

Burke County Community Assessment of Childhood Poverty  
Agency and Program Survey

**Thank you for participating in the Burke County Community Assessment of Childhood Poverty funded by the Community Foundation of Burke County! This survey is for agencies and programs who serve families living in Burke County with children under the age of 18. The goal of this survey is to identify the services and resources available to children in Burke County living in poverty. We are interested in learning about your eligibility guidelines, how families access your services, and what barriers exist to accessing services.**

**The survey is 20 questions and will take about 10 minutes to complete. Your identifying information will not be shared. If you work in an agency or program with multiple departments or divisions, please share the survey link with a representative from each, so we can have a clear understanding of what services and resources are currently offered and areas that may have more challenges. Results from the survey will be available in 2023 on [www.assurethefuture.org/2022-burke-county-community-assessment.html](http://www.assurethefuture.org/2022-burke-county-community-assessment.html).**

**If you have questions about the survey or would like to take the survey by phone, please call (828) 608-6713. Thank you so much for taking the time to help us learn more about childhood poverty in Burke County!**

\* 1. Name of your agency or organization

\* 2. Name of your program or department

3. Your position within your agency, program, or department

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\* 4. Does your agency or program provide services to children under the age of 18 and their families living in Burke County?

Yes

No

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\* 5. Which of the following services does your agency/program/department provide, and what is the income eligibility criteria as it relates to the Federal Poverty Level (FPL)?

	Do not provide service	No income eligibility criteria	200% or below FPL	150% or below FPL	100% or below FPL
Medical care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance-use services/treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing or housing assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preschool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before/after school care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family support services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child development services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment/job skills training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School supplies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crisis assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please list any additional services your agency or program provides and the criteria used to determine eligibility.

\* 7. Is immigration status used to determine eligibility for services?

- Yes
- No



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\* 8. How do people apply for your agency's or program's services? Please check all that apply.

- Applications are completed in-person at our agency's or program's office.
- Applications can be completed over the phone.
- Applications are accepted online or virtually.
- Applications are sent through the child's school.
- Applications are sent to a home address and returned by mail or in-person.
- Applications are completed at a mobile location(s).
- Applications are accepted through referrals from other organizations.
- Applicants are taken first come, first serve.
- Applications are taken by appointment.
- Applications are accepted through a lottery.
- There is no application process.
- Other (please specify)

\* 9. How do people receive your agency's or program's services? Please check all that apply.

- Services are provided in our agency's or program's facility.
- Services are provided via phone call.
- Services are provided online or virtually.
- Services are provided at school.
- Services are provided through home visits.
- Services are provided at mobile location(s).
- Other (please specify)

\* 10. How do people learn about your agency's or program's services? Please check all that apply.

- Referral
- Word of mouth
- Google/Search engine
- Website
- Social media
- Brochure/poster/sign
- TV/Radio announcements
- Newspaper
- Other (please specify)

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\* 11. To what extent do you agree that the following are barriers your agency or program experiences when delivering services to children and their families effected by poverty?

	Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree
Hours of operation are not convenient for families.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Families lack transportation to access our services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Families lack childcare to access our services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language barriers exist between agency staff and families.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our funding sources are unpredictable and inadequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our agency or program lacks the expertise to provide specialty care/services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demand for services exceeds available agency or program resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff may not be aware of available community resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff may not be aware of all the needs of families.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The wait time to receive services is lengthy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our agency or program does not have enough staff on hand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eligibility guidelines for our services are narrow and some children who need services don't qualify.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Families exhaust the number of allowable uses for the service(s) we provide.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our agency's or program's location makes it difficult for some families to access our services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a lack of knowledge about the services our agency or program provides.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. What other barriers or challenges have your agency or program experienced?

\* 13. What are some of the programs, initiatives, or strategies that your agency or program has employed to improve access to services? If none, please enter "none".

\* 14. What are your thoughts about how well agencies and programs in Burke County provide resources to families with children?

\* 15. Which area(s) of Burke County are served by your agency or program?

\* 16. How is your agency or program classified? Please check all that apply.

- Government
- Non-profit
- For-profit
- Faith-based
- Local Educational Agency
- Other (please specify)

\* 17. What are the hours of operation for your agency, program, or department?

If hours vary, please indicate when your agency or program is most frequently providing services.

	Open Time	Close Time
Monday	<input type="text"/>	<input type="text"/>
Tuesday	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text"/>	<input type="text"/>
Thursday	<input type="text"/>	<input type="text"/>
Friday	<input type="text"/>	<input type="text"/>
Saturday	<input type="text"/>	<input type="text"/>
Sunday	<input type="text"/>	<input type="text"/>

Please indicate your lunch break hours (if applicable).

\* 18. Does your agency or program provide interpretation for any of the following languages?

Please check all that apply.

- Spanish
- Hmong
- ASL
- Braille
- We do not provide interpretation.
- Other (please specify)

\* 19. Does your agency or program have bilingual staff for the following languages? Please check all that apply.

- Spanish
- Hmong
- ASL
- Braille
- We do not have bilingual staff.
- Other (please specify)

\* 20. Does your agency or program provide forms in any of the following languages? Please check all that apply.

- Spanish
- Braille
- We do not have forms in any languages other than English.
- Other (please specify)