



## Agency Data Profile

# Community Needs Assessment



## Kennebec Valley Community Action Program Profile



### About KVCAP

KVCAP is a private, non-profit community action program which has been providing services to the people of Kennebec and Somerset counties for over 56 years. We offer a variety of services geared toward helping individuals and families achieve economic and social self-sufficiency. Each year, thousands of residents access KVCAP services to assist them in their struggle to overcome the barriers of poverty. Many of our services are available to people of all income levels.

**Our Mission:** We strengthen individuals, families and communities by providing direct services and by partnering with others to create sustainable solutions to poverty in an ever-changing environment.

**Our Vision:** Our vision for the Kennebec Valley Region is thriving communities made up of individuals and families who are healthy, financially secure, and able to reach their fullest potential.

### Services Offered by KVCAP

#### **Energy and Housing Services:**

Home Energy Assistance Program (HEAP): Provides assistance to low-income homeowners and renters to help pay heating costs. Program is intended as a supplement to assist with heating costs for one season. Income eligibility applies.

Emergency Crisis Intervention Program (ECIP): For those who are HEAP eligible, provides emergency heating assistance one time per heating season.

Low-income Assistance Program: For those who are HEAP eligible, provides assistance to low-income homeowners and renters with electricity bills.

Telephone Assistance Program (TAP): Provides a monthly credit and/or assistance with connections of a telephone. Some restrictions apply.

Weatherization: For those who are HEAP eligible, provides energy Saving measures such as insulation, weather stripping and air sealant measures.

Central Heating Improvement Program (CHIP): For those who are HEAP eligible, provides heating system repair and replacement of non-working or condemned heating systems to homeowners.

Emergency Rental Assistance Program (ERA): Provides rental and utility relief payments to help eligible renters maintain housing stability. Income eligibility applies.

Above Ground Heating Oil Supply Tank Program: Provides heating oil tank repair or replacement for tanks that meet criteria. Income eligibility applies.

Home Repair Services: Provides assistance to make essential home repairs or improvements, such as roofing, siding or windows or for health, safety and/or accessibility repairs/improvements. Income eligibility applies.

CMP Pole Assistance Program: Provides a credit up to \$2,800 on the installation of electrical pole lines to a new residence. Income eligibility applies.

### **Community Initiatives**

South End Teen Center (SETC): Provides a safe, after-school environment for teens in grades 6-12, including meals, a computer lab, field trips and more, including special summer programming. The SETC is a collaborative project with the Alford Youth and Community Center and functions as a Boys and Girls Club unit.

Resources Navigators: Provides information and referral services, linking people to community resources. Also provides ongoing case management services, helping people navigate the health and social services system and develop goal plans to help enhance self-sufficiency.

Financial Capability and Counseling Services: Provides personal financial coaching, homebuyer education classes, pre and post purchase counseling and foreclosure intervention for individuals and families. No income restrictions.

### **Real Estate Development**

Works with a variety of partners to develop affordable housing options within communities. Current properties include:

- Cony Village – providing affordable homes for purchase in a purposefully designed neighborhood in Augusta.
- Gerald Senior Residences – a 55+ affordable housing residence in Fairfield.

Projects currently under development include a senior residence in Hartland and workforce housing in Skowhegan.

## **Social Services**

Maine Families: Offers home visiting services for all expectant parents or new parents in Kennebec and Somerset Counties, including information on child development, health and safety, parent education, and links to other community resources. Participation is voluntary and free of charge, with no income restrictions.

The Family Enrichment Councils – Kennebec and Somerset Counties: These child abuse and neglect councils offer training opportunities on the following: Protective Factors; Mandated Reporting; Infant Safe Sleep; and Front Porch Project training, free of charge to professionals who work with children and families. Also provides education and support to families through parenting workshops and support groups to help parents strengthen strategies for positive parenting. Caregivers can also join interactive playgroups, attend community events, and obtain assistance with accessing local resources.

## **Transportation Services**

Kennebec and Somerset Explorer: Provides regularly scheduled public bus service throughout the Augusta-Waterville area and within the greater Skowhegan community. Open to the public/fares are charged.

KV Van: Provides door –to-door transportation for medical and social service appointments. Income eligibility applies.

