

EXECUTIVE SUMMARY OF COMMUNITY NEEDS
OF THE SMITH MOUNTAIN LAKE COMMUNITY

PREPARED BY
THE ROTARY CLUB OF SMITH MOUNTAIN LAKE

March 22, 2012

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PREFACE

In June 2011 the Rotary Club of Smith Mountain Lake approved its Strategic Plan for the next 2-3 years. Objective 3.3 of that plan is “To conduct a simple community wide needs assessment and prioritize needs and define where future Rotary projects would be appropriate over the next 2-3 years. This Executive Summary addresses that objective.

This document, summarizing the identified needs of the Smith Mountain Lake community, is intended to inform the members of the Rotary Club of Smith Mountain Lake in order for the members to decide what projects would be appropriate for Rotary over the next several years. The list of community needs is likely not all inclusive nor was the process expansive enough to generate an all inclusive list.

This document does not describe the many not-for-profit organizations and state and county agencies that are addressing many of these needs. In the late spring or early summer the Club will be producing a Guide/Directory tailored to the Smith Mountain Lake Community that will provide information about many of these organizations and agencies

Twenty-six Rotarians from the Rotary Club of Smith Mountain Lake were involved with this effort as well as 107 residents of or near the Lake and 34 community leaders. These leaders were chosen in an effort to obtain a cross section of community leaders around the Smith Mountain Lake area. Needless to say many other key community leaders were not interviewed and that certainly is a limitation of the study.

The Rotary Club of Smith Mountain Lake would like to thank all those who participated especially Rotarians Dave English who provided the leadership and direction, Lee Willard who helped create the online survey, Bill Lesyna who analyzed the online survey data and the other Needs Assessment Committee members for their thoughtful insights including Gary Doninger, Chris Mason, Pat McDonnell, and Rusty Morris.

To the extent that this document may be helpful to the community, the Rotary Club of Smith Mountain Lake gives permission to any reader to copy any part of this document with the understanding that the Rotary Club of Smith Mountain Lake be given credit.

If you would like additional information please feel free to contact me at casencobypieterman@verizon.net.

Case Pieterman
President
Rotary Club of Smith Mountain Lake
March 2012

EXECUTIVE SUMMARY OF COMMUNITY NEEDS

A. INTRODUCTION

In October 2011 the Rotary Club of Smith Mountain Lake, as part of its Strategic Planning process, began a community wide needs assessment to define where Rotary should focus its attention in serving the community over the next few years. To accomplish this objective, the Rotary Club of Smith Mountain Lake divided its activities into three major parts:

1. The first part was a review and summary of available online data to identify the needs of the Smith Mountain Lake community. For purposes of this effort, the Lake community was defined to include the following communities, all of which touch the Lake:
 - Moneta
 - Huddleston
 - Goodview
 - Hardy
 - Wirtz
 - Glade Hill
 - Union Hall
 - Penhook

A Report, entitled Preliminary Needs Assessment for Smith Mountain Lake, was completed on November 2, 2011 and distributed to all members of the Rotary Club.

2. The second part was a written online needs survey completed by each Rotarian and three or four of their neighbors between November 2011 and January 2012. The survey asked respondents to rate community services such as law enforcement, fire protection, mental health services, snow removal and similar services and to identify the presence or lack of presence of problems in their neighborhood such as recreational drug use, speeding, and similar issues. A total of 107 individuals responded. The vast majority of respondents lived at or within two miles of the lake. A Report, entitled Online Survey of Community Needs was prepared in early February 2012.
3. The third part consisted of 31 personal interviews with 34 Community Leaders. Interviews took place between the middle of November 2011 and the middle of March 2012. Among other questions, each person was asked what they thought the most significant needs of our community were and whether the needs of the lake community were any different. The interviews were conducted by 26 different members of the Rotary Club of Smith Mountain Lake. The interviewees included:

- 9 pastors or other church connected individuals
- 1 Member of the Board of Supervisors from Franklin County
- 3 Members of the Board of Supervisors from Bedford County
- 2 County Administrators
- 4 leaders of governmental agencies
- 1 Delegate to the Virginia General Assembly
- 1 Sheriff
- 3 leaders of United Way Agencies
- The Executive Director of the SML Chamber of Commerce
- 5 School Principals (called Administrators in Franklin County)
- A representative from Pittsylvania County to the Smith Mountain Lake Association
- The CEO of the Carilion Franklin Memorial Hospital
- The CEO of the Bedford Health Foundation
- 1 person from local news media

On three occasions following the interviews, the interviewers were given additional material that proved useful, but was not available during the online research effort mentioned above. All of this material was reviewed and incorporated where appropriate into this report. The list of all references used in this study is provided in Appendix 1.

