years and no answer. (Housing Choice Voucher)
Staff	More behavior management training opportunities. (Head Start)
Staff	*Sometimes there is a message that this is the way its always been, make it work. (Head Start)
Customer	Very happy with the services provided. (Head Start)
Staff	Behavior management training, more support for teachers. (Head Start)
Staff	Unable to reach management on Fridays. (Head Start)
Staff	Need updated telephone contact list for staff. (Head Start)
Customer	Unable to answer without being rude. (Head Start)
Customer	Pat was good I have no changes. (Housing Choice Voucher)
Customer	Sara did a great job explaining how to help my situation. (Housing Counseling)
Customer	***Repairs have not been completed after two weeks. (Housing Repair)
Customer	Long time on wait list with no update. (Housing Choice Voucher)
Customer	*Contractor was supposed to come back and hasn't, no phone calls to update. (Housing Repair)
Customer	No answer from wait list but Chastity is great. (Housing Choice Voucher)
Customer	Pat is doing a good job keeping us informed. (Housing Choice Voucher)
Customer	**Customers monthly payment increased and she was not notified in timely manner. (Housing Choice Voucher)

As with the two highlighted comments above, staff was not aware that jobs were not being completed in a timely manner. After review of these comments, it was discovered that new procedures for tracking job completion were needed. Therefore new follow-up procedures were implemented.

Identifying Community Needs

Clients and service providers say we are doing well!

Client surveys data was compiled and reviewed. The No's and Maybe's were investigated to identify the root cause and any improvements that could be made to obtain 100% great customer satisfaction.

Customer Satisfaction Survey

March - May 2016

March - April 8, 2016				
Survey Responses Received		76		
		Yes	No	Maybe
Was our staff helpful?		72	4	
Were your questions answered promptly?		74	2	
Were you satisfied with the service?		72	4	
How can we improve?				
April 15, 2016				
Survey Responses Received		20		
Was our staff helpful?		20		
Were your questions answered promptly?		20		
Were you satisfied with the service?		20		
How can we improve?				
April 22, 2016				
Survey Responses Received		15		
Was our staff helpful?		15		
Were your questions answered promptly?		14		
Were you satisfied with the service?		15		
How can we improve?				
April 29, 2016				
Survey Responses Received		14		
Was our staff helpful?		13	1	
Were your questions answered promptly?		13	1	
Were you satisfied with the service?		13	1	
How might we Improve?				
Please Give Us your Comments				
May 27, 2016				
Survey Responses Received		34		
Was our staff helpful?		34		
Were your questions answered promptly?		34		
Were you satisfied with the service?		34		
How might we Improve?				
Please Give Us your Comments				
Total Survey Responses Received		159		
Notes:				
525 Customer Service Surveys Sent Out With a Total of 159 Customer Service Surveys Completed (30%).				
12 Reported Suggestions for Improvement (7.5%).				
147 Reported Satisfied with No Comments or Favorable Comments (92.5%).				
25 Customer Service Surveys Sent to Staff With a Total of 15 Customer Service Surveys Completed (60%).				

Addressing Top Community Needs

Community Impact

Skyline CAP endeavors to meet certain goals within the scope of our work. We measure our community impact based on these six national goals set by the Community Action Network. These goals also help determine our expected outcomes.

- Goal 1: Low-income people become more self-sufficient.
- Goal 2: The conditions in which low-income people live are improved.
- Goal 3: Low-income people own a stake in their community.
- Goal 4: Partnerships among supporters and providers of service to low-income people are achieved.
- Goal 5: Agencies increase their capacity to achieve results.
- Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening supportive systems.

This is How Skyline Impacted Our Community This Year

Housing

Goals 1, 2, and 6: Family and Individual Growth

- 54 households received foreclosure prevention counseling and budgeting skills
- 1 family purchased a new home
- 319 households received rental assistance
- 326 Housing Counseling one on one services
- 81 individuals participated in financial skills workshops
- 70 completed a rental skills workshop

Goal 3 : Community Investment and Ownership

- 14 homes repaired
- 13 “affordable” Skyline CAP rental units maintained
- 4 affordable rental units purchased and preserved in Madison Co.
- 1 community well preserved and restored

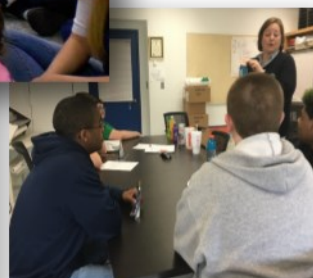
Goals 4 and 5: Agency Development and Partnerships

- 42 employees
- 4 HUD-certified housing counselors
- 2 certified Family Advocates
- 7 community events
- 2,267 hours of training for staff and board members
- 7 tax returns for clients filed
- 98 partnerships in the community