## **Child and Family Services:**

*Early Head Start, Head Start, Child Care and Preschool*

Child Care: Through Early Head Start and Head Start partnerships, our child care options provide full-day, full-year care and early childhood education. Options at both child care centers and family child care locations are available to families who qualify for child care subsidies, based on a sliding fee scale. (Birth to age 5)

Preschool: Children participate in learning experiences that promote school readiness and support holistic development.

Free preschool classrooms are offered in partnership with public schools in MSAD 49, MSAD 54, RSU 19, RSU 74 and Waterville. Part-day and/or school-day options available depending on location. (Ages 3-5)

Home Visiting: Provides families the opportunity to receive free Head Start/Early Head Start benefits in their homes with weekly home visits, playgroups, educational activities, parenting support and more. (Birth to age 5)

## Environmental Scan

The following tables provide an overview of the community that Kennebec Valley Community Action Program (KVCAP) serves in their service area. For more detailed statewide data by county, please see the full 2021 MeCAP Statewide Community Needs Assessment.

Figure 1: Social Vulnerability Index

Measure	United States	Maine	Kennebec County	Somerset County	Lincoln County	Sagadahoc County
<b>Population</b>	324,697,795	1,335,492	121,753	50,520	34,201	35,452
<b>Median Age</b>	38.1	44.7	44.4	46.4	51.0	46.9
<b>Below Poverty</b>	13.4%	11.8%	12.8%	20.4%	12.3%	9.6%
<b>Median Household Income</b>	\$62,843	\$57,918	\$55,365	\$44,256	\$57,720	\$63,694
<b>Age 65+</b>	15.6%	20.0%	19.4%	20.7%	27.1%	21.8%
<b>Age 17 or Younger</b>	22.6%	18.9%	19.4%	19.3%	16.7%	19.0%
<b>Unemployment (July 2021)</b>	5.4%	5.0%	4.9%	7.3%	4.3%	4.3%
<b>Households with Disability</b>	12.6%	16.0%	16.6%	21.7%	16.9%	11.8%
<b>Single Parent Household</b>	14.0%	21%	21%	24%	21%	24%
<b>Speak English less than "very well"</b>	8.4%	1.5%	1.0%	0.7%	0.4%	0.8%
<b>Housing Units - Mobile Homes %</b>	6.2%	9.5%	21.8%	35.4%	26.4%	22.3%
<b>No Vehicle</b>	8.6%	7.1%	8.1%	9.0%	4.9%	6.1%

SOURCE: American Community Survey, 2019 5-Year Estimates; 2021 County Health Rankings

Figure 2: Age and Demographics

Measure	United States	Maine	Kennebec County	Somerset County	Lincoln County	Sagadahoc County
<b>Under 5 Years</b>	6.1%	4.8%	4.9%	4.7%	4.0%	5.1%
<b>5 to 9 Years</b>	6.2%	5.2%	4.9%	6.1%	5.4%	5.6%
<b>10 to 19</b>	12.9%	11.3%	12.2%	10.5%	9.0%	10.1%
<b>20 to 34</b>	20.7%	17.5%	17.4%	15.5%	14.4%	15.7%
<b>35 to 54</b>	25.6%	25.3%	25.5%	26.3%	23.0%	25.3%
<b>55 to 64</b>	12.9%	15.7%	15.8%	16.3%	17.1%	16.4%
<b>65+</b>	15.6%	20.0%	19.4%	20.7%	27.1%	21.8%
<b>Race and Ethnicity</b>						
<b>White alone, Not Hispanic or Latino</b>	60.7%	98.3%	97.3%	98.4%	97.9%	97.9%
<b>Hispanic or Latino</b>	18.0%	1.7%	1.6%	1.1%	1.2%	1.7%
<b>Black or African American</b>	12.7%	2.0%	1.3%	1.0%	0.5%	1.3%
<b>American Indian or Alaska Native</b>	0.8%	1.7%	1.4%	1.3%	1.0%	1.1%
<b>Asian</b>	5.5%	1.7%	1.3%	1.0%	1.3%	1.2%
<b>Other</b>	5.5%	0.4%	0.3%	0.3%	0.3%	0.5%
<b>Foreign Born Population</b>	13.3%	3.6%	2.4%	1.7%	2.7%	4.0%