The Report, entitled Summary of Interviews of Community Leaders, was prepared in March 2012. The names of the Community Leaders interviewed are provided in Appendix 2 of this report. With only a couple of exceptions, most individuals contacted agreed to participate in an interview.

This Executive Summary is an attempt to summarize the most significant findings of the three parts of this Needs Assessment. In addition, possible projects in which the Rotary Club of Smith Mountain Lake could be involved have been provided in Section C. Most came from suggestions made during the interviews of Community Leaders. Of all parts of this effort, the Interviews of Community Leaders provided the most valuable material in identifying the needs of our Community.

Perhaps the most interesting findings were the following:

1. With only a few exceptions most individuals interviewed who voiced an opinion believed that the needs of the Lake residents were the same as the needs of the rest of the community. The degree may vary but the needs do not. To illustrate this finding, one individual interviewed said that in the last three months of 2011, the Rocky Mount women's shelter served 6 homeless clients from the Lake and 2 domestic violence clients from the Lake out of 40 clients served during that period.

2. Only a few of the persons interviewed had a sense of the breadth and depth of the needs they articulated.
3. Because there was a wide range in the types of individuals interviewed, the needs identified showed significant variability as well.
4. As referenced earlier, the purpose of this effort was to obtain information that would be helpful to the Rotary Club of Smith Mountain Lake in defining how it could be helpful to the community in the next few years. All other users of this report should be aware of the focus of this effort.
5. Since our efforts are directed to the areas touching the Lake, no effort was made to identify the needs of unique sections of Franklin County or Bedford County, such as Rocky Mount or Bedford City. However, the authors believe after reviewing data collected that the findings are relevant to all parts of the broader community.
6. Since only a sliver of Pittsylvania County touches the lake with a very few people living at the lake, no effort was directed to Pittsylvania County in this Executive Summary.

After all the information was reviewed, the needs of the community were divided into the following seven categories:

1. Need for transportation
2. Basic individual and family needs
3. Needs of children and their parents
4. Needs of seniors and the lake community
5. Need for jobs
6. Needs of the broader community
7. Needs of Business community.

These needs are summarized as “Unmet Needs” in Section B, which is followed by a Section C containing a list of possible projects that Rotary or others could undertake. And finally Section D, which has the conclusions. In order for a need to be included in Section B, it must have been mentioned by at least three different people during interviews.

B. UNMET NEEDS

1. Need for Transportation (mentioned by 16 persons interviewed)

One of the most significant needs identified was the need for transportation. In fact one out of every two persons interviewed identified transportation as a significant unmet need. However, what aspects of transportation people were talking about differed depending upon the primary interest of the person being interviewed. The business community spoke about the need for shuttle busses for local shopping for residents and the need for tourist transportation including water taxis to show visitors the lake. Those involved with providing or helping to provide services to seniors and others spoke about the need for assistance with transportation whether that be money for gasoline or rides and the need for transportation for doctor's appointments, shopping, and to church. Others spoke about the need for transportation for those who have jobs and a "cars to work" program. All understood that everyone needs to travel long distances and there is no public transportation or any agency addressing all of the needs for transportation.

One pastor interviewed estimated that 20% of his congregation needed help with transportation and that their Church volunteers have not been able to meet all of the need.

Many were familiar with the transportation services provided by Bedford Ride and the Franklin County Department of Aging but there was not great awareness of the criteria and eligibility requirements of both programs. It is also clear that the transportation needs exist whether one lives on or off the lake in Bedford County or Franklin County.

