



Tri-Valley
Opportunity Council, Inc.

Community Needs Assessment Summary (2022)

Top Five Values Tri-Valley Demonstrates:

- | | |
|-----------------|----------------------------|
| #1 = Respect | #4 = Customer Satisfaction |
| #2 = Compassion | #5 = Fairness |
| #3 = Commitment | |

Top 10 Strengths of the Report Area:

- | | |
|---------------------------------|---|
| #1 = Basic Needs | #6 = Income Security |
| #2 = Education | #7 = Community Services |
| #3 = Environmental Quality | #8 = Consumer Services |
| #4 = Health Care | #9 = Mental Health Care |
| #5 = Individual and Family Life | #10 = Criminal Justice & Legal Services |

Top 10 Weaknesses of the Report Area:

- | | |
|--------------------------|--------------------------------|
| #1 = Poverty | #6 = Shortage of Child Care |
| #2 = Affordable Housing | #7 = Affordable Medical Care |
| #3 = Crime | #8 = Domestic Violence / Abuse |
| #4 = Drug Abuse | #9 = Young People Leaving Area |
| #5 = Substandard Housing | #10 = Alcohol Abuse |

Possible Community Needs Over the Next 12 Months:

- #1 = Help making your home more energy efficient to lower heating costs
- #2 = Finding a job which pays enough to meet your family's basic needs
- #3 = Finding a job where the employer offers benefits
- #4 = Help with payments for home heating expenses
- #5 = Help with having enough money to buy food

Comments From Community Needs Assessment Survey:

- I am disabled. It's hard to pay my bills and other unexpected issues like car troubles and stretching the dollar when you don't even make enough to pay your bills.
- Thanks for being here.
- Didn't know about a lot of the services you provide. The few I knew about I was very satisfied. Would like more info on the services provided for the elderly. Thank you.
- I appreciate the help with heating assistance!
- Very helpful, respectful, and timely.
- Your staff is very helpful. Also, very pleasant and patient on the phone! Thank you!
- I have not used any services for many years. But when I did, it was appreciated. They also helped my dad with fuel assistance.
- I need a furnace, mine is broken.
- Hope I answered it all okay.
- Income limits are too high for LIHEAP. I have a disabled child and can barely make it and won't qualify because my nephew lives with me and goes to high school. When he moves out, I won't qualify and will probably have to sell my house.
- My house is freezing. Very hard to heat. Applied for weatherization and was told I was high priority. Met 4 of 5 boxes. Two years later, nothing. Was told it goes on a point system and I was very low points. Basically will never get help. I won't qualify much longer with my income I get for my son for a DD waiver program. That money should not count as income. So then I don't qualify because I make too much. That is non-taxed money and his social security does not count it as income. So basically I will probably have to sell my house because I won't be able to afford to heat it. Very disheartening matter what with having a handicapped son. Thanks, Mary (phone number on survey)
- It would be nice to get help with roofing and windows also appliances when they stop working.
- Keep up the good work helping people up in emergencies. Thanks for all you guys do.
- Contractor to call to fix things

(Year 2)

Comments From Community Needs Assessment Survey:

- Thank You for your much appreciated heating assistance over the past few years!!
- Please help us find dentists that will accept medical assistance.
- Bullying is a huge issue!
- TVOC is a great asset to any community it serves.
- I am absolutely and thoroughly impressed with Tri-Valley Opportunity Council, all TVOC's staff, and all the programs TVOC offers for our community. TVOC is an absolutely outstanding non-profit agency lead and managed by professional individuals that take the work serious and completely mindful. All the citizen's of the town of Crookston greatly benefit from TVOC's existence. I would like to see, if possible, if TVOC could secure \$50,000 from HUD (Tahran) to purchase more homes for people in need of a home. There are a few homes in the Crookston community selling for about \$50,000 and perhaps TVOC could help secure those homes for people who would want to buy them. Other than that (homes for people in need), TVOC is doing an absolutely perfect, 1st class, masterful job. TVOC exceeds and excels above and beyond expectations and is highly effective and efficient in all that they do. Commendations to TVOC and all those who are employed there in addition to the wonder volunteers who give so humbly and graciously of their time and other resources.
- Major issues to focus on in our area: Health care, child care mental healthcare, and not enough people to fill job vacancies. Partner with places like Alluma or Riverview to fill jobs, and get access to the healthcare for under served areas of our community. Ex: Community outreach clinics, outreach mental health, outreach chemical dependency. Talk more about dementia and nursing home services located right here in Crookston. Many people don't know about what there is to offer.

Comments From "Tri-Valley on the Go" Community Visits:

- The sidewalks don't get cleaned in Warren and are dangerous to walk on.
- Tri-Valley transit able to bring people for groceries in Warren?
- Affordable / available housing.
- How to get more housing for staff at DigiKey?
- Addiction and recovery options.
- Mental health options.
- Senior activities during the holidays. (Singing / crafts / center pieces / fun holiday options at Senior Living places facilitated by Tri-Valley Senior Programs.
- Has Tri-Valley looked into opening a Thrift Store?
- Winter... options for shoveling roofs / sidewalks / driveways / etc.
- Is there assistance for water bills?
- Can Tri-Valley facilitate a clothing driver for those in need?
- Cost of food is using up all the money.
- No food at the food shelves.
- Can expired magazines from stores be given to Senior Living facilities. Magazines with games, crosswords, etc. that haven't been done. They just go in the garbage.
- Energy Assistance is always needed.
- Facilitate music groups at Senior Living centers.
- T.H.E. Bus has been very helpful for transportation!
- Can transit work with the DAC in Norman / Mahnomen to try and figure out a cost-effective plan? Current contract is not sustainable. Mahnomen could help with cost as well, possibly.
- Transportation to help shop during the winter months.
- More waiver programs.