SOURCE: American Community Survey, 2019 5-Year Estimates

Figure 3: Household Income and Poverty

	United States	Maine	Kennebec County	Somerset County	Lincoln County	Sagadahoc County
<b>Median Household (HH) Income</b>	\$62,843	\$57,918	\$55,365	\$44,256	\$57,720	\$63,694
<b>Total Below 100% Federal Poverty Level (FPL)</b>	13.4%	11.8%	12.8%	20.4%	12.3%	9.6%
<b>Under 5 years</b>	20.3%	17.0%	19.1%	36.1%	25.0%	15.9%
<b>5 to 17 years</b>	17.9%	14.4%	16.6%	28.1%	18.1%	14.6%
<b>18 to 34 years</b>	16.3%	16.0%	16.5%	25.5%	17.4%	15.2%
<b>35 to 64 years</b>	10.5%	9.9%	10.7%	16.3%	10.0%	6.4%
<b>65 years and over</b>	9.3%	8.7%	9.4%	15.4%	8.2%	7.0%
<b>Below 50% of FPL</b>	5.5%	4.0%	5.2%	ND	ND	ND
<b>Below 125% of FPL</b>	16.3%	14.6%	16.1%	ND	ND	ND
<b>Below 150% of FPL</b>	20.3%	18.6%	19.4%	ND	ND	ND
<b>Below 185% of FPL</b>	26.3%	24.8%	26.2%	ND	ND	ND
<b>Below 200% of FPL</b>	28.9%	27.7%	30.2%	ND	ND	ND

SOURCE: American Community Survey, 2019 5-Year Estimates

Figure 4: Social Characteristics Measures

	United States	Maine	Kennebec County	Somerset County	Lincoln County	Sagadahoc County
<b>Total Households</b>	120,756,048	559,921	52,105	21,321	15,336	15,980
<b>Homeownership Percentage</b>	64.0%	72.3%	70.5%	76.1%	79.2%	74.5%
<b>Single Parent Household<sup>1</sup></b>	14%	21%	26.2%	25.0%	26.7%	24.1%
<b>Living Alone</b>	13.3%	15.1%	15.7%	14.8%	15.6%	16.2%
<b>Grandparents Responsible for Grandchildren</b>	34.1%	34.1%	44.3%	28.6%	30.6%	41.7%
<b>Veteran Status</b>	7.3%	9.6%	9.9%	10.6%	11.5%	12.9%
<b>Educational Attainment</b>						
<b>Less than 9th grade</b>	5.1%	2.6%	3.0%	3.4%	2.1%	1.5%
<b>9th to 12th grade, no diploma</b>	6.9%	4.8%	4.5%	8.2%	4.9%	4.5%
<b>High school graduate/ GED</b>	27.0%	31.5%	32.7%	40.4%	34.4%	30.0%
<b>Some college, no degree</b>	20.4%	19.3%	20.8%	19.4%	17.7%	18.1%
<b>Associate degree</b>	8.5%	10.1%	10.9%	12.2%	7.5%	9.6%
<b>Bachelor's degree</b>	19.8%	20.0%	17.2%	11.7%	18.3%	20.9%
<b>Graduate degree</b>	12.4%	11.8%	10.9%	4.8%	15.2%	15.4%
<b>HS Graduation rate (2020)</b>	88.0%	87.4%	87.2%	84.0%	86.8%	86.8%
<b>No Health Insurance</b>	8.8%	7.9%	7.4%	9.4%	10.0%	6.5%
<b>Receiving SNAP Benefits</b>	11.7%	13.5%	15.4%	22.8%	13.3%	8.8%
<b>Food Insecurity – All Ages</b>	10.9%	12.1%	18.9%	26.5%	19.9%	15.8%
<b>Median Mortgage (2019)</b>	\$1,595	\$1,398	\$1,235	\$1,055	\$1,299	\$1,440
<b>Median Rent</b>	\$1,062	\$853	\$761	\$728	\$819	\$894
<b>Housing Cost Burdened<sup>2</sup></b>	32.88%	29.75%	27.47%	29.75%	29.73%	29.53%
<b>Children Eligible for Free/Reduced Price Lunch</b>	49.5%	38.3%	36.6%	64.4%	34.4%	25.2%

SOURCE: American Community Survey, 2019 5-Year Estimates; Source: Feeding America, State-By-State Resource: The Impact of Coronavirus on Food Insecurity, 2019; Annie E. Casey Foundation, Kids Count Data Center, County Graduation Rates 2014-2020 Maine.