2. Basic individual and family needs (mentioned by 18 persons)

Mentioned just as often as the need for transportation were the basic individual and family needs including:

- a) A need for financial assistance (According to USDA in 2010, 14.4% of Franklin County population and 9.8% of Bedford population lived in poverty.)
- b) A need for food assistance
- c) A need for financial counseling and budgeting training
- d) A need for medical care for the uninsured (currently 18% of residents in Bedford County and 16% in Franklin County are uninsured)

Perhaps no statistic is as compelling as the poverty rates for the targeted areas as shown in Table 1 below. They, together with the unemployment rate, illustrate why programs such as Lake Christian Ministries and AGAPE have such a large number of clients. Combined these organizations served over 900 families a month last year.

Table 1. Poverty and population by zip code

ZIP CODE & Community	% with income Below Poverty Level (2009)	% with income Below 50% of Poverty level	Population (2009)
24121 Moneta	7.2%	3.7%	10,814
24101 Hardy	6.4%	5.0%	5,861
24184 Wirtz	8.5%	4.0%	4,114
24092 Glade Hill	10.6%	3.8%	2,946
24176 Union Hall	4.1%	3.4%	1,175
24137 Penhook	16.7%	9.3%	2,712
24104 Huddleston	6.0%	3.6%	3,735
24095 Goodview	3.3%	2.3%	5,980
24161 Sandy Level	18.3%	2.8%	393
Total			37,730

Basic individual and family needs are especially significant in the Penhook area where the mobile pantry provided by Lake Christian Ministries together with three local Churches has seen its food outreach grow from 30 or 40 families when it began 10 years ago to 130-140 families currently living in the area.

As one interviewee said, there is a great difference between the “haves and have nots” here at the lake. The basic needs are typical and there is little opportunity for the folks at the bottom. Factories that used to be in this area are no longer in operation. Thousands of people in this community are unemployed and need help making ends meet.

In the Rotary Online Survey, 25% of the respondents felt poverty was somewhat or definitely a problem in their neighborhood and 25% felt nutrition of children was somewhat or definitely a problem in their neighborhood.

3. Needs of children and their parents (mentioned 13 times in interviews)

- a) A need for summer and year round support for kids (i.e. food, camps, recreational opportunities that are free, etc.)

The Free or Reduced School Lunch Program is a federal program designed to provide nutritious meals to school children whose parents or guardians qualify because of income. Table 2 below provides the percent of students participating by community.

Table 2. Students participating in the free or reduced lunch program by zip code

ZIP CODES	Total number of students at schools in zip code	% students receiving free lunch	% students receiving free or reduced lunch
24121 Moneta	2132	36.50	46.07
24101 Hardy	312	27.24	34.62
24184 Wirtz	647	35.16	41.16
24092 Glade Hill	288	51.04	61.46
24176 Union Hall	*	*	*
24137 Penhook	217	56.22	67.74
24104 Huddleston	223	48.88	56.95
24095 Goodview	508	40.75	50.59
24161 Sandy Level	55	47.47	60.41

(* There are no schools in Union Hall)

One Principal interviewed said that people who asked for assistance over the December holiday was 4 in 2009, 6 in 2010, and 26 in 2011. The need clearly appears to be growing.

- b) Perhaps the most complex need was a statement from a Principal who said that the biggest question seems to be how do you help a child who gets up in the morning, where no one around him works or does anything to move forward in life? They have never been in an environment that encourages any personal improvement.

Other needs of children and/or their parents and schools include:

- c) A need for mentoring of children and youth (such as provided by Big Brothers, Big Sisters in Franklin County) and to get them involved in outreach opportunities from the community
- d) A need for mentoring adults on parenting and budgeting skills and help for parents in understanding the importance of their children's personal hygiene (In a Franklin County online Needs Assessment Survey of 233 individuals, 32% felt additional resources needed to be applied for Family/Parent mentoring and skills and 38% on more Youth programs)
- e) A need for school supplies for both students and teachers
- f) A need for school volunteers to help with reading, playing games, recess supervision, tutoring programs and being role models
- g) A need for advocacy for all students, especially when parents do not, or cannot advocate for their children.