Education

Goals 1, 2, and 6: Family and Individual Growth

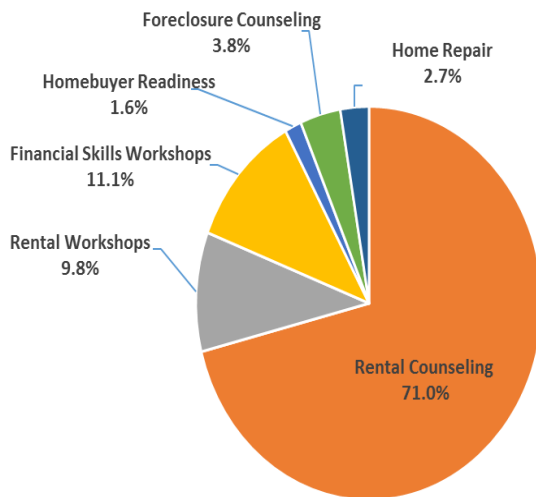
- 225 children received a preschool education
- 165 families were 100% and below the poverty level
- 3,242 healthy meals served
- 4,070 books read by parents to children (21 books per family average)
- 200 vision screenings
- 200 dental exams
- 202 hearing exams
- 217 mental health screenings
- 221 developmental screenings
- 171 parents received health education
- 955 parents served
- 120 received emergency crisis assistance from community resources referred by Skyline staff
- 8 parents received job training
- 204 total services delivered to Head Start families
- 19 students prepared for college access
- 5 students graduated with plans to attend college
- 1 Youth Job Skills participant



Addressing Top Community Needs

Skyline CAP Housing Services: Providing Stable, Affordable Housing

Housing Counseling Services: 07/01/2015 - 06/30/2016



Providing Skyline CAP clients with the best possible customer service is our primary goal. In order to achieve this, Skyline presents overlapping, complimentary programs. Rental Assistance clients are encouraged to participate in financial skills workshops. Learning budgeting skills may position a client to becoming a first-time homebuyer. All of these activities empower Skyline's clients to become self-sufficient. One-on-one counseling helps our staff to better identify our clients' needs and to help them set goals and prioritize actions to reach them.

Skyline Owned Rental Properties:

Skyline owns and maintains 13 rental units in Madison and Greene counties. These properties are rented and maintained to Fair Housing guidelines set by The U.S. Department of Housing and Urban Development (HUD). Skyline is able to provide safe and affordable housing for 13 families.

Madison County

—Duplex Lane: 4 Family Units

Greene County

—Skyline Apartments: 4 Family Units

—Jack Russell Lane: 5 Senior Living Units



Addressing Top Community Needs

Head Start Pre-School

"The vision of Skyline CAP Head Start is to provide a loving foundation of learning and involvement that help children and their families become successful in the future. A happy, healthy, safe and secure environment is provided to help children learn and grow.

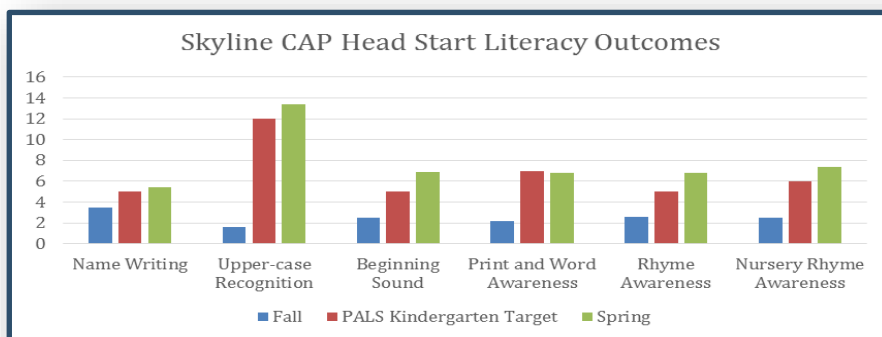
Best practices are used to enhance developmentally appropriate learning that promotes kindergarten readiness. Involvement in Head Start is just as rewarding as the finished product. Children are encouraged to be creative and continuous efforts are made to help children develop confidence through a strong sense of self-worth and self-esteem." (Skyline CAP Head Start Annual Report 2016). Our services reach children and families in Madison, Greene, Rappahannock, Warren, Page and Shenandoah counties.



EDUCATION

During the 2015-2016 School Year

Skyline CAP Head Start served 225 children/families



Above: Fall and spring PALS outcome results. On average the children met or exceeded all targeted kindergarten expectation ranges set by the PALS assessment.

Source: Skyline CAP Head Start 2015-2016 Annual Report

Project Discovery

Helping Students Realize Their Dreams

Project Discovery is a statewide program that Skyline CAP operates in Madison County. The goal is to encourage high school youth to plan for their future after graduation by considering opportunities for college or vocational technical school or other ways to pursue their education while realizing their dreams, whatever they might be.

In 2015-2016, Project Discovery served 19 students including five seniors, who all graduated with plans to attend college or community college in the fall. The remaining students were divided between ninth, tenth and eleventh grade. Project Discovery is a small community of dedicated students that come back year after year until graduation. In surveys, conducted in the fall and in the spring, students and parents say they are better prepared, knowing how to apply for financial aid and understanding their options for life after high school. Accomplishments this year included field trips to Germanna Community College, Piedmont VA Community College and CATEC. Students learned how to complete college applications and write narratives about themselves, navigate the difficult FAFSA application and create personal budgets.

Who we are...Community Action

Skyline CAP and the communities we serve

Skyline CAP is the designated Community Action Agency for Madison, Greene and Orange counties in Central Virginia. We are also the provider of Head Start services in the additional counties of Page, Warren, Shenandoah and Rappahannock.

Vision

All people within the Skyline CAP service area will have access to education, housing, economic opportunities and services necessary to become self-sufficient.

Mission

To strengthen our communities by improving the lives of those in need through actions promoting self-sufficiency. We seek to eliminate the impact of poverty by focusing on education, housing stability and economic opportunities.

Community Action covers all of Virginia with a network of over 30 CAA's servicing low to moderate income residents with a goal to fight poverty and alleviate the impact of poverty in their communities.

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