<sup>1</sup> 2021 County Health Rankings.

<sup>2</sup> The percentage of households that spend 30% or more of their income on housing.

Figure 5: Health Overview

	United States	Maine	Kennebec County	Somerset County	Lincoln County	Sagadahoc County
<b>Poor Mental Health Days</b>	3.8	5.0	5.0	5.1	4.8	4.7
<b>Poor Physical Health Days</b>	3.4	4.2	4.5	4.8	3.8	3.6
<b>Frequent Mental Health Distress</b>	11.7%	12.7%	16%	17%	15%	14%
<b>Ratio of Primary Care Providers</b>	880:1	900:1	830:1	1,810:1	880:1	1,620:1
<b>Ratio of Mental Health Providers</b>	170:1	200:1	200:1	570:1	470:1	450:1
<b>Ratio of Dentists</b>	1,210:1	1,480:1	1,180:1	5,610:1	2,890:1	1,710:1
<b>Chronic Disease Prevalence (per 100,000)</b>						
<b>Adults with Heart Disease</b>	26.81%	22.48%	22.06%	23.47%	21.09%	21.12%
<b>High Blood Pressure</b>	57.20%	48.71%	42.72%	49.79%	43.69%	43.50%
<b>Adults with Asthma</b>	4.97%	4.68%	4.08%	4.58%	4.10%	3.57%
<b>Diagnosed Diabetes</b>	26.95%	22.55%	22.06%	25.16%	18.69%	18.68%
<b>Leading Causes of Death (deaths per 100,000)</b>						
<b>Heart Disease</b>	166.0	147.9	155.7	194.9	145.7	148.9
<b>Cancer</b>	155.5	169.2	173.4	198.1	156.5	170.9
<b>Unintentional Injury</b>	45.7	59.1	61.6	67.0	59.3	41.2
<b>Diabetes</b>	21.2	22.3	27.2	24.2	20.5	12.7
<b>Alzheimer's</b>	29.4	27.6	25.2	22.2	18.8	13.9
<b>Suicide Rates (Age-Adjusted Rate per 100,000)</b>	14.5	18	19	25	22	24
<b>Adult Obesity Prevalence (Age-Adjusted Rate per 100,000)</b>	42.2	31.7	32.2	33.4	19.8%	26.8
<b>Maine Adults Past Month Binge Drinking</b>	25.8%	17.9%	16.7%	15.0%	16.5%	16.7%
<b>Percent Adults Current Smokers</b>	16.1%	22.6	22.2%	26.3%	19.8%	19.4%
<b>COVID-19 Confirmed Cumulative Cases (as of 9/12/21)</b>	41.3M	57,752	4,595	1,922	1,080	1,221
<b>COVID-19 Deaths (as of 9/12/21)</b>	662K	897	78	35	4	8

Source: County Health Rankings & Roadmaps, 2018; National Institute on Minority Healthy & Health Disparities HDPulse; Death Rate Report for Maine by County 2014 – 2018; National Center for Chronic Disease Prevention & Health Promotion; Division of Population Health Places Database, 2018; The State Epidemiological Outcomes Workgroup, Tobacco Prevention & Control Dashboard, 2015 – 2017



## Qualitative Research Findings

	Number of Participants
Focus Group Participants	16
Stakeholders Interviewed	20
Community Survey Respondents	737

### Key Stakeholder Interview Quotes

A total of 20 stakeholders were interviewed from the KVCAP service area. A selection of quotes that provide some insight into the strengths, needs, and challenges and barriers include the following:

- “People want to volunteer, and we’ve seen a surge, not just in Waterville/Winslow, but beyond. We’ve also seen a real collaboration between food cupboards and then there’s the rebirth in downtown Waterville due to Colby [College].”
- “There’s something special about the Kennebec Valley community. It’s a close, tight-knit community. Organizations are really good, and we are super connected with our donors.”
- “I think [people] have a hard time finding a living wage job. Not just in their area, but throughout Maine. People feel stagnant and it’s hard to get young people to stay here. You can be a big fish in a small pond.”
- “Lots of job openings, but a lot of applicants have backgrounds that don’t allow them to get the jobs.”
- “We have the transit transportation from KVCAP. It’s good to the extent that people have the funds for it. It’s the only ‘public’ transportation [in the area].”
- “In Augusta, there’s a lack of affordable housing. The City is looking at the housing stock. Some owners are deciding to tear down.”
- “On the rental side there is not a lot of rental buildings for low-income.”
- “Waiting lists are very long everywhere, not just for our properties or the public housing or section 8 program. We have an older housing stock, which could impact the seniors who want to age in place.”
- “There’s lots of slumlords or absent landlords. The City has tried and is taking a new approach to crack down on codes.”
- “Over the 30 years I have worked with the homeless population, but it has never got to the extent that it is now. The shelter has limited capacity. We see that homelessness is a real problem.”
- “There are a lot of childcare providers, but it’s hard for anyone who is low income due to cost, especially with multiple children.”
- “Lots of stress related to childcare.”
- “Childcare spaces are next to nothing and quality childcare that includes educational component and development strategies doesn’t exist, especially in more rural areas. KVCAP is the best in the area.”
- “KVCAP is probably the biggest service providers. Utilization of services comes down to shame elements. Shame, stigma, and pride. The French culture – do it on your own.”
- “Partners try to promote the services of others. Younger clientele is more tuned into social media. It’s an area to look at how we can do better.”

- “We need more funding for oral care, especially low income. Even if you have MaineCare, very few places accept MaineCare patients. It’s very limited reimbursement.”
- “We need more coordinated systems. Healthcare [systems] need to work with insurance companies and social services in a person-centric way.”
- “Opioids are being talked about more publicly. Opioids are a problem. We have the most deaths in the area in a long time. We’re also concerned about prescribed stimulants and cocaine in some areas. On top of all that, during COVID-19, alcohol consumption is the most common substance and there was increased sales due to COVID-19.”
- “We’re seeing an increase in anxiety and depression. Social isolation has increased.”
- “There’s definitely a stigma around mental health. There’s a stigma in America, too. It’s hard for people to admit they need help and / or follow through with appointments.”

## Key Focus Group Quotes

Comments and Ideas	
<b>Top Challenges Mentioned</b>	<ul style="list-style-type: none"> <li>• Childcare</li> <li>• Employment</li> <li>• Transportation</li> </ul>
<b>Unique Strength or Challenge Mentioned</b>	<ul style="list-style-type: none"> <li>• Having reliable trades folks that will follow through with a job or even just call back is challenging.</li> <li>• Even if good internet is available, it is expensive.</li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>• We are renting right now. We have been here for 7 years, but our rent has constantly gone up and it's getting to be hard to afford it. They just raised it by \$100 but we don't qualify for state help because my husband makes "too much".</li> </ul>
<b>Mental Health</b>	<ul style="list-style-type: none"> <li>• I certainly see behavioral outcomes impacted by home situations – I think we can even focus less on reading and writing (in schools) and make sure these kids are safe, are cared for, are set up for success.</li> </ul>
<b>Childcare</b>	<ul style="list-style-type: none"> <li>• Affordable childcare even while working full time was very difficult to find locally</li> </ul>
<b>Transportation</b>	<ul style="list-style-type: none"> <li>• There are a lot of entry level jobs that pay poorly, and the better paying jobs are hard to get to and require transportation.</li> </ul>
<b>Employment</b>	<ul style="list-style-type: none"> <li>• Very hard finding full time positions for decent pay and including insurance that work with a school schedule</li> </ul>
<b>Basic Needs</b>	<ul style="list-style-type: none"> <li>• The school food pantry provides quality food for kids, there are other programs to get them fruits and vegetables.</li> </ul>
<b>Magic Wand Highlight</b>	<ul style="list-style-type: none"> <li>• Universal health care (three mentions.)</li> </ul>
<b>Noted Policy Area</b>	<ul style="list-style-type: none"> <li>• Improving awareness about what is and isn't current can be difficult. People might know about a program that expired 2 years ago.</li> </ul>