4. Needs of seniors and the lake community

Approximately 32% of the Bedford County population and 33% of the Franklin County population are 55 years or older. This group makes up the vast majority of the 11,000 residents who live at the Lake or within a short distance of the Lake since Smith Mountain Lake attracts people of retirement age. They represent two potential clusters of people. One group is in need of assistance with transportation (mentioned above), for minor home repairs and other chores to keep them in their homes longer. The other group includes a significant community resource of skilled retirees who could be a great benefit to local organization and individuals in need if they could become engaged in the needs of the community.

As one interviewee said, there is a need to get people at the Lake to understand more than just what is at the lake. There is a lack of interface. "Lake Folks" tend to come to Kroger and Wal-Mart and never go any further. There is a need for "Lake Folks" to buy local and frequent the local stores and area.

According to one person interviewed, there are unmet needs of the retirement community. Many of the retirees at the Lake in need are "too proud" to ask for help, but appreciate it when they get it.

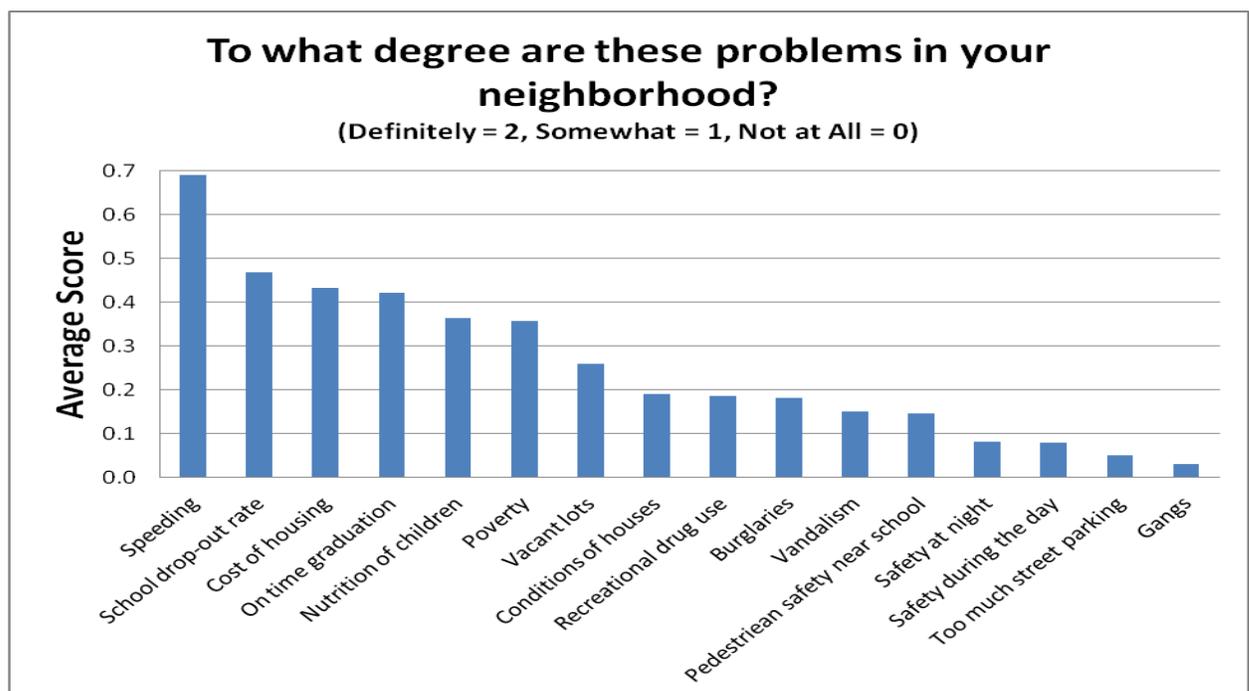
5. Need for Jobs

Nothing drives the basic and family needs, the needs of children and parents, and the need for transportation assistance more than unemployment. There is a significant need for jobs in both Franklin and Bedford counties. Although unemployment varies month to month the December 2011 unemployment rate according to the Bureau of Labor Statistics is 5.9% for Bedford County and 6.7% for Franklin County. Although this leaves many persons unemployed, these rates were 6.6% and 7.7% in December 2010.

And as the persons interviewed said, there is a need for jobs and unemployment counseling, a need for more employment opportunities for African Americans, a need for permanent, non seasonal jobs, especially for the new poor, and a need for part time jobs for extra income.

6. Needs of the broader community

A variety of needs were identified that do not fit well into other categories above so they are grouped together under the needs of the broader community. Some needs were identified in the Community Leader Interviews and some from the Rotary Online Survey. An analysis of the Rotary Online Survey showed the degree to which potential problems were viewed as real problems. This is illustrated below:



The needs identified are as follows:

- a) A need for volunteers for different agencies
- b) A need for guidance on what services are currently available in the county
- c) A need for good affordable housing
- d) A need for safe affordable housing for the elderly
- e) A need for more mental health services
- f) A need to address substance abuse in both kids and adults
- g) A need for more interfaces among and between the different groups (i.e., the Lake community, the African American community, the long time residents, etc.)
- h) A need for a better way to dispose of yard waste and hazardous material (Rotary Online Survey: 31% of respondents said they did not participate in recycling but in several unsolicited emails from those who did recycle the limitations of the program especially disposal of yard waste was a problem)
- i) A need for education on the value of recycling (Rotary Online Survey)
- j) A need for greater awareness of the mental health services available in the community (Rotary Online Survey: 53% of respondents did not rate services.)
- k) A need for more effective snow removal (Rotary Online Survey: 45% of respondents rated snow removal as “Fair” or “Poor”)
- l) A need to reduce speeding (Rotary Online Survey: 52% of respondents felt speeding was “somewhat” or “definitely” a problem.)
- m) A need for health education/promotion to deal with the main health concerns in Franklin County (diabetes, obesity, substance abuse, high blood pressure, smoking, dental care, and mental health issues) (See Reference 4).
- n) A need for resources to maintain the quality of the lake water.

7. Needs of the Business community.

The needs of the Business community as articulated in the interviews include:

- a) A lack of awareness of the Lake (In 2016 Smith Mountain Lake will celebrate the Lake’s 50th Anniversary and its existence is still unknown to many Virginians)
- b) A need for signs providing directions to the Lake for visitors
- c) A need for assistance for visitors providing directions and other help
- d) A need for more access to the Lake itself (more public ramps, public green areas, etc.)
- e) A need for more affordable land
- f) A need for more things for tourists to do (i.e., water park)
- g) A need for Lake community to support all local businesses
- h) A need to assist SML businesses through economic development.

C. LIST OF POSSIBLE ROTARY PROJECTS

During the interviews of community leaders, each was asked if there were unmet needs where the interviewee thought Rotary could help out. This question generated many suggestions. These suggestions have been grouped below in the same categories as the needs above. Where more than one person made similar suggestions it has been listed only once. Where an “**” appears it represents a suggestion from a Rotarian and not from an interviewee.

1. Need for Transportation

- a) Provide volunteers, both drivers and non-drivers, to different agencies and/or churches (Bedford Ride, Franklin County Dept. on Aging, etc.).
- b) Develop a Rotary transportation program for those who are in need of transportation. This would include taking people to medical appointments, shopping, churches, and work if they have no means of transportation.**
- c) Advocate at county, state, and federal levels for more transportation services for the community, including shuttle busses for shopping.
- d) Help set up a “cars for work” program.
- e) Promote local shopping through special community events at Westlake and the like.**
- f) Provide funds to local agencies and churches for purchase of gasoline.

2. Basic individual and family needs

- a) Expand current Tackling Hunger program to include AGAPE and other local food distribution programs.**
- b) Participate in Backpack programs conducted by churches or other groups.
- c) Develop a community garden for people who are willing to grow their own fruits and vegetables, helping people become more independent.
- d) Develop a financial counseling and budget training program that could be offered at food pantries, schools, and throughout the community.