## Community Survey Results

Figure 6: Top Needs Identified in the Community Survey

Kennebec Valley Community Action Program		
	Need	Percent
1	Making dental care more affordable	72.1%
2	Increasing the number of affordable apartments	68.3%
3	Reducing the amount of opioid misuse	65.3%
4	Increasing the number of mental health providers in rural communities	64.7%
5	Increasing the number of dentists who serve MaineCare patients	64.5%
6	Developing more livable-wage jobs	64.4%
7	Providing more flexible and affordable childcare options for working parent(s)	63.4%
8	Increasing programs for major housing repairs (roofs, windows, etc.)	63.1%
9	Reducing the amount of other drug misuse (heroin, cocaine, etc.)	63.0%
10	Improving access to high-speed internet and technology	60.8%
11	Reducing stigma associated with mental health and substance misuse	60.5%
12	Reducing the amount of childhood obesity	60.4%
13	Increasing the number of affordable childcare providers	60.0%
14	Expanding crisis services for mental health and substance use disorders	59.3%
15	Making public transportation available in rural communities	58.6%
16	Developing rental and mortgage assistance programs	58.4%
17	Providing job growth opportunities	58.1%
18	Increasing the number of substance use disorder providers and services	58.0%
19	Creating technical school, trade school, or other job training options	58.0%
20	Providing more senior housing options	57.9%
21	Providing more recreational opportunities for youth	57.6%
22	Creating more emergency shelter beds for people who are homeless	56.8%
23	Creating higher quality rental apartments and houses	56.5%
24	Increasing the number of affordable houses for sale	56.0%
25	Providing more after-school programs for school-aged children	55.4%
26	Reducing the amount of adult obesity	55.1%
27	Creating more shelter beds for certain populations (children, women, families, LGBTQ, veterans, etc.)	54.2%
28	Increasing the number of high quality licensed childcare providers	53.9%
29	Providing help with weatherization	52.9%
30	Reducing the amount of alcohol misuse	52.5%
31	Reducing the amount of smoking and vaping	51.9%
32	Increasing the number of childcare providers who offer age-appropriate education	51.4%
33	Providing help with utility assistance (heating fuel, electricity, etc.)	51.0%
34	Increasing the availability of prepared foods for seniors (Meals on Wheels, etc.)	50.6%
35	Creating more affordable public transportation options	50.6%
36	Providing soft skills education (customer service, showing up on time, etc.)	50.1%
37	Reducing building costs of new affordable housing units	48.5%
38	Reducing stigma associated with the housing voucher program	48.5%
39	Increasing the number of landlords who accept housing vouchers	48.0%
40	Increasing programs for minor housing repairs (paint, upgrades, etc.)	47.9%
41	Increasing the number of detox facilities	47.2%
42	Expanding food options for people with dietary restrictions or allergies at food banks	46.5%
43	Expanding open hours at food banks	45.7%

<b>44</b>	Adding better routes and time schedules to current public transportation system	45.4%
<b>45</b>	Helping more people who are homeless to find their missing identification documents (driver's license, social security number, etc.)	44.7%
<b>46</b>	Providing more transportation options to childcare services	44.0%
<b>47</b>	Providing help with the cost of vehicle repairs	41.3%
<b>48</b>	Providing help with the cost of vehicle insurance and regular maintenance	37.6%
<b>49</b>	Reducing MaineCare transportation limitations (i.e., limited to one parent and child)	37.2%