3. Needs of Children and their Parents

- a) Provide dictionaries and other books for the children to use.
- b) Provide community volunteers to serve as mentors to children and provide positive reinforcement in reading and language skills.
- c) Conduct adult education programs that would help educate parents in basics such as parenting and finances as well as bring people together as they attend classes together. These should reinforce the importance of education. This could cover how to budget, get a GED or advanced education. Also they could be set up to connect to businesses that will use their skills. Department of Social Services has the curriculum that could be used.
- d) Set up a mentoring program for parents to help them reverse the downward spiral of poverty and to make significant lifestyle changes. A pathway needs to be shown to the less fortunate. This could include providing “learning coaches” to children of single mothers. Help kids learn.
- e) Provide funds or assist in school fundraisers that raise money for school educational field trips.
- f) Expand the Rotary “Teacher of the Year” program to celebrate the education profession, and with teacher recognition, awards of supplies and tokens of appreciation for good work.
- g) Expand the teacher recognition program by including Community Service Awards for someone in the community that has earned such recognition – it could be a fund raiser!**
- h) Provide school supplies both at the beginning of the school year and throughout the year as supplies run low.
- i) Develop a weekend backpack program with food and a summer program that provides assistance during the summertime. The food will improve nutrition and assist kids who may be getting just one or two meals daily.
- j) Develop a program for youth to give them the knowledge and tools to change their lives through education before the downward cycle begins. This could bring significant changes in the future of the SML community.**

- k) Provide volunteers for different agencies such as Big Brothers/Big Sisters.
- l) Set up forums through which Department of Social Services and other agencies could disseminate information out into the community.
- m) Fund or provide other assistance to schools such as the drama club at Huddleston.
- n) Provide schools gift cards and certificates for Wendy's for students who do not get into any trouble.
- o) "Adopt" two schools (one in Bedford and one in Franklin) and implement many of the programs defined above over the next 2 to 3 years.**

4. Seniors and Lake

- a) Provide volunteers to go to homes of seniors in our community and help widows and others with minor home repairs and upkeep.
- b) Provide volunteers to help seniors move boxes or furniture, change light fixtures, electrical outlets, furnace filters, fix broken windows, do yard work and painting.

5. Jobs

- a) Advocate for training and education for those unemployed to develop the skills necessary for available jobs.
- b) Advocate for aggressive job creation.
- c) See 6a below.

6. Broader Community

- a) Create a temp job organization where willing workers who need income can register and offer their specific talents and they are paired up with SML residents who need and can afford to pay for that assistance. The SML residents would be people at the Lake who are looking for individuals to handle chores they no longer can or want to do, i.e., gutter cleaning, house cleaning, home repair, yard upkeep and mowing, painting, running errands, etc.
- b) Create a directory of services available and how to access them.
- c) Advocate with the Board of Supervisors and local government agencies to work “regionally rather than independently.”
- d) Create a Clearing House of information on services such as tax preparation, budgeting, screening, etc.
- e) The County would welcome anything Rotary could do for the Moneta Recreation Park.
- f) Assist the Fire and Rescue Department in the area of administration.
- g) Assist any agency with projects and fund raising.
- h) Assist the Sheriff’s Department in Franklin County with anti-substance abuse campaigns/education programs.
- i) Provide funds and labor for making improvements to area athletic fields and gymnasium space.
- j) Provide financial assistance to agencies providing services to both Lake and non Lake Residents.

7. Business Community

- a) Become strong advocates for economic development. Don’t sit on the sidelines. Take a stand with County and State representatives on funding and pursuit of economic development.
- b) Provide coaching services for potential entrepreneurs. Show them how to determine if there is a real market for their business idea. Help them to

understand what is required to get started. Help them succeed by providing expertise we have that they do not have.

- c) Rotary should keep doing the things it is doing to support the business community.

D. CONCLUSIONS

On March 6, 2012 the Needs Assessment Committee of the Rotary Club of Smith Mountain Lake met and discussed the needs identified above. Rotarians present included Gary Doninger, Dave English, Bill Lesyna, Chris Mason, Pat McDonnell, Rusty Morris, and Case Pieterman. Each member had been given and reviewed the approximately 80 pages of information that had been prepared in this effort.

As a result of their analysis and review the Committee prioritized the needs as “High,” “Medium,” and “Low” based on which needs they believed the Rotary Club should address. This prioritization took into account the reality that some needs although very important could not possibly be addressed by a club the size of the Rotary Club of Smith Mountain Lake. The prioritizations by the Needs Assessment Committee of the needs that Rotary should address are provided below.

- High
 - Basic Individual and Family Needs
 - Needs of Children and their Parents
- Medium-High
 - Needs of Seniors and the Lake Community
- Medium
 - Need for jobs
 - Needs for the Broader Community
- Low
 - Need for transportation
 - Needs of the Business Community

The Committee then discussed the many projects that Rotary could launch during the next 2-3 years within the “High” priority category above. After a lively discussion the Committee decided to recommend the following Global Goal and Proposed Signature Project.

Our Global Goal is to address the issues implied in the following quote (cited above):

The biggest question seem to be how do you help a child who gets up in the morning, where no one is around him works or does anything to move forward in life? They have never seen an environment that encourages any personal improvement.

The Proposed Signature Project will be called “Adopt a School Program.” The Rotary Club of Smith Mountain Lake, in conjunction with Principal, teachers, parents and children, will plan a multi-year pilot program at one elementary school where the School Principal and PTA are enthusiastic about working with Rotary. The Adopt a School Program will use the talents and life experiences of Rotarians as well as Rotary and community resources to help the school, its parents and children through mentoring of parents and children, being reading buddies, providing seminars on parenting skills, and other activities. Rotary will further minimize the duplication by Rotary of any service provided by others.

The Committee further identified in detail the steps necessary to implement the pilot project and also identified the three elementary schools in the Smith Mountain Lake community that it would approach and would then select one for the pilot.

On March 8, 2012 the membership of the Rotary Club of Smith Mountain Lake met and unanimously approved the recommendation of the Needs Assessment Committee that the Club move forward on the development of the “Adopt a School Program” as outlined above.

APPENDIX 1. LIST OF REFERENCES

1. Preliminary Needs Assessment for Smith Mountain Lake, November 2, 2011. Rotary Club of Smith Mountain Lake.
2. Online Survey of Community Needs. February 2012. Rotary Club of Smith Mountain Lake.
3. Summary of Interviews of Community Leaders. February 2012. Rotary Club of Smith Mountain Lake.
4. Health Systems Profile – Franklin County, Virginia. January 19, 2011. Susan West Marmagas, Kerry J. Redican, and Karen A. Roberto from Virginia Tech.
5. Franklin County Department of Aging Services: An Overview of the Department’s Past, Present and Future. November 2009 presentation and a 2011 presentation entitled, The Age Wave.
6. Summary Results of Survey. Franklin County Social Services.
7. Comprehensive Services for At-Risk Youth & Families – Assessment of Critical Services Gaps-2011. Report of Virginia Government.
8. 2011 Regional Report Card: A joint publication of Danville Regional Foundation, United Way of Danville-Pittsylvania County, and the Future of Piedmont Foundation. April 2011.
9. Virginia School Nutrition Program (SNP). January 31, 2011, updated August 24, 2011.
10. Franklin Community Profile. Virginia Employment Commission. Labor Market information. www.virginialmi.com. Updated 10/21/2011.
11. Revisions needed in the update of the Comprehensive Plan of Franklin County, Virginia.
12. Unemployment Rate by County in Virginia. December 2011. Bureau of Labor Statistics.
13. The following web sites:
 - www.city-data.com
 - www.doe.virginia.gov
 - www.smith-mountain-lake.com

APPENDIX 2. LIST OF COMMUNITY LEADERS INTERVIEWED

1. Judy Short, Pastor
Penhook Methodist Church &
Craft Methodist Church
2. Chris Barrett, Deacon
Senior Pastoral Associate
Resurrection Catholic Church
3. Tami Aiken,
Parish Nurse
Resurrection Catholic Church &
Trinity Ecumenical Parish
4. Gary Scheidt, Co-Pastor
Philip Bouknight, Co-Pastor
Trinity Ecumenical Parish
5. David Lord, Pastor
Bethlehem United Methodist Church
6. Russell Johnson
Supervisor (former)
Gills Creek District
Franklin County
7. Richard Huff
County Administrator
Franklin County
8. Deborah Powell
Director
Department of Social Services
Franklin County
9. Rose Boyd, Director
Department of Aging Services
Franklin County
10. Dale Wheeler
Supervisor for District 1(former)
Bedford County
11. Charles “Chuck” Neudorfer
Supervisor for District 2
Bedford County
12. Roger Cheek,
Supervisor for District 3
Bedford County