Figure 7: Top 5 Needs by Household Income - KVCAP

Need	Under \$15,000	Between \$15,000 and \$29,999	Between \$30,000 and \$49,999	Between \$50,000 and \$74,999	Between \$75,000 and \$99,999	Between \$100,000 and \$150,000	Over \$150,000
<b>1</b>	Making dental care more affordable	Making dental care more affordable	Making dental care more affordable	Increasing the number of mental health providers in rural communities	Increasing the number of affordable apartments	Providing more flexible and affordable childcare options for working parent(s)	Reducing the amount of opioid misuse
<b>2</b>	Increasing the number of dentists who serve MaineCare patients	Increasing the number of dentists who serve MaineCare patients	Providing more flexible and affordable childcare options for working parent(s)	Providing more flexible and affordable childcare options for working parent(s)	Making dental care more affordable	Increasing the number of affordable childcare providers	Reducing the amount of other drug misuse (heroin, cocaine, etc.)
<b>3</b>	Increasing programs for major housing repairs (roofs, windows, etc.)	Reducing the amount of opioid misuse	Increasing the number of affordable apartments	Reducing the amount of opioid misuse	Increasing the number of affordable childcare providers	Increasing the number of affordable apartments	Increasing the number of substance use disorder providers and services
<b>4</b>	Improving access to high-speed internet and technology	Reducing the amount of other drug misuse (heroin, cocaine, etc.)	Increasing the number of dentists who serve MaineCare patients	Developing more livable-wage jobs	Reducing the amount of opioid misuse	Increasing the number of high quality licensed childcare providers	Increasing the number of mental health providers in rural communities
<b>5</b>	Increasing the number of affordable apartments	Increasing the number of mental health providers in rural communities	Developing more livable-wage jobs	Making dental care more affordable	Providing more flexible and affordable childcare options for working parent(s)	Expanding crisis services for mental health and substance use disorders	Reducing the amount of childhood obesity

## Needs Prioritization

The following table contains the prioritized community needs in the KVCAP service area.

Figure 8: KVCAP Prioritized Community Needs

Rank	Need	Score	Level of Need	Agency response to need	Timeline
1	Increasing the number of affordable housing units	6.52381	2	3	3
2	Providing more flexible and affordable childcare options for working parent(s)	6.52381	2/3**	2/3	2
3	Reducing the amount of opioid and other drug (heroin, meth, cocaine, etc.) misuse	6.47619	2	4	3
4	Increasing the number of affordable childcare providers	6.333333	2	3	3
5	Expanding crisis services for mental health and substance use disorders	6.285714	2	5	na
6	Increasing the number of high quality licensed childcare providers	6.285714	2	2	2
7	Increasing the number of substance use disorder providers and services	6.238095	2	5	na
8	Making public transportation available in rural communities	6.238095	2	2	1
9	Creating more emergency shelter beds for people experiencing homelessness	6.190476	2	4	2
10	Increasing the number of mental health providers in rural communities	6.142857	2	4	3
11	Increasing public transportation	6.142857	2	2	1
12	Increasing the number of dentists who serve MaineCare patients	6.047619	2	4	3
13	Increasing community awareness of Community Action Agencies and the services they provide	6	3	2	2
14	Increasing the number of childcare providers who offer age-appropriate education	5.952381	2	3	3
15	Developing more livable-wage jobs	5.904762	2	4	3
16	Making dental care more affordable	5.857143	2	4	3
17	Providing more senior housing options	5.857143	2	3	1
18	Increasing the number of detox facilities	5.7	2	5	na
19	Reducing the stigma around poverty and asking for help	5.619048	1 & 2***	2	3
20	Increasing programs for housing repairs	5.55	3	2	3
21	Reducing the amount of childhood obesity	5.47619	2	4	3
22	Providing additional utility assistance (heating fuel, electricity, etc.)	5.47619	3	2	1
23	Improving access to high-speed internet and technology	5.428571	1&2***	3 & 4	1 & 3
24	Increasing the collaboration between community providers	5.333333	2 & 3**	3 & 2	1 and ongoing

25	Providing job growth opportunities	5.285714	3	2	1 and ongoing
26	Reducing stigma associated with mental health and substance misuse	5.285714	2/3**	4/2	3
27	Providing help with home weatherization	5.285714	3	3	3
28	Developing rental and mortgage assistance programs	5.238095	2/3***	3/3	2
29	Providing more after-school programs for school-aged children	5.238095	2/3***	4/	3
30	Increasing the collaboration/partnerships/funding opportunities between multiple (or all) CAP agencies in the state	5.238095			
31	Providing soft skills education (e.g., interview skills, customer service, punctuality, etc.) to job seekers and others	5.210526	2***	4	3
32	Creating technical school, trade school, or other job training options	5.142857	2	5	na
33	Providing help with the cost of vehicle repairs	4.904762	1/3***	5	na
34	Reducing MaineCare transportation limitations (i.e., limited to one parent and child)	4.8	2	5	na
35	Helping people find or replace missing identification documents (e.g., driver's license, social security number, etc.) as part of their application for services	4.238095	1/3***	1	1