13. Kathleen Guzi,
County Administrator (former)
Bedford County
14. Charles Poindexter
Delegate (Franklin County)
Virginia General Assembly
15. Marie Martin
President and CEO
Joan Phelps
Vice President, Community Impact
United Way of Central Virginia (includes Bedford County)
16. Pat Koger,
Executive Director
United Way of Franklin County
17. Donna Proctor
Executive Director
Bedford Community Health Foundation
18. Vicki Gardner
Executive Director
Smith Mountain Lake Chamber of Commerce
19. Kimbely Poindexter
Administrator
Glade Hill Elementary School
20. Brenda Hopkins
Administrator
Windy Gap Elementary School
21. Michelle Morgan
Principal
Staunton River High School
22. Timothy Overstreet
Principal
Staunton River Middle School
23. Aprille Monroe
Principal
Huddleston Elementary School
24. Bill Jacobsen, CEO
Carilon Franklin Memorial Hospital
25. John Lindsey
(Pittsylvania representative to SMLA)

26. Jim Gerhart (referred by Deacon Barrett)
Parishioner of Resurrection
Catholic Church and volunteer at LCM
27. Andy Crawford, Director
Karen McHugh
Department of Social Services
Bedford County
28. Ewell Hunt
Sherriff of Franklin County (former)
29. Cynthia Treadway, Director
Family Resource Center
Franklin County
30. Frank Toney, Pastor
Angela Toney, Co-pastor
Inner Faith Ministries
Rocky Mount, VA
31. Rob Lyon, Editor and General Manager
Smith Mountain Eagle

APPENDIX 3. LIST OF ALL NEEDS MENTIONED ONLY ONCE (NOT LISTED IN SECTION B)

1. More services are need for the divorced, widows and widowers
2. Parks and Recreation, needs such as infrastructure
3. Zoning to assure adequate infrastructure for economic development in Bedford County
4. Safety of the counties citizens with only volunteer fire and rescue squad members
5. The need for regional cooperation in the area of fire, rescue, water, sewer, etc... to avoid duplication of efforts and increase the availability of human resources
6. Growing need for foster care (now called "Resource" parenting)
7. Dealing with the aging population
8. County wide Broadband connections. Providers are concentrating on densely populated areas only
9. Respite care is needed where volunteers are needed to go into home and give caregivers a break to get out and take a break
10. Coordination of resources (e.g. There is not a need for a furniture store in both Rocky Mount and the Lake; one may be successful but two will not)
11. We need a large hotel on the Franklin County side of the lake
12. Complete I-73 to bring tourists and jobs to the lake
13. SML must become more than just a summer time destination. The Franklin County government should provide some funding for an Arts Center.
14. Safer roads and safe place to walk/bike
15. Dental care for low income/uninsured families
16. A combination of large community and visitor center with substantial parking
17. Infrastructure is needed to improve county services like sewer, water, garbage collection, roads and more to attract and keep businesses and residents
18. The school would welcome donations
19. There is a need at SRHS for professional development training for the staff
20. A major unmet need is a shelter for homeless men
21. There is a need for childcare for some clients and it takes time to establish funding
22. There is also a need for adult crisis counseling especially for those who don't qualify for assistance
23. Homeless problem especially for men
24. Need for athletic fields/gymnasium space
25. Hazardous materials collection
26. Recreation for senior citizens

Appendix 4. List of members of Rotary Club involved in Needs Assessment:

1. Ayers, Bob
2. Bell, Mike
3. Broomall, Larry
4. Buchanan, Jim
5. Cameron, Chris
6. Cosgrove, Tom
7. DeNeal, Dave
8. Doninger, Gary
9. English, Dave
10. Gordon, Carolyn
11. Gray, Mike
12. Hardee, Rick
13. Hunt, Ewell
14. Lesyna, Bill
15. Lietz, John
16. Mason, Chris
17. McDonnell, Patrick
18. Miller, Steve
19. Morgan, Pidge
20. Morris, Rusty
21. Patterson, Randy
22. Pieterman, Case
23. Raub, Brian
24. Schott, Jeff
25. Strickland, Steve
26. Willard, Lee