**KEY:**

**Level of Need:** 1 – Individual  
2 – Community  
3 – Agency  
\*\* - see comment

**Response:** 1 – KVCAP can do alone  
2 - KVCAP take lead role, with partners  
3 – KVCAP be a major participant, not lead role  
4 – KVCAP supports/advocates – others lead  
5 – KVCAP plays minimal role

**Timeline:** 1. Impact in Year 1  
2. Impact in Year 2 or 3 within 2-3  
3. Impact in Year 3+



### **Comments from Group Prioritization (See needs marked \*\*\*)**

#2, Flexible/affordable childcare: Level need - Chose 2 based on overall, there are not enough providers in the community providing this; Chose 3 because this is an area we could explore with our child care.

#19, Reduce stigma around poverty: Level need - Chose 2 because it is needed throughout the community; Chose 1 because if individuals are choosing not to apply for services to avoid stigma, it is a family need (ie, not accessing services)

#23, High speed internet: Level Need – Chose 1 because individuals/families sometimes can't access due to affordability, Agency Response is 3 because we can and will put resources toward this; Chose 2 because it is not available in many rural communities, Agency Response, KVCAP can support/advocate for increased access

#24, Collaboration: Level Need – Chose 2 because this is a need throughout the provider/governmental community, Agency Response – we would be a participant in this case; Chose 3 because this can happen internally and with community partners, Agency Response – in some topic areas, KVCAP should be/is the lead in this

#26 Stigma/mental health: Level Need – Chose 2 because it is needed throughout the community, Agency Response we play supportive role; Chose 3 due to work internally at KVCAP, Agency Response, KVCAP would lead on this with staff, working with partners in mental health field

#28, Rental and Mortgage: Level Need – Chose 2 because there is not enough assistance in community, such as lack of housing vouchers; Chose 3 because we do provide some of this assistance and look to continue. Agency response, in both cases we do in partnership with MaineHousing (they lead)

#29, After School: Level Need – Chose 2, across our counties, it is a need, Agency Response, KVCAP supports and can work with partners to explore option; Chose 3 because we do have a teen center, but not looking to expand to other communities at this time

#31, Soft Skills: Level Need – Chose 2, Agency Response – we do this a small amount with youth. Discussion ensued around whether or not this should also be considered an individual need, ie, some people lack these skills, KVCAP would support/advocate for programs that address this

#32, Help with vehicle repair: Chose 1, individuals often have this need; Agency Response, minimal role, other than to refer to either internal discretionary funds or other community agencies that may have discretionary funds; Chose 3 because we don't have enough resources available when people present with this issue.

#35, Help with documents: Chose 1 because individuals present with this need; Chose 3 because we can increase tools/knowledge internally around how to assist people with this need

### **Other high priority needs for KVCAP, based on data and experience:**

1. Families living in Generational and Situational Poverty
2. Families affected by Child Abuse and Neglect

## Stakeholder Interview Participants

Name	Organization
Kim Lindlof	Mid-Maine Chamber of Commerce
Katie Spencer White and David Sovetsky	Mid-Maine Homeless Shelter
Rob Rogers	Kennebec Behavioral Health
Anna Quattrucci	Winslow Community Cupboard
Brookes Smith	WIC
Nate Miller	Spectrum Generations
Cristina Salois	Southern Kennebec Child Development Program
Barbara Covey	Waterville Community Dental
Denise Murray	City of Waterville – General Assistance
Chelsea Gardiner	City of Skowhegan – General Assistance
Courtney Yeager	United Way Kennebec Valley
Tammy Diaz	Winslow Junior High
Jen Reed	Centenary United Methodist Church
Chris Myers Asch	Central Area New Mainers Project
Amy Babb	C&C Reality Management
Anna Holdener	South End Neighborhood Association
Bill Dow	KVCAP – Transportation
Matt L'Italien and Danielle Denis	Public Health – Substance Use Prevention Somerset